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WINDOWS

ERROR Messages

Аннотация

Пособие содержит материалы для изучения особенностей «Сообщений об ошибках», которые возникают в операционной системе Windows.

Обучающиеся по профессии «Оператор ЭВМ» могут повысить интерес к изучению английского языка, как средства повышения профессиональной компетенции и самомотивации при изучении предметов профессионального направления. Повышение уровня пассивной лексики позволит более качественно и объективно рассматривать сообщения Windows и решать возникающие проблемы.

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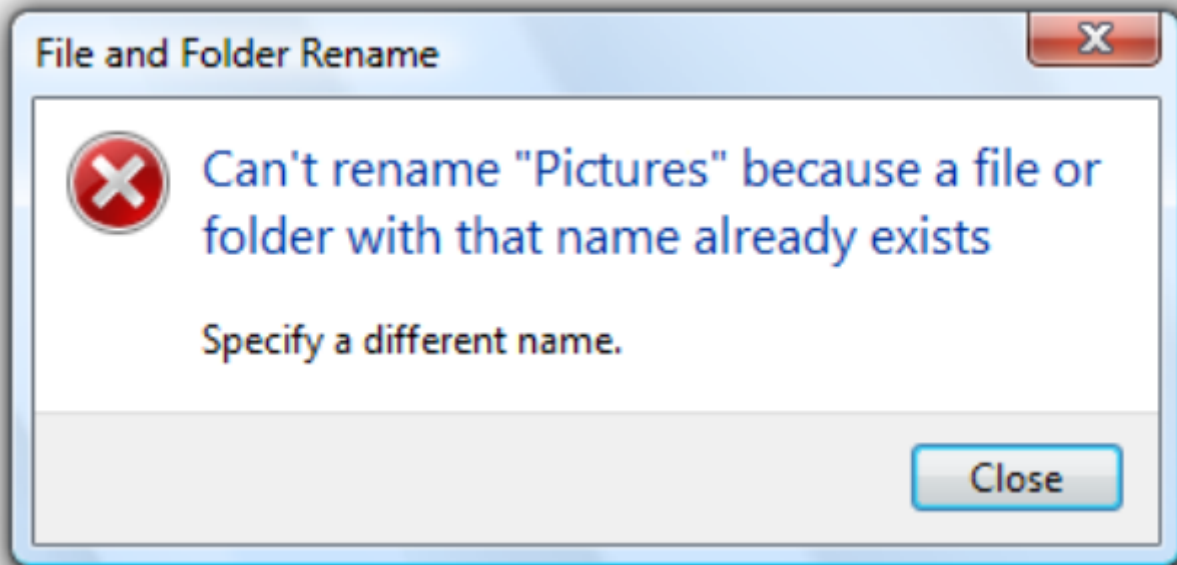
Рецензент: Викторovich А.И. – методист ЛГППТК

ERROR MESSAGES

Error messages alert users of problems that have already occurred. They can be of different types:

- Modal dialog boxes
- In-place messages

- Notifications
- Balloons



A typical modal error message

Make sure you know the *Effectiveness* of error messages

- Inform users that a problem occurred
- Explain why the message appeared
- Provide a solution to fix the problem

DESIGN

The RIGHT messages should not be:
annoying

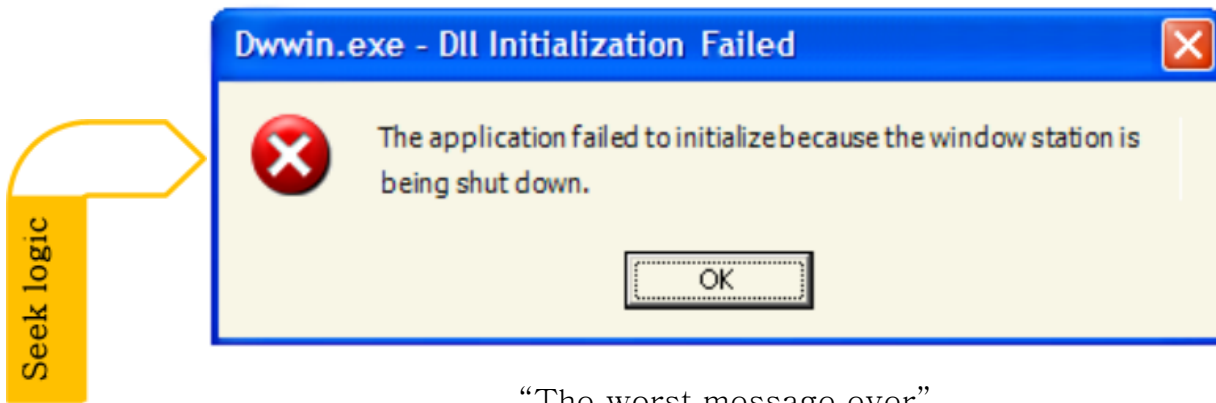
unhelpful

poorly written

IT IS INCORRECT!!!

