

SkyPoint Event Proxy has two Entries in SkyPoint Admin Client

Last Modified on 01/10/2022 3:33 pm EST

Symptom

In the SkyPoint Admin client, the Events window displays duplicate Event Proxy entries.

Resolution

This duplication is a result of the Event Proxy GUID on the server changing, creating a new Event Proxy entry in the SkyPoint Base database. The problem occurs because the old entry is not removed, and now both Event Proxy servers are listed side by side.

To correct this issue, the Event Proxy must be removed from the Skypoint Base by removing any previously generated events.

1. Use the "Batch Handle" and then "Purge Closed" features in the Event Window of SkyPoint Admin client to remove the events. If this is not successful, you must purge the events through the Database using SQL Server Management Studio. When this is done, proceed to Step 2.
2. Stop both the Event Proxy and OnSSI Event Coordinator services.
3. Launch SQL Server Management Studio and execute the following query on the VSEvents:
- 4.

```
DECLARE @RowsDeleted int
```

```
SET @RowsDeleted = 1
```

```
WHILE @RowsDeleted > 0
```

```
BEGIN
```

```
DELETE TOP (10000)
```

```
FROM [Events]
```

```
SET @RowsDeleted = @@ROWCOUNT
```

```
END
```

Note: you may need to run this query more than once, as the setting in this script is 'Delete Top (10000)'.

5. When the events are removed from the database, restart the Event Proxy and OnSSI Event Coordinator services.
6. Confirm that the events were successfully deleted in SkyPoint Admin by making sure that the duplicate Event Proxy is gone.

Applies To

SkyPoint (All Versions)

Additional Information
