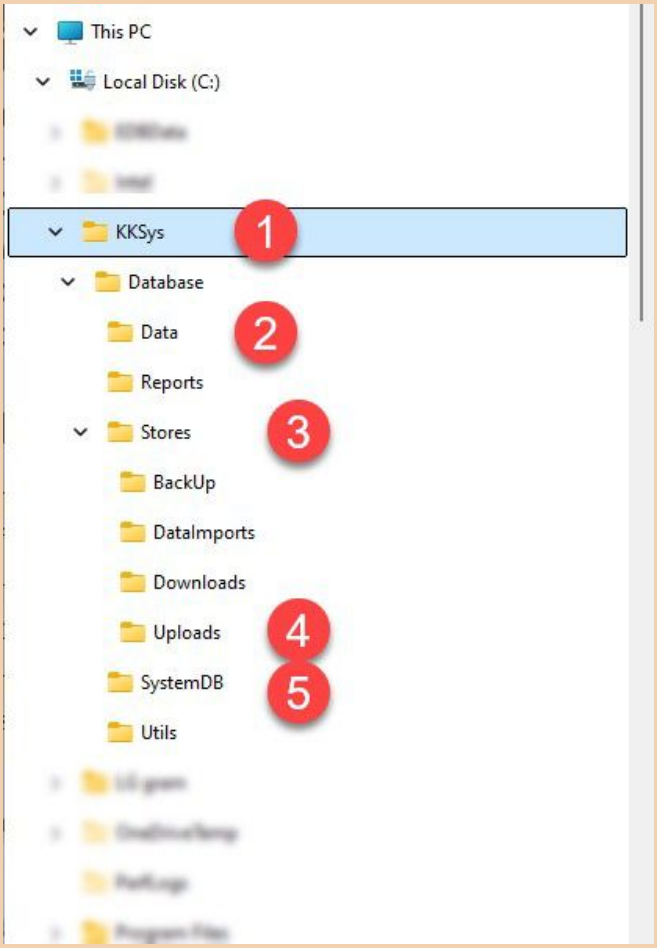
Issues with ICO System installation and procedures for fixing problems

The ICO System has been installed on laptop computers for ICO staff members. In some instances this installation may have failed to un-install the existing KKSys.
If ICO staff have used both systems, they may have created update files or made updates to data which are now contained in 2 databases.
The following article details how to diagnose the issues with this, and how to fix the problems that can result.

How should a laptop be set up?

1. There should be a single folder on the laptop which contains the KKSys database. It can be in any folder, but usually it will be in a folder such as C:\KKSys or C:\KKICOSys.
2. The EDBSRVR should be running, and have a "Config folder" which is the same as the folder from step 1. The EDBSRVR IP Address should be 127.0.0.1, and Port 12010.
3. The Orixa settings for the computer should store an IP Address and Port which are the same as those set in step 2., so that all Orixa programmes access the database through the EDBSRVR.



KKSys Set up on disk

Folder Set up holding all system files

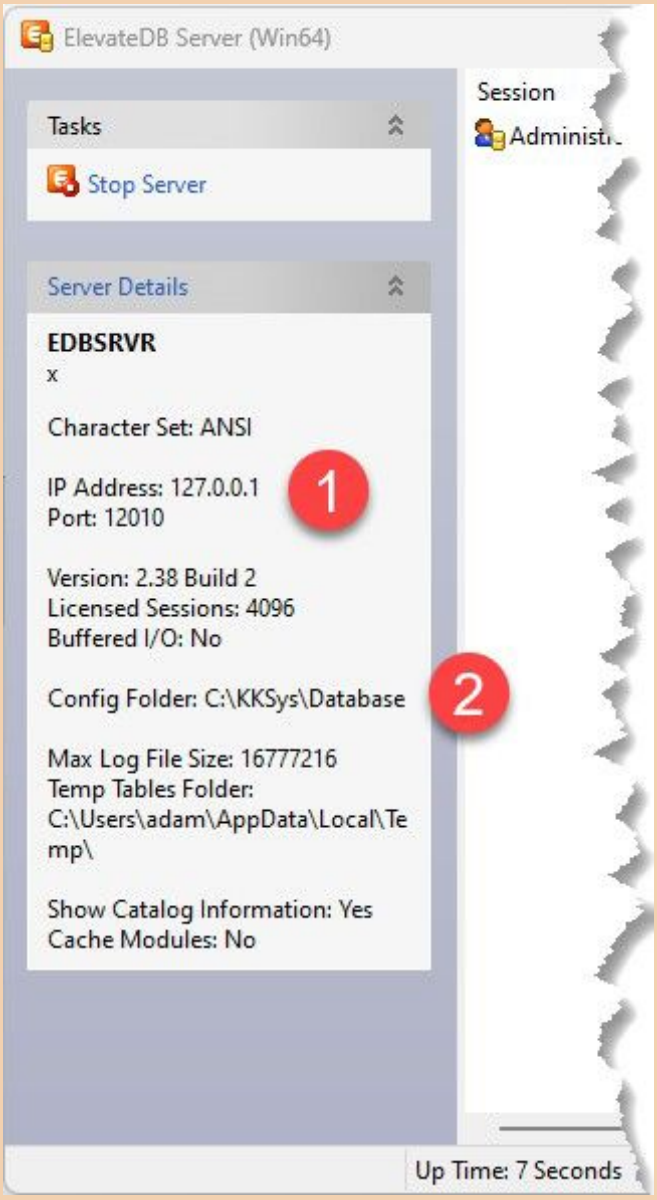
1. One base folder into which all data-files are copied.
2. One "Data" folder which contains all the table-files for the database.
3. One "Stores" folder, which contains folders used to hold upload and other data.
4. The Uploads store. This should contain **all** updates for this laptop.
5. SystemDB. This contains the data-files for the SystemDB database, which includes the UID computation that sets Unique ID's for the database records.

