

Ticker Tape Agent

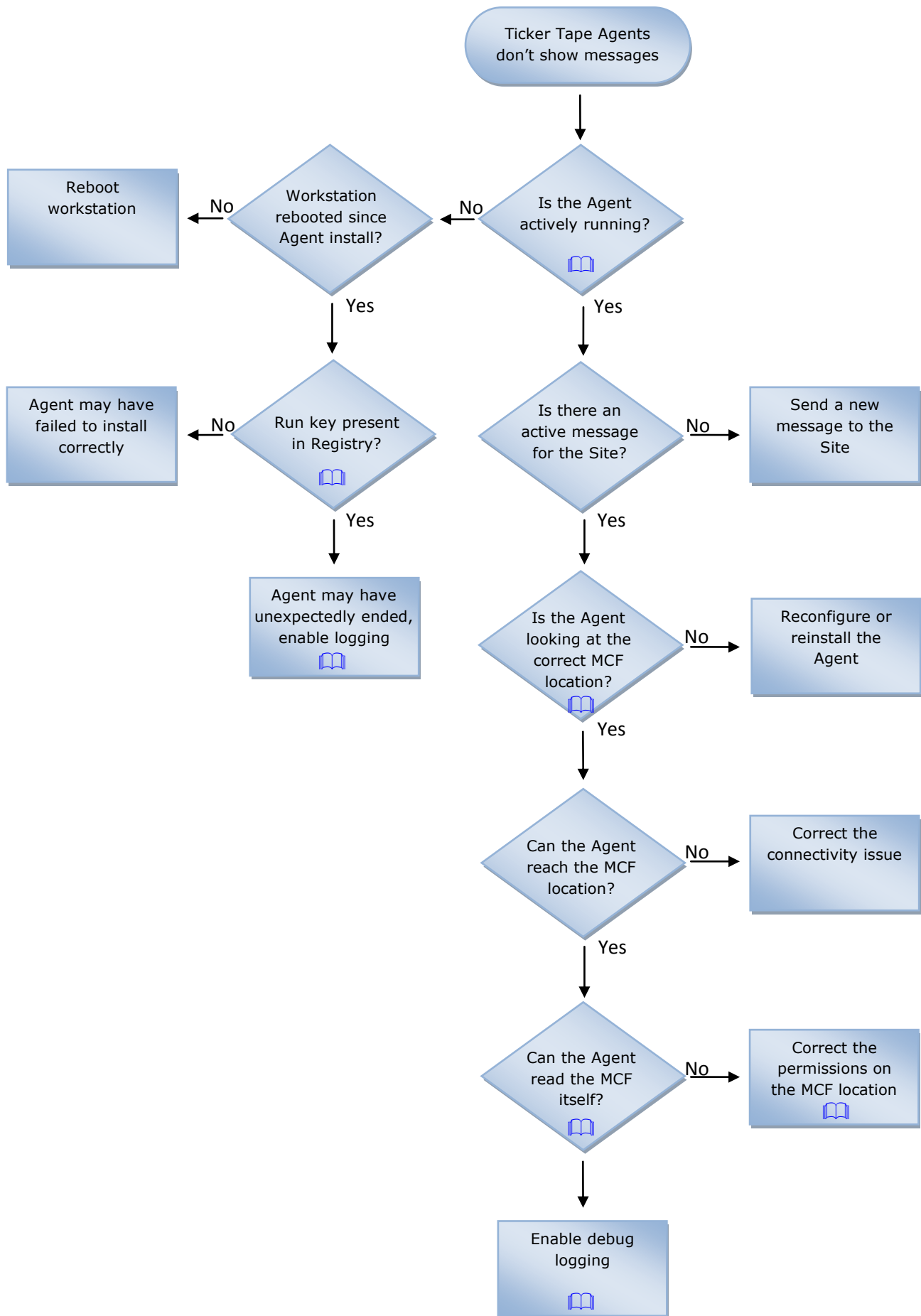
Troubleshooting Flowchart

Ticker Tape is designed to be as intuitive to use but, given its nature, it does require some initial planning, configuration and, if *not* using the Deployment Wizard to deploy the Agent, a little technical knowledge to ensure that the deployment of Agents to workstations across multiple physical locations goes as smoothly as possible.