Unnecessary
message

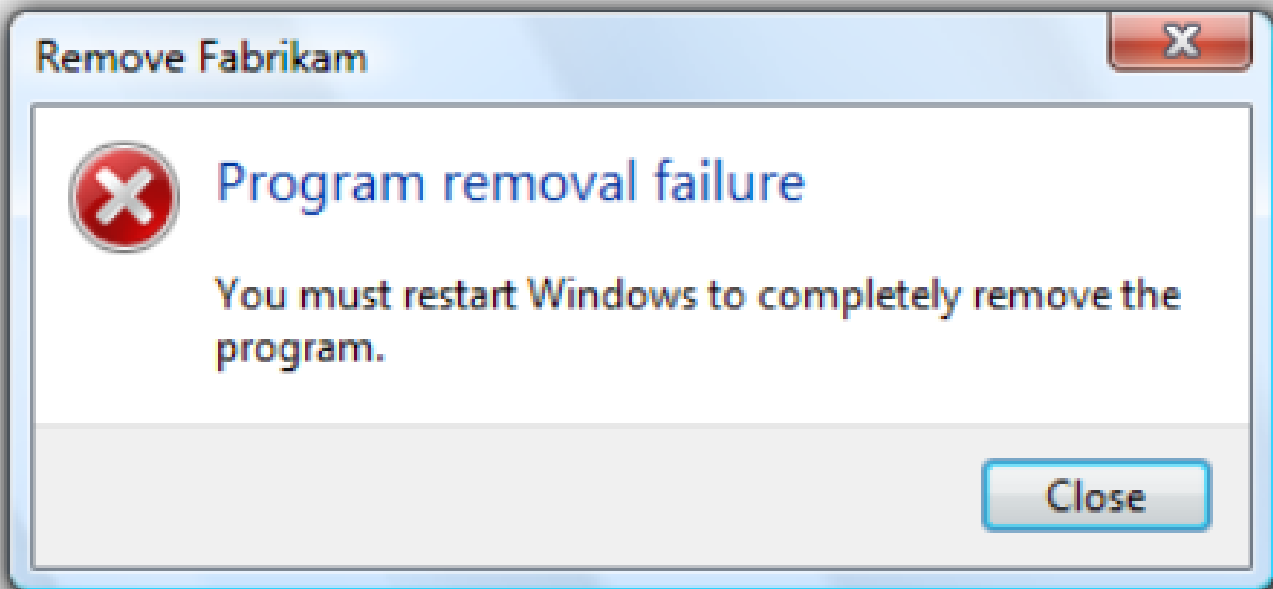
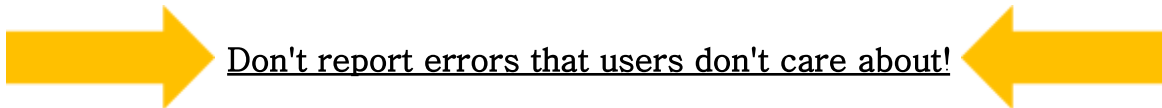
Объяснить почему появилось сообщение
Предоставить решение для исправления проблемы
Информировать пользователей о том, что возникла проблема



Application – приложение
 Fail (v.) – дать сбой
 Initialize – инициализировать
 Window station – оконная станция
 be shut down – быть выключенным

Understanding

The problem: The error message itself is the problem. Aside from dismissing the error message, there is nothing for users to do.



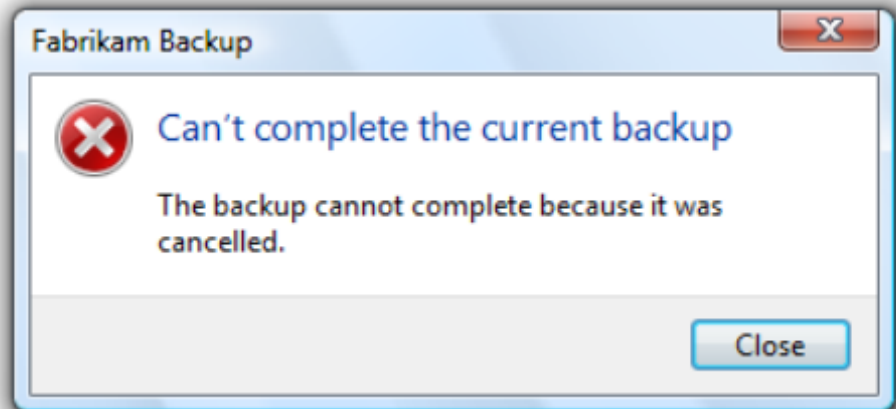
This error message resulted from the user choosing not to restart Windows immediately after program removal. The program removal was successful from the user's point of view.

