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Troubleshooting

This section covers a number of symptoms and log messages and what you can do to try to solve problems:

• During installation.
• When running Control Center.
• When starting the management gateway.
• When running StreamStudio.
• Regarding the databases.
• Using SAP connectivity.
During setup

This section covers problems you may have when installing Framework and Control Center or StreamStudio, and when removing StreamServe components.

In this section

• Framework and Control Center on page 6.
• StreamStudio on page 9.

Framework and Control Center

Check the SCF_540_setup.log first. This file is located in:
C:\Documents and Settings\<User>\Application Data\StreamServe

For example:
C:\Documents and Settings\Administrator\Application Data\StreamServe

In this section

• Re-installing to an existing StreamServe Enterprise Repository (SER) on page 6.
• Failed to install database on page 6.

Re-installing to an existing StreamServe Enterprise Repository (SER)

If you install Framework and Control Center to an already existing StreamServe Enterprise Repository, and you use the same management gateway administrator user name for connecting to it during the installation, but not the same password, you will not be able to connect.

Solution

Match the password for StrsSERAcess with the password specified for the management gateway administrator during installation.

Failed to install database

If your runtime repository installation failed (default name is StrsData), and it is marked as "suspect" in your database management tool, the following describes how to proceed for:

• Veritas Backup or F-Secure users on page 7.
• Users not running Veritas backup or F-secure on page 8.
Veritas Backup or F-Secure users

Check that your Microsoft SQL Server database files directory is not marked for backup.

When restarting your database server it needs exclusive access to your database data files.

If for example the backup desktop agent runs a check on these files when SQL Server is restarting, your database will be marked as suspect.

The following example is an excerpt of the SQL Server Log where StrsData has been marked suspect. In this example, the log files are located at C:\Program Files\Microsoft SQL Server\MSSQL\log\ERRORLOG

**Example 1  StrsData marked as suspect**

Starting up database 'StrsData'.

udopen: Operating system error 32 (The process cannot access the file because it is being used by another process.) during the creation/opening of physical device C:\Program Files\Microsoft SQL Server\MSSQL\data\StrsData.mdf.

FCB::Open failed: Could not open device C:\Program Files\Microsoft SQL Server\MSSQL\data\StrsData.mdf for virtual device number (VDN) 1.

**Solution**

1 Run the stored procedure `sp_resetstatus` (and then restart the database server process):
   ```
   exec sp_resetstatus 'StrsData'
   ```
   You will from the procedure in this case get the result
   Prior to updating sysdatabases entry for database 'StrsData', mode = 0 and status = 1077936153 (status suspect_bit = 0).
   No row in sysdatabases was updated because mode and status are already correctly reset. No error and no changes made.

2 Start the Veritas Backup Desktop Agent

3 In the Backup selections, uncheck the Data directory under Microsoft SQL Server.

4 Check the FSecure scanning and exclude the Data directory from scanning.

5 Run the stored procedure `sp_resetstatus` on every suspect database owning a data file where opening failed. (see your SQL Error Log)

6 Restart your database server process.
Users not running Veritas backup or F-secure

A database can be marked "suspect" for many reasons. Generally is because of one of the following:

- A database or log file is missing.
- SQL Server may not have been able to restore the database in ample time.
- The database could be corrupt.
- SQL Server does not have enough space to recover the database on startup.

Solution

1. Review the SQL Server error logs to see if you can find where the problem occurred.
2. Start SQL Server in single user mode.
4. Add the -m switch in the parameters pane below.
5. Start SQL Server
6. Run `sp_resetstatus` with the `@dbname` parameter. (`sp_resetstatus @dbname = "pubs")
7. Perform detailed DBCC checks (CHECKDB, CHECKALLOC, etc)
8. Run a few random queries to see if you experience any problems. If no problems occur, stop and start the SQL Server and open the database to production.

As an absolute last resort, you can set your database in emergency mode. This will let you copy data out of the database, even if the data is corrupt.

