***SOLUS3 Common Tasks &***

***Troubleshooting Guide***

***(Applicable to version 3.10 onwards)***

These notes are intended for use in schools to assist with commonly encountered tasks once your school has been migrated to use SOLUS3. In doing these tasks, it is helpful to understand at an overview level how SOLUS3 operates, as this is different from the SOLUS2 system you may be used to working with. The diagram below illustrates this:



The model that we use at Scomis operates as follows:

1. Scomis authorise the release of software to the school – this could be an entire release or a patch for SIMS, FMS or Discover.

2. In school, the Deployment Server communicates directly with the Capita SOLUS Server and downloads any authorised files from it into the school’s SOLUS3 repository, at specific times configured when SOLUS3 was set up.

3. Once the school has downloaded the files, they can be sent to workstations as an automated background task, again at specific times configured within SOLUS3. Each machine in the environment will have an Agent installed to manage all SOLUS3 task.

4. The school can then schedule a time for the upgrade or patch to be applied. In Primary schools a default auto-deployment time will have been configured when SOLUS3 was set up to run upgrades and patches, however patches can be run at other times if necessary. Scheduling ensures that stations can be upgraded when they are not in use.

The following sections of this document show you how to carry out common tasks when required to ensure the smooth day-to-day running of your MIS.

**How an Upgrade/Patch runs under SOLUS3**

It might be useful to understand the process that SOLUS3 follows when installing an Upgrade/Patch across your environment. Further details are provided throughout this document with regards to each stage:

1. The Upgrade/Patch is scheduled to apply to your system, either having been scheduled manually (generally Secondary schools) or for Primary Schools as an automated process. Schedules include those that have been set to run immediately (Deploy Now).

2. Before the scheduled deployment time, the required files are distributed as an automated background task, so that they are available when the Upgrade/Patch is triggered to install. If the files are not present on the machine when the installation is triggered they will be transferred at that time.

3. At the scheduled time the Deployment Server sends an instruction to all applicable Agents in the environment to run the upgrade installations, in a set order. SOLUS3 supports Wake-on-LAN (WOL) and so can remotely start workstations that may be shutdown, assuming they have the applicable hardware installed. Once the instruction is sent a Notification window appears on the workstations to advise the user to close any Capita software, with a 2 minutes countdown. The user can click to Deploy Now, bypassing the countdown. Users only need to close the applicable software type, e.g. SIMS, but it might be safer to close all Capita software.

**Note: If the applicable software, e.g. SIMS, is open at the time the installation commences it will be forced to close and any unsaved work will be lost!**

4. Some machines may have multiple items to install and so the Notification window may open a few times during the deployment. This is particularly relevant on the SIMS Server, or any FMS Workstations. We therefore recommend waiting until the Deployment shows as being **Successful/Partially Successful in the** SOLUS3 console.

5. If a workstation is not online and connected to the network at the time of the deployment, it will install the update when the workstation is next connected to the network:

* Once the Agent service starts during the workstation start-up process it will check with the SOLUS3 Deployment Server (on a Heartbeat) to see if there are any outstanding upgrades to be installed and if so will apply them straightaway, downloading files as needed. This will happen even if the user hasn’t yet logged into Windows.
* If the user tries to open SIMS/SIMS Discover/FMS and the upgrade hasn’t applied for some reason, the user will be informed as such and will be given the option to install the update at that time.

**SOLUS3 Deployment Server User Interface**

To carry out any task in SOLUS3, you must run the Deployment Service User Interface at your database server (or office master in many primary schools):

* Either using the desktop icon

 

* Or via the Start Menu



**Checks and Tasks**

When SOLUS3 is initially installed onto the school system an Auto detect function to add any machines that have been used to log into SIMS in the preceding 6 months may have been used to add workstations into SOLUS3. It is likely however that not all of these machines will have been available in school and powered on at the time of the installation and so it will be necessary to check the status of these machines as follows:

1. Open the SOLUS3 Deployment Server UI and click on **Environment > Agents > Agents**. 
2. You will be presented with the list of all the machines that have been added into the SOLUS3 environment. You will need to check the **Status** column for any machines that show as **Install failed**. You can use the funnel button on the column heading to filter the list to just show you those machines with this status.

