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FAQ, BioStar 1, Logs, Server Mode

How to troubleshoot if logs aren't uploading automatically in server mode

The Issue

1. Your devices are in server mode but the logs are not uploading to the server.
2. Your T&A schedule is set up properly but wrong results appear on the report because the logs aren't being uploaded.

Possible Cause

1. Device is not on server mode.
2. Device has a different time than the server.
3. Event Log Manager Table has a wrong log sync date in the future because the device time was set incorrectly.

> For #1 and #2, please refer to Connection Mode in BioStar 1 to configure server mode and time synchronization with the server
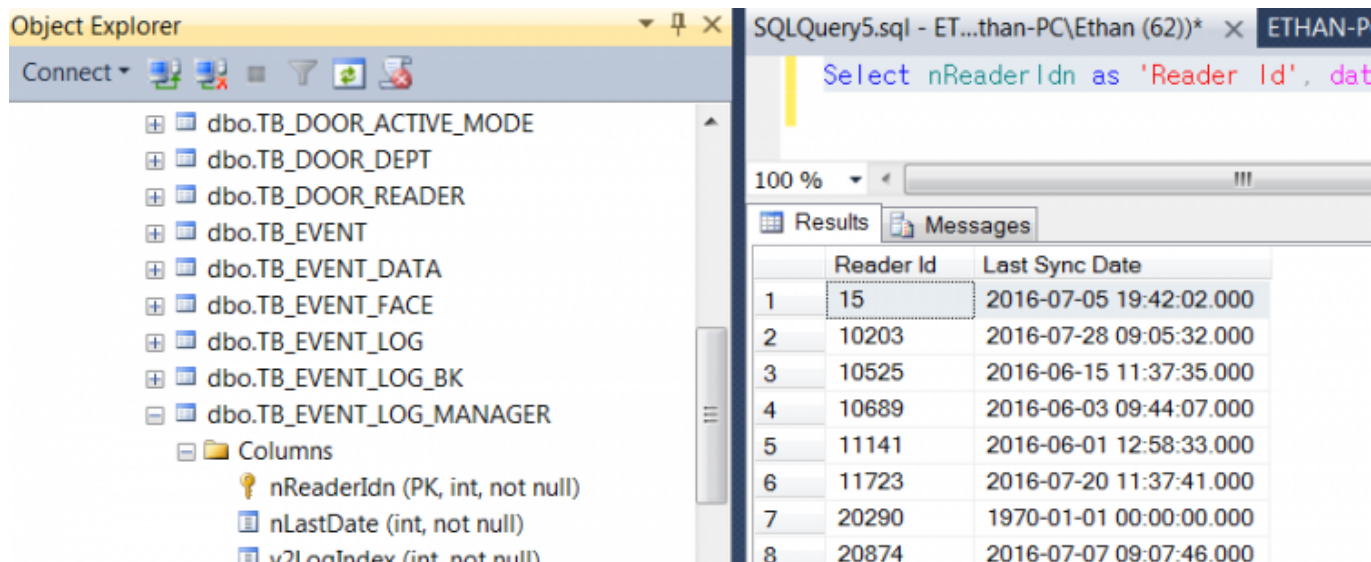
The instructions below provide instructions on how to troubleshoot #3

Check the Database

1. Run SQL Server Management Studio
2. Right click on the BioStar Database
3. Click New Query and paste the query below

```
SELECT nReaderIdn AS 'Reader Id', dateadd(s,nLastDate,'1970-01-01 00:00:00')
AS 'Last Sync Date' FROM TB_EVENT_LOG_MANAGER
```
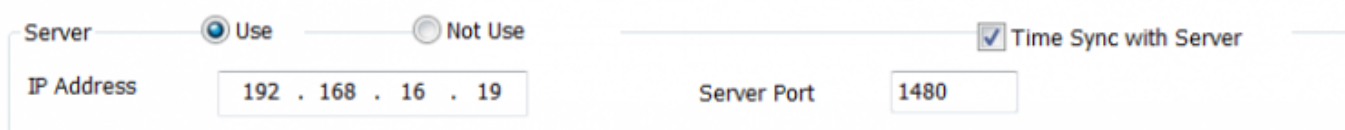
4. Run the Query (F5)