To set your database in emergency mode, use the following command:

```
SP_CONFIGURE 'allow updates', 1 RECONFIGURE WITH OVERRIDE GO
UPDATE master..sysdatabases set status = -32768 WHERE name = 'pubs' GO
SP_CONFIGURE 'allow updates', 0 RECONFIGURE WITH OVERRIDE
```

For more information, see the following web site:

http://www.karaszi.com/SQLServer/info_corrupt_suspect_db.asp
StreamStudio

In this section

- Cannot install Tomcat on page 9.
- Cannot install web applications on page 9.

Cannot install Tomcat

Apache Tomcat is not included in the StreamStudio installation and must be installed separately. For more information, see the user documentation for Apache Tomcat.

If Tomcat cannot be installed, this can be caused by remaining Apache files or by an application that can be blocking port 80, for example Skype or another web server like IIS.

Solution

- Remove all Apache files on your disk. They are probably under \Program Files\Apache Software Foundation
- Make sure Skype or the application that blocks port 80 is not running.

Cannot install web applications

In some cases, the Tomcat registry key has a wrong path to the Java virtual machine, which prevents the portals (<Portal>.war) from being packed up.

Solution for Tomcat users on Windows

1. Run Start > Programs > Apache Tomcat 5.5 > Configure Tomcat.
2. Select the Java tab.
3. In the Java Virtual Machine field, verify that the path refers to a valid jvm.dll file, for example:
   <Java installation>\jre1.5.0_14\bin\client\jvm.dll
4. If you modify the path, restart the Apache Tomcat service on the General tab.
Running Control Center

This section covers problems you may run into when using the Control Center.

Error messages related to Control Center and the management gateway can very often be found in `mgw.txt` which is located in the management gateway base directory specified at the Framework and Control Center installation.

By default: `C:\ManagementGateway\1.0\root\`

In this section

- **Cannot connect to site** on page 10.
- **Cannot create an application** on page 12.
- **Cannot start an application** on page 13.
- **Cannot register runtime variables** on page 17.
- **Cannot read Certificate Authority (CA) file** on page 17.
- **Cannot add a StreamStudio portal** on page 17.

Cannot connect to site

In this section

- **Management gateway connection** on page 10.
- **StrsData or StrsSER connection (SQL Server)** on page 11.
- **StrsSER database** on page 11.
- **Management gateway port busy or invalid** on page 11.

Management gateway connection

If you get no login prompt when trying to connect to a site, i.e. you right-click the Site and select Connect, it is probably due to connection problems with the management gateway on that Site.

Solution

- Check that the management gateway is running on the Site host.
- Check that the management gateway uses the port you are connecting to (by default 28000).
- Check the connection to StreamServe Enterprise Repository (StrsSER) in the `\Management Gateway\1.0\root\mgw.txt` file.
StrsData or StrsSER connection (SQL Server)

There can be problems to connect if you have installed the SQL Server with Windows authentication or that the passwords submitted for the streamserve users are not ok with the password policy in your domain (For example it is common to require a certain length, both lower and uppercase letters and digits etc. This is why the defaults passwords are for example Changeoninstall768).

StrsSER database

You can get connection problems even if you have installed StreamServe Enterprise Repository without any displayed error messages during the setup, but no StrsSER database was created in your SQL Server database.

Solution

- Check the connection to StreamServe Enterprise Repository (StrsSER) in the \Management Gateway\1.0\root\mgw.txt file.
- If you have a StrsSER.mdf and StrsData.mdf in your SQL Server installation (probably under \Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data), remove these two files and re-install.

These files are the actual database files and can in some cases remain when you select to remove the database in the SQL Server Management tool.

Note: Be aware of that you are removing all your StreamServe job data and StreamStudio roles when you remove the StrsData.mdf file.

Management gateway port busy or invalid

If:

- The IP port you use for the management gateway is used by another application other than another management gateway, or
- The IP port is invalid because of too low a number and you have no access rights to listen to that port,

The management gateway will start but the HTTP Listener will not start and will not register the IP port used by the management gateway. The first time the management gateway on the computer is started, the port number registered will be 0.

This means you can not connect to the management gateway in Control Center even though the management gateway is running since the HTTP Listener can not start (which is logged in mgw.txt).

