


Contents

 X-Force Capture Process	2
1. Error: You have not sufficient privilege to directory	3
1.1. Event / Symptoms	3
1.2. Cause Identified	3
1.3. Resolution	3
1.4. Measures / Precautions	3
2. Error: Invalid License file. Contact SSM InfoTech!	4
2.1 Event / Symptoms	4
2.2 Cause Identified	4
2.3 Resolution	4
2.4 Measures / Precautions	4
3. Error: License file does not exist. Please contact SSM InfoTech Solutions Pvt. Ltd. To get the valid license	5
3.1 Event / Symptoms	5
3.2 Cause Identified	5
3.3 Resolution	5
3.4 Measures / Precautions	5
4. Error: Application is not computable with database version	6
4.1 Event / Symptoms	6
4.2 Cause Identified	6
4.3 Resolution	6
4.4 Measures / Precautions	6
5. Disconnect Channels	7
5.1 Event / Symptoms	7
5.2 Cause Identified	7
5.3 Resolution	7
5.4 Measures / Precautions	8



X-Force Capture Process



X-Force Capture Process

X-Force Capture process is the entry point for the Alarm information and management system. Capture process will capture the data from DCS system via serial, Ethernet or OPC AE Communication.

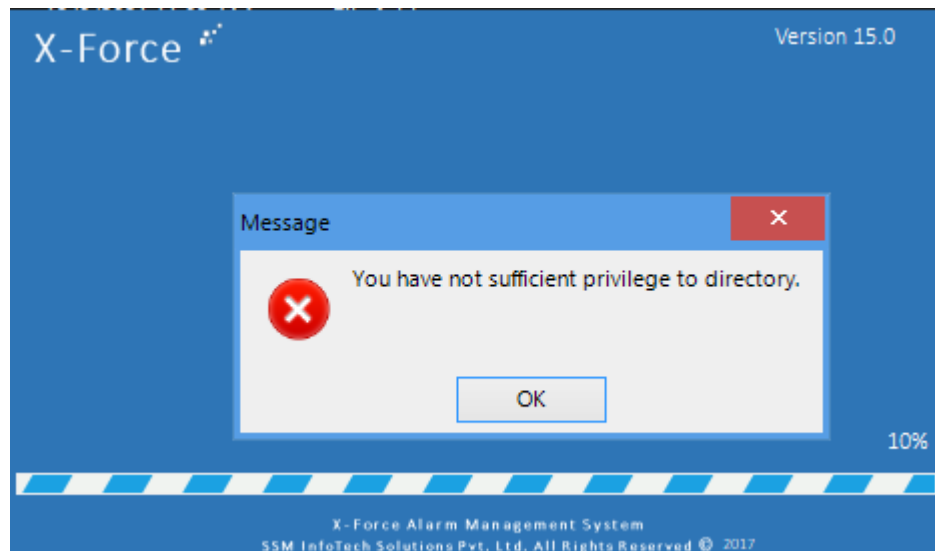
Capture process will capture data from DCS and store it in flat files which will be further used for the processing. Capture application will generate Hourly files to store the raw data.

1. Error: You have not sufficient privilege to directory

1.1. Event / Symptoms

You will get the error popup for the privilege rights, and application closed.

<<Screens shots of errors>>



1.2. Cause Identified

Because of everyone rights not given to the directory this error occurs.

<<Step by Step investigation carried out>>

Provide everyone rights to the directory to solve the application.

1.3. Resolution

One time step, give everyone rights to the directory

1.4. Measures / Precautions

One time step, give everyone rights to the directory

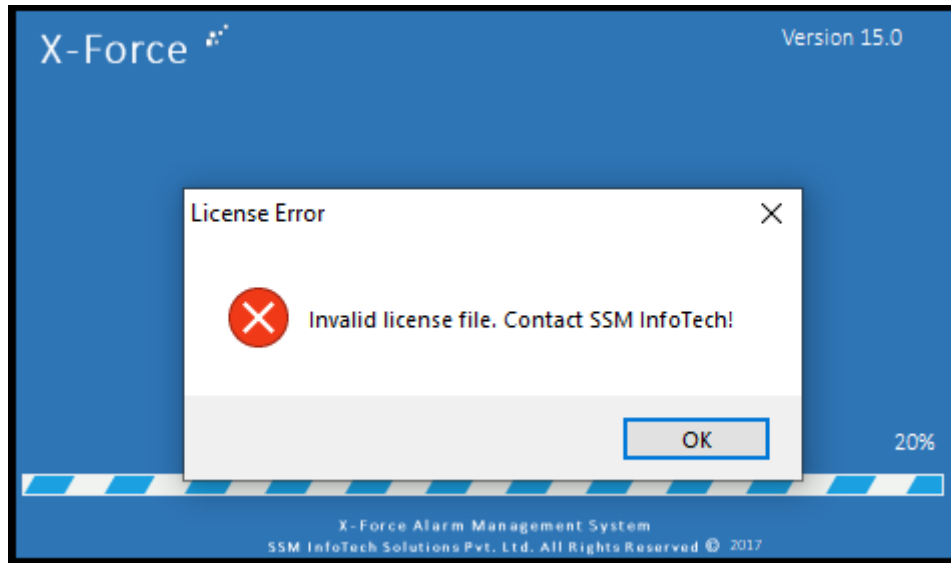
2. Error: Invalid License file. Contact SSM InfoTech!