The concepts behind the Administrator and Agent software and their initial configuration are explained in the “[Getting started with Ticker Tape](#)” document and the in-built Help but, invariably, there will be times when things “just don’t work” as you expect them to, despite closely following the available documentation.

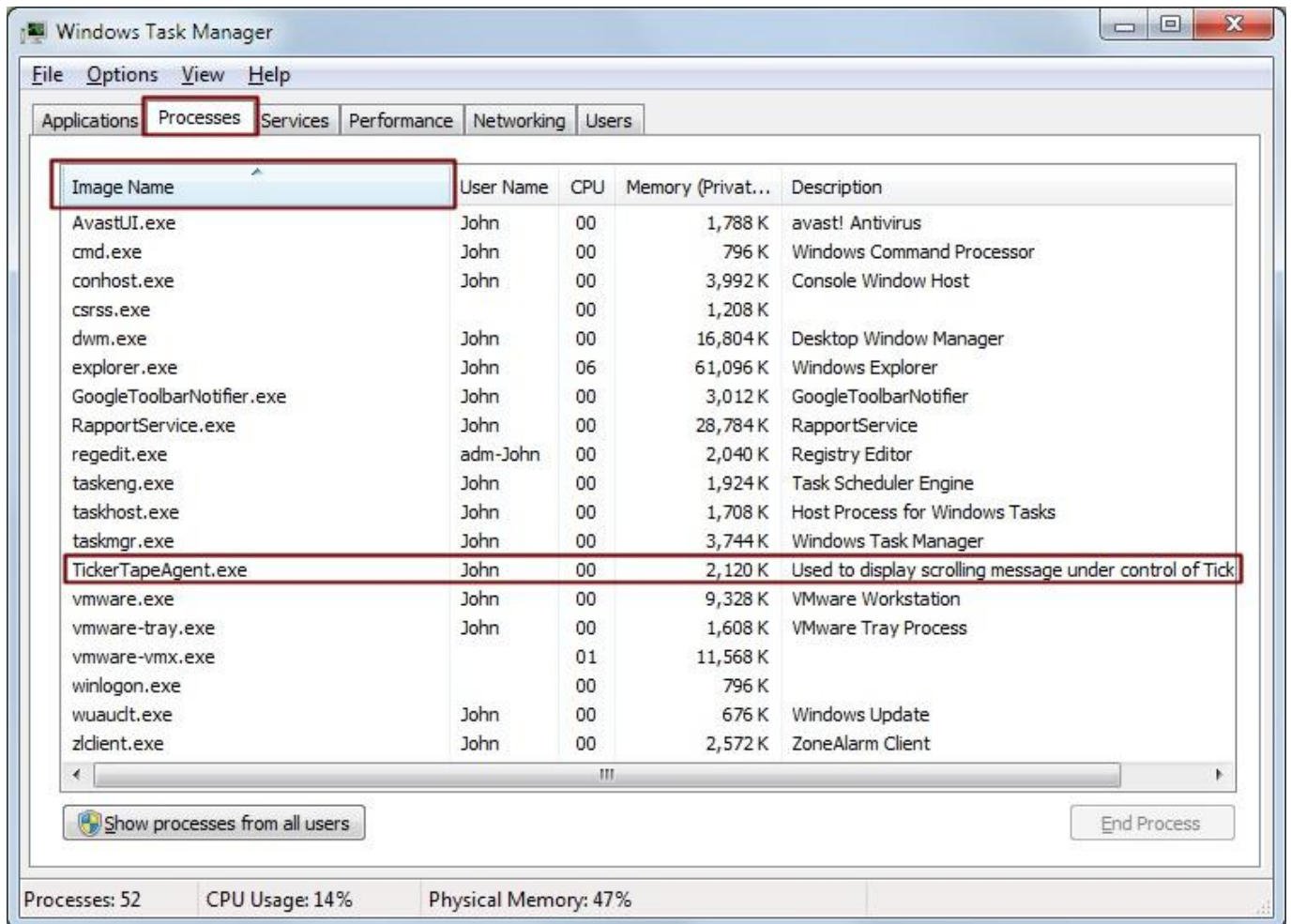
This guide will hopefully help you quickly pin-point what the actual issue may be so that it can be corrected. The flow chart on the next page will guide you through the areas to check and, where necessary, detailed step by step instructions and guidance can be accessed for a particular flow chart step by using the ‘book’ hyperlink ()

