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### T X-Force Triconex Utility



## **1. After resetting the pointer, it reads file from bingeing**

### **1.1. Event / Symptoms**

<< What problem has occurred>>

After text file's size increase the Triconex SOE recorder application, stop writing the file

<< What are the symptoms of problem>>

To get new data in the text file. It needs to make new text file. Moreover, X-Force Triconex Utility application needs to reset to read file from starting.

<<Screenshots of errors>>

### **1.2. System Details**

### **1.3. Cause Identified**

<<Description of Cause>>

As the new file created by Triconex SOE recorder application, it also written with old alarms because of this, when we reset the application pointer it starts to read all alarms and old alarm entry done in database.

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

Needed to make change in application logic (do not read oldest alarms.)

### **1.4. Resolution**

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

### **1.5. Measures / Precautions**

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