

Appeon Troubleshooting Guide

Appeon® 6.5 for PowerBuilder®

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1 About This Book

1.1 Audience

This book is written for users of Appeon® 6.5 for PowerBuilder®, and covers troubleshooting issues that may occur with all product components: Appeon Developer, Appeon Server, and AEM.

1.2 How to use this book

There are eight chapters in this book.

Chapter 1: About This Book

Provides a general overview of the contents of the document, including suggestions for related documentation and references for support.

Chapter 2: Troubleshooting Appeon Install

Provides solutions and information for issues related to installing Appeon 6.5.

Chapter 3: Troubleshooting Appeon Developer

Provides workarounds and information for issues related to using the Appeon Developer Toolbar functions (except Appeon Deployment function).

Chapter 4: Troubleshooting Web Deployment

Provides workarounds and information for issues related to using the Appeon Web Deployment Wizard and deploying the PowerBuilder application to the Web.

Chapter 5: Troubleshooting Web Applications

Provides workarounds and information for issues related to running Appeon Web applications and Appeon demo applications.

Chapter 6: Troubleshooting Appeon Server

Provides workarounds and information for issues related to Appeon Enterprise Manager and Appeon Server.

Chapter 7: Troubleshooting PowerBuilder and EAServer

Provides workarounds and information for issues related to using PowerBuilder, EAServer, Adaptive Server Anywhere, and other Sybase products in conjunction with Appeon 6.5 for PowerBuilder.

Chapter 8: Technical Support

Important information regarding technical support.

1.3 Related documents

Appeon provides the following user documents to assist you in understanding Appeon for PowerBuilder and its capabilities:

- *Appeon Demo Applications Tutorial*:

Introduces Appeon's demo applications, including the Appeon Sales Application Demo,

Apppeon Code Examples, Apppeon ACF Demo, and Apppeon Pet World, which show Apppeon's capability in converting PowerBuilder applications to the Web.

- *Apppeon Developer User Guide* (or *Working with Apppeon Developer Toolbar*)

Provides instructions on how to use the Apppeon Developer toolbar in Apppeon 6.5.

Working with Apppeon Developer Toolbar is an HTML version of the *Apppeon Developer User Guide*.

- *Apppeon Server Configuration Guide*

Provides instructions on how to configure Apppeon Server Status Monitor, establish connections between Apppeon Server and Database Server, and configure AEM for maintaining Apppeon Server and Apppeon deployed Web applications.

- *Apppeon Supported Features Guide* (or *Apppeon Features Help*):

Provides a detailed list of what PowerBuilder features are supported and can be converted to the Web with Apppeon 6.5 and what features are unsupported.

Apppeon Features Help is an HTML version of the *Apppeon Supported Features Guide*.

- *Apppeon Installation Guide*:

Provides instructions on how to install *Apppeon for PowerBuilder* successfully.

- *Apppeon Migration Guide*:

A process-oriented guide that illustrates the complete diagram of the Apppeon Web migration procedure and various topics related to steps in the procedure, and includes a tutorial that walks the user through the entire process of deploying a small PowerBuilder application to the Web.

- *Apppeon Performance Tuning Guide*:

Provides instructions on how to modify a PowerBuilder application to achieve better performance with its *corresponding Web application*.

- *Apppeon Troubleshooting Guide*:

Provides information about troubleshooting issues, covering topics such as product installation, Web deployment, AEM, Web application runtime, etc.

- *Introduction to Apppeon*:

Guides you through all the documents included in Apppeon 6.5 for PowerBuilder.

- *New Features Guide* (or *What's New in Apppeon*):

Introduces new features and changes in Apppeon 6.5 for PowerBuilder.

What's New in Apppeon is an HTML version of the *New Features Guide*.

1.4 If you need help

Each Sybase installation that has purchased a support contract has one or more designated people who are authorized to contact Sybase Technical Support or an Authorized Sybase Support Partner. If you have any questions about this product or if you need assistance during the installation process, have the designated person contact Sybase Technical Support or an Authorized Sybase Support Partner depending on your support contract. You may

access the Technical Support Web site at <http://www.sybase.com/support>.

2 Troubleshooting Appeon Install

This section contains information about general troubleshooting issues that might be encountered when installing Appeon for PowerBuilder. If you cannot resolve your problem with this troubleshooting guide, please contact technical support by clicking the *Contact Support* link at <http://www.sybase.com/support>.

2.1 InstallShield errors

2.1.1 Error 1607 or 1628

On the Appeon installation menu, when clicking a component installation link that will launch InstallShield, the following error may occur: “1607: Unable to install InstallShield Scripting Runtime” or “1628: Failed to complete installation”.

Cause A: This error often occurs if you click “Install Appeon for PowerBuilder” on the Appeon installation menu twice when the Appeon component installation program is already running.

Solution A: Follow the steps below to fix the problem.

Step 1 – Check how many installation processes are running. To do this, press Ctrl+Alt+Del and select Task Manager. Go to the Processes tab in Windows Task Manager. Check whether setup.exe is running and how many setup.exe processes are running.

Step 2 – End all setup.exe processes and restart setup.exe. Do not run the Appeon component installation program when the component installation program is already running.

Cause B: This error may also occur if previously the Setup program has exited with exception.

Solution B: Restart your computer and attempt to install again.

For more causes and solutions, please refer to <http://consumer.installshield.com>.

2.1.2 Error 1155

During Setup, the error 1155 occurs, “1155: File ...\Appeon\appeon6.5 not found”.

Cause: This error occurs because Appeon Setup failed to detect the ISScript8.msi file that is used to install the InstallScript engine.

Solution: Find the ISScript8.msi file in the directory \Install\AppeonComponent\ (for example, \Install\ADT\) and double-click it to run the InstallScript engine installer.

2.1.3 "DLL function call crashed" error when launching an Appeon setup program

Cause: This error is not caused by the Appeon installation program. It is often system-related.

Solution: Please go to the following Website and search for the error message. Detailed information and solutions are provided: <http://consumer.installshield.com/default.asp>.

2.2 Install Appeon Server

2.2.1 Cannot connect to EAServer Manager

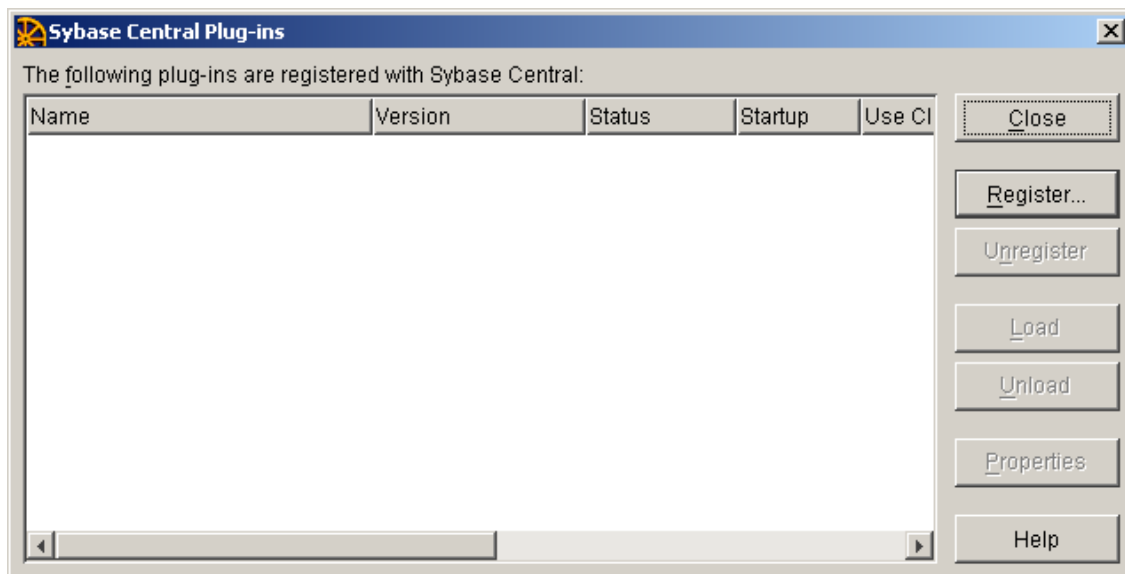
Unable to connect to EAServer Manager after EAServer 5.x was installed with Appeon Server Setup. Appeon Server has been uninstalled from your machine before. No plug-ins have been loaded in Jaguar, and the “sybcent41” folder cannot be found under the Appeon Server install directory.