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| 1. It may be that some of the machines in the list are no longer relevant, either because they are no longer used for SIMS, FMS or SIMS Discover, the machine has been rebuilt with a different name or the machine is no longer in use. We would suggest highlighting these machines, using the shift or ctrl keys to multi-select if needed and then click on **Remove computer**, followed by **Yes** to the message that appears.
2. Once you have identified all the machines that have failed to install the Agent and are still required, you will need to do one of the following, depending on the error message being displayed in the last column.
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* ‘Access Denied to the remote machine’ – Either the Domain Administrator credentials entered when adding the machines were incorrect or that user does not have administrative privileges on the workstation(s), i.e. it is not part of the domain. **Reinstall the Agent(s)**. The process of re installing agents can be found later in this document on page XX
* ‘The remote machine cannot be contacted’ – This usually means that the workstation was not available on the network at the time it was added into the environment. **Reinstall the Agent(s)**.
* ‘The remote machine actively refused the connection’ – This usually indicates that the workstation is not on the domain or doesn’t recognise the domain administrator credentials provided. **Reinstall the Agent(s)**. Or there will be an issue with the local machines firewall.
* ‘Unable to obtain an ip address for the remote machine’ – This will either be because the machine has not been connected to the network recently and the DHCP lease has expired, or there is an issue with the forward and/or reverse lookups in DNS. Please ensure the machine is connected to the network, check the DHCP and DNS entries are all correct and then **Reinstall the Agent(s)**.

**‘Endpoint’ Communication Errors**

Following successful installation of the Agent on the workstations, you may find that some of the Agents display an error message in the UI Agents list such as “**Cannot run ExecuteAgentDeploymentPlan: Endpoint net.tcp://111.222.333.444:52966/ not found.**” (where **111.222.333.444** is the IP Address of the workstation). The first part of the error can be a multitude of things, however the key factor is the “Endpoint net.tcp” string. This indicates a communication error between the Agent and the SOLUS3 Deployment Server.

This will usually be the result of the firewall exceptions having not been applied to the workstation, either manually or via Group. Alternatively, this can indicate an issue in DNS and so you may need to check the entries for the workstation(s) in question, in the forward and reverse lookups within DNS, ensuring no duplicate entries with other machine names.

Also check that you can ping the workstation from the server by name, and vice versa, with the correct IP Addresses being displayed in the ping results. You may need to Flush DNS before communication can start again. We would also recommend restarting the agent service on the local computer, via **services.msc**.

**Adding Workstations into the SOLUS3 Environment**

**Pre-requisites for SOLUS3**

All machines that will form part of the SOLUS3 environment, being those that are used for SIMS, SIMS Discover or FMS, will require certain pre-requisites before the installation of the Agent can take place.

Please ensure that:

* Microsoft .NET Framework 4 (Full version, i.e. Client Profile and Extended) or later is installed. If SIMS is already running on the workstation then this is already present;
* Windows Task Scheduler is running;
* You can browse to network shares, e.g. the F:\ drive. This will confirm the requirement for TCP port 139, UDP port 137 and UDP port 138 to be open in the workstation’s firewall, supporting NetBIOS network browsing;
* TCP ports 52965, 52966 and 8739 are open in the workstation’s firewall.
* Some domain controllers also require that port 389 (TCP) be opened for LDAP;
* Windows Management Instrumentation (WMI) service is running and is enabled on the firewall; and
* There are no obvious issues with the workstation, e.g. suspected virus, unreliable network connection, etc. There should also be at least 1Gb of free disk space on the workstation system drive (i.e. C:\).