Word use

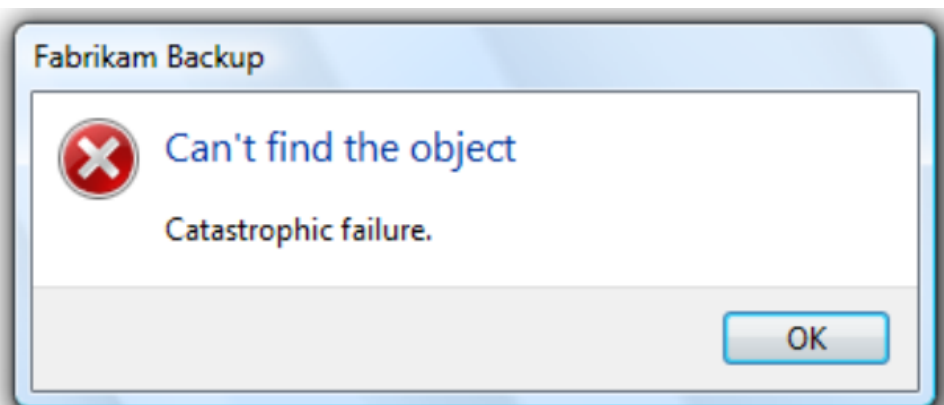
*For the user's point of view,
 the following condition isn't an error.*

Incorrect:

Sometimes _____
 _____ can be eliminated
 by focusing on _____
 instead of the technology. In
 doing so, reconsider what an
 error really is. Is the
 problem with the _____,
 or with your program's
 ability to satisfy
 them? If the _____
 makes sense in the real
 world, it should make sense
 in _____ too.

Incorrect:

