

Appendix F. Troubleshooting

This appendix contains some helpful information to solve WIMS-related problems. Topics include:

- ◆ Reestablishing your WIMS session
- ◆ Changing your password
- ◆ Returning to the Teleview screen
- ◆ Checking A2B settings
- ◆ Checking SimPC settings
- ◆ Tuning NFDRS values
- ◆ Handling ad hoc query problems.

Reestablishing your WIMS session

During your WIMS session, if you do not press any keys for more than ten minutes WIMS will automatically lock your computer screen. Over an extended amount of time, your session with the IBM mainframe computer in Kansas City will also end.



If you are logged onto WIMS using your DG, you may also need to reestablish your DG session.

To reestablish your WIMS session on the DG

- ◆ Follow the log on procedure in “Logging on using the DG,” in Chapter 3, “Getting started.”

You may need to navigate through several timeout screens to reestablish your WIMS session.

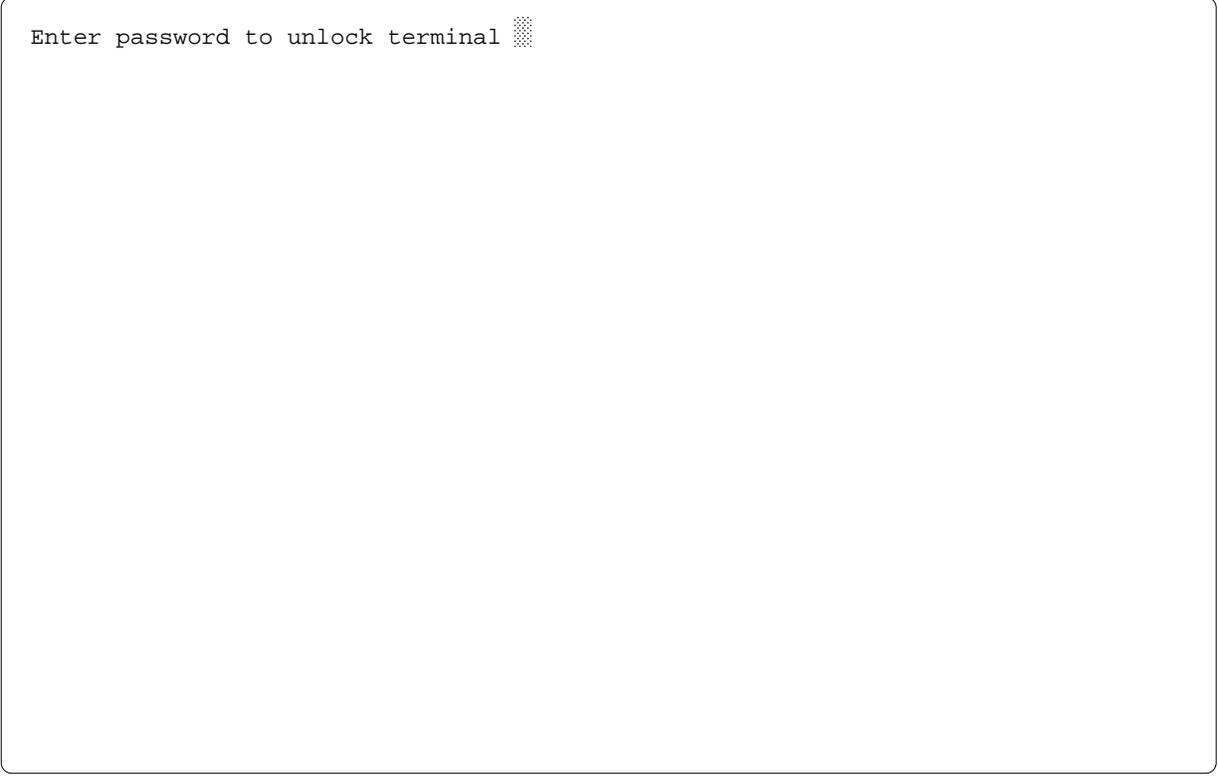
To reestablish your WIMS session

1. Beginning on page F.2 through F.5, review each screen at the top the page.
2. Locate the timeout screen that closely matches the screen currently displaying on your computer.
3. Follow the step-by-step procedure.



Remember, WIMS access charges are based on the amount of time you spend during your WIMS session. If you anticipate that you will not perform any WIMS functions for awhile, log off!

