

# Trouble Shooting

This section contains helpful hints when something goes wrong.

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## No Customised Alarms Screen Found

This can happen when there are no other annunciators configured in your TBD file other than the standard Remote Annunciator Current, Remote Annunciator Events and Remote Annunciator History. They are all found at:  
\\System Scripts\Remote Table Manager\Annunciators\

Also, check that you have at least one successful connection to a DATRAN TCP Server. Open the DATRAN Explorer (View | DATRAN Explorer) to check that.

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## Set Point Value Not Changed

Most likely caused by the DATRAN TCP Server already expired. Symptoms can include but not limited to:

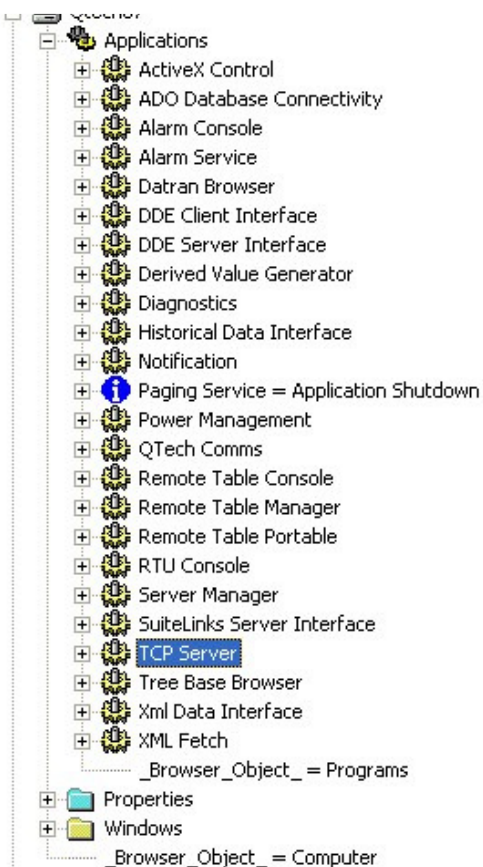
- Operation seemed normal at first and then DATRAN Supervisor seems to fail.
- Changed a node's value several times in the TBD and the change was reflected back to DATRAN Supervisor i.e. the output points. After approximately ten minutes all communication stopped but DATRAN Supervisor appeared to be connected to the DATRAN TCP Server i.e. the globe was still spinning inside DATRAN Explorer pane.
- Turned on DATRAN TCP Server diagnostics messages in DATRAN Diagnostics but they would not display which indicated that DATRAN TCP Server had crashed. This development appeared spontaneous. All that was done was changing the value of an event node, changing a set point and then waited.
- It appeared as though the TCP connection is OK, and it was to start out with. However, after a while changes in the TBD was not copied through to DATRAN Supervisor.
- Communications between the TBD and DATRAN Supervisor kept failing.
- Configured a set point from DATRAN Supervisor and the value changed correspondingly in the TBD but the old value remained in DATRAN Supervisor.
- Made changes to the engineering units in the TBD did not result in a corresponding change in DATRAN Supervisor until DATRAN Supervisor is restarted.
- DATRAN Alarm service crashed several times.
- [View](#) colour configuration does not affect the colour of the point's row in the [Site Screen](#).

To resolve this issue, obtain a valid license key for your DATRAN TCP Server from [QTech Data Systems Ltd.](#)

