Eclipse Software Troubleshooting

Eclipse Troubleshooting

- Supervisor Application
- Understanding Eclipse data flow
- Common Issues encountered with Eclipse
- Resolution Steps
- Contacting Support
- Preventative Maintenance
- QA

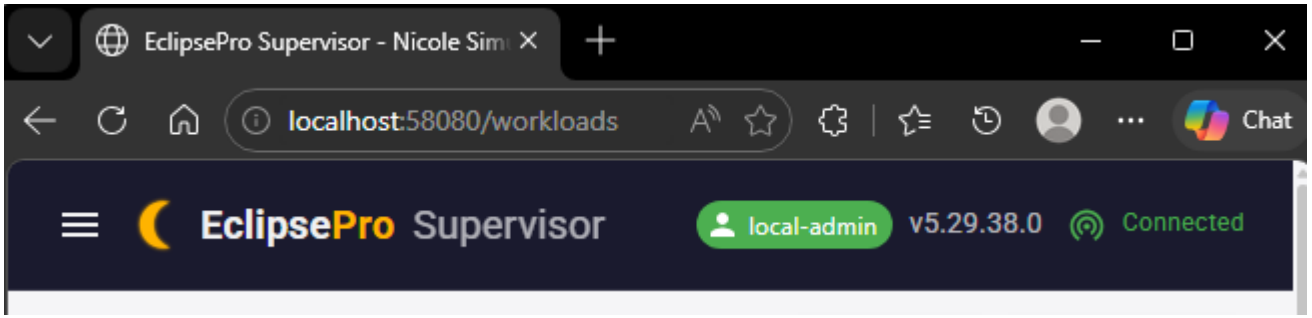
Supervisor Application

Your new all-in-one management tool.

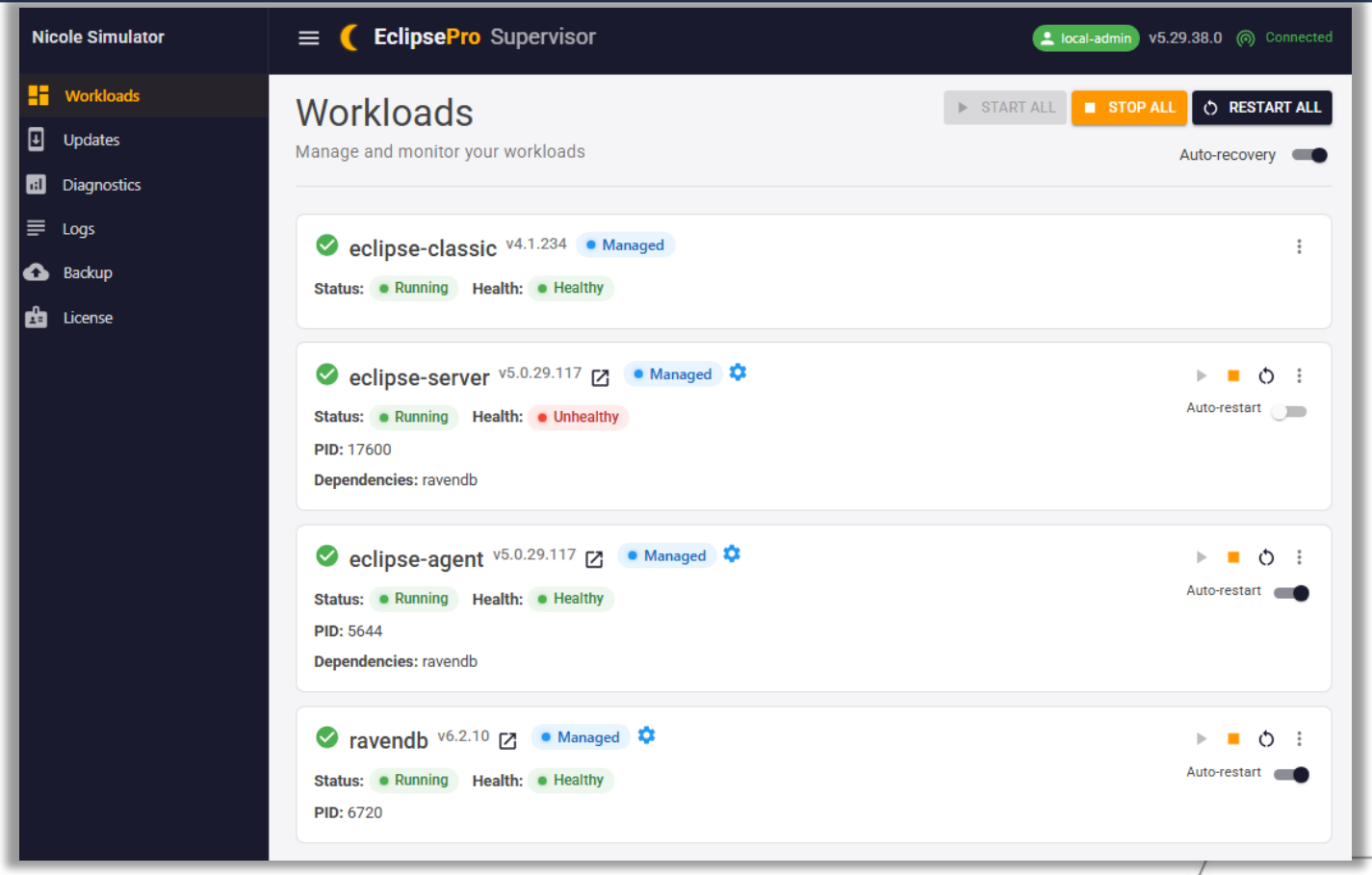
AMS CONTROLS

What is Supervisor?

- Supervisor is an Eclipse software management tool. Supervisor is used for Eclipse software installations, service management, updates, backups, and diagnostics.
- Supervisor can be downloaded directly from the AMS download portal: https://portal.amscontrols.com/builds/eclipse-supervisor
- Supervisor is web based and accessible from port 58080. http://localhost:58080



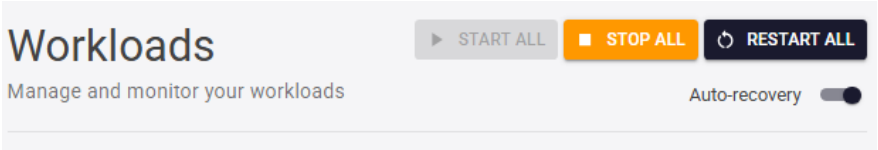
Supervisor Workloads



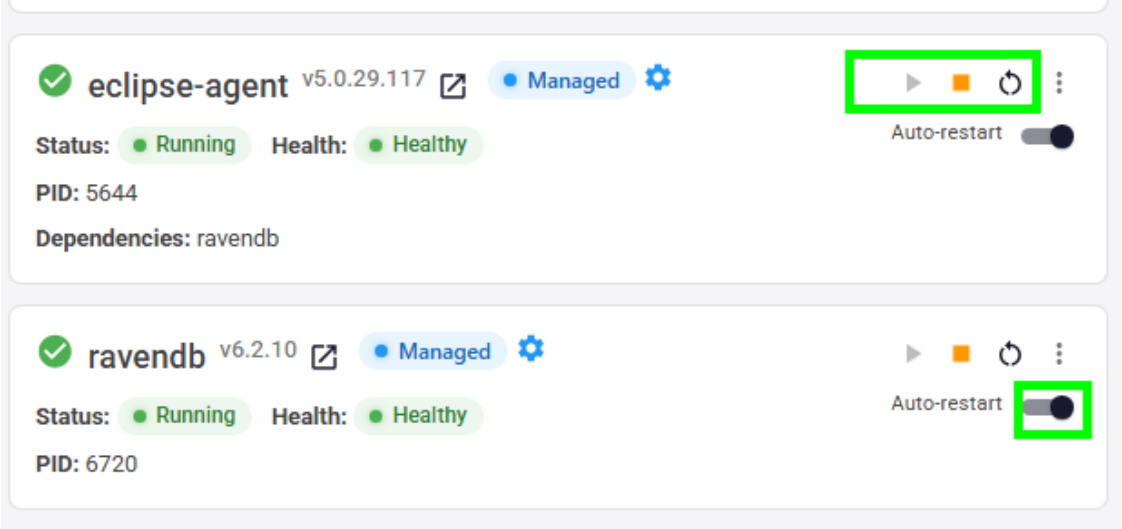
Workloads are used to manage Eclipse Pro Services.

Supervisor Workloads

- Manage all Pro services from top buttons



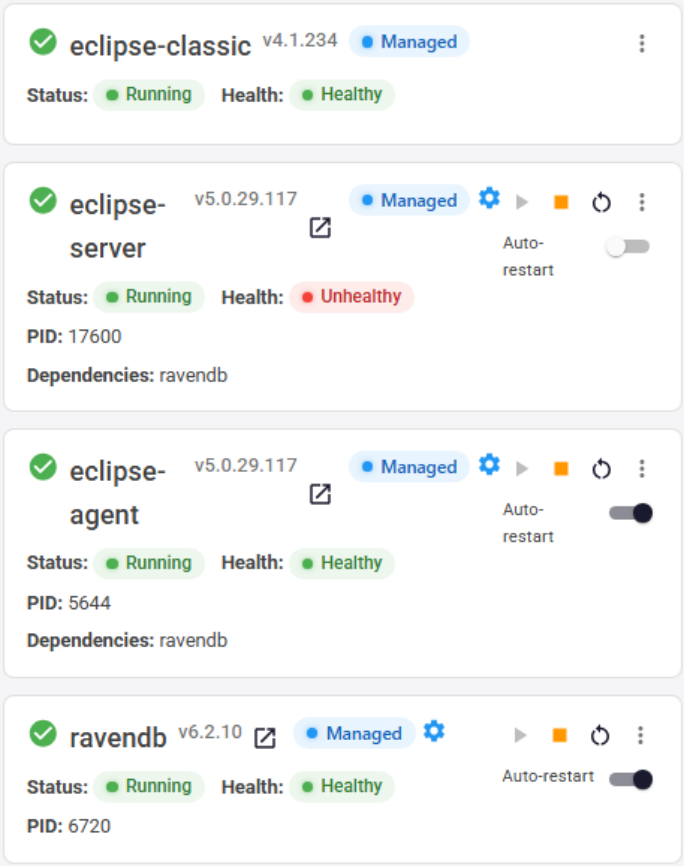
  - Stop, Start, or restart the service from within the service's respective tile.
  - toggle on or off auto-recovery.



Supervisor Workloads

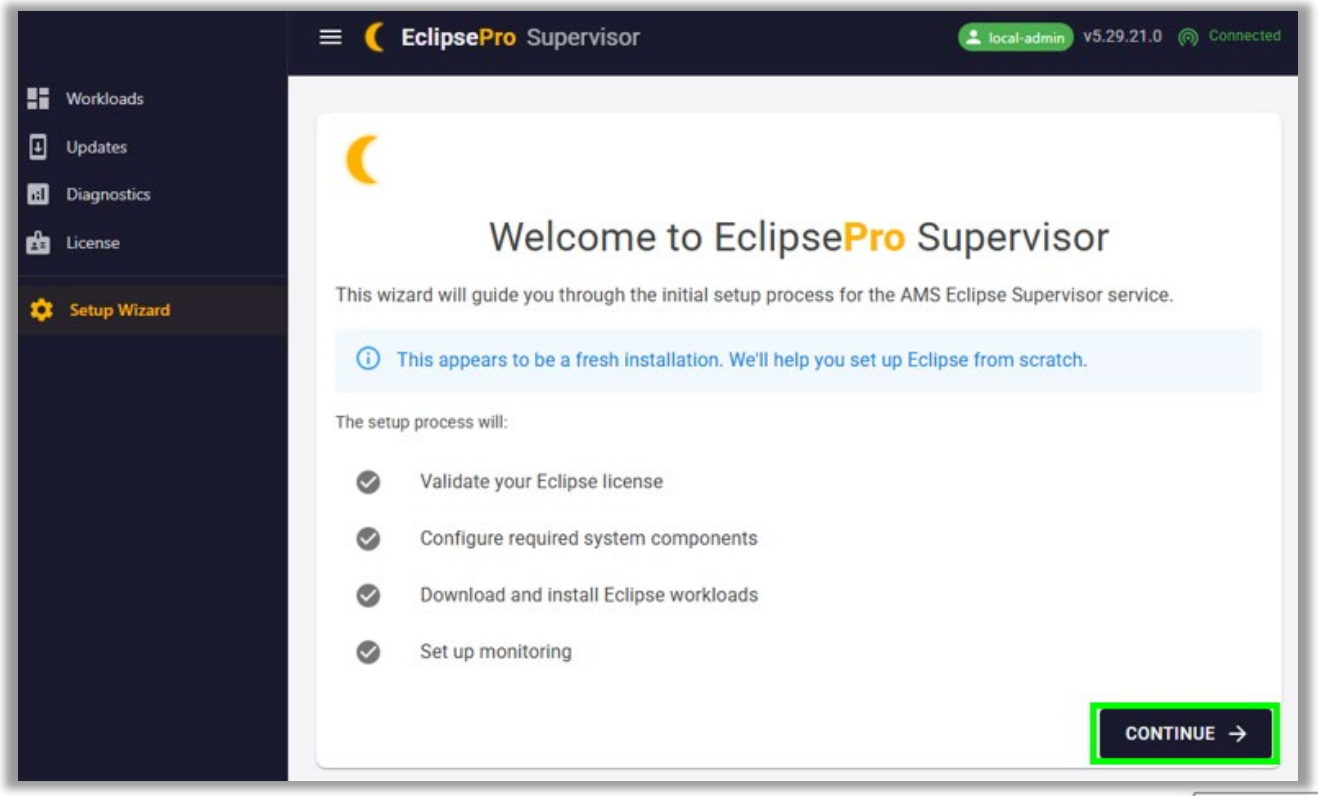
Service Status:

- Healthy: The Eclipse Pro Service is functioning correctly.
- Unhealthy: The service is not functioning correctly. Auto recovery will attempt to restart the service once in an unhealthy status.
- Degraded: The service is still operational but experiencing an external issue affecting functionality. Auto recovery will not restart a service in degraded status.



