



Miracle Service™

**Server Console Installation
and Operator Guide**

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Last revised: July 6, 2012

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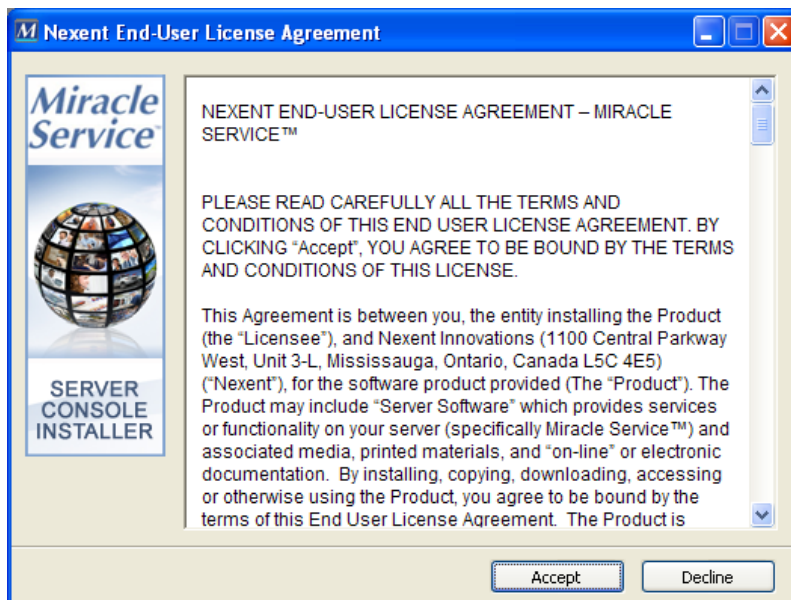
Server Console Installation and Operator Guide

Installing the Server Console

Download and launch the Miracle Service Server Console. This console is used to support a number of services and features available for Miracle Service.

Prerequisite: Miracle Service Database and the Miracle Service Client must be installed on the computer before installing the MS_ServerConsole application. The Miracle Service version must be Version 6.3.1.2 or later to use the MS_ServerConsole

Launch the MS_ServerConsole.exe installer. When this installer launches the following screen is displayed.



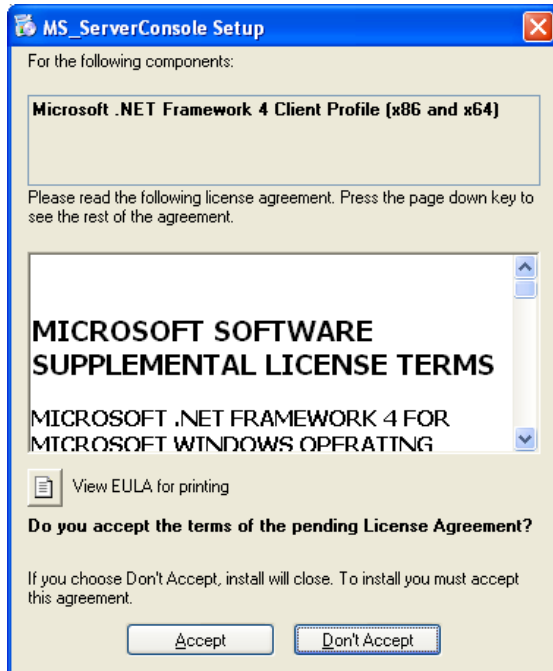
Click ‘Accept’ to accept the license conditions and proceed with the installation. If ‘Decline’ is selected the installation is aborted and the Miracle Service Server Console is not installed.



