

How To Troubleshoot Support Issues

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How can I investigate and troubleshoot any PSD Logistics support issues?

PSD Logistics rarely, if ever, experiences any issues under normal operation and circumstances. The causes of any support issues have always been analysed and were almost certainly attributed to IT hardware complications such as power or network outages, memory issues, out of disk space or hard disk failures. Anti virus, firewall, automatic updates and other software related changes have also been known to cause problems.

These scenarios can cause issues with the PSD Logistics database or normal operation, but can usually be easily resolved by determining the initial cause of the problem, resolving the root cause and then taking the following actions.

Solution

- 1) Ask an IT support person to log into the PSD Logistics Server server.
- 2) Ask them to browse to the PSD Logistics folder.
The default folder is C:\Program Files (x86)\PSDLogistics\
3) Open the review file for the relevant service requiring investigation. The review files are located off the PSD Logistics folder, in the \service name\Review\ folder

e.g.

PSD Logistics Server :

C:\Program Files (x86)\PSDLogistics\Server\Review\PSDServerReview.txt

PSD Logistics Reporting :

C:\Program Files

(x86)\PSDLogistics\ReportsManager\Review\PSDReportingReview.txt

PSD Logistics Messaging :

C:\Program Files (x86)\PSDLogistics\Messaging\Review\PSDMessagingReview.txt

Open the relevant review file and search for any error messages such as:

- | | |
|------------------------------|--|
| a) DBISAM | - See Database Issues |
| b) Access Violation | - See Database Issues & Reporting Issues |
| c) Invalid Pointer Operation | - See Database Issues |
| d) Out Of Memory | - See Database Issues |
| e) AMS Interfacing Errors | - See Access Management Software Issues |

Database Issues

The most common cause of any of these errors are:

- a) Anti virus. Ask IT to ensure the PSD Logistics folder and all subfolders are still excluded from checking.
- b) Out of disk space.
- c) Out of memory. There are no known memory leaks in PSD Logistics, but if this error occurs, restart PSD Logistics Server.
- d) Network or power issues. Ask IT to have a look through MS Event Viewer logs to see what happened at the time of any error messages. Look for server reboots, disk space messages etc at the time of any errors.

In all of these cases, a database repair might be required to recover the system.

For information on how to repair the PSD Logistics database, please refer to the following how to guide on the PSD Logistics website www.psdlogistics.com/support/

02) How To Detect And Repair Database Corruptions

Access Management Software Issues

The most common cause of any of these errors are:

- a) Access Management Software is offline or otherwise unavailable.
- b) Access Management Software is unlicensed.
- c) You are experiencing power or network issues.

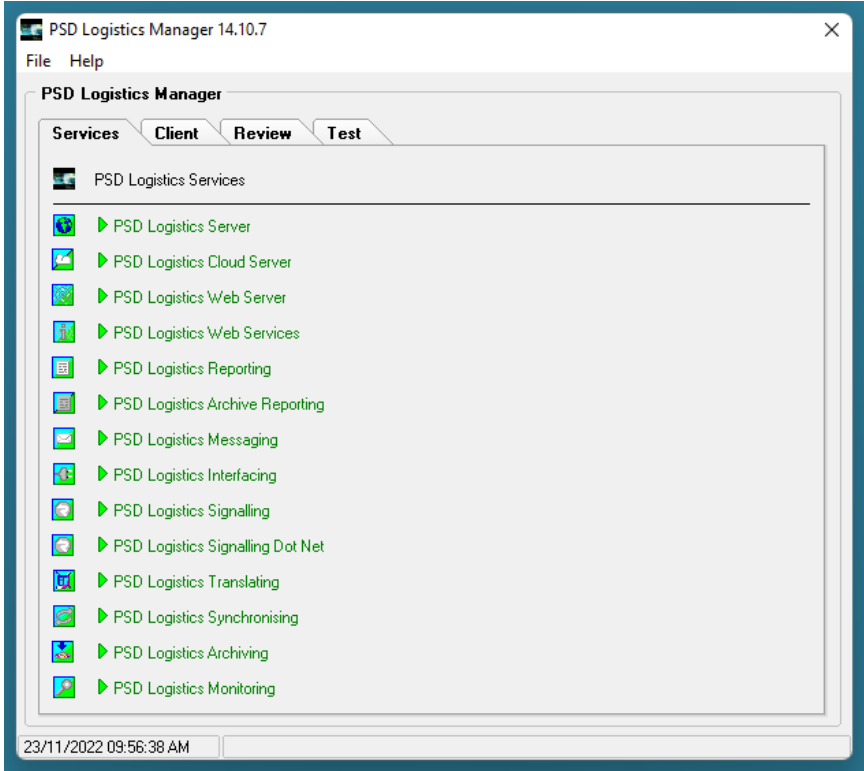
If your access management software is experiencing any issues, contact your security integrator or IT department to resolve the problem. The simplest solution could be to simply try giving the access management software server a reboot.