Cause: In previous uninstallations of EAServer 5.x, Sybase Central had not been selected for removal from the system. When Appeon Server installs EAServer 5.x, the EAServer Installer will detect that Sybase Central has already been installed on the local machine and will not regenerate it in the Appeon Server install directory. EAServer Manager cannot be connected when EAServer and the “sybcent41” folder are not located under the same directory.

Solution: Follow the steps below to fix the problem.

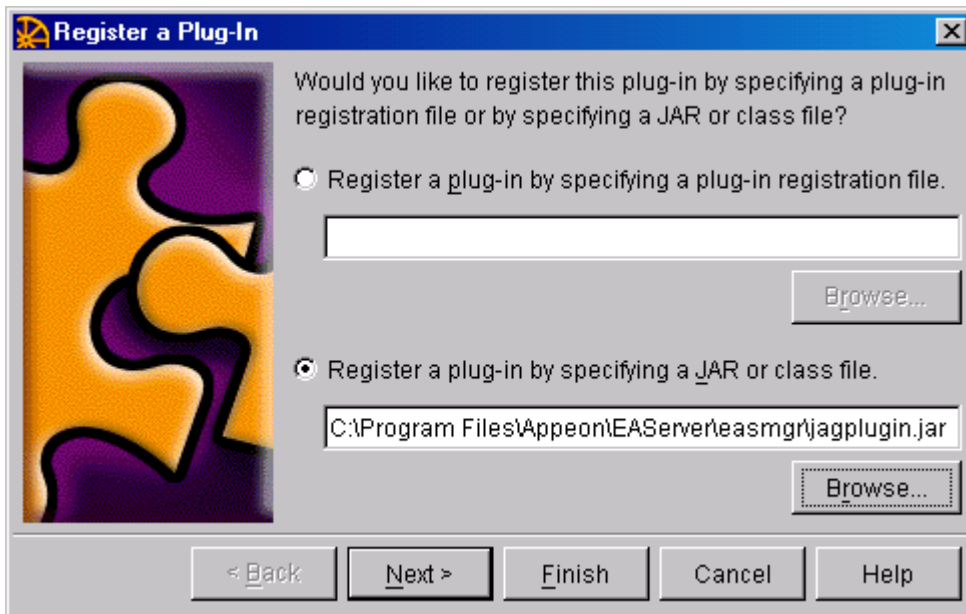
Step 1 – Open EAServer Manager and select “Plug-in” from the Tools menu. No plug-ins have been loaded with Sybase Central. Click *Register* to add a new plug-in.

Figure 2-1: Add the class or JAR files for loading the plug-in



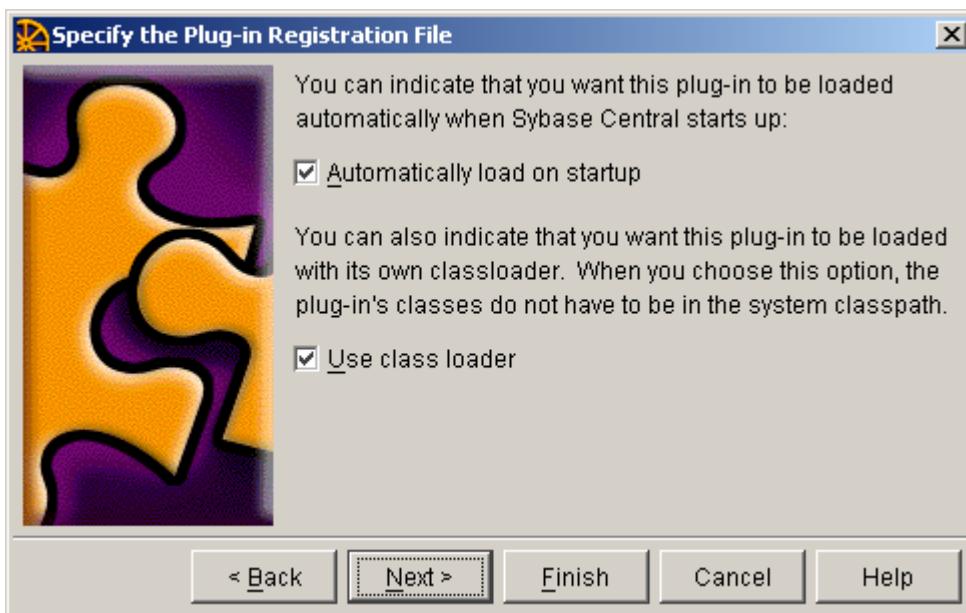
Step 2 – Select “Register a plug-in by specifying a JAR or class file” and click *Browse* to specify EAServer > easmgr > jagplugin.jar. If EAServer runs on Windows, the file is usually at %JAGUAR%\easmgr\jagplugin.jar; if EAServer runs on SUN SOLARIS, the file is usually at \$JAGUAR/easmgr/jagplugin.jar. Click *Next* to proceed.

Figure 2-2: Specify the JAR file for registering a plug-in



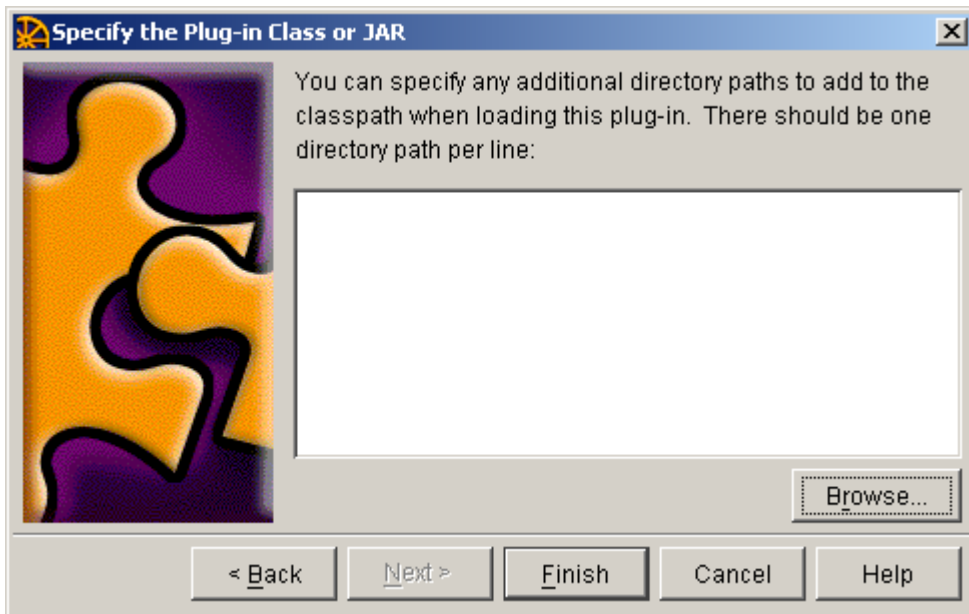
Step 3 – Apply the default settings in the *Specify the Plug-in Registration File* dialog and click *Next*.

