

TReK Frequently Asked Question

Question

Why am I getting the `API_PARAMETER_NOT_FOUND` return code when I make calls to the TReK API even though the data is being processed by TReK (“the packet is green”)?

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 code you still haven't solved the problem, call the Help Desk for further assistance.

- * Misspelled Parameter Name – Check the spelling for the parameter name you are requesting. This name should match a name that appears in the Measurements dialog in Telemetry Processing. TReK lookups for this parameter name are case insensitive.
- * Incorrect Packet Type or Data Mode – You may be receiving the data as a different packet type or data mode. TReK uses the parameter name, packet type, and data mode to identify which parameter to retrieve.
- * Processing Type Incorrect – You may have selected a processing type that is not compatible with the API function call you are making. TReK must be processing the data to retrieve it. For example, if you select the “Pass-Thru” option for processing, no parameters are available for retrieval. The type of processing selected can be seen on the Telemetry Processing main window. You can check the Measurements dialog in Telemetry Processing to see if the parameter is currently being processed.
- * Parameter Has Errors (GSE only) – For GSE data, each individual parameter is sent with a status from the POIC. By default, TReK will not process any parameter that contains errors. You can change the default error control for the GSE parameters to allow all errors. If this fixes your problem, you will probably want to investigate what the error is and may need to contact the HOSC Help Desk for assistance. You can use the `GetOverallStatus` function in the TReK API to retrieve the status for each GSE parameter that is processed.

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