UNIDADE 5

Error Messages

O que você lembra quando pensa em "mensagens de erro"?
Qual seu objetivo?
O que você tem a dizer a respeito das duas mensagens de erro abaixo?

This page does not exist.
Or does it?

Yes - this is an error page. But what if this error page was also an opportunity?

An opportunity to go back to the beginning. An opportunity for a fresh start.
A new day. A new page. A clean slate!

Try any one of these links...
- Coke.com
- The Coca-Cola Company
- Contact Us

or click your back button to return to the previous page.

Cheers,

Coca-Cola

Veja agora quais são as dicas apontadas pelo site Klariti, para que uma mensagem de erro seja eficaz:

What Does a Good Error Message Look Like?

A well-constructed error message

should identify the program that is posting the error message
should alert the customer to the *specific* problem
should provide some *specific* indication as to how the problem may be solved
should suggest where the customer may obtain further help
should provide extra information to the person who is helping the customer
should not suggest an action that will fail to solve the problem and thus waste the customer s time
should not contain information that is unhelpful, redundant, incomplete, or inaccurate
should provide an identifying code to distinguish it from other, similar messages

Fonte: http://www.klariti.com/technical-writing/writing-error-messages.shtml

Veja também o que diz o site Useit, que trata de assuntos relacionados à usabilidade:

The guidelines for creating effective error messages have been the same for 20 years. Good error message should include:

Explicit indication that something has gone wrong.
Human-readable language, instead of obscure codes or abbreviations such as *"an error of type 2 has occurred."*
Polite phrasing that doesn't blame users or imply that they are either stupid or doing something wrong, as in *"illegal command."*
Precise descriptions of exact problems, rather than vague generalities such as *"syntax error."*
Constructive advice on how to fix the problem. For example, instead of saying *"out of stock,"* your error message should either tell users when the product will be available or provide a way for users to ask to be notified when the product is restocked.

Fonte: http://www.useit.com/alertbox/20010624.html

EXERCÍCIO 1: De acordo com os dois textos acima, quais são os pontos-chave que devem ser levados em consideração ao escrever uma mensagem de erro?

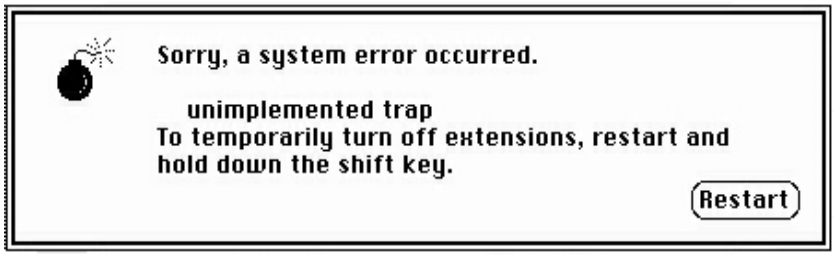
_____ _____

_____ _____

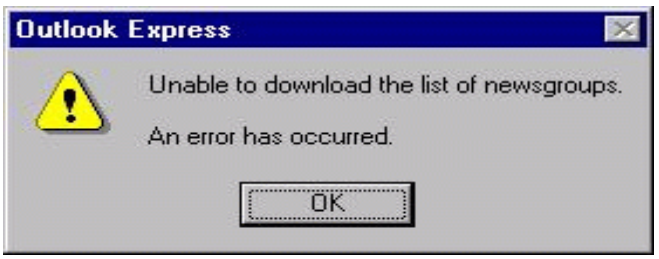
_____ _____

_____ _____

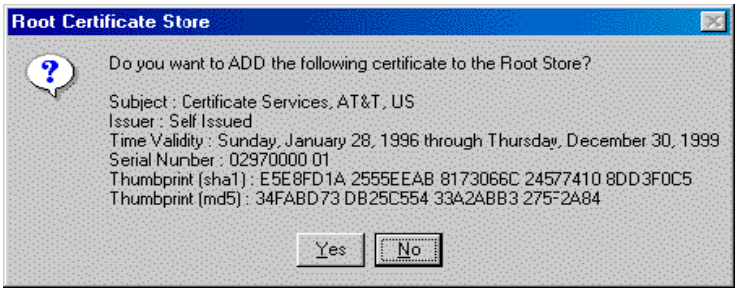
EXERCÍCIO 2: A partir dessas dicas, o que você pode dizer de cada uma das mensagens de erro abaixo:

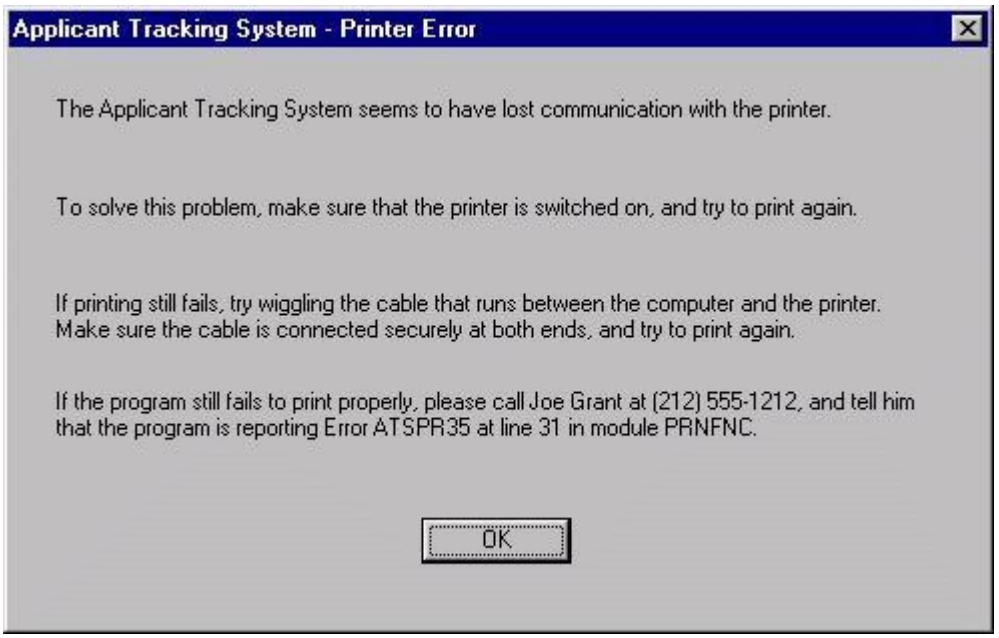


Could not login. Valid authentication credentials were not provided.



Microsoft Exchange
The action could not be completed. The action could not be completed.
OK


Root Certificate Store
Do you want to ADD the following certificate to the Root Store?
Subject : Certificate Services, AT&T, US
Issuer : Self Issued
Time Validity : Sunday, January 28, 1996 through Thursday, December 30, 1999
Serial Number : 02970000 01
Thumbprint (sha1) : E5E8FD1A 2555EEAB 8173066C 24577410 8DD3F0C5
Thumbprint (md5) : 34FABD73 DB25C554 33A2ABB3 275F2A84
Yes
No


Applicant Tracking System - Printer Error
The Applicant Tracking System seems to have lost communication with the printer.
To solve this problem, make sure that the printer is switched on, and try to print again.
If printing still fails, try wiggling the cable that runs between the computer and the printer. Make sure the cable is connected securely at both ends, and try to print again.
If the program still fails to print properly, please call Joe Grant at (212) 555-1212, and tell him that the program is reporting Error ATSPR35 at line 31 in module PRNFNC.
OK

Google Updater
Help
Google Earth could not be updated
An older version of Google Earth is already installed. To update, please uninstall the existing version and try installing again.
Click the Help link above to learn more.
Fix later.
Try installing again.
Don't install.
OK

404 Not Found
Not Found
The requested URL /oldpage.html was not found on this server.
Apache/2.0.54 (Fedora) Server at www.example.com Port 80
Done

Error
The operation completed successfully.
OK

Na sua opinião:

a) **Por que existem tantas mensagens de erro tão ineficientes?**

_____
_____

b) **O que uma mensagem de erro não deve sugerir/conter:**

_____
_____

<u>EXERCÍCIO 3:</u> Traduza as mensagens de erro abaixo e, se possível, indique em qual situação ele pode aparecer:

MENSAGEM	TRADUÇÃO	ONDE ENCONTRAR
DISK FULL – Delete some files or use a new disk.		
ORDINAL TYPE EXPECTED: Real types, string types, structured types and pointer types are not allowed here.		
FILE ACCESS DENIED – The File could not be opened or created. Most likely, the compiler is trying to write to a read-only file.		

