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X-Force Alarm Client

X-Force Alarm Client Application

X-Force Alarm Analysis application is used for more detailed and effective analysis of data which are stored in database. User can generate reports using this application by providing

event stamp or frequency (e.g., weekly, daily, shift wise, etc.…). User can keep watch on live data flow with user defined update interval. Generated reports can be exported by excel, PDF, CSV, HTML, Mail, and print. Filter can be applied to report directly by building Quick Set which may be used for one or more reports.

1. Application is no compactable with database

1.1. Event / Symptoms

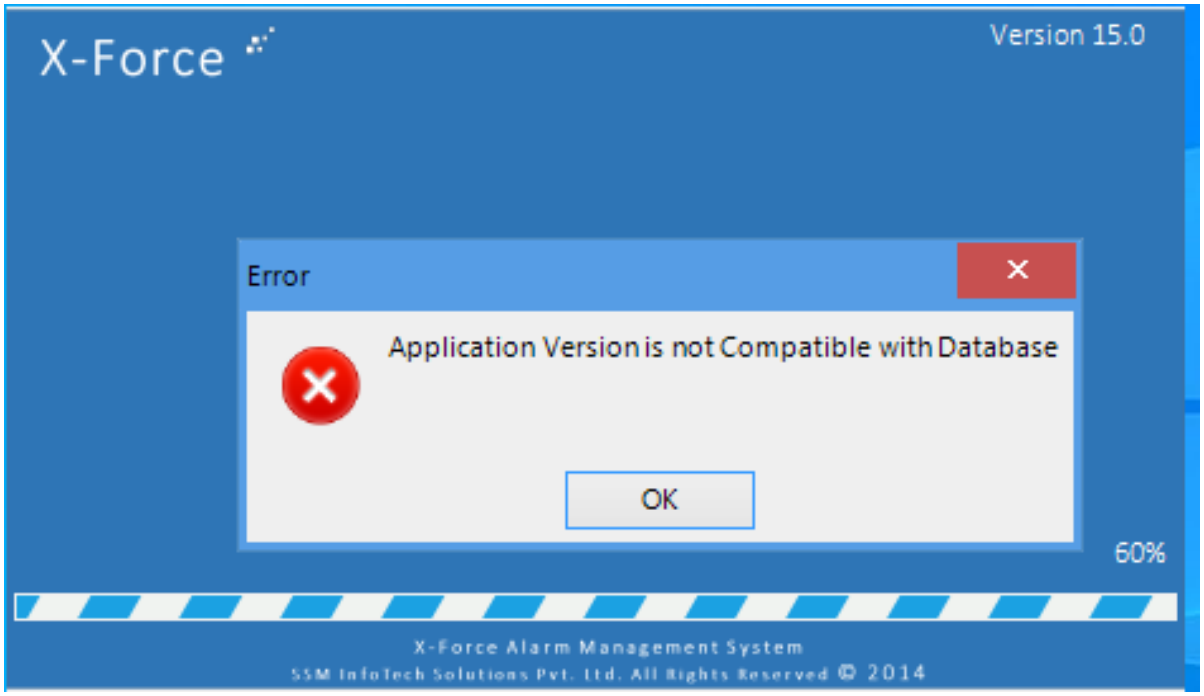
<< What problem has occurred>>

Application is not starting showing popup error. Application version is not compatible with database

<< What are the symptoms of problem>>

X-Force Alarm Client application will not start after showing error, and exe instant will keep start in Task Manager

<<Screens shots of errors>>



1.2. System Details

Device name	XAIMSRVMAIN
Processor	Intel(R) Core(TM) i5-7500 CPU @ 3.40GHz 3.40 GHz
Installed RAM	12.0 GB (11.9 GB usable)
Device ID	96F7A4EE-6262-4D20-9788-7C8F46ED5712
Product ID	00331-10000-00001-AA917
System type	64-bit operating system, x64-based processor
Pen and touch	No pen or touch input is available for this display
Edition	Windows 10 Pro
Version	21H1
Installed on	11/11/2021
OS build	19043.1348
Experience	Windows Feature Experience Pack 120.2212.3920.0

1.3. Cause Identified

<<Description of Cause>>

- Error occur because of the Version code encryption is not proper.

