

Chapter 23: NFI-FS Support and Software Upgrade

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23.0 NFI-FS Support and Software Upgrade

23.1 Purpose

This document explains what to do if a support issue arises, including who to contact. 'Support issue' can be anything that prevents the survey being carried out, typically including (but not limited to) software, hardware or data.

23.2 How to carry out an NFI-FS Software Upgrade

From time to time the FC will issue an updated version of the NFI-FS software to overcome particular problems and/or to address usability or other issues.

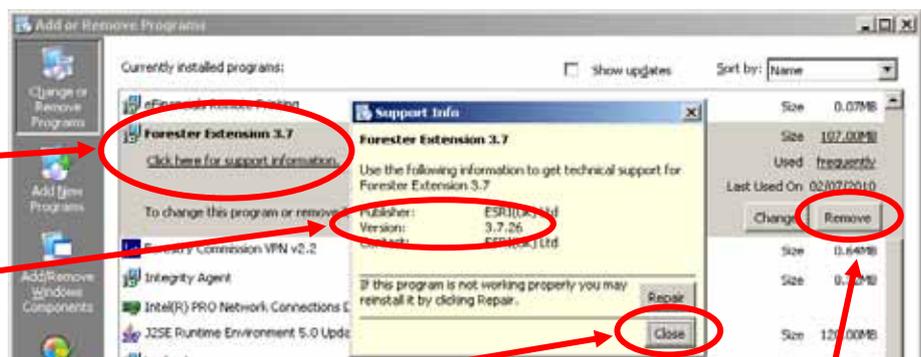
When a new version of the software is available surveyors will be notified via email, and the file will be placed on the File Upload site. The updated software will continue to work with squares already checked-out, as well as squares that will be checked out in the future.

To perform a NFI-FS software upgrade there are four main steps: identify which version of NFI-FS is running on the Toughbook now (and assuming this has been superseded), uninstall it, install the latest version, then let us know so we can update our records. These steps will now be explained in full below:

Step 1: Close the NFI-FS and ArcMap, then go to the Windows Start menu, Control Panel, Add or Remove Programs. Scroll down the list to find 'Forester Extension <ext. number>', then

immediately underneath click on the blue link that says 'Click here for support information'.

Look in the dialog box to see the version number.



Step 2: To uninstall, close the 'Support Info' dialog, then click on the 'Remove' button.

Step 3: Locate the new NFI-FS install file, called 'ForesterInstall.msi'. Double click on it to start the install, click 'Next' through each screen without changing any values and

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accepting all defaults. It will then take a few seconds to install, and a message saying '...successfully installed' (or something similar), will be displayed.

A successful software upgrade will be indicated by:

- a) There will be no error messages during the install, and
- b) A square can be opened and work on as normal; it should work on any squares (pre-survey, mid-survey or post-survey).

Step 4: Email or phone the FC to let us know which version of NFI-FS is now on the Toughbook; we need this to keep our records up to date.

If any problems are encountered with this process, please get in touch with us.

23.3 In the event of an error or crash with the NFI-FS software:

If an unhandled exception error is received, or a crash while using the software, try to make a note of what was being done when the problem occurred.

Then follow these steps:

1. If the NFI-FS is still open, log out of Forester and close down ArcMap.
2. Locate the Forester log file on the toughbook in: C:\Program Files\ESRIUK\Forester\Admin\Logs and make a copy of the log file.
3. Re-open ArcMap and log back in to the same square with Forester. Try the same action as resulted in the problem previously. If it does not re-occur immediately, see step 5.
4. If the problem occurs again, please locate the .mdb file for this square, place a copy in a new folder and zip the folder. Email the zipped square and the log file to tom.wilson@forestry.gsi.gov.uk, along with a description of the steps being taken when the error occurred.
5. For errors that are random/ not instantly reproducible when logging back in, proceed with editing the square. However, make a note of the date and time it occurred, what action was being attempted, and keep a copy of the log file in a separate folder. If the problem is occurring frequently enough to impact the ability to complete surveys, please contact Tom Wilson at tom.wilson@forestry.gsi.gov.uk or phone 0131 314 6510 to discuss.

You may find it beneficial to reboot the toughbook each day (Windows Start > Shutdown > Restart) to clear the temporary memory.

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23.4 How to resolve and/or log a support issue

6. Check the training and standard operating procedure (SOP) documentation to see if this explains the issue. Check also the Frequently Asked Questions (FAQs) document on the File Upload/Download site.
7. For items that do not 'validate' within the NFI-FS software (i.e. they remain red in the folder tree within the data editor and/or they fail when using the validate button), check the Business Rules within the relevant chapters of the 'Forester_NFI_Elaborated_Usecase_Descriptions.pdf' document to see if this explains what to do.
8. Try asking a colleague or QA staff member.
9. Take detailed notes that explain exactly what was done to get the support issue in the first place. Ideally this is a repeatable set of steps that an independent third party with no prior knowledge of the issue can do to reproduce the issue on their machine. Screen shots of error messages will help. Use the Alt-PrtSc (Print Screen) buttons on the Toughbooks to capture the message/problem, then paste into a Word doc, save to file then email to us.
10. When sending back a Toughbook please remember to include the password if it's been changed! Also clean the computer especially of any debris in the ports.
11. Contact the following people in this order, sending supporting notes if applicable:

23.5 Support – Field data collection and QA:

Julia Tilson, julia.tilson@forestry.gsi.gov.uk, Tel: 07901-008676

Chris Skelton, christopher.skelton@forestry.gsi.gov.uk Tel: 07919695937

Mark Lawrence, mark.lawrence@forestry.gsi.gov.uk, Tel: 0131 314 6141, 07785702207

23.6 Support – GIS, Checking in and Checking out Squares:

Vera Correia, vera.correia@forestry.gsi.gov.uk, Tel: 0131-445-2176

Adam Ward, adam.ward@forestry.gsi.gov.uk, Tel: 0131-445-2176

23.7 Support – Database and IT:

Tom Wilson, tom.wilson@forestry.gsi.gov.uk, Tel: 0131 314 6510

23.8 Support – Contract:

Mark Lawrence, mark.lawrence@forestry.gsi.gov.uk, Tel: 0131 314 6141, 07785702207