EBSR Help Sheet
SIMPLE TXC PUBLISHER ISSUES

1   Introduction

As with any software application TransXChange Publisher produces error messages from time to time. This Help Sheet introduces some of the main issues and how to resolve them.

2   Why when I start the publisher do I sometimes get a message saying "An error occurred while starting the application"?

This error can arise in different circumstances:

- If you start the publisher by clicking on the desktop icon, and then, before the publisher has finished initialisation, click again, this error can appear. Because only a single instance of the desktop publisher is allowed at a time, the second attempt will result in an error.

- If the prerequisite J2RE components are not present.

3   Why can't I print a route map?

The Route Map options of the enhanced publisher require the use of a broadband internet connection and the availability of two separate on-line web services to fetch stop and map data.

- **NaPTAN Stop service: I**f you have specified that stop data should be retrieved from the NaPTAN web service and the stop data service is completely unavailable, you cannot print a route map. In this case the publisher will fail early with the error message "*Could not get NaPTAN stop data response from web service*".

    o Check that you have internet access and that the web service settings are correct.

    o Check the availability of the NaPTAN stop web service using a standard web browser. The following URL should return a web page: http://www.journeyweb.org.uk/NaPTANWebService/NaPTANWebService.asmx

*Note: I*f you have provided stop coordinates for all stops in the document itself (using full stop declarations in the 2.1 schema, and/or annotated coordinates in the 2.2x schema) you can still produce a route map even if the stop service is not available. Specify *'TransXChange Document'* for the *Stop data* option on the *Route map* tab in the GUI. This will stop the publisher from attempting to use the Naptan web service.

- **Map image service:** If you have specified map data should be retrieved from the map web service and the map service is completely unavailable, you cannot print a route map with a map image background. If this case the

publisher will again fail early with the error message "*Got response code x from: y*"

- o Check that you have internet access.

- o Check the availability of the map web service using a standard web browser. The following URL should return a web page with a Multimap home page.

  - ▪ http://www.multimap.com/clients/browse.cgi

- o It may be that the map service is exceptionally busy and is timing out in which case try again later.

Note: Even if the map service is not available, it is still possible to produce a schematic route map without a map background. Specify *'None'* for the *Map data* option on the *Route map* tab. This will stop the publisher from attempting to use the map web service.

4 Other Error Messages

The table below shows other error messages that you may encounter:

Error	Cause	Remedy
Invalid request. Cannot find input document: ...	No such TransXChange input document.	Correct the name or location of the TransXChange input document and try again.
Invalid request. Cannot find output directory: ...	The output directory specified does not exist.	Create the out directory (e.g. using Windows Explorer) and try again.
The process cannot access the file because it is being used by another process.	An output document already exists with the same name and is in use.	Close PDF document (from Adobe Acrobat) and try again.
Version not supported	The version of the schema is not supported by this version of the publisher	Use a version of the publisher that does support version level, or update the document to the next level.
Only the timetable section can be published in HTML format.	Invalid combination of publisher options .	Change selection values - specify None for all sections except the timetable, and try again.
Error while parsing document.	Invalid XML input document - does not conform to TransXChange XML schema.	Correct errors reported and resubmit. You might find it convenient to use an XML validation tool to find and correct errors more efficiently. See the Technical FAQ.

| Options not available. | NaPTAN web service not available. | This may be due to problems in on-line access or to the availability of the web service. See below. |

5   Further Information

For further help in troubleshooting problems with installing and running the Publisher refer to http://www.transxchange.org.uk/publisher/troubleshooting.htm
For more FAQs on Publisher issues, refer to:
      http://www.transxchange.org.uk/technicalFaq.htm

6   How Do I Get Further Help and Advice?

As always, users can seek further advice by sending an email to Transport Direct at ebsr@dft.gsi.gov.uk. Technical queries can also be emailed to schemer@kizoom.com.