If you have a future time or some odd time appearing on this row, (such as 1970) it means that the device will not be synchronized with the server properly.
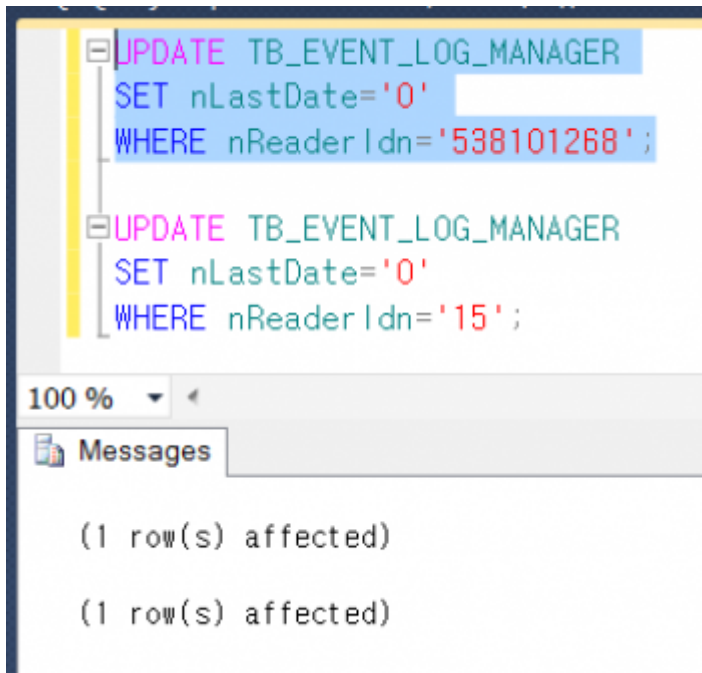
Solution

1. Check that the devices are on server mode and 'time sync with server' is checked.

2. Right click on your BioStar database and click New Query.
3. Run the following query after swapping the nReaderIdn='' number with your device ID.

```
UPDATE TB_EVENT_LOG_MANAGER
SET nLastDate='0'
WHERE nReaderIdn='538101268';
```

4. You can run as many as you need by swapping the device ID number in the nReaderIdn= ''.
5. Now check that your records have been changed properly by running the query below.

```
SELECT * FROM [BioStar].[dbo].[TB_EVENT_LOG_MANAGER]
```

6. You will find that your nLastDate for the device will now be 0.

7. Open BioStar.
8. Delete the device from the device list.
9. Refresh the device list by right clicking on the Device icon and clicking Refresh.
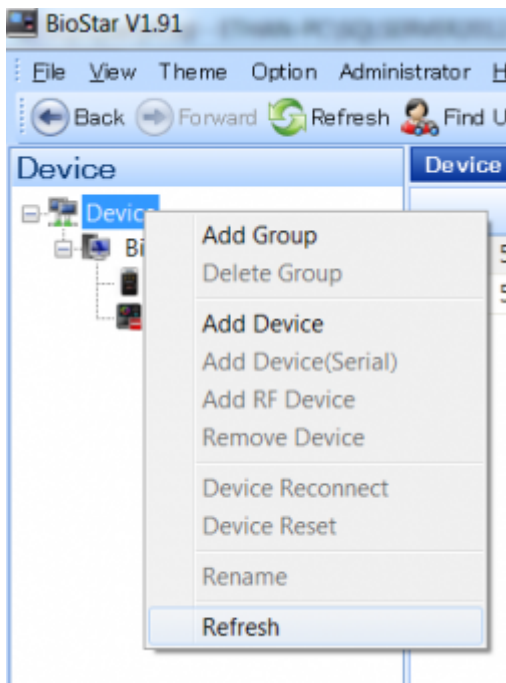
10. Now when the device is added again it first sends all its log to the server.

11. Now check your database by running the query below:

```
SELECT nReaderIdn AS 'Reader Id', dateadd(s,nLastDate,'1970-01-01 00:00:00')
AS 'Last Sync Date' FROM TB_EVENT_LOG_MANAGER
```

12. You will see that your device now has an updated sync date. This means that the device log sync with the server is now up to date.