LYNX Status and System Messages
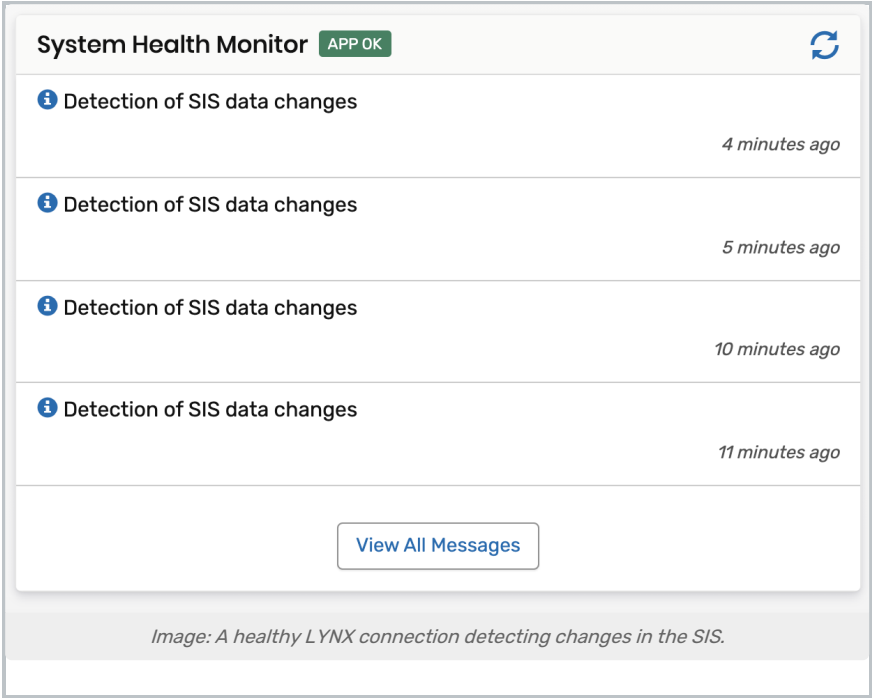
The LYNX Home Page includes a space for messages which indicate the health and status of the application. These messages let you know whether LYNX is connected to your local SIS (Student Information System) and what problems may be occurring.

System errors and warnings are also emailed to the LYNX Notification Email Recipients configured in LYNX Settings - General. LYNX sends emails once an hour until an issue is resolved.

System Health Monitor `APP OK`   ⟳

ⓘ Detection of SIS data changes

4 minutes ago

ⓘ Detection of SIS data changes

5 minutes ago

ⓘ Detection of SIS data changes

10 minutes ago

ⓘ Detection of SIS data changes

11 minutes ago

[View All Messages]

Image: A healthy LYNX connection detecting changes in the SIS.

Status Messages

The status of the LYNX connection is shown in a small label next to the words "System Health Monitor" and "System Setup". This status indicates whether the LYNX database on CollegeNET's cloud servers is communicating with the locally installed LYNX application and your SIS database. (Or in the case of a Workday SIS, communicating with the Workday API.)

LYNX updates this status every 60 seconds, but you can force it to refresh by clicking the circular "refresh" icon in the top right.

There are several possible status messages:

Message	Explanation
APP OK	You want to see this. Import and export processes will start successfully. View Import and Export Messages to see if there are any issues.

Message	Explanation
APP SLEEPING	This message appears during the night and will be replaced by APP OK in the morning. LYNX only syncs data between 6:00 am and 9:00 pm in your local time zone, seven days per week. Changes made overnight in your SIS will be picked up in the morning.
APP NOT RUNNING	This message indicates that the local LYNX application has been disabled. Restart it to resume normal data flow. For more information, see Error message – APP NOT RUNNING.
MULTI APPS RUNNING	Only one local LYNX application may be connected to a database at a time. If LYNX detects more than one, it will shut down until the extra applications are disabled. For more information, see Error Message – MULTI APPS RUNNING.
(PROCESS) DISABLED	Even if the local application is connected, LYNX automatically disables data syncing or initialization processes if it detects an issue with the process. If you see this message, contact support@collegenet.com to resolve it. For more information, see Error Message – PROCESS DISABLED. This includes messages such as: INIT DISABLED, SIS SYNC DISABLED, 25LIVE SYNC DISABLED, IMPORT DISABLED, EXPORT DISABLED

System Messages

System messages appear in the System Health Monitor on LYNX's home page.

Most system messages indicate the normal functioning of the LYNX interface as import/export processes are carried out. Click the ⓘ icon next to a message to see more details about that process.
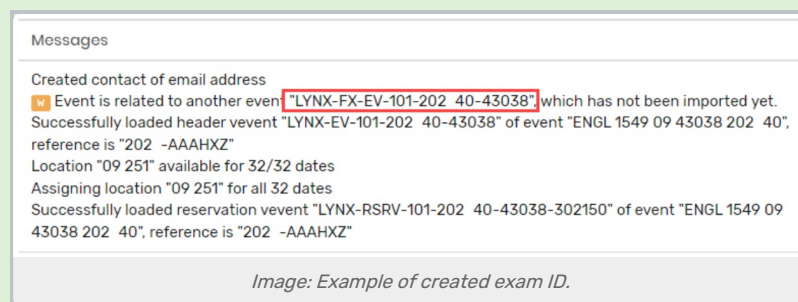
For messages not listed here, contact support@collegenet.com for assistance.

Message	Explanation
Initialization of SIS data	LYNX "initializes" data from your SIS when it updates itself without any changes being detected.
Detection of SIS data changes Detection of 25Live data changes	When changes are detected in the SIS or 25Live, LYNX picks them up but does not transfer them to the other system until an import or export is made.

Message	Explanation
Import of Sections to 25Live Export of Sections to SIS	This message indicates that LYNX has updated 25Live or your SIS with changes. This is automatically triggered immediately after changes are detected if there is an **active extract set**.
APP NOT RUNNING	This message indicates that the local LYNX application has been disabled. Restart it to resume normal data flow. **Please note that LYNX notification emails are not sent for APP NOT RUNNING warnings.**
MULTI APPS RUNNING	This message indicates that more than one local LYNX application is running. Disable all but one to resume normal data flow.
(Database errors)	Some issues with LYNX's database connection are reported as system messages. Contact CollegeNET support for assistance. Examples: • org.springframework.dao.QueryTimeoutException • org.springframework.jdbc.CannotGetJdbcConnectionException

✓ **Tip: LYNX Event Naming Conventions**

Messages

Created contact of email address
⚠ Event is related to another event "LYNX-FX-EV-101-202 40-43038" which has not been imported yet.
Successfully loaded header vevent "LYNX-EV-101-202 40-43038" of event "ENGL 1549 09 43038 202 40", reference is "202 -AAAHXZ"
Location "09 251" available for 32/32 dates
Assigning location "09 251" for all 32 dates
Successfully loaded reservation vevent "LYNX-RSRV-101-202 40-43038-302150" of event "ENGL 1549 09 43038 202 40", reference is "202 -AAAHXZ"

Image: Example of created exam ID.

LYNX applies a naming convention to exam events:

• If created as a separate events, imported exams will always have 'SFX' in their Alien UID

• Other created exams will have "FX" in their ID