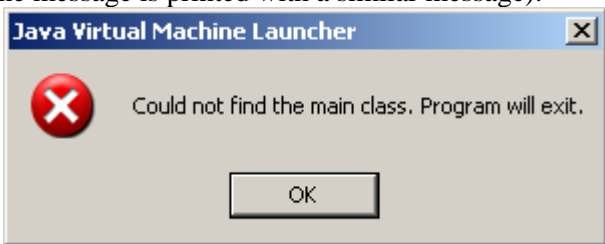# 8   Troubleshooting

This section discusses how to troubleshoot StateView/CWRAT problems.

StateView/CWRAT typically is started from the computer's start menu but can be run from the command line with *stateview.exe*. A log file is created in the logs directory under the main installation directory (e.g., *C:\CDSS\StateView-Version\logs\CWRAT_USER.log*). The most common problems are program configuration (see the **Installation and Configuration Appendix**), user input error (see the body of the documentation for information about features), and database errors (more below). Other problems should be reported to the StateView/CWRAT developers (see **Chapter 2 - Acknowledgements** for support contacts). Code has been implemented to detect common errors, but you may need to refer to the log file to determine the nature of a problem.

In general, when running the StateView/CWRAT, you will be warned about major problems using pop-up dialogs. The log file can also be viewed (see **Chapter 6 – Tools** and refer to the **Diagnostics** section). Search for the string `Warning` with the log file editor to find problems. Status messages provide useful information.

User and database errors can occur for a number of reasons. The following table summarizes common errors and their fixes.

StateView/CWRAT Errors and Possible Solutions

Error	Possible Solutions
StateView/CWRAT does not run (error at start-up).	If using the StateView executable on Windows and the following is shown (or a command line message is printed with a similar message): This error may be shown if software files have been manually moved. Reinstall using the installation program.
StateView/CWRAT starts slowly.	Several software files are loaded when the software starts. If the computer is running virus-checking software, a noticeable pause may occur as the software is checked for viruses. Start-up performance may increase in subsequent sessions.
Data are not returned from the database.	1. Verify that the database includes the water districts of interest using the *File…Properties* menu. 2. Verify that the identifier for data is valid. For example, for station data, a USGS gage identifier may have changed. To verify, try searching for the station using its name rather than the identifier. Also try removing all query filter constraints to get more data.

Error	Possible Solutions
StateView/CWRAT fails on large queries.	StateView/CWRAT may run out of memory on queries. If running on Windows using the StateView.exe program (the default configuration), increase the value of the $-XmxNNNm$ option in the *bin\StateView.l4j.ini* file under the software installation folder. Report this situation to support and the default value can be increased for future software releases.
Unexpected failure.	If there was an error in input that was serious, StateView/CWRAT may quit processing input. See the log file for details. If the log file does not offer insight, contact the developers. Errors are sometimes due to combinations of operating systems and network environments.