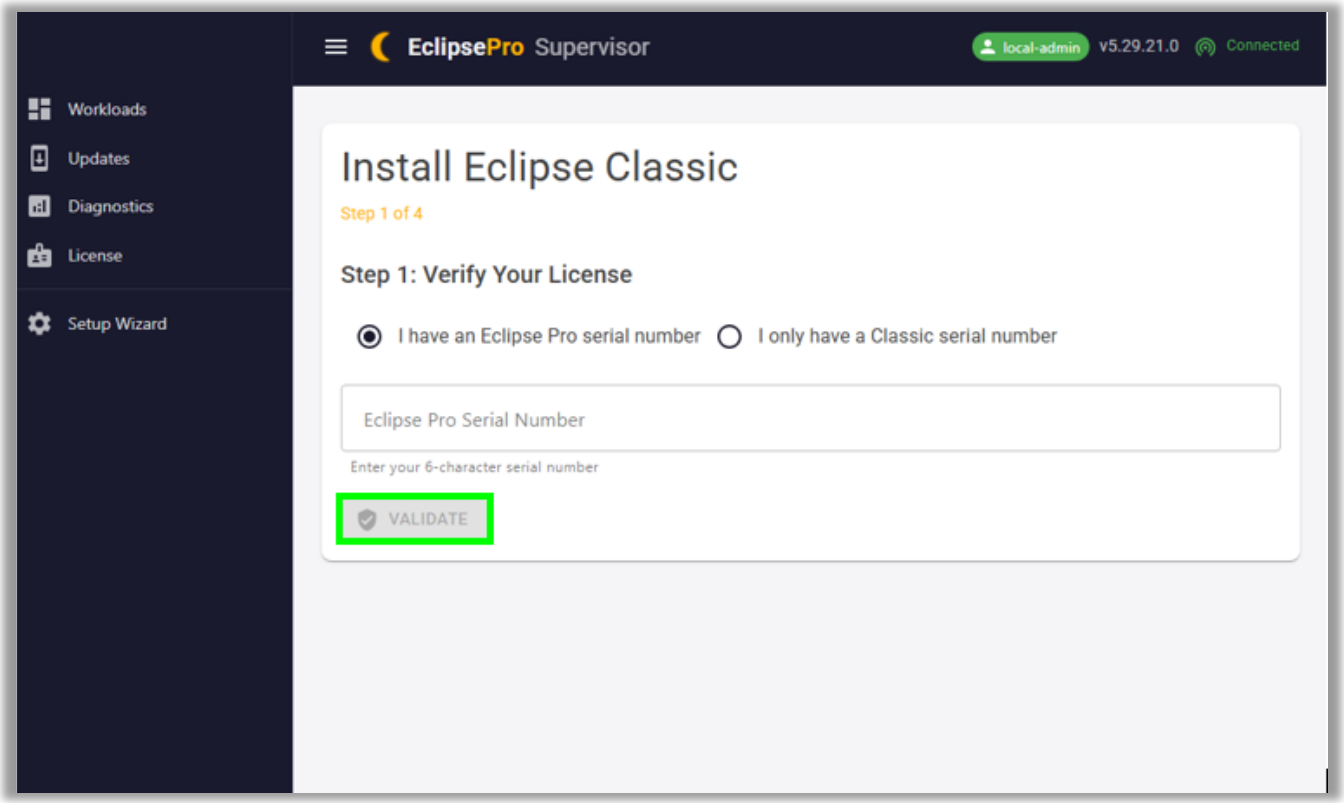
Supervisor Setup Wizard

- Supervisor Setup Wizard is used to install Eclipse Classic and Eclipse Pro.



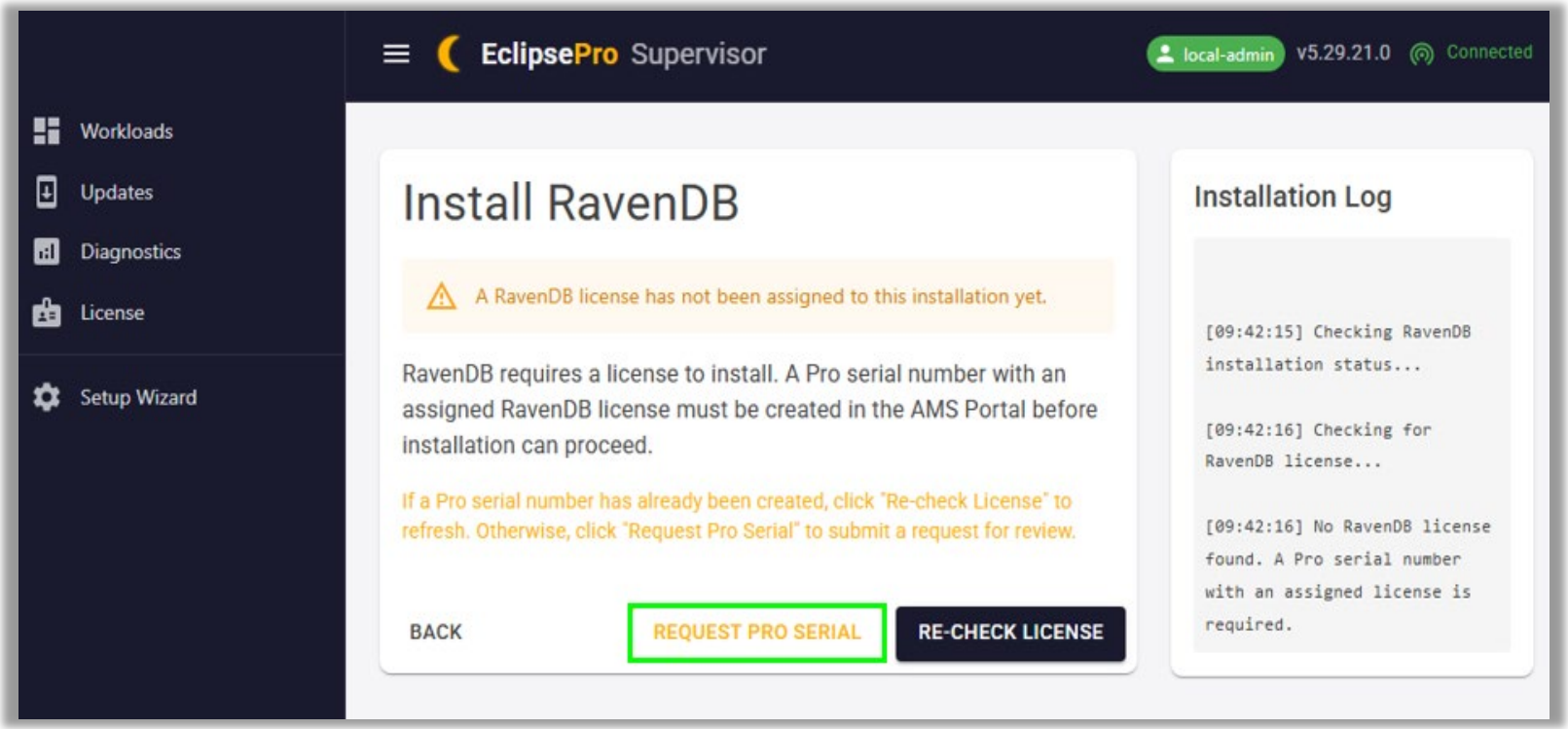
Supervisor Setup Wizard

- AMS Controls will provide the Eclipse Serial number information.