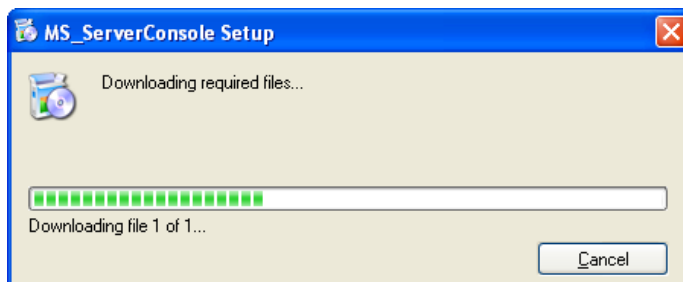
Enter the Password provided.

Install Microsoft .NET Framework 4

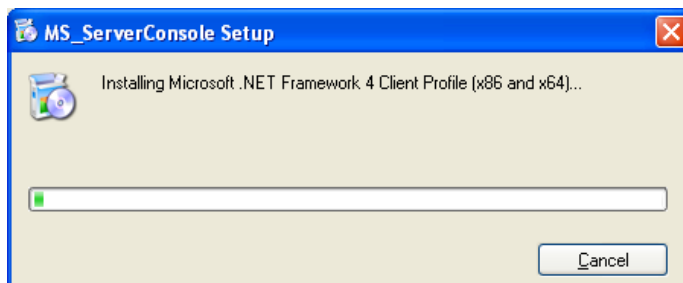
The installer will determine if Microsoft .NET Framework 4 is installed on the computer. If it is not installed it will display the following screen. If Microsoft .NET Framework 4 is already installed on the computer the installer will skip this step and go directly to install the Server Console.



Click 'Accept' to proceed. If 'Don't Accept' is clicked, the installation is aborted and the Server Console is not installed. Once 'Accept' is clicked the Microsoft .NET Framework 4 installation will proceed and the following screen will be presented.

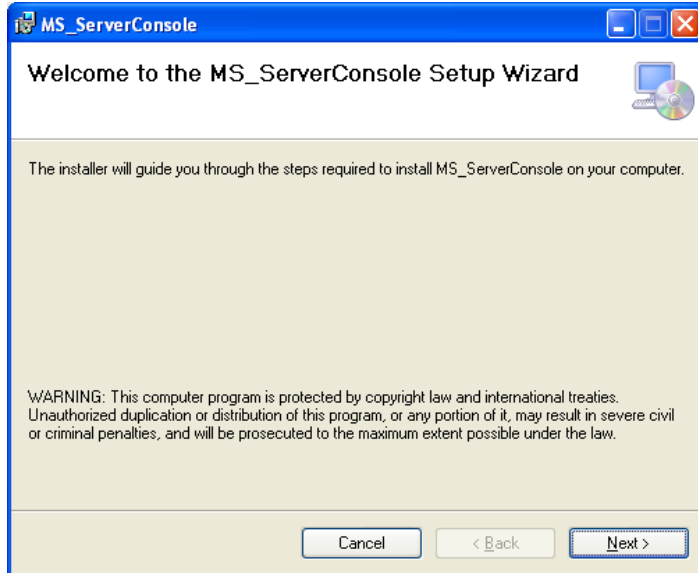


The Microsoft .NET Framework 4 install will complete automatically and the MS_ServerConsole installer will launch automatically.

