Trouble Shooting

This section contains helpful hints when something goes wrong.

- [Access Rights](#)
- [Application Crashed](#)
- [CSV File Will Not Open](#)
- [Issues with Opening Application (Data Link Properties Help)](#)
- [Incorrect Data Display of a Pen](#)
- [No Data for Pen](#)
- [Local User Not in the List of User Accounts](#)
- [Plot Disappeared](#)
- [Re-establish Database Connection](#)
- [Read Only Plots - Repair Database](#)
- [Wait Form Does Not Disappear](#)

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Access Rights
Trouble Shooting ››

If the application is having problems accessing the registry keys and/or folders, check that you are logged in as a user that is able to create, open, write to and read from registry keys and/or folders.

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Application Crashed
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There could be many reasons for DATRAN Trending to crash. If it starts doing this from the moment it was installed there could be an installation problem. Fix this by uninstalling DATRAN Trending (using Start -> Settings -> Control Panel -> Add or Remove Programs). If this did not solve the issue please contact QTech Data Systems Ltd with the exact problem that is occurring and the error number that displays on the screen is there is one.

Another reason for DATRAN Trending to crash could be a conflict with another application. Try shutting down all other applications and see if the problem reoccurs.

If the application crashes, always write down the exact error message that appears and pass this on to QTech Data Systems as soon as possible so that the issue can be investigated.

If DATRAN Trending will not start up at all from first installation there is most likely a problem with the connection string used to connect to the DATRAN database. Ensure that the DATRAN database exists on the computer specified. Ensure that this is the DATRAN database which DATRAN logs daily information too.

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CSV File Will Not Open
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After a CSV file has been created it should be opened by double clicking on the icon in the folder where the CSV file has been placed. By default this is the temporary directory specified in your computer's Environment Variables directory if no folder has been specified.

If the file opens Microsoft Excel but does not display any information. or an error occurs when opening this file, the problem could be that there is too much information in the file to display in an entire Microsoft Excel document. If this occurs try reducing the span of the graph to only display the actual necessary

information and run the CSV export again. Alternatively, choose the format that will arrange the pens side by side instead of one after another. Remember to select a sample rate of more than zero when this arrangement is chosen.

If this still does not solve the issue please contact QTech Data Systems Ltd.

## Issues with Opening Application (Data Link Properties Help)
Trouble Shooting ››

If the application does not start there can be a problem with the connection to the database. If this is the case no data will be displayed and the application will assume that there is no database to connect to.
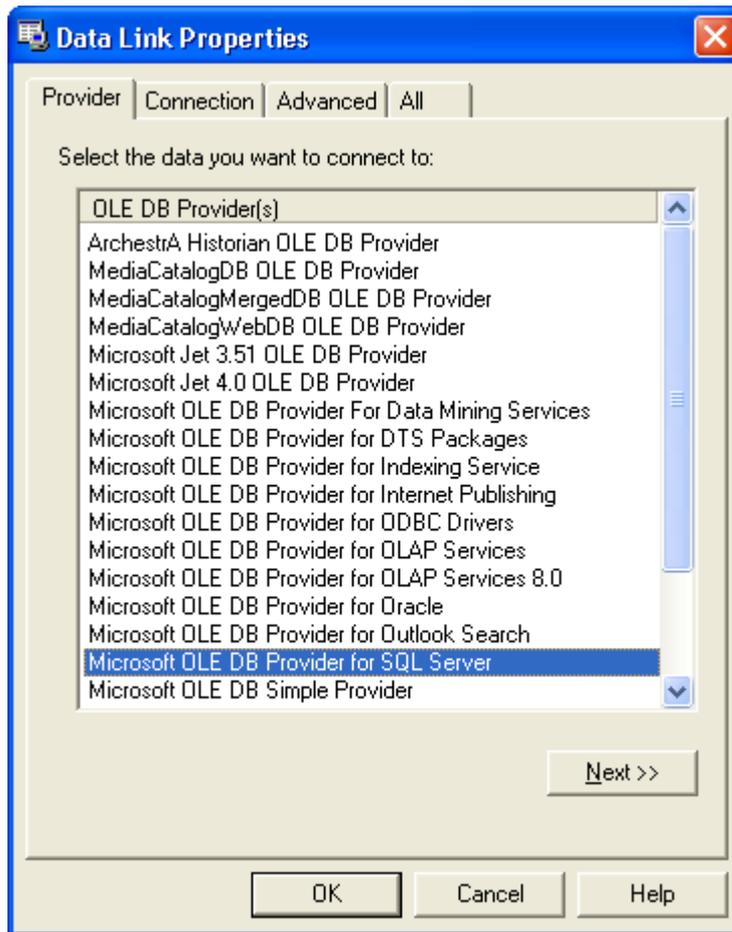
The connection will need to be checked.

