

DOCUMENT DETAILS
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DataGuard 3 Network Troubleshooting Guide

PRODUCT DETAILS
Vector 6
DataGuard
3

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This guide features steps to remedy the most common networking/IT associated issues and error messages seen within Vector Labelling and Dataguard.

It is not intended to replace appropriate IT personnel or skills within the production site.

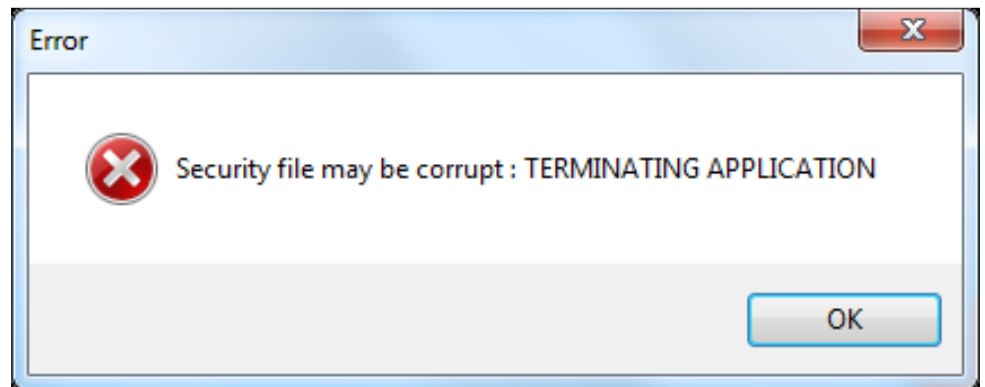
Dataguard often throws unspecific errors that are not overly helpful. This is because it relies on Vector Labelling (pfw.exe) to parse these errors. The most common error seen being “Vector did not be started”.

If you encounter this error please close all instances of Dataguard and Vector – may be necessary to use Task Manager – note, Vector Labelling runs under the title of PFW.exe in Task Manager. Once all instances are closed please try to launch Vector Labelling – DO NOT try to launch Dataguard – Attempting to launch Vector Labelling will hopefully provide more informative error messages which we will cover in the coming pages.

Common Errors

Security File May Be Corrupt

When Vector launches you may see an error message which will prevent Vector (or DataGuard) from running; Security file may be corrupt: Terminating Application.



The error message is triggered because Vector cannot find a file called pfwsec.bin. By default this file is located in C:\Labelling\GLB however the root Labelling folder can be stored anywhere on the PC or a server. Normally the same location where labelling data including label formats and database is located and often in a mapped data directory. Very often we encourage the use of a drive letter of L for labelling. The root data directory would therefore be something like L:\Labelling. The GLB directory being L:\Labelling\GLB. If this location is not available to the workstation being used for label printing you will get the above error.

Troubleshooting

There can be several reasons that Vector is no longer able to access the pfwsec.bin file. including:

- The IP address or name of the server has changed. This may result in the loss of the mapped network drive where the data is stored.
- The location of the Labelling and/or GLB folder has changed.
- The PC has no network connection to the server. Server may be switched off.
- A firewall is blocking the PC from accessing the server.

How to Check for a Mapped Drive

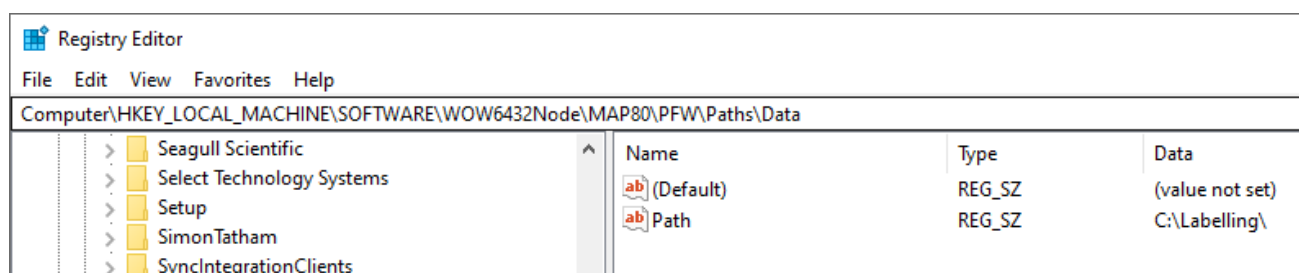
Mapped drives are displayed in the sidebar in Windows Explorer. They are listed in order of drive letter (which you assign) and state the folder that is the mapped drive and the full file path to that folder.