If, after reviewing the trouble-shooting flowchart, you are still having issues with Ticker Tape, please don’t hesitate to either submit a support ticket at <http://www.ambersoftware.co.uk/helpdesk> or send us an email at support@ambersoftware.co.uk



Checking if the Agent software is actively running

1. Start Windows Task Manager using one of the following methods;
 - Secondary-mouse click a blank area of the Task bar and select 'Start Task Manager' from the pop-up menu.
 - Press CTRL+ALT+DELETE and select 'Task Manager' (or 'Start Task Manager') from the dialog
 - Press CTRL+SHIFT+ESC
2. Select the 'Processes' tab
3. If 'TickerTapeAgent.exe' is shown in the 'Image Name' column, the Ticker Tape Agent is actively running



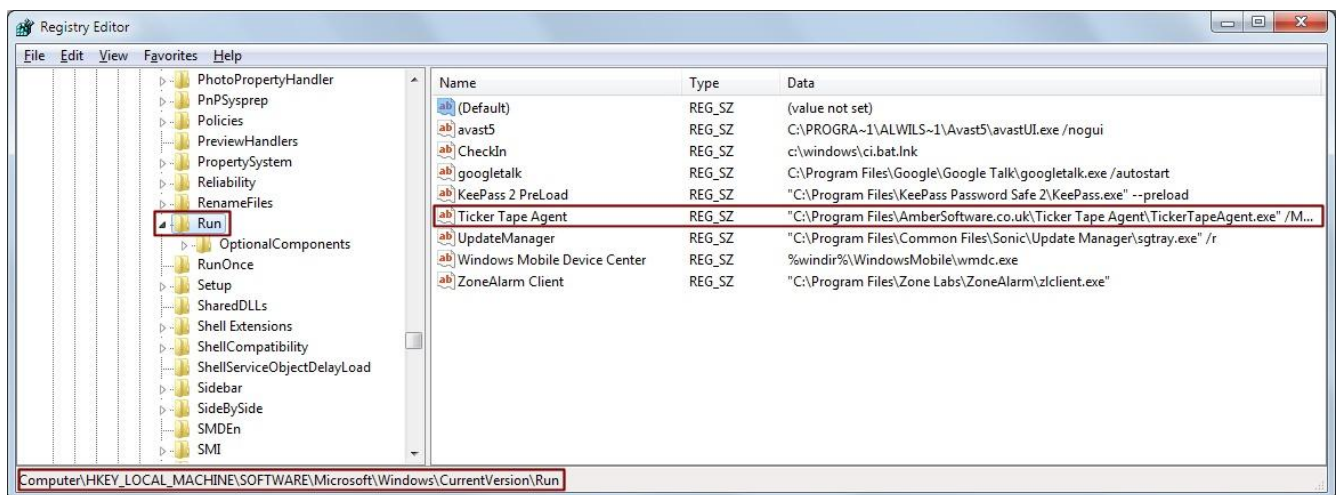
Check that the Ticker Tape Agent run key is present in the Registry

Use *one* of the two methods below to check for the existence of the command that launches the Ticker Tape Agent in the Windows Registry during machine start-up.

Method 1 - Use the Windows Registry Editor

Warning: The steps here include using the Windows Registry Editor which, if used incorrectly, has the potential to cause serious issues with your computer which may not be recoverable. If in doubt, please seek advice.

1. Start Registry Editor
 - a. In the 'Start/Run...' box (or the 'Search programs and files' box in Windows 7), type **regedit** and press enter
2. Browse to the 'Run' keys of the 'Local Machine' Registry branch
 - a. Expand '**HKEY_LOCAL_MACHINE**', then
 - b. Expand '**SOFTWARE**', then
 - c. *If your machine has a 64-bit Operating System*, Expand '**Wow6432Node**'
 - d. Expand '**Microsoft**', then
 - e. Expand '**Windows**', then
 - f. Expand '**CurrentVersion**', then
 - g. Select the '**Run**' key
3. If installed correctly, in the right-hand pane of the Registry Editor, you should see a 'Ticker Tape Agent' entry similar to that hi-lighted below;

