



Cash Management System

Branch Support Document Guide

CHECKLIST

Network

- Connection to CMS Web Site
- <http://mygoldrush.co.za:107>
- <http://192.168.0.150:107>

Services

- CM Client Organisations Service
- CM Client Security Service
- CM Client Transactions Service
- MIDAS Software Updates Service

Databases

- SQL Server (SQLEXPRESS)
- PostgreSQL 11.0-1 Server
- pgAdmin 4
- SQL Server Management Studio

Logs

- C:\CMSLogs
- Event Viewer

Backups

- Windows Task Schedule Job:
- Backups Stored in C:\CMBackups

Web Connectivity:

- Open Any Web Browser and navigate to the following web sites:
- (For Branches on the Goldrush WAN)
 - <http://mygoldrush.co.za:107> and;
 - <http://192.168.0.150:107>
- (For Branches not on the Goldrush WAN
 - <http://mygoldrush.co.za:107>

The Browser should navigate to the site below without any error or failure.



Sign In

Forgot Password

User name:*

Please, enter your user name

Password:*

Log In

USAGE:

The System connects to the Head Office Web Services to:

- Synchronise User Accounts
- Synchronise User PWDs and Roles
- Organisation / Branch Info
- Transactions
- EFT Requests
- Document Requests
- Adjustments
- Variances
- Etc.

The Windows Services conduct these activities at the f.f.g. frequencies:

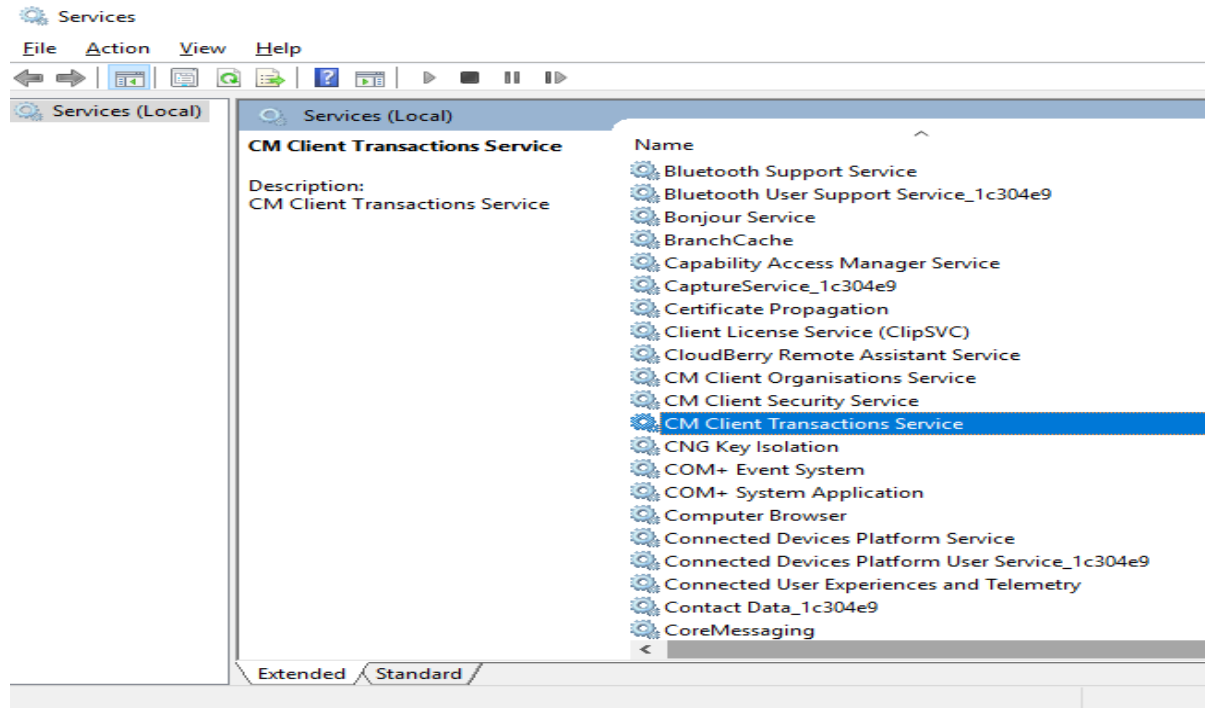
Transactions	-	15 mins
User and Sec.	-	1 Hour
Branch Info	-	1 Hour

To Force a Re-Synch. either restart the Services or the Machine and thereafter wait 15 mins

NB: Record any Errors (if any) as this will be useful when resolving any faults.