If the IP port you specified for the management gateway is used by another management gateway, your management gateway will not start at all which also is logged in mgw.txt.
Solution
Change IP port number to a number that is not busy or invalid, in the following file:

Windows: `<StreamServe installation>
\Applications\Management\5.4.0\mgmgateway.xml`
UNIX: `<StreamServe installation>
/applications/managementgateway/mgmgateway.xml`

Example 2 `mgmgateway.xml`

```xml
<implementation module="mgmgateway">
  ...
  <listeners>
    <listener module="http_listener">
      <ipport value="28000"/>
    </listener>
  </listeners>
</implementation>
```

Cannot create an application

If you try to create an application, but the StreamServer, Archiver, or Service Gateway is not available, the keys could be missing in the `.streamserve` file.

Solution
Check that the `.streamserve` file, located in `\Management Gateway\1.0\root\.installed_software\applications\streamserve`, contains the keys for the applications you want to create, as in the example below. If the keys are missing, contact StreamServe Support for help.

Example 3 `Excerpt from .streamserve file`

```
ServiceGateway_5.4.0y5.4.0"C:\Program Files\StreamServe\Applications\Service Gateway\5.4.0\bin\ServiceGateway.exe"YC:\Program Files\StreamServe\Applications\Service Gateway\5.4.0\bin\environment\STRSGyService Gateway\1.3.0y5.4.0yMULTIPLEyTRUEyC:\ManagementGateway\1.0\root\config\5.4.0\servicegateway\TRUEyFALSE
Archiver_5.4.0y5.4.0"C:\Program Files\StreamServe\Applications\Archiver\5.4.0\bin\ArchiverApplication.exe"YC:\Program Files\StreamServe\Applications\Archiver\5.4.0\bin\environment\ST RSCIyArchiveryl.3.0y5.4.0yMULTIPLEyTRUEyC:\ManagementGateway\1.0\root\config\5.4.0\ArchiveyFALSEyTRUE
```
Cannot start an application

In this section

- No runtime repository created on page 13.
- No StreamServe archive created on page 14.
- Management nanny not started on page 14.
- Localhost is used in connection string to database on page 14.
- Configuration file missing on page 15.
- Metadata type error on page 15.
- Other StreamServer application startup errors on page 16.

No runtime repository created

If you receive the warning below when you try to start a StreamServe application, you have configured a runtime repository in the Application Domain Editor, but yet not created the repository.

Example 4  Warning

An error occurred (management gateway <host>):
HTTP Listener (scm): The 'starts request timed out. Check logfile(s) for more information.

Solution

Create the runtime repository. See the Control Center documentation.
No StreamServe archive created

If you receive the warning below when you try to start an Archiver application, you have not created the StreamServe archive that the Archiver application will transfer document to. Or you have created the StreamServe archive, but yet not linked it to the application domain that the Archiver application belongs to.

Example 5  Warning

An error occurred (management gateway <host>):
HTTP Listener (scm): The 'starts request timed out. Check logfile(s) for more information.

Solution
Create the StreamServe archive and link the archive to the application domain. See the Control Center documentation.

Management nanny not started

If you successfully have deployed an exported Project to a StreamServer application but it will not start, and you get the following message, the Management nanny is not started

Example 6  Nanny not started

---------------------------
Control Center
---------------------------
HTTPListener (scm): Unable to connect to nanny process
---------------------------
OK
---------------------------

Solution
Check that the Management Nanny is running on the host where you want to run the StreamServer application.

Localhost is used in connection string to database

If a StreamServer application does not start, and you get an error message saying that it is not able to connect to database, you can either

- start the SQL browser (if allowed by your organization).
- change to explicit host names instead of localhost in the application domain editor.
Configuration file missing

If your StreamServer does not start and you get a log message as in the following example, the working directory is probably not correctly specified. The packages.xml file informs Service Component Framework of the application to run, and if the working directory for the application does not point to the directory of the packages.xml file, you get this error.

Example 7  A log indicating problem specifying the working directory

0802 162644 (0193) 0 BootReader?: Can not find configuration file packages.xml

Solution
Check that the Working directory property for the application points to an existing directory with the packages.xml file.

Metadata type error

The following example illustrates an error you can get if you have changed the type of a specific metadata name in Design Center, for example integer instead of string, after the first time you started the StreamServer with the Project that uses this metadata.