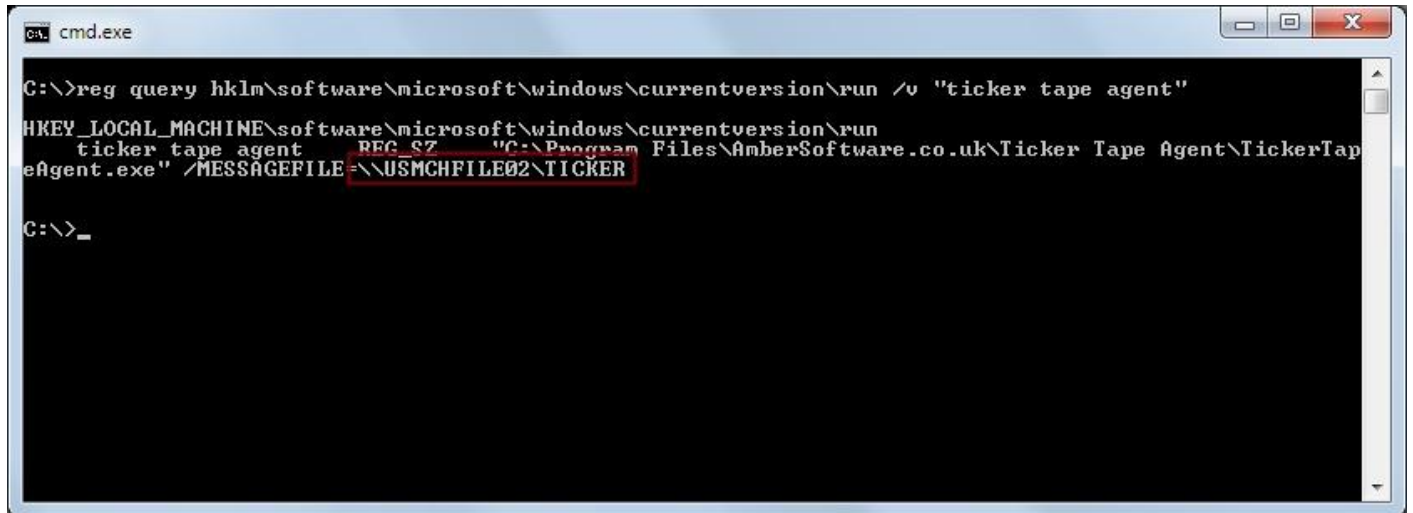


Method 2 - Use the command line

1. Start a 'command prompt'
 - a. In the 'Start/Run...' box (or the 'Search programs and files' box in Windows 7), type **cmd** and press enter
2. At the prompt, type either **reg query HKLM\Software\Microsoft\Windows\CurrentVersion\Run /v "Ticker Tape Agent"** and press enter OR, *if your machine is running a 64-bit O/S*, type **reg query HKLM\Software\Wow6432Node\Microsoft\Windows\CurrentVersion\Run /v "Ticker Tape Agent"**
3. If the Ticker Tape Agent run key exists in the registry, its content will be listed, showing the full command line used to start the Agent, including the location it's configured to look to for its Message Control File.
4. Type **exit** and press enter to close the command prompt

Confirm the location that the Agent is looking at for its Message Control File (MCF)

1. Start a 'command prompt'
 - a. In the 'Start/Run...' box (or the 'Search programs and files' box in Windows 7), type **cmd** and press enter
2. At the prompt, type **reg query HKLM\Software\Microsoft\Windows\CurrentVersion\Run /v "Ticker Tape Agent"** and press enter OR, if your machine is running a 64-bit O/S, type **reg query HKLM\Software\Wow6432Node\Microsoft\Windows\CurrentVersion\Run /v "Ticker Tape Agent"**
3. If the Ticker Tape Agent run key exists in the registry, its content will be listed, showing the full command line used to start the Agent including the location it's configured to look to for its Message Control File (as highlighted below)