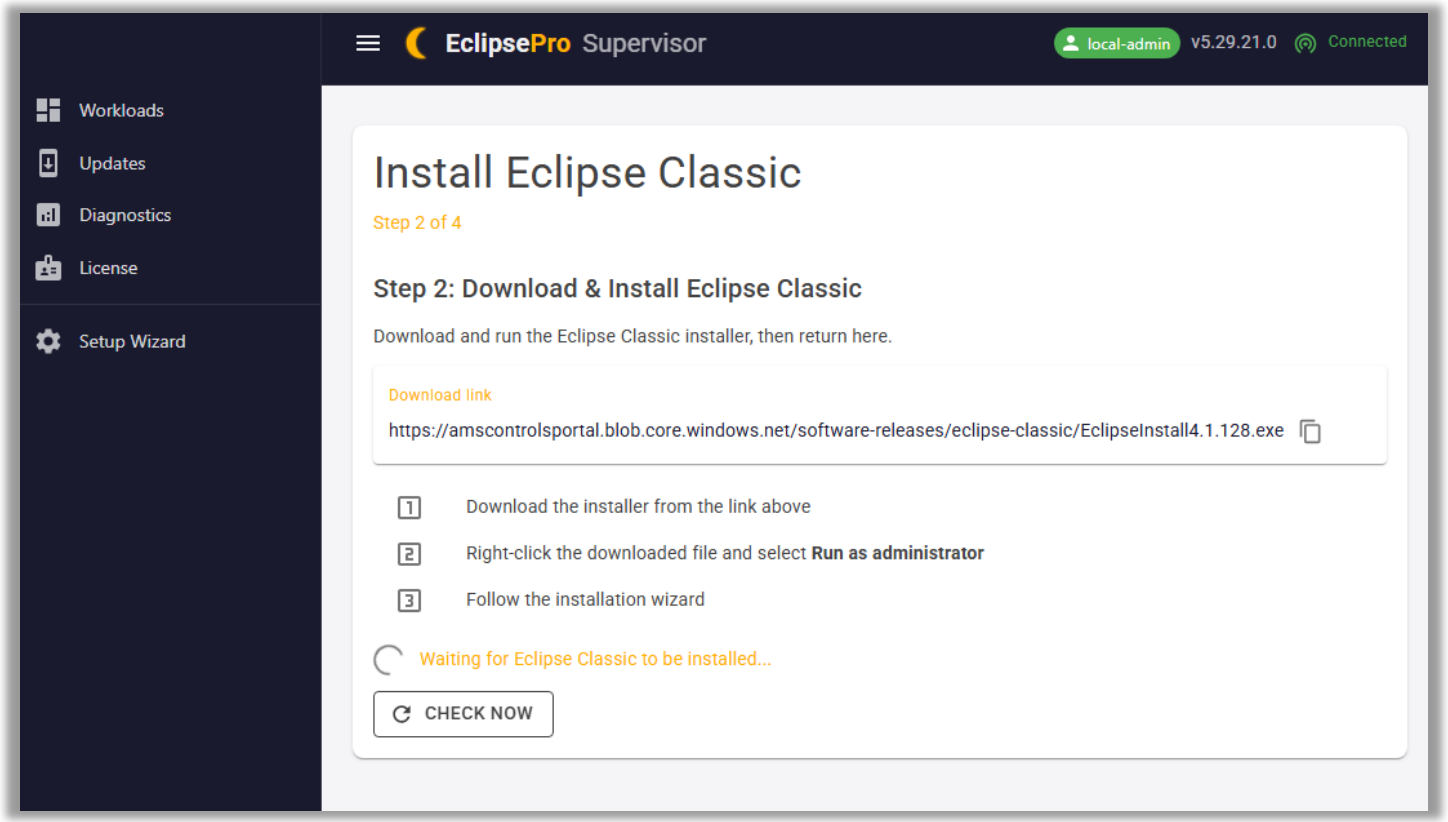


Supervisor Setup Wizard

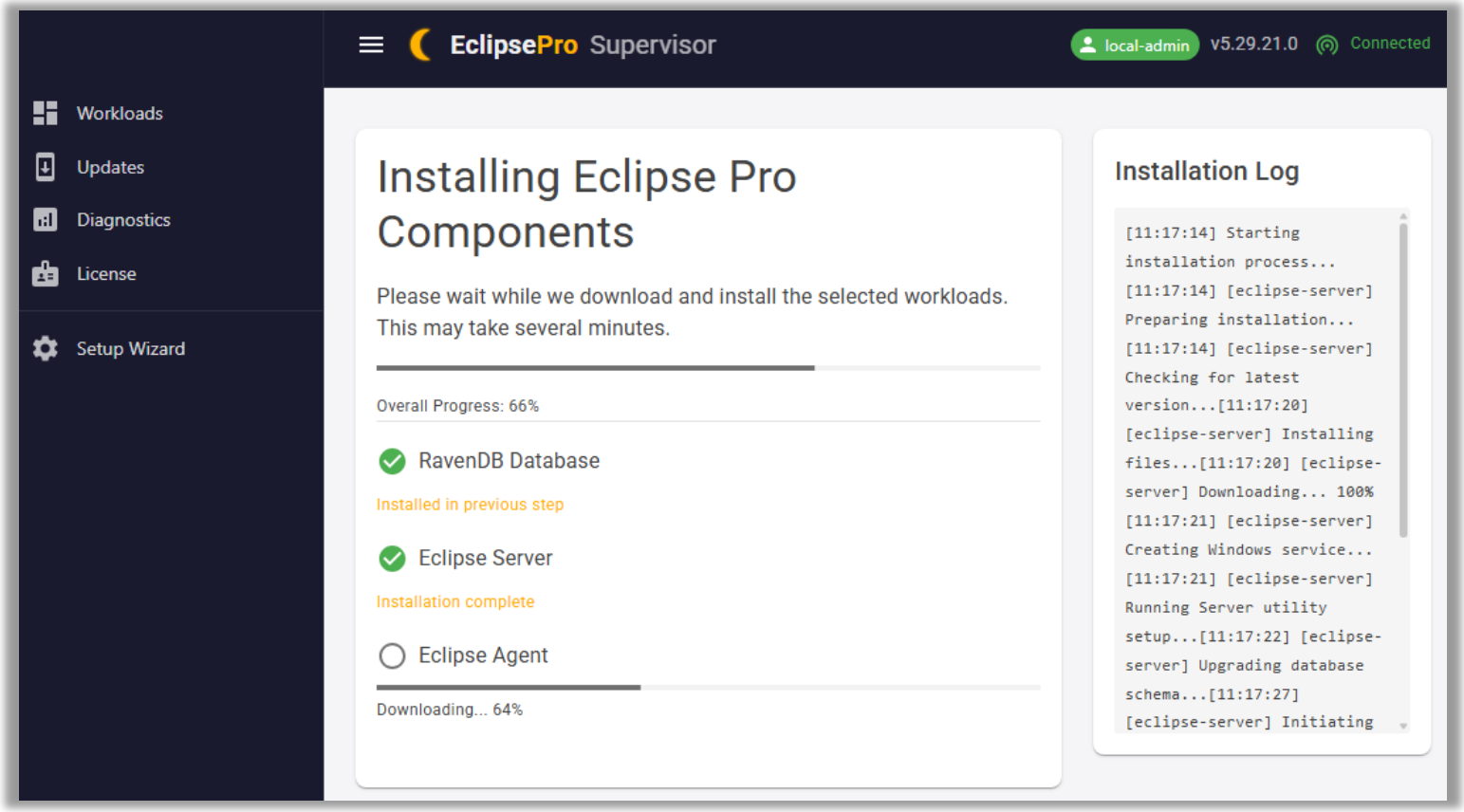
- Request a license.



