

Alarm Manager Help Sheet

Error Messages

1. Introduction

Occasionally you may experience an Error Message in the Alarm Manager software. This may be caused by a variety of reasons, including:

- A genuine error in the program which we need to investigate and rectify
- A problem contained within your data
- An error caused by something external to the software, such as:
 - A problem with your Windows Operating System
 - A problem with your Network

Each error should be reported to us so that we can investigate it and evaluate if it has been caused by a problem within the software or by some external cause.

We can only investigate errors when we are provided with the full details in the manner described below.

2. How to handle an Error Message

An error message will appear in a box like the example below and the heading will clearly state "Error Message". Please do not confuse a standard warning or alert message with an error message.



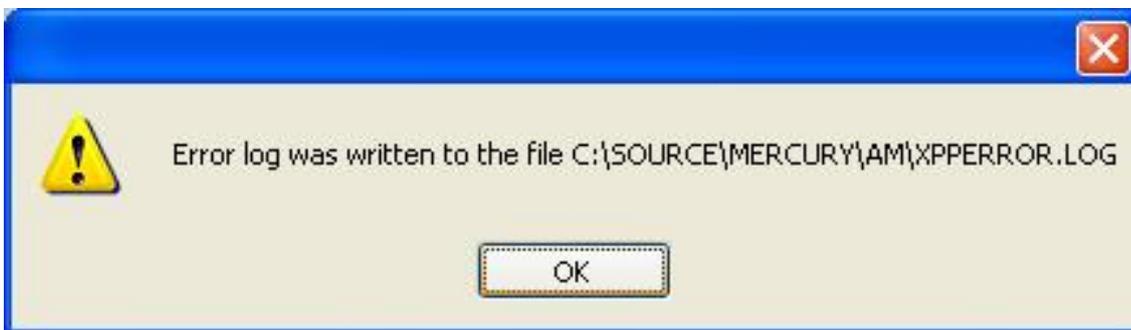
You should always click on "Cancel", there is no advantage in clicking on "Retry".

You will then see the following message, asking if you would like to create a Log file:

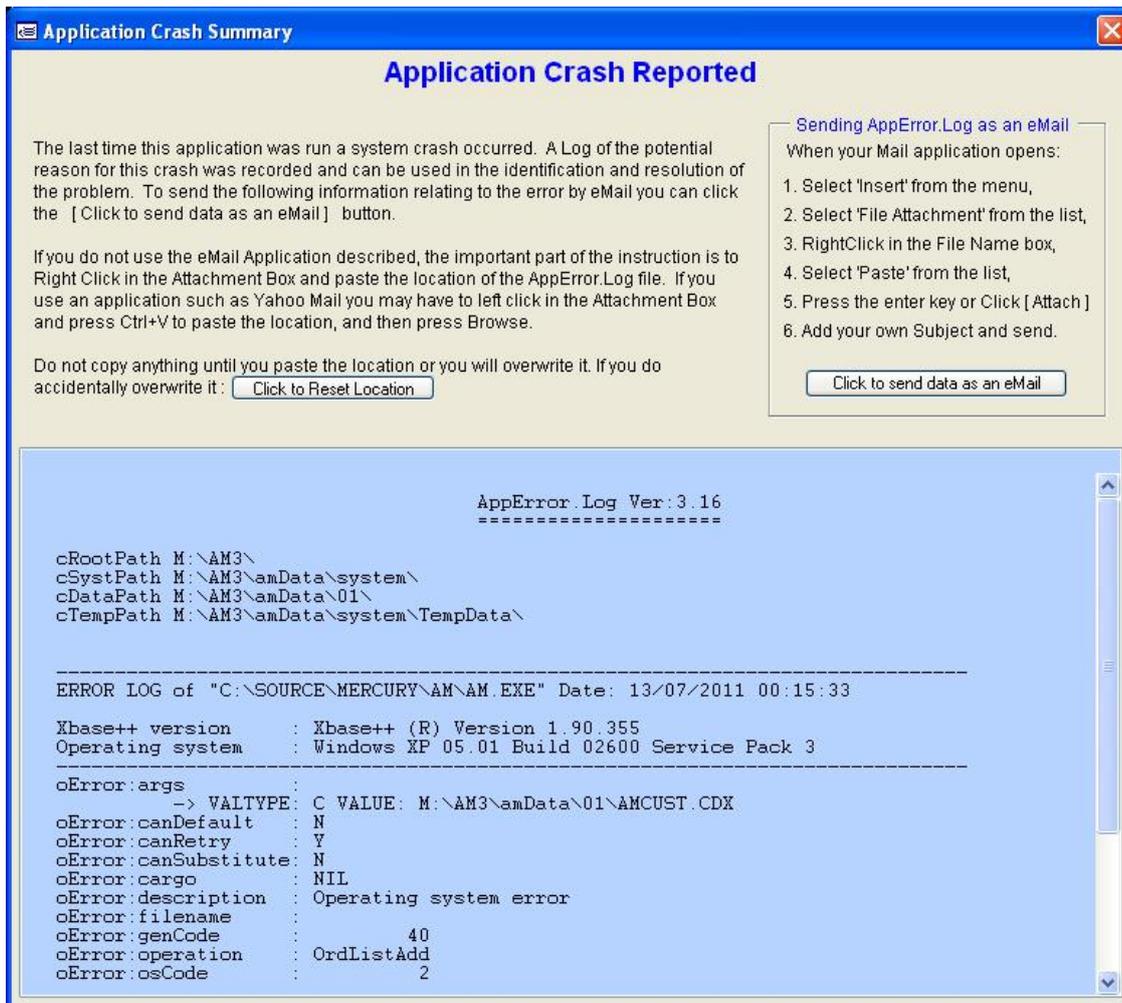


You should always click on "Yes".

You will then see the following message confirming that a log file has been created and the location for the log file. The location will usually be **C:\Mercury Software\AM**. The Log file contains a detailed description of the Error Message and the status of the software at the time the error occurred. Click "OK".



The next time you (or any other user) runs the Alarm Manager software, you will be reminded of the error in a screen like the example below:



You must send the details of the error message by email to Mercury Software Ltd. so that we can investigate the error and evaluate if it has been caused by a problem within the software or by some external cause.

You can send the details of the error message in one of three ways:

1. In the screen above, select the entire text of the error message (in the blue screen), right-click and select "Copy". Go to your email program, create an email and in the body of the email, right-click and select "Paste".
2. In the screen above, read the instructions on the right side heading which describes how to send the error Log as an email attachment.
3. Send the error log file as an email attachment. The error log file is located in the C:\Mercury Software\AM folder and is called XPPEROR.LOG.

Please also include in your email, an exact description of what you were doing in the software at the time the error occurred.

We may contact you to obtain further details or to request a copy of your latest backup file.

We will not be able to investigate any errors if full details are not provided.

Once you have handled the error as above, you must do as follows:

1. Ensure that all other users are logged out of Alarm Manager
2. Run Alarm Manager again and login as normal
3. Re-Index the files (because the error message will have caused the program to end abruptly and the Index files may become corrupt as a result)
4. Attempt to perform the same action again which caused the error in the first place. If the error is repeated, please notify us by email. Otherwise, you should continue with using the software until we respond.