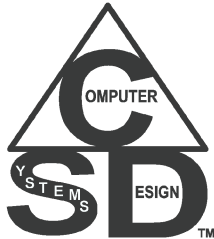


CSDA DiagInfo

for Alpha Five

Created by



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CSDA DiagInfo for Alpha Five

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CSDA DiagInfo for Alpha Five

Alpha Five Version Compatibility



The CSDA DiagInfo for Alpha Five works with Alpha Five Version 6 and up.

QReportBuilder Compatibility



The CSDA DiagInfo for Alpha Five works with all versions of QreportBuilder.

Vista / Windows 7 Compatibility



CSDA DiagInfo for Alpha Five is compatible with any Alpha Five version able to run on Microsoft's Vista or Windows 7 operating system

Purpose

The CSDA DiagInfo for Alpha Five provides for display and returning diagnostic data about the Hardware, Software and Alpha Five environments for debugging and diagnostic analysis. Some of the information returns:

- ✧ **Workstation info**
- ✧ **Windows info and location settings**
- ✧ **User Account Control setting**
- ✧ **Opportunistic Locking settings**
- ✧ **Motherboard info**
- ✧ **CPU info**
- ✧ **Memory info**
- ✧ **BIOS info**
- ✧ **Writeable Drives info**
- ✧ **Alpha Five Version info**
- ✧ **Alpha Five folders info**
- ✧ **Alpha Five Boot Times**
- ✧ **Alpha Five libraries (AEX) info**
- ✧ **Alpha Five Feature Pack info**
- ✧ **Alpha Five Speed Info (to compare effective system speeds)**
- ✧ **QReportBuilder info**
- ✧ **Alpha Five Current Database info**
- ✧ **Alpha Five Web Project info**
- ✧ **Alpha Five Windows info**
- ✧ **Database application Master/Shadow (Network Optimization) info**
- ✧ **CSDA Code Utility settings**
- ✧ **Table/Set info**
- ✧ **Last Code Error info**
- ✧ **Global Code object counts**

CSDA DiagInfo for Alpha Five

Additional Items required

None

Free License

The Free License version has less operational features than the licensed version, and is not to be distributed without a distribution license or permission from CSDA.

The Free License version does display, email and save the same data as the standard licensed version. However, the free version does not return the diagnostic data to the invoking Xbasic code.

Other CSDA products also include a Free License version for CSDA DiagInfo that may be used with the same terms.

The Free License version may not be distributed by any person or company, for any reason, unless authorized by CSDA. The Free License version is available for download and use by individuals, non-profits and companies.

Licensed Version

Licensed versions have additional features that allow automatic emailing of data to a given email address without user prompting, returning diagnostic data in Xbasic, as well as other enhanced features. If interested in a licensed or customized version, please contact CSDA at support@cda1.com

Quick Installation

To install or upgrade the CSDA DiagInfo for Alpha Five, download the executable EXE installation file, just run it and follow the instructions. Check each version of Alpha Five that you wish to install for. Each version of Alpha Five selected will open, do the final installation and then exit Alpha Five.

On Vista and Windows 7, you may have to run it in Admin mode if UAC is on. To do this, either right click on the EXE installation file's icon or filename and run as administrator, or alternatively, turn off UAC (User Account Control) on your computer during the period of installation.

This installation will also add a menu item to the rightclick and menubar options of the Alpha Five Control Panel.

CSDA DiagInfo for Alpha Five

Manual Installation

To install or upgrade the CSDA DiagInfo for Alpha Five manually, **unzip** the downloaded CSDA_DiagInfo.zip file into any directory of your choosing. If you are unfamiliar with the way to unzip a file, navigate using windows explorer or similar to the downloaded program. Right click on the downloaded filename and select Extract All (which is the windows default) or other Zip/Archive program you may have installed in windows. You will find in the same folder that was unzipped

- ⤴ CSDA_DiagInfo .pdf contains acrobat / PDF documentation file on using the product.
- ⤴ CSDA_DiagInfo .aex which must be moved or copied into the correct directory of Alpha Five for aex files
- ⤴ An Alpha Five database called CSDA_Install

Start the Alpha Five version (Version 6 and up) or QReportBuilder you wish to install on and open up the CSDA_Install database. It will run the installation and then closes Alpha Five/QReportBuilder.

