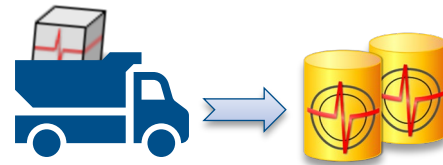# COLLECTOR PROBLEM TRACKING
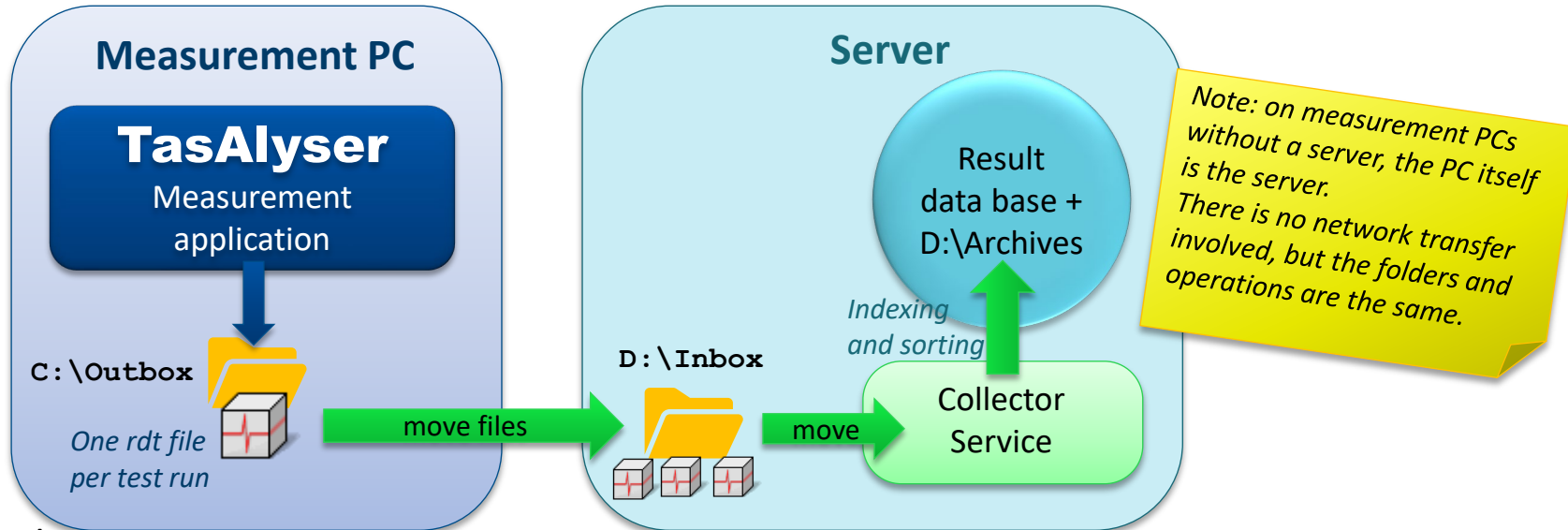

How to find out why the Collector Service is not doing it's work

Checking Archive File Management

DIS COM

The Collector Service moves ⬚rdt files from the Outbox folders located on the measurement PCs to the Inbox folder (or a sub-folder of D:\Inbox) on the server.

Network connection issues or missing access rights can block this processing.

Measurement PC

TasAlyser
Measurement application

`C:\Outbox`

One rdt file per test run

move files

`D:\Inbox`

move

Server

Result data base + D:\Archives

Indexing and sorting

Collector Service

Note: on measurement PCs without a server, the PC itself is the server.
There is no network transfer involved, but the folders and operations are the same.

Things to check:

- Is the Collector Service running?
  (Open the Computer Management console and check the services.)
- Can all Outbox folders on the measurement PCs be accessed from the server?
  (Each network folder which cannot be accessed will slow down Collector operation considerably.)
- Are the Outbox folders mostly empty while Collector is running?
  (If files assemble in the Outboxes, the Collector might not have the rights to really move them.)
- Do you see a lot of files of type .rdt or .rd$ in the Inbox?
- Is the server volume (D:\ partition) full, so no additional files can be stored?

Ask your IT team for support in resolving network connection and access rights issues!

How to Track Collector Problems

DIS|COM

The Collector Service writes some records of problems to a **log file** and into the **Windows System Event log**. Since it is not easy to read messages there, and only important messages are logged there, it is much easier to track Collector problems using the "Collector App" instead of the Service.