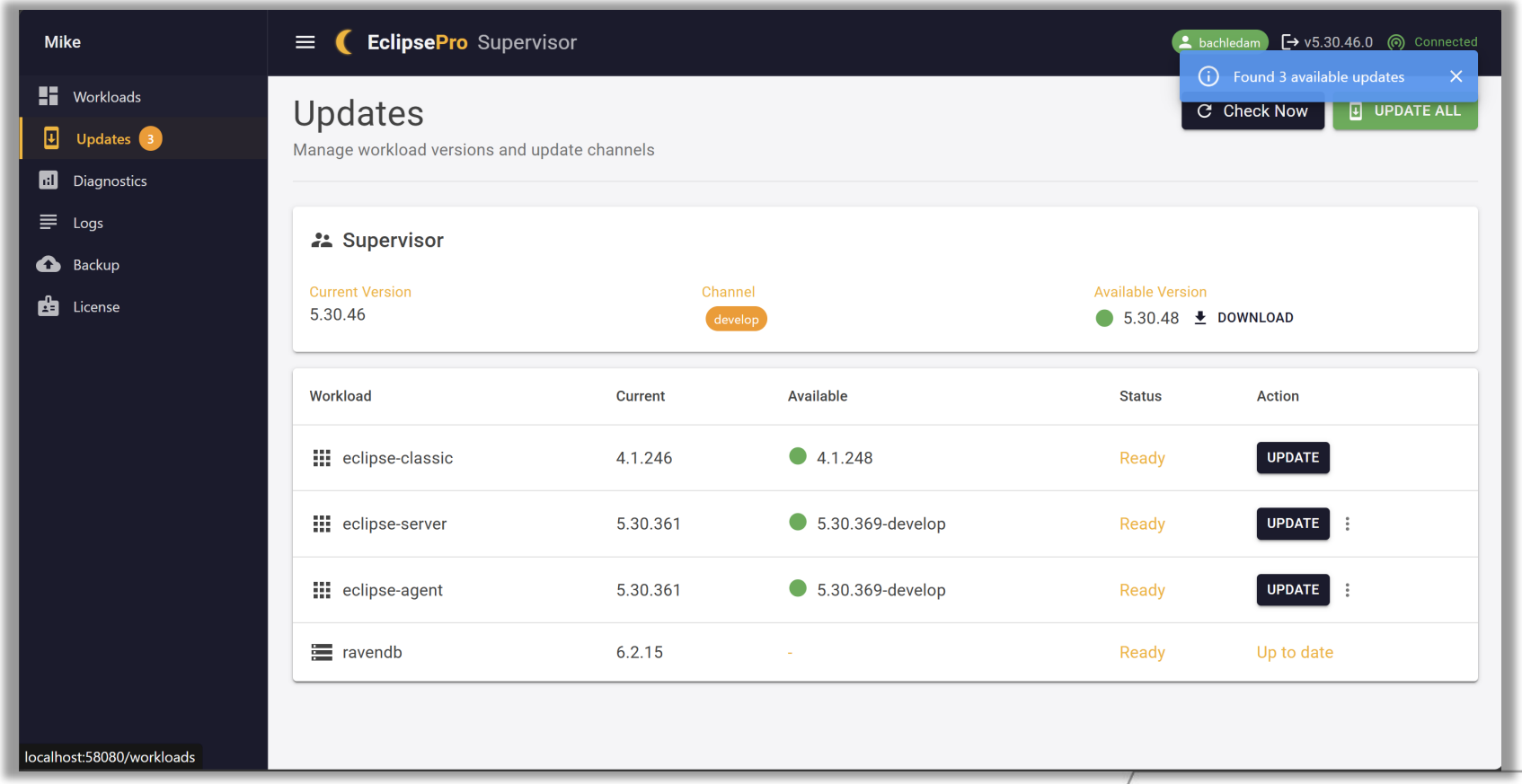
Supervisor Setup Wizard



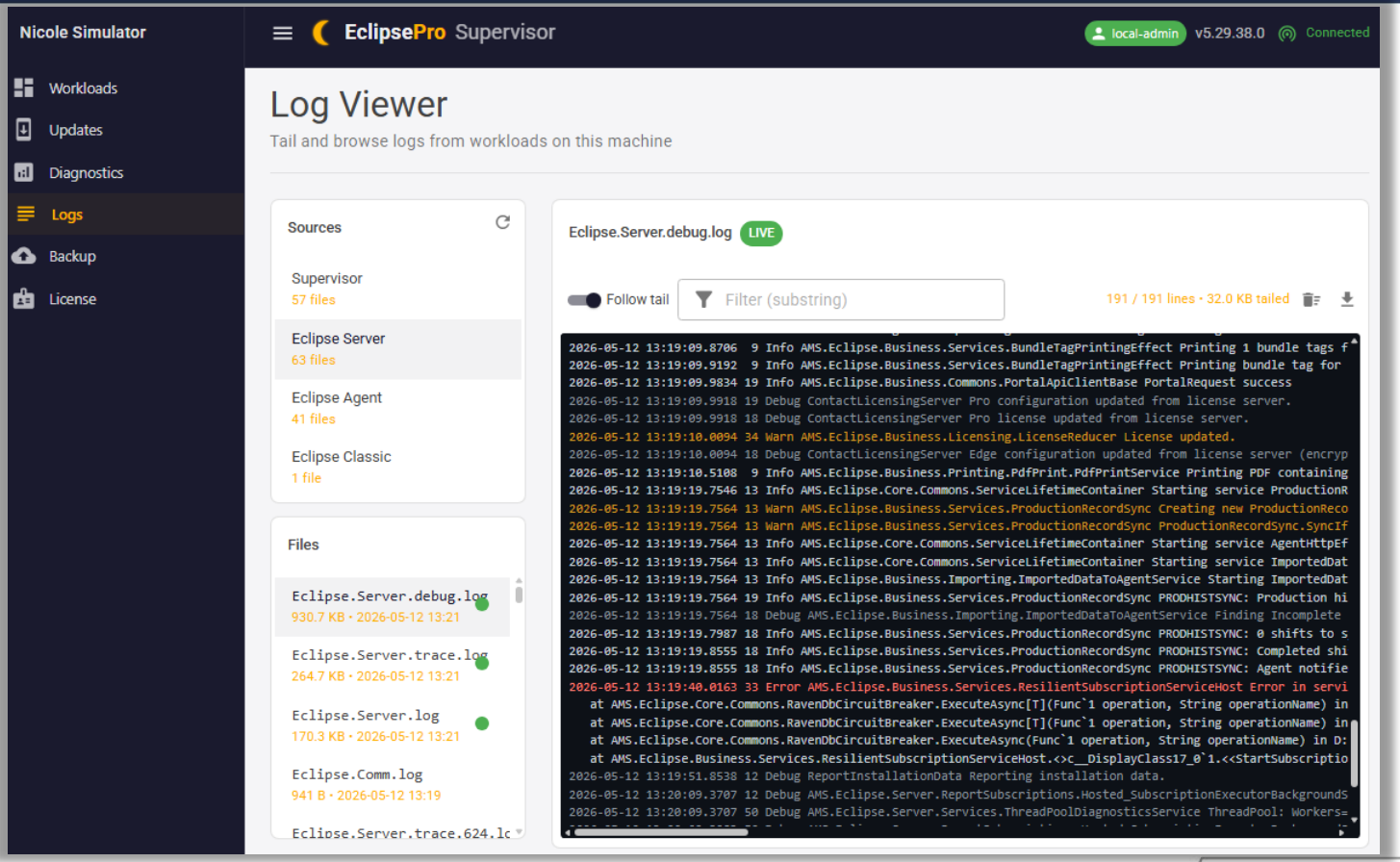
Supervisor Setup Wizard



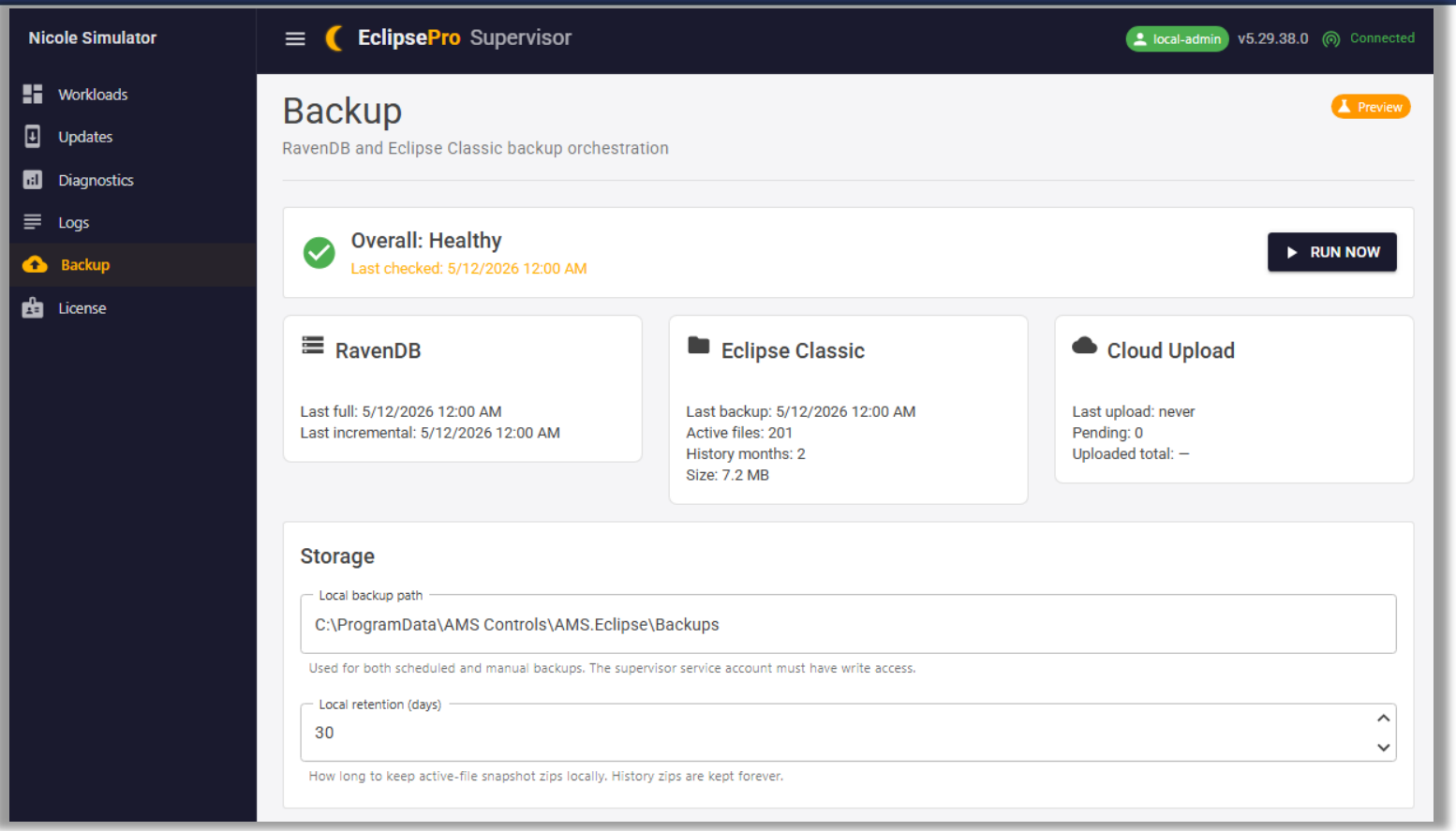
Supervisor Updates



Supervisor Logs

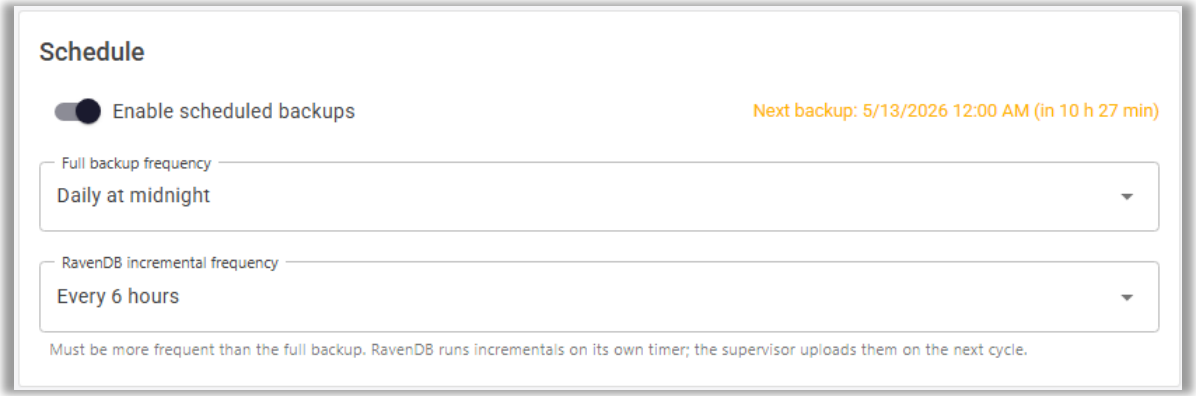


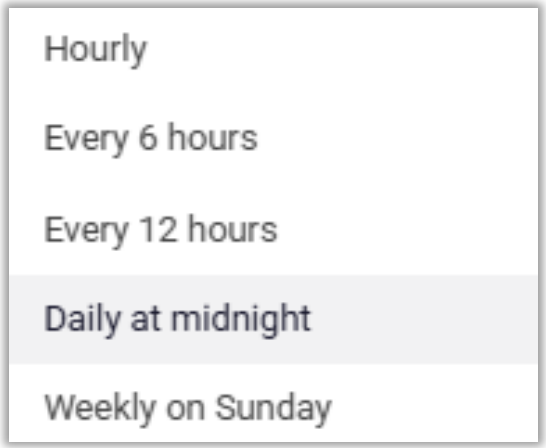
Supervisor Backup



- Back up Eclipse Classic and RavenDB databases

Supervisor Backup





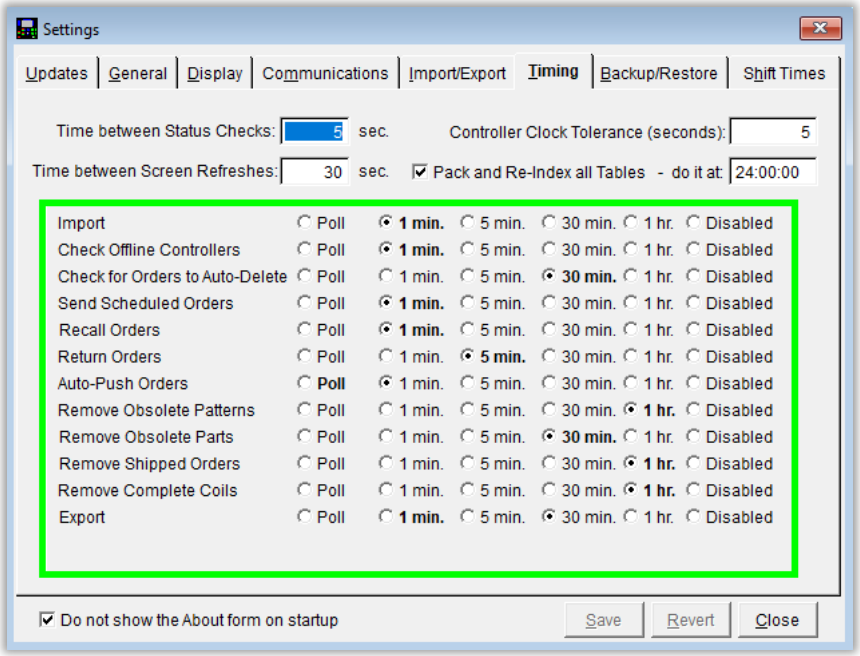
- Enable Scheduled backups
- Set the preferred backup frequency.
- RavenDB backups run on incrementally this frequency can be set.

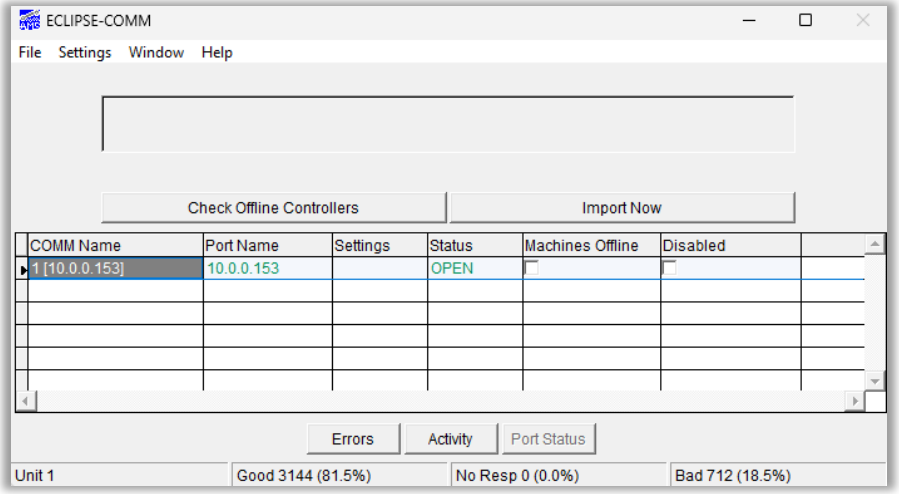
Understanding Eclipse Data Flow

AMS CONTROLS

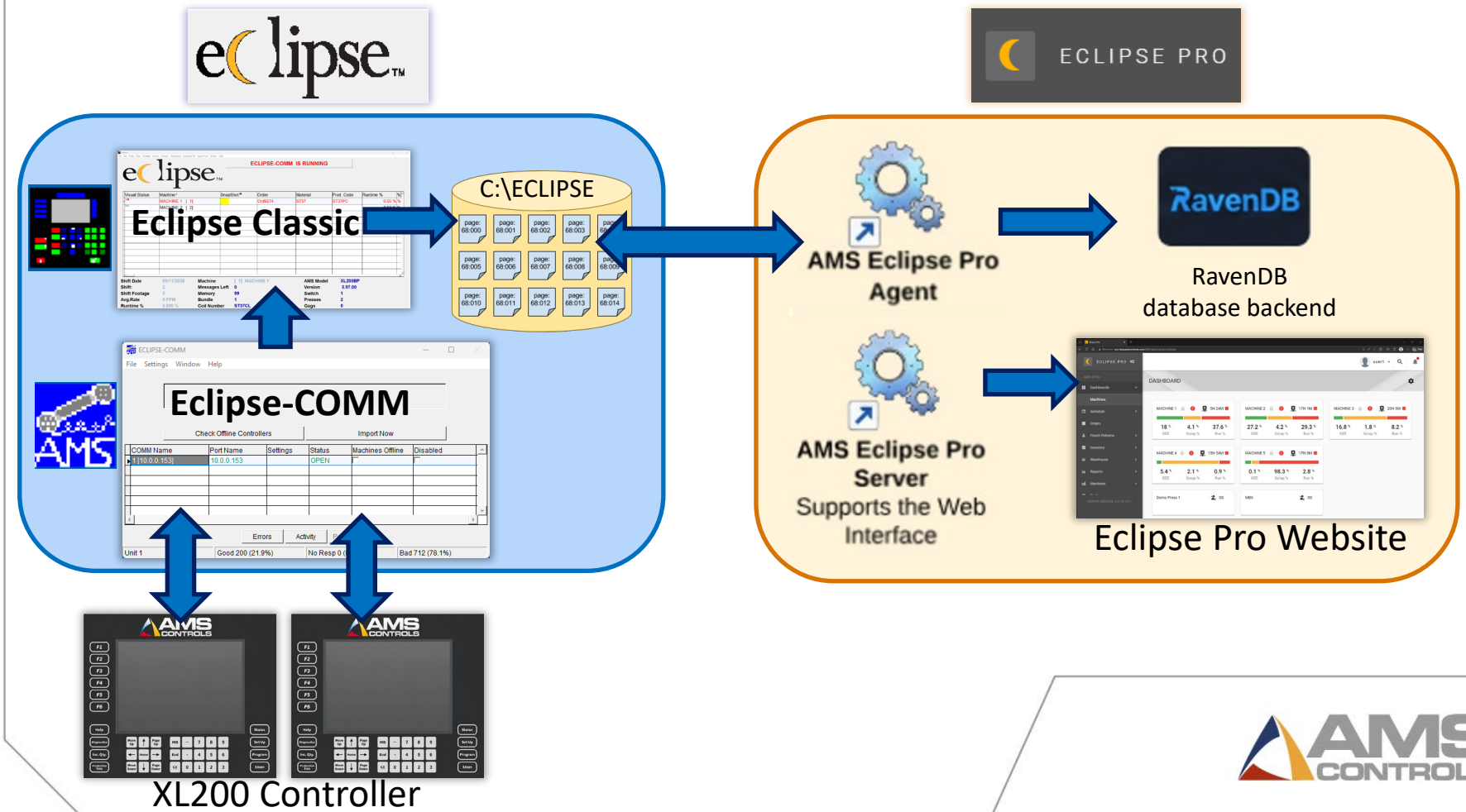
Eclipse-COMM

- Desktop Polling application
- Communicates with controllers real-time for production events
- Imports order data
- Exports Production data
- Sends/Recalls orders to the controls