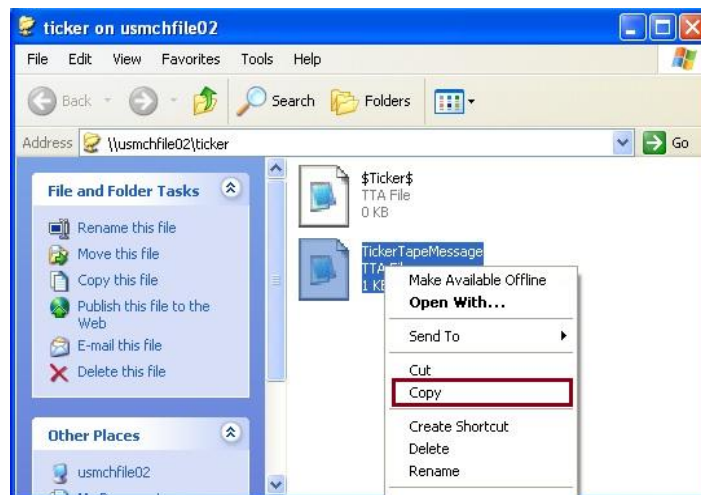


```
cmd.exe
C:\>reg query hklm\software\microsoft\windows\currentversion\run /v "ticker tape agent"
HKEY_LOCAL_MACHINE\software\microsoft\windows\currentversion\run
    ticker tape agent    REG_SZ    "C:\Program Files\AmberSoftware.co.uk\Ticker Tape Agent\TickerTap
eAgent.exe" /MESSAGEFILE=\\USMCHFILE02\TICKER
C:\>_
```

4. Type **exit** and press enter to close the command prompt

Can the Agent read the Message Control File (MCF) itself?

1. First, using the instructions in the [previous section](#), determine where the Agent is configured to look for its Message Control File
 - a. The MCF location is the text after the '/MESSAGEFILE=' part of the command line. In the example above this is a Windows Share called '\\USMCHFILE02\\Ticker' (without the quotes)
2. In the 'Start/Run...' box (or the 'Search programs and files' box in Windows 7), type the MCF location and press enter
 - a. Windows should show an Explorer dialog with at least one file, possibly two in it – if an error message is shown instead, indicating that the location could not be found, double-check that you've type the MCF location name correctly (if you have, the issue may be that the Agent simply can't contact the MCF location at the moment due to a connectivity issue or permissions)
 - b. In the Explorer dialog, there should be a file called 'TickerTapeMessage.tta'
 - i. Note that the file may just appear as 'TickerTapeMessage' depending upon your computers' configuration.
 - c. Secondary-mouse click the file and, from the pop-up menu, Select the 'Copy' option



- d. Now, on a *blank area* of your desktop, secondary-mouse click and select 'Paste'
 - i. If the file copy succeeds then the Agent machine can successfully read the file
 - ii. If the paste operation fails with an 'Access Denied' error, then – although you can see the file, the actual content of it cannot be read which indicates the permissions on the Message Control File location are incorrect.



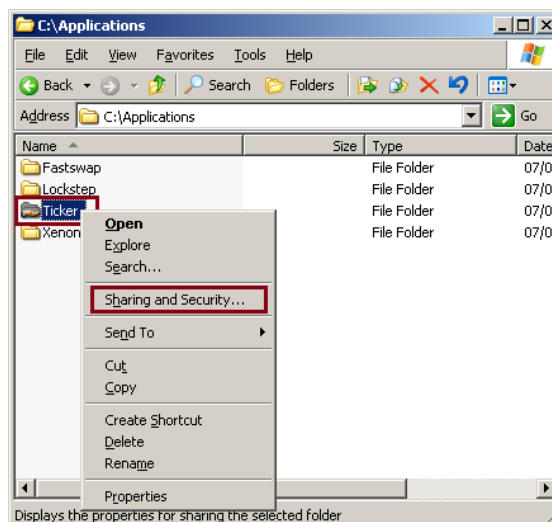
Check and correct the permissions on the Message Control File location

Warning: The steps here include altering permissions on shares and directories which may impact any other users of the locations. Additionally, the steps here may differ slightly depending upon the Operating System in use, your companies' security best practices or other factors in your environment. If in doubt, please seek advice.

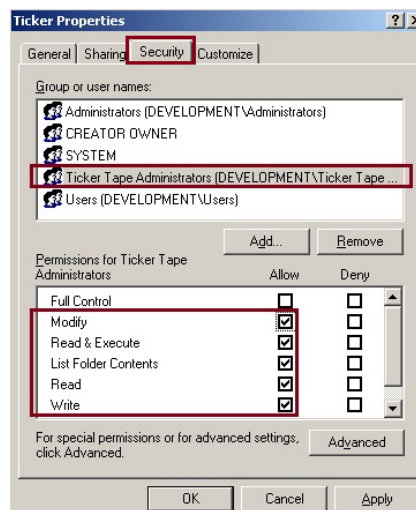
When correctly configured, the permissions on the MCF location should be such that the user using the Ticker Tape Administrator software is able to both *create* and *write* to files within the location, while the Agents (effectively, everyone else) can only *read* the files within it.