Figure 2-3: Specify the plug-in registration file



Step 4 – Specify the plug-in class or JAR.

Figure 2-4: Specify the plug-in class or JAR



Click *Browse* to add the following classes and .jar files:

Table 2-1: File list

Location	Class or JAR to add
If EAServer runs on Windows: %JAGUAR%\java\ If EAServer runs on SUN SOLARIS: \$JAGUAR/java/	classes
If EAServer runs on Windows: %JAGUAR%\html\ If EAServer runs on SUN SOLARIS: \$JAGUAR/html/	classes
If EAServer runs on Windows: %JAGUAR%\java\lib\ If EAServer runs on SUN SOLARIS: \$JAGUAR/java/lib/	easclient.jar; easj2ee.jar; easserver.jar
If EAServer runs on Windows: %JAGUAR%\easmgr\ If EAServer runs on SUN SOLARIS: \$JAGUAR/easmgr/	3pclasses.jar
If EAServer runs on Windows: %JAGUAR%\java\classes\ If EAServer runs on SUN SOLARIS: \$JAGUAR/java/classes/	crimson.jar; activation.jar; castor-0.9.3.9-xml.jar; commons-logging.jar; dom.jar; dom4j.jar; jaxm-runtime.jar; jaxr-api.jar; jaxrpc-api.jar; jaxr-ri.jar; jnet.jar; jsse.jar; log4j.jar; mail.jar; saaj-api.jar; sax.jar; xercesImpl.jar; easri.jar

Step 5 – Click *Finish* and try connecting to EAServer Manager.

2.2.2 EAServer cannot be started after Appeon Server install

Cause: There are two sets of EAServer 6.1/6.2 installed; one EAServer was installed independently in the normal installation path, and the other was silently installed with Appeon Server installation.

Solution: It is recommended that you use the EAServer that was silently installed with

Appeon Server.

Step 1 – Open the `setenv.bat` file in the `bin` folder under the `EAServer` installation directory in a text editor and make sure `JAGUAR_HOST_NAME` in the file is the same as the computer name.

Step 2 – Verify that `EAServer` is not started as a Service. If it is started as a service, stop it and change the starting mode to "Manual".

Step 3 – If `EAServer` runs on Windows, start `EAServer` from Windows Start | Programs | Appeon 6.5 for PowerBuilder | Appeon Server | *InstanceName*. If `EAServer` runs on SUN SOLARIS, run the `appeonserverstart.sh` script in the `$JAGUAR/appeon/bin` directory.

2.3 Install Appeon Server Web Component

2.3.1 Third-party Web Server problems with the Sybase redirector plug-in

If you use a third-party Web server such as Apache or IIS, you may find that the Sybase redirector plug-in does not work for the Web server.

Cause: It is very likely that a step has been omitted during the configuration of the third-party Web server or the plug-in.

Solution: Follow the troubleshooting instructions provided by Sybase at <http://www.sybase.com/detail?id=1024955> or refer to the *EAServer System Administration Guide*.

2.4 Upgrade installation

2.4.1 “Upgrading AppeonDB failed” error

When you upgrade Appeon Server 3.0 or 3.1 to Appeon Server 6.0/6.1, there is an “Upgrading AppeonDB failed” error.

Cause: Refer to the issues recorded in the `apbinstall.log` file in the root directory of the server operating system (for example, `C:\`).

Solution: Perform the following steps when the upgrade process completes.

Step 1 – Resolve all the issues recorded in the `apbinstall.log` file

Step 2 – Locate the `upgradeappeonserver.bat` file in the Appeon Server installation directory, and double click the `upgradeappeonserver.bat` file to manually upgrade the AppeonDB.

2.4.2 “Bad interpreter: No such file or directory” error

When you execute `install.sh` or `upgrade.sh` on a Unix/Linux system, the error "Bad interpreter: No such file or directory" comes up.

Cause A: The installation package is uploaded to the Unix/Linux system in the non-binary transfer type.

Solution A: Select to transfer the installation package to the Unix/Linux machine in Binary transfer type.

Cause B: The `SH` file was edited and saved on a Windows machine.

Solution B: Execute the command *dos2unix install.sh/upgrade.sh* on the Unix/Linux system, which can convert the file type so as to make it work on the Unix/Linux system.

2.5 Frequently Asked Questions

2.5.1 How to install Appeon Server to multiple EAServer instances?

During the Appeon Server installation, you can only install Appeon Server to one EAServer instance. However, after the installation, you can manually install Appeon Server to other instances using EAServer Manager:

1. Under EAServer Manager, select Servers | server instance (for example, "server2") | Installed Applications, right click it and select *Install Application* from the popup menu. The Application Wizard launches.
2. Click *Install an Existing Application*.
3. On the Install Applications dialog, select *AppeonServer* and click *OK*.

2.5.2 How to bind EAServer instance to CPU?

Appeon Server installation program will not bind the instance to CPU. You must manually bind it with the following steps:

Open Windows Task Manager, select the Processes tab, select the server process, such as *jagsrv.exe*, right click it and select *Set Affinity* from the popup menu to bind the process to one or more CPU.

Or you can use the Appeon Server Status Monitor to automatically bind the server instance to CPU using the "com.appeon.server.monitor.instance.cpus" setting. For detailed instructions, refer to the *Configuring Status Monitor* section in the *Appeon Server Configuration Guide*.

2.5.3 How to create EAServer instances?

For detailed instructions, refer to the EAServer document at <http://infocenter.sybase.com/help/index.jsp>. Select EAServer 5.3 | System Administration Guide | Creating and Configuring Servers.

Below are the general steps:

1. Under EAServer Manager, select Servers, right click it and select *New Server* from the popup menu. The New Server dialog opens.
2. Input the server name, for example, *server2*, and click *Create New Server*. Click *OK* to close the Server Properties window.
3. Create HTTP and IIOP listener for the new instance: Select Servers | server instance (for example, "server2") | Listener, right click it and select *New Listener*. Input the listener name, and click *Create New Listener*. Specify the protocol, port and host for the new listener.

2.5.4 How to start the server instance?

Use the following command: `serverstart.bat -jdk14 -jvmtype server -servername`

For detailed instructions, refer to the EAServer document at <http://infocenter.sybase.com/help/index.jsp>. Select EAServer 5.3 | System Administration Guide | Creating and Configuring Servers | Starting the server.

2.5.5 How much better is the performance when multiple instances are used?

Multi-instance scenario supports concurrent users by multiple times when the number of servers is the same and provides much better performance when the number of concurrent users is the same. Our tests on a customer project with 100 concurrent users show that the average response time for two instances binding to two CPUs is eight times faster than that for a single instance binding to a single CPU.

