

Alarm 'hung' in Active Event Queue

01/10/2024 5:04 pm EST

Description of Issue:

Alarm is "hung" in the Active Alarm Queue. The alarm shows in the Active Alarm Queue; the alarm may be assigned to an Operator, but no one can select the alarm for handling. What action can be taken to present this alarm to an operator?

Fixes:

1. Write down the Event ID value of the 'hung' alarm - this can be obtained in Phoenix Browser.
2. Log into Phoenix Manager (use the same credentials as you would for Data Entry).
3. From the Main Menu, choose option 1: Shared Memory Functions (press 1, then Enter).
4. From the Shared Memory Menu, choose option 4: Enter custom SQL Select (press 4, then Enter); enter the following script (it is case sensitive)

```
forward alarms to ShmPendEvt using select * from ShmActEvt where event_id='event_id value' (press enter)
If it shows 1 of 1 that the 'forward' was successful, go to step 5.
If it shows 0 of 1 the 'forward' failed - check the event_id value and the syntax of your statement.
```

5. Go back to Phoenix Browser - the alarm should move from the Active Event Queue to the Pending Event Queue.
6. Log in to Alarm Processing - go to Activity > Select Event > Choose from all available events - locate the recently 'moved' alarm - it will come to the Alarm Processing screen - handle like you normally would.