SERVICES:

- Control Panel -> Administrative Tools -> Services
(or run Services.msc from command line with "Administrative rights")
- Ensure the following services are running: (Start the Services if they're not)
 - PostgreSQL 11.0-1 Server
 - SQL Server (SQLEXPRESS)
 - MIDAS Software Updates Service
 - CM Client Security Service
 - CM Client Organisations Service
 - CM Client Transactions Service



USAGE:

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- Synchronise User Accounts
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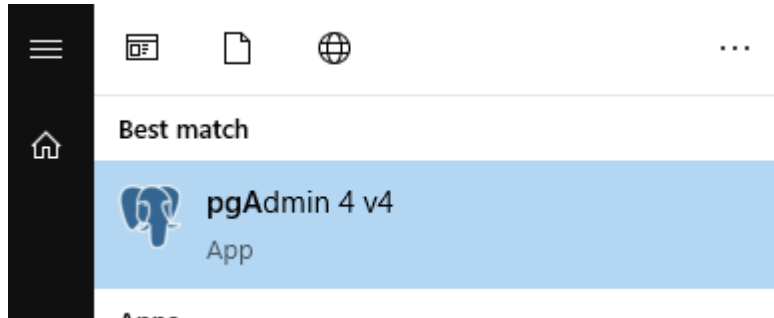
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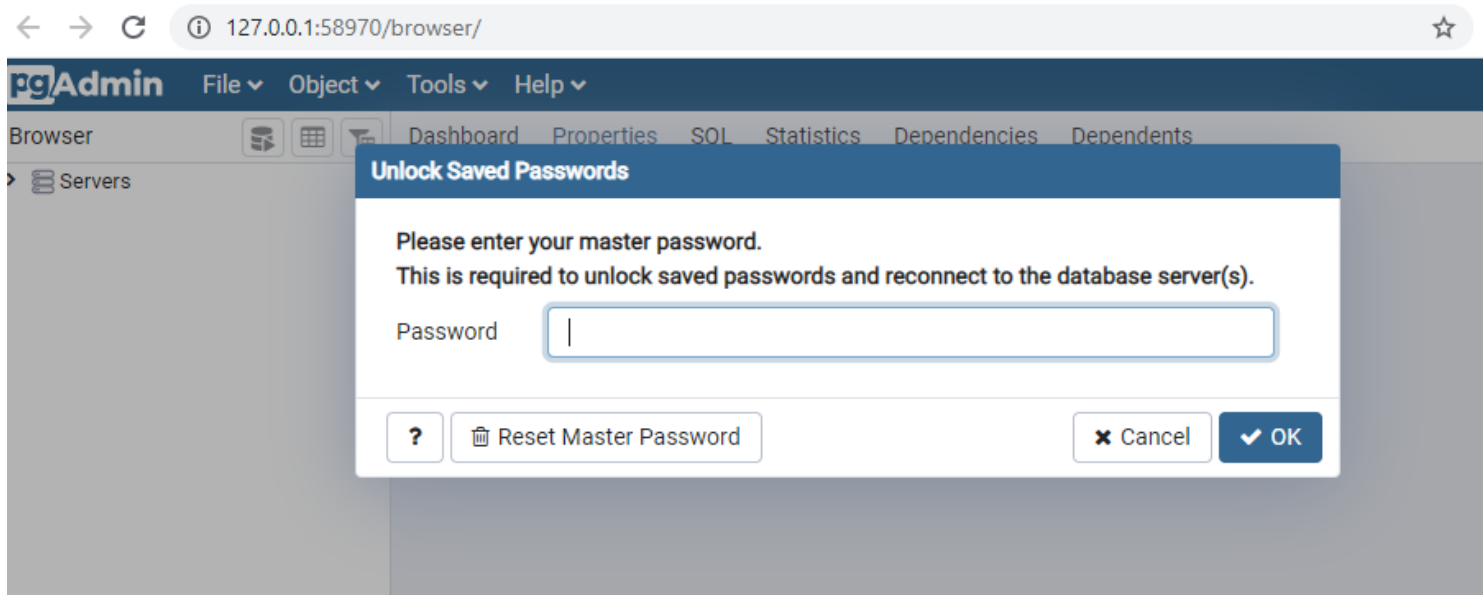
NB: Record any Errors (if any) as this will be useful when resolving any faults.