Unlocking your WIMS screen



Enter password to unlock terminal █

To unlock your WIMS screen

- ◆ At the cursor, type your **WIMS password** and press <NEW LINE>.

The USDA TELEVIEW SYSD menu is shown on the next page.

Resuming your WIMS session from the USDA TELEVIEW SYSD menu

```

COMMANDS                ENVIRONMENT                HELP                EXIT
-----
MODEL : LUO -2/2                U S D A                PRFID : YOURID
LUNAME: SIMD003                TELEVIEW SYSD                ESCAPE: PA1
COMMAND =====>

Sesnum  SYSTEM  TAG  I  Application Status  Remarks / Description
-----
   1    WIMS    -    N  Last Seen          Weather Info Mgmt System
   2    XXXXXX  -    N  Available           Another Application
   3    HELP    -    N  Available           TeleView Help Facility

-----
PF1= HELP PF3= END PF7= PAGE UP PF8= PAGE DOWN PF9=NOTEPAD PF10= ERASE NOTES

```

To resume your WIMS session from the USDA TELEVIEW SYSD menu

From the USDA TELEVIEW SYSD menu:

- ◆ At the cursor, type **1** and press **<NEW LINE>**.

WIMS resumes your session, displaying the last form or menu from your previous session.



*If the USDA TELEVIEW menu redisplay, type **1** and press **<NEW LINE>** again. WIMS should resume your session.*

If you were absent from your WIMS session over an extended period, your CICS/ESA host computer session may also need to be reestablished. If this happens, see the next page.

Resuming your CICS/ESA session

```
SYSTEM: KCP ***DFH2312 WELCOME to CICS/ESA ***
          WIMS PRODUCTION CICS REGION - V3R3MO
TERMINAL: VA03
        NODE: TVD00003
          DAY: WEDNESDAY
SYSTEM DATE: JANUARY 11, 1995
SYSTEM TIME: 09:12 AM
LOGON ID: ==>
PASSWORD: ==>
NEW PASSWORD: ==>
(enter twice) ==>

ACFAE131 ACF2/CICS: VA03 SIGNOFF HAS BEEN COMPLETED
CICS/VS - ACF2 (SYSTEM SIGNON/SIGNOFF FACILITY)
```

To resume your CICS/ESA session

From the WELCOME to CICS/ESA screen:

1. In the *LOGON ID:* field, type your **WIMS user ID** and press **<TAB>**.
2. In the *PASSWORD:* field, type your **WIMS user password** and press **<NEW LINE>**.

The WIMS welcome screen displays.

3. To return to the previous menu or form that displayed since your last session, press **<NEW LINE>**.

Returning to the WIMS welcome screen

```
ACF01137 YOURID LAST SYSTEM ACCESS 14.11-01/11/95 FROM VA02
ACFAE139 ACF2/CICS: VA02     SIGNON OK: USER=YOURID  NAME=JANE DOE
```

To return to the WIMS welcome screen

From the CICS logon screen:

- ◆ At the cursor, type **WIMS** and press <NEW LINE>.

The WIMS welcome screen displays.



*You may also log off from the CICS logon screen. To log off and return to your DG session, type **LOGOFF** at the cursor and press <NEW LINE>.*

If your PC “locks” during a WIMS session, try pressing <Scroll Lock>. If this fails to unlock your PC, contact your WIMS system administrator.

Changing your WIMS password

Your WIMS password is valid for thirty days. You may change it anytime before it expires or wait until WIMS forces you to do so.



Once you change your WIMS password, you cannot change it again for four days.

When your WIMS password expires, you will see the NITC PRODUCTION 4.1 log on screen below:

```

NNN      NN      IIIIIIII  TTTTTTTT  CCCCCC
NN NN    NN      II        TT        CC
NN NN    NN      II        TT        CC
NN  NN   NN      II        TT        CC
NN   NN  NN      II        TT        CC
NN     NNNN      IIIIIIII  TT        CCCCCC

*****      P R O D U C T I O N      *****
*****      4 . 1                      *****

USERID =====>
PASSWORD =====>
NEW PASSWORD ==>
NEW PASSWORD ==>          <==== VERIFY NEW PASSWORD
TAKE SESSION ==>

<ENTER> PROCESS  <PF1> HELP    <PF2> TIME    <PF3> END
<PF4>  TERMINAL <PF5> REFRESH
PASSWORD IS EXPIRED..PLEASE ENTER NEW PWD

```

To change your WIMS password

From the NITC PRODUCTION SYSD log on screen:

1. At the cursor, type your new **WIMS password** and press <TAB>.

The cursor moves to the second *NEW PASSWORD* field.