Repeat for each version you wish to operate the CSDA DiagInfo on.

There are 3 possible correct places the CSDA_Barcode.aex and other AEX files can be placed. The first usable choice is best for manual installations.

- ⤴ In Alpha Five Version 7 and earlier, it should be placed in the Addins_installed directory which should be in the Alpha Five's program directory (e.g. C:\Program Files\A5v7\Addins_installed). If folder does not exist, create it first. This directory will also work for Versions 8 and up, however, you may need to run Alpha in Windows Admin mode with Vista and Windows 7
- ⤴ It can be placed in the database application's directory, and loaded there by an Autoexec script in your database application. This has the advantage of not having to be installed or updated for each runtime usage
- ⤴ In versions 8 and up, to allow better Vista or Win 7 operation, there is another directory located under the user's files Documents and Settings, unfortunately Alpha Five version 9 and version 10 do not properly handle this, and thus do not work, so this is not recommended at this time.

If the CSDA DiagInfo for Alpha Five does not seem to be working

If the program is not operating, try this after installation.

- ⤴ Close all other windows using the same version of Alpha Five.
- ⤴ Select the Alpha Five Control Panel, then select **Tools**, then **Addin Manager...** from the menu.
- ⤴ Make sure the CSDA_DiagInfo library file is shown. If it is not showing, the library was not installed properly.
- ⤴ Now unselect (uncheck) one or more items, and click **OK**.
- ⤴ Repeat, select the Alpha Five Control Panel, then select **Tools**, then **Addin Manager...** from the menu.
- ⤴ Re-select (check) the ones you previously unselected, and click **OK**.
- ⤴ Close Alpha Five and restart.
- ⤴ Select the Alpha Five Control Panel.
- ⤴ Select the Interactive Window button on the Alpha Five toolbar.
- ⤴ Now type in the Interactive Window the following
CSDA_DiagInfo("H")
and then press Enter.
- ⤴ If help appears, it is installed properly.

If any error is displayed, send the error message and information to support@csda1.com

CSDA DiagInfo for Alpha Five

Starting the CSDA Diag Info

To start the CSDA DiagInfo, do one of the following;

Control Panel Start

- ⤴ Activate the Alpha Five Control Panel, right click on the white space in the Control Panel, and select Addins, then CSDA DiagInfo



- ⤴ Activate the Alpha Five Control Panel, go to the menu tab that has the “**Addins**” sub-menu selection (not **Addin Manager**), and Select the CSDA DiagInfo

Code Editor start

- ⤴ If you are in the code editor and on a code tab (not the Interactive Window tab), Select on the menu bar, **Code**, then **Addins**, then **CSDA DiagInfo** (not supported in A5v7 and earlier)

CSDA Code Utility start

- ⤴ If you add a button to the CSDA Code Utility (or versions after CSDA Code Utility 2.68), it will appear as a button on the CSDA Code Utility

Code Editor's Interactive Window start

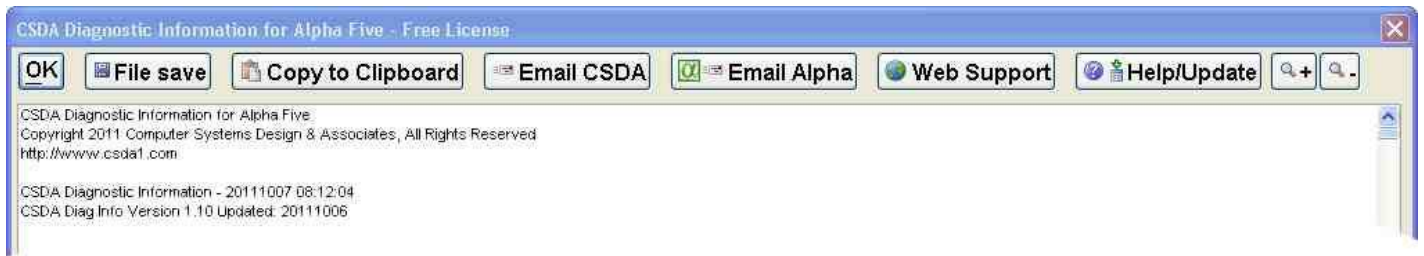
- ⤴ If Code Editor window is open, select that window, then select the **Interactive** tab
- ⤴ If Code Editor window is not open, select the Alpha Five **Control Panel**, then press the **Interactive Window** button on the toolbar

