

Errors and Troubleshooting for SaberNet DCS 2.0

Title: SaberNet DCS Errors and Troubleshooting
Author: Seth Remington <sremington@saberlogic.com>
Author: Matthew Ranostay <mranostay@saberlogic.com>
Date: 2006-08-16
Revision: 1.5
Description: Documentation of common errors and what to do about it.

Contents

[How To Troubleshoot](#)

[Logging](#)

[Where To Go For Help](#)

[Bug Reports](#)

[Common Errors](#)

How To Troubleshoot

Perhaps the most important thing to remember when trouble shooting problems is to start the program (sndcsd, sndcs_gtk, etc...) from a console. There is a lot of output printed to standard out that is not necessarily logged to a file or otherwise seen if not started from a console. The first rule of thumb when trouble shooting is **always run the program from the console**. When asking for help or reporting a bug please provide the relevant output from the console.

Logging

For information on logging refer to the section in the [Administrator's Guide](#)

Where To Go For Help

If it is DCS related, please follow these steps:

- **Check the FAQ.**
- **Search the forums and the bug tracker** If that still doesn't yield any results, please enter a bug report or post to the forums.

Bug Reports

The following steps should be taken when reporting a bug:

1. Make sure there isn't already a solution posted on the bug tracker or the forums.
2. Also check to see if you are running the last version of DCS.
3. Please include the traceback from the console with your report.
4. Please write out a detailed description of the activities before and leading up to the problem.

Common Errors

1. 'Unable to connect to Name Server'*
 - Check to make sure that 'ns_hostname' parameter in the configuration is pointing to the right host, or that the 'Name Server' is running.
2. *'Too many connections'*
 - If you are using any other Pyro applications on the server, they could possibly not be calling `_disconnect()` to close inactive sockets. The only way to fix this is to restart the 'Name Server', and fix the offending program.
3. *'An error has occurred. The application will now terminate'*
 - This is most likely the result of the client losing the connection for an extended period of time. Restarting the application should work, if not check to see if the *Name or Event* Server is down.