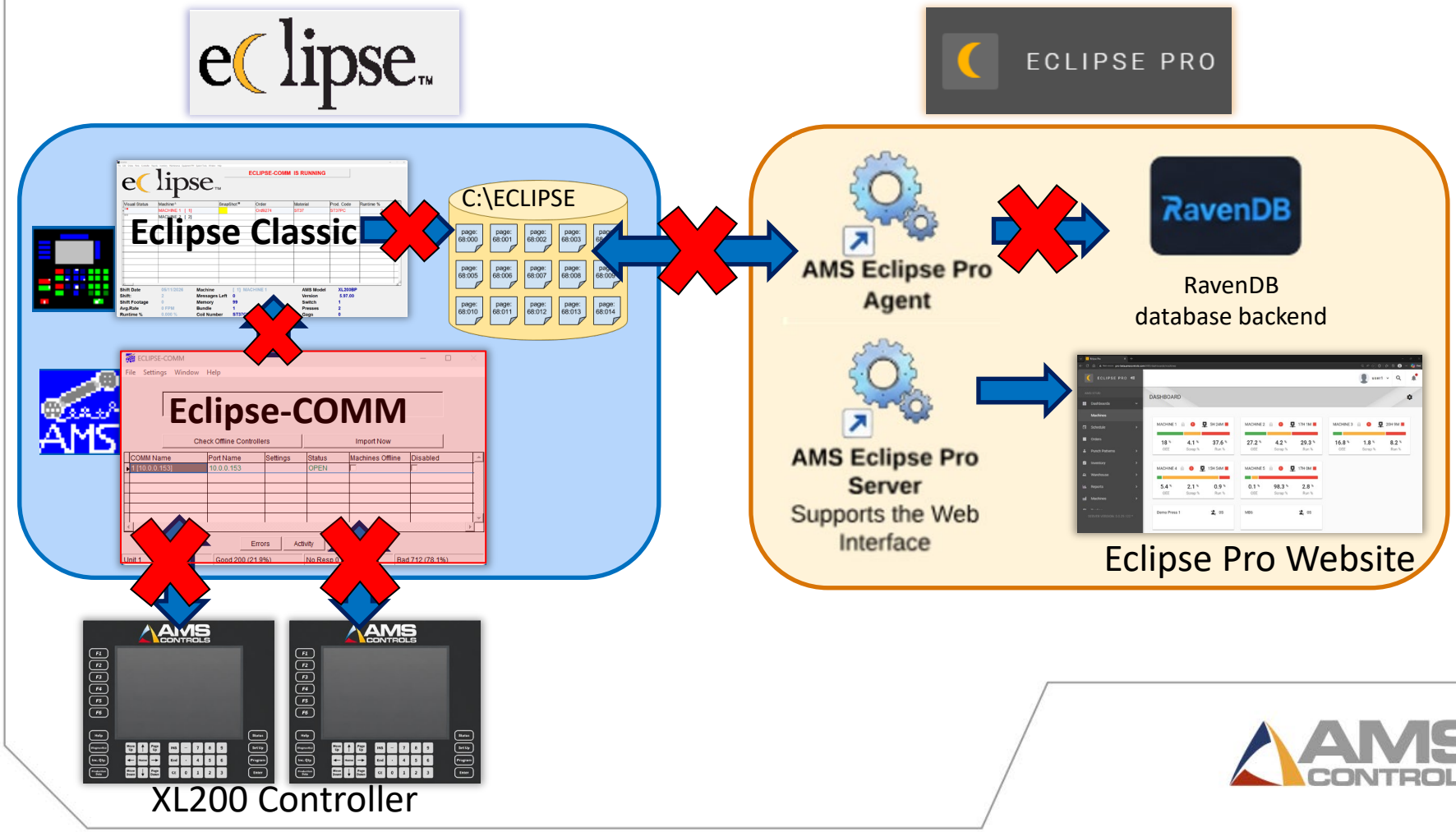




Eclipse Data Flow

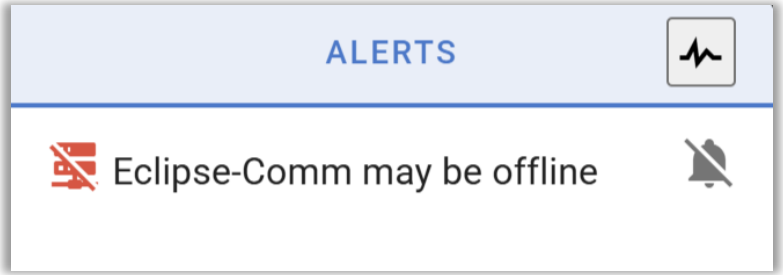


Eclipse Data Flow
Eclipse-COMM closed



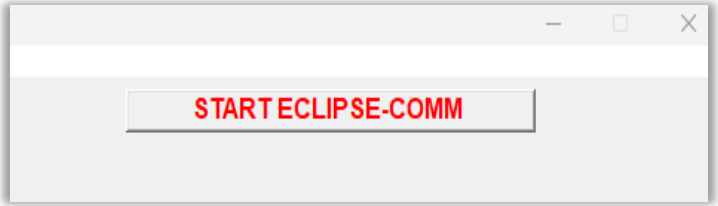
How do I spot this in Eclipse?

- Eclipse Pro Alert will display that Eclipse-COMM may be offline.



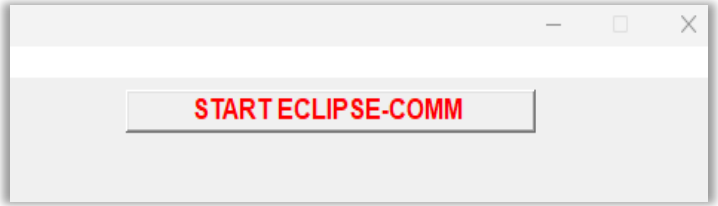
- Eclipse Classic will display if Eclipse-COMM is actively running in the top right-hand corner of the application.



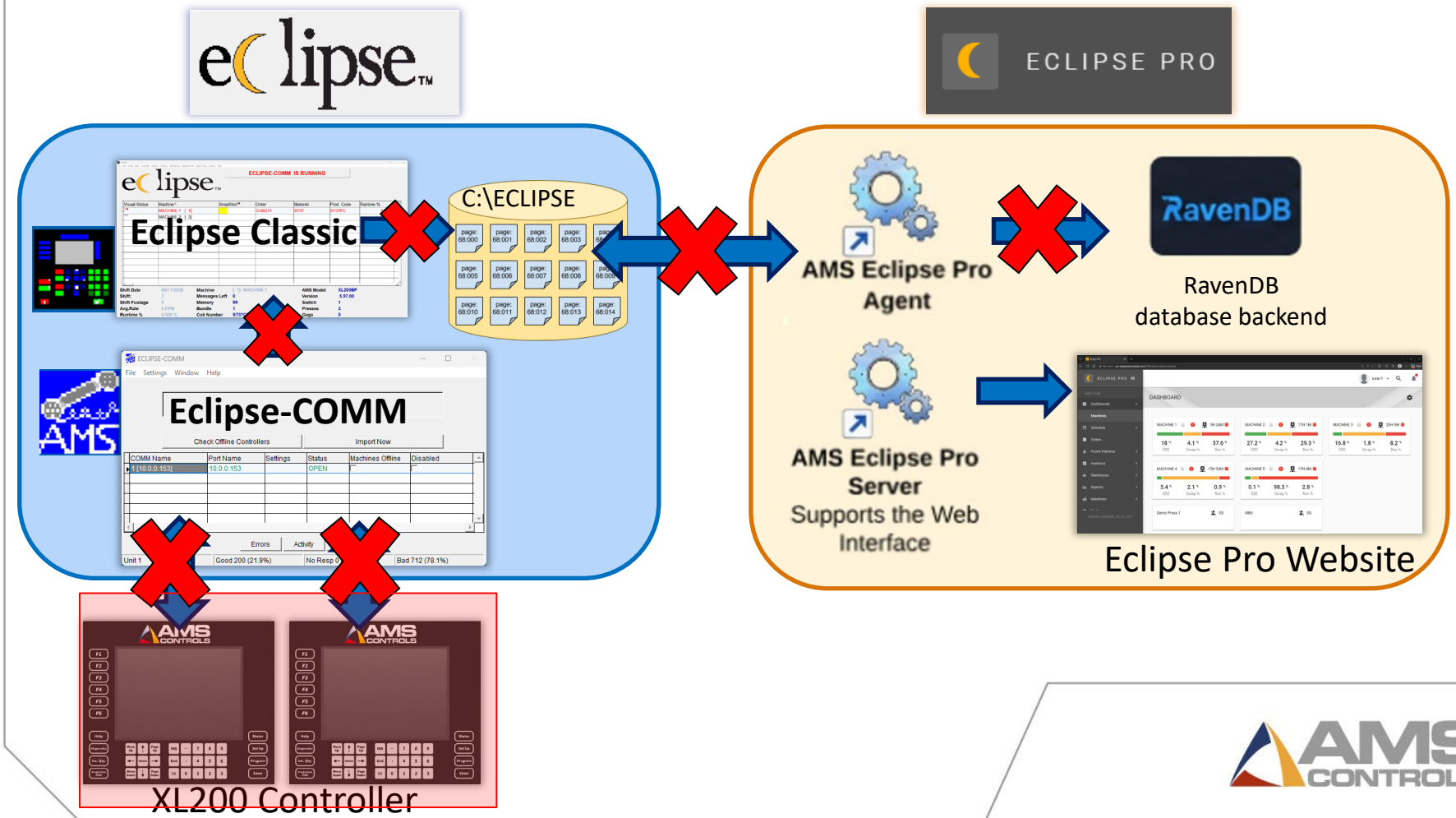


How do I resolve this in Eclipse?

- Eclipse-COMM is a desktop application that can only run on the Host Eclipse computer.
- Verify that Eclipse-COMM is responsive.
- Select the option to Start Eclipse-COMM from within the Eclipse Application:

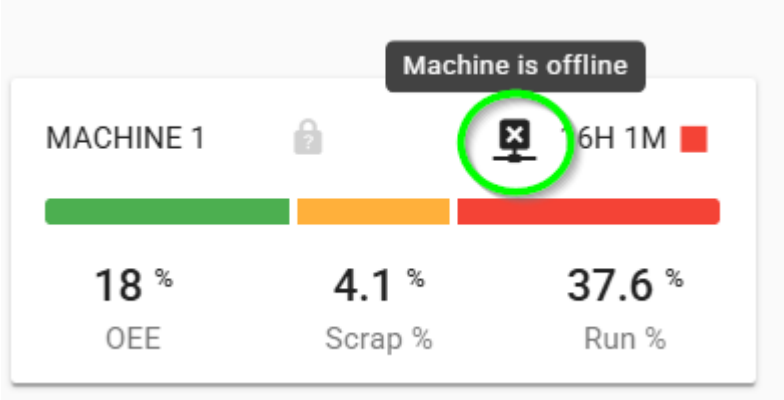


Eclipse Data Flow Controls Offline

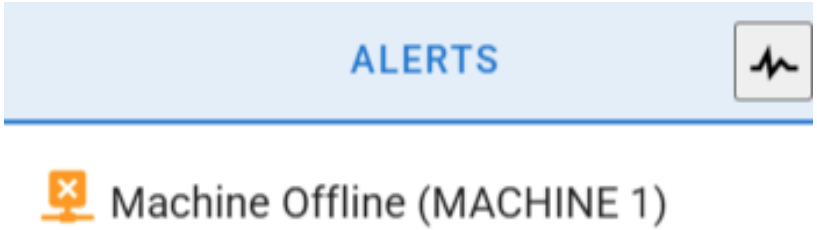


How do I spot this in Eclipse?

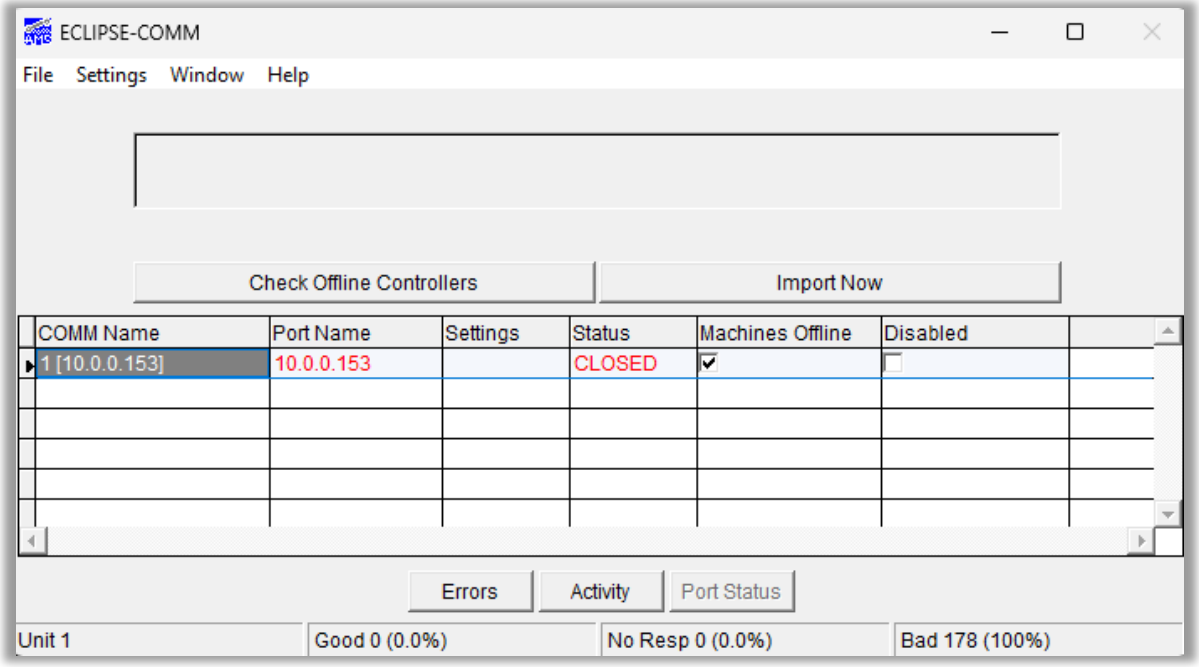
- The Eclipse Pro Dashboard will show you if a machine is offline.



