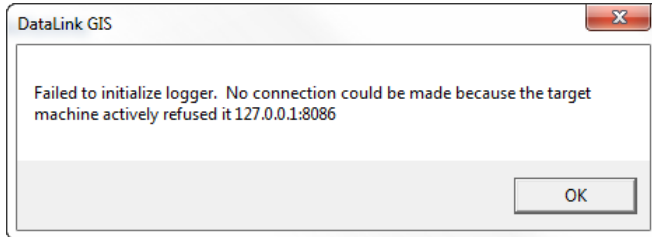
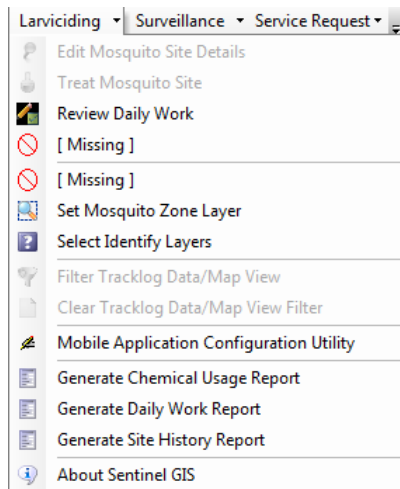


Reason

When DataLink GIS or Sentinel GIS starts, it checks to see whether the Elecdata Logging Service is running. If not, it will throw error messages such as:



Sentinel GIS toolbars will not display correctly in ArcMap.



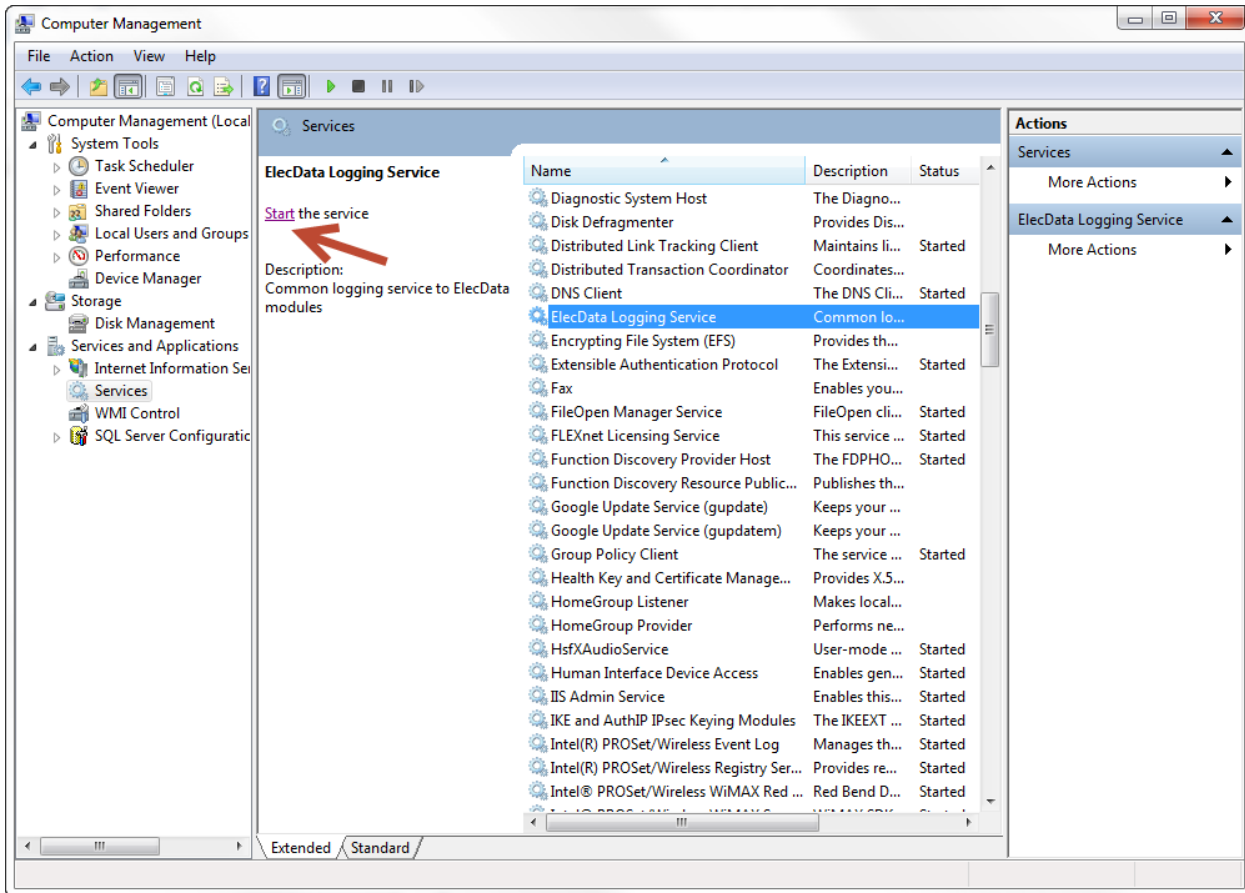
Solution

Close ArcMap then attempt to manually start the Elecdata Logging Service.