Example 8  Metadata mismatch in SQL Server

0726 174143 (0148) 1 ODBC: Failed executing: [1]: SQL State = "42000", Error Message = "[Microsoft][ODBC SQL Server Driver][SQL Server]Error in creating metadatanames, the metadata exist but with different type!", (Native Error = 50000)

Example 9  Metadata mismatch in Oracle Database

0726 163149 (0148) 1 ODBC: Failed executing: [1]: SQL State = "HY000", Error Message = "[DataDirect][ODBC Oracle Wire Protocol driver][Oracle]ORA-20093: Error in creating metadatanames, the metadata exist but with different type! , Info: v_metadata_id=6E51C6EFAFE44093BD5AF2C750D79E9C, v_newdatatype 2

Solution
Use your Database Administration tool to change the type of the metadata, or remove the metadata.

Note: This error can only appear if a document type has been deployed to the enterprise repository and the runtime repository, then changed in Design Center, then removed from the enterprise repository, and finally redeployed to the enterprise repository and runtime repository.
Other StreamServer application startup errors

If you get other error messages when trying to start a StreamServer application, you can try to start Service Component Framework (SCF) and the StreamServe application in debug mode.

**To start the SCF in debug mode**

1. Open a command prompt and browse to `<StreamServe installation>\Platform\Core\1.3\bin`

2. Enter the following command:
   ```
   bootloader -noapplication -debug verbose
   ```
   This starts the SCF but not the StreamServer with the exported Project you have deployed to it. Paths to e.g. shared libraries are listed. If you get no error messages here this indicates that the SCF works ok. The last log message to be listed should be as the following:
   ```
   0602 004229 (0009) 3 Platform started.
   ```
   If it does not start, report it to the StreamServe Support department.

**To start the SCF and the StreamServer application in debug mode**

If you run Control Center, you can set the debug flag directly in Control Center. For more information, see the Control Center documentation.

If you do not run Control Center, you can start debug mode in the following way:

1. From a command prompt, at `<StreamServe installation>\Platform\Core\1.3\bin`
   enter the following command:
   ```
   bootloader -debug verbose -wd
   ```
   where `wd` is the working directory for the StreamServer application. You can view the path to this directory in Control Center by selecting your StreamServer application in the application domain.

2. View the output from the command. If you can not interpret this information, it is useful for R&D or the support dept. The output is stored in the `strs_boot.log` and `platform.log` in the working directory for the application. (By default under `C:\Management\Gateway\1.0\root\applications\<application>\<layer>`).
Cannot register runtime variables

The following example indicates that the StreamServer was not able to register itself at the management gateway.

Example 10  Log message indicating a failure to register

0802 163343 (5157) 0 Unable to register runtime variables with Management Gateway

Solution

• Check that the StreamServe Management Gateway and StreamServe Management Nanny services are running.
• To avoid getting this error set the management property to false in the territory.xml file for your application (by default under C:\Management Gateway\1.0\root\applications\<application>\<layer>). This can also increase performance.

Cannot read Certificate Authority (CA) file

Solution

Check that the license file property in the New Site dialog points to
<StreamServe installation>\Platform\Core\1.3\bin\security\certificatestore\trusted\authorities\streamserve.ca.crt

Cannot add a StreamStudio portal

If you start Control Center before the installation of the Java application server and StreamStudio, Control Center has no knowledge of this installed software. When you try to add a StreamStudio web portal in Control Center, you receive the following error message.

Example 11  Error message

Not available, check installed software.

Solution

Restart Control Center and before adding the StreamStudio portal.
Starting the management gateway

If the StreamServe Management Gateway service does not start (Control Panel > Administrative Tools > Services) it is probably caused by port conflict or registering of the management gateway

Solution

• Check with a port monitoring application that nothing is blocking the port the management gateway uses for its HTTP(S) connections to e.g. Control Center. By default the port number for the management gateway is 28000. Close the blocking application or specify another port for the management gateway.
  
  For example: netstat -a

• Check the C:\Management Gateway\1.0\root\MGW_log.txt file. If it says something like “the node could not be registered”, the management gateway could not register itself in the application domain database. Check the user name and password in <StreamServe installation> \Applications\Management\5.4.0\mgwconnections.xml

• Check in the SQL Server Management tool that the database scripts have created the database, i.e. check if there is a database name beginning with StrsSER that the management gateway tries to connect to.
  
