NATO Communications and Information Agency
Agence OTAN d'information et de communication

ERROR IN GEOMAN CHART, REPORT AND FORCE SELECTION

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Document change log			
Version	Comments	Date	Author
1.0	Initial version	16-JUL-2020	Jan-Willem GOOSSENS

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Applies to: LOGFAS 6.5.1 and all previous versions, including LOGFAS 6.5.0.

**Error in GEOMAN chart, report and force selection**

1. GENERAL

The GEOMAN module of LOGFAS is able to selected forces that have holdings of items of a certain Reportable Item Code (RIC). Also a number of charts in GEOMAN filter data by RIC. Under particular circumstances, the visualization of the RIC tree triggers a crash in GEOMAN. This was first observed in LOGFAS 6.5.0, but was found to affect all previous versions of LOGFAS as well.

If the issues in the GEOMAN modules of LOGFAS are **not observed**, then you are not affected by this issue and the steps below are to be ignored. It is **not** necessary to apply the workaround below if you do not observe the issues.

2. SYMPTOMS

Under particular circumstances, GEOMAN crashes when using the following menu items.

- Forces menu: Select Units by -> Holdings…
- Forces menu: Item Inventory Chart
- Forces menu: Item Inventory Report
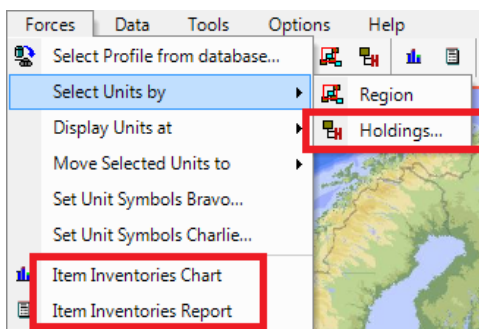
For many users, this issue will *not* occur, and the menu items will function normally. However, in particular circumstances (see Cause), the crash will occur.

After selecting any of the above menu items, GEOMAN will close unexpectedly, with the last message in the status bar "Loading RICS …".
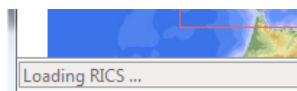
In some cases, GEOMAN first shows an error message before closing.
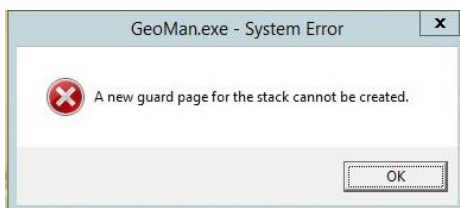
3. CAUSE

The root cause of this issue is a software bug that has been found in all LOGFAS versions to date: When loading RICs from the database to show the RIC selection window, this issue occurs if the records in the database are in a certain unfortunate order.

This issue has only been observed on Windows 10 workstations, not on Windows 7 workstations, though the bug exists in the LOGFAS software the same way.

In many LOGFAS databases, the order of the records in the database does not trigger the issue—this issue does not occur for all database. Typically, this issue does not occur on upgraded databases from LOGFAS 6.4.0 or earlier. However, a RIC update can induce the issue since it changes the order of records in the database. The LOGFAS 6.5.0 template database has the unfortunate order of records.

4. RESOLUTION / WORKAROUND

The root cause is a software bug, which will be resolved only in the next release of LOGFAS.

Until then, if the mentioned symptoms occur, the available workaround is to adjust the data as following:

1) Using LCM, activate the database that presents the mentioned symptoms;

2) Using LDM, export the force profile and holdings data that has to be used by the affected GEOMAN functionalities;

3) Using LCM:

   a) Activate another database that does not present the mentioned symptoms;

   OR

   b) Import the following blank database backup (LOGFAS 6.5.0 version, Asset 7, Geo 13, RIC 20, Nation 0, CC 2, HNS 0);

LOGFAS_logbase.backup

4) Using LDM, import the data exported in step 2) above.

After the above steps, open GEOMAN and test any of the indicated menu items to confirm the issue no longer occurs.