

FCWnx “Client Names” Stored Procedure Update: Micro Download Issues

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Symptom

Changes to user data in FCWnx do not download immediately to the affected Micros. Because card data is usually the most frequently modified data that is downloaded to Micros, many users perceive this as the sole symptom.

Resolution

The following steps document how to update the stored procedure.

1. Log into the server hosting MSSQL for FCWnx
2. Start MSSQL and connect to the SPSQL instance.
3. Backup the Secure Perfect databases
4. Expand the SecurePerfect database by clicking the “+” sign adjacent to it.
5. Expand the Programmability section of the database by clicking the “+” sign adjacent to it.
6. Expand the Stored Procedures section of the database by clicking the “+” sign adjacent to it.

7. Right click on the dbo.usp_ClientNameList Stored Procedure and choose “Modify.”

8. This is the Stored Procedure in the Programmability section of the SP database

9. This is the statement that sets the list of devices that should download changed data to the micros. In the two cases seen to date, the value was blank or wrong.

10. The value of “N” should be the Windows machine name of the devices hosting micros that are served by the database instance you are updating. If there are multiple computers hosting micros (as is the case at Carrier) then add all of the names with a comma then space delimiter. Example: 'client1, client2, client3'

11. Once the names have been added, click the Execute icon. This will download the micros as well as save the changes to the updated Stored Procedure.

12. The message “Command completed successfully should appear. When the Stored Procedure screen is closed, SQL will ask if you wish to save the changes and offer a default SQL Query name. There is no need to save the query; click “No.”

13. The system operator should be able to immediately test the results by opening the Controller Monitor form and changing the status of a test card. As soon as the changed card data is saved, the Controller Monitor should show “Download” in the Status column.

Applies To

FCWnx

Additional Information