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

- Check the tbl_Application_List table value in the Xforce database for AlarmClient.
- Compare version and encryption code both much match. If not replace, it by new version encryption code same as the application version.

1.4. Resolution

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

Expand Xforce database and open tbl_Application_List then check the version code.

ApplicationId	ApplicationName	priority	MacAddress	Version
1	AlarmClient	3	NULL	IY/kYDBUNgYRf5qjHVT3ZA==

Application version 15.19.2.104: IY/kYDBUNgYRf5qjHVT3ZA==

1.5. Measures / Precautions

<<Measures & precautions to take to avoid any such problems in future >>

One time change required this error occur in initial installation if version code not match with application version.

2. Error: Error while generating Alarm report.

2.1 Event / Symptoms

<< What problem has occurred>>

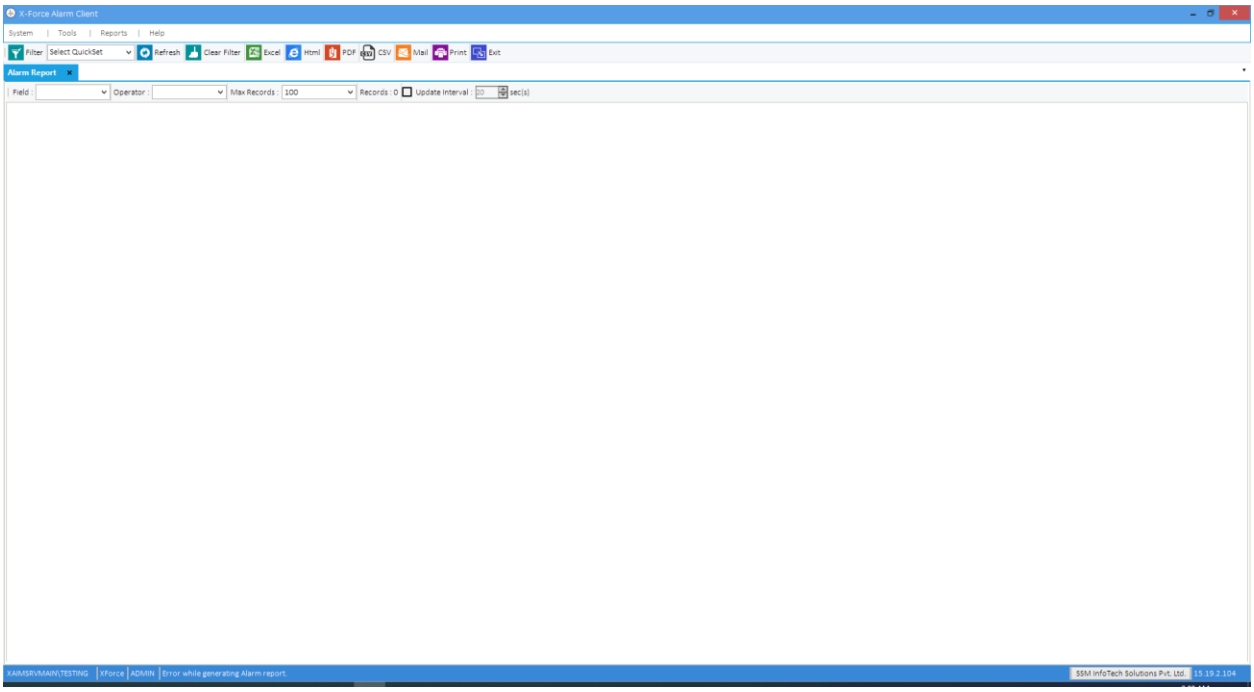
Report is not generating in the Alarm Client application (Result not getting in the result window)

<< What are the symptoms of problem>>

After starting the application, the auto update of application is getting blank result with error.

By clicking on refresh button, still same error comes.

<<Screens shots of errors>>



2.2 Cause Identified

<<Description of Cause>>

This issue occurs because of the result from the SELECT DISTINCT TOP 1 curr_dbname, EventStamp FROM tbl_data_Channel_DBList ORDER BY eventstamp DESC query.