EDBSRVR Set up and running correctly

1. IP Address and Port
2. Details of the Config Folder.

Note that you can also review the Version and Character-set in this window to check these have the correct values.

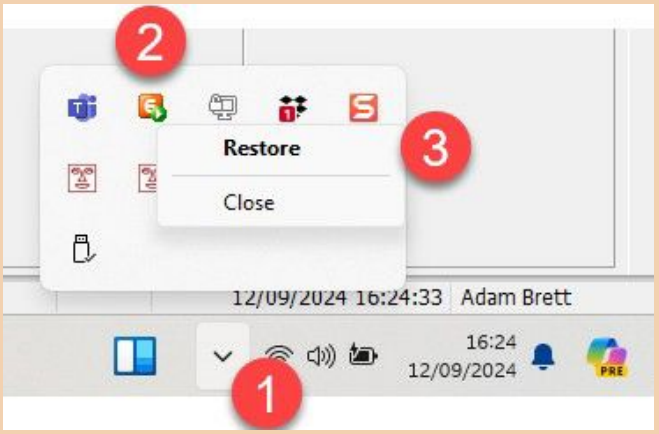
If any changes need to be made, click "Stock Server" and Click "Edit Server Options" to open a window in which you can adjust



EDBSRVR Set up

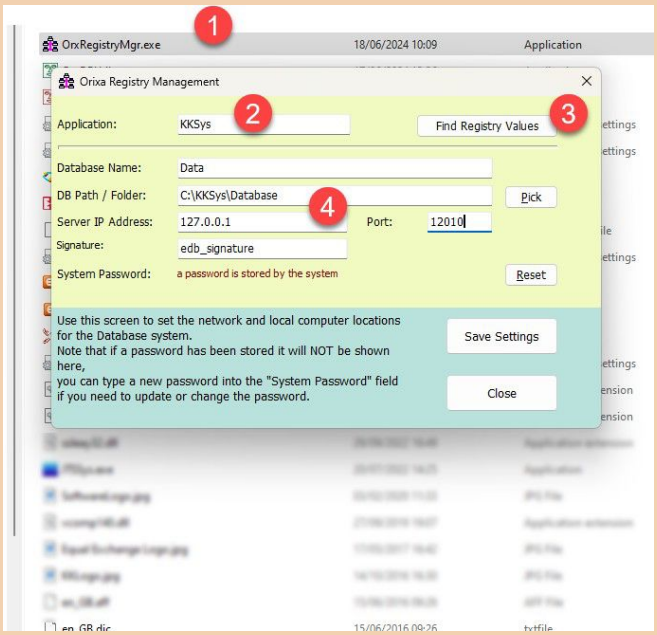
database settings.

If you do not know how to access the EDBSRVR



Restoring EDB Server from the Task-Area of the task-bar

1. Click on the "Task area" arrow in the bottom right of the computer screen.
2. Find the EDBSRVR icon.
3. **Right click** on the icon in the task-bar and click on "Restore"



