RE: GAP Consulting

Peter Terrio - 2021-01-05 - Comments (0) - Turbine Articles

If customer needs help with GAP compiling / coder errors please have them collect basic information below:

.... Ask them to follow the below steps

1. Make sure in GAP, "File-Compile->Delete temporary files" is unselected
2. Recompile the GAP
3. Make sure they see coder generated files (eg: tmp_blk.c) in the GAP folder
4. Make sure they still see the error by loading the .out to the control
5. Retrieve system logfiles from the control after a failed start attempt (both cpu's if they used group start in appmanager)
6. Zip up the GAP coder project folder (this will contain the tmp_x.c files as well as .out /.r1 that we need) and sent it to wwd
7. Send the system logfiles retrieved in step 5 to wwd

When you receive this information you should update the redmine ticket with it.