For a fast problem check, you may first want to have a look into the log file in

     C:\Discom\Analysis\DbCollector*(ProjectName)**\Logbuch\

Check the latest log file for error messages.

Older versions of Collector do not write a log file. In that case, check the file
     C:\Discom\Analysis\DbCollector*(ProjectName)**\Status.sea
which is a text file and contains some information about database errors and the like.
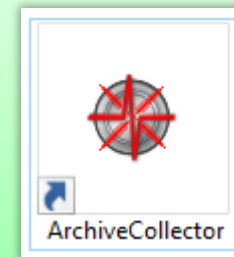
Here is how to switch to the Collector App:

1. Open Computer Management and stop the Collector Service

2. Go to C:\Discom\Analysis\DbCollector*(ProjectName)**

3. Start the Collector App using the shortcut.

Close the App before you re-start the Service.
Running App and Service in parallel may cause confusion!

ArchiveCollector

*(*ProjectName*): the default name is "DiscomData", but you might have a different project name in your installation.

About the Collector App

The Collector App does the same job as the Collector Service,
but in addition it provides access to settings and reports.

Double-Click "Event Log" or press toolbar button to get the output window.

Copy log output to Clipboard or save as a file for further analysis.

Double-Click "Data base connection" to check the connection settings.

Double-Click "Collector" to get to the settings for logging and for adding measurements to the database.

See next page!

Double-Click "Timer" to change the interval.

With the standard settings, the Collector will look for new archives every 31 seconds.

For manual tests, it may be convenient to stop the automatic operation (switch to "Stop") and trigger it manually by pressing [Send signal now].

Collector Logging

DIS COM

The Collector Service can write a log file which can be accessed and read more easily than the Windows event log.
In standard setup, the log file can be found in a sub-folder of the project folder, as described on page 3.

To set up the location of the log file and the detail level of messages in there, switch to the Collector App as described on the previous page and double-click on the Collector module to open the settings:
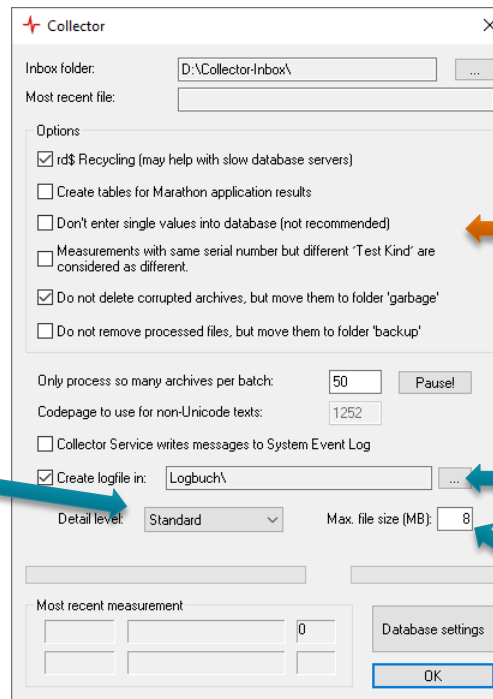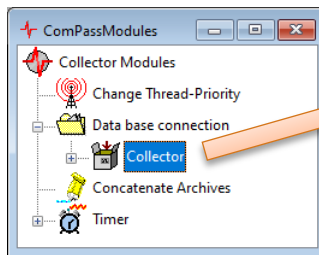
These should be your standard settings for non-Marathon installations.

Specify the location of the log file folder here. Default is the Collector project folder in C:\Discom\Analysis\DbCollector\

Choose the detail level of information to be recorded into the log file here.
Try "High" and "Very High" and evaluate the logged information before switching to "Extreme".

Maximum size of a single log file.
Collector will keep log files up to 12× this size and then delete the oldest.

Extended Report Logs

Right-Click on "Collector" and
switch on "Debug Verbose" to get additional messages in the Output window. Use
"SQL Command Verbose" to have all database commands printed to Output log.

Note: Verbose options may not be available in older software versions.

