FAQ for SMARTCOLLECT

Configuration

When I go to the services tab (Tools → Services) I get an error message about a host not found. Why is that?

When you start the services-tab, SMARTCOLLECT will try to connect to the services controller (Windows component) of the server where the SMARTCOLLECT Data Collection service is running and the server where the Scheduler service is running. If one of those is configured with a hostname or IP-address that does not exist you will receive this error. So please check the parameter SMARTCOLLECT server in the Configuration-Tab and the setting Scheduler server in the Configurator (under client Settings).

Why is the "Schedule" button greyed out in the print screens?

When in the Configurator-Tab a Scheduler server is present the Client (also goes for the Runtime Client) will try to connect to the Scheduler on start up. When it fails to connect the "Schedule" button will be greyed out. So if this happens check if a Scheduler server is specified in the Configurator, check that the Scheduler service is running on this server and check that no firewall is blocking port 555. If one of these items is corrected you will need the restart the Client to have it try again to connect.

Why do I get an access denied error when I try to start or stop a service in the services-Tab?

When you start the services-tab, SMARTCOLLECT will try to connect to the services controller (Windows component) of the server where the SMARTCOLLECT Data Collection service is running and the server where the Scheduler service is running. If your account does not have the necessary privileges to connect to the services control manager on either machine you will receive this error. Another possibility is that Windows User Account Control is enabled and therefore blocking access to the local services controller.

Why are the buttons to start or stop the scheduler disabled in the services-Tab?

If the buttons to start, stop or restart the scheduler are disabled it means that there is no Scheduler server configured for the Client in the SMARTCOLLECT Configurator.

Why don't I receive emails from SMARTCOLLECT?

This can have many causes, most of them not SMARTCOLLECT related, but please check all the SMTP related parameters in the Configuration screen. If they are all configured correctly it could be that a firewall within your network is blocking port 25 that is used by default for mail delivery.

Why does the SMARTCOLLECT data-collection-service don't start?

When the SMARTCOLLECT service starts but almost immediately stops again it is often caused by two things.

First it could be that the service does not have access privileges to the database. By default a service runs with the account "Local System" and also by default this account does not have access to SQL Server databases. Please see the manual of SQL Server on how the assign these privileges or change the account the services uses.

The second possibility is that the evaluation license is expired.

In both cases you will see related events in the Windows Event Viewer.

Why can I not start the SMARTCOLLECT client on my laptop when I am out of the office?

To make a SMARTCOLLECT database available outside of the office you can do two things. The best option is to implement a VPN solution so the employees outside the office can setup a VPN tunnel to the office network and then can start the SMARTCOLLECT client as normal.

The other option is to make SQL Server accessible from the internet by forwarding the necessary ports to the server running SQL Server.

For both solutions you will need to contact your IT department.

Why do I get an error message about the model not being up to date when I start SMARTCOLLECT?

With new versions of SMARTCOLLECT it is possible that the database model (this means how the tables and fields in the database are configured) changes. When you start the SMARTCOLLECT Client or Data Collection service, the database will get updated automatically. When the database is updated but another user on another PC starts the old version of the Client, he will get an error message explaining that the model is not up to date.

Can we configure a client to be read-only?

For read-only clients we advise you to use the Scada Runtime Client instead of the normal client. If you want to use the normal client read-only , the only option you have is to configure the associated SQL user to a read-only database user.

Usage

How do I create a schedule so that every first Monday of the month I will get my energy consumption in my mailbox?

If you setup your schedule like the example below, you will receive your report every first Monday of the month.
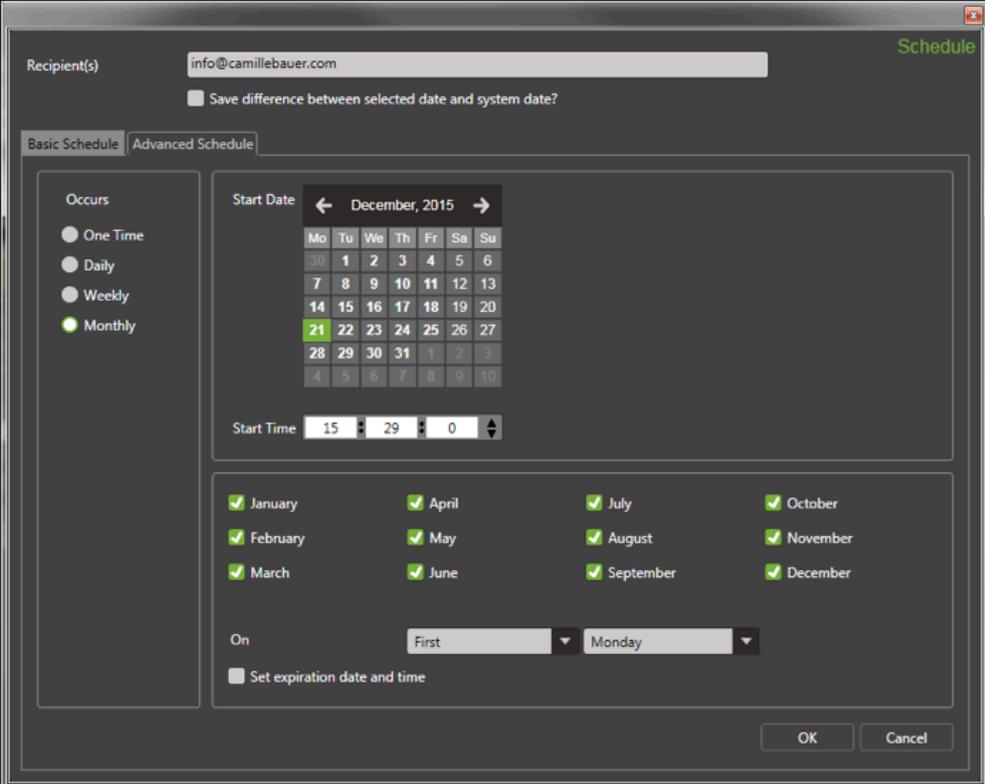
Errors

I have just updated SMARTCOLLECT and now I get a type initialisation error when I start the client. What do I need to do to resolve this?

Starting from version 2015.25.12.1 we updated to .NET Framework 4.5.1 and because of this the format of the configuration files is changed. However when you update (or uninstall and then install again) the .config files are not overwritten because they contain important settings.

The way to resolve this is to first make screenshots off all the tabs in the SMARTCOLLECT Configurator so you will know all your settings. Then goto the directory where SMARTCOLLECT is installed and do a search for *.config and delete all found .config files.

Now start the SMARTCOLLECT installation again. It will recognize that SMARTCOLLECT is already installed and, besides other options, will give you the option to repair the current installation. Choose this option and when it's done all .config files will be present again. Unfortunately they will have all the default settings instead of your specific settings. With the help of the screenshots you made and the SMARTCOLLECT Configurator you can change the settings back to how they were and then you will be able to start SMARTCOLLECT again.