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**terminal monitoring agent (tma) service**

**Manual**

Contents

[1. Introduction 2](#_Toc163052289)

[2. Tma installation file structure 3](#_Toc163052290)

[3. Configuration 4](#_Toc163052291)

[3.1 TMA CORE Configuration 4](#_Toc163052292)

[3.1.1 APPSETTING.JSON 4](#_Toc163052293)

[3.1.2 TerminalMonitoringAgent.xml 5](#_Toc163052294)

[3.2 TMA Components configuration 7](#_Toc163052295)

[3.2.1 HeartbeatComponent.xml 7](#_Toc163052296)

[3.2.2 LogsFilesComponent.xml 8](#_Toc163052297)

[3.2.3 MonitoringMessagesComponent.xml 10](#_Toc163052298)

[3.2.4 ProcessMonitoringComponent.xml 11](#_Toc163052299)

[3.2.5 ScreenShotComponent.xml 12](#_Toc163052300)

[3.2.6 ServicePointCommandsComponent.xml 12](#_Toc163052301)

[3.2.7 TMACommandsComponent.xml 13](#_Toc163052302)

[3.2.8 CashManagementComponent.xml 13](#_Toc163052303)

[3.2.9 FileDistributionComponent.xml 14](#_Toc163052304)

[4. TMA LOG FILES 15](#_Toc163052305)

[4.1.1 General format of the tma log file 15](#_Toc163052306)

[4.1.2 Heartbeat Component 17](#_Toc163052307)

[4.1.3 Monitoring Messages Component 17](#_Toc163052308)

[4.1.4 Logs Files Component 18](#_Toc163052309)

[4.1.5 Process monitoring component 19](#_Toc163052310)

[4.1.6 Screenshot Component 20](#_Toc163052311)

[4.1.7 ServicePoint Commands Component 20](#_Toc163052312)

[4.1.8 TMA Commands Component 21](#_Toc163052313)

[4.1.9 Cash management Component 22](#_Toc163052314)

[4.1.10 File Distribution Component 22](#_Toc163052315)

[5. TMA errors table 24](#_Toc163052316)

# Introduction

The terminal monitoring Agent (also known as ΤΜΑ) is a client based windows service that is composed of 8 components and a core body. The TMA communicating with the central Total care server and undertakes to carry out some functions. Each function is a specific TMA component:

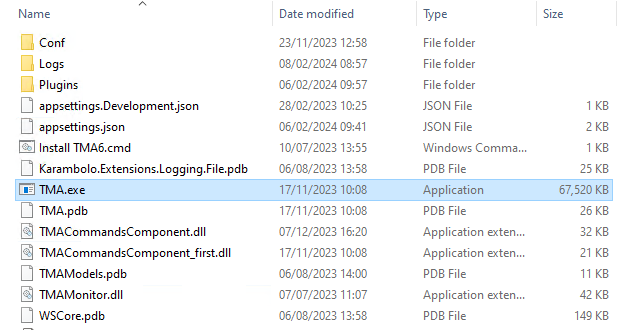
* **Monitoring Messages Component**  
  this component is responsible for uploading client’s monitoring messages.
* **File Distribution Component**this component is responsible for receiving and installing new software/file releases to the client.
* **Heartbeat Component**this component is responsible for communicating periodically with the main server for:
  + Keeping the connection with the server alive (Heartbeat)
  + Synchronizing the time of the clients with the server’s
* **Process Monitoring Component**this component is responsible for monitoring the client’s local windows services and applications. Furthermore, this component has the ability to start these local services if they are stopped.
* **Screenshot Component**this component is responsible for taking and uploading a real time screenshot of the logged on local user.
* **Service Point Commands Component**this component is responsible for receiving predetermined commands for the client’s main application to execute.
* **TMA Commands Component**this component is responsible for sending and executing command line scripts.
* **Cash Management Component**this component is responsible for sending the detailed cash availabilities per transaction to Total care server.

# Tma installation file structure

The root folder of TMA installation is where the “TMA.exe” file is located.  
In the root folder of TMA there are 3 folders:

* The “Plugins” folder  
  The “Plugins” folder contains the files of the TMA components.
* The “Logs” folder  
  The “Logs” folder contains the TMA log files.
* The “Conf” folder

The “Conf” folder contains all the TMA configuration files



# Configuration

## TMA CORE Configuration

### APPSETTING.JSON

The **AppSettings.json** file is located at the root folder of the TMA installation.  
In root Element "Logging", element "File" and "LogLevel":

// first-level filters

"LogLevel": {

"Default": "Debug" // first-level filters can loosen the levels specified by the global filters

},

The "LogLevel" element is responsible for filtering the log lever of the TMA.  
The values could be:

* "Trace"  
  Contain the most detailed messages. These messages may contain sensitive app data.
* "Debug"  
  For debugging and development.
* "Information"  
  Tracks the general flow of the app. May have long-term value.
* "Warning"  
  For abnormal or unexpected events. Typically includes errors or conditions that don't cause the app to fail.
* "Error"  
  For errors and exceptions that cannot be handled. These messages indicate a failure in the current operation or request, not an app-wide failure.
* "Critical"  
  For failures that require immediate attention. Examples: data loss scenarios, out of disk space.
* "None"  
  Specifies that a logging category shouldn't write messages.

### TerminalMonitoringAgent.xml

The **TerminalMonitoringAgent.xml** is located in “conf” folder at the root folder of the TMA installation.   
  
<TMAConfig>

**<FileClearence>**

<FileClearenceRule>

<Directory>C:\Unixfor\Kiosk\atmmsg\</Directory>

<Extension>txt</Extension>

<MaxDays>5</MaxDays>

</FileClearenceRule>

<FileClearenceRule>

<Directory>C:\Unixfor\Kiosk\Logs\</Directory>

<Extension>log</Extension>

<MaxDays>700</MaxDays>

</FileClearenceRule >

**</FileClearence>**

In the root element <TMAConfig> in section **<FileClearence>**to **</FileClearence>** maycontain one or more <FileClearenceRule>items. Each <FileClearenceRule> item is responsible for deleting files

* in a specific directory (<Directory>**C:\Unixfor\Kiosk\atmmsg\**</Directory>)
* with specific extension (<Extension>**txt**</Extension>)
* keeping only the latest <MaxDays> days (<MaxDays>**5**</MaxDays>)

<StoreNForwardMaxTimeSpanSecs>60</StoreNForwardMaxTimeSpanSecs>

The element <StoreNForwardMaxTimeSpanSecs> is the maximum time span to forward any pending messages to total care after disconnection

**<TotalCareServers>**

<Server>

<Name>Primary</Name>

<URL>https://totalcare-main-gw.unixfor.gr/</URL>

<WS>wss://totalcare-main-tma.unixfor.gr/tc/ws</WS>

<UserName>XXXXddddY</UserName>

<Password>123456789!</Password>

<LogInAPI>https://totalcare-main-gw.unixfor.gr/api/v1/tma/login</LogInAPI>

</Server>

**</TotalCareServers>**

The section <TotalCareServers> to </TotalCareServers> may contain one or more <Server> items.  
Each item of <Server> has the information for connecting to the Total care server.

