

TROUBLE-SHOOTING GUIDE:
Some Questions and Answers on Logging In Procedures

1 QUESTION: Why do I sometimes get a LOGIN ERROR, RETRY message?

ANSWER: This message is sent out by the SDC computer under one of three conditions:

- 1) The user has entered the SDC part of the login incorrectly.

YES!

Correct Entry (through TYMSHARE*):

PLEASE LOG IN:SDC;DBS;/LOGIN TROUBLES
 to TYMSHARE to SDC

[Note: There are no spaces in the sequence until after the word LOGIN.]

NO!

Common Errors:

PLEASE LOG IN:SDC;DBS;(space)/LOGIN TROUBLES
 [space incorrectly entered after DBS;]

PLEASE LOG IN:SDC;DBS;/LOGINTROUBLES
 [space missing after /LOGIN]

PLEASE LOG IN:SDC;DBS;\LOGIN TROUBLES
 [wrong slash mark used]

- 2) Line noise has distorted one or more characters in the /LOGIN string.

PLEASE LOGIN:SDC;DBS;/LOGIN TROUBLES [everything's OK]
 LOGIN ERROR, RETRY [whoops, the SDC computer doesn't think so]
 /LOGIN TROUBLES [persistence pays off: you're on your way in!]

THIS TERMINAL IS CONNECTED TO THE . . .

*Please read Chapter I in your manual for complete instructions on logging in, e.g., through TYMSHARE and direct dial, in half or full duplex, etc.

- 3) Something has actually happened to the records of the ID in the SDC system, and the ID cannot pass the validity check.

After checking your entry for accuracy (to eliminate condition one above), and after reentering /LOGIN (ID) two or three times (to eliminate condition two above), then place a call to one of the SDC Action Desks immediately.

2 QUESTION: What does ERROR, TYPE USER NAME or ERROR, TYPE PASSWORD mean?

ANSWER: These error messages are generated by TYMSHARE under conditions similar to the ones outlined above for LOGIN ERROR, RETRY. Either the user has entered an incorrect USER NAME or PASSWORD--which cannot be validated by TYMSHARE--or transmission problems have distorted a correct entry.

User Error:

PLEASE LOG IN:DBS;SDC;/LOGIN TROUBLES
[the User Name and Password have been entered in reverse order]

ERROR, TYPE USER NAME:SDC;DBS;/LOGIN TROUBLES

;

THIS TERMINAL IS CONNECTED TO . . .

Transmission Error:

PLEASE LOG IN:SDC;DBS;/LOGIN TROUBLES
[everything looks fine]

ERROR, TYPE PASSWORD:DBS;/LOGIN TROUBLES
[whoops! TYMSHARE didn't hear the DBS quite right, and it is waiting to hear it again. To save time, the user also enters the SDC part of the login--/LOGIN TROUBLES--to move the procedure along.]

3 QUESTION: Why do I sometimes get an OUT OF CHANNELS message?

ANSWER: This message comes from TYMSHARE when the local TYMSHARE telephone node that you have dialed is operating at peak and cannot accept another user or when the TYMSHARE Supervisor is being switched. Since users are coming on and off the TYMSHARE system every minute, please wait about 5 to 10 minutes, and try again. If you experience difficulties like this consistently during a certain period of the day, and with a specific TYMSHARE telephone number, please write or call us so that we can pass this information on to TYMSHARE and can accumulate sufficient data to support our request that they expand their service capability in the needed areas.

4 QUESTION: What does ORBIT IS NOT ACTIVE mean?

ANSWER: This message is passed by the SDC computer when ORBIT, the software retrieval program supporting Search Service, is brought down during a window change or during a system problem. Check your watch to see if you have dialed into the middle of a window change, or if the system should be up, and you want a status report, call one of the Search Service Action Desks. If the entire SDC computer system is experiencing difficulties, then we can send you a message through TYMSHARE, giving you some indication of when the system should be back up. This specific message will follow the SYSTEM UNAVAILABLE message that TYMSHARE sends out when it cannot connect you to the SDC computer.