Once the drive has been found or remapped by your IT team you should be able to start Vector successfully.

If you still get this error message you will need to establish where the file is expected to be and subsequently the reasons why your PC cannot “see” this file. Most often caused by the mapped network drive being disconnected but sometimes the workstation has been configured with unexpected or inconsistent configuration details. In either case Vector knows the location of the root labelling folder by storing the file path in the Windows Registry. Once we know where Vector is trying to find the PFWSEC.BIN file we can firstly establish if this location is correct and available. If it isn’t correct we can adjust the settings to the correct location.

How to View / Edit Registry Key

To open the Registry Editor press the Windows Start button and type Regedit and either click on the regedit.exe application in the results or press the Enter key. The root data directory that Vector is looking for is located in HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\MAP80\PFW\Paths\Data

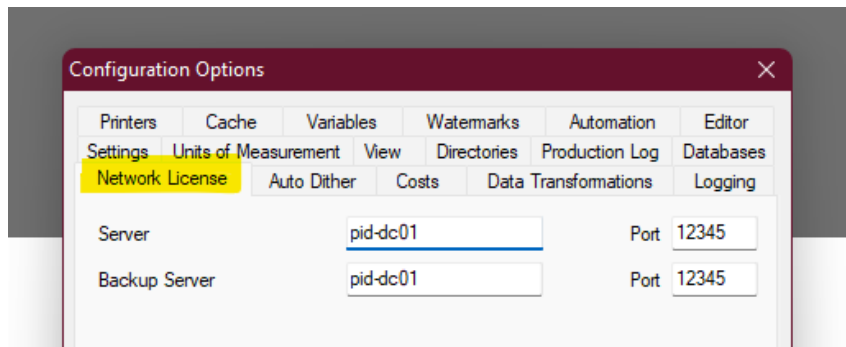


This picture shows the default installation location looking at C:\Labelling. If your installation shows L:\Labelling you must ensure that this location exists, is “visible” to the user who is trying to use Vector and indeed contains the GLB directory with a valid PFWSEC.BIN file in it.

Demo mode only

Demo mode only error is when the client Vector installation cannot retrieve a license (if network license) or the local license has failed due to a permissions or AV issue. It still runs but in Demo limited mode.

1. Local License If client pc is running from a Local License, please attempt a reboot of the PC. This often resolves the issue. If it still persists please check your Antivirus system is not blocking the PFW.Exe application – location is typically C:\Program Files (x86)\Labelling\PFW – make sure this is added to any exceptions list in your Antivirus. If it is still not working please contact PID for assistance.
2. Network License IT Departments should have notes of the server that is running the License Service. However, this can be checked by opening Vector and clicking 'File>Options>Network License' (tab).

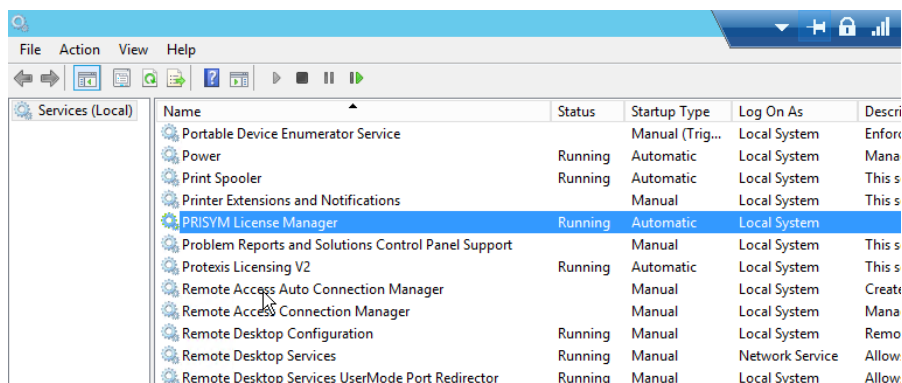


The ID of the server running the license is stored here, either as the machine name or by its IP address. Occasionally the details in these fields will be blank. This may be because of something like a Windows update that has wiped the registry key that holds the value.