Use the Switch Database dialog box. You can access this dialog box via the main menu Database | Switch Database.
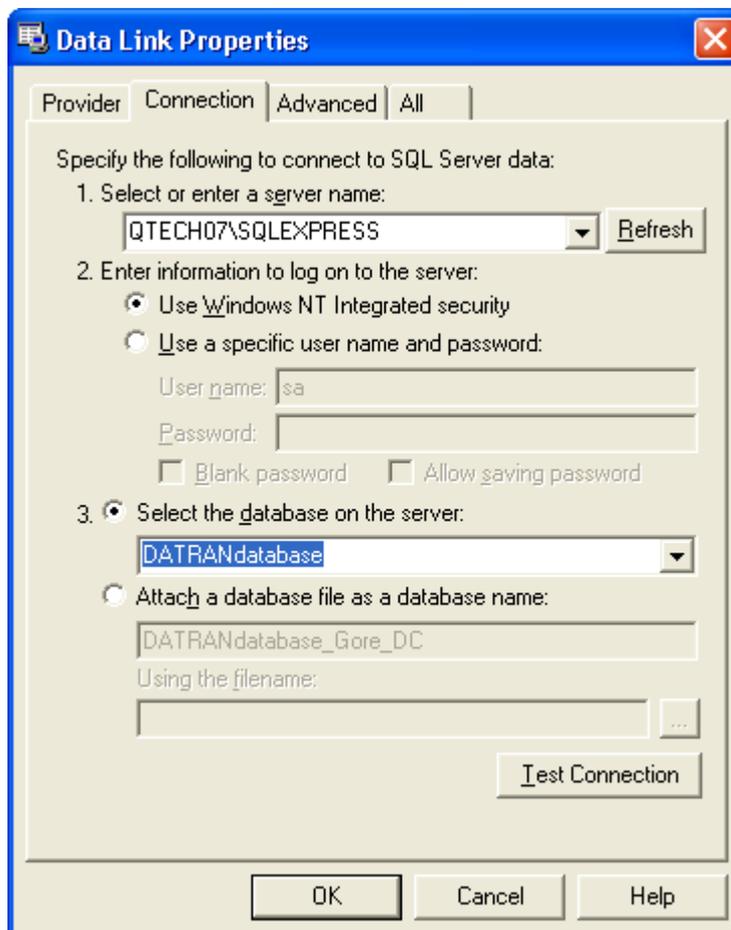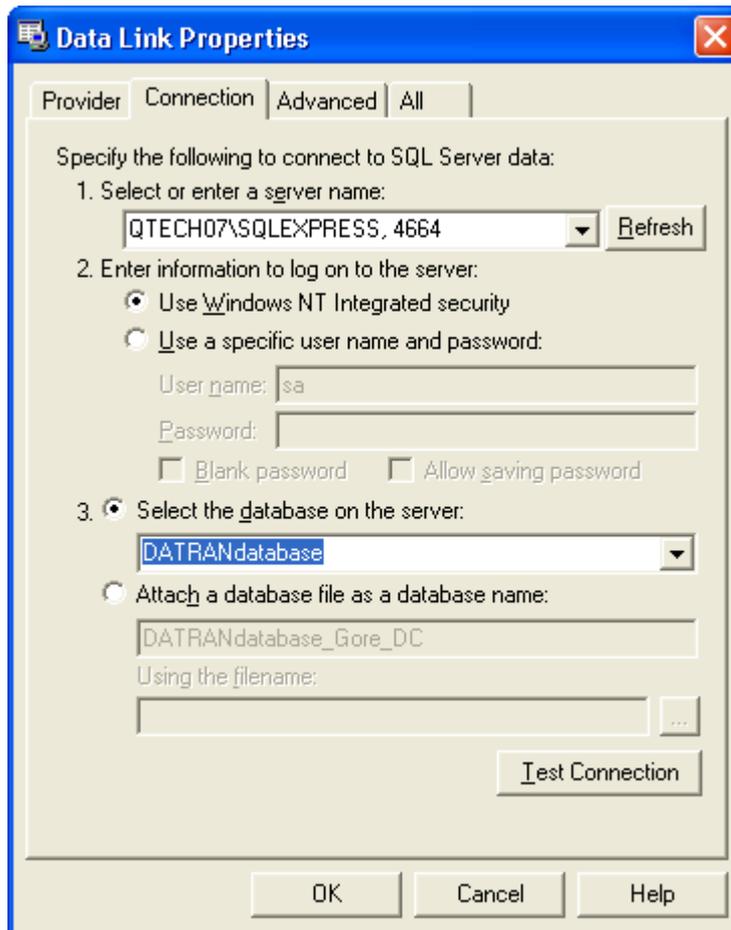

