

Smart Bugs and Fixes

This document has a number of tips and solutions to help with some problems highlighted by users of SRSSMART.net. The information given is provided to assist installers and users of SRSSMART.net. SRS will not be held responsible for any errors or omissions or any consequential damage or loss.

Communication Problems

Always reduce the network back to only one controller when checking communications problems. If one controller works the rest will if the controllers are not faulty. If the test controller does not work, connect another on its own to be sure.

Is SMARTCOM.exe running?

Yes

Check network connections, reduce network to one controller - fit end of line resistors and test one door node alone. Ask engineer to test the smart door node as per instructions supplied with equipment. Latest DC2000 have these instructions (after 1 / 7 / 98)

No

Has SMARTCOM quit while OMNIS is running?

Yes

Possibly old version (smart165.lbr) running on W95 - upgrade to version 173 onwards (all sites have been sent disks). Work around is to start smartcom.exe from Windows Explorer or create shortcut to do this.

No

Restart Omnis library SMART173.lbr, this should call smartcom.exe.

Smartcom.exe quits

Smartcom.exe is launched automatically by Omnis when you launch SRSSMART.net software. The reverse is true when you quit SRSSMART.net by clicking on the "Closed Door" icon on the Splash Screen (Omnis sends Smartcom.exe a message to quit). If however Smartcom.exe has been quit by File, Exit or clicking on the close box a problem will become apparent. When SRSSMART.net is launched Smartcom.exe will launch. The first message Smartcom.exe reads will tell it to quit, which it does, and a vicious circle begins. To escape from the loop you must launch Smartcom.exe from Windows Explorer, by double clicking on the Smartcom.exe icon.

Check how much RAM and free Hard Disk space are available. Does Smartcom.exe crash when multiple copies are run manually or only when automatically launched by SRS SMART.

Assuming the customer is running Win95, check the system resources. Select *Start, Settings, Control Panel*. Then double click the *System* icon.

First look in the *Device Manager* tab for any setup problems (these will be clearly highlighted with the warning symbol (!)). Be careful to check *Ports (COM & LPT)*.

Then click on the *Performance* tab (having already run SRS SMART) and verify that

System Resources is not too high (ie. > 95% for example).

Also list all programs running by pressing the *Control-Alt-Delete* keys. Then press *Cancel*. You may want to do this before and after running SRS SMART to see any differences. The list of programs may include something that is affecting the COM ports. Such programs would be listed in the C:\WINDOWS\WIN.INI file which you can view with Notepad.exe. Look for commands starting with "load=" or "run=". You can disable suspicious ones by typing ";" in front of the line. Reboot the computer to see if it makes any difference.

Can transmit but not receive data

This is nearly always a connections problem.

Check network connections, reduce network to one controller - fit end of line resistors and test one door node alone. Ask engineer to test the smart door node as per instructions supplied with equipment. Latest DC2000 have these instructions (after 1 / 7 / 98)

Important to make sure that cable are connected to conductors. Often the insulation is trapped rather than the conductor.

Last resort check the protocol convertor.

Computer runs slowly

Likely to be a memory related problem. If the the user never quits SMART then the RAM used will gradually increase. This is because lists store all information in RAM and the main window is a list. Quitting SMART, then re launching should be sufficient to clear the problem. If not then check the total amount of RAM available, any other programs running.

From version 175 the list in the main window only displays the last 31 events to reduce RAM requirements.

Reading Backup Files

Data for SRSSMART.net is stored in a file called SMART.DF1. When a "Create New Database" data purge routine has been run a new data file called SMART.DF1 is created and put in place of the original file. This new data file will have all of the information of the original file except transactions prior to a specified date (selected during the data purge routine).

If more events are stored in the original data file than the reminder level set you will receive a warning each time the Main Event Window is opened to run the data purge routine. Of course you can ignore this.

If you wish to view the original file (file name will be date.df1 eg 251298.df1) you can do so by opening up the old data file. Before you do this some words of warning. If SRSSMART.net is connected to a network and Smartcom.exe is running then the original file may become the recipient of NEW transactions. To prevent this you need to sure that the software will not talk to the door controllers.

Solution 1

- 1 Disconnect the protocol convertor from the COM port
- 2 Launch SRSSMART.net software
- 3 Leave SMART.net running in the current data file for 5 minutes before you attempt

to open the original data file.

Go to the File Menu and select Change Data Files

- 4 Navigate to the backup data file required and select it.
- 5 Click "Door Open" button (on the Splash Screen) to open Main Event Window
- 6 Click on the "Computer" button to open the "System Setup" window
- 7 Click on the "Toggle Polling" button to switch GLOBAL POLLING OFF
- 8 Plug the protocol convertor back into the COM port. You are now free to navigate around this data file at will, without worrying about importing any more transactions.
- 9 Make sure you change data files back to the correct data file when you are finished. You will be able to look at this file at any time in the future because the setting of GLOBAL POLLING OFF will have been saved in the backup.

Solution 2 (PREFERRED SOLUTION)

- 1 Launch SRSSMART.net in the usual way. Quit Smartcom manually as soon as it launches. You must do this before Clicking the "Open Door" icon or clicking on the Splash Screen.
- 2 Open the Main Event Window by clicking on the "Open Door" button. Leave SMART.net running in the current data file for 5 minutes before you attempt to open the original data file.
Go to the File Menu and select Change Data Files
- 3 Navigate to the backup data file required and select it.
- 4 Click "Door Open" button (on the Splash Screen) to open Main Event Window
- 5 Click on the "Computer" button to open the "System Setup" window
- 6 Click on the "Toggle Polling" button to switch GLOBAL POLLING OFF
- 7 Locate Smartcom.exe using Windows Explorer and double click on the icon to launch it. You are now free to navigate around this data file at will, without worrying about importing any more transactions.
- 8 Make sure you change data files back to the correct data file when you are finished. You will be able to look at this file at any time in the future because the setting of GLOBAL POLLING OFF will have been saved in the backup.

Solution 3

Only attempt this if you are a confident computer user. SRSSMART.net only communicates with Smartcom.exe when the MAIN EVENT WINDOW is open. This is the only time that event can be brought into the wrong data file. Therefore it is important to spend as little time in this window as possible.

PRACTICE STEP 5 BEFORE YOU START

- 1 Launch SRSSMART.net software
- 2 Go to the File Menu and select Change Data Files
- 3 Navigate to the backup data file required and select it.
- 4 Click "Door Open" button (on the Splash Screen) to open Main Event Window
- 5 DO NOT DELAY HERE Click on the "Computer" button to open the "System Setup" window.
- 6 Once the "System Setup " window opens SRSSMART.net will not import any data from the network
- 7 Click on the "Toggle Polling" button to switch GLOBAL POLLING OFF
- 8 You are now free to navigate around this data file at will, without worrying about importing any more transactions.