**Workflow for Adding Workstations into the Environment**

This diagram provides a representation of the processes to be carried out when adding a workstation into the SOLUS3 environment, assuming that all pre-requisites have been checked and applied. The following sections describe in detail how to perform these steps.

Note: Items shaded in tan are to be performed by the Network Manager or other IT support staff. Items shaded in blue are carried out by SOLUS3 itself.



**Installing the SOLUS3 Agent onto Non-Domain Workstations (Windows 7 WSFS for example)**

Any workstation that forms part of a domain will have the SOLUS3 Agent installed directly by SOLUS3. Unfortunately, SOLUS3 is unable to install the Agent software onto non-domain workstations and instead this will need to be installed manually:

Firstly you need to ensure you have access to the latest version of the SOLUS3 Agent Installer files. On the SIMS Server/Office Master, check the version of SOLUS3 installed at your school by opening the SOLUS3 UI and noting the version number displayed across the top window bar.

In Windows, browse to the folder name **G:\SOLUS3\Workstation Setup Files**;

* Delete any existing files in the Workstation Setup Files folder
* In the SOLUS3 UI open the **Settings** area and click on the **SOLUS3** tab.
* On the **SOLUS** tab, click on the **Export agent installer** button.



* In the window that opens, navigate to and select the G:\ drive, browse to the SOLUS3 folder and then Workstation Setup Files.
* Click on **OK**. A message will appear towards the top of the UI to confirm the export has completed.
1. Once you are satisfied that all the workstation pre-requisites have been met, ensure that you are logged onto the workstation as an administrator and can see the usual G:\ drive mapping. On the workstation, navigate to the SOLUS3 Agent Installer folder as detailed above and double-click the **Solus3AgentInstaller.bat** file to display the **Welcome to the SOLUS 3 Agent Setup Wizard** page.
2. Click the **Next** button to display the **End-User License Agreement** page.
3. Select the ‘I accept the terms in the License Agreement’ check box to accept the end-user licence agreement then click the Next button to display the Service Endpoints page.
4. The Agent Service Address and Deployment Service Address fields are populated automatically by the batch file and should not need altering.
5. Click the Next button to display the Deployment Server Public Key page. The Key file directory will automatically be entered by the batch file, being the folder detailed in step 2.
6. Click the Next button to display the Set Up Shortcuts page. Untick the Desktop checkbox.
7. Click the Next button to display the Destination Folder page – retain the default destination and click the Next button to display the Ready to install SOLUS 3 Agent page.
8. Click the Install button. When the installation process is complete, click the Finish button.
9. To confirm the installation:

Look for the Agent Notifier icon in the icon tray, located next to the computer clock; or

Look in the Services list on the workstation and ensure that the Solus3 Agent Service is running.

The Agent service will be installed in C:\Program Files\Solus3\AgentService.

1. If the Capita SIMS software required, i.e. SIMS, FMS and/or Discover, is not already installed on the workstation, proceed to the next section of this document so that the software can be installed by the system.

**Defining Workstation Targets in SOLUS3**

This process assumes that the SOLUS3 Agent has been installed onto non-domain workstations, as documented under **“Installing the SOLUS3 Agent onto Non-Domain Workstations” on page 9**. Once this has been done, SOLUS3 will automatically determine that the station is a part of its environment, but you must tell SOLUS3 which Capita applications it is to run, using the following instructions. If however the applications in question, e.g. SIMS, were already installed on the machine when the Agent was installed, these details will already have been added into the system by the Agent itself.

SOLUS3 will also need to know which Capita software is to be used on domain workstations, however the SOLUS3 Deployment Server will install the Agent automatically on these machines; you do not need to install the agent manually beforehand as with non-domain machines.

If the workstation already has the relevant Capita software installed, you may need to redeploy the latest upgrade to that machine, although any missed upgrade should automatically apply to the workstation when it is first added into the environment as a version check is performed by the system. If however this workstation does not have the software already installed, then the workstation/client software will be installed automatically.