Switch Database (Data Link Properties) dialog box

Check that under the Provider tab there is a "Microsoft OLE DB Provider for SQL Server" option and it is currently selected.

Click on the Next >> button or the Connection tab:

Ensure that the server name is set to the SQL Server computer where your DATRAN database resides. In the screenshot above the name of the computer is QTECH07, the name of the SQL Server instance is SQLEXPRESS and the port number is 4664. The alternative is to use the IP address of the SQL Server computer and the port number of the SQL Server instance e.g. 192.168.3.107, 1343. Each SQL Server instance should have its own port number. **Do not** type in the IP address together with the SQL Server instance e.g. 192.168.3.107\SQLEXPRESS.

Choose either "Use Windows NT Integrated security" or "Use a specific user name and password". Note that the former is the preferred method of authentication.

Ensure that DATRANdatabase is selected under "Select the database on the server" (if DATRANdatabase is the name of your database).

Click on the Test Connection button to ensure that it will connect properly.

To end - click OK two times (on the two different dialogues).

This should exit you out of the Switch Database (Data Link Properties) dialogue box. This should have solved your issues. Now try and open a plot again.

Incorrect Data Display of a Pen
Trouble Shooting ››

There are many reasons that a pen does not display any data.

- o The database is not correctly set up.

  The database may not have been correctly set up for every pen and thus the pen type has not been setup yet. This usually results in analogue pens being plotted as digital (alarm or event) pens. This will make the data look incorrect on the screen. If this occurs please contact QTech Data Systems Ltd to fix the DATRAN configuration.

- o There may not be any data for this pen logged - see the No Data for Pen topic.

- o The pen may not be connected to a point. In this case the pen legend area will be greyed out.

- o Analogues showing up as digital data.

This will only occur if the DATRAN database or DATRAN itself has not been set up properly. Please contact QTech Data Systems to resolve this issue.

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No Data for Pen
Trouble Shooting ››

The following lists the reasons why a pen would have no data displayed on the plot:

- o The point used for this pen has had no data logged for the period displayed.

  Scroll around the plot using the scroll screen left or right scroll buttons in the navigation control bar, or use the zoom out button (or Ctrl + Left click on the graph) to see the entire plots data span a year and see if the pen has any data in it at all.

- o The pen is disabled or no point has been selected for the pen.

