7 TROUBLESHOOTING

7.1 I GOT DUMPED INTO UIDL FROM UIMAGE!

If you are working in UIMAGE and suddenly get thrown into UIDL, just type `UIMAGE` at the **`UIDL>`** prompt. Don't fear: your UIMAGE data will remain intact.

7.2 I HAVE TO FIND A KNOWLEDGEABLE PERSON!

For	Name	Location	Phone
DIRBE Data Information	Janet Weiland	CDAC 150	513-7809
DMR Data Information	Chuck Bennett	GSFC 21/158	286-3902
FIRAS Data Information	Joel Gales	CDAC 120	513-7763
User Support	Dave Leisawitz	GSFC 26/140A	286-0807
Software Support	Jeff Newmark	CDAC 120	513-7788
Documentation	Gayle Rawley	CDAC 120	513-7764

7.3 I LOST MY CURSOR!

On any of the menu screens, the cursor has been terminal disabled. This means that if you are a VT240 user and you switch to another session, the cursor will also be disabled in that session. You have to reset your terminal to get the cursor back. Most of the VT240 keyboards have a **`SETUP`** key where the **`RESET`** function resides. However, since each terminal is different, consult your terminal setup to determine how to restore the cursor.

7.4 MY WORKSTATION MENU TURNED INTO JUST THE TITLE BAR!

Suddenly, your menu has shrunk down to the title bar and no amount of clicking will bring it back. To remedy this, click on your session window and type `UIMAGE` at the **`UIDL>`** prompt.

7.5 MY WORKSTATION WINDOWS DO NOT HAVE FRAMES!

If you have begun a session at a workstation and the terminal and Session Manager windows have been improperly initialized (*e.g.*, without frames), you should end the session and start up a new one. If the problem persists, see a systems manager.

7.6 MY IMAGE DISAPPEARED!

An image will be erased from its IDL display window if an attempt is made to resize the window by clicking on a corner or size of the window with the mouse button and stretching/reducing the window to another size. (This often happens accidentally while trying to move a window.) See section 1.4 for further information on the appropriate way to resize windows while working in UIMAGE or UIDL.

To retrieve the image while working in UIMAGE, select the following menu options:

UIMAGE Main Menu ——> **Display Manipulation** ——> **Refresh an image**

Choose the title of the image that disappeared and the window and display will be refreshed.

To retrieve the lost image while working in UIDL, execute the command used to display the data object originally (**TV**, **TVSCL**, *etc.*).

7.7 I THOUGHT I DELETED THAT...

Suppose you closed an image display window by clicking on the dash (-) box in the upper left hand corner of the window. You thought by doing this, you would also be deleting the data object displayed. This action, however, does not delete the object from UIMAGE's memory. (See section 1.4 for further information on properly deleting objects from UIMAGE.) It will still appear in object and variable lists.

If you would like to retrieve an image that you have deleted in this way, choose **Refresh an image** from the **Display Manipulation** menu. There will be some differences in the new window, namely it will be the size of a standard IDL window and have a title like **`IDL 0`**. If you need to retrieve a graph, choose the **`Resize a graph`** option, also under **`Display Manipulation`**. You may have to experiment with the dimension choices to get the graph the size you want.