Type the following line in the interactive window, and then press Enter key.

CSDA_DiagInfo()

CSDA DiagInfo for Alpha Five

Once the CSDA DiagInfo is started, when the display comes up, the top of the dialog box will look similar to this:



The window is completely sizable by stretching to show more information. It's last size and location will be remembered for next usage.

The Help/Update button will show some current documentation to using the CSDA_DiagInfo function, as well as giving you buttons for viewing this documentation (PDF Doc), updating the program to current revision (Update), Web Support page, as well as entering licenses for any CSDA products (License)

Entering Licenses

To run a purchased version, you must add the license to the license file.

To edit the license file, start the **CSDA DiagInfo for Alpha Five**, press the **Help/Update** button, then press **License** button.

Enter in the complete license line (as one complete line) in the Edit License line.

If you have many license numbers to insert, you can press the “Edit License File” button and enter additional license numbers with the default text editor. The License file can contain multiple licenses from 1 or more companies and 1 or more products. Each product will find only the applicable license line for its needs. Each line of the license file contains a company ID, license number and other fields after that (the following shows it broken into two lines for display), e.g.

**CSDA,1234-5678-9012-3456-1234-5678-9012-3456,CSDA DiagInfo,,,
20111129,0629,,,,John Q. Smith%0D%0ASmith & Company,5**

You may have to close Alpha Five and restart Alpha Five for the new license number to take effect. All licenses are entered into a file called “A5_Licenses.txt”. The file is searched for in the following order of directories:

- ⤴ Alpha Five Private Path
- ⤴ Alpha Five user's application path
- ⤴ Alpha Five EXE path
- ⤴ Alpha Five Shared path
- ⤴ Master database path

If more than one “A5_Licenses.txt” file is found, all are combined to create a composite license file that is used for license validation. If none is found, a dialog box appears with ability to set the path and enter the license number. The initial path selected will be where the first file was found, or if none was found, then the Alpha Five user's application path (which is Alpha Five EXE path in A5 version 7 and earlier). It can be changed to any available choice, but the Application path is the recommended for most needs. New licenses will be stored in the selected path.

If you do not have a valid license #, it will operate in “Free License” mode. If you are still experiencing problems after entering valid license numbers and restarting please contact CSDA to help solve your problem.

CSDA DiagInfo for Alpha Five

Updates to the CSDA DiagInfo

To update the CSDA DiagInfo for Alpha Five, start the **CSDA DiagInfo**, select the **Help/Update** button, and then select the **Update** button. Alternatively, just download the current exe installation program or Zip file, and reinstall as if you are installing for the first time.

Current Function Documentation & Help

If you can start the **CSDA DiagInfo**, just press the **Help** button. There is also a button that will open up this pdf file documentation, if the pdf file is in the installed location.

Otherwise, follow these steps to get the current function documentation.

- ⤴ Go to the Alpha Five Control Panel.
- ⤴ Press the Interactive Window tool button at top.
- ⤴ In the Code Editor's Interactive Window, type the following lines and run (by pressing enter at the end of the line).

CSDA_Diag Info("H")

If you wish to save the documentation, press Save File button, or you can select the text, and use Ctrl-C to copy it to the clipboard. Then paste where needed.

Self-Prompting usage

If you use a leading space for most parameters of the functions, they will prompt you for the value, or supply a list of acceptable values when run. The trimmed parameter value is used as the default value for any prompts. This is particularly useful for the Flags parameters. Flags have many settings, not all of which are compatible or will work simultaneously. In most cases, the character case of Flags letters does not matter.

