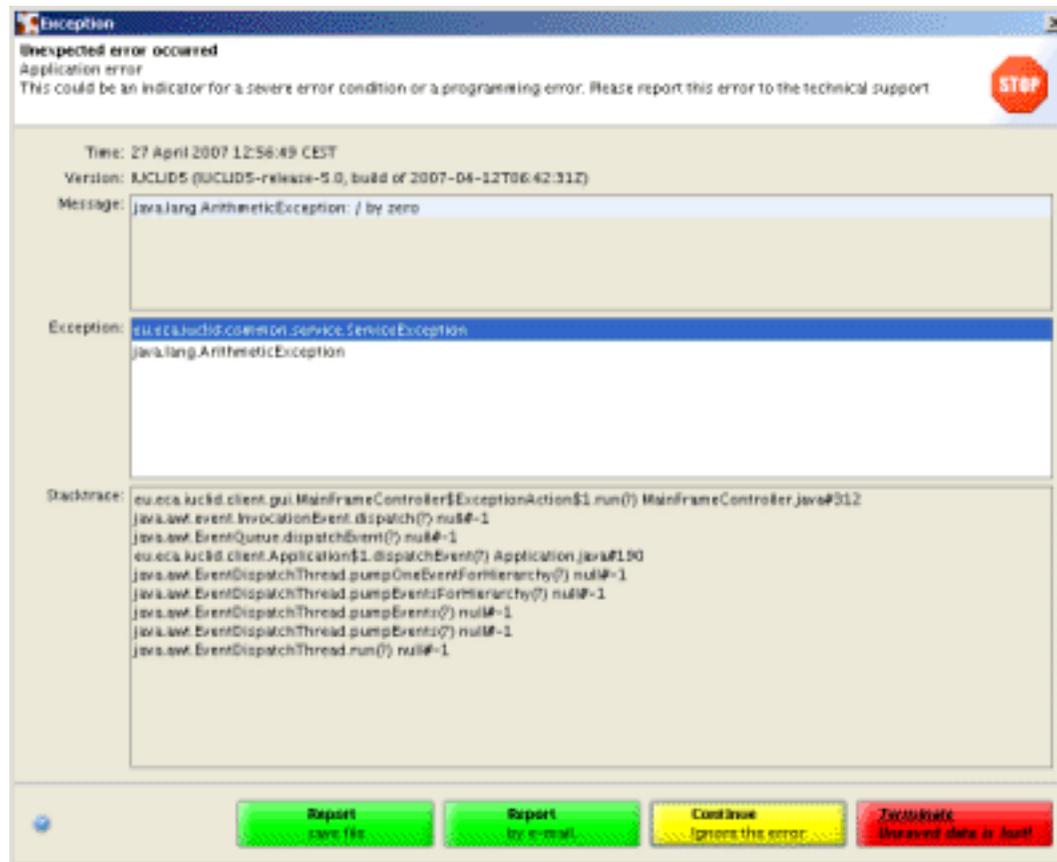


# Capitolo G. Handling extraordinary error situations

## 1. The exception dialogue

IUCLID 5 has been tested carefully and is designed to handle most erroneous situations in a robust way. However, there are rare situations that can't be foreseen and manual user interaction is required. In such cases IUCLID 5 has an integrated tool, the exception dialogue, to assist the support to analyze the erroneous situation and to provide you with workaround. This chapter explains, how to use this exception dialogue.



The exception dialogue is structured in following elements:

- **Time and Version stamp:** This gives the support personal detailed information on when the error occurred and on which version (including internal release identifiers) the error occurred.
- **Message:** This is the primary error message, that the internal error reporting system of IUCLID 5 created.
- **Exception:** Several exceptional elements may have occurred. This window lists them. Depending on which exception you have selected, the `Message` area may display different texts.
- **Stacktrace:** This is an excerpt of the program flow that caused the error situation.
- **The button area:** At the bottom of the dialogue you are offered four options how to react on the erroneous situation:
  - **Report - save file:** Pressing this button opens up a file-save dialogue, where you can save a reporting file to your hard disk generated from the information displayed on the screen. This file also contains additional information about your operating system and the working environment of the application. You may then send the saved file via e-mail manually to your support personal at your site.
  - **Report - by e-mail:** This automatically generates the report file, opens your default email application and attaches the report file to the newly generated e-mail. You should enter additional information on what you did and how the error could be reproduced. The destination e-mail address is built-in to the IUCLID 5 application. You should use this option only, if your local support is unavailable or can't help you with your exceptions. Use this option only when advised by your local system administrator to do so!

### Nota

Contacting the central IUCLID 5 support team should be considered very well. You should not expect to receive answers immediately, you shouldn't expect even to receive any answers. The people behind the support team try to do their best, but they may be very occupied until they come up to your request.

### Nota

In some environments reporting by email may not work. This can be the case if you have a very restrictive networking configuration. As well, your e-mail system must be configured properly. In case this does not work, use the button `Report - save file` and send the file manually to your local support team that shall redirect your request to the central support team.

- **Continue - Ignore the error:** Choosing this option, IUCLID 5 tries to continue with normal operation, ignoring the erroneous situation. This may be useful, if you have unsaved changes you want to save. If saving fails, you could try to copy-and-paste your contents to a text editor like notepad. After pressing `Continue`, it is strongly recommended that you exit or restart the application. Otherwise an unpredictable behaviour may occur up to data loss!
- **Terminate - Unsaved data is lost:** This will immediately exit the application, all unsaved data is lost. This option is only recommended, when you are caught in an endless exception loop (pressing one of the other options immediately causes another exception dialogue to appear). In all other cases, you should first try one of the other options.

## Technical Problem Support

In case a technical problem with this software product is encountered, please first consult the manuals, documentation, and IUCLID Frequently Asked Questions website. For further assistance, please consult the official IUCLID Support Hotline. Also have a look at the websites mentioned in chapter A.4 Advanced support options.