Database Checks:

- PostgreSQL Databases
- Open pgAdmin 4 via Start -> Run -> “type in pgAdmin”



- The System will open a Browser and Navigate to the Database Management Site
- Enter the Database Password



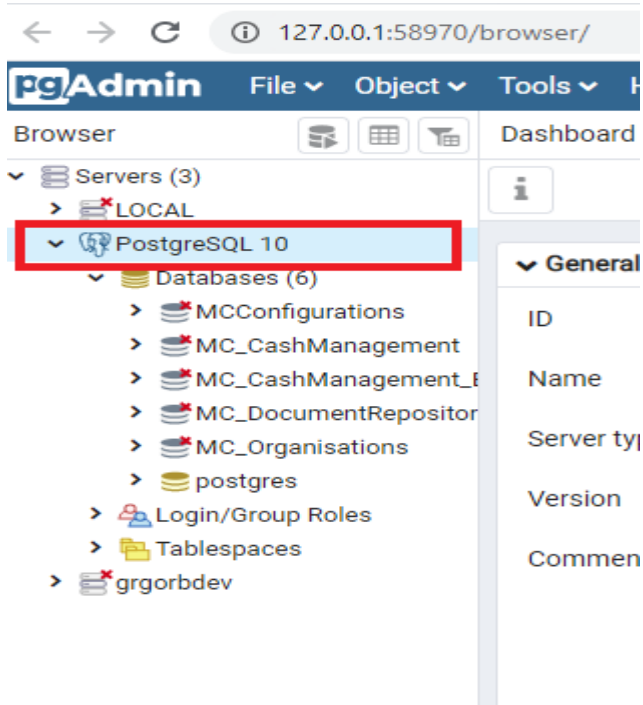
USAGE:

Opening the postgresql Database server and Expanding without error indicates that the databases are operational.

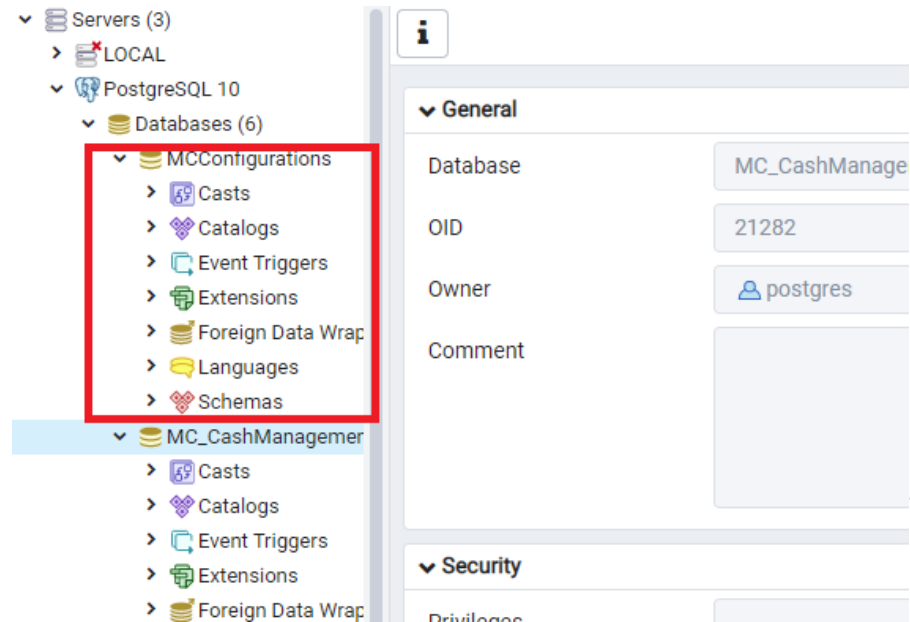
NB: Record any Errors (if any) as this will be useful when resolving any faults.

Database Checks:

- PostgreSQL Databases
- Expand Servers and Select the “Postgres XX”, Expand the Databases List as illustrated:



- Click on Each of the Database
- Each Database should expand without error as illustrated below :



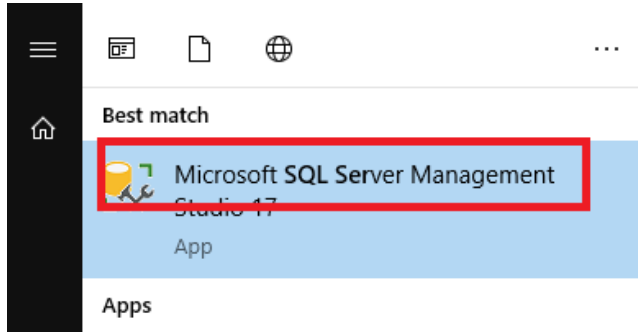
USAGE:

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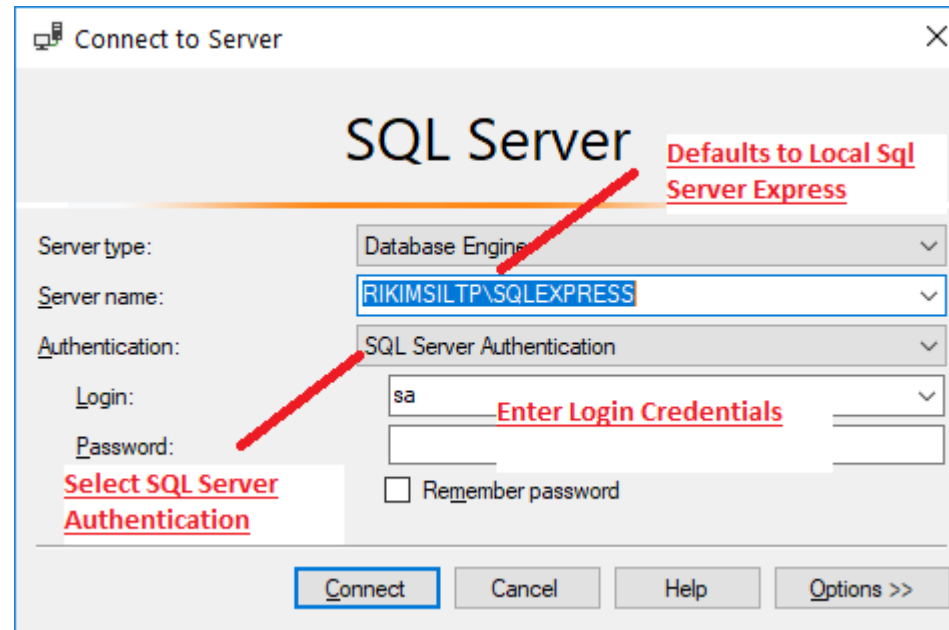
NB: Record any Errors (if any) as this will be useful when resolving any faults.

Database Checks:

- SQL Server Express (Security Database)
- Open Sql Server Management Studio via Start -> Run -> “type in Sql Server Management Studio ”



- The System will open a Browser and Navigate to the Database Management Site
- Enter the Database Password



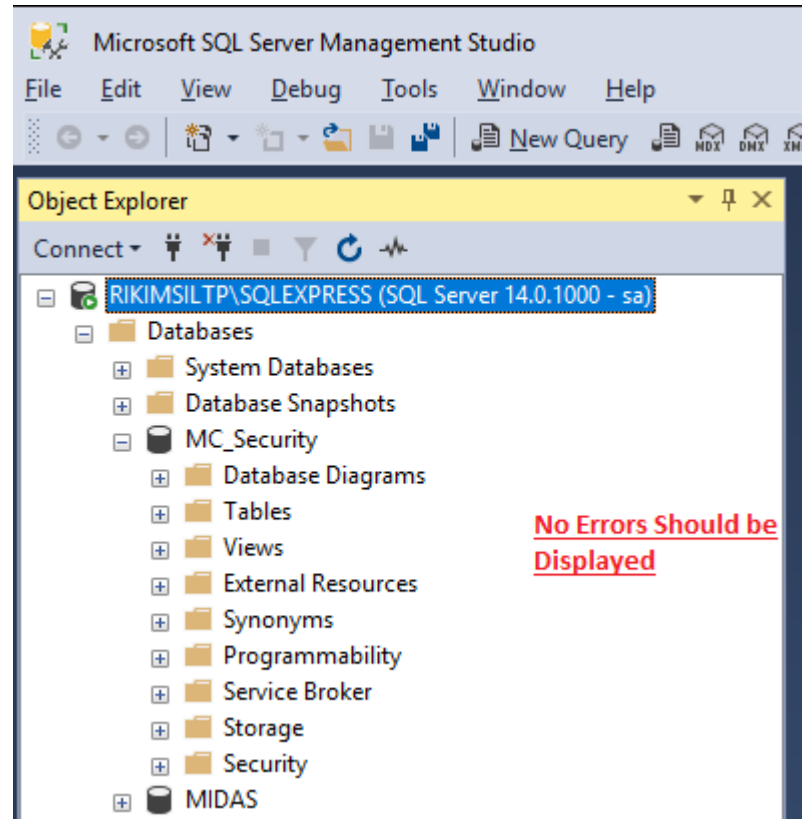
USAGE:

Opening the SQL Server Database server and Expanding without error indicates that the databases are operational.

NB: Record any Errors (if any) as this will be useful when resolving any faults.

Database Checks:

- SQL Server Express (Security Database)
- Expand Server -> Databases and Select the “MC_Security”, Expand the Database List as illustrated:



USAGE:

Opening the Database server and Expanding without error indicates that the databases are operational.

NB: Record any Errors (if any) as this will be useful when resolving any faults.