3 Troubleshooting Appeon Developer

This section deals with troubleshooting issues in Appeon Developer. If you cannot resolve your problem with this troubleshooting guide, contact technical support. For technical support information, visit <http://www.sybase.com/support/> and click on the *Contact Support* link.

3.1 Operating Appeon Developer toolbar

3.1.1 "ADT is already running" error

If you immediately click an Appeon Developer toolbar icon after canceling the processing of the deployment wizard, an "ADT is already running" error message pops up.

Cause: The Appeon Developer execution program EonADT50.exe is not promptly killed when the *Cancel* button is clicked.

Solution: Wait a minute, and then click the toolbar icon.

3.1.2 Exiting Appeon Developer completely after an error

When an error occurs during an operation in Appeon Developer, you may want to exit Appeon Developer completely before restarting the operation.

Solution: Kill all of the following execution files in the task manager: EonADT50.exe, EonCIS50.exe, EonADeploy50.exe, EonDWSQL80J.exe (or EonDWSQL90J.exe, or EonDWSQL100J.exe), EonDWSQL80.exe (or EonDWSQL90.exe, or EonDWSQL100.exe), EonPerReport50.exe, Eoninfomng50.exe, EonJsLog50.exe, screnc.exe and EonUFATool50.exe.

3.1.3 Windows XP SP2 critical update makes Appeon Developer not start

Appeon Developer may not start after you install security update 925902 (MS07-017) and security update 928843 (MS07-008) on a computer that is running Microsoft Windows XP with Service Pack 2 (SP2). Additionally, you may receive an error message that resembles the following:

application_executable_name - Illegal System DLL Relocation

The system DLL user32.dll was relocated in memory. The application will not run properly. The relocation occurred because the DLL C:\Windows\System32\Hhctrl.ocx occupied an address range reserved for Windows system DLLs. The vendor supplying the DLL should be contacted for a new DLL.

Cause: Windows XP SP2 auto-update changes some system DLLs, which causes many software products, including Appeon Developer, failed to run.

Solution: To solve this problem, please follow the next steps which are provided on Microsoft Web site.

1. Install all important updates from the following Microsoft Web site:

<http://update.microsoft.com/microsoftupdate/>

2. Try to run the program that did not start again. If the program starts and if you do not receive the error message in the "Symptoms of the problem" section, you are finished. If the error continues, follow steps 3 through 5.

3. Visit the following Microsoft Web site:
<http://www.microsoft.com/downloads/details.aspx?familyid=74AD4188-3131-429C-8FCB-F7B3B0FD3D86&displaylang=en>
4. Click **Download**, and then click **Run**. If the **Download** button is not available, you must first click **Validate** to validate your copy of Windows.
5. Follow the instructions that appear on the screen to install update 935448.

3.2 Appeon Developer Configuration

3.2.1 Testing connection fails during DB Type Profile configuration

In Appeon Developer Configuration, when creating or modifying a DB Type profile after specifying an Oracle database as the data source for the DB Type profile, testing the connection will fail for the profile. However, the data source can be successfully connected in the ODBC Data Source Administrator.

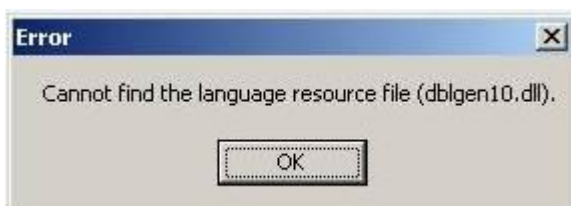
Cause: The ODBC driver used for the data source is not a dedicated driver for connecting to an Oracle database.

Solution: Use either of these drivers for connecting to an Oracle database: Oracle in OraHome920 or Microsoft ODBC for Oracle.

3.2.2 “Cannot find the language resource file (dblggen10.dll)”

On a machine with EAServer 6.x installed, but without ASA 11 or ASA 10 installed independently, if you selected to use the ASA engine installed by EAServer during the Appeon Developer installation, you will see the following error when you tested appeonsample or appeonsample2 data source in the Appeon Developer or the ODBC Data Source Administrator.

Figure 3-1: Error



Besides, there will be errors when the Appeon Developer parses the DataWindows during the application deployment. But when you ping the corresponding connection cache in EAServer, the ping is successful, that is to say, the Web demo (if you have selected to install it) can connect to the connection cache and run normally.

Cause: The ASA installed by EAServer 6.x and the ASA installed by the ASA independent setup program put files under different folders: the ASA installed by EAServer has an extra sub-folder called client\lib32(lib64), and some files (such as dblggen.dll) were placed to this folder instead of the \bin32(win32) folder (\bin32(win32) is where files are usually placed by the independent setup program). This causes the ODBC unable to find the dll files under \bin32(win32) when connecting to appeonesample or appeonsample2 via pure ODBC driver, thus, display the error, while EAServer uses the jdbc-odbc bridge to connect with appeonesample or appeonsample2, the jdbc-odbc bridge may not need to call that dll, so the connection is successful.

If the machine has ASA 11 or ASA 10 installed independently, the ASA setup program will

write the ASA installation path to the path environment variable, so ODBC can find the dll files and connect successfully.

Solution: Copy the dll files from the client\lib32(lib64) folder to the \bin32(win32) folder under the folder structure created by EAServer 6.x for ASA.

3.2.3 “Error launching LoadConfig”

The "Error launching LoadConfig" message is displayed when the user changes the settings in Appeon Developer Configuration or performs Task 2 of Appeon Deployment Wizard.

Cause & Solution: Refer to Section 4.5.2: [“Error launching LoadConfig”](#).

3.3 Feature Analysis

3.3.1 “The XML page cannot be displayed” when opening a UFA report

When a UFA report is opened in Internet Explorer, the page displays an error message “the XML page cannot be displayed”. The page also gives the following description in bold “Microsoft JScript runtime error Automation server cannot create object”.

Cause A: The Internet Explorer used to open the UFA report is version 5.5 or earlier.

Solution A: Upgrade to the Appeon-certified Internet Explorer version: Internet Explorer 6.0.

Cause B: The version of Internet Explorer is 6.0 SP2, which by default does not allow active content to run.

Solution B: Go to Internet Options > Security in Internet Explorer, make sure the option “Allow active content to run in files on My Computer” is enabled.

3.3.2 “Error loading ADTObjectList.xml”

After Feature Analysis starts, it hangs and the following error message is displayed in the analysis status window: “Error loading ADTObjectList.xml”. However, upon verification, the ADTObjectList.xml file exists in the folder: \Appeon\Developer6.5\AXProject (or JSProject)\ApplicationName (indicating the application profile name)\Debug (or Release).

Solution: Delete the entire folder. Run the Feature Analysis again.

3.3.3 “Error loading command string”

While running Features Analysis, or Appeon Deployment, an error message box pops up and displays “Error loading command string”.

Cause: This error typically occurs when the DataWindow syntax is not in the expected PowerBuilder 9, 10, 10.5, 11, or 11.5 format.

- The application has not been built or upgraded with PowerBuilder 9, 10, 10.5, 11, or 11.5.
- When the application is upgraded with a higher PowerBuilder version, some “old” syntax may still be included. This is because PowerBuilder provides backwards compatibility, but Appeon may not support the “old” syntax.

Solution A: Follow the steps below to fix the problem.

Step 1 – Verify that no unsupported identifiers are used in the application.