Recommended strategy for problem documentation and analysis:

1. Switch to Collector App (see page 1).
2. Stop the Timer (see previous page).
3. Open the Output window, check the messages, then press the [Clear] button.
4. Switch on first or both Verbose options.
5. Press [Send signal now] in the Timer.
6. Read the messages in Output window (and send the text to Discom).
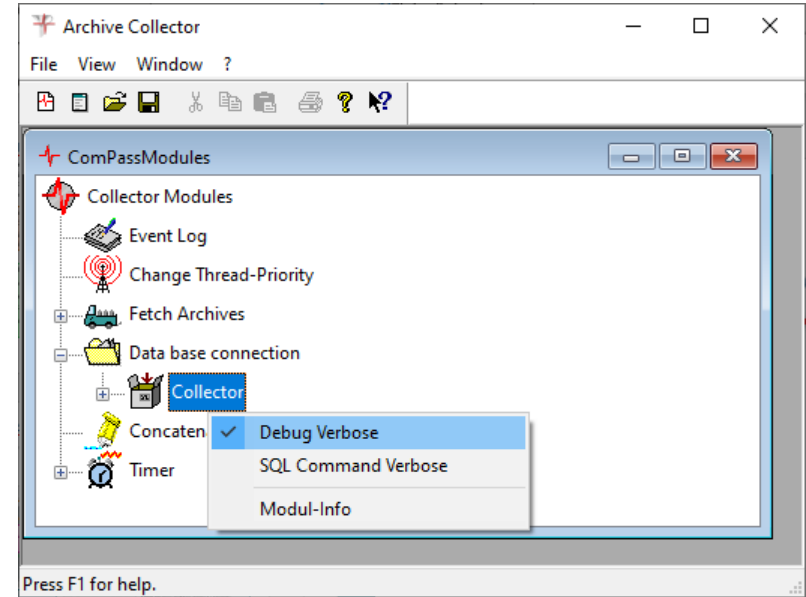
In case of database connection problems:

- In step 3, don't clear the output window.

- Instead of pressing [Send signal now] in step 5 double-click on "Data base connection" and press the [Test] button there.

Don't forget to switch on the Timer again before you close the Collector App and re-start the Service!

Updating the Collector Software

In a standard installation, the Collector software is installed in
`C:\Program Files (x86)\Discom\ArchiveCollector`

To update the Collector software, visit the Presentation download website:
https://download.discom.de/Presentation/Index.php#Archiv-Collector

Download the update package and store it on the server, for example in folder
`D:\Discom Installation`
and unpack it there.
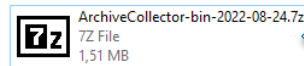
Update steps:

1. Stop the Collector Service (and Collector App if running)
2. Make a backup copy of the existing software, either by using the Tas Backup Tool or by manually copying the folder `C:\Program Files (x86)\Discom\ArchiveCollector`
3. Replace the existing software folder with the one from the update package. (It is sufficient to replace the sub-folder 'bin'.)
4. Optional check: start the Collector App and observe whether it is working.
5. Start the Collector Service.

Checking Result Database Size

Result database **installations on measurement PCs** use Microsoft SQL Server Express Edition, which does not cost extra license fee. The Express Edition **limits database size to 10 GB**.

Therefore, you should check from time to time the current database size with the DbControl tool and use the cleanup function (see next page) if the database size reaches 8 GB.

DbControl

Start DbControl from the shortcut collection in "Rotas for Experts", or from C:\Discom\Analysis\DbControl folder.

1. Press "View Database Statistics" button.
2. Select "DiscomData_ProdDb" in the dropdown list
3. Press the "Update" button
4. Check used and free space.

See next page for details on how to shrink the database by deleting old content.

Cleaning Up the Result Database

DIS|COM

DbControl has a built in Cleanup function which helps you to delete old data and shrink the database size. (Even when you delete data from the database, as long as you keep the archive files the data are not lost completely.)

DbControl

1. Press "Cleanup Database" button.
2. Select "DiscomData_ProdDb" in the dropdown list at the bottom.
3. Select the time range you want to delete. Optionally, you can limit deletion to certain types or test benches.
4. You can specify to only delete the single value data for the selected measurements. (Single value data are the major contribution to the database size.)
5. Press the "blue arrow" button to make DbControl check how many measurements will be affected. The lower part of the window is filled with the list of affected measurements. Then, press the "red X" button to actually delete these measurements.

Discom Database Control Center

Cleanup Database

Manual Deletion

| Type | * | From | 1/1/2020 | Serial N° | |
| Bench | * | Until | 11/30/2020 | | |

Delete only single values' data   N° 0

| Id | Serial | Time | Type | Bench | Result | Test Kind |

CleanupDb Deletion

Total N° units to delete: 0

Remaining delete duration: 00:00:00

Login ×

Please confirm the deletion.

Password: [   ] Confirm

Database DiscomData_ProdDb

When you press the "Delete" button, you will first see a confirmation question and then a window asking for a password.
The default password is 'discom'.

Database cleanup makes SQL server busy. It is recommended that you either stop the Collector Service while the cleanup task is running or choose a time with low production.