* The element <Name> contains the name of the server.
* The element <LogInAPI> contains the url that the TMA use to login to Total care server.
* The element <WS> contains the web socket connection to Total care server
* The elements <UserName> and <Password> are the user name and the password of the TMA client.  
  The user name and the password of the client are created on the Total care server.

If the <Server> items are more that than one then the TMA will try to connect to the servers in the order they are written in this xml file.

**<Timers>**

<InitialialWaitTime>180</InitialialWaitTime>

<RespawnDelay>10</RespawnDelay>

**</Timers>**

In section **<Timers>**

* The <InitialialWaitTime> is the time in seconds that the TMA waits (after the windows service starts) in order to start its whole functionality.
* The <RespawnDelay> is the delay time in seconds that the TMA will retry to the Total care server after a disconnection.

## TMA Components configuration

### HeartbeatComponent.xml

The **HeartbeatComponent.xml** is located in “conf” folder at the root folder of the TMA installation.

<**HeartbeatComponentConfig**>

<Timesync>

<Enabled>true</Enabled>

<Frequency>100</Frequency>

</Timesync>

<PingFrequencySecs>60</PingFrequencySecs>

</**HeartbeatComponentConfig**>

The root <HeartbeatComponentConfig> includes the following:

* The <Timesync> section with:
  + The <Enabled> element for enable(true) or disable(false) the time synchronization with the total care server function
  + The <Frequency> element is the time frequency in seconds that the time synchronization with the total server occurs.
* The <PingFrequencySecs> element is the time frequency in seconds that the time sends a “ping” to the total care server for keeping the connection “alive”.

### LogsFilesComponent.xml

The **LogsFilesComponent.xml** is located in “conf” folder at the root folder of the TMA installation.

<**LogsFilesComponentConfig**>

<NotifyServicePointTimer>5</NotifyServicePointTimer>

<ZipFileLocation>C:\Unixfor\Kiosk\Zipfiles\</ZipFileLocation>

<UploadFileLink>https://totalcare-main-gw.unixfor.gr/api/v1/tma/Socket/SaveLogFiles</UploadFileLink>

<DateArchive>true</DateArchive>

<FileTransferItem>

<Name>ClientApplication</Name>

<Files>

<File>

<SourcePath>C:\deh\_atm\LOGSFILE\</SourcePath>

<SearchPattern>appl#yyyy##MM##dd#\*.log</SearchPattern>

</File>

<File>

<SourcePath>C:\deh\_atm\LOGSFILE\</SourcePath>

<SearchPattern>UL#yyyy##MM##dd#\*.log</SearchPattern>

</File>

<File>

<SourcePath>C:\deh\_atm\LOGSFILE\</SourcePath>

<SearchPattern>oper#yyyy##MM##dd#\*.log</SearchPattern>

</File>

<File>

<SourcePath>C:\Unixfor\UnixforManager\BootLog\</SourcePath>

<SearchPattern>FileExisting##yyyy##MM##dd#\*.log</SearchPattern>

</File>

</Files>

</FileTransferItem>

</**LogsFilesComponentConfig**>

The root <LogsFilesComponentConfig> includes the following:

* <NotifyServicePointTimer> the time frequency in seconds that the component is trying to notify the total care server for the available <FileTransferItem> names. The TMA is trying to send the <FileTransferItem> names until the total care server receives these names successfully.
* <ZipFileLocation> the temporary folder location of the requested zip log files before uploading to Total care server.
* <UploadFileLink> contains the Total care’s url link that is used for uploading the requested zip files to Toal care server.
* <DateArchive> is used for archiving the requested log files per date. The value could be enable (true) for archiving the requested log files by date or not (false).
* The <FileTransferItem> item is actually the category of the contained log files <File>.
  + Each <FileTransferItem> may contain one or more <File> items in section <Files>
    - Each <File> has the following elements:
      * <SourcePath> the folder that contains the desired log files
      * <SearchPattern> contains the file name pattern of the log file.

For example if the log file name is UL20240201.log the search pattern should be: UL#yyyy##MM##dd#.log.   
#yyyy# for year

#MM# for month

#dd# for day

### MonitoringMessagesComponent.xml

The **MonitoringMessagesComponent.xml** is located in “conf” folder at the root folder of the TMA installation.

<**MonitoringMessagesComponentConfig**>

<SourcePath>C:\deh\_atm\atmmsg\processed\</SourcePath>

<DestinationPath>C:\deh\_atm\atmmsg\processed\</DestinationPath>

<IdleTimeSpan>10</IdleTimeSpan>

<MSGSendToServerSync>

<Enabled>false</Enabled>

<ResponseWaitingTime>2</ResponseWaitingTime>

<MaxMessagesPerBatch>1000</MaxMessagesPerBatch>

</MSGSendToServerSync>

<TerminalInfo>

<TerminalVendor>Unixfor</TerminalVendor>

<TerminalType>APS</TerminalType>

</TerminalInfo>

</**MonitoringMessagesComponentConfig**>

The root <MonitoringMessagesComponentConfig> includes the following:

* <SourcePath> the folder where the client’s monitoring messages files are located and needs to be sent to total care server.
* <IdleTimeSpan> the time span in seconds that the TMA will search for pending messages within the <SourcePath> folder.
* <MSGSendToServerSync>
  + <Enabled> by enabling , TMA sends the pending message and will wait for it to be processed by the server. The value could be true for enable this feature and false for disable.
  + <ResponseWaitingTime> is the time in seconds that the TMA will wait for the response for the sent message (This feature works only if the <Enabled> element is set to true)
  + <MaxMessagesPerBatch> the maximum amount of unprocessed messages from Total care server that the TMA will wait until the sending of a new one. (This feature works only if the <Enabled> element is set to false)
* <TerminalInfo>
  + <TerminalVendor> The ventor of this terminal (e.g Unixfor)
  + <TerminalType> The type of this terminal (e.g APS)

### ProcessMonitoringComponent.xml

The **ProcessMonitoringComponent.xml** is located in “conf” folder at the root folder of the TMA installation.