When All Else Fails - Turn It Off Then Back On Again

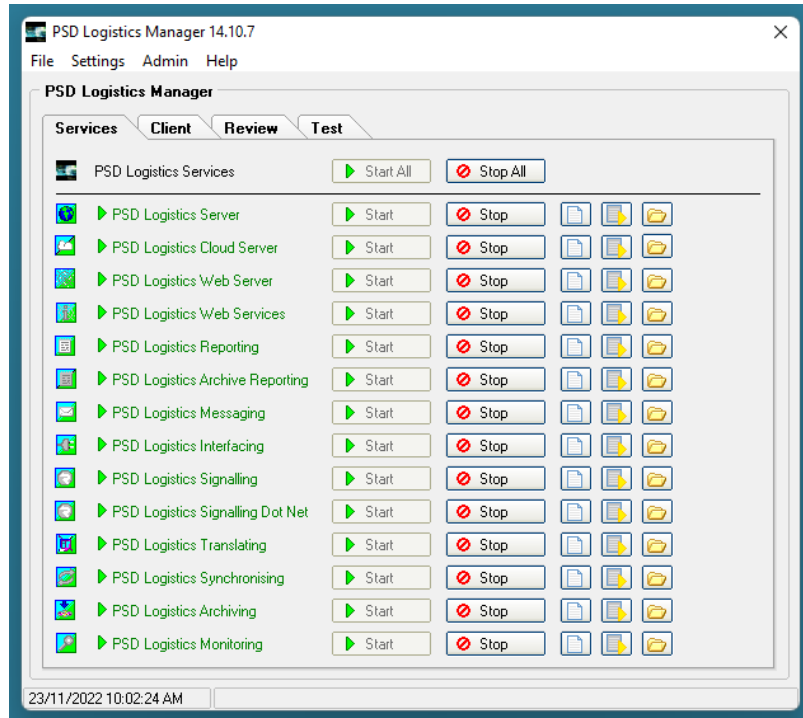
If there is no obvious reason for PSD Logistics to be experiencing issues, a PSD Logistics services restart should be attempted.

If this fails to resolve the issue, a complete server reboot might be required.