It is possible to define machines for multiple Capita software at once, but you may find it easier to define machines for one piece of software at a time, i.e. follow the steps below for SIMS and then repeat them for SIMS Discover or FMS afterwards.

**Using the Auto-Detect Functionality**

***(Recommended for Secondary and larger Primary schools with Active Directory Networks)***

When adding workstations into SOLUS3, as SIMS or FMS workstations, there is an option for SOLUS3 to interrogate the SIMS Database to obtain details of any workstations used to access SIMS in the last 6 months. Once the Agent is installed via this option, it will check the local SIMS.ini file to see if FMS is also present on the machine and if so will automatically add that target information back into the SOLUS3 Environment.

This option is not available to define SIMS Discover workstations or FMS workstations that are not also used for accessing SIMS.

1. Run the Deployment Server UI and click on Environment > Targets.



1. The Clients tab should automatically be selected. Note: All other targets will have been set up during the initial installation of SOLUS3 so please DO NOT change them.
2. Click on the Auto Detect button in the bottom left corner of the screen.
3. At the Auto detect dialogue, click Yes.
4. SOLUS3 will detect any workstations that have logged into SIMS in the last 6 months and will list them in the left hand side panel. You will notice that the radio button at the top is in SIMS database, this being the source of the list.



1. Click on the right facing double headed arrow to move all the identified workstations into the ‘selected computers’ panel on the right (or manually select those required and use the single arrow, or double click on the name).

You can move any you don’t want included back using the left facing arrow or again double clicking on the name.



1. Click OK at the bottom once satisfied with your selection.
2. A window will display requesting Domain administrator credentials – Enter your full domain administrator User Name (i.e. Domain\Administrator) and the associated password. Click on Save.



1. The Auto detect message will indicate how many workstations have been selected for a SOLUS3 Agent to be installed. Click on Yes.
2. After a few moments you will see a ‘Save successful’ confirmation message. Click OK.
3. You should now navigate to Environment > Agents > Agents to monitor the Agent installations.

**Adding a new SIMS/SIMS Discover/FMS workstation (Non Active Directory)**

1. Run the Deployment Server UI and click on Environment > Targets.



1. The Clients tab should automatically be selected. Note: All other targets will have been set up during the initial installation of SOLUS3 so please DO NOT change them

A list of existing workstations in the environment will be listed.

1. Click Add in the bottom right hand corner to display a panel for adding new client machines.



1. Place a tick against the software that is installed/requires installation on the workstations to be added and then click on Choose clients.



1. The Computer Selection screen will be displayed and will provide 3 options for selecting the required machine. Change the radio button to Agents, which will display only those workstations that have previously had an Agent installed on them.
2. Select the computer name(s) in the left panel (you can use the Ctrl or Shift keys to multi-select) and then click on the > button in the centre to move them into the right hand panel. When you are sure the correct machines have been selected, based on the software types selected at step 4, click on OK.
3. A window will display requesting Administrator credentials – Enter your Administrator User Name and the associated password. Click on Save.

As mentioned before, if any of the workstations defined by this process are domain machines, SOLUS3 will now install the Agent first and then the assigned Capita software. If SIMS has not already been installed on the new workstation(s) then, after a short delay, SOLUS3 will install the software automatically. If the workstations are logged on then the user will see the Solus3 Agent Notifier screen appear to advise them that Capita Software is being installed and will appear for each piece of software to be installed. We would recommend that you inform the user before completing this task.

You can monitor the installation of the Agent via the Environment > Agents > Agents tab.

You can then select the Environment > Agents > Targets tab and you will see in here the version of the software installed on each workstation. You may need to go out of the UI and back in again before the version information will appear. Otherwise you can select the workstation and click on the Get Target Version button.