  Note: The SER database name is case sensitive.

• If there is no SER, check the SER database setup log, SER_540_setup.log, located in:
  
  C:\Documents and Settings\<User>\Application Data\StreamServe
  
  For example:
  
  C:\Documents and Settings\Administrator\Application Data\StreamServe
  
  This log file can give you hints on why the database could not be created, for example the database server is not running, wrong login was used, wrong connection string etc.
Running StreamStudio

This section covers problems you may run into when using StreamStudio.

In this section
- Cannot log on to StreamStudio on page 19.
- No connection to directory server or it is not started on page 20.
- Failed to connect or authenticate on page 20.
- Failed to authenticate Principal on page 21.
- Unable to listen to port on page 21.
- Date metadata type problem in StreamStudio Collector on page 21.

Cannot log on to StreamStudio

This can happen if:
- The user does not exist in the directory.
- The password is wrong.
- The directory server is not started.
- It is not possible to connect to the directory server.
- The service gateway is not started.
- The service gateway cannot connect to the directory server.
- The service gateway cannot connect to the Security repository.
- localhost is used instead of the explicit host name in the application domain configuration (territory.xml), and you are not using SQL browser.
- The management gateway was not restarted (or computer was not rebooted) after installation

Check the streamstudio.log in (if you run Tomcat):
<Tomcat installation>\logs\Check the service gateway log file servicegateway.log, located in \ManagementGateway\1.0\root\applications<service gateway>\wd\ and check if you get one of the following errors:
No connection to directory server or it is not started

The example below indicates that either the directory server is not started or that it was not possible to connect to it.

**Note:** You can also access StreamStudio without a user directory. The only available user is then the application domain administrator, by default assigned the StreamStudio System Manager role. For more information, see the Control Center documentation.

**Example 12**  
*A log indicating no connection to the directory server or that it is not started*

0223 005416 (0154) 1 LdapProviderSupportServices: Failed to connect or authenticate against directory server "localhost" as principal "uid=administrator,ou=Administrators,ou=StreamServe Users,dc=streamserve,dc=com".

0223 005416 (0163) 1 SecurityWebService: Failed "authenticatePrincipal" web service call. (0x80000000: Unknown message: )

0223 005416 (0940) 1 SOAP parser: SOAP fault: Error invoking SOAP operation: http://schemas.streamserve.com/webservice/security/1.0/authenticateprincipal

**Solution**

- Start the directory server.
- Check that the Security user credentials are correct in the Application Domain editor.

Failed to connect or authenticate

The following example from servicegateway.log, located in \ManagementGateway\1.0\root\applications\<service gateway>\wd\ indicates that the system administrator user specified during setup could not access the directory.

**Example 13**  
*A service gateway log indicating the system administrator user could not access the directory*

0427 135859 (0154) 1 LdapProviderSupportServices: Failed to connect or authenticate against directory server "localhost" as principal "uid=DCool,ou=users,dc=streamserve,dc=com".

**Solution**

Check that the superuser (Administrator) credentials are correct.
Failed to authenticate Principal

The following example from servicegateway.log, located in \ManagementGateway\1.0\root\applications\<service gateway>\wd\ indicates that the connection to the directory server works, but the user name or password you try to log in with is not valid.

Example 14  
A log indicating that wrong user name or password was used.

0427 135859 (0163) 1 SecurityWebService? : Failed "authenticatePrincipal" web serv

Solution
Make sure the correct login credentials are used when logging in to StreamStudio.

Unable to listen to port

The following example from servicegateway.log, located in \ManagementGateway\1.0\root\applications\<service gateway>\wd\ indicates that another application listens to the port required for the service gateway.

Example 15  
A log indicating the port specified for the Service Gateway is already busy.

0802 153609 (0001) 0 HTTPListener: Unable to start listen to port 2718 (in Service Gateway)

Solution
Change the service gateway port in the Application Domain Editor, or shut down the other application blocking this port.

Date metadata type problem in StreamStudio Collector

The dates must be in ISO8601 so that the server knows how to store them. Use the script function dtisoformat to convert a date to ISO8601 format. See the StreamServe Scripting Reference.