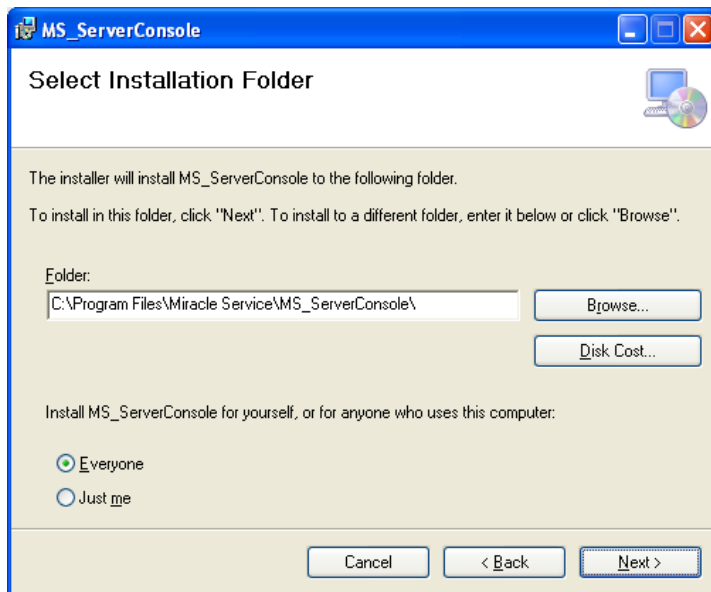


Install MS_ServerConsole

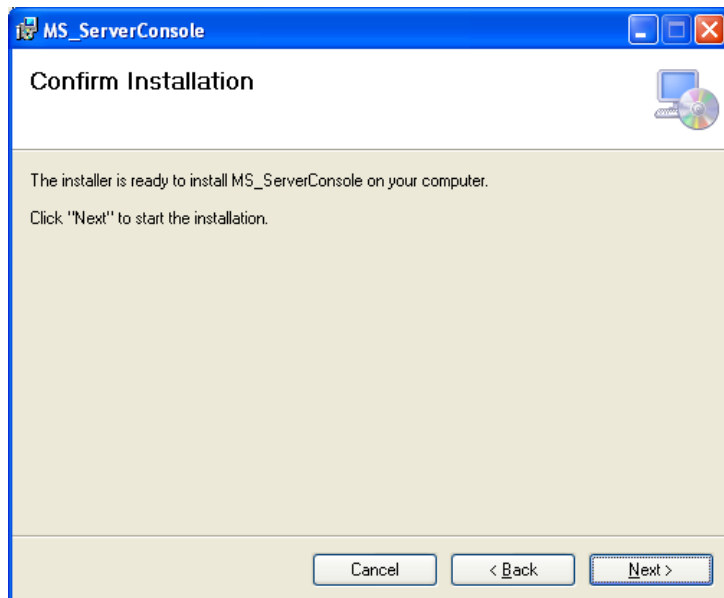
The following screen will be presented when the MS_ServerConsole installer is launched. (If Microsoft .NET Framework 4 is already installed, the previous section is skipped.)



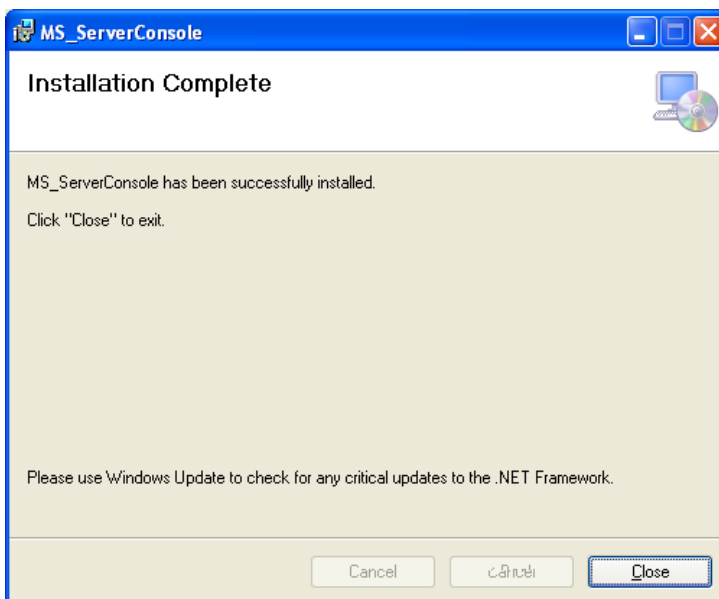
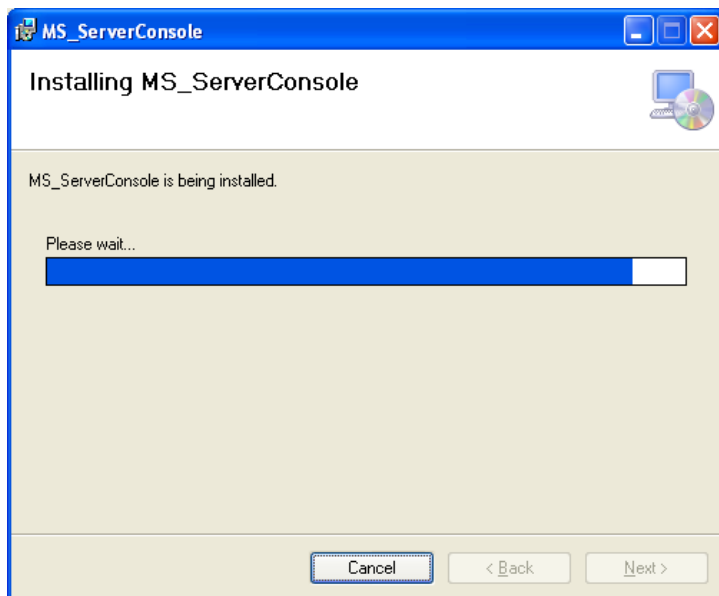
Click 'Next'



