Visual Inventory Monitor

Support Guide

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Support Guide

This guide lists and describes the typical log messages produced by the local service probe. It is your responsibility to ensure that these function and deliver data through your systems to the vim cloud.

On service probe start, log message "PC Inventory Probe started" is generated with a timestamp.
The status of the probe is set to UP.
This indicates that the probe is running, and the most recent sensor list has been loaded ready for a Inventory scan of the local PC.

If there is a problem with the start-up,
a message "Error: 965f. PC Inventory Probe failed to start."
is generated with a timestamp.

The status of the probe is set to DOWN.

This message can be generated for a number of reasons.
1.Unable to retrieve sensor list from the VIM cloud.

Solution. Check local PC has active internet connection.

Solution. Check local PC firewall is letting through communication from the local vim probe.

The vim probe is called Visual Inventory Monitor – Probe.

Solution. Check that SOAP XML data is allowed through HTTPS port 443 in the local firewall.

Solution. Check that SOAP XML data is allowed through HTTPS port 443 in any hardware firewall that your local network uses.

2.The local settings file "vsettings" is corrupted.

Solution A. delete the local probe by logging into the vim cloud.
       B. delete the folder "C:\ProgramData\Syvir VIM"
       C. Run the console and authenticate.
This recreates the probe details and probe in the vim cloud.

3. Unable to receive probe settings from the vim cloud.
Solution. Check local PC has active internet connection.
Solution. Check local PC firewall is letting through
communication from the local vim probe.

The vim probe is called Visual Inventory Monitor – Probe.

Solution. Check that SOAP XML data is allowed through HTTPS
port 443 in the local firewall.

Solution. Check that SOAP XML data is allowed through HTTPS
port 443 in any hardware firewall that your local network uses.

Log message "Error: 5850. Sensors failed to load."

Unable to receive sensors from the vim cloud.
Solution. Check local PC has active internet connection.
Solution. Check local PC firewall is letting through
communication from the local vim probe.

The vim probe is called Visual Inventory Monitor – Probe.

Solution. Check that SOAP XML data is allowed through HTTPS
port 443 in the local firewall.

Solution. Check that SOAP XML data is allowed through HTTPS
port 443 in any hardware firewall that your local network uses.

Solution. Stop the Visual Inventory Monitor – Probe under
services, restart the probe. If the timestamp for any sensors for
the affected probe changes in the network web page, then the
vim cloud is receiving data from the probe.

4. The local settings file "vimk.ini" is corrupted.

Solution A. delete the local probe by logging into the vim cloud.
       B. delete the folder "C:\ProgramData\Syvir VIM"
       C. Run the console and authenticate.
This recreates the probe details and probe in the vim cloud.

5. Your subscription has elapsed and is no longer connected to
the vim cloud.

Inventory polling scans

Error: 044f - Timer.

This error message is generated at the start of a scan.
It indicates a scan was not started due to an error.
The probe is set to DOWN.

Solution. Stop the local service probe and restart it.
If no sensors are assigned to the probe the local service will stop polling for a inventory scan. Adding new sensors will not start polling. To do this stop and restart the local probe.

Inventory scans

On the start of a scan a log message "Probe: Inventory scan started" is generated with a timestamp.

The log entry is set to UP. A log code "p:DScan" is generated. This indicates that the probe is running, and the most recent sensor list has been loaded and a inventory scan of the local PC is taking place.

Visual Inventory Monitor produces no log messages as each sensor is scanned.
A "Not Detected" status is generated when no hardware is found for the scanned sensor.

Alarms

When a sensor is set WARNING or DOWN an alarm is generated. A log message "Alarm set for: sensor" Is produced.

Log message "Error: a4a2. EMail alerts down"
Solution. missing to email address.

When sensor data is transferred to the vim cloud each transfer is authenticated with user login and password.
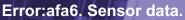Log message "Error:2f57. Sensor authenticate."

Indicates the credentials failed to authenticate.
In this case no sensor data would be uploaded to the vim cloud.

Solution run the console to ascertain the right authentication details are provided, if the console logins ok, authentication details are correct, otherwise re-enter correct authentication details.

Error:afa6. Sensor data.
No sensor data has been transferred to the vim cloud.
Solution. Check local PC has active internet connection.
Solution. Check local PC firewall is letting through communication from the local vim probe.

The vim probe is called Visual Inventory Monitor – Probe.
Solution. Check that SOAP XML data is allowed through HTTPS port 443 in the local firewall.

Solution. Check that SOAP XML data is allowed through HTTPS port 443 in any hardware firewall that your local network uses.

Inventory Probe stopped.

"Inventory Probe stopped" The local probe service has stopped either through a problem or manual intervention.

Solution. Restart the probe and investigate any further log messages.

Service tries to start manually or automatically.
Dialog message appears.

Solution. Check local PC has active internet connection.
Solution. Check local PC firewall is letting through communication from the local vim probe.

The vim probe is called Visual Inventory Monitor – Probe.

Solution. Check that SOAP XML data is allowed through HTTPS port 443 in the local firewall.

Solution. Check that SOAP XML data is allowed through HTTPS port 443 in any hardware firewall that your local network uses.

Local probe.

If the problem persists and other solutions fail...
Solution A. delete the local probe by logging into the vim cloud.
        B. delete the folder "C:\ProgramData\Syvir VIM"
        C. Run the console and authenticate.
This recreates the probe details and probe in the vim cloud.

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