

# Debugging Coral Problems

## General Information

Occasionally, the Coral servers will be busy, and you will not be able to start Coral. If after a few tries, you still cannot login to Coral, contact CNF IT staff.

You only get three tries to enter the correct password. Afterwards, you get a message to contact IT staff. If you actually typed in your password incorrectly three times, you do not need to contact IT staff. Just restart Coral and you will get another three tries to enter your password correctly.

## Common Error Messages

### "Empty Service Ticket"

We have seen two different problems cause this message.

1. Check the clock and/or timezone on your computer being incorrectly set. Your computer's time must match within 5 minutes of the time on the Coral server and on Cornell authentication servers. Check that your clock and timezone are set correctly. Turn on network time update and again, make sure you have the correct timezone set. If the error persists, CNF IT staff will need to see the additional debug information from your Coral log or from the Java Console.
2. Your default project in Coral is not correctly set. This is easily fixed by any administrative staff or computing staff. This can happen if you join a second project and then leave your original project. Your links to the projects are correctly set, but upon leaving your original project, your default project is not correctly updated to an active project. Again, staff can easily fix this.

Additional causes will need further debug information from the Coral log or Java Console (see below).

### "Not Authorized"

This is a very generic error message with a variety of causes. Your account might not be set up correctly in Coral, or something else may have gone wrong. CNF IT staff will need to see the additional debug information from your Coral log or from the Java Console (see below).

### "Unable to get xxxxManager IOR"

You will see one of these messages if there was a problem connecting with the Coral servers. There are two causes:

1. Your organization is running a firewall interfering with the connection to the Coral servers. Please have your organization's IT department whitelist `rcef.cnf.cornell.edu`, which is the Coral server. Alternatively, for managing tool reservations, you can use [SeaBird](#), the web-based Coral reservation system.
2. The Coral servers were temporarily busy and could not process your request. Usually, you can just try starting Coral again and everything will be ok.

## Debugging

### CNF Thin

On CNF Thin, if you cannot start Coral, in addition to reporting the error to CNF IT staff, you should send along the Coral log file in your home directory. This log file will contain more information on what happened when you attempted to start Coral.

The Coral log file is overwritten every time you attempt to start Coral. The log file is in a file named `.coral-log`. Because the filename starts with a period, normal directory listing commands will not display the file (on linux, filenames starting with a period are normally hidden from view). You can use the `-a` flag on `dir` or `ls` to also list files and directories whose names start with a period.

### All Other Computers

In addition to sending CNF IT staff the error message in the popup dialogs, you will want to send along any additional Coral Java debugging information. To see this information, you need to first enable the Java Console on your computer. [Please see this webpage for instructions on enabling the Java Console.](#)