

## Issue: If Alarms Not Capturing into AIMS System.

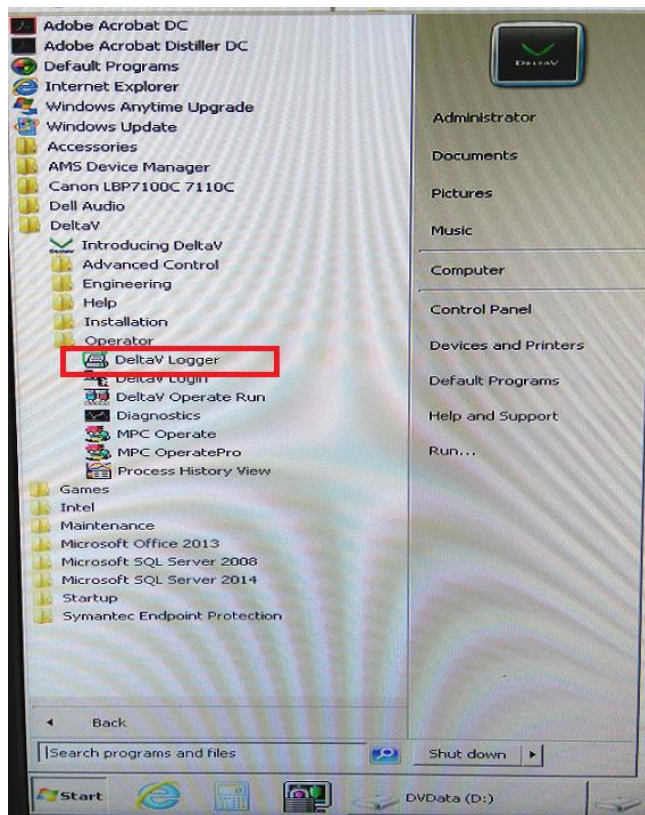
**Cause 1:** Please Check Status in AIMS System:

- Open X-Force Capture Application.
- Right Click on X-Force Capture Application Hidden Icon at Bottom Right Corner and Click on “Restore”.
- Check Channel Status whether it is “Connected” or “Disconnected”.

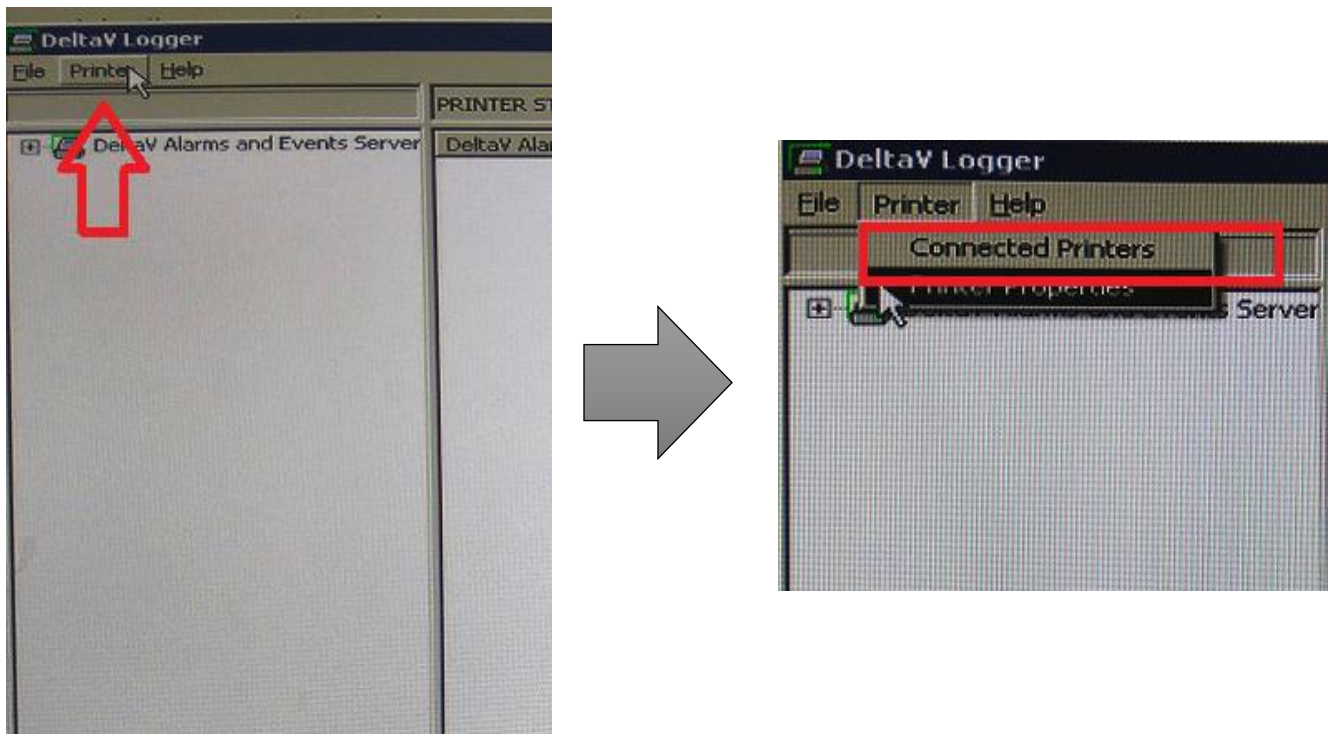
**Cause 2:** In X-force, Capture Application If Status is “Connected” then, Go to DCS Side and check DeltaV Logger is “ON” or not.