2. Retype your new **WIMS password** and press <NEW LINE>.

The message:

PASSWORD SUCCESSFULLY ALTERED

displays on the bottom of the NITC PRODUCTION SYSD log on screen, then the USDA TELEVIEW SYSD menu appears.

Returning to the Teleview menu

This section explains how to return to your WIMS session if you inadvertently log on an application other than WIMS from the USDA TELEVIEW SYSD menu. Remember, the USDA TELEVIEW SYSD menu looks like the screen below:

```

COMMANDS          ENVIRONMENT          HELP          EXIT
-----
MODEL : LUO -2/2          U S D A          PRFID : YOURID
LUNAME: SIMD003          TELEVIEW SYSD    ESCAPE: PA1
COMMAND =====>

Sesnum  SYSTEM  TAG  I  Application Status  Remarks / Description
-----
1  WIMS          N  Last Seen          Weather Info Mgmt System
2  XXXXXX        N  Available          Another Application
3  HELP          N  Available          TeleView Help Facility

-----
PF1= HELP PF3= END PF7= PAGE UP PF8= PAGE DOWN PF9=NOTEPAD PF10= ERASE NOTES

```

To return to the Teleview menu

- ◆ From most applications on the Teleview menu you can press **<F3>** to exit. Follow any additional instructions that display on your screen.
- ◆ To end your TC_IBM session, press **<CTRL> + <SHIFT> + <F1>**. This will end your session and the Teleview menu will no longer display.

Checking your A2B settings

If you cannot log on to WIMS and cannot start up A2B, review the settings below before contacting your WIMS system administrator.

- ◆ To review your current connection settings, click on **Setup** under the Session pull-down menu.



The sample settings listed below outline the fields you must complete to define your session and connection parameters. Specific parameters may vary according to your modem's configuration requirements. For specific A2B instructions, refer to Chapter 6, "Changing Session Parameters" in Simware's A2B documentation.

Setup dialog box

Field	Sample setting
Session Application:	"blank"
Emulation:	3278 Model 2
File Transfer:	SimXfer CICS
Connection Name:	SAMPL.WCD
Method:	Dial-up Async
Server:	Sim3278 VTAM

Dialup Async dialog box

Field	Sample setting
Phone Number:	9,8004539467
Line Type:	Tone
Redials:	0

Async Settings dialog box

Field	Sample setting
Port	2
Data Bits:	7
Flow Control:	Hardware
Parity:	Even
Local Echo:	“off”
Baud Rate:	9600
Stop bits:	1
Duplex:	Full
Parity Checking:	“off”

Sim3278 dialog box

Field	Sample setting
Online Indicator:	ONLINE
name of Sim3278:	Sim3278
Error Detection Timeout:	30
Retransmission Attempts:	10

Checking SimPC settings

If you cannot log on to WIMS and cannot start up SimPC, a quick review of the Hardware Set-Up, Connection Description, and Asynchronous Options pop-up panels may help you locate the problem.

To display the Hardware Set-Up pop-up panel

From the SimPC Services panel:

1. Using arrow keys, highlight the **Hardware Set-Up** option and press **<Enter>**.

The Hardware Set-Up pop-up panel displays. Review the settings as shown below.

SimPC Services		Hardware Set-Up	
Monitor			
Write speed:	▼ Fast	Keyboard	
Type:	▼ Color	Type:	▼ 101 Key
Driver:	▼ Standard	Extended keypad same as numeric keypad:	▼ Yes
Cursor size:	▼ Dash	Modem port:	▼ 1
3270 Emulation Adapter			
Type:	▼ None	Modem IRQ line:	▼ 3
Time to wait for controller response (milliseconds):	[100]	Printer	
Send keys to controller:	▼ No	Port:	▼ 1
Use mouse:	▼ No	Data bits:	▼ 7
Beep length (milliseconds):	[200]	Status check:	▼ Yes
		Memory Manager	
		Memory Type	▼ DOS
		Swap File path:	[[]]
Enter=Save Settings Esc=Cancel F1=Help F4=Display Choices			

2. To change a setting, press **<TAB>** to move the cursor to the appropriate field and enter the appropriate information.