<**MonitoredProcessesConfig**>

<ComponentTick>20</ComponentTick>

<MonitoredProcess>

<Name>Main Application</Name>

<Type>Application</Type>

<Title>DEH</Title>

<IsTitleAbsolute>true</IsTitleAbsolute>

<NotRunningMessageId>AP000178</NotRunningMessageId>

<NotRunningMessageDescription>Main application is not running</NotRunningMessageDescription>

<ClosingMessage>AP000100</ClosingMessage>

</MonitoredProcess>

</**MonitoredProcessesConfig**>

The root <MonitoredProcessesConfig> includes the following:

* <ComponentTick> the time in seconds that the component checks the state of the configured   
  applications or services.
* <MonitoredProcess> the process or the application for monitoring. May contain one or more configured services/applications. Each MonitoredProcess includes the following elements:
  + <Name> The name of the process
  + <Type> The type could be
    - "Application" for application/Processes or
    - "Service" for windows services
  + <Title> the title should be
    - The file name of the process without the extension(.exe) for the "Application" types
    - The service name for the "Service" types
  + <IsTitleAbsolute> should be true if the <Title> of the process has absolute path,   
    otherwise should be false.
  + <NotRunningMessageId> The ID of the created monitoring message when the application or process is in not running state. (The source code of the message catalogue in total care).
  + <NotRunningMessageDescription> The description of the message to be displayed in additional data field in Total care.
  + <ClosingMessage> The ID of the created monitoring message when the application is in running state (The source code of the message catalogue in total care). This is the closing message of the <NotRunningMessageId>

### ScreenShotComponent.xml

The **ScreenShotComponent.xml** is located in “conf” folder at the root installation of the TMA. (Where the TMA.exe file exists).

<**ScreenshotComponentConfig**>

<ScreenshotUtilityPath>\Plugins\ScreenShotUtil.exe</ScreenshotUtilityPath>

<DestinationFolder>C:\Unixfor\Kiosk\ScreenShots</DestinationFolder>

</**ScreenshotComponentConfig**>

The root <MonitoredProcessesConfig> includes the following:

* <ScreenshotUtilityPath> the file path name of the screenshot utility which is responsible for taking a real time screenshot of the logged on local user.
* <DestinationFolder> the folder where the temporary real time screenshots are saved.

### ServicePointCommandsComponent.xml

The **ServicePointCommandsComponent.xml** is located in “conf” folder at the root installation of the TMA. (Where the TMA.exe file exists).

<**ServicePointCommandsComponentConfig**>

<DestinationFolder>C:\deh\_atm\Datfile</DestinationFolder>

</**ServicePointCommandsComponentConfig**>

The root <ServicePointCommandsComponentConfig> includes the following:

* <DestinationFolder> the destination folder of the created service point command file.  
  The folder that the client application is searching for predefined service point command files in order to act accordingly. For example:

If a predefined file with name restart.txt created in the <DestinationFolder> the client application should perform a restart.

### TMACommandsComponent.xml

The **TMACommandsComponent.xml** is located in “conf” folder at the root installation of the TMA. (Where the TMA.exe file exists).

<**TMACommandsComponentConfig**>

<DestinationScriptFolder>C:\Unixfor\Kiosk\TMAScripts\</DestinationScriptFolder>

</**TMACommandsComponentConfig**>

The root <TMACommandsComponentConfig> includes the following:

* <DestinationScriptFolder> The destination folder of the temporary created command line script files.

### CashManagementComponent.xml

The **CashManagementComponent.xml** is located in “conf” folder at the root installation of the TMA. (Where the TMA.exe file exists).

<**CashManagementComponent**>

<WebApiPort>8005</WebApiPort>

<ServerReplyWaitSeconds>30</ServerReplyWaitSeconds>

</**CashManagementComponent**>

The root <**CashManagementComponent**> includes the following:

* < WebApiPort > the Web API port listening.
* <ServerReplyWaitSeconds> the time in seconds that the component waits for replay from the Total care server.

### FileDistributionComponent.xml

The **FileDistributionComponent.xml** is located in “conf” folder at the root installation of the TMA. (Where the TMA.exe file exists).

<**FileDistributionComponentConfig**>

<DownloadPath>d:\TMATest\</DownloadPath>

<UnxarchExtractionPath>d:\TMATest\UnxarchExtractionPath</UnxarchExtractionPath>

<ApplicationFolder>d:\TMATest\AppFolder\</ApplicationFolder>

<ImagesFolder>d:\TMATest\AppFolder\ImagesFolder\</ImagesFolder>

</**FileDistributionComponentConfig**>

The root <**FileDistributionComponentConfig**> includes the following:

* <DownloadPath>The Download path of the job package (.unxarch extension)
* <UnxarchExtractionPath> The extraction path of the contents of the job (unxarch file contents).
* <ApplicationFolder> The client application folder
* <ImagesFolder> The client application images folder

# TMA LOG FILES

The file name pattern of the TMA is TMA#yyyyMMdd.log for example: TMA#20240206.log.

The **TMA log file** is located in “Logs” folder at the root installation of the TMA.

### General format of the tma log file

The format of the TMA log file is the following:

Log Severity: DATE TIME PROJECT.CLASS => String (Data)

For more about Log Severity check Section [2.1.1](#_APPSETTING.JSON)

e.g

info: 06-02-2024 09:42:02:630 TMA.TMAController[0] => TMAController loaded

The following example is a normal start of the TMA:

The TMA core loding internal components:

info: 06-02-2024 09:42:02:602 TMA.TMAState[0] => TMAState loaded

info: 06-02-2024 09:42:02:629 TMA.TMAContext[0] => TMAContext Loaded

info: 06-02-2024 09:42:02:629 TMA.TMAWSLayer[0] => TMAWSLayer loaded

info: 06-02-2024 09:42:02:630 TMA.TMAComponentLoader[0] => TMAComponentLoader loaded

info: 06-02-2024 09:42:02:630 TMA.TMAController[0] => TMAController loaded

info: 06-02-2024 09:42:02:630 TMA.TMA[0] => TMA Loaded

info: 06-02-2024 09:42:02:630 TMA.TMA[0] => TMA is starting...

