

# AirVision / AVTrend Beginning Troubleshooting

07/31/2023

**Complete the appropriate steps below before submitting support requests to Agilaire.**

**When submitting issues or questions to Agilaire support please be sure to include the following items:**

**-The specific steps taken / AirVision menu items selected when the issue was encountered**

**-The specific encountered behavior vs expected behavior**

**- Provide any found details / View Log Messages exports / Historical Log Viewer reports.**

- Data missing from reports
  - Check appropriate editor for 'raw' data records
    - Average Data Editor
    - Sample Data Editor
    - Calibration Results
    - Etc.
    - ...continue with next bullet point as needed
- Data missing from data editors (Average Data, Sample, etc.)
  - Check source for data in question (logger or instrument)
  - Check Task Status in AirVision to review polling or other data ingestion task
    - Select task (or subtask if applicable) and then the View Log Messages ribbon button
    - Review messages for errors / exceptions
    - ...continue with next bullet points as needed
- 8872 Logger polling issues
  - Check appropriate editor/report for 'raw' data records
    - Average Data Editor
    - Calibration Results
    - Check 'live' data collection
      - Check Site Node Logger Toolbox (8872) for data collection
        - Review Log Viewer / Historical Log Viewer report
- 8816/32/64 Logger polling issues
  - Check 'live' data collection
    - Check real time data display for data collection

**\*\*When providing Historical Log Viewer or Exception Journal reports PLEASE limit the included date/time range to a small window surrounding the occurrence (ex. Issue from 7/31/2023 14:20 – 7/32/2023 15:05, use report time window of 7/31/2023 14:00 – 7/32/2023 16:00) and include the task / subtask name if possible.\*\***

## Basic Task Status / Log Message Interpretation

Example of using the View Log Messages option within Task Status (drill down to the desired task – not group level). Individual message lines can be double clicked to see more detail, such as a BAM instrument response.

The screenshot shows the 'Task Status' window with a 'View Log Messages' button. Below it, the 'Historical Log Viewer' displays a list of messages for the task 'Poll [NearRoad 1022] PollAverages'. The messages include starting the task, requesting data, connecting to a TCP host, and receiving responses. A message from 8/9/2023 12:03:17.910 is selected, and its details are shown in a 'Message Details' pane. The details include the event type (Communication), message ID, time, computer name, and program name. A 'Data Report' section shows sensor data for Time, ConcRT, ConcHR, Flow, AT, RH, BP, FT, and Status.

Time	Event Type	Thread ID	Message
8/9/2023 12:03:06.460	Information	80	Starting task: Poll [NearRoad 1022] PollAverages
8/9/2023 12:03:06.533	Communication	80	[Near Road 1022]: --> Requesting:
8/9/2023 12:03:06.623	Communication	80	Connected to TCP Host: 166.143.139.69 on Port: 4000
8/9/2023 12:03:08.493	Communication	80	[Near Road 1022]: <-- Response:...
8/9/2023 12:03:12.520	Communication	80	[Near Road 1022]: <-- Response:
8/9/2023 12:03:12.537	Communication	80	[Near Road 1022]: --> Requesting: 4 002
8/9/2023 12:03:17.910	Communication	80	[Near Road 1022]: <-- Response: 4 002...

General	Advanced	Debug Info	Exception Info
Event Type:	Communication	Message ID:	ce284ea1-d636-ee11-84be-0cc47a3434
Time:	8/9/2023 12:03:17.910	Computer Name:	ne-r037-315cn
Inserted By:	NT AUTHORITY\SYSTEM	ProgramName:	AirVision.WindowsService
MessageText:	[Near Road 1022]: <-- Response: 4 002		
Data Report	2023-08-09 12:04:33 Location, 51, W12892		
Time, ConcRT[ug/m3], ConcHR[ug/m3], Flow[lpm], AT(C), RH(%), BP[mmHg], FT(C), FRH(%), Status	2023-08-09 10:00:00, +000012, +000011, +16.6, +028.3,050,758, +035.8,023,00000 2023-08-09 11:00:00, +000009, +000009, +16.6, +029.3,046,757, +037.1,021,00000		

Messages like those below represent communication issues which should be investigated.

Exception	5	A connection attempt failed because the connected party did not properly respond after a period of tim...
Error	5	Connection to TCP Host: 166.141.188.4 on port: 5000 FAILED!!!, A connection attempt failed because the...
Exception	5	Could not open TCP port [166.141.188.4:5000], Exception Code: COMM_UNABLE_TO_CONNECT

"COMM\_UNABLE\_TO\_CONNECT" represents an inability of the server to connect to the device (logger, directly polled instrument). A vast majority of the time these are communication outages in a wireless modem/router. Other potential causes can include firewall blocks on the port number (the number after the colon, in this example, port 5000). Running a communication 'telnet' test from the server itself can verify communication issues. Other communication messages may include timeouts (connected, but instrument / logger did not respond in the required time) or "Inconsistent Results" in a direct polled instrument, indicating corruption of the message or errors in the instrument transmitting the data.