5 QUESTION: Sometimes when I am in the middle of a search, I get "bumped" and receive the PLEASE LOG IN: message. What causes this?

ANSWER: One of two conditions can cause this "bumping". Sporadic bumping may be due to local telephone line noise, which passes along a character that TYMSHARE interprets as a disconnect signal. But bumping can also occur when TYMSHARE lines are very busy across the country or something is happening with its main computer. The cause of this problem is very difficult to diagnose, but the user should immediately log back in because ORBIT is saving your searches for 15 minutes. [You are not, however, charged for the time that it takes you to get back in.]

If the bumping becomes persistent or occurs frequently during a certain period of the day, it will help, again, if you will write us and give us the details. We will want to know which TYMSHARE city and number you are dialing and what times of the day it is happening. With this information, we can contact TYMSHARE and start to determine whether it is their problem or a result of local telephone line noise.

These are the most common questions about logging in that come our way. As you know, many different components are required to make the on-line system work. There are the Telephone, Terminal, Coupler, Telephone Lines, TYMSHARE Computers, Rotaries and Telephone Lines, SDC Computer and all its Components--hardware and software--and ORBIT, and there are the people: Users, TYMSHARE Staff, and the SDC Staff. Problem diagnosis can be difficult, so let us know if you need help--and if at all possible--ask the questions at the moment you are having the problem.

REMEMBER: We want and expect the SDC Search Service to work perfectly for you, and we want to know immediately if anything is preventing your receiving service.

SDC SEARCH SERVICE
Order Form/Packing Slip

Date Ordered _____
Date Sent _____

SS Staff
Received by _____
Packed by _____

A. SDC USER MANUALS				B. SDC MICROFORM INDEX LISTINGS			
Quantity	Data Base	Price	SDC Code (col. 10)	Quantity	Data Base	Price	SDC Code (col. 10)
	*ORBIT [®] User Manual (3/75)**	15.00	ORBITM		CAIN (3/74)	30.00	CAINI
	API (3/74)	5.00	APIM		*CHEMCON (2/75)	60.00	CHEMI
	*ASI (5/75)	5.00	ASIM		*COMPENDEX (2/75)	50.00	COMPI
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	COMPENDEX (11/73)	5.00	COMPM		*MATRIX (2/75)	20.00	MATI
	ERIC (7/73)	5.00	ERICM		*NTIS (2/75)	50.00	NTISI
	GEOREF (11/73)	5.00	GEOM		*POLLUTION (2/75)	30.00	POLLI
	INFORM (12/73)	5.00	INFM		*SCISEARCH (2/75)	50.00	SCII
	*LIBCON (4/75)	5.00	LIBM		*SSIE (4/75)	60.00	SSIEI
	MATRIX (12/74)	1.50	SUPMATX	Check form: <input type="checkbox"/> Microfiche <input type="checkbox"/> 16mm Reel <input type="checkbox"/> 16mm 3M-Cartridge			
	NTIS (4/74)	5.00	NTISM	C. VOCABULARY PRODUCTS			
	*P/E NEWS (3/75)	5.00	PEBEM	Quantity	Item	Price	SDC Code (col. 10)
	POLLUTION (12/74)	1.50	SUPPOLL		Engineering Index, Inc's 1970 SHE (Subject Headings for Engineering)	10.00	COMPSHE
	*SEARCH (4/75)	5.00	SRCHM		Thesaurus of ERIC Descriptors (5th Edition)	10.00	ERICTHE
	SCISEARCH (6/74)	5.00	SCIM		Guide to SSIE Subject Indexes and Vocabulary	10.00	SSIEG
	*SSIE (3/75)	5.00	SSIEM				
<p><i>*New items are asterisked.</i> <i>**ORBIT User Manual comes in 3-ring binder with tabs. New supplements come with tab.</i></p>							

This order will be itemized on your monthly bill. Please indicate below your USER ID:

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Thank you.

(Col. 1)

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