info: 06-02-2024 09:42:02:632 Microsoft.Hosting.Lifetime[0] => Application started. Hosting environment: Production; Content root path: C:\Unixfor\Kiosk\TMA.NET\

info: 06-02-2024 09:42:02:671 TMA.TMA[0] => Loading configuration

Loading TMA components:

info: 06-02-2024 09:42:02:740 HeartbeatComponent[0] => HeartbeatComponent loaded

info: 06-02-2024 09:42:02:740 TMA.TMAComponentLoader[0] => Located external component Name: HeartbeatComponent,Supported message: Heartbeat, Version:1.0.1, Description:Server Heartbeat handling component

info: 06-02-2024 09:42:02:740 TMA.TMAComponentLoader[0] => Loaded component Name: HeartbeatComponent,Supported message: Heartbeat, Version:1.0.1, Description:Server Heartbeat handling component

info: 06-02-2024 09:42:02:741 LogsFilesComponent[0] => LogsFilesComponent loaded

info: 06-02-2024 09:42:02:741 TMA.TMAComponentLoader[0] => Located external component Name: LogsFilesComponent,Supported message: ServicePointApps,Supported message: LogFiles, Version:1.0.1, Description:Component handling log files

info: 06-02-2024 09:42:02:741 TMA.TMAComponentLoader[0] => Loaded component Name: LogsFilesComponent,Supported message: ServicePointApps,Supported message: LogFiles, Version:1.0.1, Description:Component handling log files

info: 06-02-2024 09:42:02:755 MonitoringMessagesComponent[0] => MonitoringMessagesComponent loaded

info: 06-02-2024 09:42:02:755 TMA.TMAComponentLoader[0] => Located external component Name: MonitoringMessagesComponent,Supported message: MonitoringMessage,Supported message: CreateInternalMonitoringMessage, Version:1.0.1, Description:Component handling monitoring messages dispatch

info: 06-02-2024 09:42:02:755 TMA.TMAComponentLoader[0] => Loaded component Name: MonitoringMessagesComponent,Supported message: MonitoringMessage,Supported message: CreateInternalMonitoringMessage, Version:1.0.1, Description:Component handling monitoring messages dispatch

info: 06-02-2024 09:42:02:776 ProcessMonitoringComponent[0] => ProcessMonitoringComponent loaded

info: 06-02-2024 09:42:02:797 TMA.TMAComponentLoader[0] => Located external component Name: ProcessMonitoringComponent,Supported message: ProcessMonitoringComponent, Version:1.0.1, Description:Process Monitoring handling component

info: 06-02-2024 09:42:02:797 TMA.TMAComponentLoader[0] => Loaded component Name: ProcessMonitoringComponent,Supported message: ProcessMonitoringComponent, Version:1.0.1, Description:Process Monitoring handling component

info: 06-02-2024 09:42:02:798 ScreenShotComponent[0] => ScreenShotComponent loaded

info: 06-02-2024 09:42:02:799 TMA.TMAComponentLoader[0] => Located external component Name: ScreenShotComponent,Supported message: Screenshot, Version:1.0.2, Description:ScreenShotComponent

info: 06-02-2024 09:42:02:799 TMA.TMAComponentLoader[0] => Loaded component Name: ScreenShotComponent,Supported message: Screenshot, Version:1.0.2, Description:ScreenShotComponent

info: 06-02-2024 09:42:02:800 ServicePointCommandsComponent[0] => ServicePointCommandsComponent loaded

info: 06-02-2024 09:42:02:800 TMA.TMAComponentLoader[0] => Located external component Name: ServicePointCommandsComponent,Supported message: ServicePointCommand, Version:1.0.0, Description:ServicePointCommandsComponent

info: 06-02-2024 09:42:02:800 TMA.TMAComponentLoader[0] => Loaded component Name: ServicePointCommandsComponent,Supported message: ServicePointCommand, Version:1.0.0, Description:ServicePointCommandsComponent

info: 06-02-2024 09:42:02:806 TMACommandsComponent[0] => TmaCommandsComponent loaded

info: 06-02-2024 09:42:02:806 TMA.TMAComponentLoader[0] => Located external component Name: TmaCommandsComponent,Supported message: TMACommand, Version:2.0.1, Description:TmaCommandsComponent

info: 06-02-2024 09:42:02:806 TMA.TMAComponentLoader[0] => Loaded component Name: TmaCommandsComponent,Supported message: TMACommand, Version:2.0.1, Description:TmaCommandsComponent

info: 06-02-2024 09:42:02:810 TMA.TMAController[0] => Waiting for InitialialWaitTime[5] before startup...

info: 06-02-2024 09:42:07:829 TMA.TMAController[0] => Starting connection process...

TMA successful login process:

info: 06-02-2024 09:42:17:838 TMA.TMAController[0] => Attempting login to https://totalcare-main-gw.unixfor.gr/api/v1/tma/login

info: 06-02-2024 09:42:18:246 TMA.TMAController[0] => Login to https://totalcare-main-gw.unixfor.gr/api/v1/tma/login succeed...

info: 06-02-2024 09:42:18:363 TMA.TMAController[0] => Connected to Primary server [wss://totalcare-main-tma.unixfor.gr/tc/ws]...

### Heartbeat Component

The following logging records indicates a successful start of the Heartbeat Component:

info: 06-02-2024 09:42:02:740 HeartbeatComponent[0] => HeartbeatComponent loaded

info: 06-02-2024 09:42:02:740 TMA.TMAComponentLoader[0] => Located external component Name: HeartbeatComponent,Supported message: Heartbeat, Version:1.0.1, Description:Server Heartbeat handling component

Component features logging:

1. Heartbeat  
   info: 06-02-2024 09:47:41:557 HeartbeatComponent[0] => Heartbeat arrived
2. Time synchronization  
   info: 06-02-2024 09:47:41:554 HeartbeatComponent[0] => Heartbeat: local date/time set 2/6/2024 7:47:41 AM

For any failures, a failure log record will be added to the log file with a specific error code in brackets  
e.g  
fail: 06-02-2024 09:42:18:376 HeartbeatComponent[0] => [HC0001] Failed to load configuration. Component could not start!