users' goals
 user's action
 users' goals
 software
 error messages



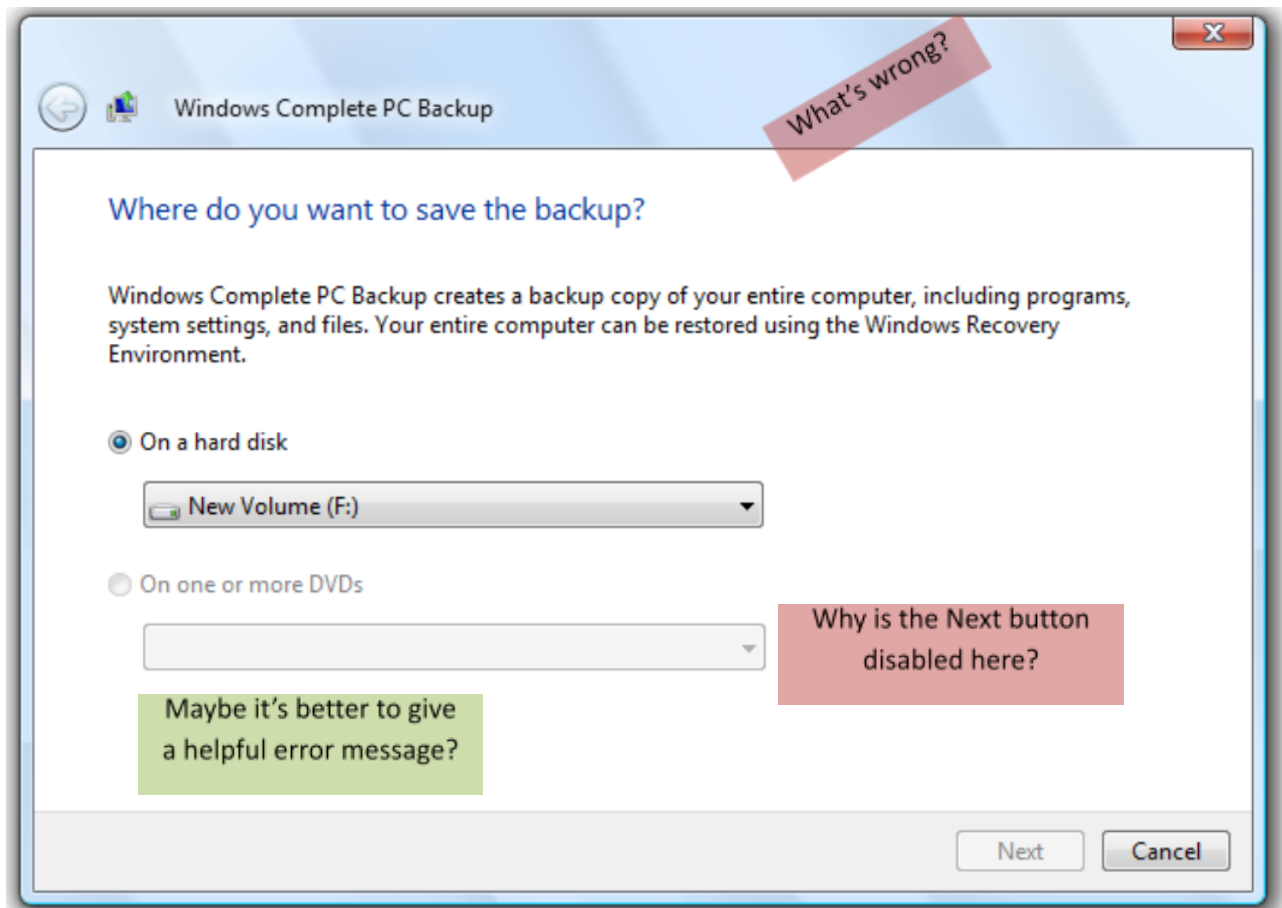
Word use

Preventing ERRORS

- ✓ **Using constrained controls.** Use controls that are constrained to valid values. Controls like lists, sliders, check boxes, radio buttons, and date and time pickers are constrained to valid values, whereas text boxes are often not and may require error messages. However, you can constrain text boxes to accept only certain characters and accept a maximum number of characters.
- ✓ **Using constrained interactions.** For drag operations, allow users to drop only on valid targets.
- ✓ **Using disabled controls and menu items.** Disable controls and menu items when users can easily deduce why the control or menu item is disabled.
- ✓ **Providing good default values.** Users are less likely to make input errors if they can accept the default values. Even if users decide to change the value, the default value lets users know the expected input format.
- ✓ **Making things just work.** Users are less likely to make mistakes if the tasks are unnecessary or performed automatically for them. Or if users make small mistakes but their intention is clear, the problem is fixed automatically. For example, you can automatically correct minor formatting problems.

- constrained – ограниченный (для ограниченного использования)
- controls – элементы управления
- to valid values – принять значения
- lists – списки
- sliders – ползунки
- check boxes – флажки
- radio buttons – переключатели
- date and time pickers – селекторы даты и времени
- text boxes – текстовые поля
- require – требовать
- error messages – сообщения об ошибке
- interactions – взаимодействия
- drag operations – операции перетаскивания
- drop – отпускать
- valid targets – подходящие цели
- disabled controls – неактивные элементы управления
- menu items – элементы меню
- Disable controls – отключить элементы управления
- deduce – логически заключить
- default values – значения по умолчанию
- input errors – ошибки ввода
- accept – принять
- to change the value – изменить значение (параметр)
- input format – формат ввода
- performed – выполнен
- correct – исправить
- minor – незначительный
- formatting problems – проблемы форматирования

Word use



save – сохранить
 backup – резервная копия
 complete – заканчивать
 create – создавать
 entire – весь, полный
 restore – восстанавливать в исходное положение
 recovery – восстановление
 environment – окружение

