New starters not appearing, or FSM changes not applied in Biostore or FasTrak is usually a failure of the part of the system that extracts information from the school MIS.

First Check that within the Biostore Primary Setup application that that your licences have not expired. If Beyond the 60-day grace period, all updates will be prevented by the system.

Please ask your school I.T. to check that the Biostore jobs within Groupcall Xporter have not failed. Often an update to the schools MIS (e.g. SIMS) has not been applied to the server or the password used for Biostore/Groupcall to access the MIS has been changed or deleted. Try to run SIMS.NET on the server using a SIMS account (preferably the Biostore account if you have the password) to check that there is no issue with SIMS. (please note that if you do not have Groupcall then IDGateway may have the MIS extract facility activated for your site. It will also have the SIMS server info Password etc.)

If it is just a single account that is not being recognised or FSM status not updated, then this can be checked. Go to the control tab of the IDGateway and stop the application. Next go the "Configuration" and locate the folder that is the staging point for the Data.csv file. Usually C:\BioStore\DataFiles\. Go to Groupcall, Jobs, right click on the Biostore-students job and "Run Job Now". It may take a while, but eventually a Data.csv file will be created and put into the holding folder. This file can be edited using notepad to see if students are present and that FSM status is correct. If a student is missing or the info is incorrect then the issue is with the schools MIS. If all correct, then you will have to look further along the extraction/sync process

Also ask School I.T to check that the IDGateway, Primary Setup and Secondary Configuration applications as they may have stopped following a server restart. From the Windows button, Open the Biostore Primary setup application, go to the "Control Tab" and ensure the "Service Control" is currently running. In addition, checking the logs via the "View Log" function within IDGateway, Primary Setup and Secondary Configuration applications may point to the cause of the errors. (e.g. has the licence expired, IP addresses changed, Biostore Database Full or network errors).

Network errors are usually cleared by opening each of the BioStore applications in turn, going to the control tab, then stopping and restarting. Once done reset the log file to clear the errors. These applications are IDGateway, Primary Setup, Secondary configuration, then whatever other Biostore applications that may be installed at your site (FasTrak server setup, Registration, Print, etc)

It may be that the Biostore Primary database has exceeded it's 3500 limit and manual deletions will need to be made within the IDManager "Removed" section. E.G. deleting all year 13th that have left the school.

Is the server hard drive full? If the Biostore applications are set to level 4 or 5 for the logging, then it is possible that the hard drive has filled up with these log files and requires maintenance. Reducing the logging level down 2 will reduce the possibility of this happening. It may be necessary to open each of the Biostore/FasTrak applications in turn. Reduce the logging level down to "Level 2". Go to the "Control" Tab, Stop and restart. Go Back to the "Configuration" tab. "Reset log", and "Delete files".

The details being extracted from your MIS can be checked by stopping the IDGateway and running the Biostore jobs within Groupcall. The resulting Data.csv file which is created can usually be found in "C:\BioStore\DataFiles\". This Data.csv file is opened with Notepad be can be edited then searched for the new starter's information. Just remember to restart the IDGateway when you are finished.

If your I.T. Technician is unable to resolve the issue, them please ask them to call Biostore support on 033 33 44 2406 option 1 and quote this ticket reference.