For more details about the error codes check manual [section 5](#_TMA_errors_table)

### Monitoring Messages Component

The following logging records indicates a successful start of the monitoring messages component:

info: 06-02-2024 09:42:02:755 MonitoringMessagesComponent[0] => MonitoringMessagesComponent loaded

info: 06-02-2024 09:42:02:755 TMA.TMAComponentLoader[0] => Located external component Name: MonitoringMessagesComponent,Supported message: MonitoringMessage,Supported message: CreateInternalMonitoringMessage, Version:1.0.1, Description:Component handling monitoring messages dispatch

info: 06-02-2024 09:42:02:755 TMA.TMAComponentLoader[0] => Loaded component Name: MonitoringMessagesComponent,Supported message: MonitoringMessage,Supported message: CreateInternalMonitoringMessage, Version:1.0.1, Description:Component handling monitoring messages dispatch

Component features logging:

info: 06-02-2024 11:42:36:263 MonitoringMessagesComponent[0] => Sending Monitoring Message [C:\deh\_atm\atmmsg\processed\M0602202410.txt SE000002 Upper Door Open] with id [757902ef-e18c-57f4-4a13-c8ee8da2c9ad]

info: 06-02-2024 11:42:36:607 MonitoringMessagesComponent[0] => The message [757902ef-e18c-57f4-4a13-c8ee8da2c9ad] was received and processed by TC.

For any failures, a failure log record will be added to the log file with a specific error code in brackets  
e.g  
fail: 06-02-2024 09:42:18:376 MonitoringMessagesComponent[0] => [ERR0030] Failed to load configuration. Component could not start!

For more details about the error codes check manual [section 5](#_TMA_errors_table)

### Logs Files Component

The following logging records indicates a successful start of the log files component:

info: 06-02-2024 09:42:02:741 LogsFilesComponent[0] => LogsFilesComponent loaded

info: 06-02-2024 09:42:02:741 TMA.TMAComponentLoader[0] => Located external component Name: LogsFilesComponent,Supported message: ServicePointApps,Supported message: LogFiles, Version:1.0.1, Description:Component handling log files

info: 06-02-2024 09:42:02:741 TMA.TMAComponentLoader[0] => Loaded component Name: LogsFilesComponent,Supported message: ServicePointApps,Supported message: LogFiles, Version:1.0.1, Description:Component handling log files

Component features logging:

1. Notify the total care server for the available Apps categories ( <FileTransferItem> names)

info: 06-02-2024 11:56:05:745 LogsFilesComponent[0] => Sending NotifyServicePointApps Message [Avalable Apps :ClientApplication,BNA-BND,CoinHopper,Sensors,EMV,KioskUtilityService,ReceiptPrinter,UPS,TMA,] with id [757ba547-88ee-4582-9708-8e8e4eb464e5]

info: 06-02-2024 11:56:05:786 LogsFilesComponent[0] => ServicePointApps : The message [757ba547-88ee-4582-9708-8e8e4eb464e5] was received and processed by TC.

In this example the available apps are:  
1) ClientApplication   
2) BNA-BND,  
3) CoinHopper  
4) Sensors   
5) EMV  
6) KioskUtilityService   
7) ReceiptPrinter,  
8) UPS  
9) TMA.

1. Taking the requested log files  
   info: 06-02-2024 14:27:24:977 LogsFilesComponent[0] => Log files for id [1185a1e9-bd8e-4aa0-a3c5-e52364f473d9] succesfully collected.

info: 06-02-2024 14:27:24:977 LogsFilesComponent[0] => Log files for id [1185a1e9-bd8e-4aa0-a3c5-e52364f473d9] uploading...

info: 06-02-2024 14:27:28:441 LogsFilesComponent[0] => Log files for request id [1185a1e9-bd8e-4aa0-a3c5-e52364f473d9] succesfully uploaded.

For any failures, a failure log record will be added to the log file with a specific error code in brackets  
e.g  
fail: 06-02-2024 09:42:18:376 LogsFilesComponent[0] => [ERLFC00012] Failed to load configuration. Component could not start!

For more details about the error codes check manual [section 5](#_TMA_errors_table)

### Process monitoring component

The following logging records indicates a successful start of the process monitoring component:

info: 06-02-2024 09:42:02:776 ProcessMonitoringComponent[0] => ProcessMonitoringComponent loaded

info: 06-02-2024 09:42:02:797 TMA.TMAComponentLoader[0] => Located external component Name: ProcessMonitoringComponent,Supported message: ProcessMonitoringComponent, Version:1.0.1, Description:Process Monitoring handling component

info: 06-02-2024 09:42:02:797 TMA.TMAComponentLoader[0] => Loaded component Name: ProcessMonitoringComponent,Supported message: ProcessMonitoringComponent, Version:1.0.1, Description:Process Monitoring handling component

Component features logging:

info: 06-02-2024 14:43:08:891 ProcessMonitoringComponent[0] => Service Unixfor POS Service [State Stopped ]. Attempting start...

info: 06-02-2024 14:43:09:016 LogsFilesComponent[0] => ServicePointApps : The message [ea6cc9b4-7932-431a-956d-025f59b71024] was received and processed by TC.

info: 06-02-2024 14:43:10:166 MonitoringMessagesComponent[0] => Sending Monitoring Message [C:\deh\_atm\atmmsg\processed\M20240206144309137-AP000178.txt AP000178 Unixfor POS Service is not running] with id [a6361fda-2b88-6e3a-d130-3e85ab8c3bd5]

info: 06-02-2024 14:43:10:394 MonitoringMessagesComponent[0] => The message [a6361fda-2b88-6e3a-d130-3e85ab8c3bd5] was received and processed by TC.

info: 06-02-2024 14:43:28:777 MonitoringMessagesComponent[0] => Sending Monitoring Message [C:\deh\_atm\atmmsg\processed\M20240206144327767-AP000100.txt AP000100 Unixfor POS Service is running] with id [02b36190-2957-103c-0fd7-324008fc6ccb]

info: 06-02-2024 14:43:29:056 MonitoringMessagesComponent[0] => The message [02b36190-2957-103c-0fd7-324008fc6ccb] was received and processed by TC.

For any failures, a failure log record will be added to the log file with a specific error code in brackets  
e.g  
fail: 06-02-2024 09:42:18:376 ProcessMonitoringComponent[0] => [PMC0001] Failed to load configuration. Component could not start!

For more details about the error codes check manual [section 5](#_TMA_errors_table)

### Screenshot Component

The following logging records indicates a successful start of the screenshot component:

info: 06-02-2024 09:42:02:798 ScreenShotComponent[0] => ScreenShotComponent loaded

info: 06-02-2024 09:42:02:799 TMA.TMAComponentLoader[0] => Located external component Name: ScreenShotComponent,Supported message: Screenshot, Version:1.0.2, Description:ScreenShotComponent

info: 06-02-2024 09:42:02:799 TMA.TMAComponentLoader[0] => Loaded component Name: ScreenShotComponent,Supported message: Screenshot, Version:1.0.2, Description:ScreenShotComponent

Component features logging:

info: 06-02-2024 14:50:45:313 ScreenShotComponent[0] => Sending screenshot

For any failures, a failure log record will be added to the log file with a specific error code in brackets  
e.g  
fail: 06-02-2024 09:42:18:376 ScreenShotComponent[0] => [SCRS0007] Failed to load configuration. Component could not start!