Step 2 – Remove or modify the problematic object(s) that contains “old” syntax from the PowerBuilder application by following the instructions in Section 4.4.2: [How to locate](#)

[problematic objects in an application.](#)

Step 3 – Terminate Appeon Developer. Terminate the EonADT61.exe process if they are still running in the Windows Task Manager.

Step 4 – Run Feature Analysis/Appeon Deployment again.

Solution B: Try the following steps if the problem is not resolved using Solution A.

Step 1 – Delete the application profile in Appeon Developer Configuration.

Step 2 – Delete the entire application folder under the Appeon Developer installation directory: \Appeon\Developer6.5\ or AXProject \ApplicationName (indicating the application profile name).

Step 3 – Terminate the EonADT61.exe processes if they are still running in Windows Task Manager.

Step 4 – Recreate the application profile in Appeon Developer Configuration.

Step 5 – Perform the desired Appeon function (Feature Analysis/Appeon Deployment) on the application profile again.

Solution C: If the problem is not resolved with Solution B, try the following steps.

Step 1 – Uninstall Appeon Developer from Windows Control Panel > Add/Remove programs, or run the Uninstall program.

Step 2 – Delete the entire Appeon Developer folder where Appeon Developer is installed, for example, C:\Program Files\Appeon\Developer6.5.

Step 3 – Reinstall Appeon Developer and reconfigure Appeon Developer's settings in Appeon Developer Configuration, such as the application profiles, server profiles and deployment profiles.

Step 4 – Set the transaction object mapping to the correct connection caches for the application in AEM Console > Application Properties > Transaction Objects.

Step 5 – Verify that Appeon Server (EAServer extended with Appeon Server components) is running and accepting connections.

Step 6 – Perform the desired Appeon function (Feature Analysis/ Appeon Deployment) on the application profile again.

3.3.4 Feature analysis or deployment comes to a standstill

During Unsupported Feature Analysis or Task 2 of the Appeon Deployment Wizard, the user can see the "Start searching for related objects..." message normally displayed in the status window. However, the program does not proceed. The EonADT50.exe process is still running in the Windows Task Manager.

Cause: One or more of the Appeon Developer configuration files may have become corrupt.

Solution: Follow the steps below to fix the problem.

Step 1 – End the EonADT50.exe process using Windows Task Manager.

Step 2 – Delete all Appeon-generated application files on both the Appeon Developer machine and the Web Server.

- On the Appeon Developer machine, delete all files in the directory: \Appeon\Developer6.5\JSProject (or AXProject)\ApplicationName.

- On the Web Server, delete all files in the application's deployment path (specified in Appeon Developer Configuration > Application Profiles > *ApplicationName* > Application Profile Configuration > Basic Settings).

Step 3 – Configure the Transaction Objects for the application in AEM Console > Application Properties > Transaction Objects.

Step 4 – Run Feature Analysis or Appeon Deployment again.

3.3.5 “Fail to load PBTempl.xml” error

Appeon Developer fails to analyze or deploy the Web application, and the log file reports the “Fail to load PBTempl.xml” error.

Cause A: The PBTempl.xml file is corrupted.

Solution A: Replace the PBTempl.xml file with workable file or reinstall the Appeon Developer.

3.3.6 “This application has requested the Runtime to terminate it in an unusual way” error, when you deploy or analyze an application

When deploying or analyzing an application, you will receive a system runtime error message “this application has requested the Runtime to terminate it in an unusual way.”

Cause: This is often caused by limited hard drive space.

Solution: Clean up the hard drive space to successfully run Appeon.

3.3.7 "Error opening DLL Library adtxml.dll for external function" Error

The application analysis stops and an error occurs. The error message displayed is “Error opening DLL Library adtxml.dll for external function”.

Cause: Select the native interface option when you configure the DB type profile in Appeon Application configuration window.

Solution: To solve the problem, reinstall the Appeon Developer.

3.4 Appeon Debugger

3.4.1 "Script Debugger Component Not Found" error

When clicking the Appeon Debugger button on the Appeon Developer toolbar, the "Script Debugger Component Not Found" error occurs.

Cause: Appeon Debugger requires Microsoft script debugger to be installed, but no Microsoft script debugger is installed on the computer.

Solution: Verify that script debugger is installed. If you do not have any script debugger installed, choose an appropriate one at

<http://www.microsoft.com/downloads/details.aspx?FamilyId=E606E71F-BA7F-471E-A57D-F2216D81EC3D&displaylang=en#RelatedLinks>.

3.4.2 "Component Not Registered" error

When clicking the Appeon Debugger button on the Appeon Developer toolbar, the "Component Not Registered" error occurs.

Cause: Appeon Debugger needs to use Microsoft script debugger. However, although Microsoft script debugger has been installed, the required components are not registered.

Solution: Reinstall the Microsoft script debugger.

3.4.3 "Script Debugger Disabled" error

When clicking the Appeon Debugger button on the Appeon Developer toolbar, the "Script Debugger Disabled" error occurs.

Cause: Appeon Debugger needs to use Microsoft script debugger. However, although Microsoft script debugger is available to use, script debugging is disabled in Internet Explorer.

Solution: Enable script debugging in Internet Explorer: Go to Internet Options > Advanced in Internet Explorer, de-select the option under Browsing: "Disable script debugging" in Windows 2000 and 2003, or "Disable Script Debugging (Internet Explorer)" in Windows XP.

4 Troubleshooting Web Deployment

This section contains information about general troubleshooting issues related to Apeon Web application deployment. If you cannot resolve the problem with this troubleshooting guide, please contact technical support by clicking the *Contact Support* link at <http://www.sybase.com/support/>.

4.1 Deployment performance

4.1.1 Unusual deployment duration

In some cases, you may find that the deployment of an application takes longer than you expected.

Cause: The application has not been fully built in PowerBuilder before Web deployment.

Solution: Perform a “full build” for the application, and then deploy it using the Apeon Deployment Wizard.

4.2 Failed to deploy applications in server console

When deploying an application (such as the Apeon Web application or Apeon file service) in the server console (such as WebLogic, WebSphere, JEUS etc.), sometimes you receive an error message, similar to the message below thrown by WebSphere 7 console:

```
Messages
The EAR file could be corrupt and/or incomplete. Make sure that
the application is at a compatible Java(TM) Platform, Enterprise
Edition (Java EE) level for the current version of WebSphere(R)
Application Server.
com.ibm.websphere.management.application.client.AppDeploymentExcep
tion: [Root exception is
org.eclipse.jst.j2ee.commonarchivecore.internal.exception.SaveFail
ureException: application.htm]
```

Cause: the WAR/EAR/JAR file compressed via one tool cannot be successfully de-compressed by the other tool during deployment process in the server console.

Solution 1: Use Winzip or WinRAR to compress the files again if Winzip or WinRAR is installed. Detailed steps are below:

Step 1 - Go to the Web root path that you specified in Web Server Profile Configuration windows in Apeon Developer Config tool.

Step 2 - Find the WAR file of the Web application, for example, appeondemo.war.

Step 3 - Extract the WAR file to any folder, for example, to C:\appeondemo.

Step 4 - Compress all the files in the folder to a WAR file again with the same WAR name (appeondemo.war). Compression tools such as Winzip and WinRAR are recommended, please use the tool and zip the files with default settings. Tools such as 7-Zip are not supported, please do not use the tool.

Step 5 - Manually deploy the WAR file in the server console again.

Solution 2: Use JDK to compress the files again if JDK is installed. Detailed steps are below:

Step 1 - Go to the Web root path that you specified in Web Server Profile Configuration windows in Apeon Developer Config tool.

