

Troubleshooting OMERO

If you have any problems with OMERO the following points may help you resolve them.

Error reports

The commonest form of error report is a pop-up in either OMERO.insight or OMERO.web. This tells you there has been a problem and invites you to submit a report.

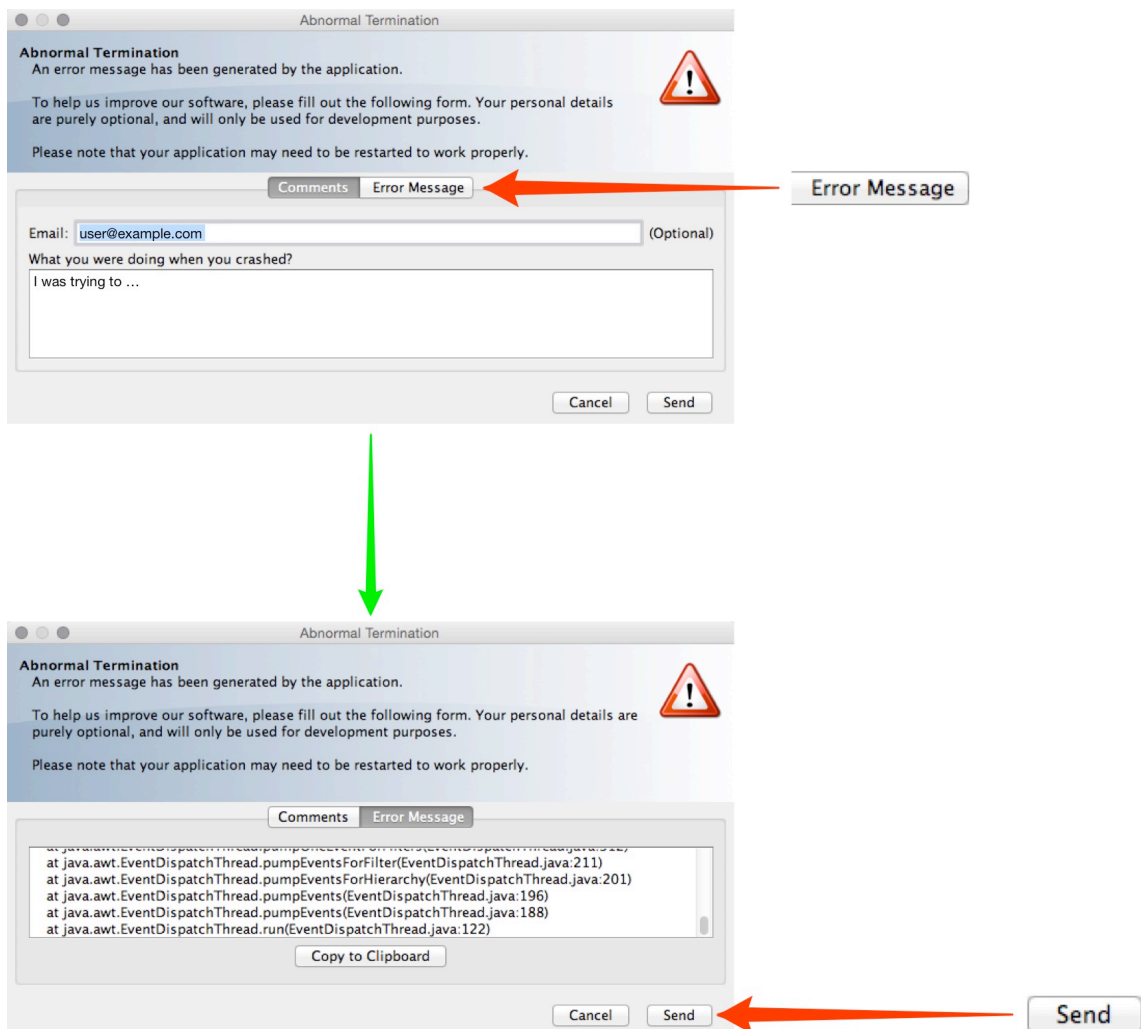
OMERO.insight

In OMERO.insight enter your email address.

Describe what caused the problem in the **Comments** tab.

Click on the **Error Message** tab to view the OMERO system error information.

Click **Send** to submit the information.



The diagram illustrates the process of submitting an error report in OMERO.insight. It shows two screenshots of the 'Abnormal Termination' dialog box.

