Re: Simulink Diagnostic View [ref:_00Di0Ha1u._5000ZrvApo:ref]

1 message

US MathWorks Support <support@mathworks.com>   Thu, Sep 14, 2017 at 6:06 PM
To: "tug39574@temple.edu" <tug39574@temple.edu>

Hello Tongdi,

My name is Emmanouil and I am writing in reference to your Technical Support Case #02748474 regarding 'Simulink Diagnostic View'.

Diagnostic Viewer is essentially a web page that communicates with a Simulink model through localhost on the computer. If the localhost settings are incorrect, it cannot get any message, thus shows up as blank. To confirm that this is the issue, you can ping the localhost in a terminal via the following command:

>> !ping localhost

If ping is unsuccessful, then this is the issue. To resolve the issue, the host files on the computer should be modified - please see the link below:

http://www.rackspace.com/knowledge_center/article/how-do-i-modify-my-hosts-file

Make sure the IP address is set to 127.0.0.1 for the localhost.

If this does not work, please execute the following command:

>> !nslookup localhost

If it returns "non-existent domain", it may mean that the loopback connector on the machine is disabled. In that case, please contact the IT department to enable it.

If you have any related questions feel free to reply to this email and I will be glad to reopen the case for you. If you have a new technical support question, please submit a new request. Please preserve the Reference ID in further correspondence on this query. This allows our systems to automatically associate your reply to the appropriate Case.

Sincerely,
Emmanouil Tzorakoleftherakis
MathWorks Technical Support Department

Self-Service: http://www.mathworks.com/support
File Exchange and MATLAB Answers: http://www.mathworks.com/matlabcentral/

.

ref:_00Di0Ha1u._5000ZrvApo:ref