- In Eclipse Pro, will also display a machine is offline within the Alerts:

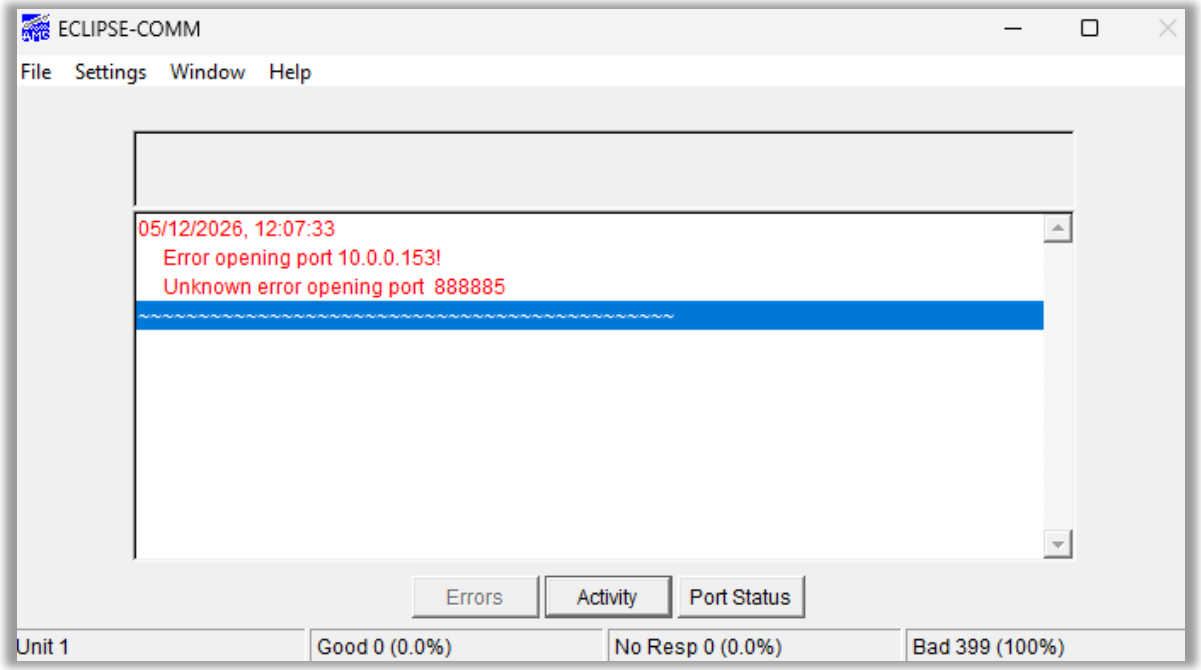


How do I spot this in Eclipse?



- The Eclipse-COMM application displays a offline machine:
  - Port will show status CLOSED
  - Machine Offline box Checked

How do I spot this in Eclipse?



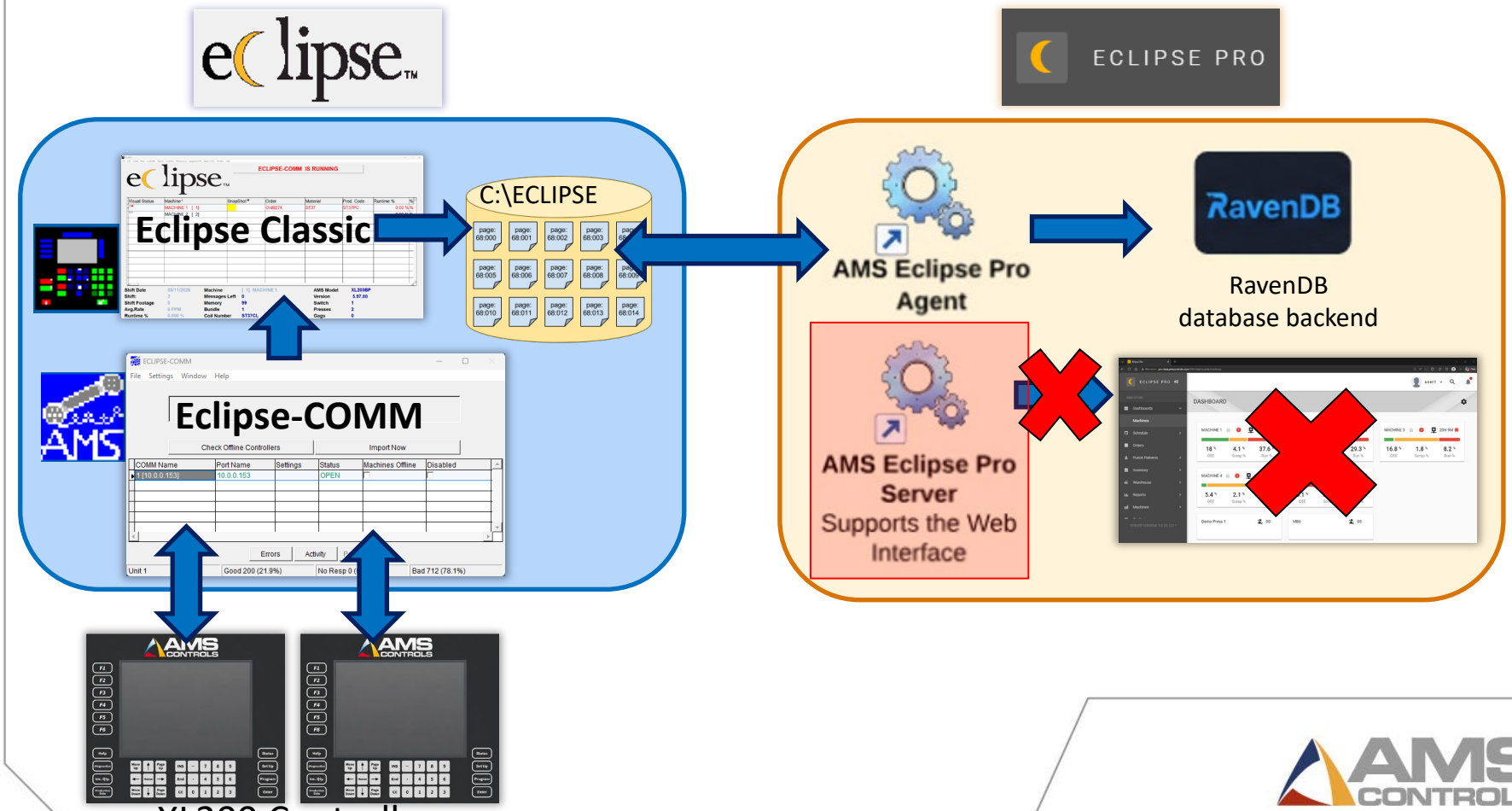
- The Errors button in Eclipse-COMM will display an error alert if there an issue reaching the IP address of a controller.

How do I resolve this in Eclipse?

If the machine is not accessible on the network:

- Check the XL2 controllers network cable.
- Double-check that there weren't any recent changes to the controller configurations. i.e. flash update.
- The double-check that the Eclipse configuration matches the controllers network configurations.

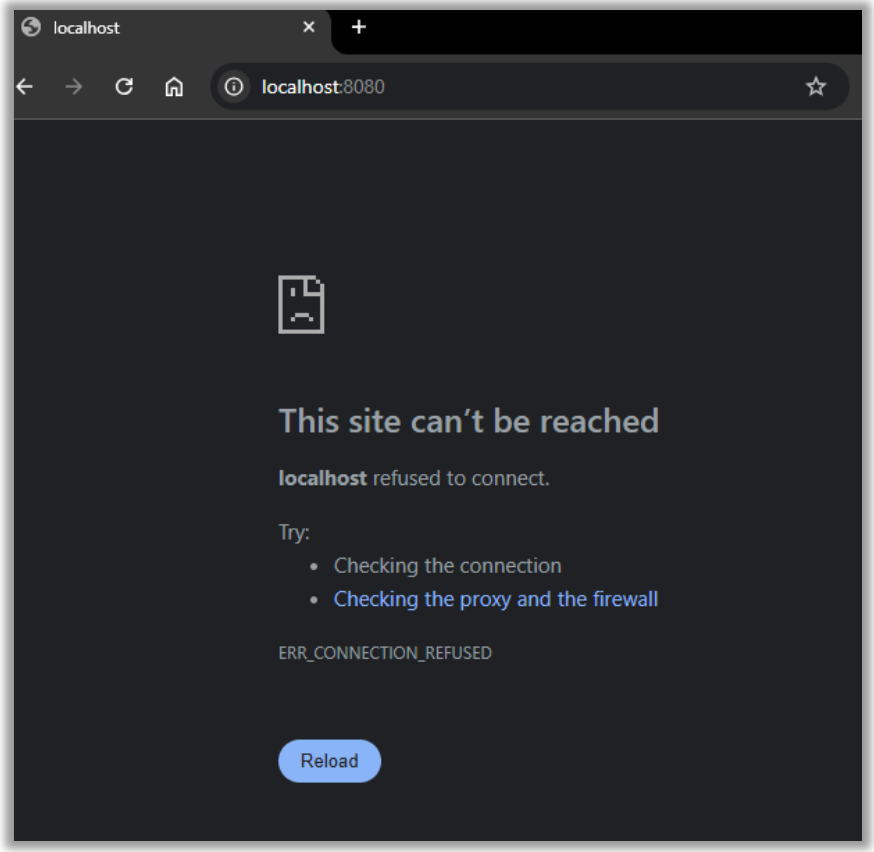
Eclipse Data Flow
Eclipse Pro Server Stopped



How do I spot this in Eclipse?

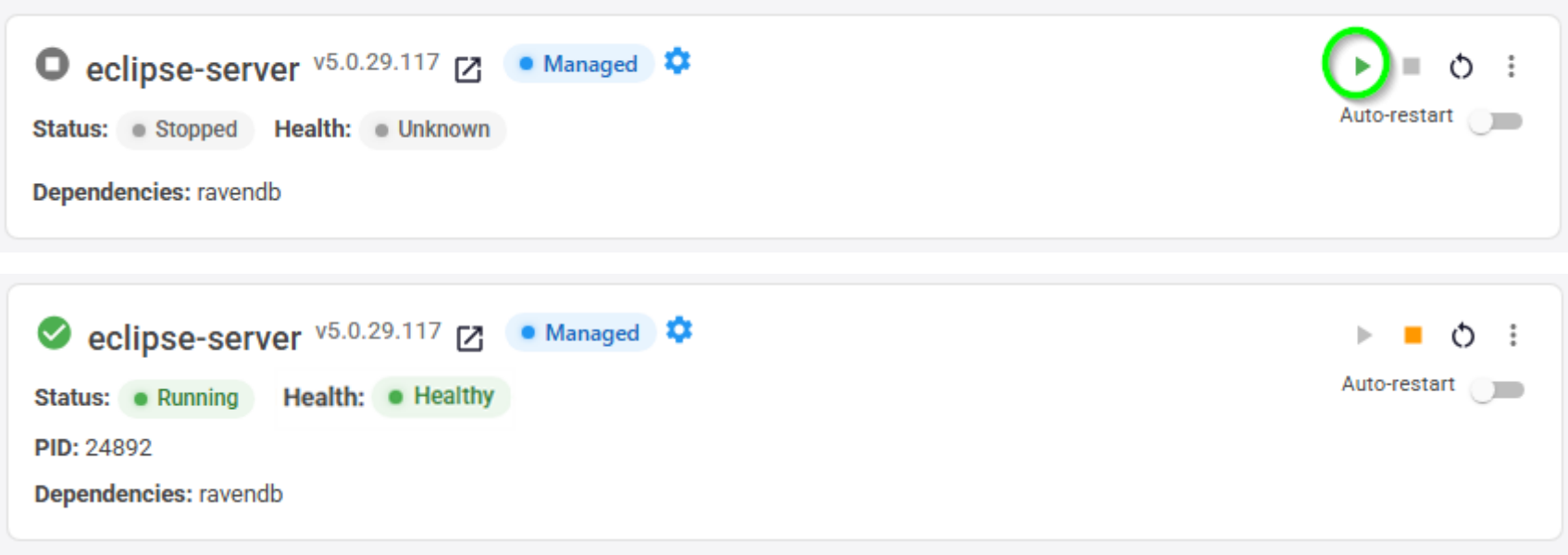
- If the Eclipse Pro Server service is not actively running, the Eclipse Pro web page will be inaccessible.