If the fields are blank please enter the correct server details and try to restart the Vector application. If the license service is running correctly the client Vector application should restart ok.

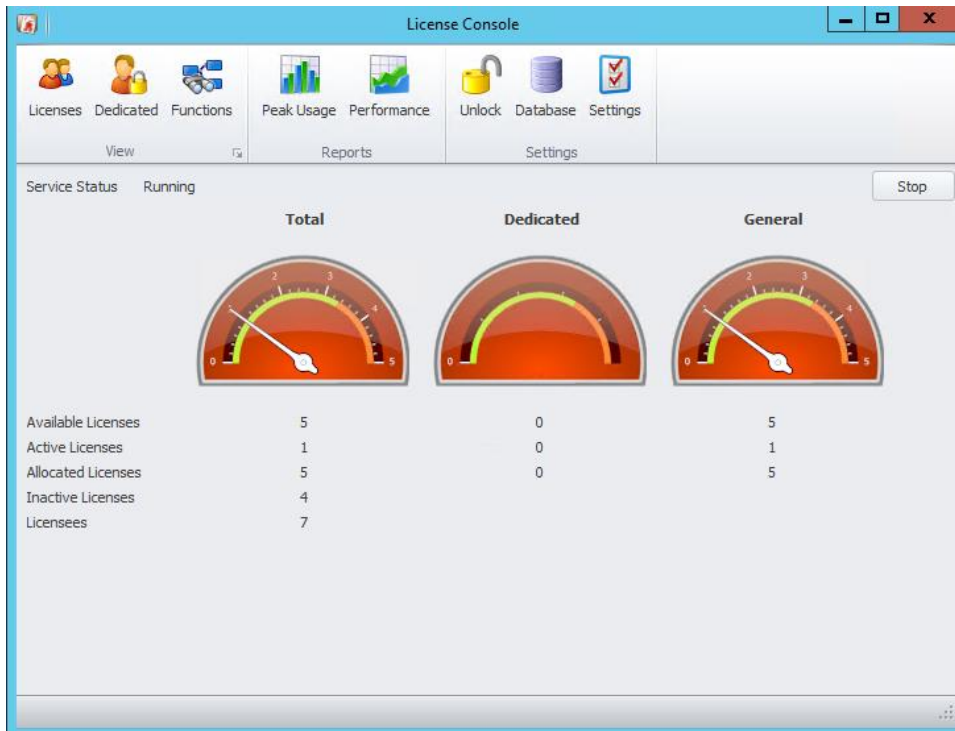
If you are happy that the server details are correct on the client PC you need to check the status of the actual license service on the server.

The license service on the server is titled "PRISYM License Manager". Once you have identified the name of the server where the client installation is looking for the license you can then assess the status of the license service on that machine. It can be found in the 'Windows Services' application. Once found please ensure it is "Running".



- If it has been stopped please start it and try the client Vector application to see if this has resolved the issue.
- If the service is “running” it may be worth stopping and restarting the service to see if this resolves it.
- **Note:** Port 12345 must be given Inbound and Outbound Windows firewall TCP permissions. Also worth ensuring antivirus is not impacting on this service

You can review the connection status and number of active licenses on the License Console application which is installed on the same server the license service is running on.