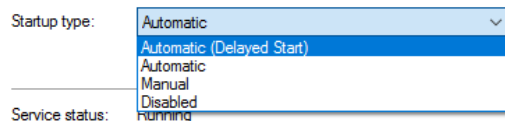
To view services on your computer, right-click Computer and select Manage.



Go to Services and Applications > Services > Elecdata Logging Service, and press Start.



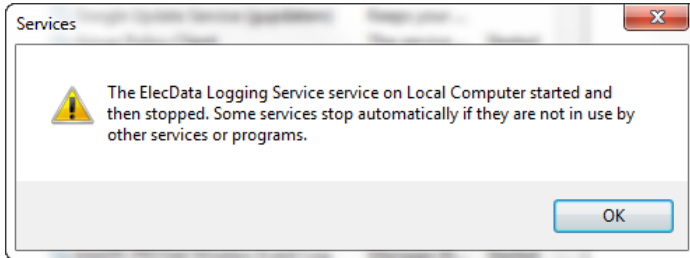
If the service regularly fails to start when Windows starts, you may need to change the startup type to “Automatic (Delayed Start).” To do this, right click the service, select Properties, and change the startup type.



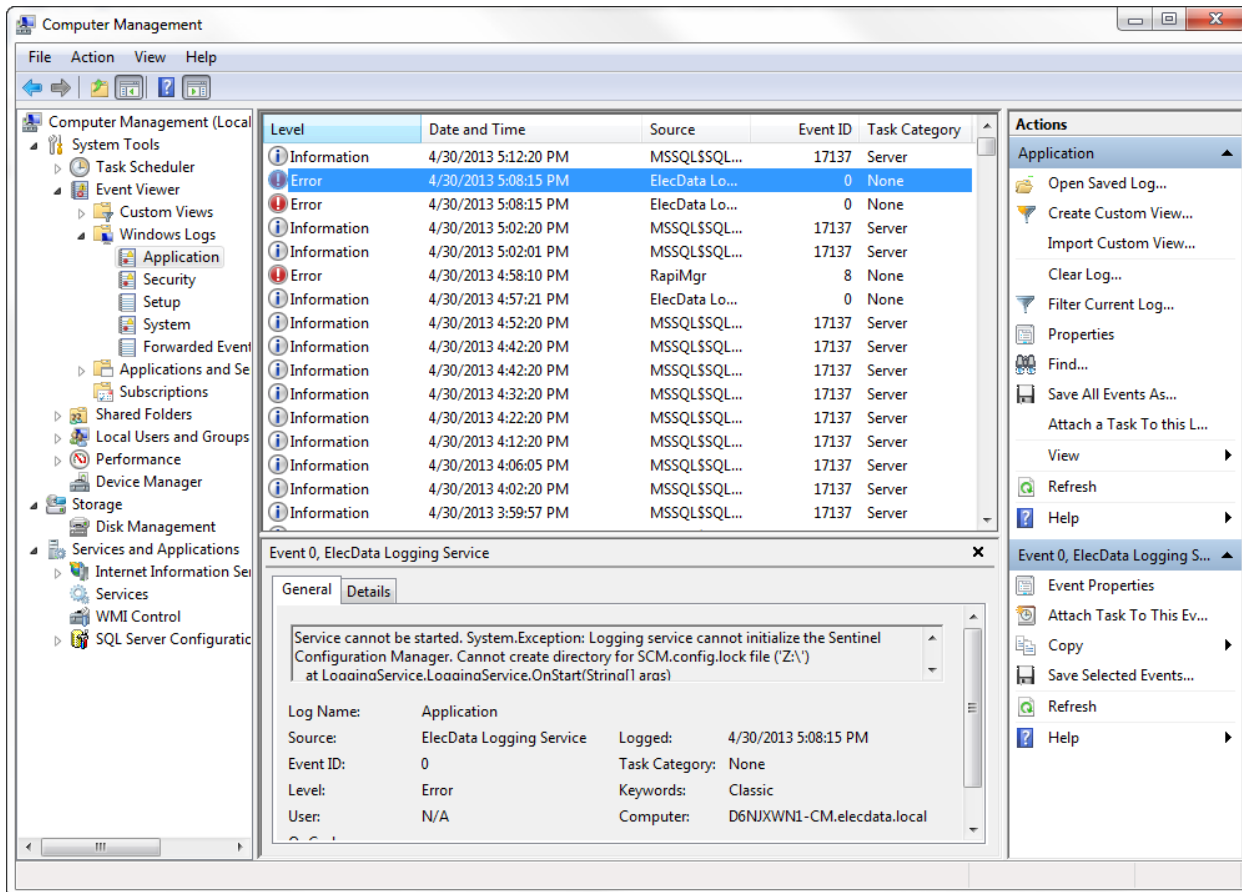
2

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If the service cannot start, you may receive a different error message:



To view additional information regarding the source of the error, in Computer Management, go to Event Viewer > Windows Logs > Application and click on the Error for the ElecData Logging Service. Details below may help point to the cause of the problem.



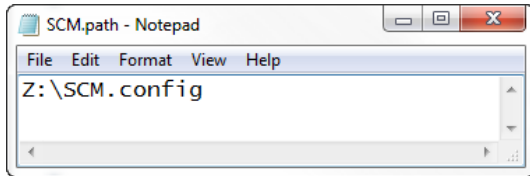
There are several reasons this may occur:

3

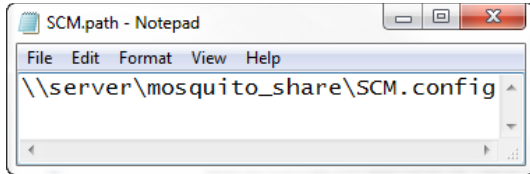
154 1st Avenue West, Jerome, ID 83338
 Ph: 208-324-8006 <http://www.frontierprecision.com>

- The service needs to read the Sentinel configuration file to determine which machine to log the messages to. It reads the location of the configuration file from c:\DataLink GIS\SCM.path. That file may be pointing to a non-existent SCM.config file. Open the SCM.path file in a text editor and verify that the path and file name exist.