Currently the SIMS Discover Client will not automatically install onto a workstation and there are 2 methods that can be used to install the software:

* Redeploy the SIMS Discover upgrade to the required workstation(s), or
* Check for Update from the Agent Notifier on the workstation(s)

**Reinstalling a SOLUS3 Agent**

If an Agent installation shows a status of Install failed you may need to try reinstallation of the Agent:

1. Open the SOLUS3 UI and click on Environment > Agents > Agents.
2. Highlight the machine(s) that require a reinstallation of the Agent. To select multiple machines you can use the standard shift or ctrl key options for multi-selection.

Please note: you can only select a maximum of 10 machines at a time.

1. Click on the Reinstall agent button. A window will display requesting Domain administrator credentials. Enter your full domain administrator Username (i.e. SchoolName\Administrator) and the associated password. Click on Save.
2. If you try to reinstall the Agent where the status is currently showing as Install active, you will receive an error message and will need to wait upto an hour before you can try again.

**Rebuilding a Workstation**

On occasion it is necessary to rebuild a workstation and reinstall all the software. If you find you need to do this with a machine that has a SOLUS3 Agent installed on it, please follow the steps below to add the newly rebuilt machine into the SOLUS3 environment, as the rebuild process will remove the SOLUS3 Agent from the workstation:

1. Open the SOLUS3 UI and click on Environment > Agents > Agents.
2. Highlight the machine that you have rebuilt (the Agent status should show as Offline). The next step will depend on the workstation type and name:
* Domain Machine with Same Name.

Click on the Reinstall agent button. A window will display requesting Domain administrator credentials. Enter your full domain administrator Username and the associated password. Click on Save. The Agent will then install, followed by any Capita SIMS software that the workstation is targetted for, i.e. SIMS, FMS and/or SIMS Discover. If no re-installation takes place please follow the next bullet point below

* Domain Machine with a Different Name

Click on the Remove computer button and confirm the deletion when prompted. You will now need to add the newly named workstation into the environment.

* Click on the Remove computer button and confirm the deletion when prompted. You will now need to install the Agent manually onto the newly rebuilt workstation.

**Deploying an Upgrade or a Patch**

This diagram provides a representation of the processes to be carried out when an upgrade or patch is made available to the school. The following sections describe in detail how to perform these steps, where needed.

Note: Items shaded in tan are to be performed by the Network Manager or other IT Support staff. Items shaded in blue are carried out by Scomis or SOLUS3 itself.



**Scheduling a Patch or Upgrade**

When an Upgrade or Patch is released to your school, it may be necessary to schedule the package to be installed:

* Secondary Schools. ALL Upgrades and Patches will need to be scheduled manually, following the steps below, unless you have previously set up Auto-Deployment.
* Primary Schools. A schedule will have been set up within SOLUS3, at the time of installation, to automatically deploy upgrades and patches. However, you may require a patch more urgently, or if a patch is marked with  it is not auto-deployable, and therefore the steps below will need to be followed.
1. Open the SOLUS3 Deployment Server UI and select Upgrades > Update Library.
2. A list of Upgrades and Patches that have been authorised to your school will be displayed.
3. You can use the filters on each column heading to help search for a particular item by clicking on the funnel symbol.
4. SOLUS3 is configured to automatically download any new items during a set time, each day.
5. If the Status shows as Available, highlight the item and click on the Download button at the bottom right of the screen.
6. Once the item has downloaded, highlight it and click on the Deploy button. If you have just downloaded the item you will have to select a different item and then click back onto it (or change tabs in the UI) in order for this button to become available.



1. It is highly recommended that you schedule Upgrades and Patches to run overnight when no users are likely to be logged into the system. If you schedule the deployment during the school day the users need to be aware that SIMS will be unavailable and they will receive messages on their workstations advising that the deployment is about to happen, during the installation process and then a confirmation when finished.
2. To schedule a deployment, enter the date and time (in 24 hour format) in the fields at the bottom of the screen and click the Schedule button.