  If the legend of the current pen is completely grey or the name of the point for the pen is greyed the data for the pen will not display on the plot.

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Local User Not in the List of User Accounts
Trouble Shooting ››

If the application is displaying the message "The user name JohnD could not be found. Please add JohnD as a local user to this computer", check that your user name is included in the list of users on this computer.

Use the user accounts tool via Start | Settings | Control Panel | User Accounts. Click on the Advanced button.

Select the Users node. Go to the main menu and select Action | New User....

Fill in your User name and Password. Leave the check boxes as shown in the following screen shot. Click the Create button.

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Plot Disappeared
Trouble Shooting ››

If the plot seems to have disappeared it could just have been minimized.

Check in the bottom left hand corner for any edges of plots and click the maximize button to bring the plot back to normal view.
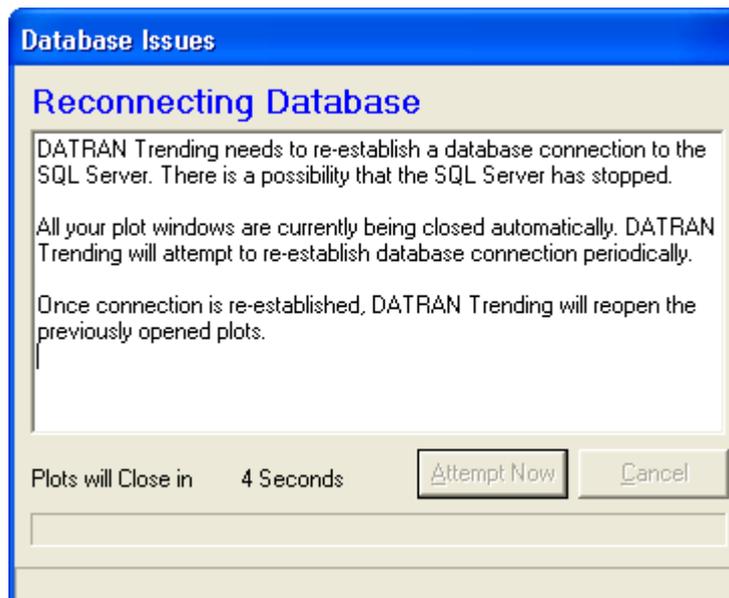
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Re-establish Database Connection
Trouble Shooting ››

The re-establish database connection functionality was introduced in version 1.07 R01. It is for events such as when the Microsoft SQL Server is stopped. This can happen when the DATRAN database is detached for back up.

Once the application detects a problem with the database connection, it will:

1. Close all the plots that are currently opened. Note that any changes made to a plot cannot be saved and might be lost due to the fact that the SQL Server has stopped.
2. Remembers the plot/s that was last opened.
3. Keep trying to reconnect to the database. The interval between attempts is 15 seconds at the moment and is graphically presented by the progress bar.
4. Reopen the plots that were previously closed.

- ***Attempt Now***

  You can force an attempt to re-establish database connection by clicking on this button.

- ***Cancel***

  You can choose to abort any future attempts to re-establish database connection by clicking on this button. You cannot reopen this window once it is closed.

- ***Status Bar***

  The status bar provides more details about what is the current task being executed or what was the result:

  1. Closing All Plots...
  2. All Plots Closed
  3. Reconnecting...
  4. Counting Down to Next Attempt
  5. Reconnected Successfully
  6. Reconnection Failed

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Read Only Plots - Repair Database
Trouble Shooting ››

A read-only plot occurs when another copy of the same plot is open either in your current session or anywhere on your network by another user. A read-only plot does not allow changes to the pens or the plot properties but it does allow the user to view the current plot in its entirety.

A read-only plot is a direct copy of the current plot that is open. Any changes made in the current plot will

not reflect in the read-only plot until you open and close the read-only plot.

When you come across a read-only plot and there is no other copy of this plot open elsewhere you will need to read this topic to fix this.