System Logs:

- The System Uses two type of methods to log issues:
 - General operations and issues are Logged to File -> The Log Files are stored in “C:\CMSLogs”
 - Critical Errors are logged to System Event Viewer
- Go to the Log Files to determine the causes of issues that might be experienced with the Application
- The System Logs to the following files located in the Directory “C:\CMSLogs”:

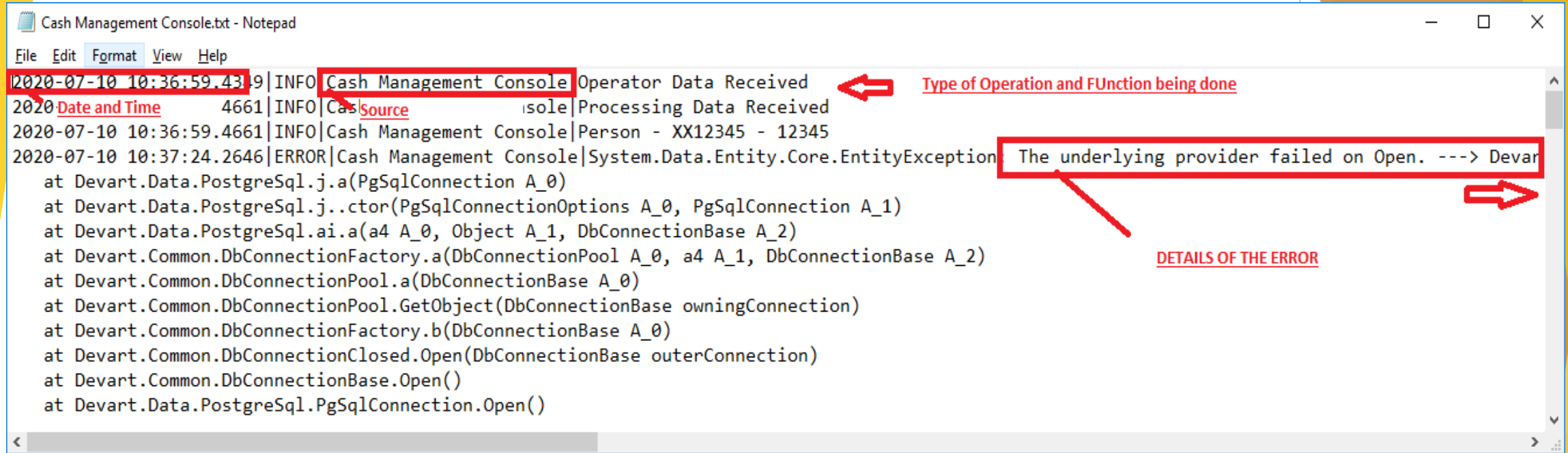
• “Cash Management Console.txt”	-	CMS Console Errors
• “OrbitalSecuritySynch.txt”	-	Security Synchronisation Errors
• “CMClientOrganisationsSynch.txt”	-	Synch. of Branch Info, User, Roles, Application Info operations and issues
• “CMTransactionActivitiesSynch.txt”	-	Transactional Operations and Transactional issues
• “CMEFTRequestsSynch.txt”	-	EFT Requests Operations and issues
• “CMBranchDocumentAdjustmentsSynch.txt”	-	Document Update Operations and issues
• “CMMidasDeductionsSynch.txt”	-	MIDAS Variances operations and issues
• “CMSurveillanceRequestsSynch.txt”	-	Surveillance Requests operations and issues
• “CMTreasuryAdjustmentsSynch.txt”	-	Treasury Adjustments operations and issues
- Go to either of the Log Sources in the event of issues.
- Read the Log Message and determine what the issue is and take the necessary action to resolve the issue.

USAGE:

Opening the Database server and Expanding without error indicates that the databases are operational.

NB: Record any Errors (if any) as this will be useful when resolving any faults.

How to Read the Log Files:



The screenshot shows a Notepad window titled "Cash Management Console.txt - Notepad". The log file content is as follows:

```
2020-07-10 10:36:59.4319|INFO|Cash Management Console|Operator Data Received
2020-07-10 10:36:59.4661|INFO|Cash Management Console|Processing Data Received
2020-07-10 10:36:59.4661|INFO|Cash Management Console|Person - XX12345 - 12345
2020-07-10 10:37:24.2646|ERROR|Cash Management Console|System.Data.Entity.Core.EntityException: The underlying provider failed on Open. ---> Devart.Data.PostgreSql.j.a(PgSqlConnection A_0)
    at Devart.Data.PostgreSql.j..ctor(PgSqlConnectionOptions A_0, PgSqlConnection A_1)
    at Devart.Data.PostgreSql.ai.a(a4 A_0, Object A_1, DbConnectionBase A_2)
    at Devart.Common.DbConnectionFactory.a(DbConnectionPool A_0, a4 A_1, DbConnectionBase A_2)
    at Devart.Common.DbConnectionPool.a(DbConnectionBase A_0)
    at Devart.Common.DbConnectionPool.GetObject(DbConnectionBase owningConnection)
    at Devart.Common.DbConnectionFactory.b(DbConnectionBase A_0)
    at Devart.Common.DbConnectionClosed.Open(DbConnectionBase outerConnection)
    at Devart.Common.DbConnectionBase.Open()
    at Devart.Data.PostgreSql.PgSqlConnection.Open()
```