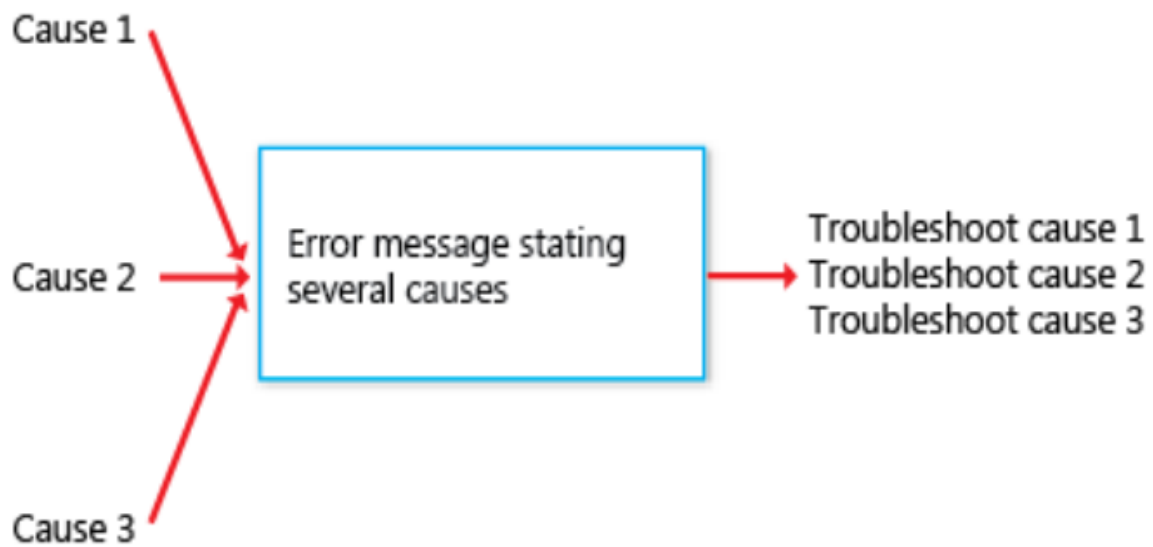
Inspecting

Avoiding troubles

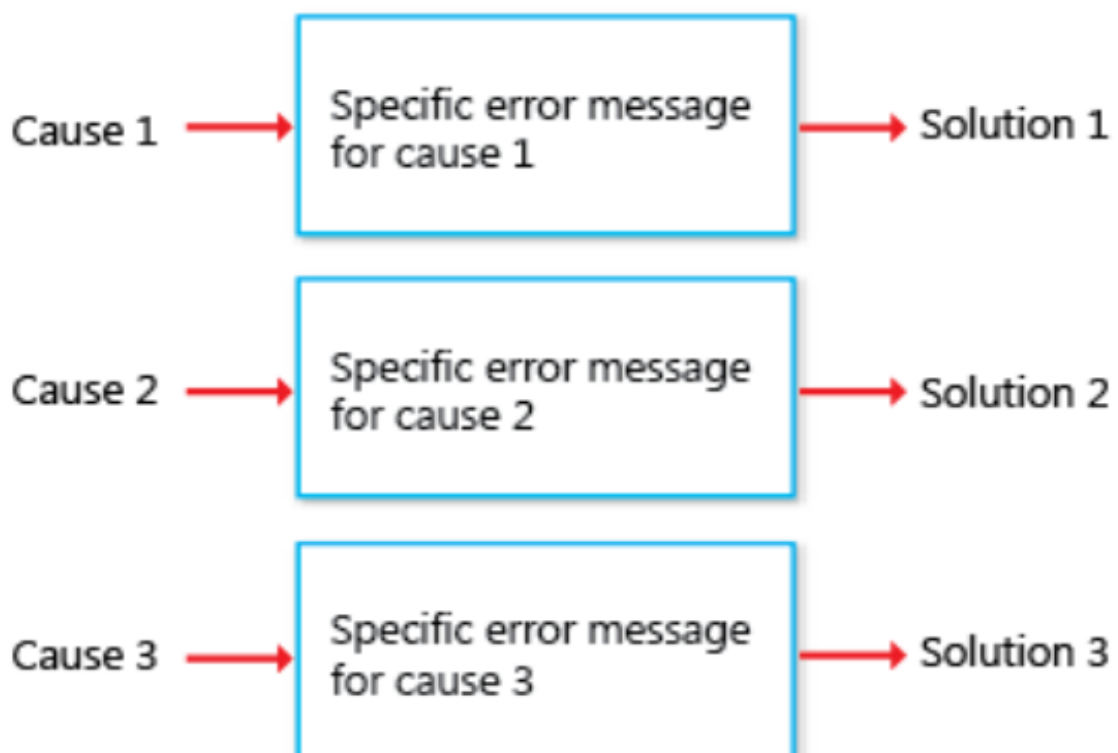
Troubleshooting results when a problem with several different causes is reported with a single error message.