First Screenshot: The 'Error Message' tab is selected. The dialog box contains the following text:

- Abnormal Termination**
- An error message has been generated by the application.
- To help us improve our software, please fill out the following form. Your personal details are purely optional, and will only be used for development purposes.
- Please note that your application may need to be restarted to work properly.

The form has two tabs: 'Comments' and 'Error Message'. The 'Error Message' tab is active. Below the tabs, there is an 'Email' field with the value 'user@example.com' and a '(Optional)' label. Below the email field is a text area labeled 'What you were doing when you crashed?' with the placeholder text 'I was trying to ...'. At the bottom right are 'Cancel' and 'Send' buttons. An orange arrow points from a label 'Error Message' to the 'Error Message' tab.

Second Screenshot: The 'Comments' tab is selected. The dialog box contains the following text:

- Abnormal Termination**
- An error message has been generated by the application.
- To help us improve our software, please fill out the following form. Your personal details are purely optional, and will only be used for development purposes.
- Please note that your application may need to be restarted to work properly.

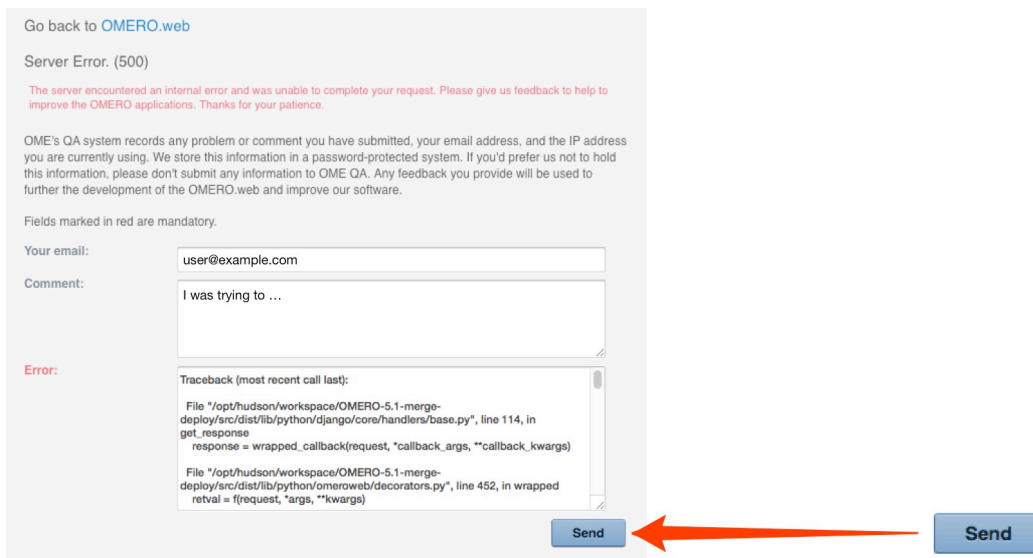
The form has two tabs: 'Comments' and 'Error Message'. The 'Comments' tab is active. Below the tabs, there is a text area containing a stack trace:

```
at java.awt.EventQueue.dispatchEvent(EventDispatchThread.java:211)
at java.awt.EventQueue.dispatchEvent(EventDispatchThread.java:201)
at java.awt.EventQueue.dispatchEvent(EventDispatchThread.java:196)
at java.awt.EventQueue.dispatchEvent(EventDispatchThread.java:188)
at java.awt.EventQueue.run(EventDispatchThread.java:122)
```

Below the text area is a 'Copy to Clipboard' button. At the bottom right are 'Cancel' and 'Send' buttons. An orange arrow points from a label 'Send' to the 'Send' button. A green arrow points from the first screenshot to the second.

OMERO.web

In OMERO.web, enter your email address.
Describe what caused the problem in the form.
The OMERO system error information can be seen in the lower field.
Click **Send** to submit the information.



Go back to [OMERO.web](#)

Server Error. (500)

The server encountered an internal error and was unable to complete your request. Please give us feedback to help to improve the OMERO applications. Thanks for your patience.

OME's QA system records any problem or comment you have submitted, your email address, and the IP address you are currently using. We store this information in a password-protected system. If you'd prefer us not to hold this information, please don't submit any information to OME QA. Any feedback you provide will be used to further the development of the OMERO.web and improve our software.

Fields marked in red are mandatory.

