Transaction Status

Whenever there are records on the server in the ShiftLog that do not have a status of COMPLETE, the reporting system will not having access to all of the data necessary to produce up to date reports.

Background

As P-DAQ collects data at the press, each of the transactions is immediately sent up from the Press database (Stats.mdb) to the server database (SQL) via DataSync. There are 5 transaction Status's associated to these records, they are... HOLD, HOLDX, RELEASE, RELESEX, and COMPLETE.

Most records created at the press will have a RELEASE or RELESEX status when they are created. These records are typically COMPLETED automatically by the system.

Records that have a HOLD or HOLDX status, need to be manually released by the pressman either by clicking the HOLD in the displayed ShiftLog on their screen, or by providing an operation code on records requiring them.

For example, when the press stops, P-DAQ makes an entry and automatically places it on HOLD. It is necessary for the pressman to enter a reason code for the stop transaction to RELEASE this HOLD. Another example, all shift change records are automatically placed on HOLD, this allows the pressmen to change the records at will during the shift.

During a shift, the ShiftLog at the press and on the server should look something like this...

- ♦ HOLD   Shift Change Shift 1
- ♦ RELEASE   Makeready
- ♦ RELEASE   Running
- ♦ HOLD   Press Stop
- ♦ RELEASE   Restart Run
- ♦ RELEASE   Sign On Shift 2
- ♦ HOLD   Shift Change Shift 2

Once the record changes in any way, including the status or perhaps the time of the record, DataSync sends it up to the server again with an updated LastMod date, and changes the status on the server accordingly.

At the end of the shift, the pressmen are expected to RELEASE all of their HOLD's.
After the shift, the ShiftLog at the press and on the server should look something like this...

- ♦ COMPLETE   Shift Change Shift 1
- ♦ COMPLETE   Makeready
- ♦ COMPLETE   Running
- ♦ COMPLETE   Press Stop
- ♦ COMPLETE   Restart Run
- ♦ COMPLETE   Sign On Shift 2
- ♦ HOLD   Shift Change Shift 2

Problem

We have a problem if the press database looks like this...

- COMPLETE
- COMPLETE
- COMPLETE
- COMPLETE
- COMPLETE
- COMPLETE
- COMPLETE
- HOLDX

Yet the server database looks like this...

- COMPLETE
- COMPLETE
- HOLDX
- COMPLETE
- COMPLETE
- COMPLETE
- COMPLETE
- HOLD

Or like this...

- COMPLETE
- COMPLETE
- RELEASEX
- COMPLETE
- RELEASE
- COMPLETE
- COMPLETE
- HOLD

There should never be a COMPLETE after a HOLD or RELEASE entry.

What causes this?

A HOLD from, say, 5 days ago can be caused simply by a pressman forgetting to RELEASE it the record. P-DAQ has some fail safe capability in that, the system warns the pressmen when they sign off.

This problem can also be caused by data errors, or from clocks on both the server and the press computers not being synchronized.

What does it do?

The reporting system scans the ShiftLog once a report is selected and executed, and creates Summary tables that the said report uses to display the report.

When scanning and building the summary tables, once the reporting system sees an H (HOLD) or an R (RELEASE) in the shift log, it stops building the summary tables. If there is a HOLD or RELEASE from, say, 5 days ago, there will be no report data available for the reporting system for the last 5 days, TADAAAA, no report.

How do we fix it?

Often when a support call comes in "Hey, our reports don't work", we will have the customer run DataDump, email us the dump data, and we may also ask for the entire Stats.mdb from the press. This should give us all the information necessary to figure out what went wrong.

If someone forgot to RELEASE a HOLD, we expect that the pressman RELEASE the HOLD by entering the Reason code, or by simply clicking the HOLD button in the Shift Log at the press. Since we save the data on the Press side for 7 days, this can usually do the trick.

If the HOLD or RELEASE is more that 7 days old, IT staff may have to manually go into the ShiftLog on the Server and change the status of these transactions.

How to do this...

Open the ShiftLog in PDAQ.mdb with Microsoft Access. Highlight the Status column, use the: Find command, type HOLD, Find Next. See how often this occurs and where. Do the same for HOLDX, RELEASE and RELEASEX.

If any of these transactions are more than 1 day old, you have to manually change the status of these transactions to a C. We make them a C because the first letter is all that the reporting system looks at, and so that in the future, we can tell how often this has occurred.

If there are some legitimate HOLD's or RELEASE's from, say, the current shift, you can filter them out, and simply use the Replace command for the erroneous entries. For example, highlight the current date, use the: *Records - Filter - Filter Excluding Selection command,* then, highlight the status column, and use the *Replace - HOLD - C - Replace all command.*

If the ShiftLog now looks like this…

- COMPLETE
- COMPLETE
- COMPLETE
- COMPLETE
- COMPLETE
- COMPLETE
- HOLD – The current shift
- RELEASE
- RELEASE
- RELEASE

You have fixed the ShiftLog. Once the ShiftLog is fixed, running a new report should be able to build the necessary data to display the report.