For more details about the error codes check manual [section 5](#_TMA_errors_table)

### ServicePoint Commands Component

The following logging records indicates a successful start of the service point commands component:

info: 06-02-2024 09:42:02:800 ServicePointCommandsComponent[0] => ServicePointCommandsComponent loaded

info: 06-02-2024 09:42:02:800 TMA.TMAComponentLoader[0] => Located external component Name: ServicePointCommandsComponent,Supported message: ServicePointCommand, Version:1.0.0, Description:ServicePointCommandsComponent

info: 06-02-2024 09:42:02:800 TMA.TMAComponentLoader[0] => Loaded component Name: ServicePointCommandsComponent,Supported message: ServicePointCommand, Version:1.0.0, Description:ServicePointCommandsComponent

Component features logging:

info: 06-02-2024 15:43:34:836 ServicePointCommandsComponent[0] => Received Service Point Command remoteoutoforder.dat

For any failures, a failure log record will be added to the log file with a specific error code in brackets  
e.g  
fail: 06-02-2024 09:42:18:376 ServicePointCommandsComponent[0] => [SPCC0001] Failed to load configuration. Component could not start!

For more details about the error codes check manual [section 5](#_TMA_errors_table)

### TMA Commands Component

The following logging records indicates a successful start of the screenshot component:

info: 06-02-2024 09:42:02:806 TMACommandsComponent[0] => TmaCommandsComponent loaded

info: 06-02-2024 09:42:02:806 TMA.TMAComponentLoader[0] => Located external component Name: TmaCommandsComponent,Supported message: TMACommand, Version:2.0.1, Description:TmaCommandsComponent

info: 06-02-2024 09:42:02:806 TMA.TMAComponentLoader[0] => Loaded component Name: TmaCommandsComponent,Supported message: TMACommand, Version:2.0.1, Description:TmaCommandsComponent

Component features logging:

info: 06-02-2024 15:53:58:245 TMACommandsComponent[0] => The requested TMACommand with id: aca2afb3-357b-492c-b6e7-f8e46cd6fc6a processed successfully!

For any failures, a failure log record will be added to the log file with a specific error code in brackets  
e.g  
fail: 06-02-2024 09:42:18:376 TMACommandsComponent[0] => [ERRTMACC0001]Failed to load configuration. Component could not start!

Additionally the following failure records will be added to the log file:

* Error Description
* Exception message
* Standart output
* Error output

e.g

fail: 02-02-2024 11:54:40:981 TMACommandsComponent[0] => The requested TMACommand with id: ab4cb500-f7b7-4532-94a6-2581e20abad6 failed to execute!

fail: 02-02-2024 11:54:40:983 TMACommandsComponent[0] => Error Description: Step [1] error: ERRTMACC00038: For command New-Item -ItemType File -Path D:\Test.txt. Error starting the script execution.

fail: 02-02-2024 11:54:40:985 TMACommandsComponent[0] => Exception message: Step [1] : System.ComponentModel.Win32Exception (193): An error occurred trying to start process 'C:\Unixfor\Kiosk\TMAScripts\PowershellScript1.psm1' with working directory 'C:\Windows\System32\WindowsPowerShell\v1.0'. The specified executable is not a valid application for this OS platform. at System.Diagnostics.Process.StartWithCreateProcess(ProcessStartInfo startInfo) at System.Diagnostics.Process.Start() at TMACommandsComponent.TMACommandProcessHandler.RunPowershellScript(String action, String content, TMACommandsComponentConfig Configuration, ILogger logger) in D:\SVN\TMA\_NET6\ExternalComponents\TMACommandsComponent\TMACommandProcessResult.cs:line 1152

info: 02-02-2024 11:54:40:988 TMACommandsComponent[0] => Standart output : Step [1] :

fail: 02-02-2024 11:54:40:991 TMACommandsComponent[0] => Error output : Step [1] ErrorOutpout:

For more details about the error codes check manual [section 5](#_TMA_errors_table)

### Cash management Component

The following logging records indicates a successful start of the Cash management component:

info: 06-02-2024 09:42:02:800 => TMACommandsComponent[0] => CashManagementComponent loaded

info: 06-02-2024 09:42:02:800 TMA.TMAComponentLoader[0] => Located external component Name: => CashManagementComponent,Supported message: CashManagement, Version:1.0.0, Description: CashManagementComponent

info: 06-02-2024 09:42:02:800 TMA.TMAComponentLoader[0] => Loaded component Name: CashManagementComponent,Supported message: CashManagement, Version:1.0.0, Description: CashManagementComponent

Component features logging:

info: 06-02-2024 15:43:34:836 CashManagementComponent[0] => A transaction successfully sent to Total care.

For any failures, a failure log record will be added to the log file with a specific error code in brackets  
e.g  
fail: 06-02-2024 09:42:18:376 CashManagementComponent[0] => [CM0001] Failed to load configuration. Component could not start!

For more details about the error codes check manual [section 5](#_TMA_errors_table)

### File Distribution Component

The following logging records indicates a successful start of the File distribution component:

info: 06-02-2024 09:42:02:800 => FileDistributionComponent[0]=> FileDistributionComponent loaded

info: 06-02-2024 09:42:02:800 FileDistributionComponent[0]] => Located external component Name: => CashManagementComponent,Supported message: FileDistribution, Version:1.0.0, Description: File Distribution handling component

info: 06-02-2024 09:42:02:800 TMA.TMAComponentLoader[0] => Loaded component Name: CashManagementComponent,Supported message: FileDistributionComponent, Version:1.0.0, Description: File Distribution handling component

Component features logging:

A new job arrived in TMA and inserted to TMA database

info: 02-04-2024 13:38:12:506 FileDistributionComponent[0] => {"MessageType":"FileDistribution","Id":"40ed3ada-96c4-43a9-abb9-a1d7faf1bbe9","ErrorDetails":{"ErrorDescription":"","ExceptionMessage":""},"RequestDetails":{"FileUrl":"https://cfgw1.unixfor.gr:6443/Downloads/1/b000aa82-98a1-4ab8-be36-ce28ce95873a.unxarch","FilePwd":"123456","ScatterTime":"1","JobId":"21abbee9-42b1-4f58-b67f-17cda4353b44","ExecuteJobAfter":"2024-04-02T13:41:00","PreProcessingCommands":null,"PostProcessingCommands":null,"OnFailureCommands":null}}

info: 02-04-2024 13:38:12:510 FileDistributionComponent[0] => New update job arrived

info: 02-04-2024 13:38:12:584 FileDistributionComponent[0] => Inserted job 21abbee9-42b1-4f58-b67f-17cda4353b44 to db

Downloading the new job (Actually the unxarc file) to the predefined folder (<DownloadPath > section of xml)

info: 02-04-2024 13:38:14:717 FileDistributionComponent[0] => Downloading job 21abbee9-42b1-4f58-b67f-17cda4353b44 started.

info: 02-04-2024 13:38:14:719 FileDistributionComponent[0] => Selected ScatterTime for job 21abbee9-42b1-4f58-b67f-17cda4353b44 is 0 seconds

info: 02-04-2024 13:38:14:721 FileDistributionComponent[0] => Starting download for job 21abbee9-42b1-4f58-b67f-17cda4353b44

info: 02-04-2024 13:38:20:280 FileDistributionComponent[0] => Download completed for file: d:\TMATest\\b000aa82-98a1-4ab8-be36-ce28ce95873a.unxarch

Starting the extraction of the new job (Actually the new unxarc file contents) to the predefined Folder (<UnxarchExtractionPath> section of xml)

info: 02-04-2024 13:38:24:675 FileDistributionComponent[0] => Starting extraction for job 21abbee9-42b1-4f58-b67f-17cda4353b44

info: 02-04-2024 13:38:26:473 FileDistributionComponent[0] => Directory created: d:\TMATest\UnxarchExtractionPath\21abbee9-42b1-4f58-b67f-17cda4353b44

info: 02-04-2024 13:38:26:618 FileDistributionComponent[0] => Extraction completed for job 21abbee9-42b1-4f58-b67f-17cda4353b44. Files extracted to: d:\TMATest\UnxarchExtractionPath\21abbee9-42b1-4f58-b67f-17cda4353b44

info: 02-04-2024 13:38:26:636 FileDistributionComponent[0] => Job 21abbee9-42b1-4f58-b67f-17cda4353b44 moved from NotDownloaded to PendingInstallation

Now the state of the job is “Transferred”.

After the pre-configured time the job be will executed.  
In our example the Job is to a copy the file “cmdError.cmd” to a specific path

info: 02-04-2024 13:42:06:805 FileDistributionComponent[0] => Copying new file cmdError.cmd

info: 02-04-2024 13:42:06:805 FileDistributionComponent[0] => The new file D:\cmdError.cmd copied.

info: 02-04-2024 13:42:06:805 FileDistributionComponent[0] => The installation of the jobID: 21abbee9-42b1-4f58-b67f-17cda4353b44 was successful!

For any failures, a failure log record will be added to the log file with a specific error code in brackets  
e.g  
fail: 06-02-2024 09:42:18:376 FileDistributionComponent[0] => [ERRFDC0001] Failed to load configuration. Component could not start!!

For more details about the error codes check manual [section 5](#_TMA_errors_table)