Step 2 - Find the WAR file of the Web application, for example, appeondemo.war.

Step 3 - Extract the WAR file to any folder, for example, to C:\appeondemo.

Step 4 - Compress all the files in the folder to a WAR file again with the same name (appeondemo.war) by using the following commands:

```
cd C:\appeondemo
C:\Program Files\Java\jdk1.5.0_15\java.exe jar -cvf
appeondemo.war *.*
```

Step 5 - Manually deploy the WAR file in the server console again.

Solution 3:

If you are deploying the Apeon Web application (not the Apeon file service), then you could also use an Apeon Developer feature to compress files via JDK (prerequisite is that JDK is installed on the Apeon Developer machine):

Step 1 – Open the Web Server Profile Configuration window from the Apeon Developer Config tool, in the File Compression Settings for War/Jar group box, select “JDK Compression” and specify the JDK path. This will enable Apeon Deploy tool to compress files by using JDK on the Apeon Developer machine.

Step 2 – Deploy the application via the Apeon Deploy tool. The WAR/EAR/JAR file compressed via JDK on the developer machine should be successfully de-compressed by JDK on the server machine.

4.3 Failed to deploy Web applications in 64-bit JEUS server

A file parsing error occurs in 64-bit JEUS server console when deploying the Apeon6.5-deployed-Web applications.

Cause: The application configuration file web.xml cannot be parsed by JEUS.

Solution:

Step 1: Go to the Web root path that you specified in Web Server Profile Configuration windows in Apeon Developer Config tool.

Step 2: Find the WAR file of the Web application, find the folder “WEB-INF” and extract web.xml.

Step 3: Modify the following line in web.xml:

```
<web-app version="2.4" xmlns="http://java.sun.com/xml/ns/j2ee">
```

To

```
<web-app version="2.5" xmlns="http://java.sun.com/xml/ns/javaee">
```

Step 4: Use the modified web.xml file to replace the old one under “WEB-INF” folder.

Step 5: Manually or automatically deploy the WAR file in JEUS console again.

4.4 Task 1: Application Source Code Export

4.4.1 Source Code Export process aborts with a fatal error

Task 1 (Application Source Code Export) is aborted with a fatal error “The memory cannot be “read””, or “Failure in exporting XML file”.

Cause: The fatal error occurs when the PowerBuilder source code contains corrupt object(s) that cannot be opened in PowerBuilder, or object(s) that are not fully upgraded to PowerBuilder 9, 10, 10.5, or 11.5 format.

Solution: Remove or modify the problematic object(s) from the PowerBuilder application by following the instructions in Section 4.4.2: [How to locate problematic objects in an application](#), and perform the Application Source Code Export again.

4.4.2 How to locate problematic objects in an application

When trying to locate problematic objects in an application, the key is to find which PBL contains the problematic object(s), and then check the objects in the PBL.

Step 1 – In Apeon Developer application profile settings, specify the PBL that contains the Application object in the application PBL list, and then perform Application Source Code Export.

Note: Only one PBL is specified in the PBL list in this step.

If Source Code Export produces a fatal error, it means that the PBL specified contains problematic object(s). Go to Step 3 for checking the objects in the PBL.

If the Source Code Export is successful, go to Step 2.

Step 2 – In the Apeon Developer application profile settings, add one PBL to the PBL list, and perform Application Source Code Export.

If the Source Code Export produces a fatal error, it means that the PBL that was newly added contains problematic object(s). Go to Step 3 for checking the objects in the PBL.

If the Source Code Export is successful, repeat Step 2 until the PBL that contains problematic object(s) is found.

Step 3 – (Supposing the PBL that contains problematic object(s) is PBL A) In the PowerBuilder application, back up PBL A. The backup PBL is PBL B.

Step 4 – Remove all the objects from PBL A.

Step 5 – Add one of the objects in PBL B to PBL A. Perform the Application Source Code Export.

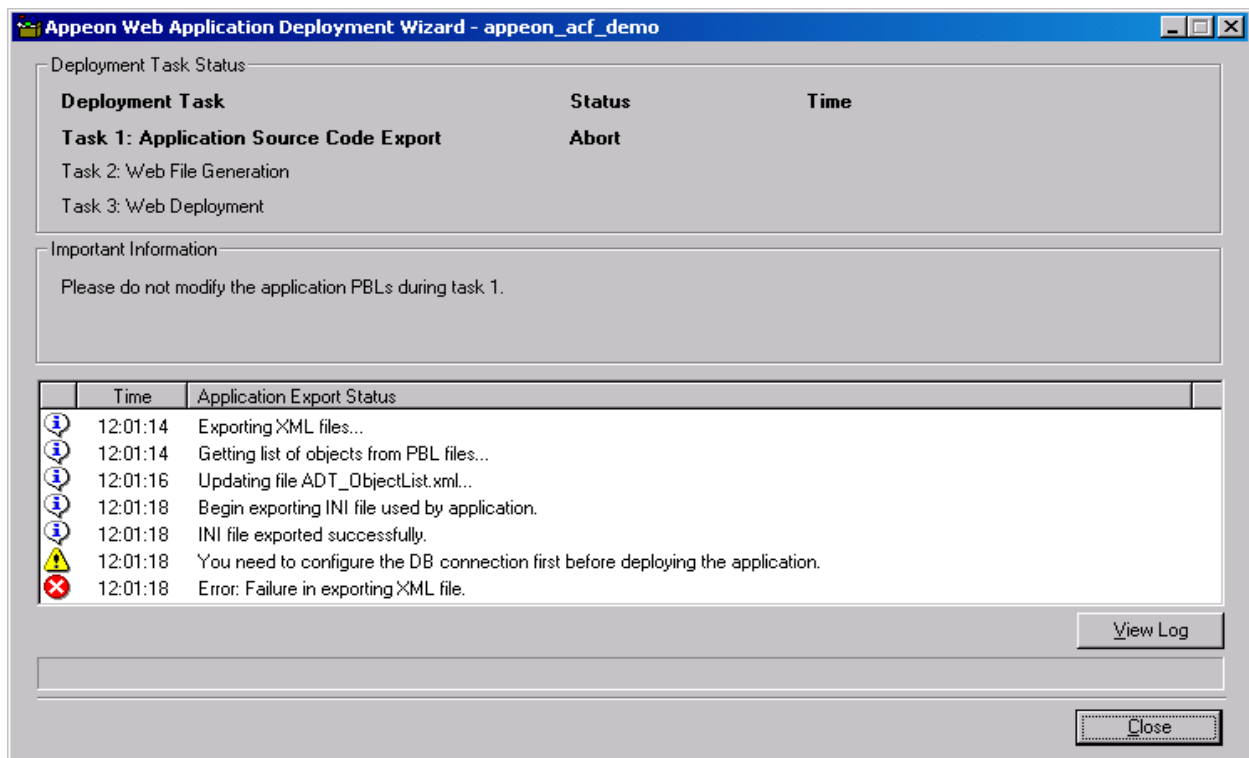
If the Source Code Export produces a fatal error, it means that the object that was newly added is problematic.

If the Source Code Export is successful, repeat Step 5 till the problematic object is found.

4.4.3 “Error: Failure in exporting XML file”

Task 1 (Application Source Code Export) is aborted when the error “Failure in exporting XML file” occurs, as shown in Figure 4-1.

