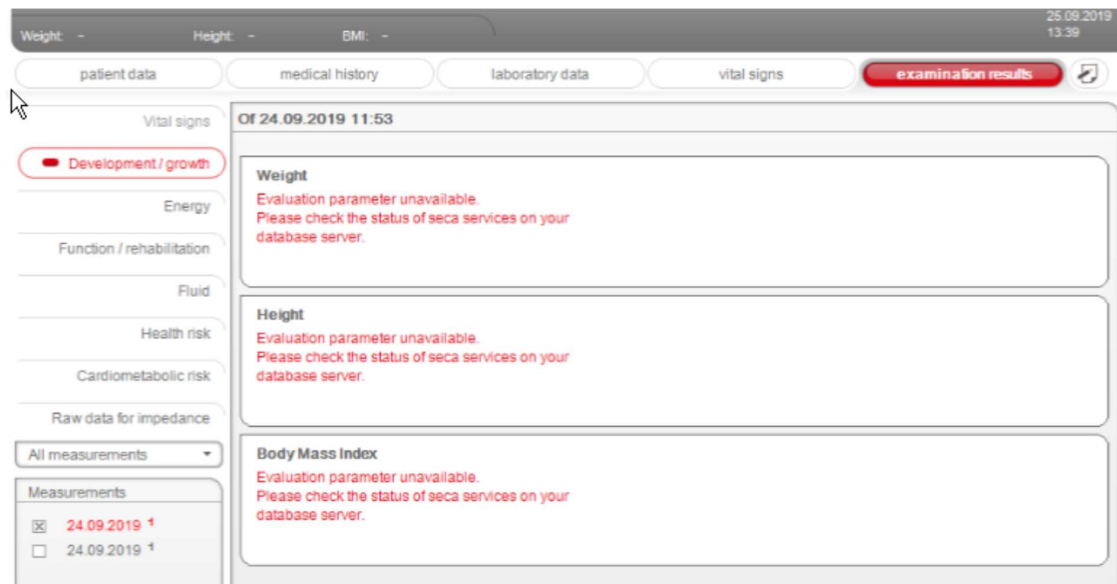


Evaluation parameters not available – What can I do?

This document describes what to do if the evaluation parameters are not displayed for all measurements.



Starting situation:

Instead of the evaluation parameters, you will see the text "Evaluation parameters not available. Please check the status of the seca services on your database server when you open a patient's test results.

Solution:

A.) If you have a full installation: (The entire application is installed on one computer)

- Close the seca analytics 115 application
- Go to C:\pgsqldata
- Delete the postmaster.pid file
- Restart all Windows services connected to seca (you can find out how to do this **in the IT definitions**)
 - seca Mediator Service
 - seca document print Dienst

- seca Database backup
- seca Cls
- seca calculation Dienst
- seca image Service
- PostgreSQL

Start the seca analytics 115 application






B.) If you have a server-client installation:

(Components of the application are installed on one or more computers, called clients, that connect to a central computer called a server. The server contains the database of your seca analytics 115 application)

Close the seca analytics 115 application on the client computer

Go to C:\Program Files (x86)\seca\software\

Right-click on Seca.Analytics.exe.config and open file with Notepad

 Seca.Analytics.Business.dll	05.07.2021 10:58	Anwendungserweiter...	386 KB
 Seca.Analytics.exe	05.07.2021 11:09	Anwendung	40 KB
 Seca.Analytics.exe.config	21.03.2022 15:37	CONFIG-Datei	12 KB
 Seca.Analytics.GUI.dll	05.07.2021 11:01	Anwendungserweiter...	4.544 KB
 Seca.Analytics.Network.dll	05.07.2021 10:58	Anwendungserweiter...	33 KB

Edit the following lines:

```
<!--<servicesToContactOnStartup>
  <add key="MediatorService" value="20001" />
</servicesToContactOnStartup-->
```

Remove <!-- at the beginning of the section

Enter the server IP of the server computer that contains the seca analytics 115 database:

```
<add key="MediatorService" value="Your server IP:20001" />
```

Remove --> at the end of the section

Example after editing the rows:

```
<servicesToContactOnStartup>
  <add key="MediatorService" value="192.168.10.10:20001" />
</servicesToContactOnStartup>
```

Save the file Seca.Analytics.exe.config to C:\Program Files (x86)\seca\software\

Restart all Windows services connected to seca on the server computer as well as on the client computer(s) (you can find out how to do this [in the IT definitions](#))

- seca Mediator Service
- seca document print Dienst
- seca Database backup
- seca Cls
- seca calculation Dienst
- seca image Service
- PostgreSQL

(Note: The client computer contains only the seca Cls service)

Start the seca analytics 115 application