

How to remove app version for a specific device in the database

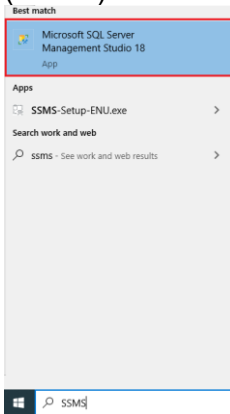
Description

In some cases the value for the installed app version will not be removed automatically from TEOS. This guide explains how to remove the app version manually for a specific device.

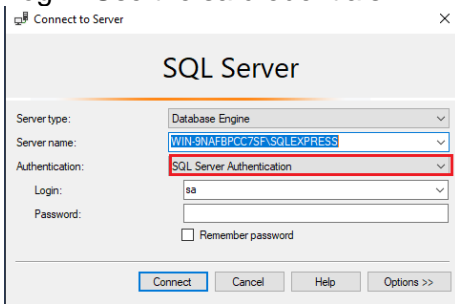
Requirements

- Sysadmin credentials for SQL Server.
- Admin access to the TEOS web interface

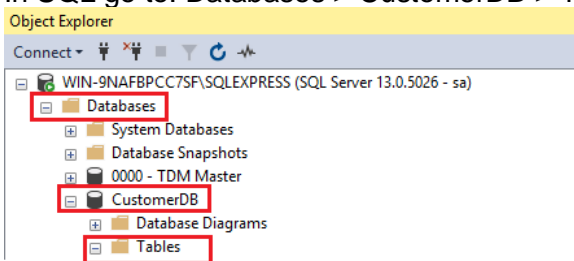
1. On your desktop click on the 'Start' Menu and open 'SQL Server Management Tool (SSMS)'.



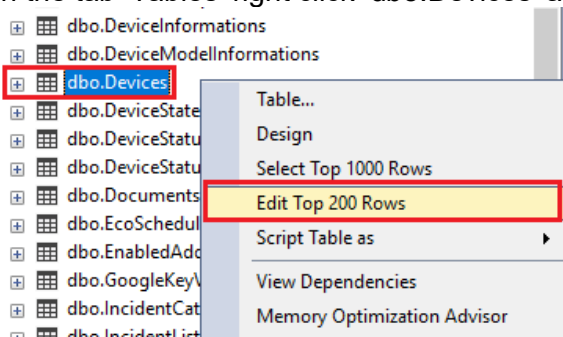
2. A window will open to login, use the following:
Authentication: SQL Server Authentication
Login: Use the sa credentials.



3. In SQL go to: Databases > CustomerDB > Tables.



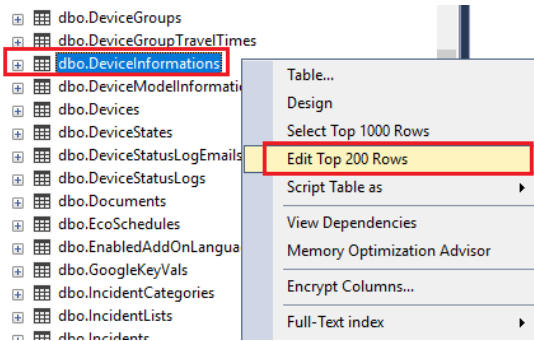
4. In the tab 'Tables' right click 'dbo.Devices' and select 'Edit Top 200 Rows'.



- In here you can see the 'ID' of the devices which you want to adjust. you need the 'ID' for the next step.

ID	Name	IPAddress	DeviceGroupID	DeviceType	AutoOff
1	test bravio	192.168.0.1550	NULL	0	0
2	test tablet	192.168.0.1110	NULL	4	0
3	22 inch tablet	192.168.0.187	1	4	0
NULL	NULL	NULL	NULL	NULL	NULL

- Once you know which 'ID' to use go back to tables and right click 'dbo.DeviceInformations' and select 'Edit Top 200 Rows'.



- In here compare the 'ID' to the device 'ID' from step 5. Now scroll to the back until you see the tabs called:
TeosAppVersion,
TeosControlVersion
TeosConnectversion

Select which app version you want to remove and rename the block to: NULL.

...	SerialNumber	FilterStatus	ModelName	LampInfo	LampAlertSent	LastUpdate	LampMode	FirmwareVersion	TeosAppVersion	TeosControlVe...	TeosConnectV...
	1002189	NULL	FW-49BZ35F	NULL	False	2021-07-29 09:5...	NULL		5,227	1.41	NULL
	APPC10SLBN20...	NULL	TEB-10XPL	NULL	False	2021-07-20 09:0...	NULL	NULL	NULL	1.41	NULL
▶	Z124P3017C000...	NULL	TEB-22DSK	NULL	False	2021-07-28 17:0...	NULL	NULL	5,217	1.41	NULL
*	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL

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For more information
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