BC-How to Run BioConnect Console (Debugging)

This document describes how to run the BioConnect Server using the "console" which is a real-time debugging screen. This function can be used when installing a new server or troubleshooting issue(s) critical in nature that require immediate attention.

<u>Please Note:</u>

- The BioConnect "Console" window is not meant for long term production as the debugging window operates slowly and has an impact on software speed an operation for other users.
- The BioConnect "Console" window cannot be run at the same time as the normal BioConnect Services. This is becasue the console window operates on the same port(s) are the normal services. These services must be stopped before running this debugging window, see how to restart BioConnect services for more details on how stop the services.

Step-by-step guide

1. Login into the Server that is running the BioConnect application.
2. Stop the BioConnect Services if they are currently running.
3. Start ONLY the BioConnect "Logging Server Host" Service.

4. Select the BioConnect Service application in program files.
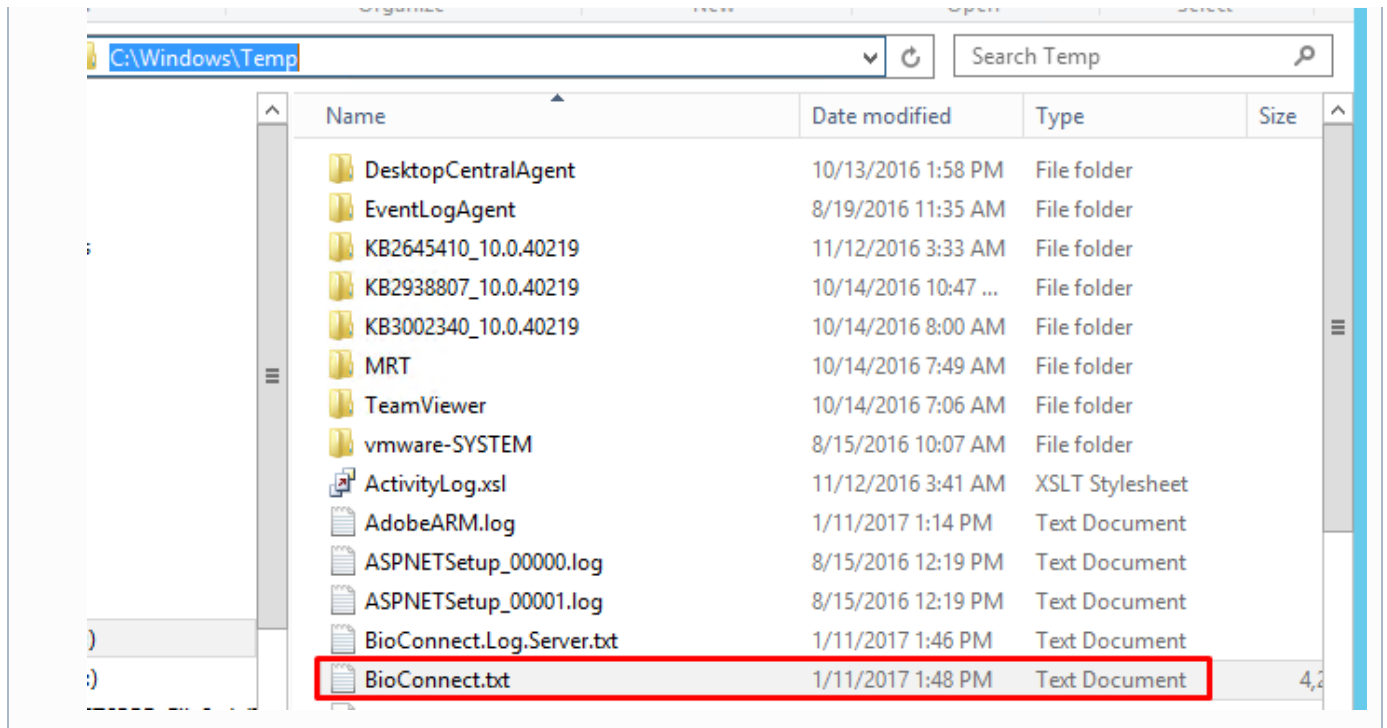

5. This will open and start the BioConnect "Console"

```
BioConnect - Service                                    - □ X

INFO  2017-01-11 13:39:22,575 - Environment.Interactive: True
INFO  2017-01-11 13:39:22,591 - Starting BiometricService in console mode
INFO  2017-01-11 13:39:22,591 - BioConnect Build Number: 3.6.367
Entered Configure Mapping
here1
here2
here3
INFO  2017-01-11 13:39:27,341 - Initializing BioConnect License
INFO  2017-01-11 13:39:28,903 - Features loaded from trusted storage: 2
INFO  2017-01-11 13:39:28,903 - Loading BioConnect core information
INFO  2017-01-11 13:39:28,935 - License SerialNumber: b706-db76-5f5f-4999-a8a7-5
b67-0ab4-0379
INFO  2017-01-11 13:39:28,935 - License Level: BioConnect_Enterprise_MAS
INFO  2017-01-11 13:39:28,935 - License Version: 3.6
INFO  2017-01-11 13:39:28,935 - Device License Number: 100
INFO  2017-01-11 13:39:28,935 - Activation: 2016-08-24 00:00:00
INFO  2017-01-11 13:39:28,935 - Expiration: Permanent
INFO  2017-01-11 13:39:28,935 - Customization: None
INFO  2017-01-11 13:39:28,935 - Issuer: BioConnect