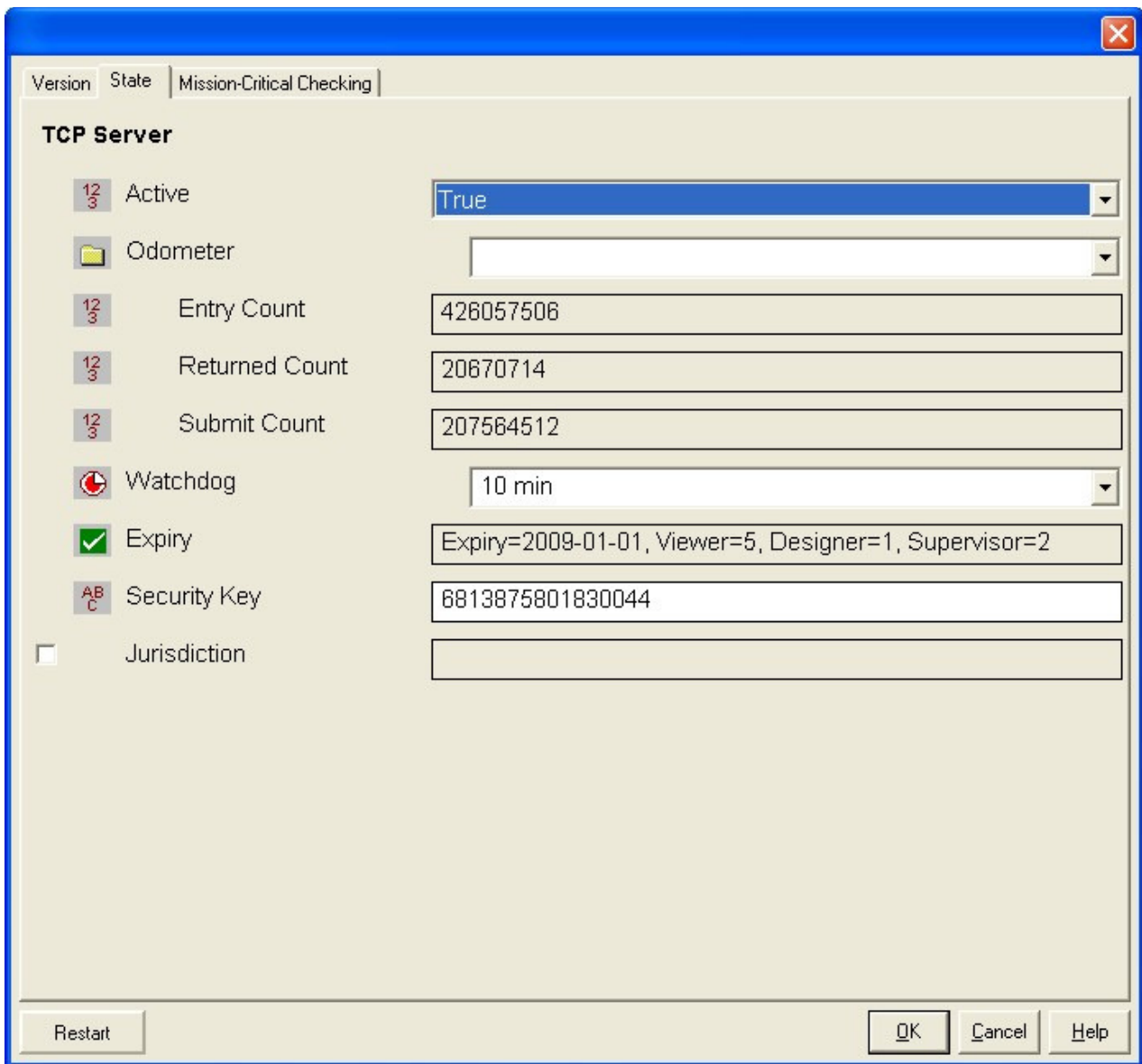
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## TooManyConnections Error Occured

"Too Many Connections error occurred while processing a request." was one of the entries in the diagnostics pane in the [main screen](#). This happened because you have exceeded the number of DATRAN Supervisors that can connect to your DATRAN TCP Server at any one time. To check the number of DATRAN Supervisors that can connect to your DATRAN TCP Server, start DATRAN Browser and navigate to the Applications node as shown below:



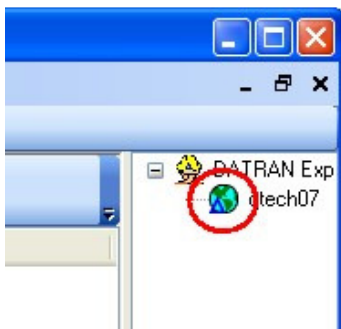
Double click on the TCP Server node and click on the State tab. You should see a similar dialog box as shown below. This particular example shows a DATRAN TCP Server which has a license that will expire on 1 January 2009. It can have a maximum of 5 DATRANVue viewer applications, 1 DATRANVue Designer application and 2 DATRAN Supervisor application connected to it at any one time.



Contact QTech Data Systems Ltd. to increase the number of copies of DATRAN Supervisor you can run.  
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## Channel Not Connected Error occurred

The error message “Channel Not Connected” appears if the DATRAN TCP Server did not respond in a timely fashion. Sometimes this could happen when it is too busy. DATRAN Supervisor is able to recover from that and will continue to try and reconnect. You can ignore that error as long as your globe is spinning inside the DATRAN Explorer pane as shown below. A spinning globe means the channel is connected.



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