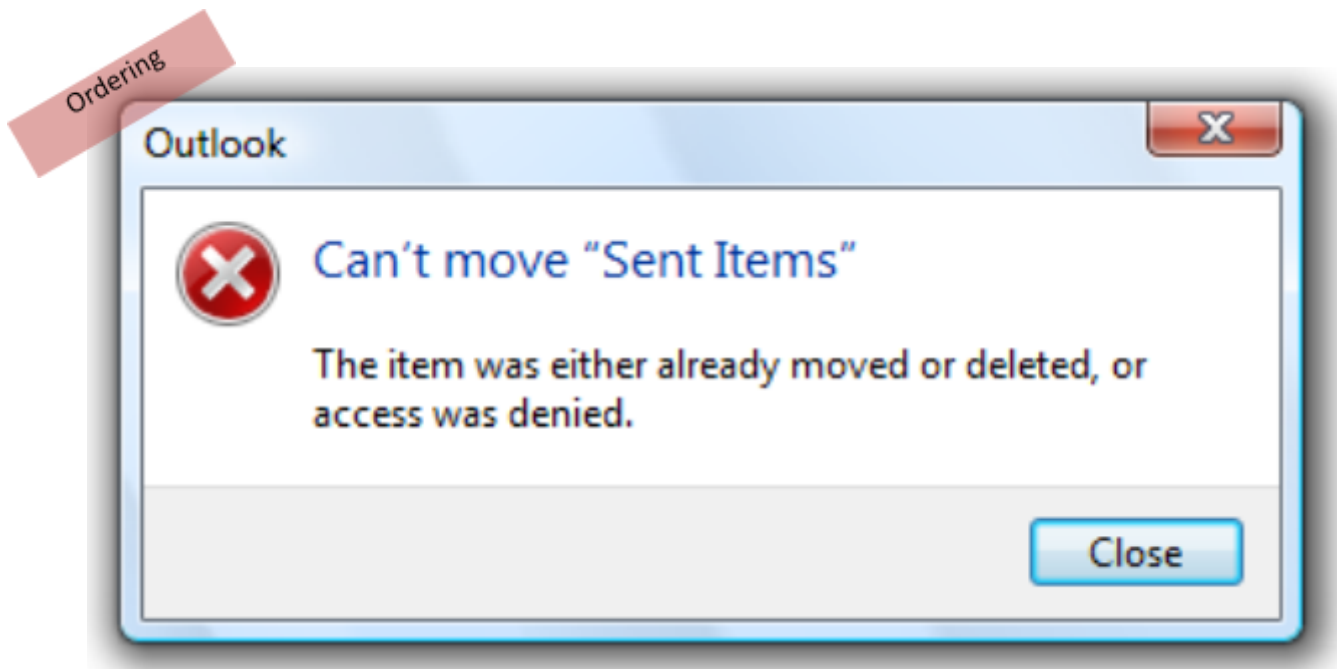
It's time to talk and catch the thing!

INCORRECT



CORRECT





An item / moved / already / was moved / was denied / access / or / or / deleted / because / couldn't be / it.

An error, warning, or information?

Error

(existing problem)

"This page cannot load an unsigned ActiveX control."

Warning

(conditions that may cause future problems)

"This page might not behave as expected because Windows Internet Explorer isn't configured to load unsigned ActiveX controls." or "Allow this page to install an unsigned ActiveX Control? Doing so from untrusted sources may harm your computer."

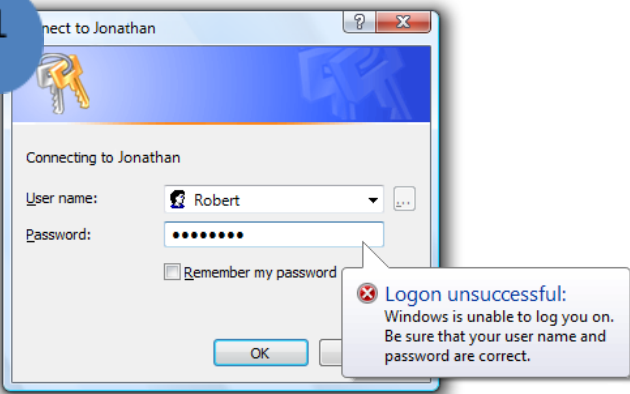
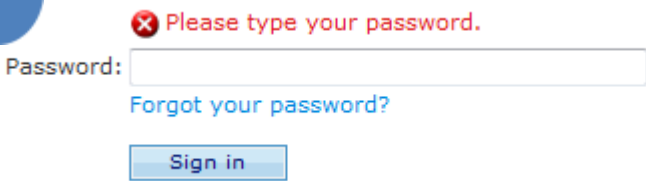
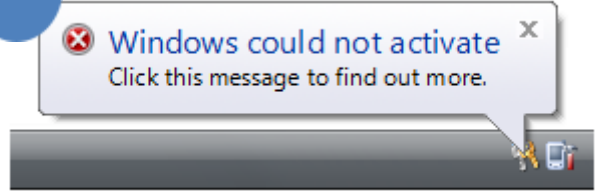
Information

(a statement of fact)

"You have configured Windows Internet Explorer to block unsigned ActiveX controls."