Annotations on the screenshot include:

- A red box around the first two columns of the first log entry, with a red arrow pointing to the text "Type of Operation and FUNCTION being done".
- A red box around the third column of the first log entry, with a red arrow pointing to the text "Source".
- A red box around the error message "The underlying provider failed on Open. ---> Devart.Data.PostgreSql.j.a(PgSqlConnection A_0)", with a red arrow pointing to the text "DETAILS OF THE ERROR".

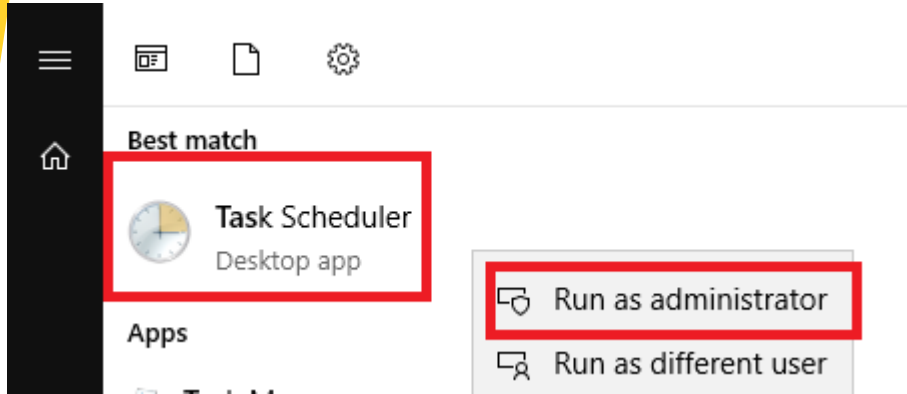
USAGE:

The Log Files indicate what the services were doing at specific point in time. They provide detailed error messages of what and where errors were experienced.

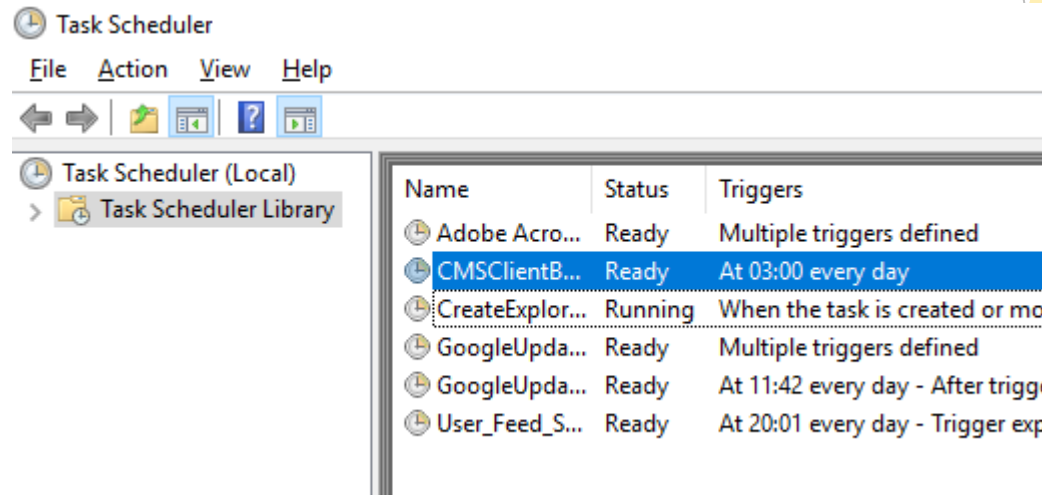
NB: Copies of log files will be useful when resolving any faults.

