Contents

X-Force Data Collector

1. X-Force Collector not fetching data from the database

1.1. Event / Symptoms

<< What problem has occurred>>

Not printing data or fetching from the SQL database.

<< What are the symptoms of problem>>

Not fetching data from the SQL server and printing the data.

<<Screens shots of errors>>

1.2.   System Details

1.3.   Cause Identified

<<Description of Cause>>

Application sync issue

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

- Check log files to find the issue.
- Check the database connectivity by the .udl file or ODBC Data Sources.

1.4.   Resolution

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

- Read log files to get the understanding of the issue, know the issue is not with the SQL connetion. Using ODBC Data Sources checking.
- Reconfigured the Collector application and read time.

1.5.   Measures / Precautions

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

2. X-Force Collector stop data printing to AIMS system.

2.1.   System Details

2.2.   Event / Symptoms

<< What problem has occurred>>

X-Force Data Collector application stop data printing to AIMS system.

<< What are the symptoms of problem>>

Out of four channels one channels stop data printing to AIMS system.

<<Screens shots of errors>>

2.3.   Cause Identified

2.4.   Cause Identified

<<Description of Cause>>

Application sync issue

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

- Check log files to find the issue.
- Check the database connectivity by the .UDL file or ODBC Data Sources.

2.5.   Resolution

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

- Read log files to get the understanding of the issue, know the issue is not with the SQL connection. Using ODBC Data Sources checking.
- Reconfigured the Collector application and read time.

2.6.   Measures / Precautions

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