


System Administration

 Role Permissions Needed	
Role Value	Role Name
diagnostics	Diagnostics
bindall	Binball
systemAdmin	System Administrator

Environment Variables (ToDo)

- MAXAGE
- MAXFINISHEDAGE
- MAXRECORDCOUNT
- VAULT_SLAVE
- VAULT_ADDR
- VAULT_TOKEN
- MAIL_ENV
- MAIL_URL
- MQTT_AUTH_TOPIC

- OPLOG_DISABLE
- OPLOG_DISABLE_ + name

- POLLING_INTERVAL
- POLLING_INTERVAL_ + name

- POLLING_THROTTLE
- POLLING_THROTTLE_ + name

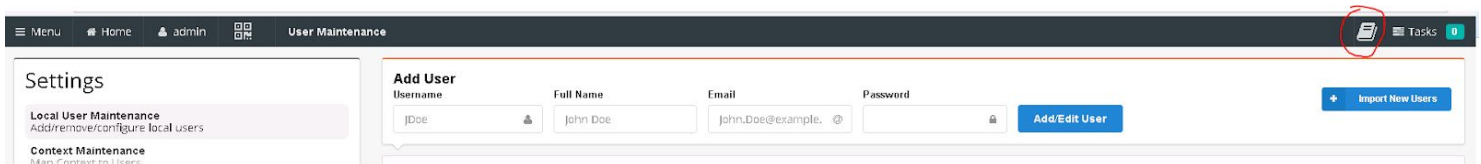
- Listed under Meteor.settings:
- tuning
- tuning.<many different types>Publication
- recordAgeing
- recordAgeing.qcSamples

- SQLServer
- SQLUsername
- SQLPassword
- SQLDatabase
- sql_disabled
- ldap_servername
- ldap_extended
- serverTOTP
- logging_tag
- MQTTHost
- MQTTPort

How to Start, Restart, Troubleshoot and Fail-over

Overview:

Many of the screens have documentation written for them. This is found by pressing the book icon on the upper right hand corner of the screen.



Start / Restart

1. Connect to the Inspec server via SSH (the ssh client putty is on the GJCoolearth server)
2. Login as the user: inspec
3. Run the command: sudo reboot

Update

Note: During the update process, all users will lose connection to the server for about a minute after the update is finished downloading

1. Connect to the Inspec server via SSH (the ssh client putty is on the GJCoolearth server)
2. Login as the user: inspec
3. Run the command (it will ask for the password again): sudo /inspec/update_inspec.sh

Troubleshooting

Normally the 'System Health' screen will highlight any common errors the system currently knows about

Menu not working

1. Go to <http://10.124.10.40/admin/repair>
2. Click on "menu". Note: The menu will be rebuilt and any customization will be lost

Data not appearing

This is generally caused by the affected users being in the wrong context.

1. Set the user's primary context (User Maintenance>>Context Maintenance)
2. In the dropdown, select the context other users are using
3. Select the affected user
4. Click the blue Primary Context button

Email/SQL not working

This is typically caused by bad settings

1. Go to the System Setup screen
2. Make sure the username, password, host, etc. are correct
3. Note: password is not displayed for security purposes and must be re-entered if any settings have been changed.

How to Manage When the System is "Offline" (Wi-Fi)

Why your device might go offline

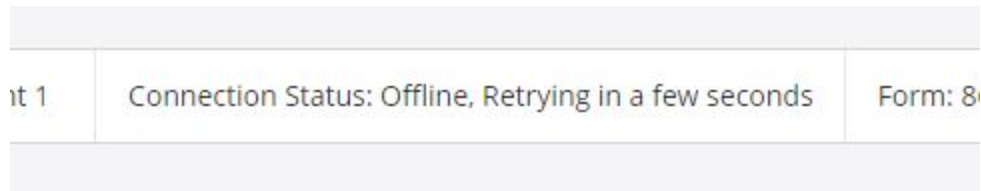
- You have no Wi-Fi signal because you have walked out of a wireless service area or have metal objects between you and the Wi-Fi radios.
- The wireless infrastructure or radios are having technical difficulties (signal or no-signal but still offline)
- The Inspec server or another part of the central infrastructure is down or the network is having difficulties (signal but still offline)

Determining when your device goes offline

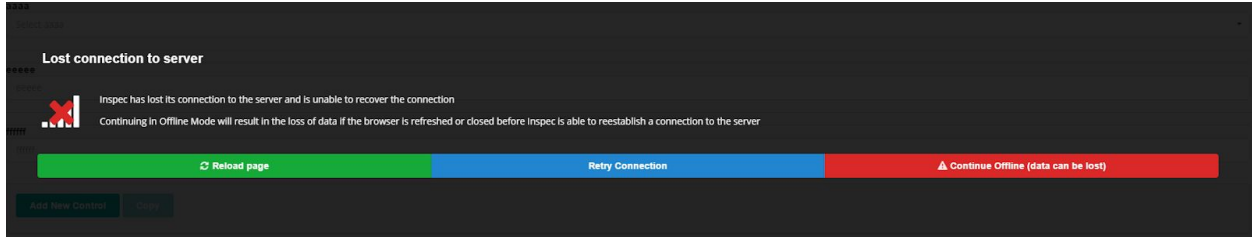
At the bottom of the screen, Inspec shows you it's connection status:

ant 1	Connection Status: Connected	Form: 862
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If it has gone offline it looks like this:



After a certain point offline it will show a warning message:



Simply hit "Continue Offline" to continue into offline mode, or return to a coverage area and "Retry Connection" to retry.

Restoring Connectivity

Usually, this is simply an issue of moving your device back into the service area for the radios. If you are operating where you normally get good Wi-Fi service or see that you have a good signal, but are still offline, you might need to ask for IT support to alert them to a problem or to get status on the infrastructure. Note that it can take a few minutes after returning radio service for Inspec to recover and put you back online and save your offline forms.

Issues to remember when you're offline

- Forms and pictures take up memory (especially pictures). If you run out of memory it can lead to data loss.
- It can take a few minutes after service is restored for the connection to reestablish and the forms you collected offline to upload. The longer you are offline, the longer the system waits for each retry attempt.
- If your batteries run down or turn you off your device, you will likely lose your offline forms.
- Try not to be offline for more than 30 minutes.
- You cannot access newly created lots and similar cached information when you are offline.
- You can export from the grid when you are offline and this will include your unsaved forms.

Setup/Configure the SQL Database

SQL

Host sqlsvr2.coolearth.	Database scrum	Instance Instance
Username sa	Password *****	
Apply		
✔ Connected		

Setup/Configure the Email (SMTP) Server

SMTP

Host smtp.gmail.com	Port 465
Username testemailcoolearth@gmail.com	Password *****
From Address From Address	
Apply	

Setup/Configure the Message (MQTT) Queue

Setup/Configure the AMQP Settings