We recommend leaving the default settings and click 'Next' to proceed.



Click 'Next'



This shows the MS_ServerConsole was successfully installed.

Click 'Close' to complete the installation.

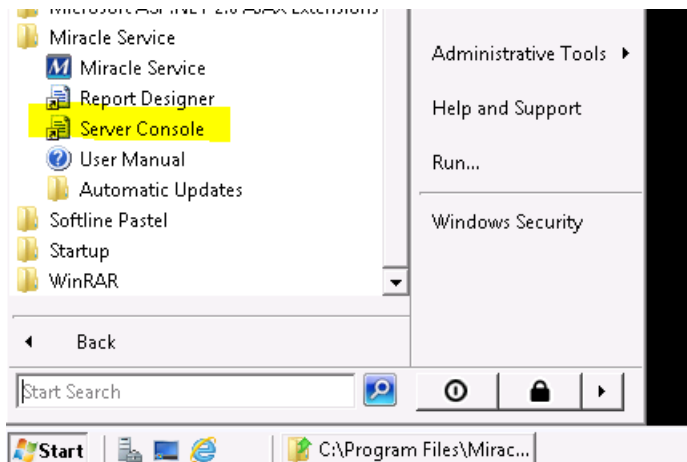
Settings

The Server Console reads the Miracle Service settings from the Registry and connects to the database. The Settings being loaded by the Server Console are:

- a) **Connection String** to ACCESS or SQL database. (from the registry)
- b) **Log folder** (from Miracle Service database settings)
- c) **SMTP** (from Miracle Service database settings).
- d) **UserID** (from Miracle Service database) this is a unique setting for each customer and is used by the **eMail Manager** and **Meter Center** to authenticate specific users in Nexent Innovation's web services.

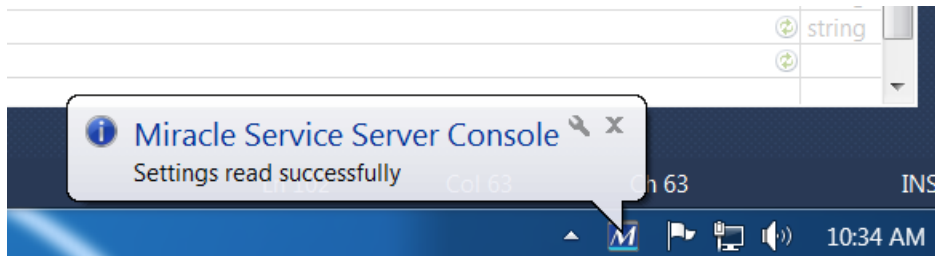
Launching the Server Console

The Server Console is installed under Miracle Service folder. It is an application that runs in the Operating System tray (sys-tray) and it periodically checks for different events that happen in Miracle Service database.