2.1 Event / Symptoms

Popup error occurs when you start the application, valid license file. Contact SSM InfoTech!

After error, the application will close itself.

<<Screenshots of errors>>



2.2 Cause Identified

Either the license file have wrong Mac address or the application feature is not available in license file.

<<Step by Step investigation carried out>>

Verify the Mac address is it valid or not, if it is valid then check for the application feature available or no, in both case contact SSM license team to get modified license file.

2.3 Resolution

Replace old license file with new license file received from the SSM license team.

2.4 Measures / Precautions

This is one time job, after replacing the license file issue will not repeat again.

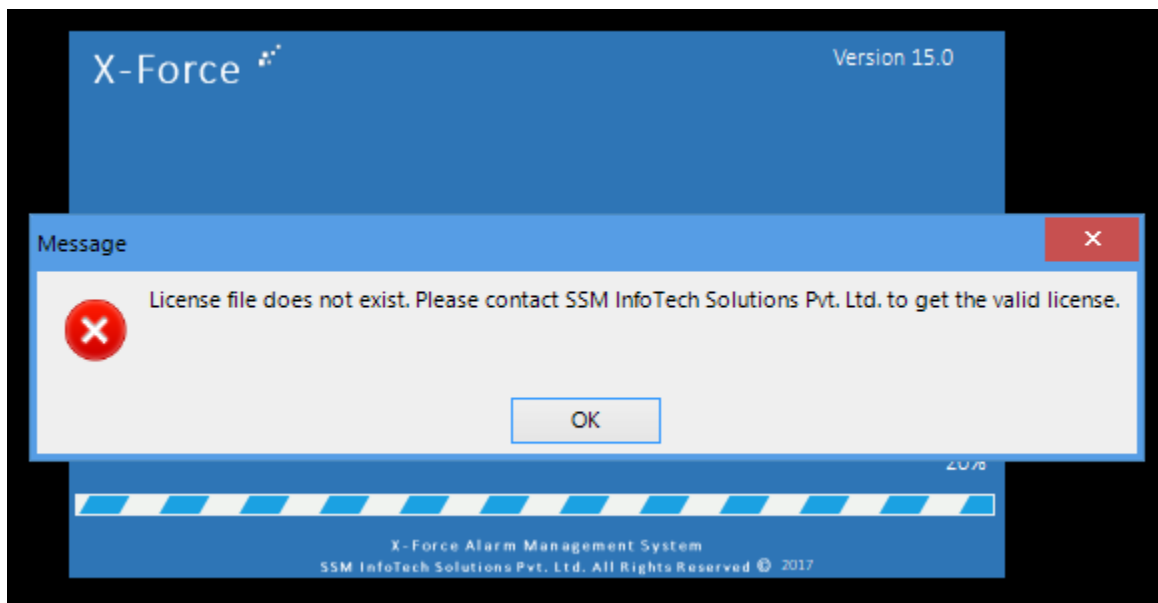
3. Error: License file does not exist. Please contact SSM InfoTech Solutions Pvt. Ltd. To get the valid license

3.1 Event / Symptoms

Popup error occurs when you start the application, License file does not exist. Please contact SSM InfoTech Solutions Pvt. Ltd. To get the valid license

After error, the application will close itself.

<<Screenshots of errors>>



3.2 Cause Identified

Application cannot find the license file in installed directory.

<<Step by Step investigation carried out>>

Make sure the license file available in the installation directory.

3.3 Resolution

<<Description of Resolution. Steps carried out to resolve the issue>>

If license file is not available in the installation directory put it in the same directory and provide everyone's rights to that directory.

3.4 Measures / Precautions

This is one time job, after implementing the solution it will not occur again.

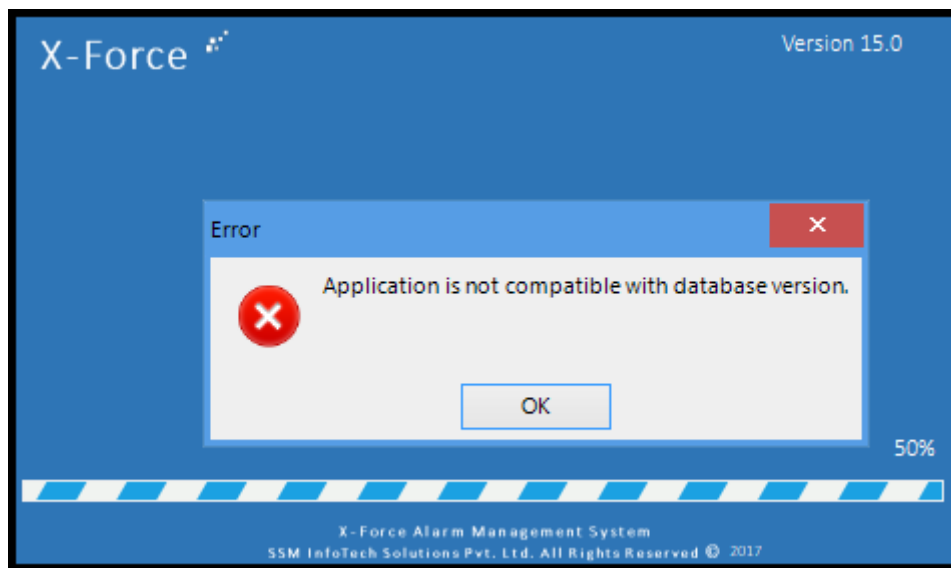
4. Error: Application is not computable with database version