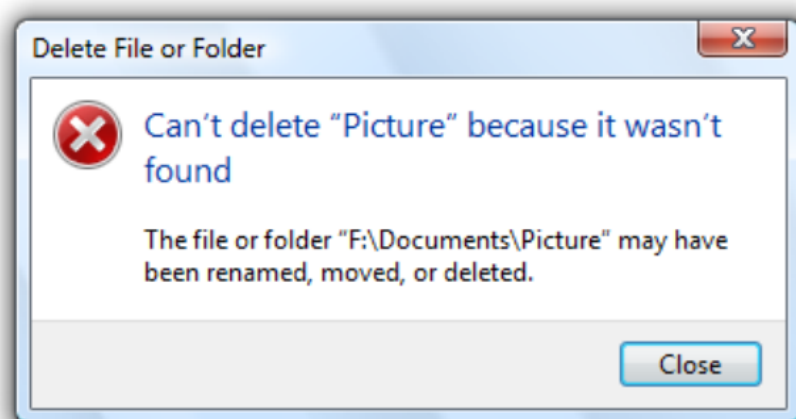
Presentation

- In-place – на месте
- Balloon – всплывающее сообщение
- Notification – уведомление
- Banner – баннер
- Notification area icon – значок области уведомлений
- Status bar – строка состояния
- Log file – файл системного журнала

1 	2 
3 	4 
5 	6 
7 <pre>\$strComputer = "." \$colLogFiles = Get-WmiObject -Class Wmi foreach (\$objLogFile in \$colLogFiles) { [void]\$objLogFile.BackupEventlog("c:\scripts\ "File saved as c:\scripts\applications.evt" }</pre>	

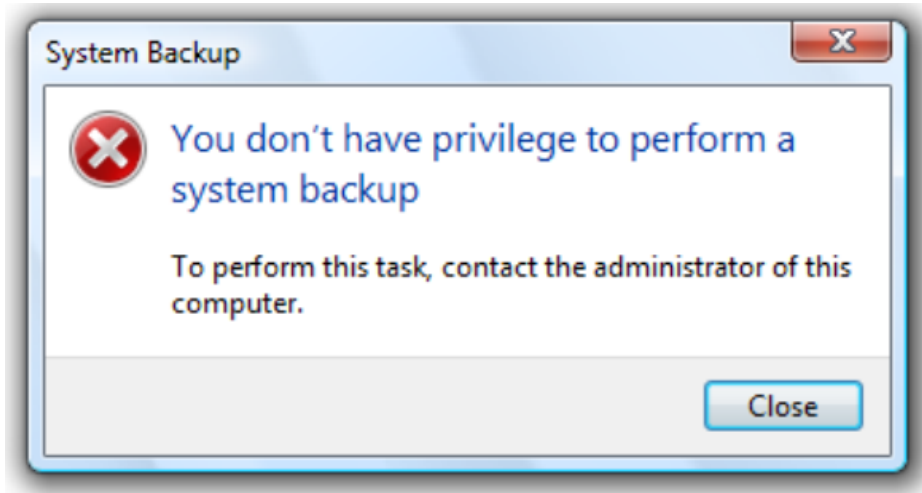
Usage patterns

System problems



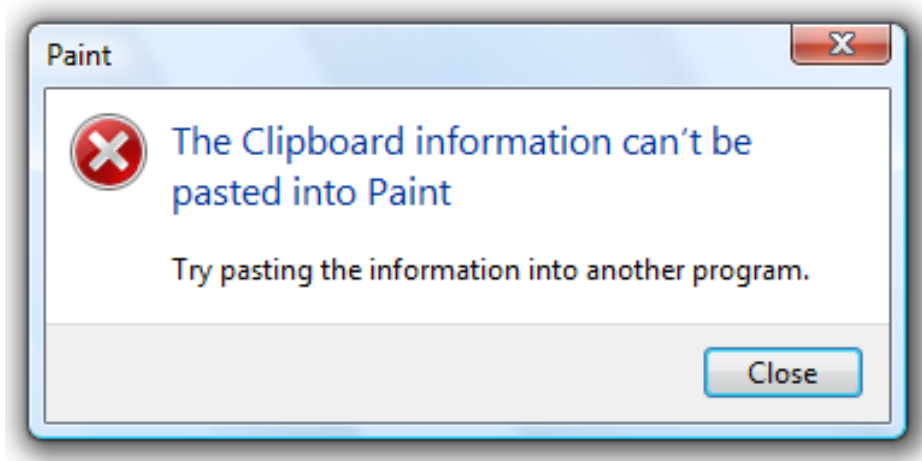
Программе не удастся найти камеру для выполнения задачи пользователя.

