

COGZ Technical Bulletin

Using the Log File to Track Improper Program Termination

Improper program termination can cause COGZ data file corruption. To help determine if there have been improper terminations, the Log File List (File->System Maintenance->Log File List) records login's and logoff's.

Normally, Entries will show Logoff in the Action column, with the associated Description showing Login and Logged off times. Only currently active users should have a Login record under Action. Thus, an entry showing Login without a Logout for past users is an indication of an improper program termination.

Using this information, the circumstances around this user's connection and operation should be investigated. Look for unusual configurations or activities that could explain the anomaly. Some potential causes are:

- Wireless Connections
- Network Problems
- Server Shutdown while users are logged in.
- Citrix/Terminal Server settings causing instant session termination upon unintentional disconnect. (Settings should allow the user to log back onto same session.)
- Workstation Lockup during COGZ session.
- Power Outage