4.1 Event / Symptoms

Popup error occurs when you start the application, "Application is not compatible with database version".

After error, the application will close itself.

<<Screenshots of errors>>



4.2 Cause Identified

The application version is not same as the encryption entered in the tbl_Application_List table, because of that the error is occurring.

<<Step by Step investigation carried out>>

Check the application version and encryption code.

4.3 Resolution

Share application version with your reporting manager and ask for encryption code.

Insert new encryption code in the tbl_Application_List table. And start the application.

4.4 Measures / Precautions

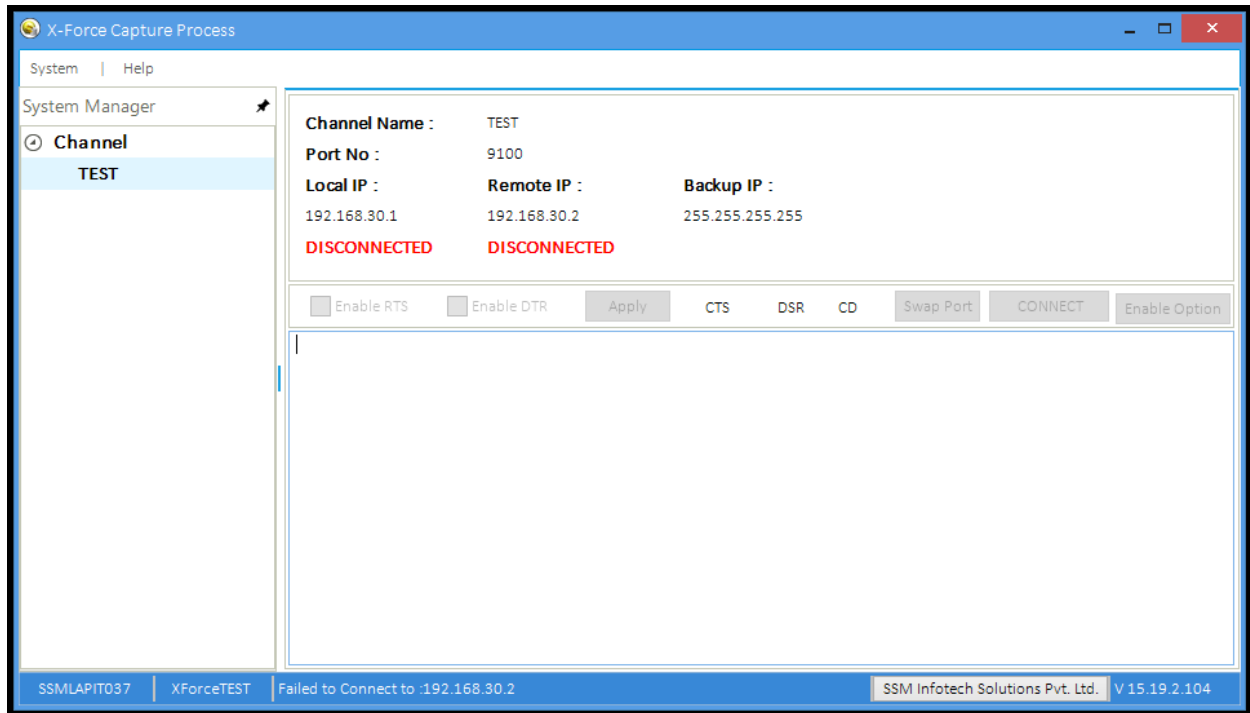
This is one time job, after implementing the solution it will not occur again.

5. Disconnect Channels

5.1 Event / Symptoms

- In X-Force Capture Process application, Remote IP or Local IP is disconnected.
- Because of that, the data are not printing in the X-Force Capture Process application.

<<Screenshots of errors>>



5.2 Cause Identified

Because of Wrong IP-address or Firewall, the status is disconnected.

<<Step-by-Step investigation carried out>>

- Check by ping the IP Address.
- Check firewall status. (Windows Firewall).
- Check Physical Firewall's policy with discussing the IT Engineer available on site.

5.3 Resolution

- If Windows Firewall is on, turn it off and check the ping and Application status. In addition, if the status is connected then create inbound and outbound rule in the windows firewall for the all ports and 9100.

- If need to modify the rules of physical firewall contact with user and inform them to modify the firewall for further work.

5.4 Measures / Precautions

This is one time job, after implementing the solution it will not occur again.