If the input value has a bad format an error message from StreamServer is displayed.

Solution
Change the Project to give correct input to the server.
Database problems

This section covers general database problems that can come up during installation or running StreamServe components, when using SQL Server or Oracle databases.

In this section

• General, SQL Server and Oracle on page 22.
• SQL Server on page 25.
• SQL Server – UNIX on page 28.
• Oracle on page 29.
• Cannot open Resource repository on page 31.

General, SQL Server and Oracle

In this section

• Cannot log in to database on page 22.
• Transaction deadlock on page 23.
• Data source name not found on page 24.
• Invalid parameter number on page 24.
• Mismatch in schema versions on page 24.
• Driver does not support this function on page 25.

Cannot log in to database

If the login information you have specified in the Application Domain Editor (stored in the territory.xml) does not match the users specified in the database, or if the database has not been installed correctly, you can get a log message as in the following example:

Example 16  Login info mismatch error


The following example shows the authentication profile section of the territory.xml file:
Example 17  The territory.xml authentication profile section

```xml
<authenticationprofile type="http://schemas.streamserve.com/uid/">
  <configuration>
    <simple xmlns="http://schemas.streamserve.com/uid/resource/>
      <name>strsDataAndQueues</name>
      <password>foobar768</password>
    </simple>
  </configuration>
</authenticationprofile>
```

Solution
- Check that the settings in the territory.xml file matches the values in the database. (Use the database management tool).
- Check that the database has been installed correctly.
- Check that the user stated in the log message exists in the database. If the database does not seem to have been correctly installed, you can try to run the database scripts manually. The script files are located in:

  `<StreamServe installation>\Applications\Management\5.4.0\etc\databasescripts\5.4.0`

Transaction deadlock
You can get the following log message if for example disk speed or CPU is not enough for your data load. Normally the Streamserver will restart the transaction but if data is lost, report it to R&D.

Example 18  SQL transaction deadlock

(0148) 1 MDatabase command ODBC: Failed executing: SqlState? = 40001
ErrorMsg? = [Microsoft][ODBC SQL Server Driver][SQL Server]Transaction (Process I D 93) was deadlocked on lock resources with another process and has been chosen as the deadlock victim. Rerun the transaction.
Data source name not found

The data source name does not exist.

Example 19  Data source name not found

TRACE: Failed executing: SqlState? = IM002  ErrorMsg? = [Microsoft][ODBC Driver Manager] Data source name not found and no default driver specified

Solution

- Check in Control Panel > Administrative tools > DataSources (ODBC)
- Check that this DSN matches what is setup in the application’s territory.xml file, i.e. the host name and database in the DSN name, e.g. <hostname><database>.

Invalid parameter number

If you get a log message as in the following example, there is probably a mismatch between the repository access code in the StreamServer and the database model.

Example 20  Invalid parameter number

(0148) 1 MDatabase command ODBC: Failed executing: SqlState? = 07009  ErrorMsg? = [Microsoft][ODBC SQL Server Driver]Invalid parameter number

Solution

Check the Schema version table in the StrsData and StrsSER databases for their versions and build numbers. Report this error to StreamServe Support.

Mismatch in schema versions

You will get an error message if you run a SP4 StreamServer towards e.g. a SP3 runtime database.

Solution

Either upgrade the runtime database or create a new runtime database.

For upgrading, see the Upgrading Projects documentation.
Driver does not support this function

If you get a log message as in the following example, the ODBC drivers you use might not be supported by the StreamServer.

**Example 21**  
ODBC drivers not supporting function

(0148) 1 MDatabase command ODBC: Failed executing: SqlState2 = IM001 ErrorMsg2 = [Microsoft][ODBC Driver Manager] Driver does not support this function

**Solution**

Report to StreamServe Support.

---

**SQL Server**

In this section

- File group full (SQL Server Express) on page 25.
- SQL Server access denied on page 26.
- Instance invalid or not running on page 26.
- Timeout expired on page 27.
- Cannot connect to a remote SQL Server Express on page 27.

File group full (SQL Server Express)

This can happen for example if you use SQL Server Express and the database gets larger than 2GB which is the limit Microsoft has stated for it. If one of the file groups, for example the database log or the database data file cannot grow more – because the database has been configured not to grow more than a certain limit – there is no disc available for the database file to grow.