Depending on your computer's hardware configuration, the Modem port field may be set to 1, 2, 3, or 4.

3. To save the settings, press **<Enter>**.
4. To return to the SimPC Services pop-up panel, press **<Esc>**.

To display the Asynchronous Options pop-up panel



Due to a limitation in SimPC software, you must delete the “SIMPC.ENV” file located in your SimPC directory before you can successfully save any changes to settings on the Asynchronous Options pop-up panel. To do this, exit SimPC, delete the SIMPC.ENV file from the DOS prompt, then return to SimPC.

From the SimPC Services panel:

1. To select the **More SimPC Services** option, press <F8>.
2. Verify that “Connections Manager” is highlighted, then press <Enter>.
3. From the Connections Manager pop-up panel, highlight the name of the **WIMS connection**, press <space bar>, then press <F10> to modify.

The Connection Description pop-up panel for the WIMS connection displays. Review the settings as shown below.

Connections Manager

Connection Description

Name of connection: [Manual WIMS/FTS]

Using Advantage Connectors: Using script:

Connection type: Modem (If you use a script,
 Remote system: MVS the Advantage Connector
 Emulation: 3278 settings on the left
 File transfer: None are ignored.)
 Keyboard style: US English
 Key file: SIMPC.KEY

[[]]

Enter=Continue Esc=Cancel F1=Help F4=Display Choices
 F10=Select Script

Connections Manager

Connection Description

Name of connection: [Manual WIMS/FTS]

Using Advantage Connectors: Using script:

Connection type: Modem (If you use a script,
 Remote system: MVS the Advantage Connector
 Emulation: 3278 settings on the left
 File transfer: SimXfer are ignored.)
 Keyboard style: US English
 Key file: SIMPC.KEY

[[]]

Enter=Continue Esc=Cancel F1=Help F4=Display Choices
 F10=Select Script

4. To change a setting, press <TAB> to move the cursor to the appropriate field and enter the appropriate information.
5. To save the settings, press <Enter>.
6. From the Connection Options pop-up menu, highlight "Asynchronous Options" and press <Enter>.

The Asynchronous Options pop-up panel displays. Review the settings as shown below.

Connections Manager

Connection Description

Name of connection: [Manual WIMS/FTS]

Connection Options

Asynchronous Options

Com port:	▼	Com IRQ:	▼
Baud rate:	▼ 9600	Parity:	▼ Even
Data bits:	▼ 7	Stop bits:	▼ 1
Duplex:	▼ Full	Flow control:	▼ Off
Respect CTS signal:			▼ No
Communications Driver:			▼ Standard
Delay between characters (milliseconds):			[0]
Delay between lines (milliseconds):			[0]
Length of break signal (milliseconds):			[500]

Enter=Continue Esc=Cancel F1=Help F4=Display Choices

7. To change a setting, press <TAB> to move the cursor to the appropriate field and enter the appropriate information.
8. To save the settings, press <Enter>.
9. To return to the More SimPC Services menu, press <Esc> until it displays.
10. To return to the SimPC Services menu, press <F7>.

Tuning NFDRS values

NFDRS parameters are user-defined elements that localize the NFDRS calculations to your area. These include:

- ◆ fuel model, slope class, grass type, climate class information
- ◆ staffing indices and break points
- ◆ fuel stick data
- ◆ annual precipitation
- ◆ season initiation values for herbaceous, woody, and dead fuel moistures.

NFDRS is a complex interaction between these elements and weather observations. It produces daily indices and components to rate the fire danger of an area. If your NFDRS outputs do not match what you expect from the observations or what you expect to see at that time of year for your area, you may need to adjust the NFDRS parameters. Before you think about changing these values you must be sure you understand the interactions between them. Also, do not change more than one parameter at a time before determining how the outputs respond to that individual change. Typical errors include:

- ◆ fuel models not representative of your area
- ◆ failure to reset herbaceous values at the start of the season
- ◆ wrong grass type or climate class selected
- ◆ fuel sticks are too old
- ◆ break point values are not consistent with the staffing indices
- ◆ wrong values used for staffing level break points.