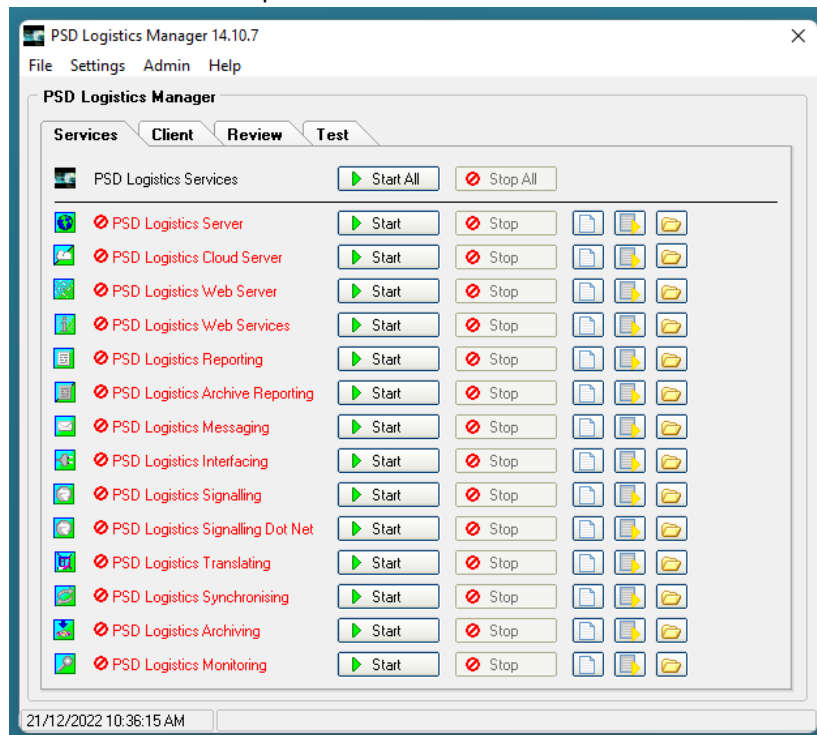
Restarting PSD Logistics should be attempted in this order.

Step	Action
1	<p>Log into MS Windows on the server hosting the PSD Logistics Server services. Run PSDLogisticsManager.exe using "Run As Administrator". The default folder for this application is C:\Program Files (x86)\PSDLogistics\Manager\.</p> 

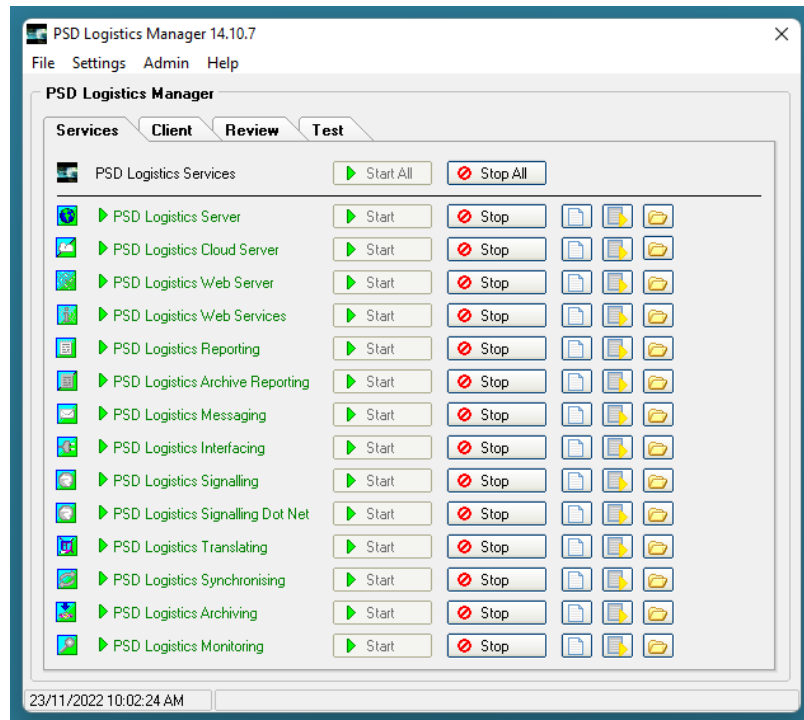
- 2 Select “File” -> “Login” and log into the PSD Logistics Manager using the admin account. The default password is “admin”. A number of menu items and features will be displayed.



- 3 Click the “Stop All” button to stop all PSD Logistics services. This will result in a temporary outage of PSD Logistics. Wait until all services have turned red. If no services turn red, you might not have sufficient permissions to perform this task. If any services fail to turn red, they might need to be terminated using End Task in Microsoft Task Manager. Before ending any service, make a note of their names as it’s possible that by not responding, they might be giving you a clue as to why there is an issue in the first place.