- This is typically seen within your browser as “this site can’t be reached” or “localhost refused to connect”

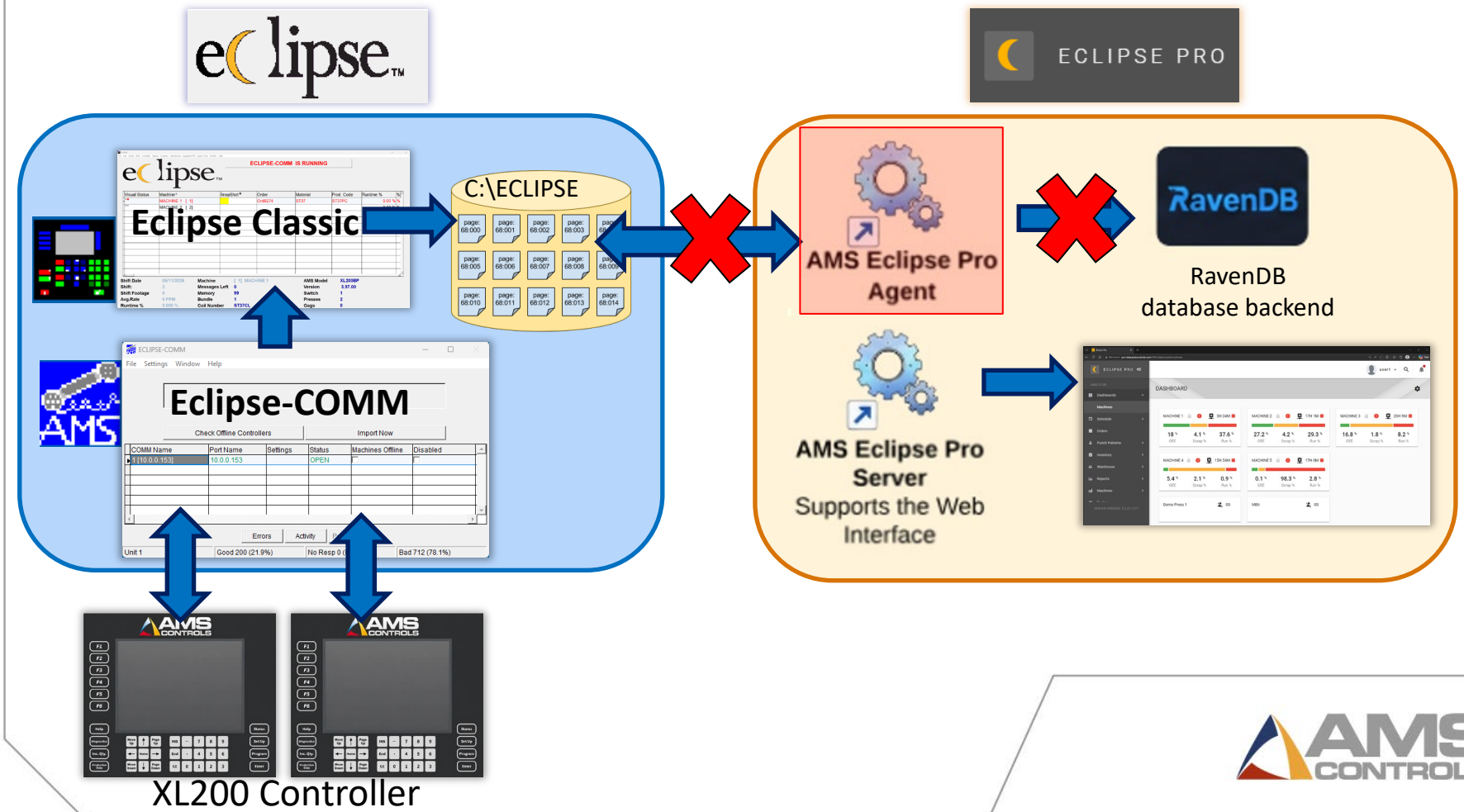


How do I resolve this in Eclipse?

- The Eclipse Pro Server service can be started from within the Supervisor workloads.

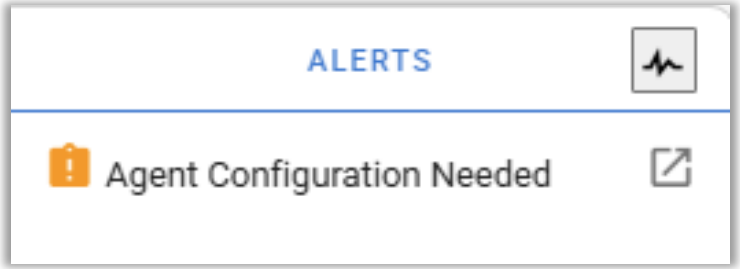


Eclipse Data Flow
Eclipse Pro Agent Stopped

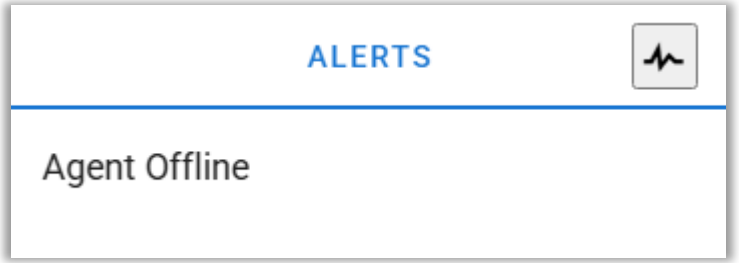


How do I spot this in Eclipse?

- Eclipse Pro notifications will display an alert that Agent is offline or Configuration is Needed

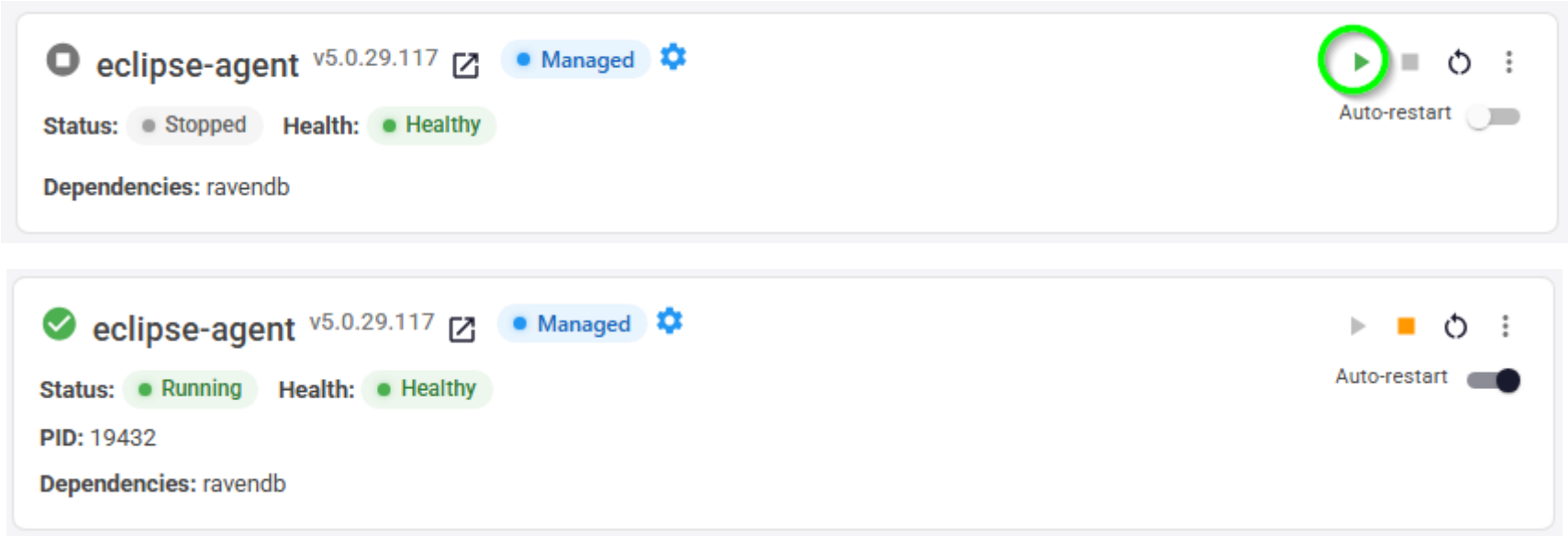


- Recent production data in Eclipse Classic, but not in Eclipse Pro.
- Cannot schedule jobs from Eclipse Pro.



How do I resolve this in Eclipse?

- The Eclipse Pro Agent service can be started from within the Supervisor workloads.



Contacting Support

Contacting Support

- Technicians work with support cases that are started by reaching out to the Support department.

Contact the Technical Support department by:

- Phone: (314)344-3144 opt. #2
- Email: Support@amscontrols.com
- online form:https://www.amscontrols.com/kb/contact-support/

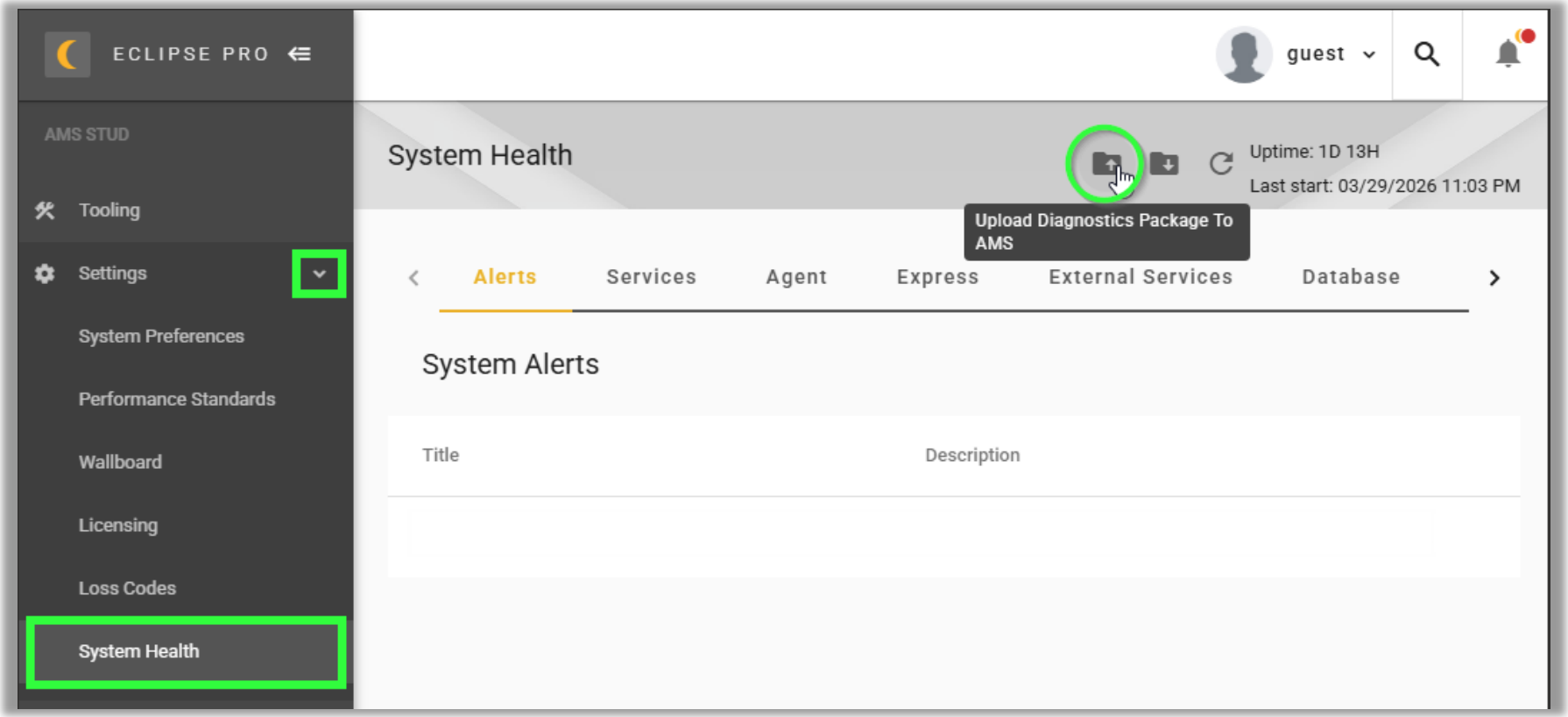
- Support hours are from Monday to Friday 8:00 am to 5:00 pm CT.