Fuel models not representative of your area

There are twenty fuel models within the NFDRS system. These represent the different fuel complexes found across the country as measured in terms of the ratio of live to dead fuels, fuel loading by type and size class, deciduous vs. evergreen characteristics, and moisture extinction values for the typical species. There are two subsets within each fuel model that are differentiated primarily by the way they handle live fuel moistures. Be sure you understand the differences between the two subsets before designating which set to base the NFDRS calculations. The two subsets are referred to as the '78 and '88 versions of fuel models.

Breakpoint values are not consistent with the staffing indices

To establish climatic breakpoints for your staffing classes, enter values for the selected NFDRS indices that correspond to your agency's staffing policies. When designating an NFDRS index for staffing classes, use the same NFDRS index for your FIREFAMILY run. An error will otherwise result.

Wrong values used for staffing level breakpoints

These values used in NFDRS determine the staffing levels and adjective ratings for your area. In most cases, these may be determined from historic data taken at or near the appropriate station. Local agency policy determines which percentile breaks to use. To determine the values associated with the selected percentile breakpoints, use FIREFAMILY and historic weather information. The more years of record you use will result in better values. If you are consistently operating in extreme conditions or rarely get out of the low staffing class, you may want to review the break points you are using.

Solving problems - classroom examples

The examples below will help you understand and tune NFDRS values. You may be able to apply these examples to specific situations in your area.

Example 1

You have a question about the live fuel moisture values for station 040608. It is late June and you have had a warm damp spring. You started greenup for the station on March 20th and began entering observations on May 29th. The herbaceous fuel moisture values have continued to drop throughout June and have reached what you would normally expect for late July. By accessing the Display NFDRS (Index) and Edit Stations (ESTA) forms, review the live fuel moisture values being generated by WIMS for station 040608 on June 30th. What might be the cause of your problem? How would you correct it?

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What you've found

1. For the period of 15-JUN-94 through 30-JUN-94, reviewing the Display NFDR (Index) form (DIDX) for station 040608 confirms the live fuel moisture values have steadily decreased and are much lower than expected for the kind of spring season you have had. The values are approaching values in the *cured fuels* range.
2. Reviewing the station catalog, you find that greenup occurred on 20-MAR-94. With a climate class of "1", the greening process lasts for only seven days. In the real world, the spring may have been abnormal and the greenup may have lasted for several weeks before curing started to occur for station 040608.

Solving the problem

- ◆ By adjusting the climate class for station 040608 for this year, you may be able to extend the greening period to better represent the actual conditions.
- ◆ You may also be able to measure some fuel moisture values and enter them as measured values, then recalculate the NFDRS indices.

Example 2

You are concerned that the staffing class for station 040803 is always low or extreme. It is never in between. By accessing the Display NFDR (Index) form, review the indices for the period 01-OCT-94 and 06-OCT-94. Is there anything that looks suspicious? Were there any problems with the observations entered for those days? What is the problem? What is the fix?

What you've found

1. There is an abrupt change in NFDRS indices on 04-OCT-94 due to some rain.
2. The class of day jumps right back up to "high" or "very high" the next day.

Solving the problem

- ◆ Check the station catalog and the breakpoints for staffing classes. No values were ever entered for the breakpoints.

Example 3

Your fire danger is running much higher than you expect for the time of year. By accessing the Display NFDR (Index) form, review the observed NFDRS indices for station 040604 for the last 15 days of June. You normally expect herbaceous and woody fuel moistures to be near their maximum values at this time of year. What is wrong?

What you've found

- ◆ In this situation, the station is still shown as being frozen in late June.

Solving the problem

1. Anytime you see live fuel moisture values that do not change over time, you should suspect something is wrong with the herbaceous condition. Check the station record for the current condition and the greenup date.
2. Edit the station record and recalculate the NFDRS indices on the entire year's data from the date of greenup.

Handling ad hoc query problems

The National Computer Center in Kansas City recommends testing ORACLE ad hoc queries before you submit them to run against the WIMS/NIFMID database. If your query seems to take longer than expected or you do not receive any results from your query after ten minutes, you may have a *runaway* ORACLE transaction.

To cancel an ORACLE transaction

- ◆ Contact the Fire & Aviation Applications Helpdesk at (800) 253-5559. State your WIMS logon ID, the application you are using (usually WIMS and SQL*Plus or Discover 2000), and that you want to cancel an ORACLE transaction.