



LCM ERROR WHEN UPDATING RIC

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Applies to: LOGFAS 7.x and all previous versions.

Table of contents

1. General	3
2. Symptoms.....	3
3. Cause	3
4. Resolution / workaround.....	3

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1.0	Initial version	17 OCT 2022	Elizabeth ALLEN

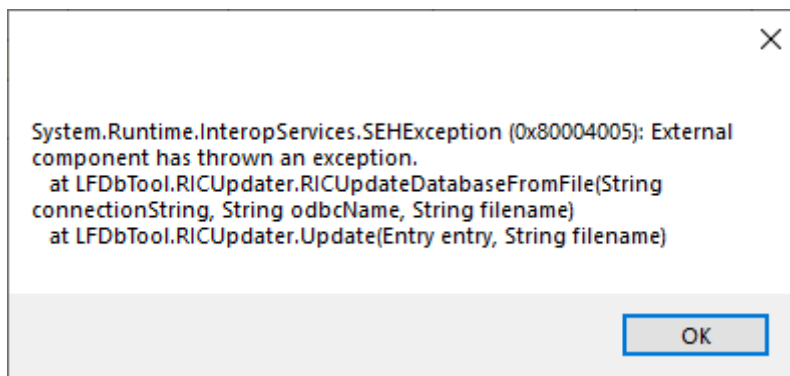
LCM Error When Updating RIC

1. GENERAL

LCM may require RIC updates to ensure compatibility and smooth operation between new and old LOGFAS versions and databases. RIC updates are usually done manually after the import or creation of a new database. The information required to update RICs come from a separate update file, that must be given to LCM to read. This KB Article addresses one error that prevents databases from being updated. This applies to all versions of LOGFAS 7.x.

2. SYMPTOMS

In LCM, when attempting a RIC update, this error appears after selecting the update file but before the update begins to execute.



3. CAUSE

If this error appears, then the 32-bit PostgreSQL ODBC driver is likely incorrectly installed. Confirm this by following these steps:

1. Go to C:\Windows\SysWOW64\odbcad32.exe
2. Open the file; a window will appear
3. Double-click on LOGFAS_logbase (32-bit). An error will show.

If an error does NOT appear and the properties pane opens as normal, then there is a different issue causing the error in LCM.

4. RESOLUTION / WORKAROUND

The resolution is to repair the driver.

1. Open the installation media of LOGFAS 7.0.0, Disk 1 (there should be a folder titled 'Disk 1' that contains the install components for the LOGFAS suite)
2. Open the folder LOGFAS 7.0 x64\ISSetupPrerequisites\{0b857731-bcb6-44ef-ae12-58c68c40991f}\
3. Double-click on the file psqlodbc_x86.msi
4. Select Next, then select Repair and follow the instructions that appear.

To confirm the repair, repeat the steps described in the Cause section:

1. Go to C:\Windows\SysWOW64\odbcad32.exe
2. Open the file; a window will appear
3. Double-click on LOGFAS_logbase (32-bit)
4. Instead of the error, a window will open. Click cancel to close the window.

The system is now ready to perform the RIC update in LCM.