

FAQ on Infrastructure issue (DB related/Sync)

1) How to start DB?

Answer:

Follow below steps:

- A. Open "C" drive.
- B. Open "POSTALPOS_BO" folder **OR** Go to the path "C:\POSTALPOS_BO".
- C. Double click on "Start_Database_Server.bat".

2) How to run HIGH synchronization manually?

Answer:

Follow below steps:

- A. Open "C" drive.
- B. Open "POSTALPOS_BO" folder **OR** Go to the path "C:\POSTALPOS_BO".
- C. Double click on "Run_Mobilink_Client_HIGH.bat".
- D. A small pop-up window will be opened. The pop-up will be closed automatically once the sync is successfully executed.
- E. In case of failure, at the button part of the pop-up window an error message will be shown as "Synchronization failed. To see the error, user can scroll up/down the scroll bar.

3) How to check last successful sync date and time?

Answer:

After logging into Postal Back Office, user can see the last sync date time at the top right corner of the screen.

4) How to run DAILY synchronization manually?

Answer:

Follow below steps:

- A. Open "C" drive.
- B. Open "POSTALPOS_BO" folder **OR** Go to the path "C:\POSTALPOS_BO".
- C. Double click on "Run_Mobilink_Client_DAILY.bat".
- D. A small pop-up window will be opened. The pop-up will be closed automatically once the sync is successfully executed.
- E. In case of failure, at the button part of the pop-up window an error message will be shown as "Synchronization failed. To see the error, user can scroll up/down the scroll bar.

5) DAILY synchronization failure with message ending with 'Already in use'.

Answer:

When Daily sync is executed first time in a day, system will lock the process for that office and will show this error message on subsequent execution of Daily sync on same day.

6) What is to be done in case of "ASSERTION FAILURE" while starting DB?

Answer:

Log a ticket in Service Desk as a 'Request' and wait for assistance. In the ticket mention following:

- A. Date and time when error was first noticed.
- B. If any transaction has been done in the same day. If yes, date and time of the transaction.
- C. Last TCB matched or not.
- D. Last date of back up in C:\POSTALPOS_Backup.

7) What is to be done in case of “db srv16” while starting DB?

Answer:

Log a ticket in Service Desk as a ‘Request’ and wait for assistance. In the ticket mention following:

- A. Date and time when error was first noticed.
- B. If any transaction has been done in the same day. If yes, date and time of the transaction.
- C. Last TCB matched or not.
- D. Last date of back up in C:\POSTALPOS_Backup.

8) What is to be done in case of “missing transaction log” OR “cannot open transaction log file” while starting DB?

Answer:

Log a ticket in Service Desk as a ‘Request’ and wait for assistance. In the ticket mention following:

- A. Date and time when error was first noticed.
- B. If any transaction has been done in the same day. If yes, date and time of the transaction.
- C. Last TCB matched or not.
- D. Last date of back up in C:\POSTALPOS_Backup.

9) While starting High Sync manually if the following message is displayed in the sync window:

“Server error: Message: ODBC: [SAP][ASE ODBC Driver][Adaptive Server Enterprise]Attempt to insert duplicate key row in object 'IPVS_POS_BOOKING_INTERFACE' with unique index 'UK_IPVS_POS_BOOKING_INTERFACE' (ODBC State = 23000, Native error code = 2601). Table Name: IPVS_POS_BOOKING_INTERFACE ...”

Answer:

Log a ticket in Service Desk as a ‘Request’ and wait for assistance.

10) While starting Sync manually if the message “DSN error” is displayed in the sync window:

Answer:

Follow below steps:

- A. Open https://172.19.64.105:8080/pos/database_build
- B. Download “DBissue.zip”.
- C. Unzip “DBissue.zip” and open it.
- D. Keep “DSN.bat” in “C:\POS” folder and double click on it.
- E. Once execution is completed, run sync.

11) While starting Sync manually if the message “Winsock error (err code 10060)” is displayed in the sync window, then what is to be done?

Answer:

Check the network connectivity with **Sify** team. If **Sify** “NSP1” network is fine, then run the sync manually after 30-40 mins.

12) In case of Winsock error (*other than* err code 10060), what is to be done?

Answer:

- i) Check the Network with **Sify** team.
- ii) If network is fine, then it might be OS issue. If so, then only follow below steps:
 - A. Copy 5 POS folders – “POS”, “POSTALPOS_BO”, “POSTALPOS_Backup”, “POS_EBILLER_BILL” and “POS_INSTALLER” and keep it safely.
 - B. Format and reinstall the OS.
 - C. Paste the copied 5 folders to “C” drive.
 - D. Open http://172.19.64.105:8080/pos/database_build
 - E. Download “DBissue.zip”.
 - F. Unzip “DBissue.zip” and open it.
 - G. Keep “InstallASE.bat” in “C:\POS_Installer\SqlAnywhere_16\SQLAnywhere” folder and double click on it.
 - H. Once execution is completed, start database and then run sync.

13) While opening Application in server if “db connection error” comes, then what is to be done?

Answer:

The following steps to be followed:

- A. Open web browser and paste the URL, http://172.19.64.105:8080/pos/database_build
- B. Download “PMT.zip” (click on it to download).
- C. Unzip “PMT.zip” and open it.
- D. Generate a “po_connection.db” file (run “start.bat” to generate “po_connection.db” file).
- E. Copy the “po_connection.db” file and paste it in “C:\POS\Application\BO\build\db_con” and “C:\POS\Application\Counter\build\db_con” folders (replace the previous one).

14) While opening Application in client if “db connection error” comes, then what is to be done?

Answer:

If applications are opening from server machine, then follow below steps:

- A. Copy the “po_connection.db” file available in “C:\POS\Application\BO\build\db_con” folder of server machine
- B. Paste it in “C:\POS\Application\BO\build\db_con” and “C:\POS\Application\Counter\build\db_con” folders of client machine (replace the previous one).

OR

Simply replace the POS folder of the client machine with the POS folder of server machine.

If still problem persists, follow below steps:

- A. From client machine open command prompt.
- B. Type the MS-DOS command Telnet <IP of server> 5555 and press Enter Key.
- C. If command prompt window is not completely blank and giving some error, then check with SA for LAN settings.

15) What is to be done in case of server change due to motherboard failure?

Answer:

If backups (5 POS folders – “POS”, “POSTALPOS_BO”, “POSTALPOS_Backup”, “POS_EBILLER_BILL” and “POS_INSTALLER”) are available, then follow the below steps:

- A. Paste the 5 POS folders in “C” drive.
- B. Open http://172.19.64.105:8080/pos/database_build
- C. Download “DBissue.zip”.
- D. Unzip “DBissue.zip” and open it.
- E. Keep “InstallASE.bat” in “C:\POS_Installer\SqlAnywhere_16\SQLAnywhere” folder and double click on it.
- F. Once execution is completed, start database and then run sync.

If backups are not available, do Fresh installation with the help of System Admin.

16) What is to be done in case of the following:

- a) Server crash
- b) Server formatted without taking backup?

Answer:

Fresh installation to be done in such cases.

Important:

Fresh installation to be done with the help of System Admin

OR

Log a ticket in Service Desk as a ‘Request’ and wait for assistance.

17) Errors “An unexpected DB error occurred. Please contact System Admin” while doing eMO transaction and “System failure. Please contact System Admin” while doing ePayment transactions.

Answer:

Log a ticket in Service Desk as a ‘Request’ and wait for assistance.