Your email:

Comment:

Error:

Traceback (most recent call last):

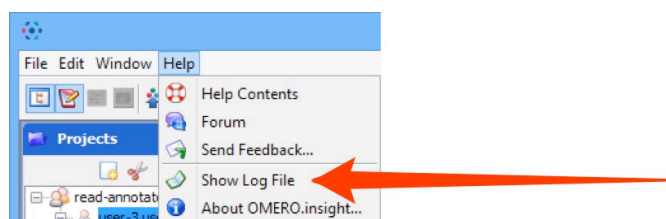
```
File "/opt/hudson/workspace/OMERO-5.1-merge-deploy/src/dist/lib/python/django/core/handlers/base.py", line 114, in
get_response
response = wrapped_callback(request, *callback_args, **callback_kwargs)
File "/opt/hudson/workspace/OMERO-5.1-merge-deploy/src/dist/lib/python/omeroweb/decorators.py", line 452, in wrapped
retval = f(request, *args, **kwargs)
```

Send

Note: OME will only use your email address to contact you about the problem.
If you prefer, you can still send in the report without including your email address.

Finding your OMERO.insight log file

The OME team might ask you to send your OMERO.insight log file to them.
Go to the OMERO.insight **Help** menu and select **Show Log File**.
This will show you the location of the log file - `omeroinsight.log`
If there are other log files with `_1` or `_2` appended to the name, ignore them.



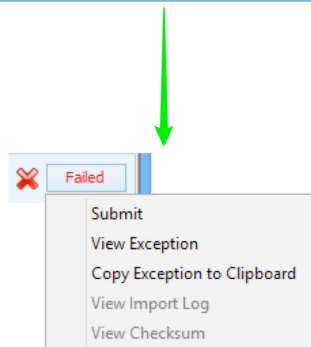
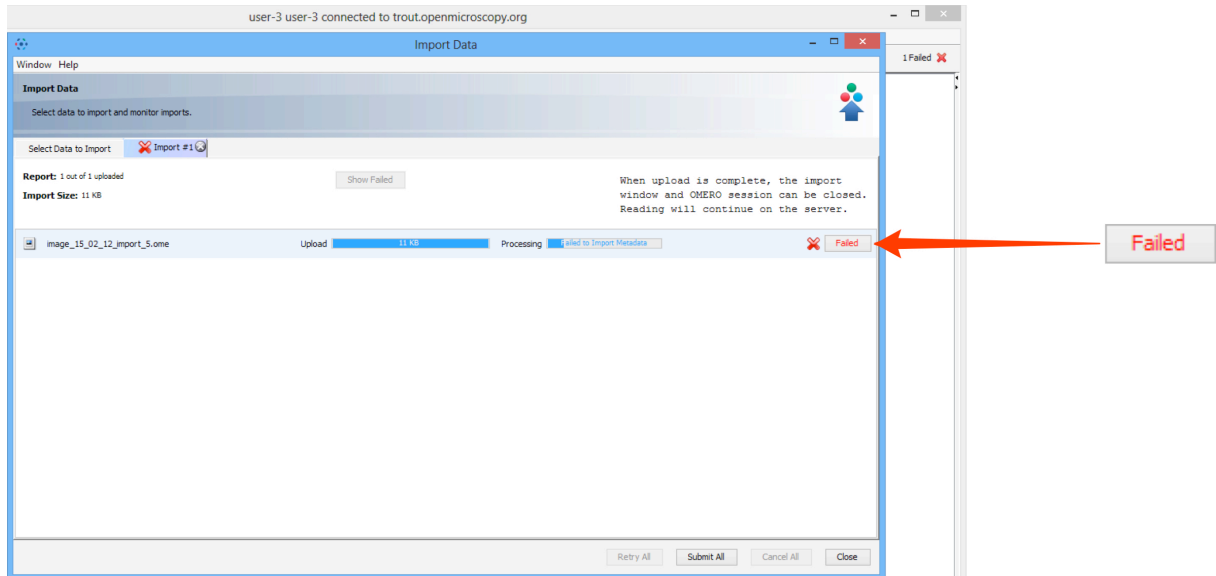
Alternatively you can find the log file in your user folder:

Windows: `C:\Users\you\omero\log\omeroinsight.log`

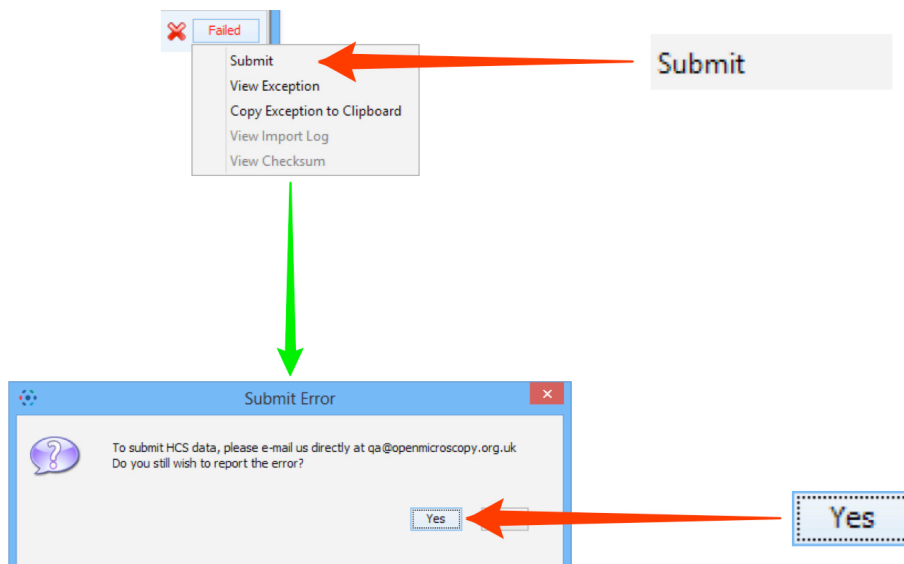
Mac: `~/omero/log/omeroinsight.log`

Import Failure

- 1 A red cross is shown if a file fails to import in OMERO.insight. Click on the **Fail** button to see the options to deal with the failure.

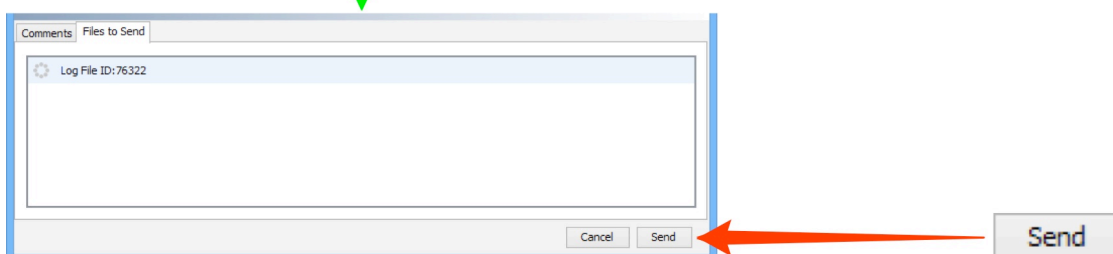
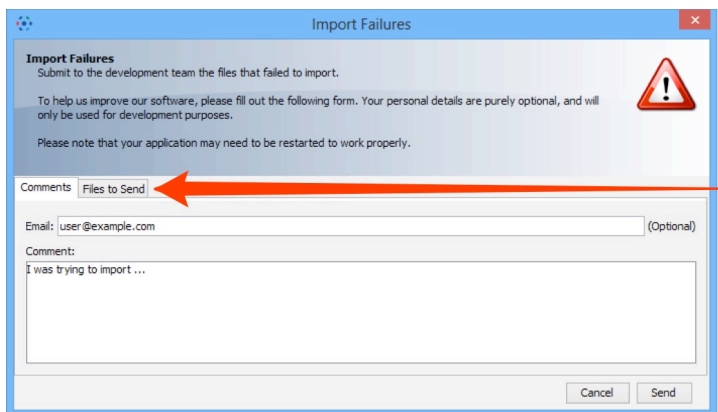


- 2 Select **Submit** from the drop-down menu to submit the file that failed to import to the OME QA system. Click **Yes**.



3

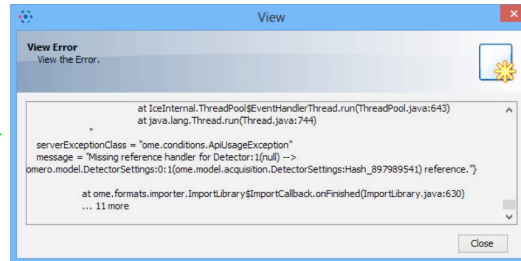
Enter your email address and any information about the failure.
Click **Files to Send** to view the list of files that will be submitted.
Click **Submit** to send the files to the OME QA system.
Any submitted files are uploaded to a secure server and are kept confidential.