The Repair DATRAN database utility supplied with DATRAN Trending is used to ensure that the database does not have any residual read-only plots floating around the system. Read-only plots should only occur if a plot is open twice anywhere on the same network. When this occurs the second and all subsequent copies get Read-Only displayed in the title bar.

Network here means every computer that the current one can link into i.e. any computer that can run the DATRAN Trending application which uses the same DATRAN database.

If a DATRAN Trending application does not shut down properly i.e. it crashes or the computer crashes, residual read-only plots can occur.

1. To fix this issue, go to the Database main menu and select Repair Database to start up the Repair DATRAN database utility.
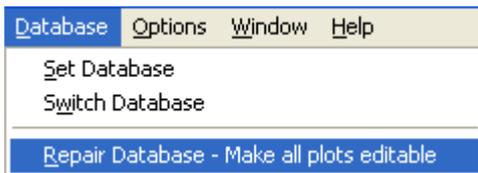

1. Please note that this utility should only be used if you are certain that there are actually residual plots in the system.

2. Ensure you read the warning before clicking on Repair and advise the other users of this application before starting.
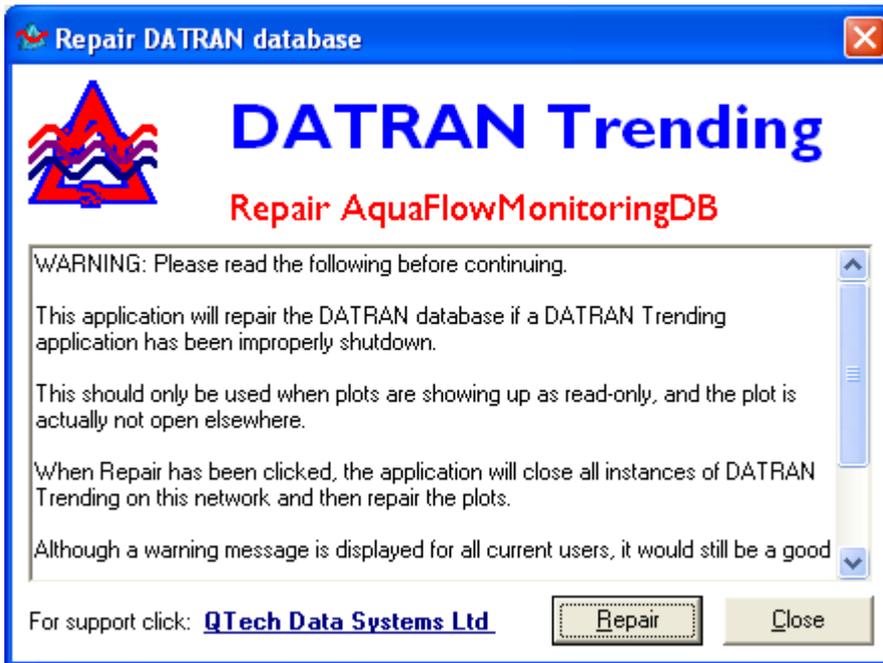
1. Ensure that you have selected the correct DATRAN database to repair. In the screen shot above, the DATRAN database selected is AquaFlowMonitoringDB. Click on the Repair button.

