

TReK Frequently Asked Question

Question

I think I should be getting data, but I'm not ("packet in list is not green"). What could be wrong?

Answer

The following information will help you troubleshoot this problem before calling in help from other sources. It is possible that more than one of these problems could occur at the same time. If after reading this list and checking your computer you still haven't solved the problem, call the Help Desk for further assistance.

The first thing to check is to see if any data is arriving on the IP address/port number where TReK is looking for data. Bring up the Telemetry Processing Statistics dialog from the Options menu in Telemetry Processing and select the Port tab. Look for the IP Address/Port Number that you expect to receive data on. The Packets Received column (abbreviated Pkts Rcvd) shows the number of packets that have arrived at that port. If the number of packets is zero, then check for the following problems. If the number of packets is not zero, skip ahead to the non-zero checklist.

Packets Received Is Zero Checklist

- * Incorrect IP Address/Port Number – Check that the IP address/port number combination that you are configured to receive data on is the same one you specified the data to be sent. For Payload Data Services System (PDSS) Payload Packets (science data), this is the information entered into the Payload Data Library (PDL). For Ground Support Equipment (GSE) Packets, this information was entered in an EHS application. For Suitcase Simulator Packets, this information was entered through the Suitcase Simulator user interface.
- * Packet Not Activated – TReK will not look for packets on the network unless the packet has been activated. If the color of the packet in the Telemetry Processing main window is black, the packet has not been activated. Activate the packet. Note: The colors on the Telemetry Processing main window are configurable. You can change the color for an inactive packet to something other than black.
- * Listening on Incorrect Network Card – TReK supports multiple network cards. The default network card (as specified by the operating system) is selected automatically by TReK when adding packets and is used unless you specify a different one. If you have multiple network cards, make sure the correct one is selected. You may bring up the Packet Properties dialog for the packet to see the IP address.
- * Firewall Problems – Many sites have firewalls in place to protect their computer resources. Some firewalls are not configured to let all UDP traffic through to the internal networks. You may need to contact your network administrator to configure the firewall to let through the UDP data you need (PDSS Payload, GSE, etc.). Your network

administrator may require information such as the source IP address and port number. The HOSC Help Desk can help you obtain this information if required.

- * **Data Not Being Sent** – It is possible that the reason you are not getting data is that it isn't being sent. Check with the data source to confirm that the data is being sent.
- * **Suitcase Simulator Configured Wrong** – If you are using a Suitcase Simulator connected to your payload, make sure that the Suitcase Simulator is correctly configured to send the data. Also check the connections between your computer and the Suitcase Simulator to insure that they are properly connected.
- * **Bad Networking Cable** – The networking cable may be loose or unplugged from your computer. There have also been cases where the cable itself was bad and had to be replaced. Check to see if other network applications (e.g., a web browser) can operate properly. If they have no problems, then it probably is something else.

Packets Received Is Non-Zero Checklist

- * **Configured For Incorrect Packet** – You may have inadvertently activated the wrong packet. TReK uses the APID, Packet Type, and Data Mode to uniquely identify the packet. If one of these is incorrect, the packet will be picked up off of the network, but not identified as a packet to process. TReK checks the APID and Packet Type to insure that the packet exists in the selected database when adding the packet to the list. If you have selected the correct packet type and APID, check the data mode.
- * **Wrong Data Being Sent** – It is possible that you have set everything up correctly on your side and data is being sent, but it is incorrect. If everything seems to be correct on your computer and data is actually making it to the computer, but isn't being identified, then check with the data source to confirm that the correct data is being sent.

If none of these are the problem, contact the Help Desk for further assistance.