Contacting Support

Please include the following information when emailing an issue report to Support at support@amscontrols.com :

- Company name
- Contact name
- Best phone number to reach you
- Direct email address
- A detailed description of your issue
- A picture or screenshot of an error recieved
- Serial number of the product

Contacting Support



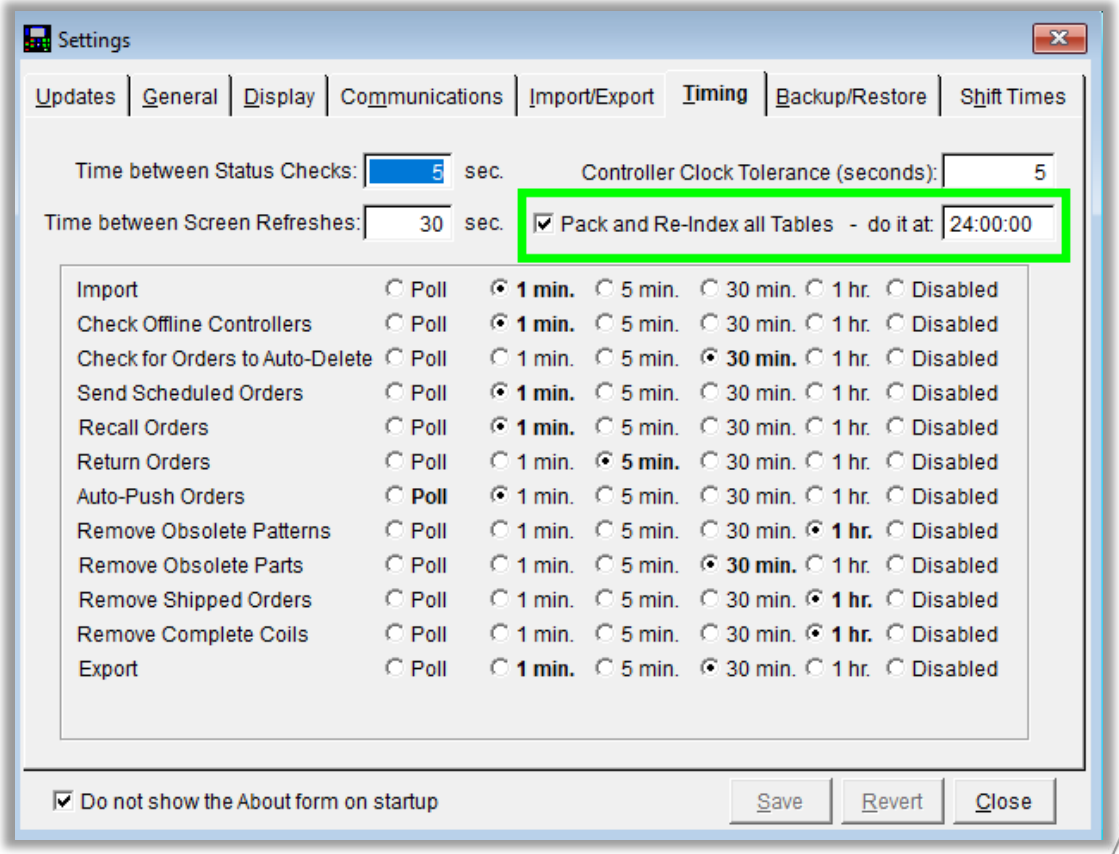
- Upload Diagnostic Packages from Eclipse Pro

Preventative Maintenance

Preventative Maintenance

- Eclipse Classic Index Rebuild

Maintenance > Settings > Timing (tab)

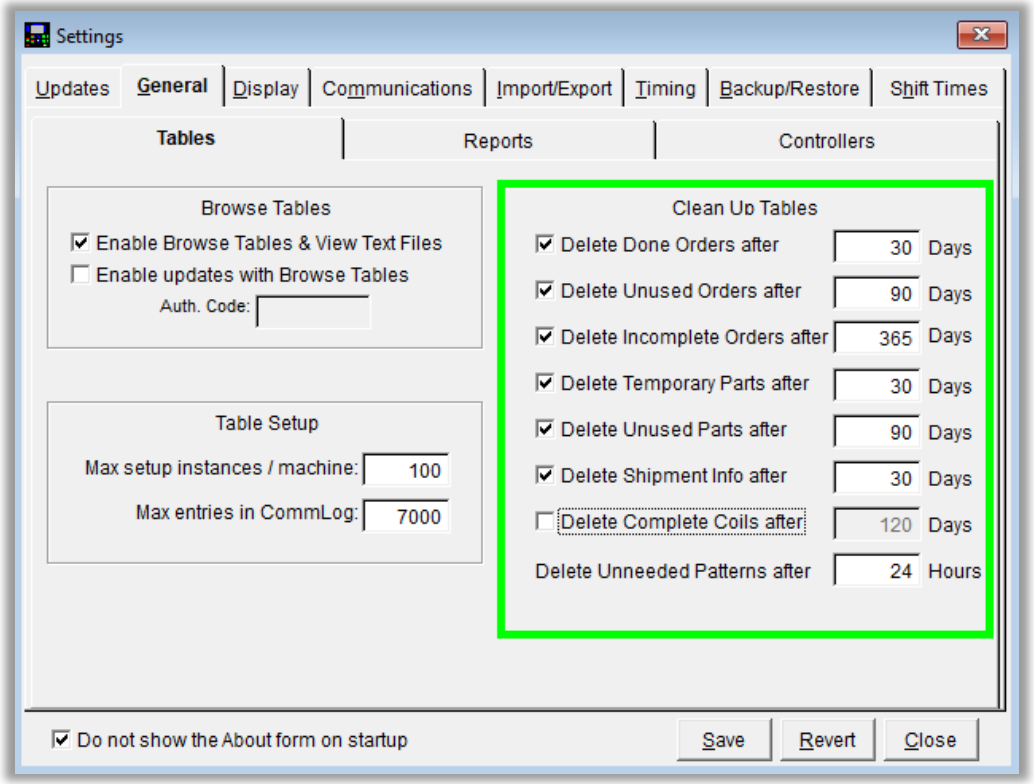


- Runs maintenance on Classic database backend.
- Similar to old-school disk defragging
- Requires all remote users disconnected
- Prevents Database Corruption

Preventative Maintenance

- Eclipse Classic Cleanup Tables

Maintenance > Settings > General (tab)

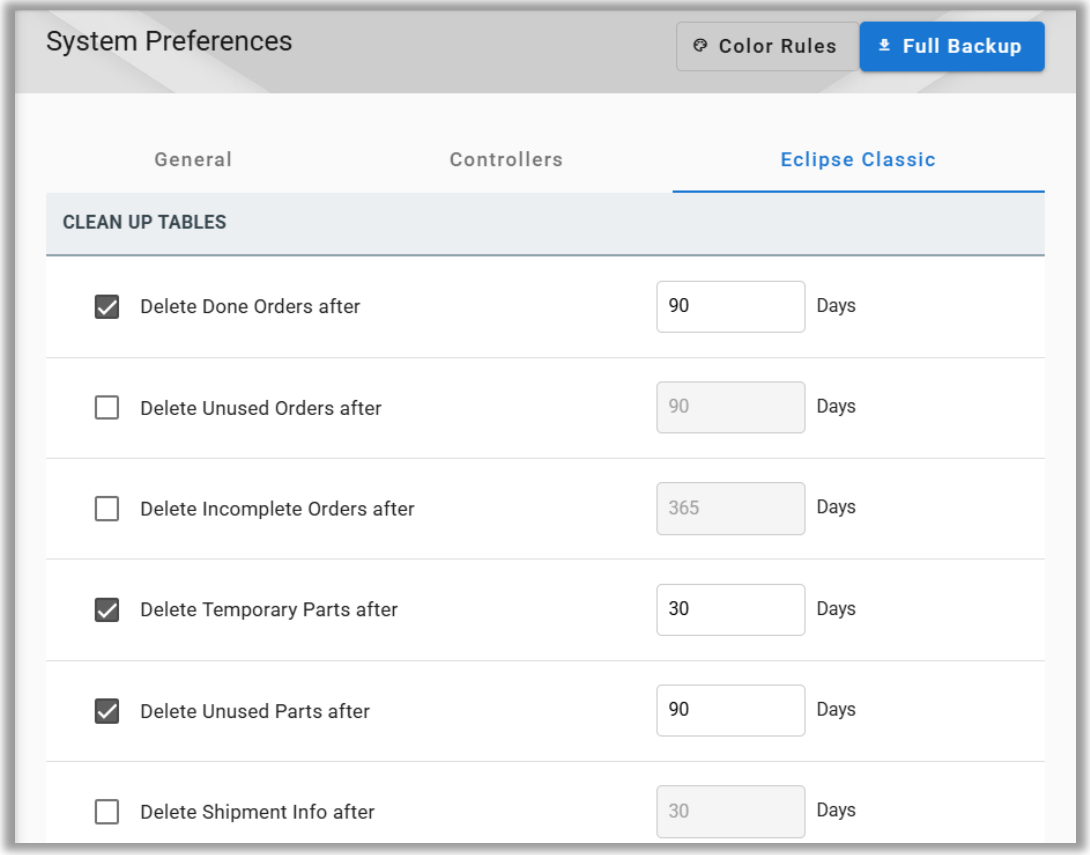


- Prevents Slowness

Preventative Maintenance

- Eclipse Pro Cleanup Tables

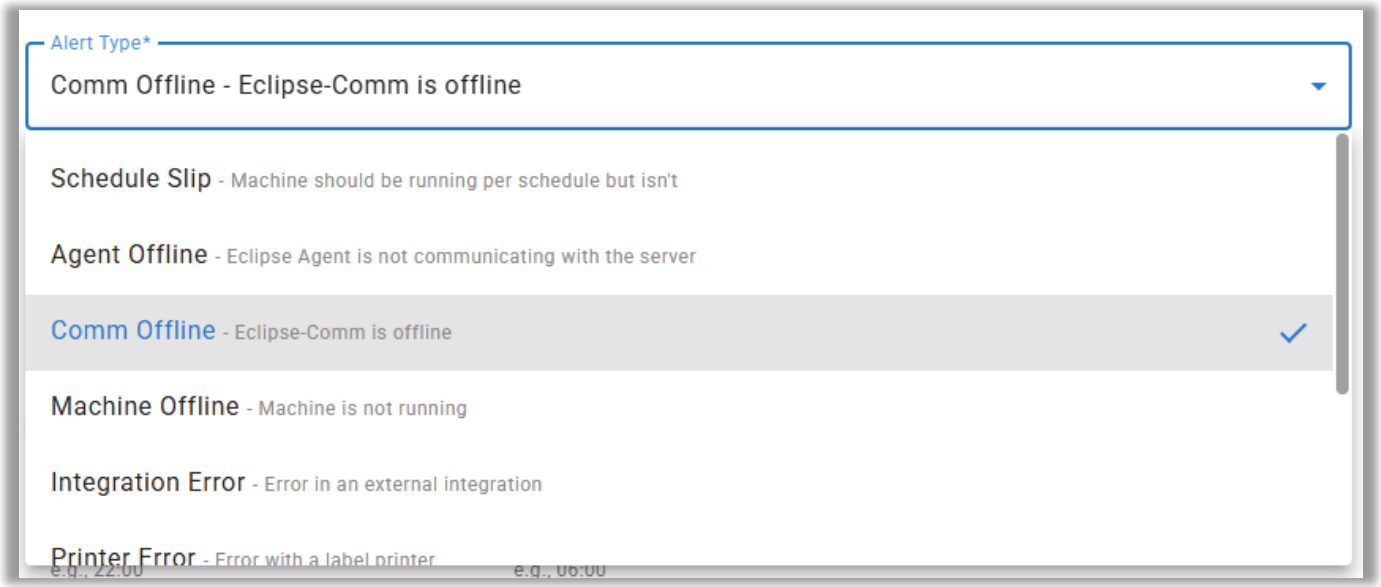
Settings > System Preferences > Eclipse Classic Tab



- Prevents Slowness

Preventative Maintenance

- Enable Alert Subscriptions within Eclipse Pro to notify you of issues with Eclipse Pro services
  - Settings > Alert Subscriptions



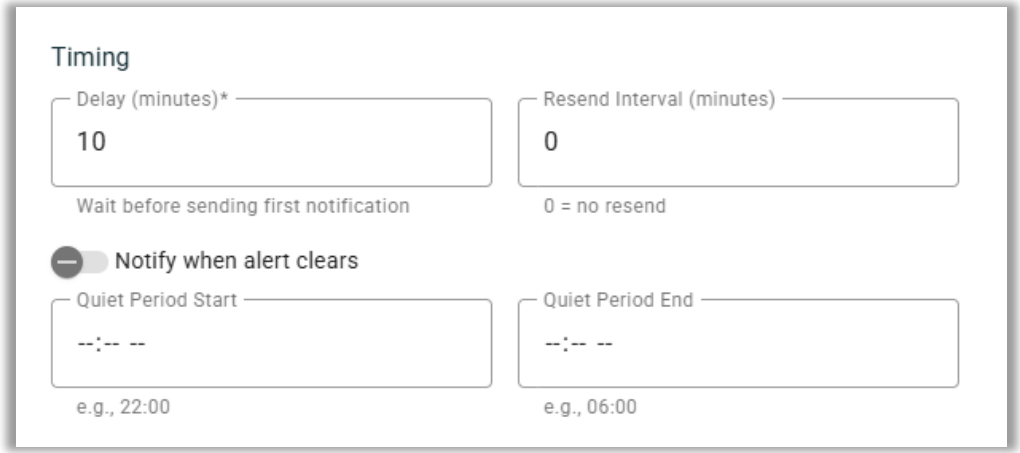
- Multiple different alert types can be configured as an alert subscription.

Preventative Maintenance

- Alert Subscriptions within Eclipse Pro

- Set the Timing of when to notify

- Only send alerts to specified recipients.





Preventative Maintenance

- Install Supervisor and promote Eclipse and Eclipse Pro services to Supervisor managed.
- Enable Supervisor service auto-recovery for all Eclipse Pro services.
- Enable scheduled backups within the Supervisor Backup solution.

QA

Questions

- Are there any common issues that you encounter with Eclipse?