

Evaluation parameters not available – What can I do?

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

Weight - Heigh	ht - BMI: -	25.09.2019 13:39		
patient data	medical history laboratory data vital signs examination results			
Vital signs	Of 24.09.2019 11:53			
Development / growth	Weight			
Energy	Evaluation parameter unavailable. Please check the status of seca services on your database server.			
Function / rehabilitation				
Fluid	Height	$ \rightarrow $		
Health risk	Evaluation parameter unavailable. Please check the status of seca services on your			
Cardiometabolic risk	database server.			
Raw data for impedance				
All measurements	Body Mass Index	1		
Measurements	Evaluation parameter unavailable. Please check the status of seca services on your			
≥ 24.09.2019 ¹	database server.			
24.09.2019 ¹				

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)
 - o seca Mediator Service
 - o seca document print Dienst



- o seca Database backup
- o seca Cls
- seca calculation Dienst
- o 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
S 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)

- o seca Mediator Service
- seca socument print Dienst
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(Note: The client computer contains only the seca CIs service)

Start the seca analytics 115 application