Code Editor Parameter Help

After the 1st usage of a function (including getting Help or version), code editor parameter help (pop ups which allow selecting values) will be available for the function in the code editor as the function is being typed in. To enable this feature for software development can be done easily by requesting the version number, as in;

CSDA_DiagInfo("V")

CSDA Code Utility configuration

If you want to add a button to the CSDA Code Utility version 2.68 or earlier, add the text to the A5Desktop_Buttons.txt file, which you can edit from the utility's help button at the bottom, pressing the **"Edit Buttons"**

```
DiagInfo
DiagInfo
Diag{LF}Info{!:'a5_cp_bitmap_small'}
{!:'a5_cp_bitmap_small'}
=CSDA_DiagInfo()
D=.not.(Is_In_Addin("CSDA_DiagInfo()")= "")
D
'=====
```

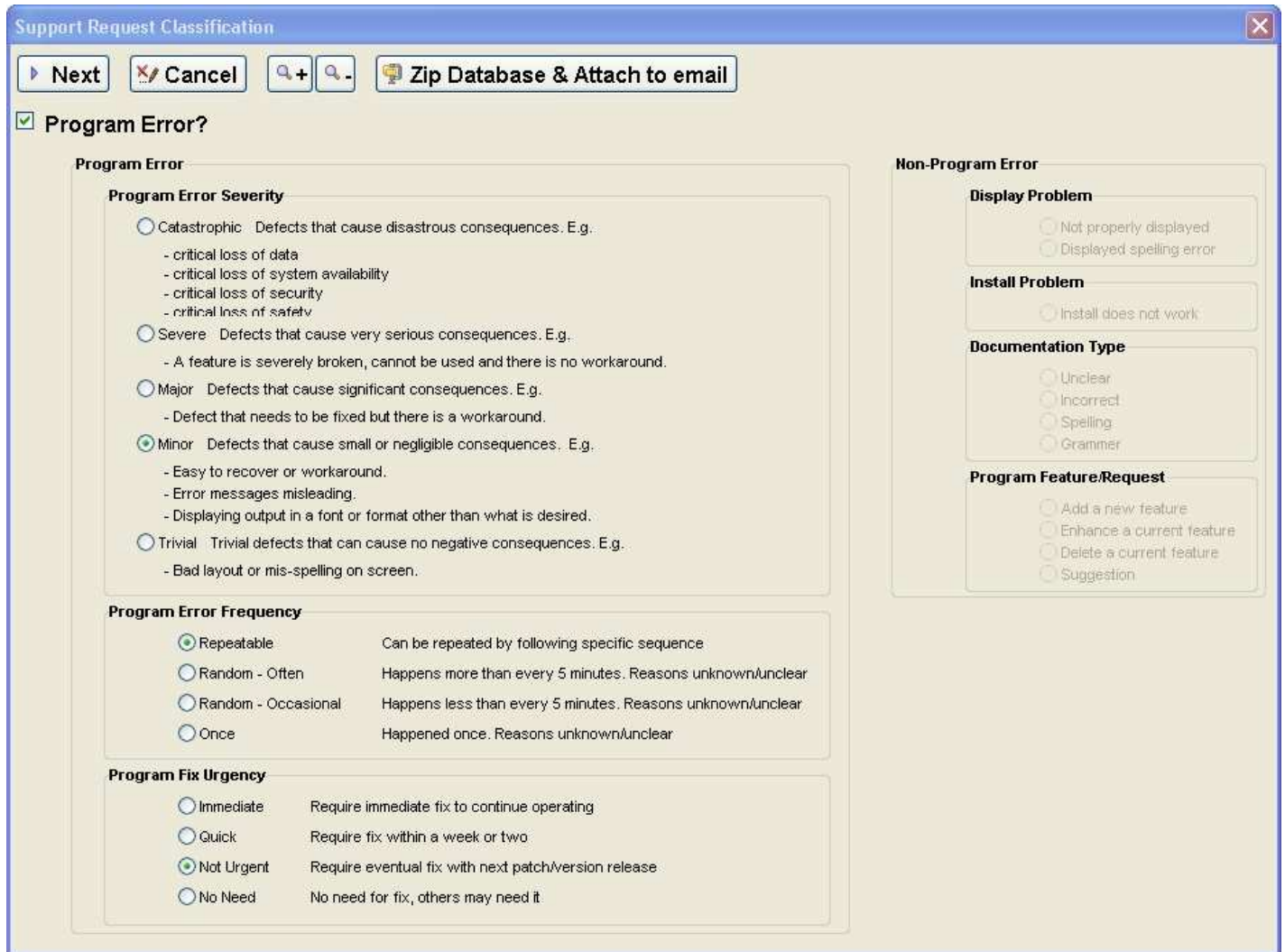
It will then appear at the bottom of the utility's large menu. You can also add the button to the other utility's menus by editing the appropriate menu files, and adding this line at an appropriate place.

