

PremiSys Services Troubleshooting

Introduction

There are two services which comprise the PremiSys application server components. These services are:

- IDenticard Windows Service
- IDenticard Scheduling Service

Under normal conditions, both of these services are configured to start automatically when the server starts. Both are also dependent on connection to the PremiSys databases which are hosted by a Microsoft SQL Server. The instance of SQL Server may or may not reside on the same server as the PremiSys application server, depending on the way the system has been designed.

IDenticard Windows Service

The IDenticard Windows Service is the primary server component of the PremiSys software. It handles the server side code for client logins, licensing, panel communications, transaction processing, etc. When this service is stopped, any running instance of the PremiSys client will receive a message box that indicates “The connection to the {server name} license server has been lost”. When the user acknowledges this message box, the client application will close. If a user attempts to restart the client application while the IDenticard Windows Service is stopped on the Application Server, they will receive a message box which indicates “AddIn Architecture Failed to start – Services unavailable...”.

IDenticard Scheduling Service

The IDenticard Scheduling Service runs various tasks within a PremiSys system. This includes, but is not limited to user-scheduled tasks for things like backups, transaction archives, reports and door schedules. When this service is stopped, any scheduled tasks will not run on their scheduled execution time.

Starting Services Step-By-Step

1. Click on the “Windows Start Menu” Button on the lower-right corner of the Windows Desktop
2. Type in “Services.msc”
3. Click on “Services” item which appears in the search results area
4. Wait for the “Services” windows to open.
5. Scroll down in the list of services to find either (or both) of the IDenticard services.
6. Right click on each of the services you wish to start and choose “Start”. *NOTE: If you are starting both IDenticard services, you should start the IDenticard Windows Service FIRST.*
7. A progress dialog will appear indicating the service is being started. Wait for the dialog to close on its own.

NOTES: In order to start a service running on a Windows operating system, a user will need to have proper rights assigned to them within the PC/Domain security configuration.

There are multiple ways to perform most operations in a Windows environment. The above process explains one specific method to start a service.

Client PCs may not be able to login immediately after restarting the services while the service initiates communications with PremiSys hardware.