File problems



Необходимо включить функцию, необходимую для выполнения задачи.

Task problems



Пользователь не может установить обновление программного обеспечения.

User input problems

Sign in

 Please type your e-mail address in the format yourname@example.com.

 Windows Live ID:

 (example555@hotmail.com)

Password:

[Forgot your password?](#)

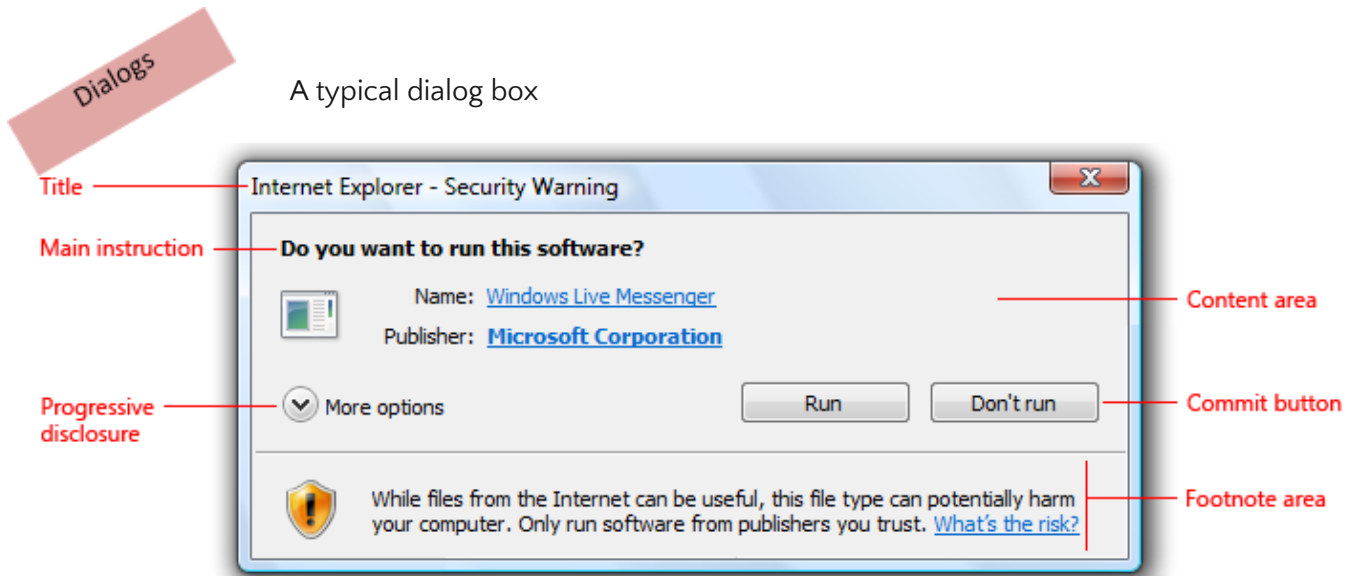
Введенные пользователем данные имеют неправильный формат.

Synonyms

Dictionary time!

Error, failure – ...
 Failed to – ...
 Illegal, invalid, bad – ...
 Abort, kill, terminate – ...
 Catastrophic, fatal – ...

stop – ...
serious – ...
incorrect – ...
problem – ...
unable to – ...



Title – заголовок

Main instruction – основная инструкция

Progressive disclosure – поэтапное представление информации

Content area – область содержимого

Commit button – кнопка подтверждения

Footnote area – область примечания

The two fundamental types:

Modal dialog boxes require users to complete and close before continuing with the owner window. These dialog boxes are best used for critical or infrequent, one-off tasks that require completion before continuing.

Modeless dialog boxes allow users to switch between the dialog box and the owner window as desired. These dialog boxes are best used for frequent, repetitive, on-going tasks.

_____ is a dialog box implemented using the task dialog application programming interface (API). They consist of the following parts, which can be assembled in a variety of combinations:

_____ to identify the application or system feature where the dialog box came from.

_____, with an optional icon, to identify the user's objective with the dialog.

_____ for descriptive information and controls.

_____ for commit buttons, including a Cancel button, and optional More options and Don't show this <item> again controls.

_____ for optional additional explanations and help, typically targeted at less experienced users

A main instruction / A title bar / A task dialog / A content area / A command area / A footnote area

LITERATURE

1. <https://www.microsoft.com/>
2. Design basics for desktop applications.
3. <https://www.ibm.com/docs/en>
4. <https://www.multitran.com>