Figure 4-1: Failure in exporting XML file



Cause A: This error will occur when no database profiles for this application has been configured in Appeon Developer Configuration > Application Profiles > *ApplicationName* > Application Profile Configuration > DB Type.

Solution A: Follow the instructions in the *Appeon Developer User Guide* to configure the database type profiles and perform “Full Deployment” on the application with the Appeon Deployment Wizard.

Cause B & Solution B: Refer to Section 4.4.1: [Source Code Export process aborts with a fatal error.](#)

4.4.4 Warning 61537

During Task 1 (Application Source Code Export), a warning message is displayed in the status box, “61537: Unable to get object [*object name*]’s PB source code...”

Check whether this object exists in the PBL of the PowerBuilder application. If the object does not exist, refer to Cause A and Solution A; if the object exists, refer to Solution B.

Cause A: This issue may occur if the object and any references to the object are not removed completely in the PowerBuilder application. When Appeon Developer searches the object list, some references can still be found.

Solution A: Follow the steps below to fix the problem.

Step 1 – Create an object with the same *object name* in the PBL where the object was removed.

Step 2 – Incrementally build the application.

Step 3 – Delete the created object.

Step 4 – Try Appeon Deployment again.

Solution B: If for any other reason the issue still occurs, try the steps below.

Step 1 – Export and import the object in PowerBuilder.

Step 2 – Full build the application.

Step 3 – Try Apeon Deployment again.

4.5 Task 2: Web File Generation

4.5.1 Failure in Incremental Deployment

After the user upgrades PowerBuilder to a different build, errors may occur during an incremental deployment process.

Cause & Solution: Refer to Section 7.1.2: [Upgrading to a different Build of PowerBuilder](#).

4.5.2 “Error launching LoadConfig”

The "Error launching LoadConfig" message is displayed when the user changes the settings in Apeon Developer Configuration or performs Task 2 of the Deploy Wizard.

Cause: There is one of two possibilities that can occur.

1. The EonADTxx.exe cannot be loaded. This can happen when the developer machine does not meet the minimum hardware requirements specified in the *Apeon Installation Guide*.
2. The EonADTxx.exe is loaded but fails to read the .DAT files.

Solution A: Follow the steps below to fix the problem.

Step 1 – End the EonADTxx.exe process in the Windows Task Manager

Step 2 – Delete the application profile in Apeon Developer Configuration

Step 3 – Recreate the application profile and run Apeon Application Deployment/Apeon Developer Configuration.

Solution B: If the problem persists, follow these steps to rectify it.

Step 1 – Delete the application profile in Apeon Developer Configuration.

Step 2 – Delete the application folder in the Apeon Developer install directory:
\\Apeon\Developer6.5\JSProject (or AXProject)\ApplicationName.

Step 3 – Recreate the application profile and run Apeon Application Deployment/Apeon Developer Configuration.

4.5.3 “Failed to transfer command”

Web file generation cannot proceed if the error “Failed to transfer command” occurs.

Cause: EonADT50.exe fails to read the .DAT files.

Solution A: Verify that the EonADT50.exe process is running in the Windows Task Manager. Try the deployment again.

Solution B: If the problem persists, try the following steps.

Step 1 – Terminate the EonADT50.exe process in the Windows Task Manager.

Step 2 – Delete the application profile in Apeon Developer Configuration.

Step 3 – Recreate the application profile and run Appeon Deployment again.

Solution C: If Solution B is unsuccessful, the following actions should rectify it.

Step 1 – Delete the application’s profile in Appeon Developer Configuration.

Step 2 – Delete the entire application folder in the Appeon Developer install directory: `\Appeon\Developer6.5\JSProject (or AXProject)\ApplicationName`.

Step 3 – Recreate the Application Profile and run Appeon Deployment again.

4.5.4 “Exception at: CString CparseEngine...”

Web file generation cannot proceed when an error message box pops up and displays “Exception at: CString CparseEngine...”.

Cause: One of the possible causes is that the Application Profile does not contain all the necessary PBLs, or some referenced objects in the application cannot be found in the application PBLs.

Solution: Verify that the application can be compiled (Full Build) successfully, and that all PBLs for the target have been added into the Application Profile. Run Appeon Deployment again.

4.5.5 “Error loading command string”

During Web file generation the following error might be displayed “Error loading command string”.

Cause & Solution: See Section 3.3.3: [“Error loading command string”](#).

4.5.6 Feature Analysis and deployment freezes

During unsupported Feature Analysis or Task 2 of the Appeon Deployment Wizard, the user can see the "Start searching for related objects..." message, displaying normally in the status window. However, the program does not proceed. The EonADT50.exe process is still running in the Windows Task Manager.

Cause & Solution: See Section 3.3.4: [Feature analysis or deployment comes to a standstill](#).

4.5.7 “Fail to analyze application” and “Fail to analyze Menu Object A in the B application” Errors

Apeon Developer stops the analysis or deployment of the application and reports the “Fail to analyze menu object A in B.” and “Fail to analyze application” errors in the log file.

Cause: There are some unsupported features in the Menu object.

Solution: You can take the following steps to solve the problem.

Step 1 – Full build the application without reporting any errors.

Step 2 – Check the menu name with understanding the following naming rules:

- Can be reserved words in JavaScript, apart from the word "Object".
- Can have up to 40 characters but no spaces
- Must start with a letter or an _ (underscore) and can include any combination of the following letters and numbers, and these special characters: Underscore ('_') character, 0-9, a-z, A-Z, Double-byte characters or characters with Unicode > 255

Step 3 – Redeploy the application.

4.5.8 Error “Could not read object”

Apeon deployment may occasionally result in an error stating that it could not read an object.

Cause: The error can occur if a PBL has not been optimized. The PowerBuilder IDE allows a PBL to be optimized by eliminating unused objects and space.

Solution: Optimize the application PBLs by right clicking on the PBL and selecting Optimize. Deploy the application again.

4.6 Task 3: Web Deployment

4.6.1 “Error: Failure in adding an application to [Server Name]”

The application deployment has not completed successfully if you receive an “Error: Failure in adding an application to Local Apeon Server” message. This typically occurs during Task 3: Web deployment.

Cause A: Apeon Server is either not running or cannot be found by Apeon Developer.

Solution A: Restart Apeon Server and click *Retry* to re-deploy the application.

Cause B: You did not specify correct deployment username and password in the Apeon Server profile.

Solution B: Check with the AEM admin whether the deployment security is on for the Apeon Server, and what are the accounts allowed to deploy applications to the Apeon Server. Specify an authorized deployment username and password in the Apeon Server profile, and make sure “Test Apeon Server Settings” is successful.

4.6.2 Unable to write to FTP Server: “Error: Unable to find the destination directory”

When accessing the FTP server to upload Web files the following error will be displayed “Error: Unable to find the destination directory”.

Cause: The Web files cannot be uploaded to the FTP server because the user specified in the Web Server profile is not authorized to write to the FTP server.

Solution: If an IIS FTP server is being used, follow the instructions detailed below. If another type of FTP server is being used, the following instructions will also give you a general idea of what changes need to be made to the configuration on the FTP server:

Open Administrative Tools > Internet Services Manager, and check Properties for the Default FTP Site folder:

- Verify that the Write property is selected in the Home Directory tab.
- Verify that the Granted Access option is selected in the Directory Security tab.

4.6.3 Web application deployment to remote servers does not work

When deploying to both local and remote servers simultaneously, the process fails.