2. The following window will appear within 30 seconds for each DATRAN Trending applications that are still open on the network.
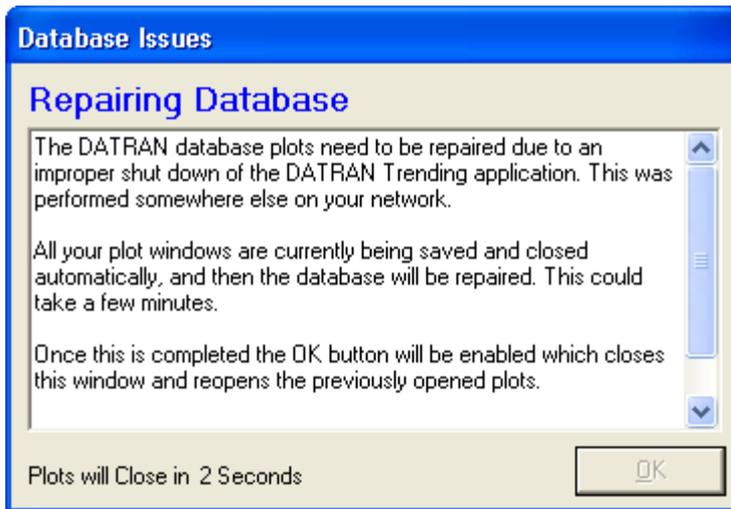
1. This will now close all plots open in DATRAN Trending across the entire network. It will then repair the plots.
2. When this is completed the users will be told that they can again start using the DATRAN Trending application.
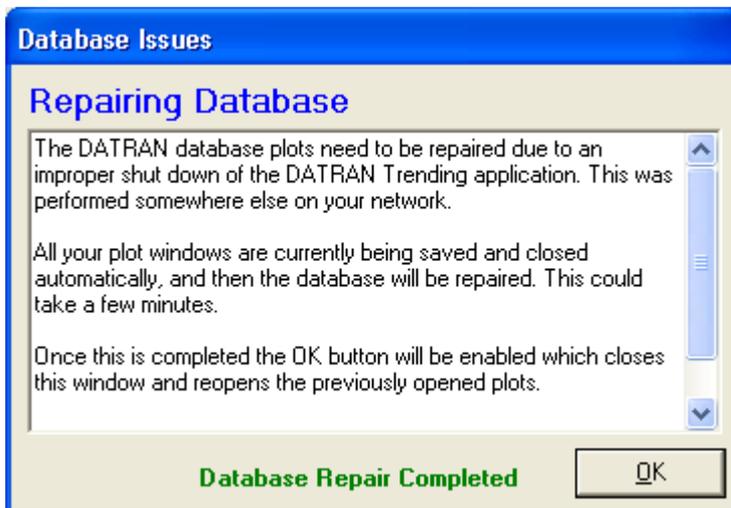
1. Click on OK and the user can start opening up plots again.

Version Updates
Trouble Shooting ››

As new features are added to Datran and the Trending application, changes to the database tables and stored procedures can be necessary to support this new functionality. When a new version of Trending is run for the first time, it will automatically try to update the database if necessary to add/remove columns from the database tables and stored procedures. Afterwards, it updates an entry in the database with its version number so that the database doesn't get continually (and unnecessarily) updated.

If for some reason a newer version of Trending has been run and made changes to the database, and you
need to return to a prior version of Trending that isn't compatible with the changed database stored procedures
etc..., you can force a database upgrade to be run using Force Version Update. This can be accessed from
the main form's Database menu item, when Trending is running in Expert mode.

The following confirmation dialog will be displayed:

NOTE: If you continue with the changes to the database, having other users sharing the database and running later versions of Trending will have the effect of undoing your version update when they next start their version of Trending.
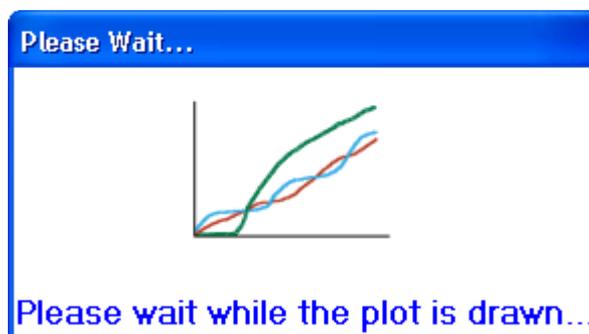
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Wait Form Does Not Disappear

Trouble Shooting ››

The 'Please wait' dialogue:

- o This should only appear while the data for a plot is actually being retrieved and drawn.
- o Sometimes if an error occurs in DATRAN Trending this form does not disappear. This is definitely an error. Please report this to QTech Data Systems Ltd.

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