

# **ANTARES 6.x DATA ORGANIZER 1.0 TROUBLESHOOTING NOTES**

**Problem:** The data manager does not find all of the studies/archives located within the “origin portfolio”.

**Solution:** The exploration carried out by the data manager within the origin portfolio is limited to a depth of ten levels. Items located deeper than that cannot be found. A valid portfolio for the Data Organizer is a folder in which all items to find are located no deeper than ten levels.

**Problem:** The data manager takes a long time to find all of the studies and archives included in the “origin portfolio”.

**Solution:** The in-depth exploration of the portfolio begins to be performed as soon as the origin portfolio is chosen, and it goes as far as ten levels down. Make sure than the folder chosen as origin portfolio is not unnecessarily wide and deep (e.g. exploration of C:\ may be considerably longer than C:\users\username\myAntares\_space)

**Problem:** A study (or archive) that was correctly registered within a catalog in the course of a Data Organizer session cannot be found later, in another session in which the relevant catalog is used as origin workspace for the data manager.

**Solution:** In the interval between the two Data Organizer sessions, the study (or the archive) has been deleted or moved elsewhere by direct Windows Explorer commands (cut/paste, etc.) or other applications. The Data Organizer is not aware of operations performed by other applications on data it is supposed to manage. To keep registered keys consistent, copy or deletion of a registered item should be performed by the Data Organizer, in a session including appropriate register/unregister commands.

**Problem:** The data organizer signals that an error occurred during the copy of a study (or of an archive), but the copied data seems to be correct.

**Solution:** An error message is proof that the copied item is not the exact replica of the original item that it is required to be. The copied item is corrupted somehow and should not be considered as being equivalent to the original.

**Problem:** The data organizer signals that an error occurred during the deletion of a study (or of an archive)

**Solution:** Two cases are possible: a) the user does not have the proper rights to perform the action b) deletion was not performed because previous errors made it unsafe (for instance: in a “Copy and Delete” sequence, “Delete” is not performed if “Copy” fails).

**Problem:** The data organizer GUI main window gets partially mixed up with other application main windows (Outlook, Word, Excel, etc.). Minimizing and restoring the application window fixes temporarily the behaviour but the problem reappears after some time.

**Solution:** The graphic framework used to design the Data Organizer is not fully compatible with “old-fashioned” Windows desktop themes, that is to say themes that do not manage transparency (Aero) effects. To permanently fix this issue, please change the Windows Desktop Theme to one of the “Aero” family (for instance, “Windows 7” instead of “Windows 7 basic”). If “Aero” themes are not available, minimize all opened application windows before starting a Data Organizer session and restore them to normal size at the end of the session.

**Problem:** The application crashed without giving any hint at what went wrong.

**Solution:** Before any attempt to restart the application, put aside the file located in:

*C:\D:\....\Users\username\AppData\Local\rtel\data\_organizer\logs\data\_organizer.log*

Please send this file as attachment to an e-mail reporting your problem to the Antares team:  
([rtel-antares@rtel-france.com](mailto:rtel-antares@rtel-france.com))