1. If however you are sure that all users are out of all applicable Capita SIMS software on the affected server/workstations, you can click the Deploy now button. **If anyone is still logged into SIMS/FMS/Discover when the upgrade starts they will be logged out automatically and any unsaved data will be lost!**
2. If you select the Deployment History tab at the top of the screen, you can see the current status of the deployment as it runs.
3. If you need to cancel a scheduled deployment, select it from within the Deployment History screen and click on the Cancel button at the bottom of the screen.

**Checking which Targets have applied an Upgrade**

When an Upgrade to SIMS, SIMS Discover or FMS is deployed, it is likely that some workstations will not be online at the time, or maybe the installation fails. It is possible to get a list of targets (server and/or workstations) that were included in the deployment plan, along with the current status for that device:

1. Open the SOLUS3 Deployment Server UI and select Upgrades > Deployment History.
2. Highlight the deployment you want to check and click on the View detail button.
3. The next screen will display all the machines included in the deployment plan, showing the current status and any relevant comments. Where the status is Offline, this means that the device had not been powered up, either at all or long enough following the deployment time, for the upgrade to be installed. If any of the workstations are showing a status of Failed, you can highlight the target and click on the **Agent deployment log** button to display a verbose log of the deployment on that device which should enable you to identify the reason for the failure.

**Redeploying an Upgrade/Patch**

It may be necessary at times to redeploy an upgrade or patch, for example:

* Installing the Discover Client software on a new workstation; or
* An upgrade failed on certain machines and, following investigation, you wish to try again.

The latter assumes that you have read the deployment log files, determined the cause of the error and rectified it.

1. Open the SOLUS3 Deployment Server UI and select Upgrades > Deployment History.
2. Highlight the upgrade or patch that you wish to redeploy. This will change the section at the bottom of the screen to show the results at the point in time the deployment completed (not the current status of the machines). The number of lines in this section will depend on what the deployment (upgrade/patch) needs to update.



1. Click on the Redeploy button.

This will display a list of all the machines that have been defined as a target relevant to the upgrade/patch. The last column will indicate whether the version of software currently installed on the workstation is correct.

1. Place a tick against the machines to which you wish to redeploy. Any workstations that are showing as False in the Up To Date column should already be ticked for redeployment by default. If you are redeploying an upgrade to SOLUS3 itself then all workstations will be listed and you will not be able to remove the ticks, however any machine on the correct version will be skipped during the redeployment.
2. To schedule a deployment, enter the date and time (in 24 hour format) in the fields at the bottom of the screen and click the Schedule button.



1. If however you are sure that all users are out of the relevant Capita software on the affected server/workstations, you can click the Deploy now button.
2. You will be returned to the Deployment History screen. A new entry will appear at the top of the list, with a Status of “Scheduled”. This will update, along with messages in the Stage column, as the redeployment runs.
3. If you need to cancel a scheduled deployment, select it from within the Deployment History screen and click on the Cancel button at the bottom.

**Check for Updates on the Workstation**

Some workstations may fail to apply an upgrade to SIMS/FMS/SIMS Discover, or the user may receive an application fault when trying to launch the software. It is possible to check for missed updates and reinstall the current version via the **Solus3 Agent Notifier**. If installing SIMS Discover on a new workstation you can also use these steps to install the Client software for the first time, assuming it has been defined in the UI as a Discover Client target.

1. Open the SOLUS 3 Agent Notifier via the Start Menu:



 Or by double clicking on the icon in the icon tray next to the computer clock.

1. Select the Applications tab in the Notification window.



1. If the version of the software is out of date, or is showing as 0.0.0.0 (meaning not installed), then click on Check for update to install/update the software.
2. If you need to reinstall the software, possibly due to an application fault, then click on Check for update. You will be asked to confirm if you wish to re-install.
3. If software has been selected for installation then the Notification window will advise when this is being carried out and when it has completed. Close the Notification window on completion.