==01PD=Diag Info

CSDA DiagInfo for Alpha Five

Emailing Results

When you click on one of the email buttons, you get the following dialog to fill out.



The dialog box is titled "Support Request Classification" and has a close button (X) in the top right corner. It contains several buttons at the top: "Next", "Cancel", a search icon with a plus sign, a search icon with a minus sign, and "Zip Database & Attach to email". Below these buttons, there is a checkbox labeled "Program Error?" which is checked. The main area is divided into two columns. The left column is titled "Program Error" and contains three sections: "Program Error Severity" with radio buttons for Catastrophic, Severe, Major, Minor (selected), and Trivial; "Program Error Frequency" with radio buttons for Repeatable (selected), Random - Often, Random - Occasional, and Once; and "Program Fix Urgency" with radio buttons for Immediate, Quick, Not Urgent (selected), and No Need. The right column is titled "Non-Program Error" and contains three sections: "Display Problem" with radio buttons for Not properly displayed and Displayed spelling error; "Install Problem" with a radio button for Install does not work; and "Documentation Type" with radio buttons for Unclear, Incorrect, Spelling, and Grammar. Below these is a section titled "Program Feature/Request" with radio buttons for Add a new feature, Enhance a current feature, Delete a current feature, and Suggestion.

Support Request Classification

Next Cancel Search + Search - Zip Database & Attach to email

☒ **Program Error?**

Program Error

Program Error Severity

☐ Catastrophic Defects that cause disastrous consequences. E.g.
- critical loss of data
- critical loss of system availability
- critical loss of security
- critical loss of safety

☐ Severe Defects that cause very serious consequences. E.g.
- A feature is severely broken, cannot be used and there is no workaround.

☐ Major Defects that cause significant consequences. E.g.
- Defect that needs to be fixed but there is a workaround.

☒ Minor Defects that cause small or negligible consequences. E.g.
- Easy to recover or workaround.
- Error messages misleading.
- Displaying output in a font or format other than what is desired.

☐ Trivial Trivial defects that can cause no negative consequences. E.g.
- Bad layout or mis-spelling on screen.

Program Error Frequency

☒ Repeatable Can be repeated by following specific sequence

☐ Random - Often Happens more than every 5 minutes. Reasons unknown/unclear

☐ Random - Occasional Happens less than every 5 minutes. Reasons unknown/unclear

☐ Once Happened once. Reasons unknown/unclear

Program Fix Urgency

☐ Immediate Require immediate fix to continue operating

☐ Quick Require fix within a week or two

☒ Not Urgent Require eventual fix with next patch/version release

☐ No Need No need for fix, others may need it

Non-Program Error

Display Problem

☐ Not properly displayed

☐ Displayed spelling error

Install Problem

☐ Install does not work

Documentation Type

☐ Unclear

☐ Incorrect

☐ Spelling

☐ Grammar

Program Feature/Request

☐ Add a new feature

☐ Enhance a current feature

☐ Delete a current feature

☐ Suggestion

This helps categorize the type of failure, frequency of failure and your time frame for a correction. After filling this out, click **Next**, or if you want to Zip your database to send, click **Zip Database & Attach to email**.