INFO  2017-01-11 13:39:28,935 - Notice: BioConnect Testing Corp
INFO  2017-01-11 13:39:28,935 - Loading ACM information
INFO  2017-01-11 13:39:28,950 - ACM Plugin: SoftwareHouse_CCURE9000 1.0
Failed on DB Script: Invalid column name 'Locations'.
Failed on DB Script: There is already an object named 'ActivityEventGroup' in th
e database.
```

6. The debugging screen will display a color code of lines that indicate functions as they move through the screen.
    a. Green and White = Normal Operation
    b. Red = Fatal or Warning.
7. Below is an example of a fatal warning in console.


```
BioConnect - Service                                    - □ X

INFO  2017-01-11 13:48:27,613 - Starting BioStar SDK Server
INFO  2017-01-11 13:48:27,629 - selected template type '2001'
ERROR 2017-01-11 13:48:28,253 - Failed to register remoting access service!
System.Runtime.Remoting.RemotingException: Failed to create an IPC Port: Access
is denied.

   at System.Runtime.Remoting.Channels.Ipc.IpcServerChannel.StartListening(Objec
t data)
   at System.Runtime.Remoting.Channels.Ipc.IpcServerChannel.SetupChannel()
   at System.Runtime.Remoting.Channels.Ipc.IpcServerChannel..ctor(String name, S
tring portName)
   at SuperSocket.SocketEngine.DefaultBootstrap.RegisterRemotingService()
   at SuperSocket.SocketEngine.DefaultBootstrap.Initialize(Func`2 serverConfigRe
solver, ILogFactory logFactory)
FATAL 2017-01-11 13:48:28,269 - Failed to initialize SuperSocket ServiceEngine!
Please check error log for more information!
INFO  2017-01-11 13:48:28,269 - Digitus SubSystem Disabled
INFO  2017-01-11 13:48:28,300 - Initializing...
INFO  2017-01-11 13:48:28,300 - Starting Configuration!
INFO  2017-01-11 13:48:28,300 - GenerateAlarmEvents is set to True
INFO  2017-01-11 13:48:28,300 - AlarmEvent.SetDevice is set to False
INFO  2017-01-11 13:48:28,332 - Resetting reader active bit in DB...
ERROR 2017-01-11 13:48:28,347 - Error during Device Server startup.: Object refe
rence not set to an instance of an object.
```

You can obtain similar information and warnings in the debugging log text file as well. This file can be review or sent to the BioConnect support team without stopping the BioConnect Services.

Related articles

- How to Run BioConnect Console (Debugging)