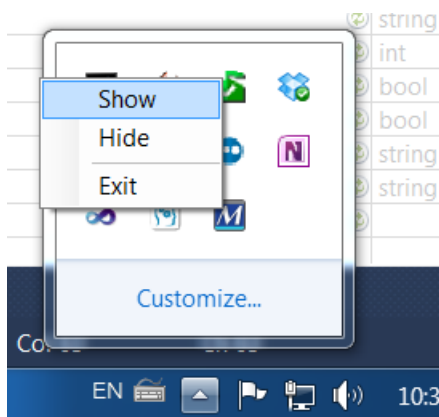


Showing/Hiding the Server Console User Interface

When the Server Console has started a Notification balloon is display in the *sys-tray*.



To open the Server Console User Interface (Server Console UI) just double click the Miracle Service icon or right click the icon and from the context menu select *Show*:



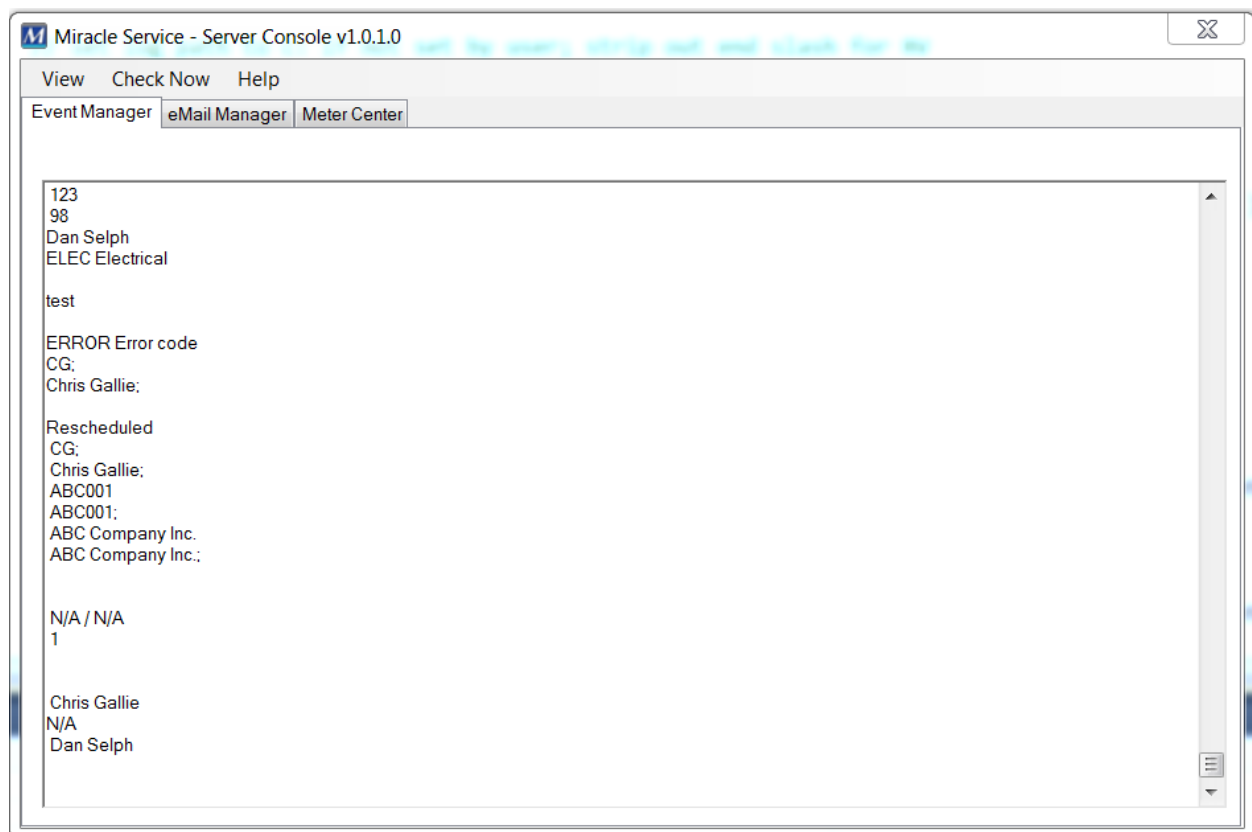
Same idea applies for Hiding or Exit the Server Console.

