



ASX Austraclear

ASX Austraclear Release 3.1 – Expected Deployment Error Messages

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Purpose:

The purpose of this document is, to provide information about expected error messages that Exigo end-users may encounter during the deployment of the EXIGO system-R3.1 go-live.

Each of the error messages described has a corresponding incident response.

Other error messages are applicable during the actual operations of the clients, so therefore it will not be covered in this document.

Generally, any error messages that cannot be resolved by the incident responses can be escalated for further investigation and ultimately the resolution.

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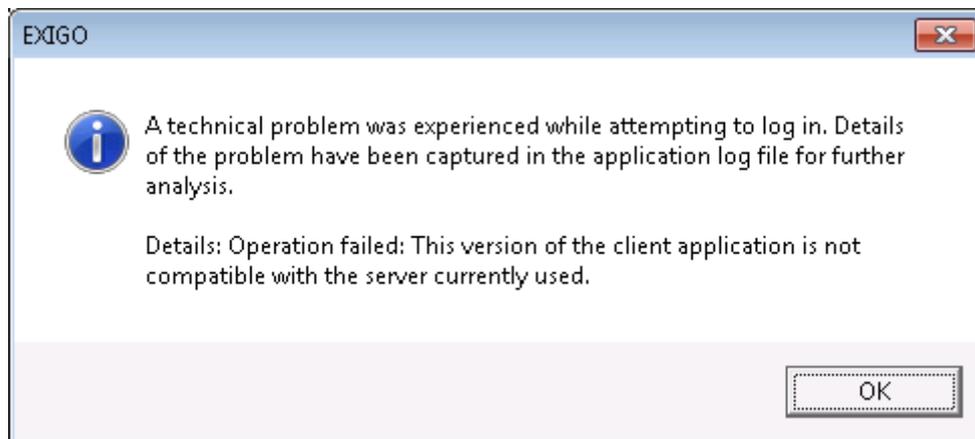
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Expected Error Message – Release 3.1

Error Message: Technical Problem.....Operations failed: this version of the client application is not compatible with the server currently being used.

Deployment Type: File Deployment only

Screenshot:



Cause: A File Deployer still using an older version of Exigo Client.

Resolution: To check the version, during the launch of the client GUI, at the background, check if the version encircled below appeared.

If not, please ring Austraclear Helpdesk to download the New File Deployment version of the Austraclear Client.



Error Message: When I click the link, nothing happens.

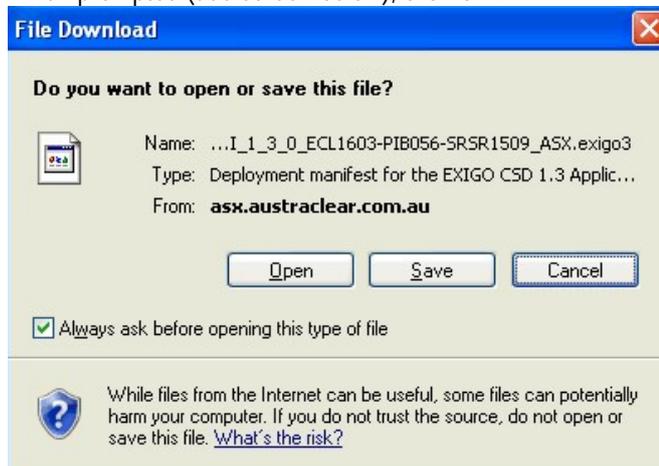
Deployment Type: browser Deployment

Cause: The user 'saved' the file instead of 'opening' it after clicking the link

Some Participant's PC policy enforce to confirm the download of the certain file types. When a user sees this, sometime they click 'Save' instead of 'Open'. If it is the case, the weblauncher will not launch the application.

The following must be done:

- 1) User to click the Austraclear link again
- 2) When prompted (see screen below), click OPEN



- 3) If the prompt does not have the option OPEN option like the one below, ask them to contact their IT to enforce the OPEN option for File Types. For the interim they can use the File Deployment version until it is resolve.



Error Message: One of the sub-systems has reported a critical error. Unable to continue.

Error Message: A System Error Has Occurred. Information about the error has been logged in your event log.

Error Message: Incomplete Menu is showing in the GUI.

Deployment Type: File and Browser

Causes:

- 1) During logon to EXIGO, the connectivity timed out.
- 2) The User never used EXIGO for a long period of Time
- 3) Machine is running out of memory
- 4) User profile space issue.