<u>EXERCÍCIO 4:</u> Na sua opinião, por que que o verbo "should" é utilizado tantas vezes no texto 1 ("What Does a Good Error Message Look Like")?

_____
_____

<u>EXERCÍCIO 5:</u> Identifique com que ideia o verbo "SHOULD" foi empregado nas situações abaixo, baseando-se no exemplo a seguir:

You **should** see a doctor. You **should** read this book. It's very interesting.	
That **should** be John. That **should** be the postman	
I've got a temperature. I **should** be in bed. I'm dead tired. I **should** rest.	necessidade lógica
He **should** be home by now. You **should** do what I tell you.	

Uma rápida passada pelos Verbos Modais (MODAL VERBS)

Os **verbos modais** (***modal verbs***) são um tipo especial de verbos auxiliares que alteram ou completam o sentido do verbo principal. De um modo geral, estes verbos expressam ideias como **capacidade**, **possibilidade**, **obrigação**, **permissão**, **proibição**, **dedução**, **suposição**, **pedido**, **vontade**, **desejo** ou, ainda, indicam o **tom da conversa** (**formal** / **informal**).

EXERCÍCIO 6: Agora, você vai rever alguns dos verbos modais mais conhecidos e tentar associá-los aos seus significados mais usuais. Observe a lista abaixo e complete a tabela seguinte com o significado do verbo dentro do contexto.

Ação futura	**Permissão**	**Recomendação**
Capacidade	**Possibilidade**	**Resultado de uma condição**
Obrigação	**Proibição**	

AUXILIAR	SIGNIFICADO	EXEMPLO
Can		Everything that can be invented has been invented.
		Can I use your computer?
		Computers can solve problems easily.
Could		People couldn't use computers in the past.
		Could I borrow your notebook?
		When I was a programmer, I could program in Pascal and VB.
May		New machines may be invented in the future.
		May I help you?
Might		New machines might be invented in the future.
Must		The situation is critical. We must do something.
Mustn't		You mustn't park your car here.
Ought to		You ought to position your keyboard at the same height as your elbows.
Should		You should keep your monitor screen clean.
		You shouldn't use a monitor that distorts the images.
Will		Laptops will replace desktop computers in the future.
		If you expose your diskettes to heat, they will be damaged.
Would		I would buy a new computer if I had money.

EXERCÍCIO 7: Utilizando a tabela anteriormente mostrada, preencha as lacunas dos exercícios a seguir com um verbo modal adequado às situações descritas. Oberve que o sentido da oração muda conforme o modal que você escolhe.

SITUAÇÃO 1 - Você é um técnico de suporte e está dando instruções a um usuário sobre a melhor forma de utilizar os dispositivos de computador:

a) You _____ handle the mouse carelessly, because it's fragile.

b) You _____ stare at the screen for long time periods

c) You _____ bend your diskettes.

d) You _____ put heavy objects on top of a CD.

SITUAÇÃO 2 – Você é um analista de sistemas e está dando informações a um programador:

a) A computer _____ think. It merely performs instructions.

b) If computers could think, they _____ program themselves.

c) Before writing a program, you _____ understand the problem clearly.

d) The logical sequence of a program _____ be described by a flowchart.

e) Before running a program, you _____ test it.

EXERCÍCIO 8: Traduza as seguintes sentenças para o português e escreva nos parênteses a ideia expressa pelos verbos modais em destaque.

1. We might have several problems in case inflation rises sharply. (_____)

_____

2.They can manufacture high-tech equipment, but they may have problems to ship it.

(_____) (_____)

_____

3.How much should we purchase from that supplier? (_____)

_____

4.A foreign company can encourage its employments to study languages. (_____)

_____

5.We mustn`t do this because it`s against the laws. (_____)

_____

6.Some terms may be included in such exemptions. (_____)

_____

7.She must be in trouble in the traffic because she never comes to work late. (_____)

_____

8.People should be in contact with a foreign language more often, otherwise they won`t memorize new vocabulary and structures. (_____)

_____