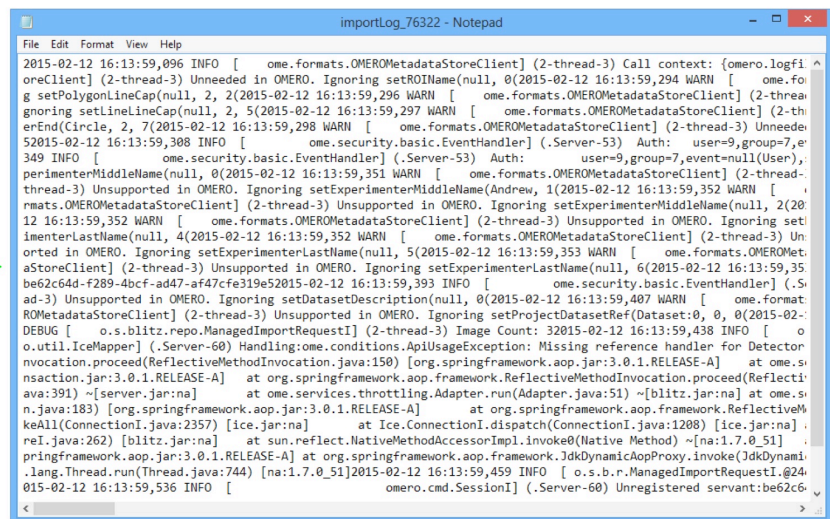
Note: The OME QA system has a file size limit of 2GB, and if this is exceeded it will fail. Smaller file sizes can also cause a failure if you are uploading over a slow or unreliable network (e.g. home wireless). If this happens follow the instructions in the **Submitting files** section below.

- 4 Select **View Exception** from the drop-down menu to see OMERO system error information.
Select **Copy Exception to Clipboard** to copy the OMERO system error to the clipboard for pasting into an email or forum.

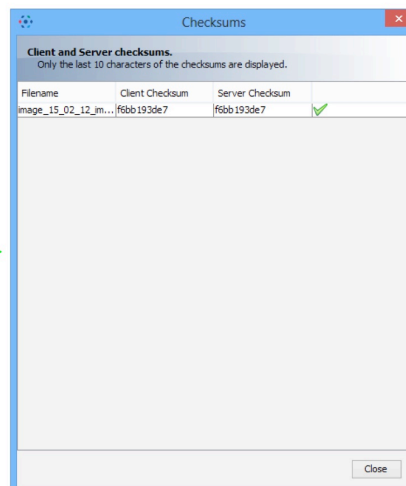
View Exception



View Import Log



View Checksum



Submitting files

Automatic uploading of files to OME QA will not work if the file size is greater than 2GB. Submission of smaller file sizes can also not work if you are uploading over a slow or unreliable network (e.g. home wireless).

If the file upload to OME QA fails, you need to let the OME team know, either by:

- commenting on the QA issue, making sure to include your correct email address
- writing on the forums - <http://www.openmicroscopy.org/community/>
- emailing the OME lists - <http://www.openmicroscopy.org/site/community/mailing-lists>

The OME team will then contact you privately with details of an FTP server that can be used instead of QA.

You may occasionally have difficulty submitting files that are in a format QA does not recognize, e.g. datasets for a new format.

In this case, you need create a Zip file containing all the files and submit that instead.

What information OME stores

If you submit an OMERO error message to the OME QA system via our forms we record:

- your email address
- the IP address you are currently using
- any comment you add
- information about the nature of the problem you have encountered
- information about the OMERO.insight and OMERO.server versions and platforms being used

Your email address will only ever be used to contact you with feedback about the error you reported, or to request further details of the problem if needed. If you do not wish us to hold your email address then you can still submit the QA form without your email address.

Any feedback you provide to OME will only be used to further the development of OMERO and improve our software.

All information is held on a secure server and is only accessible to the OME team.

Even if you elect to withhold your email address, the QA form will still send us your current IP address, and we may use this to contact your OMERO system administrator if we need any further information about the nature of the problem.

Further information

Troubleshooting information for System Administrators and Developers can be found on the main OME website at:

<http://www.openmicroscopy.org/site/support/omero/sysadmins/troubleshooting.html>

The User Help section on OMERO.insight memory management is at:

<http://help.openmicroscopy.org/client-memory.html>