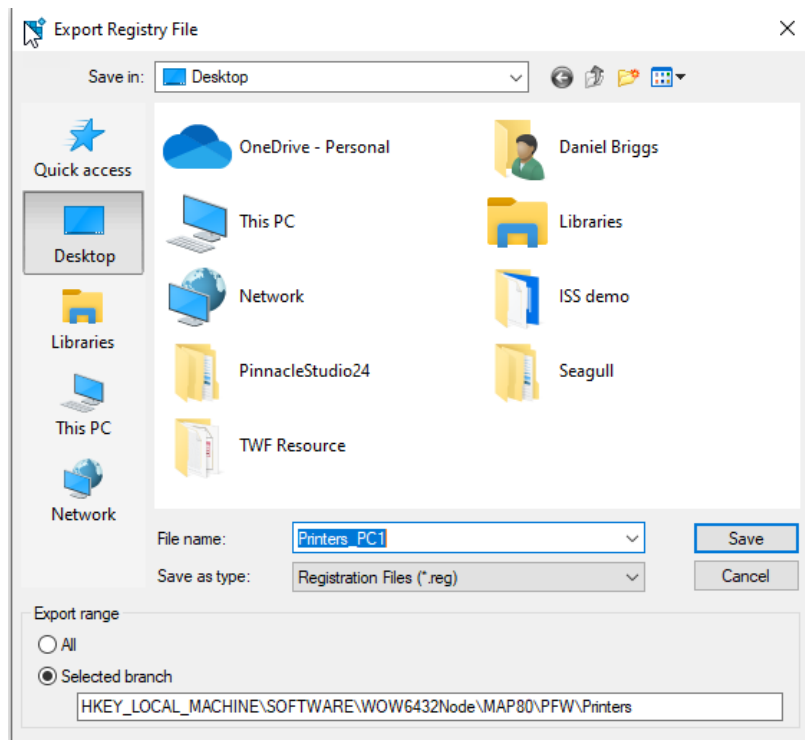
This image shows the license console with a single active license.

Note – if the client Vector application opens in Demo mode due to lack of license availability (either license service unavailable or if too many users are trying to use it) you can encounter issues relating to printer numbers. The default maximum number of printers that Vector will offer is 10. Many users have network licenses which allow the use of more than 10 printers. If an installation which has more than 10 printers configured drops into demo mode the application lose details of printers above the 10 max limit offered by the default. Even when you regain the license the installation will only have the 10 max printers.

You can re-establish the missing printers if you have made a back up of the printer details from the registry key on the workstation. We recommend that once a PC is configured correctly with all the printers it uses you then create a printer reg key back up so that recovery from the above described issue is quick and easy.

Process –

- Open Regedit on fully configured PC and browse for Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\MAP80\PFW\Printers
- Right click on the key and click on Export – you will see a screen similar to the picture on the next page showing where the reg key will be exported to and where you can give it a title.



Give the file an appropriate name and archive this file in a known location so it can be used for recovery in the event of loss of printers.

Also, a very useful tool for re-building a PC in the event of replacement. Note – Windows Printers need to have identical names on a replacement PC to the original PC, otherwise the mapping won't work.

To use the reg key file to recover lost settings or rebuild a PC you simply close Vector, right click on the file and select Merge. A couple of warnings may ask you to confirm you wish to continue – follow appropriate on screen prompts and then restart Vector, you should find any missing printers have been recovered.

Dataguard 91 Error

Default printer not specified in Vector internal printer list. This is often seen in a new install or a repaired installation of Vector.

To fix, open Vector and the Open>Printers page, select any printer from the list of options and click 'Set Default'. Next time to run Dataguard you won't see the error.

General Unspecified Crash

Occasionally Vector will experience an general unspecified crash and will not provide an error message. This is sometimes caused by a glitch in the Queue directory which handles the forwarding of print jobs to the printers. The symptoms are random but normally Vector will appear to launch and then it will just crash.

Resolution

- Ensure you have Read/Write permissions to C:\ProgramData\Labelling\PFW directory
- Make sure Vector is closed is and then delete everything inside the C:\ProgramData\Labelling\PFW\QUE directory.
- Restart Vector – you will note that the QUE directory gets re-populated with new QUEUE directories

...similar to the picture below.

QUE

home Share View

This PC > Local Disk (C:) > ProgramData > Labelling > PFW > QUE

Name	Date modified	Type	Size
QUEUE001	27/10/2022 10:42	File folder	
QUEUE002	13/10/2022 11:05	File folder	
QUEUE003	01/07/2021 11:12	File folder	
QUEUE004	27/06/2022 15:11	File folder	
QUEUE005	13/10/2022 10:53	File folder	
QUEUE006	19/10/2022 09:36	File folder	
QUEUE007	20/04/2021 12:52	File folder	
QUEUE008	13/10/2022 10:48	File folder	
QUEUE009	20/04/2022 14:07	File folder	
QUEUE010	09/08/2021 13:38	File folder	
~000241.~::~	17/02/2022 12:44	File	114 KB

Note – the ProgramData directory is a Hidden location and needs to be made visible in Windows Explorer options before you will see it.