Data Backups:

- Data Backups are done on a daily basis at 3:00AM via a Windows Task Scheduler job:
 - Open Windows Task Scheduler via “Start” ->type in Task Scheduler
 - Select and Run Task Scheduler as Administrator (as illustrated below)
 - The CMSClientBackup Task runs a batch file “C:\CMSTemplates\CMSClient_DailyBackup.bat

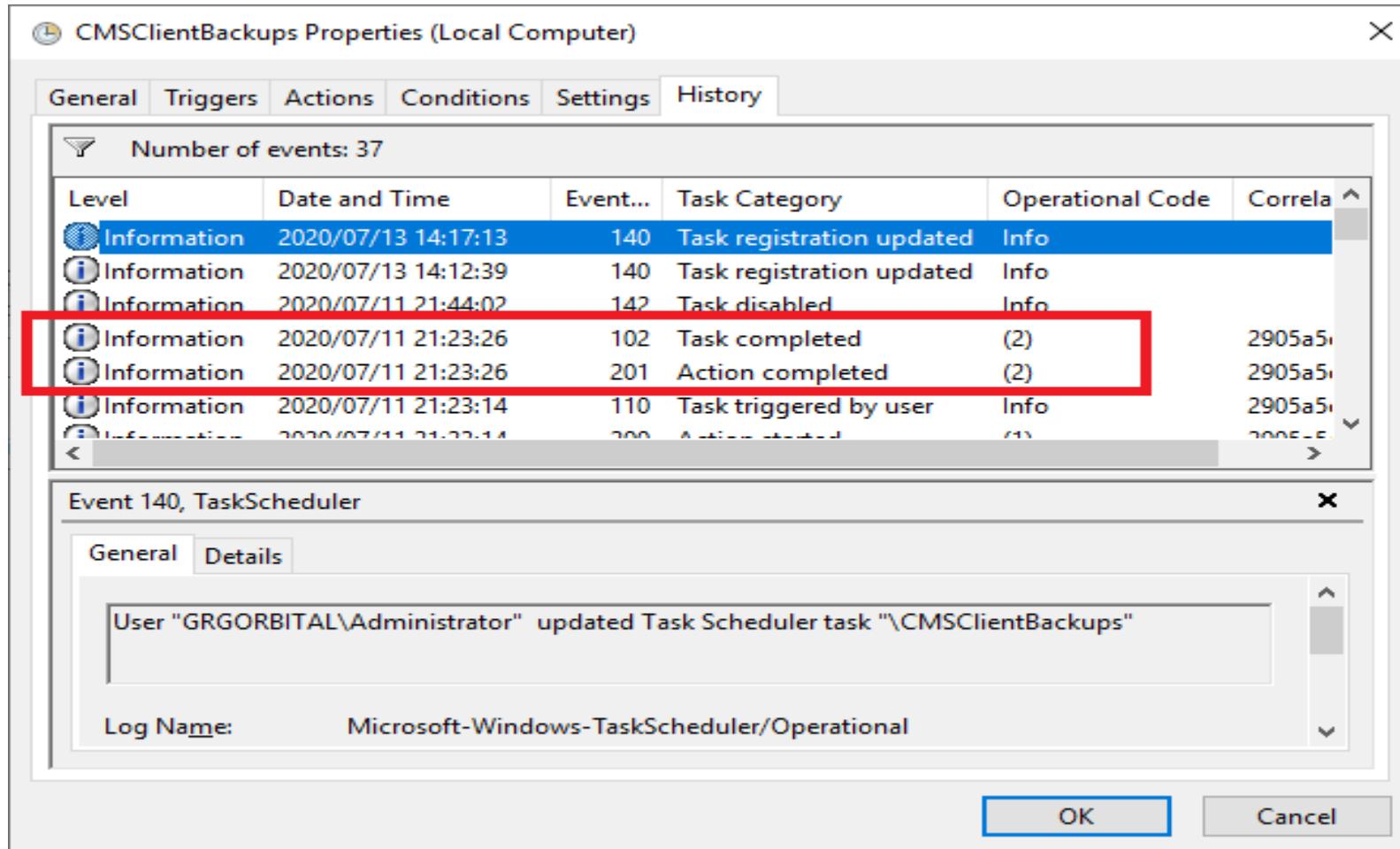


- Open the “CMSClientBackup” Job from the List of Tasks by double-clicking on the Name of the Task