The error occurs because of the following results

“06/12/2021 09:09:49 AM, SSM Code Library, ClsSQLHelper, CreateDataset, Error, 3, ERROR IN GENERATING QUERY: ExecuteReader: CommandText property has not been initialized, , 0”

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

- Check log file for the error, and find the query on the error is occurring.
- Run that query in MS SQL Server Management Studio. In addition, observe the result.
- Compare the result and check if the result is valid. On the other hand, make it valid.
-

2.3 Resolution

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

- In the query SELECT DISTINCT TOP 1 curr_dbname, EventStamp FROM tbl_data_Channel_DBList ORDER BY eventstamp DESC query the result will be curr_dbname with eventstamp. Check the curr_dbname in the SQL archive it is available or not, if not remove the entry from the table until you get the valid result.

2.4 Measures / Precautions

<<Measures & precautions to take to avoid any such problems in future >>

- This type of error occurs when we restored the database or remove the extra (by chance removed current database.) SQL archive database from the MS SQL server management studio.
- Repeat <<Description of Resolution. Steps carried out to resolve the issue>> step to make sure error not occurs again.

3. Error: No. of users currently logged on has exceeded the limit of (x number)

3.1 Event / Symptoms

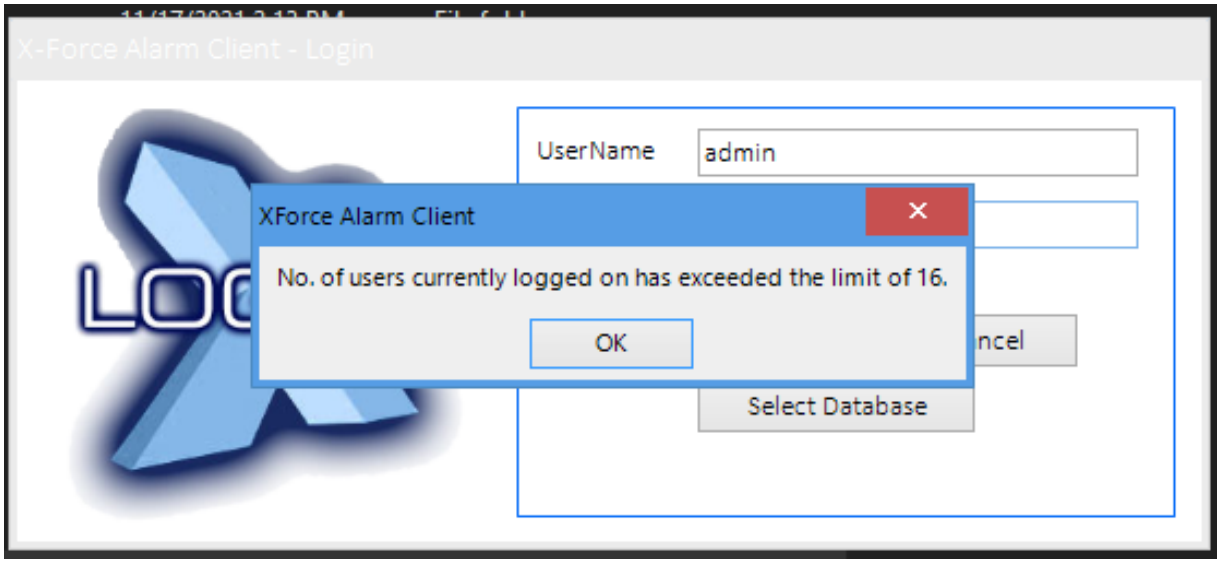
<< What problem has occurred>>

No. of users currently logged on has exceeded the limit of 5.

<< What are the symptoms of problem>>

After popup error, the application will close.

<<Screens shots of errors>>



3.2 Cause Identified

<<Description of Cause>>

Number of user count is exceeded in the tbl_Info_server No Of Clients < CurrentClientCount.

NoOfClients	CurrentClientCount
1DNcTIzMhD8=	/WBSTNn+kQs=

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

- At the time of starting the application, it will through error popup.
- According to the error popup, you come to know the issue with the no of current user logged in.
- Check the database table entry.

3.3 Resolution

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

As popup error, suggest no of current user exceeded.

Open tbl_Info_server table and insert NULL in CurrentClientCount

3.4 Measures / Precautions

<<Measures & precautions to take to avoid any such problems in future >>

Every time when you close application, exit by pressing exit button in the application.