To Start DeltaV Logger in Emerson DeltaV:

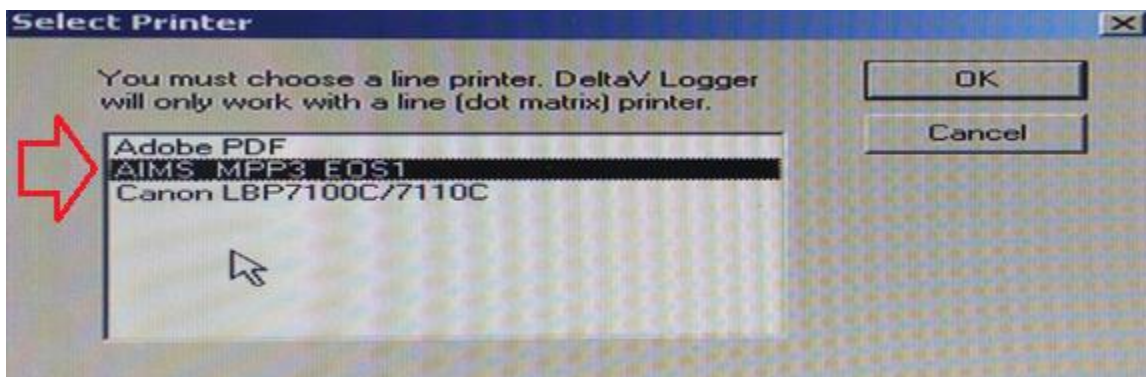
- Go to Start Menu → All Programs → DeltaV → Operator → Start “DeltaV Logger”.



- After Logger gets Opened You Can See Window, like below. Then Go to “Printer” menu from menu bar and select “Connected Printers”.



- After Selecting above Option, New window will be Appear like below:

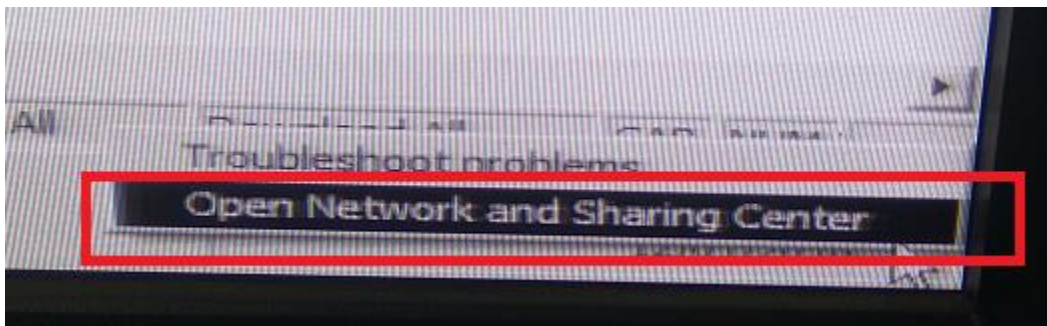
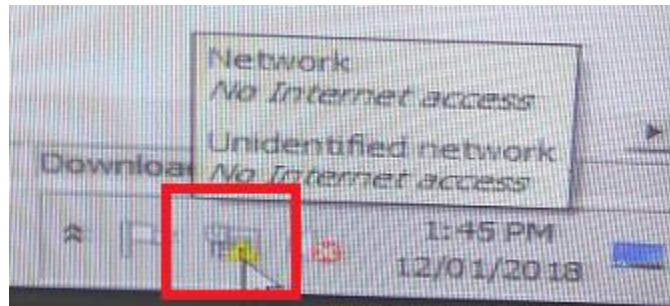


- Select AIMS Printer and then Click on “OK”.  
*NOTE: Printer Name might be Differ According to DCS/AREA wise.*

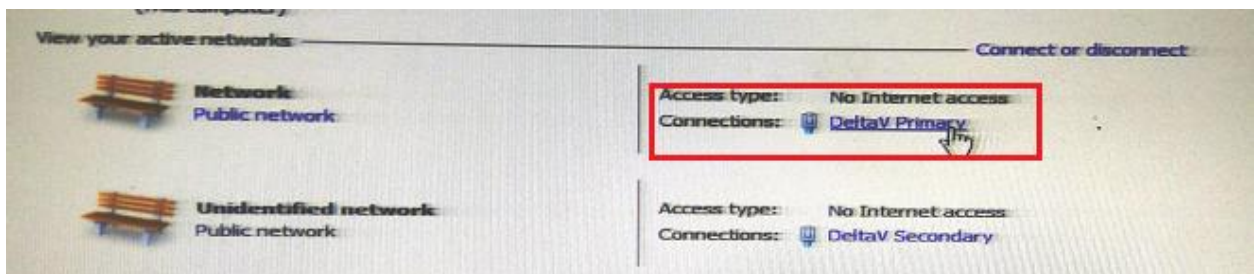
### Cause 3: Gateway IP Address is Not Present at DCS Side.