- 4 Click the “Start All” button to start all PSD Logistics services. They should all turn green. If any services fail to turn green, they might be giving you a clue as to why there is an issue in the first place.

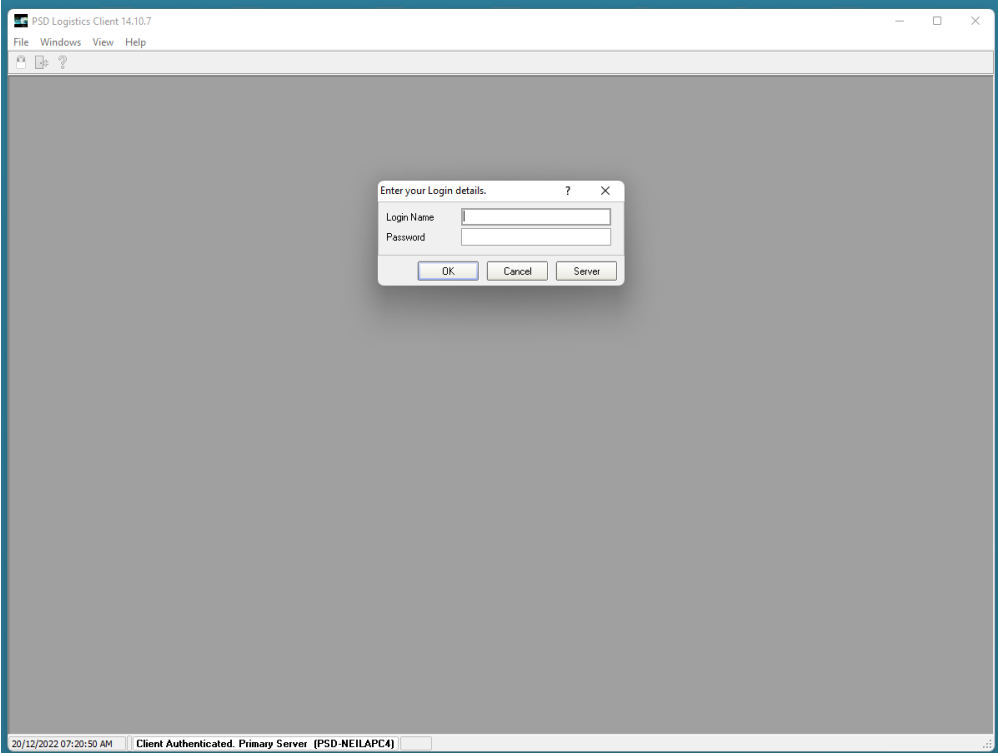



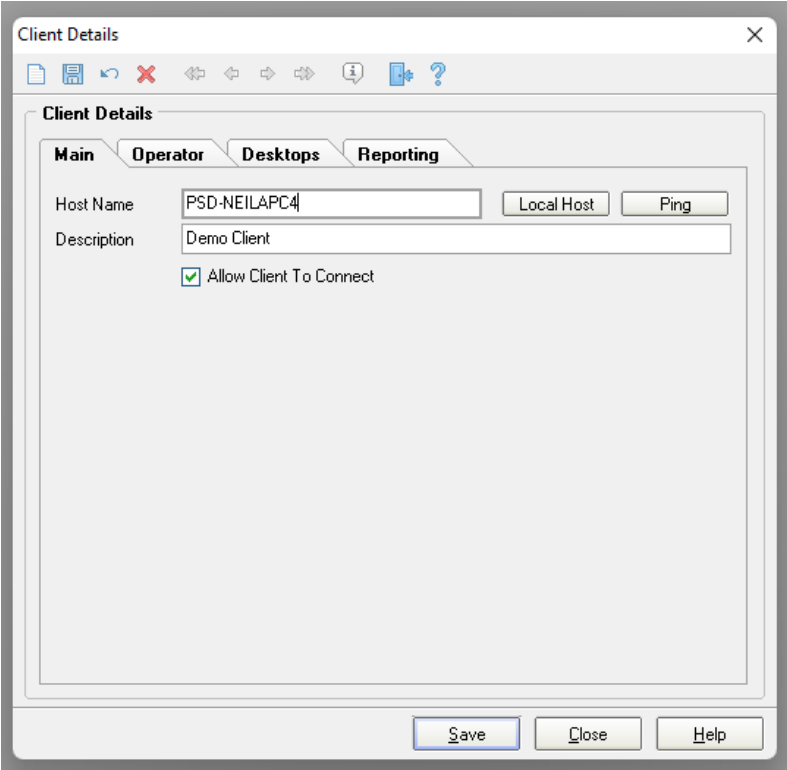
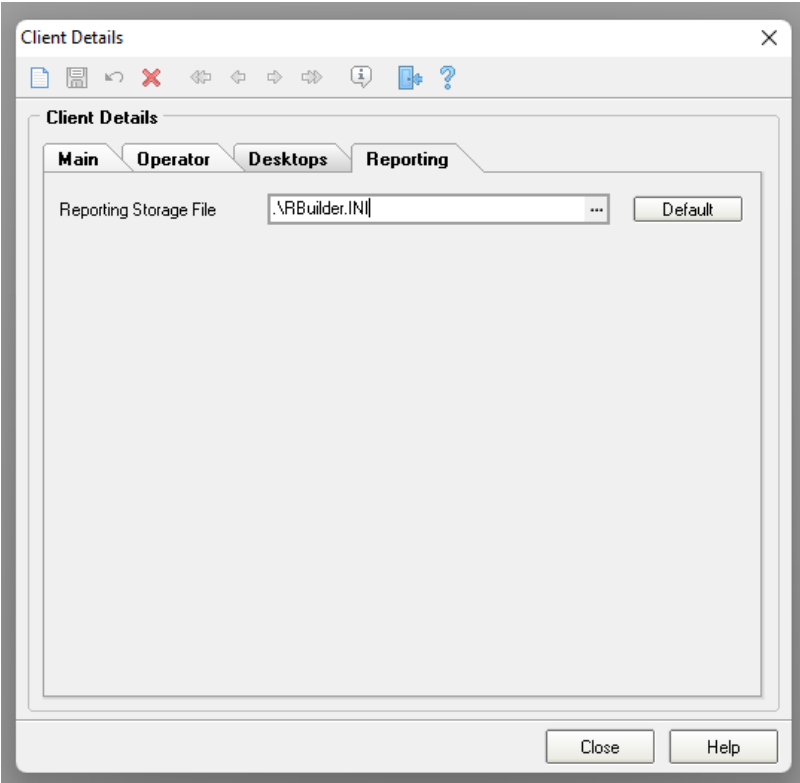
- 5 Determine whether or not if restarting the services has resolved the issue.

If the issue has not been resolved, try restarting the entire physical or virtual server.

Reporting Issues

The PSD Logistics reporting system saves files to a temporary file named RBuilder.INI. The name and path of this file is assigned to the client record. If you have any issues generating reports, check the following settings. The full name and path needs to be accessible and editable from the PSD Logistics client.

Step	Action
1	<p>Open a PSD Logistics Client by running PSDLogisticsClient.exe using “Run As Administrator”.</p> <p>The default folder for this application is C:\Program Files (x86)\PSDLogistics\Client\.</p> 
2	<p>Click the hammer icon, or select “Admin” -> “Logon As Administrator” to log in as a PSD Logistics administrator. If these options are not available, you do not have sufficient permissions to perform this operation. If this is the case, contact your PSD Logistics administrator.</p> 

Step	Action
3	<p>Select "Setup" -> "Clients"</p> 
4	<p>Select the "Reporting" tab sheet, and set the full path for the RBuilder.INI file.</p> 
5	<p>Select "Save" and "Close".</p>