Note that for this example, these instructions are based upon the MCF location being stored at [\\USMCHFILE02\c\\$\Applications\Ticker](\\USMCHFILE02\c$\Applications\Ticker) which is accessed by the Agent computers *via a Windows Share* called <\\USMCHFILE02\TickerSite> - you'll need to adjust the locations accordingly to fit your own environment and ignore the Share portion of the instructions if you're not using a Windows Share.

1. Check the existing MCF location NTFS permissions
 - a. Log into the USMCHFILE02 server as an appropriate administrative user and browse to the *parent* directory of the MCF location (in this case C:\Applications)
 - b. Secondary-mouse click on the 'Ticker' directory and, from the pop-up menu, select the 'Sharing and Security...' option

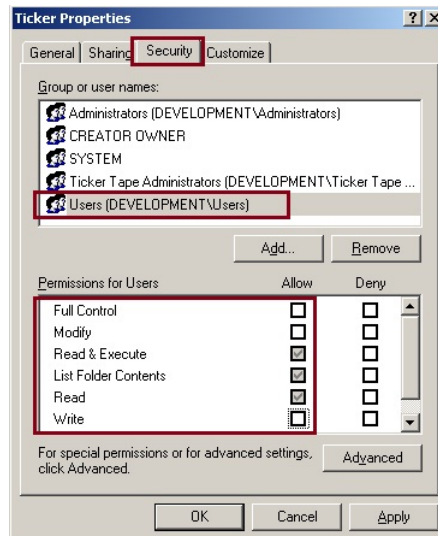


- c. In the resultant dialog, select the 'Security' tab and ensure that the permissions for the users who will be using the Ticker Tape Administrator software allow them to at least Read and Write files in the directory (the recommendation is to set the permissions as per the screen shot below as well as setting them for a *Group* rather than individual users as per Microsoft best practice)



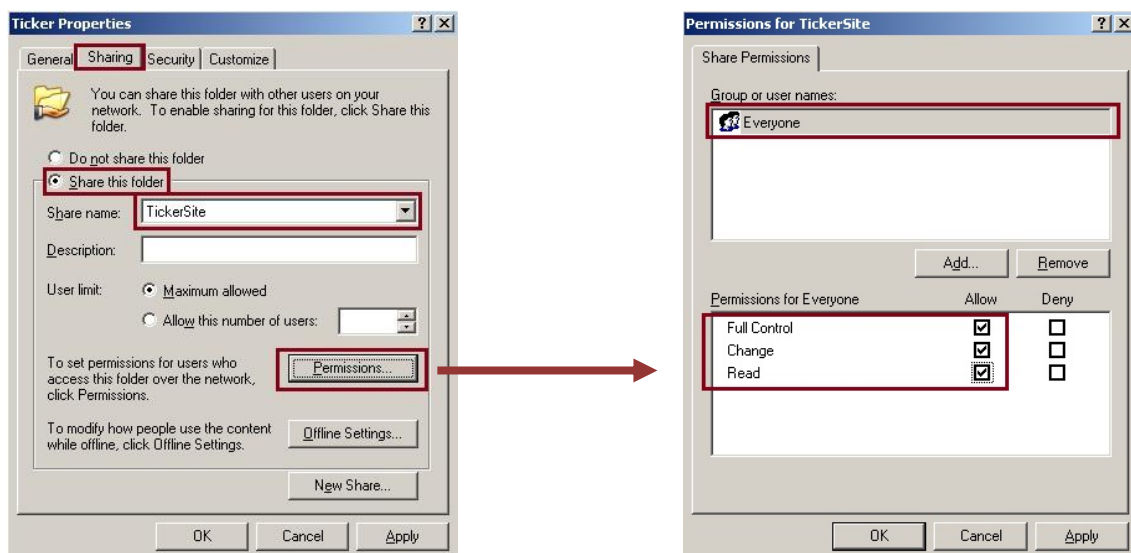
Check and correct the permissions on the Message Control File location (cont.)