**Troubleshooting**

This section contains some common issues that may arise and details of how to resolve them.

**Warning: Unknown Agent**

When in the Deployment Server UI, in the **Agents** screen, you may find workstations listed with “Warning: Unknown Agent…” against them. This normally occurs when either:

* The Agent hasn’t installed correctly on the workstation; or
* The workstation has been rebuilt with the same name and a manual Agent install is carried out but the original Agent wasn’t removed from the SOLUS3 environment during the rebuild process.
1. Highlight the workstation in the Agent list and click on the Remove computer button on the bottom right, confirming the removal when prompted.
2. Open the Services list on the Workstation (Start > Run > services.msc) and restart the Solus3 Agent Service.
3. After a few seconds the workstation should reappear in the Agent list. If after a short time the warning message appears again you will need to do the following:
* On non-domain machines:
	+ Uninstall the Agent from the workstation (via the Programs and Features control panel on the local machine).
	+ Remove the computer from SOLUS3 as per step 1 above.
	+ Reinstall the Agent, it should then appear again in the SOLUS3 UI.
	+ Once this warning message has been resolved you will need to define the workstation as a target for SIMS, FMS and/or SIMS Discover.
* On domain machines:
	+ Highlight the workstation name in the SOLUS3 Agent list and click on the Reinstall agent button.

**No Module Found**

When opening the **SOLUS3 UI**, SOLUS3 communicates with the Capita servers to ensure that all the required modules for SOLUS3 have been downloaded and are present on the system. If it cannot perform this check then you will be presented with an error message, on entering certain areas of the UI, of “No module found – Unable to define target type, module has not been loaded”:

1. Close down the **SOLUS3 UI** and re-open it and perform the same procedure in the UI - If the same error occurs move on to step 2.

2. Browse to the following location:

 C:\ProgramData\Capita\Solus3\Modules

There should be 17 files in total in this location. If not, please contact the Scomis Service Desk so we can investigate further.

3. In the **SOLUS3 UI** go to **My Site > Proxy Settings** and check that these are showing correctly – If you do need to alter them you will need to close the UI and open it again before proceeding.

**Download not progressing**

If you have selected an upgrade/patch to be downloaded but you find that the download is not progressing, i.e. the percentage displayed under the **Downloaded** heading is not increasing or remains at 0%, it is likely that the SOLUS3 Deployment Server service requires a restart:

1. **Pause** the download(s) and close the SOLUS3 UI.

2. Open the **Services** list on the SIMS Server/Office Master by going into **Start > Run > services.msc**.

3. Right click on **Solus3 Deployment Service**, select **Stop** then **Start**.

4. Reopen the SOLUS3 UI and **Resume** the download(s).

**Incompatible Database**

When trying to access SIMS or FMS on a workstation, the user receives a message saying “Incompatible Database” or “There is a module/database incompatibility”. This happens when the database is on a different version of the software than the workstation.

Typical reasons for this to occur include:

1. The workstation hasn’t been defined as a Target in SOLUS3 for that piece of software.

*Ensure that the workstation has been defined as a Target by navigation in the SOLUS3 UI to* ***Environment > Agents > Targets > Clients****. If the workstation is missing then please add the workstation. This should automatically run the upgrade.*

2. The Agent service is not running on the workstation.

*Open* ***services.msc*** *on the workstation and ensure that the* ***Solus3 Agent Service*** *is showing as* ***Started****. If not, right click and select* ***Restart****.*

3. The Workstation upgrade failed to run/complete and the user chose not to install the upgrade when asked at launching the software.

*Ensure all users know to select* ***Yes*** *if they receive a message at launch to advise that an upgrade has been missed and needs to be installed.*

4. The Workstation upgrade failed to complete due to an error, which should be indicated on the **Agents** screen in the UI as a **Message**.

