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X-Force Alarm Viewer



Alarm viewer application is used to keep watch on data parsing into database. User can create more than one window for one or more channel. Its window can be accessed from x-force alarm web, too. User can also create profile and can use for getting logged in into application. User can apply filter to get data from database as per individual requirement and it can be also used to export through various ways.

1. Wrong Database configuration

1.1. Event / Symptoms

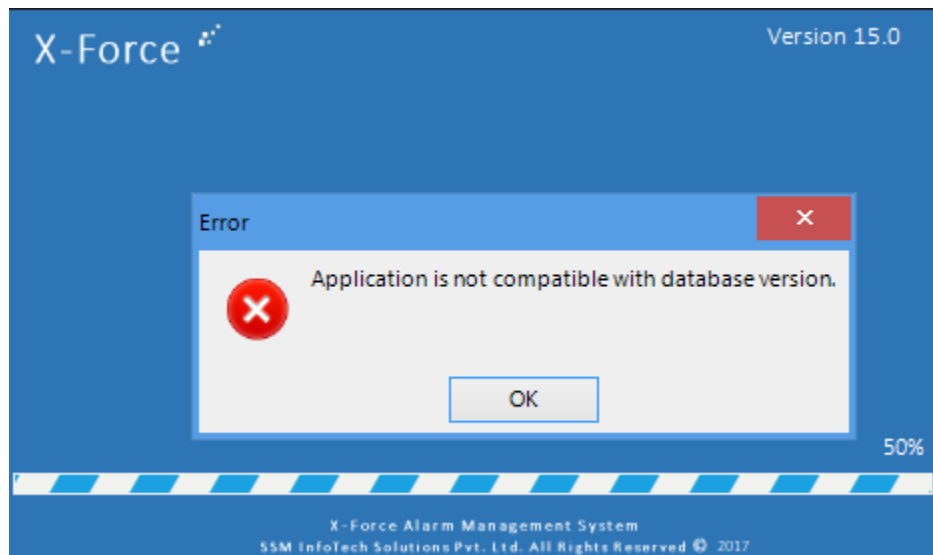
<< What problem has occurred>>

Error popup will come showing Application is not compatible with database version

<< What are the symptoms of problem>>

When start the application will show popup error and then close.

<<Screenshots of errors>>



1.2. System Details

1.3. Cause Identified

<< Description of Cause >>

Because if improper database configuration this error occurs

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

- Check the database version with application version and encryption code.
- If the Application version and encryption code is same, then check the database configuration in the XML connectivity files.

1.4. Resolution

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

To solve the issue recreate the XML connectivity files

1.5. Measures / Precautions

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

This is one time job to configure the database in the XML connectivity files.