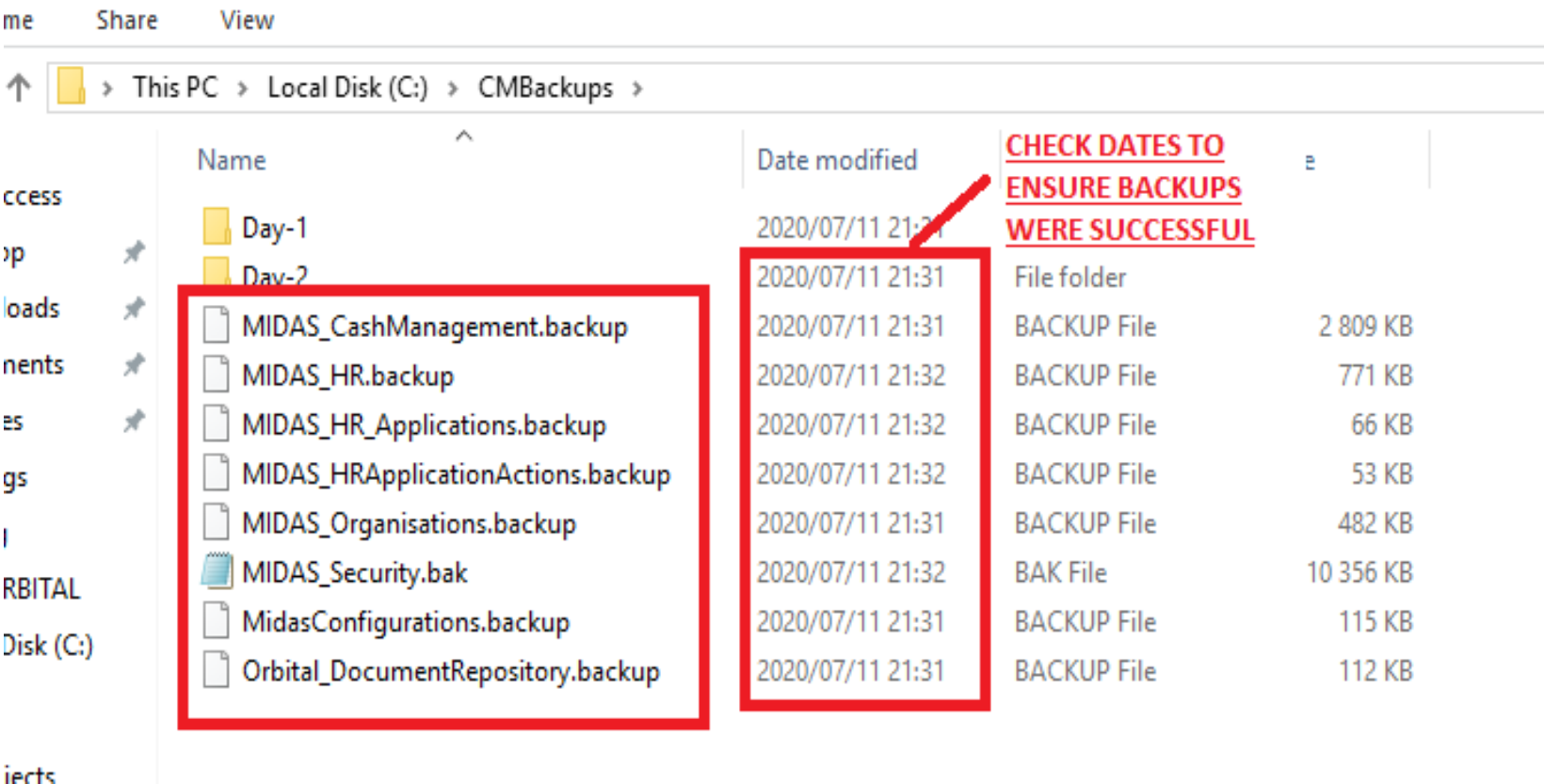
Data Backups:

- Select the “History” Tab to view the status of Jobs that have previously run.
- Check if all Jobs were completed successfully



Data Backups:

- The Scheduled task takes a backup of the Databases and stores the backups in the C:\CMBackups directory.
- The Task will keep at least 3 Days of backups
- The "C:\CMBackups" folder can be copied out of the machine for permanent storage



me Share View

↑ > This PC > Local Disk (C:) > CMBackups >

Name	Date modified		
Day-1	2020/07/11 21:31		
Day-2	2020/07/11 21:31	File folder	
MIDAS_CashManagement.backup	2020/07/11 21:31	BACKUP File	2 809 KB
MIDAS_HR.backup	2020/07/11 21:32	BACKUP File	771 KB
MIDAS_HR_Applications.backup	2020/07/11 21:32	BACKUP File	66 KB
MIDAS_HRAApplicationActions.backup	2020/07/11 21:32	BACKUP File	53 KB
MIDAS_Organisations.backup	2020/07/11 21:31	BACKUP File	482 KB
MIDAS_Security.bak	2020/07/11 21:32	BAK File	10 356 KB
MidasConfigurations.backup	2020/07/11 21:31	BACKUP File	115 KB
Orbital_DocumentRepository.backup	2020/07/11 21:31	BACKUP File	112 KB

CHECK DATES TO ENSURE BACKUPS WERE SUCCESSFUL