**Example 22**  
File group full

0224 171659 (0148) 1 ODBC: Failed executing: [1]: SQL State = "42000", Error Message = "[Microsoft][ODBC SQL Server Driver][SQL Server]Could not allocate space for object 'Part' in database 'StrsData' because the 'PRIMARY' filegroup is full.", (Native Error = 1105)
SQL Server access denied

If the SQL Server is not started, a log message as in the following example is issued:

**Example 23 No access to SQL Server**

0523 152712 (0148) 1 ODBC: Failed executing: [1]: SQL State = "08001", Error Message = "[Microsoft][ODBC SQL Server Driver][Shared Memory]SQL Server does not exist or access denied.", (Native Error = 17); [2]: SQL State = "01000", Error Message = "[Microsoft][ODBC SQL Server Driver][Shared Memory]ConnectionOpen (Connect()).", (Native Error = 2); [3]: SQL State = "IM006", Error Message = "[Microsoft][ODBC Driver Manager]Driver's SQLSetConnectAttr failed"

**Solution**

Start the SQL Server.

Instance invalid or not running

If the SQL Server is not running on the host and port that is specified during setup or in the `territory.xml`, you can get a log message as in the following

**Example 24 SQL Server not running on specified host/port**

0802 161555 (0148) 1 ODBC: Failed executing: [1]: SQL State = "08001", Error Message = "[DataDirect][ODBC SQL Server Driver][libssclient21]General network error. Check your network documentation.", (Native Error = 11); [2]: SQL State = "01000", Error Message = "[DataDirect][ODBC SQL Server Driver][libssclient21]ConnectionOpen (localhost()).", (Native Error = 11); [3]: SQL State = "HY000", Error Message = "[DataDirect][ODBC SQL Server Driver]The requested instance is either invalid or not running"

**Solution**

Check the host and port settings in the `territory.xml` file.
Timeout expired

If you get log messages as in one of the following examples, the reason is probably one of the following:

- You use the wrong Net-Library protocol.
- Your network is malfunctioning.
- The SQL Server does not listen to the correct port.

Example 25  ODBC errors

```
[Microsoft][ODBC SQL Server Driver]Timeout expired
[Microsoft][ODBC Driver Manager] Driver's SQLSetConnectAttr failed
```

Solution

1  From a command prompt, run `ping <server_name>` to check the network.
2  From a command prompt, run `telnet <server_name> <port_nr>` to check that the SQL Server is listening on the port. The default port number is 1433.
3  Add an entry in `\WINDOWS\system32\drivers\etc\hosts` on the client machine.
4  In the Client Network Utility on your client, check the setting for the Net-Library protocol.
5  If not already set, change to TCP/IP.
6  Try step 1 and 2 again.

Cannot connect to a remote SQL Server Express

SQL Server Express 2005 can disable TCP/IP for other than localhost. In the following URL you can find a workaround for making the SQL Server Express listen for remote access on port 1433:

SQL Server – UNIX

Initially, check that the connection is OK by using your database vendor administration tool.

If your log message says that the database instance cannot be found or it is unavailable, you can try to add the port information to the host you want to connect to.

Solution

1. Open `odbc.ini` in a text editor.
2. Search for the data source called `<host_name>-StrsData`.
3. Modify the Address property to e.g. `Address=my_database_host, 1433`
Oracle

In this section
• Grant errors in Oracle databases on page 29.
• ODBC driver does not support this function on page 29.
• ODBC error 998 on page 30.

Grant errors in Oracle databases
In Oracle databases, it is common that the system administrator switches off grant executes issued by StreamServe.

Solution
Make sure enough grant executes are switched on for the database.

ODBC driver does not support this function
If you get a log message as in the following example, the ODBC driver settings might not be correct:

Example 26 Error in ODBC driver settings

0602 182249 (0148) 1 ODBC: Failed executing: [1]: SQL State = "IM001", Error Message = "[Microsoft][ODBC Driver Manager] Driver does not support this function"

Solution
Check the settings for the ODBC driver in the repositoryodbcproviders.xml file, located in: <StreamServe installation>\Platform\Core\1.3\bin

Note: The settings are grouped according to vendor.
• The host must be in the format as in myhost.streamserve.com
• SQL describe params must be enabled.
• Applications use threads.
• Procedure returns result sets.
• N-VarChar support.
ODBC error 998

If you get this error in the log, it normally means that your PATH environment variable does not include the path to the Oracle ODBC DLLs.

