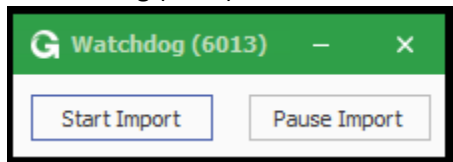


Project 6013 – Common Issues & How to Resolve

- Files not downloading after Hotfix or Server Maintenance. Steps to resolve:

1. Close the Watchdog (6013)



2. Close all instances of Online Update
3. Close any remaining GSSMenu.exe instances via the Task Manager
4. Check the Global\Files folder for any '*.pid' files. If any are found, delete them
5. Restart Online Update, Wirepoll and GSMobile via the GSSAutoLogin.exe on the desktop. Must be run as Administrator
6. After all the steps above are done, check the Global\Files\Process_Output folder to see if any new files have been downloaded from their FTP server. This might take a few minutes after the Watchdog restarts with Online Update

- Customer reports FTP errors or REST errors in the GLOBALCOMMON table
GCG_6013_Error_Log

1. If the user reports an error that starts with "Error 999000 occurred in RESTCALL Subroutine. Error description: Exception has been thrown by the target of an invocation. Error during handshake: The message received was unexpected or badly formatted. (0x80090326)", you will need to speak with the Cloud team to ensure their REST URL is still whitelisted on their security policy. If it is confirmed to be whitelisted, you will need to instruct the user to check with their server to ensure there are no connection issues.
2. If the user reports the following error, you will need to instruct the user to check their server to ensure there are no connection issues. "Error occurred in REST Post Subroutine. Error description: The connection to the REST server has failed. The script has attempted to connect 3 times and was still unsuccessful." This user is only written if the server is actively refusing the connection from GSS.
3. If the user reports the following error, you will need to speak with the cloud team to ensure they are not blocking any outside connections from TE's Server. "Error 999000 occurred in LISTDIR Subroutine. Error description: Exception has been thrown by the target of an invocation". I would also advise telling the user to check their servers to ensure they are not down or refusing connection.