
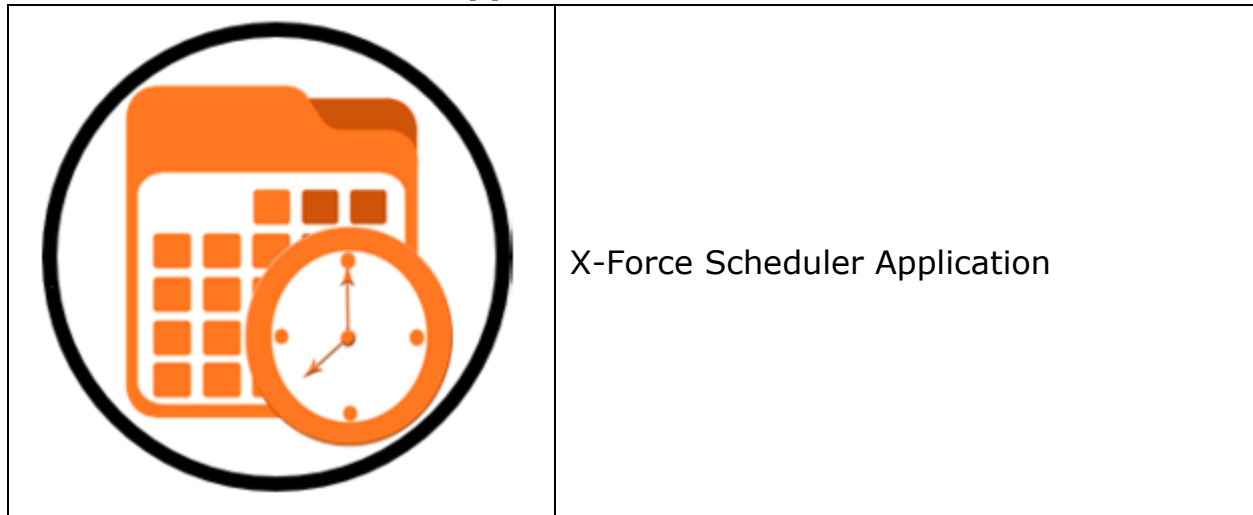


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## X-Force Scheduler Application



Schedule task can be used to carry out the task on timely basis. Which can be configured from x-force alarm web where user can provide schedule related configuration and report storage path that will be used by application for storing generated report(s). It can perform database archiving/shrinking, T-SQL statement, custom notification schedule, delete files and disk space check etc....

## **1. Error while generating reports**

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

Error while generating report.

<< What are the symptoms of problem>>

Excel report is not stored in the destination path and application shows error while generating report.

### **1.2. Cause Identified**

<<Description of Cause>>

- Can't access the destination path
- Report format don does not exist
- Issue in stored procedure

<<Step by Step investigation carried out>>

- Generate report and check log files, in logs you will find the cause from the above three points.
  - Cannot access the destination path: provide everyone right to the folder where report format is stored and where after generating, report is stored.
  - Check if someone deleted report format, modified the report file name, or change the location of folder. In addition, according to that either change the report configuration or report path.
  - Issue in the SP: make modification according to the SP and report requirements.

### **1.3. Resolution**

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

- Generate report and check log files, in logs you will find the cause from the above three points.
  - Cannot access the destination path: provide everyone right to lth folder where report format is stored and where after generating, report is stored.
  - Check if someone deleted report format, modified the report file name, or change the location of folder. In addition, according to that either change the report configuration or report path.
  - Issue in the SP: make modification according to the SP and report requirements.

### **1.4. Measures / Precautions**

One time issue, after solution it will on occur until someone make change and check the system.