Check values of Orixa setup on a computer

Registry Settings for Your system

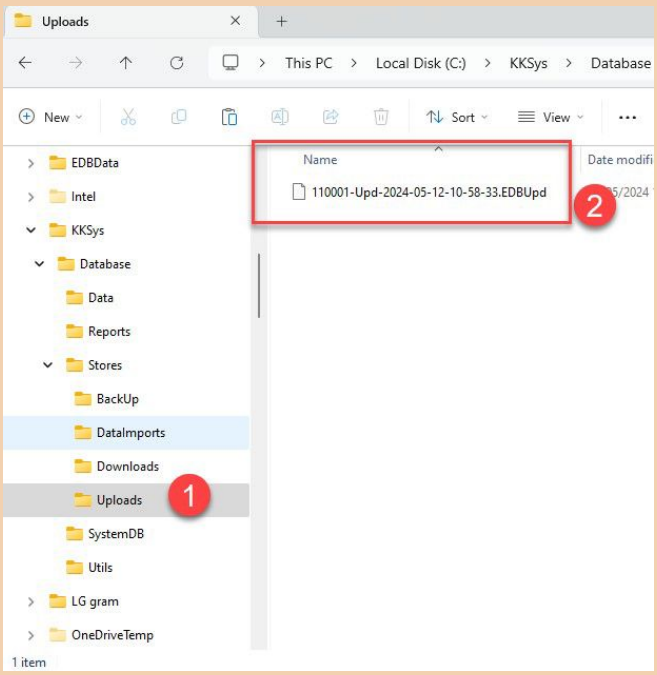
1. Find and run the OrxRegistryMgr.exe
2. Type the name of your application into the "Application" field.
3. Click "Find Registry Values"
4. Check that the values stored on the computer match the values seen in the earlier steps.

Review how the database is set up on the laptop, and correct any issues.

1. What database(s) are set up on the laptop. Review whether there is just one (for example under "KKSys") or if there are 2.
2. Check whether EDBSRVR running correctly, and that it is connected to the correct version of the database? Check that EDBSRVR is in the "task area" of the task-bar, and check that it is running (green arrow icon, not red-dot icon).

If the user has used one database and then transferred "smoothly" to a new database there will not be any problems. Update files from the first database can be uploaded to the server together with update files from the second database. All updates should load without any problems.

Finding and uploading update files.



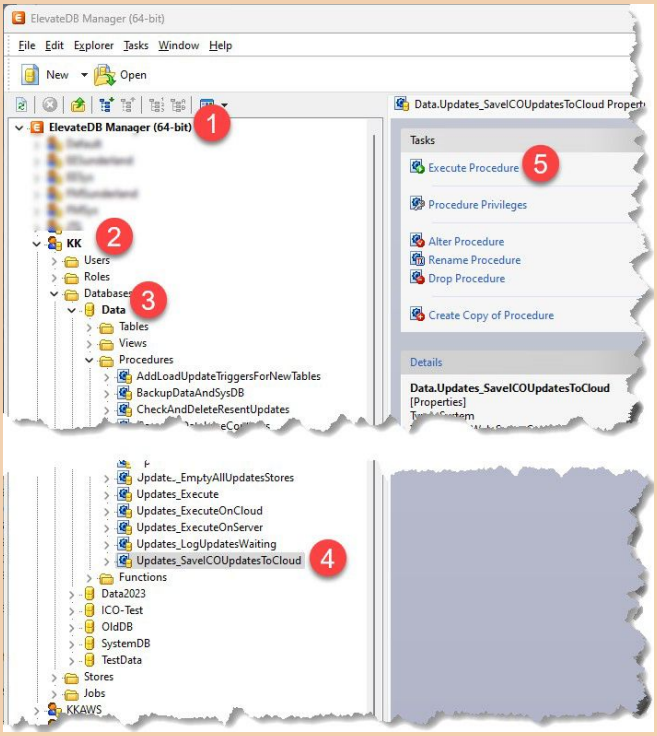
Finding Update files

If the user has used 2 systems, **first** make sure they have **saved updates** in both systems.

Then find update files in all Uploads folders, and copy them into the Uploads folder for the new database.

1. Uploads folder.
2. Update file.

Find and review ALL update files on the computer. Some update files may have come FROM the server or cloud, they will be clearly named "SERVER-XXX" or "COLOUD-XXX" and can be ignored.
ALL other update files should be moved into the currently active "Uploads" folder used as the Uploads store by the laptop.



Setting up and using EDB Manager on a laptop

Once all uploads have been moved into the correct folder, open EDB Manager.

1. If the user has not used EDB Manager before, there will be no database-sessions visible in the tree. Right click on the tree and selected "Add New Database Session". Make sure that the session is set up with the same settings used on all other laptops.
2. Navigate to the KK Database (note it might have another name, such as KKSys or KKICOSys, the name is unimportant, so long as it connects to the KKSys database.
3. Open the "Data" heading, and the "Procedures" heading. Note that the Procedures may not be listed alphabetically, if the machine is newly set up.
4. Fond the "Updates_SaveICOUpdatesToCloud" procedure. If it is not present, run a script to create this procedure.
5. Execute the Procedure. Set the "aUserID" parameter to a random 3 or 4 digit number on each laptop. Be sure to use a different

5. number on each laptop.

Next Steps

Once the updates files are uploaded to the cloud, they should merge/incorporate into the database. If there are issues during the merge-process these can be solved by row-by-row checking of update files, as described here:

Issues with Replication and Update Files in Orixa

If all updates are incorporated and work well, any "second" database which exists on an ICO Laptop should be deleted / removed. Keep the second database until you have verfied that all updates have incorporated, just in case there is a need to return to the second database to extract new, missing data from it.