To Check Gateway Is Present or Not on DCS System.

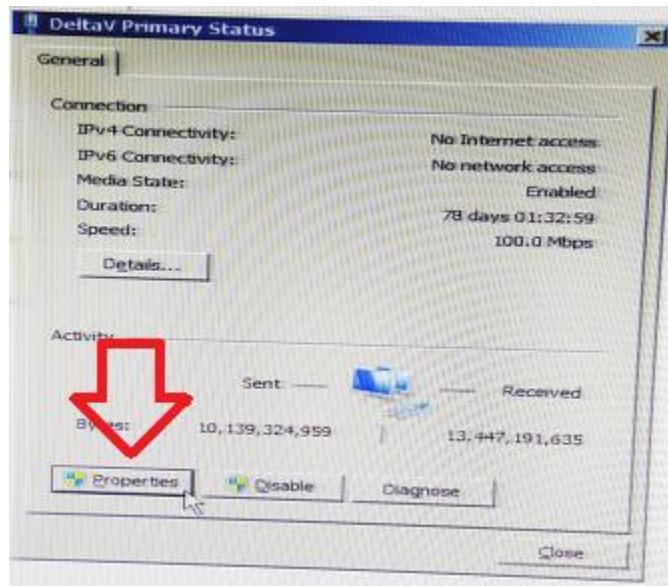
- Right Click on Network Adapter icon and Select "Open Network and Sharing Center" at Bottom right Corner just beside at System Clock.



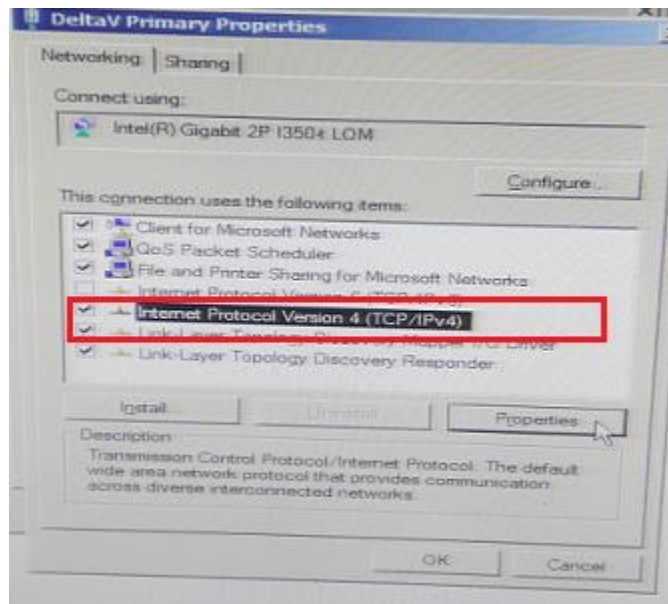
- After Opening Network Window, Select "DeltaV Primary" Network.



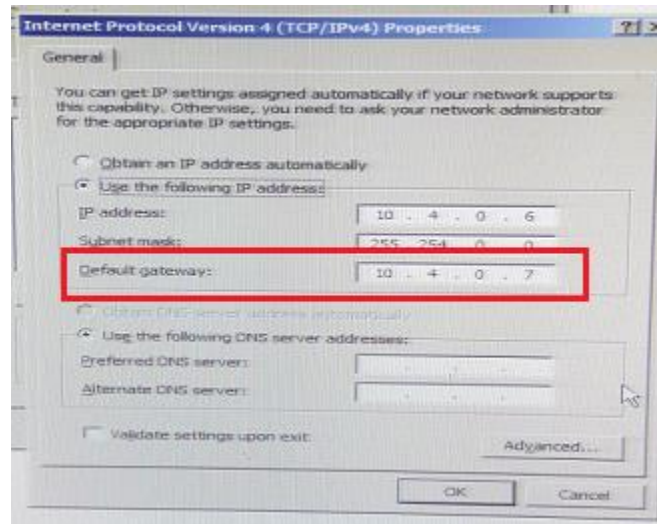
- Click on “Properties”.



- Select “TCP/IPv4” and Click on Properties.



- At IPv4 Properties Window, Check Gateway is Present or not (At Default Gateway), If Not Present then Insert Gateway IP Address as Area Wise DCS System.



***Note: Gateway IP Address may Different according to Area Wise DCS.  
So Contact SRF IT for Gateway Address.***