Your default email program will then display with an email with the CSDA DiagInfo information. Some email programs may not attach the file properly, so you may need to delete the email attachment and reattach it, using the file listed near the top of the email's body. Make any modifications to the email, including a message, and then send it.

CSDA DiagInfo for Alpha Five

Interpreting the output

All output of CSDA DiagInfo is based upon results returned from Windows, Alpha Five or the Windows registry for the specific computer it is run on. All references to "Server" are simply values obtained on the current computer for settings or values that the computer uses associated with a server.

The exact meanings and implications of the returned values are implied by the text for the item, but interpretation is not provided and results are provided, as is. Some support may be provided for free, particularly on Alpha Five message forums, but if you require more extensive support, paid support is available for the free or purchased versions.

Getting Boot Times

The CSDA DiagInfo can reports various times that files were accessed or modified during the boot process, resulting in an approximation of the time it took to start Alpha Five. While it will report these times and reference the seconds from the last access of the Alpha Five EXE, some of these values may change from initial start. To get more accurate values when you start Alpha Five, place the following code at the earliest possible time after starting Alpha Five. Normally this would be at the top of the global script named AUTOEXEC, or in the ONINIT event of the startup form. Because of the error code around it, this is safe to use even if the CSDA DiagInfo is not installed in all applications.

```
ON ERROR GOTO NEXT
CSDA_DiagInfo("B")
ON ERROR GOTO 0
```

Adding User Timings to Boot Times

The CSDA DiagInfo can also report user times referenced to when Alpha Five was started. To place an additional entry into the boot time values, place the following code anywhere in your code with a comment line of your own choosing. The ON ERROR lines will allow the code to be skipped if CSDA_DiagInfo is not installed in all applications.

```
ON ERROR GOTO NEXT
CSDA_DiagInfo("L","Comment to describe the timing point in the log" )
ON ERROR GOTO 0
```

CSDA DiagInfo for Alpha Five

Using the CSDA DiagInfo in your code

You may wish to place a function call to the function in your own code. Typically, you might place it in a button for help or support, or in an error handler. Here is some suggested code that could be placed in a button event

```
IF eval_valid("CSDA_DiagInfo(\V)")
    CSDA_DiagInfo()
END IF
```

However, the CSDA_DiagInfo.AEX and all other files (with the exception of the PDF documentation files) can not be distributed in any manner, except under license or authorization by CSDA.

Examples to try in the Interactive Window

To try some programming examples, go to the Interactive window, and try some of the following lines. Do not include any text in the interactive window show below from the single quote to the end of the line, these are just comments to explain what the line will do.

```
?CSDA_DiagInfo()           ' Display, and for licensed versions, return diagnostic Info
?CSDA_DiagInfo("H")        ' Return Help info
?CSDA_DiagInfo("V")        ' Return CSDA DiagInfo version and date info
?CSDA_DiagInfo("M")        ' Run in modal window display, for licensed versions, return diagnostic Info
?CSDA_DiagInfo("L","User boot timing comment") ' Enter user timing entry to boot log
?CSDA_DiagInfo("D")        ' Display License Info, then run
```

Uninstalling

While seldom ever needed, if you want to totally remove the program, or want to verify that an extreme problem is not caused by the program, follow one of the following methods.

To uninstall manually

- ⤴ Start Alpha Five
- ⤴ Go to the Control Panel
- ⤴ Open the Interactive Window by pressing the button on the toolbar
- ⤴ In the interactive window, type

```
_CSDA_DiagInfo("", "D")
```

and press enter (note the leading underscore before the function)

- ⤴ To complete the removal of the code from memory, exit Alpha Five

For documentation of the other files used, see the section "Files Used" in this documentation

Files Used

The following is a list of files and extensions created and/or used.

- ⤴ **CSDA_DiagInfo.AEX** – Contains software code, normally installed in **addins_installed** directory
- ⤴ **CSDA_DiagInfo.PDF** – Contains software documentation
- ⤴ **Control Panel Addin files** of the form **CSDA_DiagInfo.*** in C:\Program Files\A5Vxx\Control_Panel_Addins and the user's Control_Panel_Addins folder
- ⤴ **A5_Licenses.txt** is a file containing 1 or more licenses to use. It can be manually entered, but is normally created automatically. Blank lines or lines whose 1st non-blank character is a single quote are ignored. This file must be present and contain valid License numbers for the CSDA Barcode Functions for Alpha Five to fully operate.

