

Error Handling in Star Gate.

Star Gate is designed to be as robust as possible. If you encounter any problems please contact Kevin Raner Software so the problem can be rectified.

The file transfer protocol has been thoroughly tested and file transfers can recover even when the serial cable has been broken and rejoined a few seconds later.

Sometimes a file transfer may be terminated either by pressing the cancel button or by an unforeseen event such as the receiving computer running out of disk space. When such conditions occur any unsent files are transferred to a folder named '!unsent' located in the outgoing folder. The files that were acknowledged as correctly received are deleted from the outgoing directory. If you do not receive all your files on the receiving computer the should check the !unsent folder on the sending computer. (Of course you'll have dragged a copy of your files to the outgoing folder so you will never lose files.)

When Star Gate receives files it may need to rename them if the filename is invalid for the receiver's file system. For example '\ ' is a valid filename on the Macintosh but is not allowed under Windows. Any invalid characters found in the name of an incoming file will be replaced with an underscore '_' character.

Files are also renamed if the incoming folder already contains a file with the same name. For example if a file named 'ReadMe.txt' is sent and the receiver's incoming folder already contains a file of that name, then the new file will be renamed 'ReadMe2.txt'. Files are renamed in such a way that the file extensions are preserved.

Sometimes filenames will appear different on the receiving computer even if the file wasn't renamed by Star Gate. This can arise if filenames include extended ascii characters (ascii codes 128-255). For example a Macintosh folder named 'My Folder f' will arrive on a PC running Windows 95 as 'My Folder Ä'. This is because the character with acsii code 196 has a different glyph under the Macintosh and Windows system fonts.