Incident Response:

- 1) Request the user to try again, after exiting from the login GUI and waited for 5 minutes.

If the user still receiving the error message,

- 2) Recommend to contact their IT and check if there's any network issue or if their connectivity is experiencing any performance issue.

Also, suggest to restart the machine.

If the above did not resolve the problem, ask the user to

- 3) *Go to a machine where a user successfully logged on to EXIGO recently. In that machine, go to Documents and Settings\User Profile\Application Data\Local Settings\SECUR. Under SECUR folder, there are files with a very long File names like example below:*

OM.SECUR.PI.BSO.InstrumentClass, OM.SECUR.PI.BSO, Version=6.5.0.235, Culture=neutral, PublicKeyToken=8941f02d31442b70, Host=ASX Austraclear

There will be at least 3 files in that directory with long file names like this. Their IT should copy all those files and transfer it to the affected machine under the same directory.

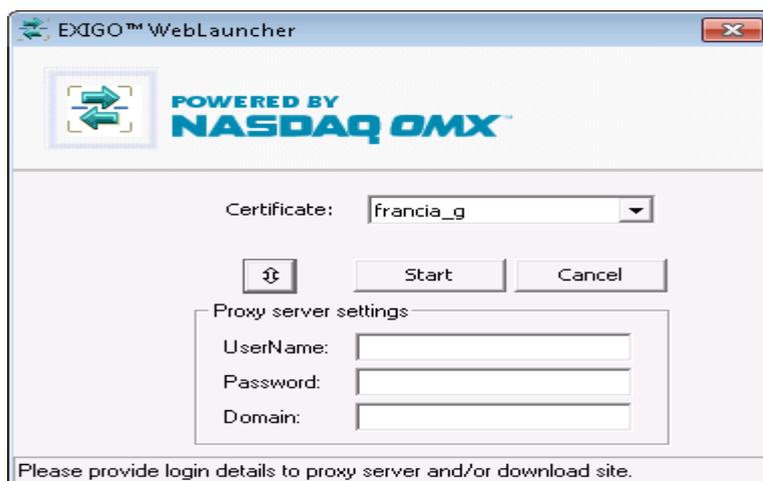
- 4) If any of the above response did not resolve the problem, recreate the user's profile. (you need your IT to assist)

Backup all .XML files save under C:\Users\\AppData\Roaming\SECUR
Rename the user profile as .old
Logout and log back in to your PC

Login to EXIGO. If successful, logout again then
Copy the .xml file to the newly created C:\Users\profile>\AppData\Roaming\SECUR

Escalation(if anything above did not resolve the issue):
Exigo Support, with the cgf log, screenshot of the error message and the compatibility
log.

FAQ for the new Weblauncher:



FAQ

- 1) Does Web Launcher 3.1 work with the current version of EXIGO (Release 3.0)?
Answer: Yes it will work. Please see section above "Comparison between WebLauncher 3.0 and Web Launcher 3.1, using Exigo Client 3.0".
- 2) Will Web Launcher 3.1 work if I am running Windows XP?
Answer: Yes, It is compatible with Windows XP.
- 3) Can Web Launcher 3.1 be installed whilst Web Launcher 3.0 is still installed in the machine?
Answer: No. Only one Web Launcher version is allowed to be installed per PC.
- 4) Is it mandatory for a user to upgrade the version of Web Launcher?
Answer: It is not mandatory; however, it is recommended that version 3.1 of the Web Launcher is installed prior to or after go live of Austraclear Release 3.1.
- 5) Why the user name and password fields no longer appear on the Weblauncher logon prompt?
Answer: This is the new feature of the new Weblauncher. User name and password are no longer required in the new version of Weblauncher.
- 6) Do we still require a certificate when logging on to the Weblauncher?
Answer: Yes, the digital certificate is still mandatory.
- 7) Do we still require to enter our company's proxy server user name and password?
Answer: Yes, it is your company's security policy is requiring this not the client. The client will prompt you if you are require to authenticate to your proxy server.

Error Message: .NET error during logon to Common Gateway GUI

Deployment Type: Common Gateway GUI

Cause: It is an expected error message after a user made a mistake on entering their logon account to the Common Gateway GUI. Normally, the client will send a correct error message, If it followed by the .net error, meaning, the user's account has no security rights to modify the event log in the machine.