*The solution to error messages will depend on the nature of the message being displayed. The most common of these however relates to Firewall/DNS issues that result in a communication error when the Agent starts on a workstation, with a message of “****Cannot run ExecuteAgentDeploymentPlan: Endpoint net.tcp://111.222.333.444:52966/ not found.****” (where* ***111.222.333.444*** *is the IP Address of the workstation), or similar.*

*Ensure that the Firewall Ports (listed in “****Pre-requisites for SOLUS3****” on page* ***7****) are open on the workstation(s). Also check that all relevant DNS entries are up to date and that you can ping the workstation from the server by name, and vice versa, with the correct IP Addresses being displayed in the ping results. You may need to* ***Flush DNS*** *before communication can start again. We would also recommend restarting the agent service on the local computer.*

**Deployment Failed: “Tolerance not met…” – or – Upgrade not Visible**

If a deployment is listed with a **Status** of “**Failed**” in the **Deployment History** screen with a **message** similar to “Tolerance not met for target SIMS Database, deployment stopping”, or if you are unable to see the required Upgrade/Patch in the **Update Library** (unless you click on the **Show all updates** box), then it is likely that either or both of the following is the cause:

 The SOLUS3 Agent Service on the Deployment Server host (i.e. the SIMS Server) has stopped running. Go into **Services.msc** and check that the **Solus3 Agent Service** has a **Status** of “**Started**”. If it doesn’t, right click on the entry in the list and select **Start**; or

 The Database version is showing in the UI as **0.0.0.0**. This can be linked to the above issue, or the System Administrator (SA) password for the SQL Instance has been changed. First try going into **Environment > Agents > Targets**, highlight the **Database** target showing as version **0.0.0.0** and click on the **Get Target Version** button. This may take a few seconds to process and you will likely need to close and reopen the UI for the value to update. If after a few minutes this is not displaying, check that the password has been entered correctly by going into **Environment > Targets > Databases**, highlight the relevant **Database** target and click on **Edit**. Re-enter the SA Password into both password fields. If you are given the option to **Save** then the password previously entered was different. Click **Save**.

**Workstation Failing to Download/Deploy an Update**

If a workstation is failing to download or deploy an upgrade, this could be caused by the local Firewall:

1. Ensure that the Firewall Ports (listed in “**Pre-requisites for SOLUS3**” previously in this document) are open on the workstation(s).

2. If they are missing you will need to do one of the following:

 Domain workstations – Ensure that these ports are added to the relevant Group Policies for the workstations and update the GP on the machines.

 Non-domain workstations – update the local firewall.

3. Check that the network connection on the workstation is allocated to either **Domain** or **Private** – If on a **Public** connection, the firewall may not allow communication between the workstation and the SOLUS3 Deployment Server.

4. Once these have been checked, in the **SOLUS3 UI**, open the **Agents** screen, highlight the workstation and click on **Check status**. If the communication issues have been resolved the status against the agent will confirm communication and you should start seeing the files downloading and/or deploying.

**Redeploying an Upgrade Reporting “Failed” in the Deployment History**

***“Errors occurred validating the deployment plan”***

This message is received when there is a communication error between the Capita Server and the local Update Repository:

1. In the **SOLUS3 UI**, open **Upgrades > Update Library**. If the **Status** of the files in this list are showing as **“Not found”** then the network share is not responding.

2. Navigate in Windows to **the SOLUS3\_Repository directory** and open the folder; inside will be the update files. Check again as per step 1 above and the Status should now be showing as **“Downloaded”**. If not:

 Try closing this screen and opening the **Update Library** list again.

 If still showing as **“Not found”** then there is an issue with the Update Repository and a case should be raised with the Scomis Service Desk.

3. If the files already show as **“Downloaded”** at step 1 above, open **Settings > My Site** in the **SOLUS3 UI** and check that the **Proxy Settings** are correct. Check also that there is an internet connection on the SIMS Server machine.