Solution

Check the PATH environment variable (Control Panel > System > Advanced > Environment variables)
Cannot open Resource repository

**Note:** Not for your relational databases, only the Object Store for post-processing.

If you get a log message as in the following example, it indicates that the Fast Objects schema is not compatible with the StreamServer.

**Example 27**  FO schema not compatible with the StreamServer version

```
0802 163343 (3399) 0 ResourceDBException:1(ResourceDBLogOn():-7001:The dictionary is from a wrong branch of the version tree.
```

**Solution**

Check that you are using a valid version of the FastObjects database (e.g. not version 4.1.2 if you run Persuasion SP4).
SAP connectivity

General notes
The RFC library used for IDocs, Delivery Manager, and BAPI scripting is non-unicode. This means that server processes (IDoc Converter server part and Delivery Manager server) must be set up as non-unicode RFC destinations in SAP.

In this section
- Business Process (IDoc) on page 32.
- Delivery Manager server (dmserver) on page 32.
- Delivery Manager sender (dmsender) on page 33.
- Delivery Manager client (dmclient) on page 33.

Business Process (IDoc)

Symptom
The client has problems connecting to SAP or the IDoc converter process is not started (Active client must be set to yes in Control Center IDoc converter configuration).

Solution
- Check that the connection string does not include DEST (in that case a saprfc.ini file is needed).
- All parameters must be specified as in the following example:

```
LANGU=E CLIENT=600 USER=IDOCST ASHOST=saphostname SYSNR=00
```

Where the user must exist in the SAP system, preferably set up as a service user, and the password must be uppercase.

Delivery Manager server (dmserver)

Symptom
Errors in strsdmsserver.log with messages as in the following example:

```
STRSDMServer: Received Job request with unknown TMNID
```

Solution
The PROGID field in the server configuration in saprfc.ini must be unique at the SAP Gateway used when connecting. Try changing the PROGID to another value and update the RFC destination in SAP accordingly.
Symptom
Problems to start client processes by the server and/or problems sending back notifications to SAP.

Solution
The configuration option `startclient` in `strsdmstart.cfg` should not be set to `yes`. This is currently not recommended on *NIX systems. Set `startclient` to `no` and start the client manually as a separate process.

Delivery Manager sender (dmsender)

Symptom
Segmentation fault on *NIX.

Solution
The `strsdmsender` service is not run as root and you use a listener port lower than 1024 in the configuration file. Change the port or run the service as root.

Symptom
The `strsdmsender` service does not start.

Solution
There is currently a known issue with the `strsdmsender` service not respecing the working directory parameter when looking for the log message file. Copy the log message file (`strsdm_logmessage.txt`) to the same directory as the `strsdmsender` executable.

Delivery Manager client (dmclient)

Symptom
The client is started but it does not update the status of jobs in SAP. The user for authentication in SAP is locked.

Solution
The client has problem authenticating with SAP. The password for the SAP user must be uppercase and the user must be of service user type (to avoid having to change the password).
FAQ

This section covers a number of frequently asked questions regarding the installation and using the StreamServe modules.

**Can I run Persuasion SP4 against a Persuasion 5.3 or Persuasion SP2 runtime repository?**

No, a lot of improvements and new functionality has been added. There is an upgrade utility (Runtime Migration Tool) that can upgrade the database and its data so that this works.

**How can I remove a queue or Composer text that is not used any more from the application domain?**

Use StreamServe Database Administration Tool.

**How can I remove/cancel a job that is never completed**

Use StreamServe Database Administration Tool.

*Note:* The reasons why it cannot complete normally should be investigated.

**How do I determine which version the database is?**

In for example Microsoft SQL Server Management Studio, check the Schemaversion table in each database. It holds the major and minor version of each part of the database, and when each part was installed.

You can execute the following command to determine the database version:

```sql
select * from SchemaVersion
```

You can also find out the database version from the StreamServer log.