CSDA DiagInfo for Alpha Five

Technical Support for the CSDA DiagInfo for Alpha Five

Free technical support for help in using the CSDA DiagInfo for Alpha Five is not included in the license, but may be provided in some cases or in public message board forums (such as Alpha Software's).

If possible, try to include a CSDA DiagInfo output to CSDA.

Release Version History

09/22/2012	1.38 CSDA DiagInfo – Additional fixes for early versions of A5v7
09/21/2012	1.37 CSDA DiagInfo – Fixed install and operation for early versions of A5v7
05/08/2012	1.36 CSDA DiagInfo – Added boot info data return for Licensed users, Debug Mode Allowed setting
	1.36 CSDA DiagInfo – Fixed UAC enabled value
04/21/2012	1.35 CSDA DiagInfo – Added CPU Info, Boot timing User Comment entry, QRB Year version added
	1.35 CSDA DiagInfo – Dynamic Size of Wait dialog added, Added 64 bit OS value
04/06/2012	1.34 CSDA DiagInfo – Added User Timing entries to boot log, Fixed some boot logging issues
	1.34 CSDA DiagInfo – Added display of A5Startup.log if it exists
03/28/2012	1.33 CSDA DiagInfo – Added Web Server Name and Port, Added Free Feature Packs
03/21/2012	1.31 CSDA DiagInfo – Fixed additional licensing errors
03/20/2012	1.30 CSDA DiagInfo – Fixed small Licensing error
03/19/2012	1.29 CSDA DiagInfo – Added Licensing improvements
03/16/2012	1.28 CSDA DiagInfo – Fixed read-only files of table fpt and cdx files
03/15/2012	1.27 CSDA DiagInfo – Added detection for read-only files of table files as well
	1.27 CSDA DiagInfo – Added error detection for table info
03/14/2012	1.26 CSDA DiagInfo – Added detection for read-only files and folders
03/09/2012	1.25 CSDA DiagInfo – Added detection for bad software updates, added caching values
03/05/2012	1.24 CSDA DiagInfo – Fixed Email Alpha for A5v6,
	1.24 CSDA DiagInfo – fixed bug in Client Opportunistic Locking, Clarified some item labels
03/02/2012	1.23 CSDA DiagInfo – Added additional Database Properties and A5 Settings
	1.23 CSDA DiagInfo – Made Email Alpha similar for Alpha mailing
03/01/2012	1.22 CSDA DiagInfo – Added key Database Properties and A5 Settings
02/25/2012	1.21 CSDA DiagInfo – Fixed small issue with debugger popup during install
12/15/2011	1.20 CSDA DiagInfo – Added Alpha Five Boot Times
11/12/2011	1.19 CSDA DiagInfo – Added Machine Security Identifier
10/31/2011	1.18 CSDA DiagInfo – Added Last Win boot time, and A5 windows list
10/26/2011	1.17 CSDA DiagInfo – Return Alpha Five speed info
10/25/2011	1.16 CSDA DiagInfo – Windows Added Security ID, V11 Feature pack listing fixed
10/11/2011	1.15 CSDA DiagInfo – Return additional data for AEX and Global code counts
10/08/2011	1.14 CSDA DiagInfo – Return additional data for older versions previously blank
10/07/2011	1.13 CSDA DiagInfo – Fixed operation for A5v6
10/07/2011	1.12 CSDA DiagInfo – Fixed missing internal function
10/07/2011	1.11 CSDA DiagInfo – Improved pdf documentation, changed display for Addins
10/06/2011	1.10 CSDA DiagInfo – Added Help/Update button, SMB2 Info, Flag Help
10/05/2011	1.09 CSDA DiagInfo – Added Oplock Info
09/27/2011	1.08 CSDA DiagInfo – Initial standalone release