- d. Check to ensure that the permissions for the users who will be using the Ticker Tape *Agent* software (effectively everyone else) allow them to at least Read files in the directory, but ensure that the Write, Modify and Full Control permissions are *not* selected as per the screen shot below. Note also that, in this case, the permissions are inherited from parent directories (hence the checked boxes being 'greyed' out)



2. If appropriate, check the MCF location Share

- a. In the 'Ticker Properties' dialog opened above, select the 'Sharing' tab and check that the folder is shared and that the Share name is as expected ('TickerSite' in this instance)

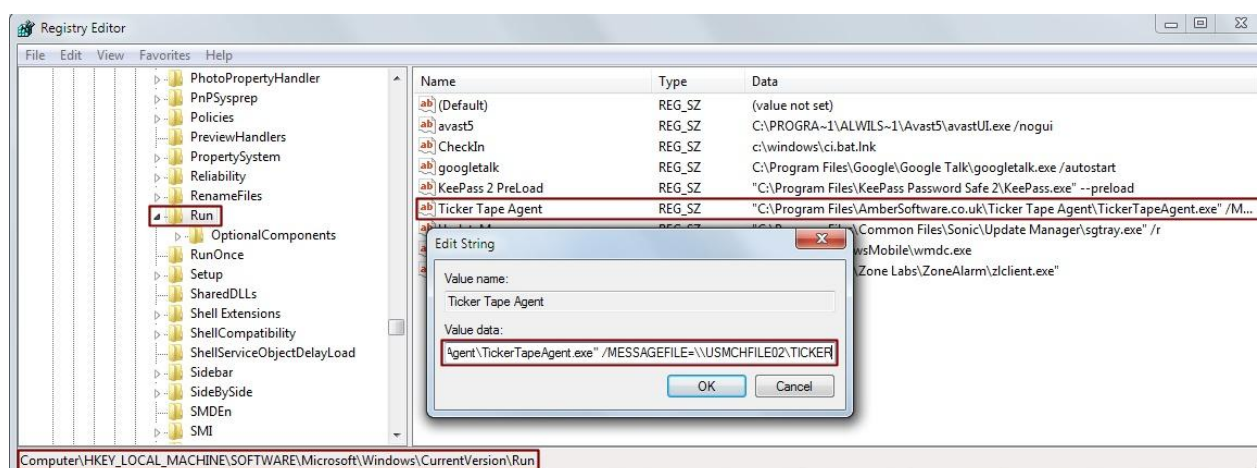


- b. Press the 'Permissions...' button and check that the share permissions for the 'Everyone' group are set as per the screen shot. Note that, where Share permissions and folder level permissions (NTFS permissions) are used together, it's the norm to 'open up' the Share permissions to all and then allow the *folder level* permissions to dictate the actual permissions the users have. This makes determining the access permissions users have more consistent and predictable.

Enabling debug logging

Warning: The steps here include using the Windows Registry Editor which, if used incorrectly, has the potential to cause serious issues with your computer which may not be recoverable. If in doubt, please seek advice.

1. Start Registry Editor
 - a. In the 'Start/Run...' box (or the 'Search programs and files' box in Windows 7), type **regedit** and press enter
2. Browse to the 'Run' keys of the 'Local Machine' Registry branch
 - a. Expand '**HKEY_LOCAL_MACHINE**', then
 - b. Expand '**SOFTWARE**', then
 - c. *If your machine has a 64-bit Operating System*, Expand '**Wow6432Node**'
 - d. Expand '**Microsoft**', then
 - e. Expand '**Windows**', then
 - f. Expand '**CurrentVersion**', then
 - g. Select the '**Run**' key
3. Then, in the right-hand pane of the Registry Editor, double-click the 'Ticker Tape Agent' name to show the 'Edit String' dialog with the Ticker Tape Agent start-up command fully selected



4. Carefully press the 'End' key once to ensure that the cursor is at the far right-hand of the 'Value data' text box (if you accidentally hit another key - replacing the current 'Value data' text box contents – click the 'Cancel' button to discard the changes and go back to step 3 above)
5. *Dependent upon Agent version*, the text box may *already* contain the text `/nodebug` – if so, alter it to just say **/debug** and skip to step 7
6. Press the 'Space' key once and then type **/debug** so the end of the command is similar to the following;



7. If the command looks correct, click the 'OK' button and then use the close button in the top right of the Registry Editor window to close the Registry Editor.
8. Now, the next time the Ticker Tape Agent starts (at the next machine reboot), it will create a debug log file called *TickerTapeAgent.log* in the *machines* temporary area