# TMA errors table

|  |  |
| --- | --- |
| Error code | Description |
| **TMA CORE** | |
| [TMA0001] | GetInstances exception |
| [TMA0025] | StartTokenLifetime exception |
| [CR0001] | No configured servers found. TMA cannot continue its operation. |
| [CR0002] | Failure loading external components |
| [CR0003] | Failed to initialize events from external components |
| [ERR0XXX] | No suitable component found to handle a specific message request |
| [ERR0001] | Load configuration exception. Failed to load TerminalMonitoringAgent.xml |
| [ERR0002] | Exception while starting external component {the name of the component} |
| [ERR0003] | Exception pausing module {current processing module} |
| [ERR0004] | Pending message with ID {Message.Id} has exceeded StoreNForwardMaxTime. Will not send it to TC. |
| [ERR0005] | An error occurred in an external component |
| [ERR0006] | OnNotifyError exception occured |
| [ERR0007] | Login to server {server name} failed… |
| [ERR0008] | Connection to {server name} server failed... |
| [ERR0009] | Exception connecting to server {server.Name} at {server.WS} |
| [ERR0011] | TMA is not connected to server. Will postpone sending. |
| [ERR0012] | CloseWS Exception closing the connection to TC |
| [ERR0013] | CloseWS TMA is not connected to server. Will abort sending CloseWS |
| [ERR0014] | WS connection error received: {error} |
| [ERR0015] | Invalid server message (No \"MessageType\" field) |
| [ERR0016] | Invalid server message (No \"Id\" field) |
| [ERR0017] | Received invalid message from server (message Id is empty) |
| [ERR0018] | Received invalid message from server (message type is empty) |
| [ERR0019] | Request {message.Id} and type {key} failed to execute. |
| [ERR0020] | Request {message.Id} and type {key} failed to execute. Exception: |
| [ERR0021] | Exception sending request to external module |
| [ERR0022] | Connection to WS server {args.WSUrl} dropped {args.Code} {args.Reason} |
| [ERR0023] | Connection to WS server {args.WSUrl} dropped {args.Code} {args.Reason} |
| [ERR0024] | ServerLogIn exception: |
| [ERR0025] | Component {component name} failed to start |
| [ERR0026] | Failure to pause module {current Processing Module name} |
| [ERR0027] | No suitable component found to handle CreateInternalMonitoringMessage request |
| [ERR0028] | Http Status response error: {response code}. TMA Login failed |
| **Logs files component** | |
| [ERLFC00001] (warning) | No FileTransferItem found with name : FileTransferItem name |
| [ERLFC00002] (warning) | Error during searching a log file in : {SourcePath} with search pattern : {SearchPattern}. |
| [ERLFC00003] (warning) | Error during importing the logfile {logFile name} in zip file. Exception : |
| [ERLFC00004] (warning) | Error during reading the file : {logFile name} and writing to the zip file. Exception : |
| [ERLFC00005] | Error during casting the inserted parameters from server. Exception: |
| [ERLFC00006] | Error during creating a new instance of ZipArchive. Exception: |
| [ERLFC00007] | Error during uploading log files to server. Exception : |
| [ERLFC00008] | Error during converting the log files bytes to string. Exception : |
| [ERLFC00009] | Error setting the security protocol. Exception : |
| [ERLFC00010] | Error during converting the log files stream to bytes. Exception : |
| [ERLFC00011] | Http Status response error: {response code}. Failed to send the log files |
| [ERLFC00012] | Failed to load configuration. Component: {component name} could not start! |
| **Monitoring messages component** | |
| [ERR0029] | Failed to create internal monitoring message. |
| [ERR0030] | Failed to load configuration. Component: {Component name} could not start! |
| [ERR0031] | Error processing file {monitoring message file name} |
| [ERR0032] | ProcessPendingMessages exception: |
| [ERR0033]  (Warning) | Message [{message ID}] could not temporarily be processed by TC. Error Description: (Total care server response) |
| [ERR0034]  (warning) | Server could not process message [{key}]. TC fatal error. Error Description: (Total care response) |
| [ERR0035] | Unknown message response  (Total care server response) |
| [ERR0036] (warning) | Reply message from TC with an unknown or already processed Id {MESSAGE ID} |
| [ERR0037] | Exception while processing the message. |
| **Process Monitoring Component** | |
| [PMC0001] | Failed to load configuration. Component could not start! |
| **Heartbeat Component** | |
| [HC0001] | Failed to load configuration. Component could not start! |
| [HC0002] (warning) | PingFrequencySecs is not greater than 1. Setting to default value 30 seconds |
| [HC0003] | Execute exception |
| **Screenshot Component** | |
| [SCRS0001] | Cannot locate screenshot utility program |
| [SCRS0002] | Exception while requesting screenshot |
| [SCRS0003] | Unable to delete ScreenShot file |
| [SCRS0004] | Exception during reading the bytes of image {image name} Exception: |
| [SCRS0005] | Unable to create file {file name} |
| [SCRS0006] (warning) | Unable to delete old ScreenShot file {file name} |
| [SCRS0007] | Failed to load configuration. Component could not start! |
| **Service Point Commands Component** | |
| [SPCC0001] | Failed to load configuration. Component could not start! |
| [SPCC0002] | There is no loaded configuration.Cannot serve the request. |
| [SPCC0003] | Message is not a valid ServicePointCommandsComponent message {Message type name} |
| [SPCC0004] | Could not parse RequestDetails fields |
| [SPCC0005] | Failed to create file of Service Point Command {File name} |
| [SPCC0006] | There is no loaded configuration.Cannot serve the request |
| [SPCC0007] | Message is not a valid ServicePointCommandsComponent message {MessageType} |
| [SPCC0008] | Could not parse RequestDetails fields |
| [SPCC0009] | Failed to create file of InterComponentCommand {RMName} |
| **TMA Commands Component** | |
| [ERRTMACC0001] | Failed to load configuration. Component could not start! |
| [ERRTMACC0002] | Message is not a valid TMACommand message |
| [ERRTMACC0003] | Could not parse RequestDetails fields |
| [ERRTMACC0004] | Error setting the 'UseShellExecute' property of the process StartInfo |
| [ERRTMACC0005] | The temporary file {full Path Script File} already exists and it can't delete |
| [ERRTMACC0006] | Error creating the temporary script folder: {script Folder name} |
| [ERRTMACC0007] | Error writing the script to file: {full Path Script File} |
| [ERRTMACC0008] | Error starting the process for script execution |
| [ERRTMACC0009] | For script {Script content}. Error waiting script execution exit |
| [ERRTMACC0010] | Error parsing the process exit code |
| [ERRTMACC0011] | Error starting the powershell script execution |
| [ERRTMACC0012] | For script {Script content}. Error waiting process execution exit.(Powershell script execution) |
| [ERRTMACC0013] | Error parsing the process exit code.(Powershell script execution) |
| [ERRTMACC0014] (warning) | Error deleting the temporary script file: {full Path Script File} |
| [ERRTMACC0015] | The command {command Content} ProcessAsUserLaunch returned an error ({returnCode}). Error Message: {marshal Error Message} |
| [ERRTMACC0016] | The action or params field or RequestDetails cannot be null or empty |
| [ERRTMACC0017] | Cannot deserialize RequestDetails.Params: {Params} |
| [ERRTMACC0018] | Items to execute cannot be empty. |
| [ERRTMACC00019] | There is at least one unknown item type. ({Types}). The script items will not run |
| [ERRTMACC00020] | There is at least one script item Content empty |
| [ERRTMACC00021] | Cannot find an executable (.exe) file in the command {command content} (RunExeWithArgs Type) |
| [ERRTMACC00022] | Cannot find an executable (.exe) file in the command {command content} (RunDesktopApp Type) |
| **Cash management Component** | |
| [CM0001] | Failed to load configuration. Component could not start! |
| [CM0002] Warning | The TMA Cash management component is busy waiting a response message from Total care Server. |
| [CM0003] Warning | Timeout.The TMA Cash management component didn't received a response message from Total care Server. |
| [CM0004] Warning | The TMA Cash management component received an error from Total care Server.Total care message response code: {Response code from total care server} |
| **File distribution Component** | |
| [ERRFDC0001] | Failed to load configuration. Component could not start! |
| [ERRFDC0002] | Failure to insert job to db |
| [ERRFDC0003] | Checking if pre processing command {job.name} executed failed |
| [ERRFDC0004] | Checking if pro processing command {job.PreProcessingCommands.Action} executed failed |
| [ERRFDC0005] | could not locate extracted folder for id {JobId}. Aborting update... |
| [ERRFDC0006] | Could not locate FileDistributionJob.xml for id {job.JobId}. Aborting update... |
| [ERRFDC0007] Warning | CreatePostProcessingCommands exception {exception} |
| [ERRFDC0008] | CreatePreProcessingCommands exception {exception} |
| [ERRFDC0009] | Error transferring job from NotDownloaded to PendingInstallation. {exception} |
| [ERRFDC0010] | Failed to create PostProcessingCommands {action} |
| [ERRFDC0011] | Failed to create PreProcessingCommand {action} |
| [ERRFDC0012] | Failed to create ProcessingCommandsOnJobFailure {action} |
| [ERRFDC0013] | Failure copying file {normalizedfFileName}. {exception} |
| [ERRFDC0014] | Failure replacing file {File name}. |
| [ERRFDC0015] | Failure to extract file {downloadedFile}. {exception} |
| [ERRFDC0016] | Failure to parse distribution job xml file. {exception} |
| [ERRFDC0017] | ProcessingCommandsOnJobFailure exception {ex.ToString()} |
| [ERRFDC0018] | StartJobUpdate exception {exception} |

* Note to the reader



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