- If the SCM.path file contains a mapped drive letter, the Windows service will fail to start. Enter the UNC equivalent. *Please note: the following paths are just examples to illustrate the point. Substitute the correct path location to the shared SCM.config file.*

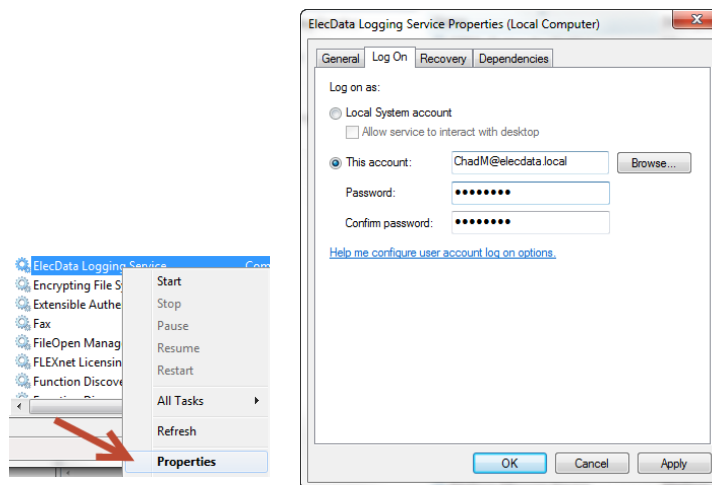
NO!



YES!



- The path containing the SCM.config file may be invisible to the ElecdData Logging Service. The ElecdData Logging Service authenticates as the "SYSTEM" user, which may not have permissions to view network resources. The ElecdData Logging Service may need to authenticate as a different user with more permissions. To set this up, right-click the ElecdData Logging Service and go to Properties. On the Logon tab, configure the user and password.





Datalink or Sentinel GIS failed to Initialize Logger

August 15, 2017

- The logging service logs to a Microsoft SQL CE (Compact Edition) database called ElecData Log.sdf (found by default in the DataLink GIS home directory). The version of SQL CE that is installed on the computer may need to be updated. Go to Microsoft's Website and download SQL Server Compact 3.5 SP2 or greater, and follow the instructions to install on your computer.