Note: Exiting the Server Console will shut down the console and the activity it is managing.

Server Console UI and Miracle Service Modules

The Server Console UI gives quick access to the three different modules it works with:

- a) **Event Manager:** Module that checks for notifications periodically (30 seconds by default) Miracle Service database looking for new entries events in the database. Every minute it checks for Task Overdue and it creates the according notification. The same applies to Service Contracts that are about to expire, however this checking only happens once a day.
- b) **eMail Manager:** Module that connects to Nexent Innovations web-services and check if there are new emails associated to the database User waiting for being pushed into Miracle Service database
- c) **Meter Center:** Module that connects to Nexent Innovations web-services and check if there are new meter readings for the database Users active equipment.



Note: The information displayed in the Tex box on each tab will be saved on the respectively log file. See next section for more details.

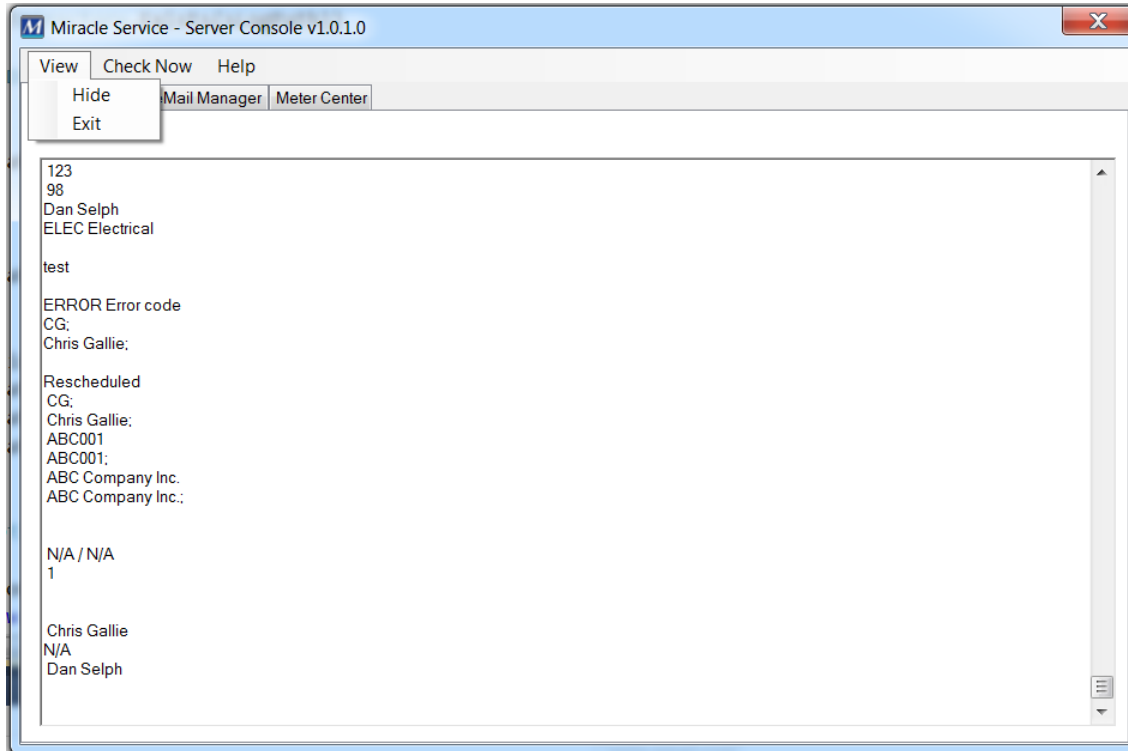
Log Files

The log files are created in the **Log Folder** path read from the Miracle Service database settings. The files name convention is as follow:

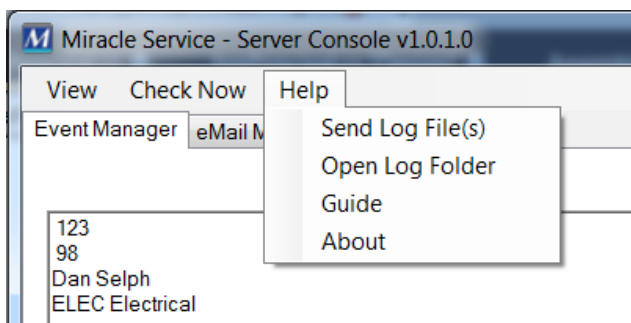
- a) For errors: **MSNotification_yyyy-MM-dd_HH_mm_ss.txt**. Each time the Server Console is restarted it creates a blank new file stamping the date-time so that old logs are kept in the folder for later analysis.
- b) For **Event Manager** Module: **NotificationArchive.txt**. Every time a notification is read from Miracle Service database the record is deleted from Event Notification table and the NotificationArchive.txt file is updated with the information that was processed.
- c) For **eMail Manager** Module: **EmailManagerArchive.txt**. Every time a new *task-note* is received from Nexent Innovations web-services a log entry is save in this file.
- d) For **MeterCenter** Module: **MeterCenterArchive.txt**. Every time a new *meter-reading* is received from Nexent Innovations web-services a log entry is save in this file.

Server Console UI Menus

When the Server Console UI is displayed, the **View** Menu let the user hide the window or exit the application.



The **Check Now** button triggers all Procedures that check for Notifications to be executed. This includes overdue task and Service Contracts about to expire. The **Help** menu gives the user different options for troubleshooting and it provides information about the product.

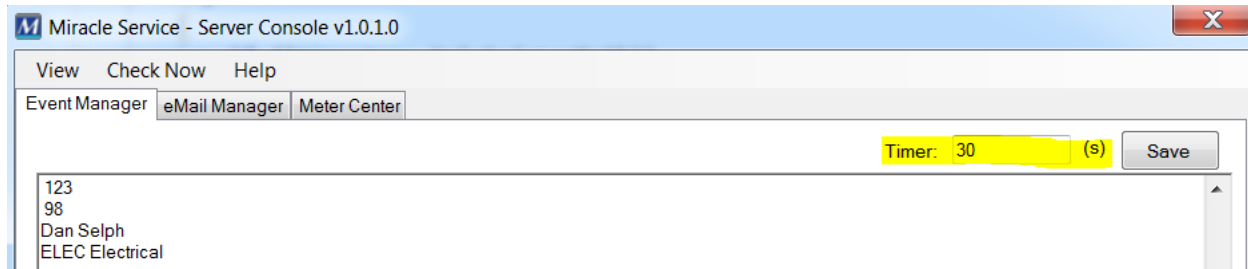


Help options:

- Send Log File(s)*: It grabs all the MSNotification_*.txt files with errors and send them to support@miracleservice.com displaying in the subject line the **UserID**
- Open Log Folder*: It opens up a windows explorer pointing to the Log Folder.
- Guide*: It opens up a pdf with the guide for the Server Console documentation.
- About*: It opens up a window with the author details and the application info.

Special Controls

The timer for the Event Manager Procedures can be modified by showing the Server Console interface and then pressing: **Shift + R** that action will display the hidden Timer control:



Shift+R again and the controls gets hidden.