Cause: Appeon does not support simultaneous deployment to both the local and remote Appeon Server(s). In addition, although you may not be deploying to a local Appeon Server, problems may occur occasionally when deploying to remote Appeon Server(s) when the local Appeon Server is running.

Solution: Stand by the following rules when performing a deployment.

- Shut down the local Appeon Server when performing a remote deployment.
- The remote deployment profile(s) should not include a local Appeon Server. Verify that the deployment contains only one remote Appeon Server or one cluster of remote Appeon Servers that have been configured in AEM.

4.6.4 "Error: Unable to upload INI file"

Task 3 (Web Deployment) cannot proceed when the error message "Unable to upload INI file" is displayed in the status window.

Cause: Failure to upload an INI file can result from one of two causes: Appeon Server has not been started or the appeondb connection cache is not running. Appeon Developer will upload an empty INI file to AppeonDB on the Appeon Server if no INI files are selected for deployment.

Solution: Follow the steps below to fix the problem.

Step 1 – Verify that Appeon Server has been started.

Step 2 – Connect to Appeon Server in Sybase Central (EAServer Manager). Right-click appeondb in the Connection Cache folder, and select "Ping". If pinging the appeondb connection cache fails, refer to Section 6.2.13: [Fail to ping appeondb connection cache](#).

Step 3 – Restart Appeon Server and deploy the application again.

4.6.5 "Unable to cast object of type 'System.String' to type 'System.Byte[]'"

Failed to deploy an application to Appeon Server for .NET which runs in an uncertified-Appeon-language-environment, for example, Turkish environment. The "Unable to cast object of type 'System.String' to type 'System.Byte[]'" error is reported in Appeon Deployment log.

Solution:

Step 1 - Find the following command line in the web.config file at C:\inetpub\wwwroot\appeon\AEM and then add the attribute in red.

```
<globalization requestEncoding="utf-8" responseEncoding="utf-8"  
  uiCulture="auto" culture="en-US"/>
```

Step 2 - Save the file changes and restart IIS to make the modification take effect.

Step 3 - Deploy the application again.

5 Troubleshooting Web Applications

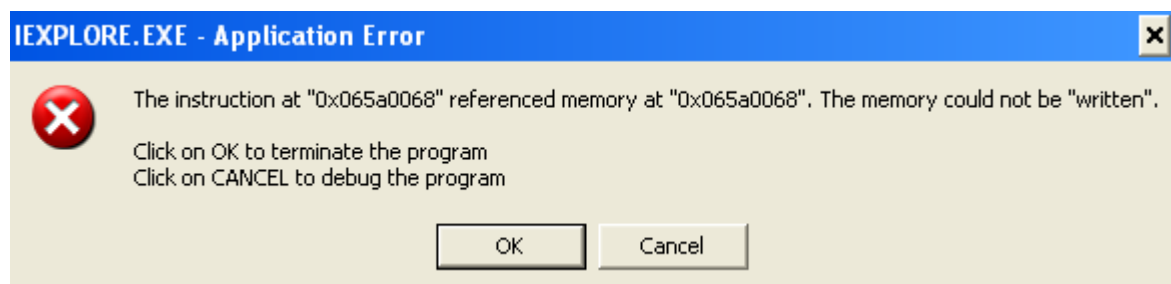
This section contains information about general troubleshooting issues when running Web applications deployed with Apeon for PowerBuilder. If you cannot resolve the problem using this troubleshooting guide, please contact technical support by clicking the *Contact Support* link at <http://www.sybase.com/support/>.

5.1 Launch Web applications

5.1.1 IE 8 crashes under Windows XP

When you run the Apeon Web application for the first time in Internet Explorer 8 on Windows XP, the following error occurs and IE crashes.

Figure 5-1: IE error



Cause: The IE security option “Download signed ActiveX control” is set to Prompt or Disable.

Solution: Please follow the steps to set the security of IE 8:

Step 1 - Open IE 8 and click Tools | Internet Options.

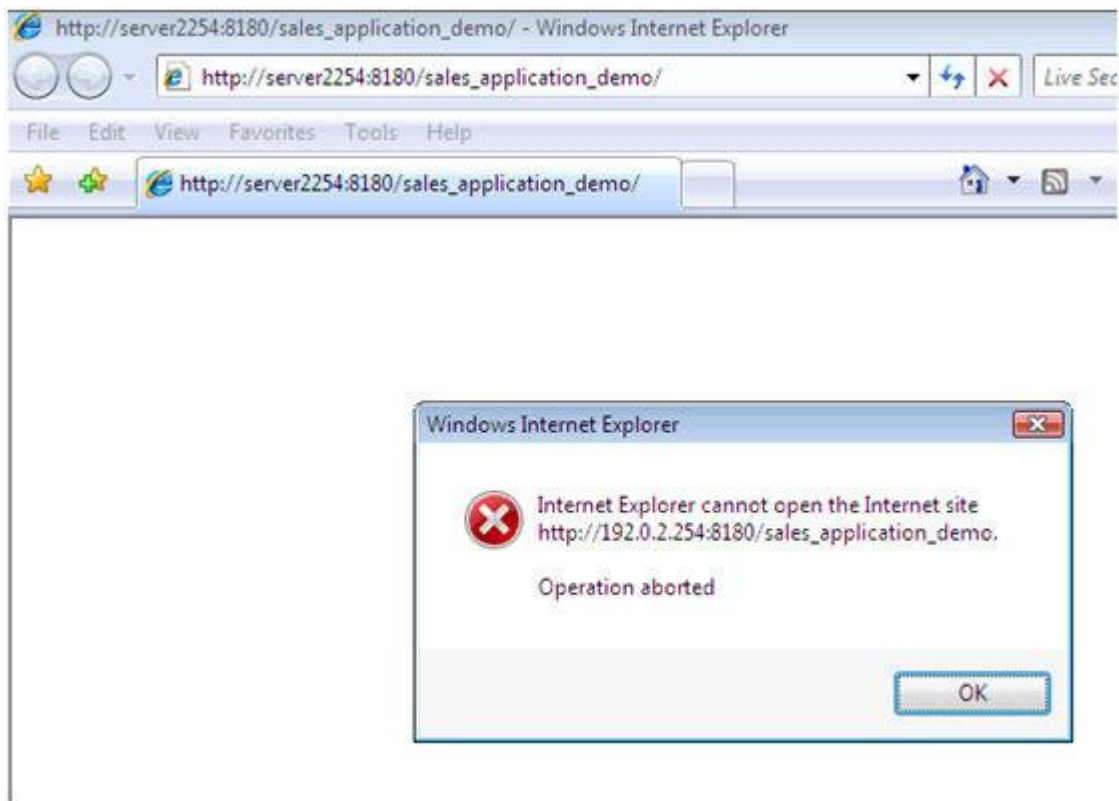
Step 2 - Click the Security tab, select the appropriate zone on the Select a Web content zone to specify its security settings, and then click the Custom Level... button.

Step 3 - Set “Download signed ActiveX control” to Enable in the Settings box and then click OK.

5.1.2 IE 7 reports "Internet Explorer cannot open the Internet site. Operation aborted." Error

On some machines with Vista and Internet Explorer 7 installed, the "Internet Explorer cannot open the Internet site <http://<Web Site>>. Operation aborted." error may occur and cause the Web application to fail to run.

Figure 5-2: IE error



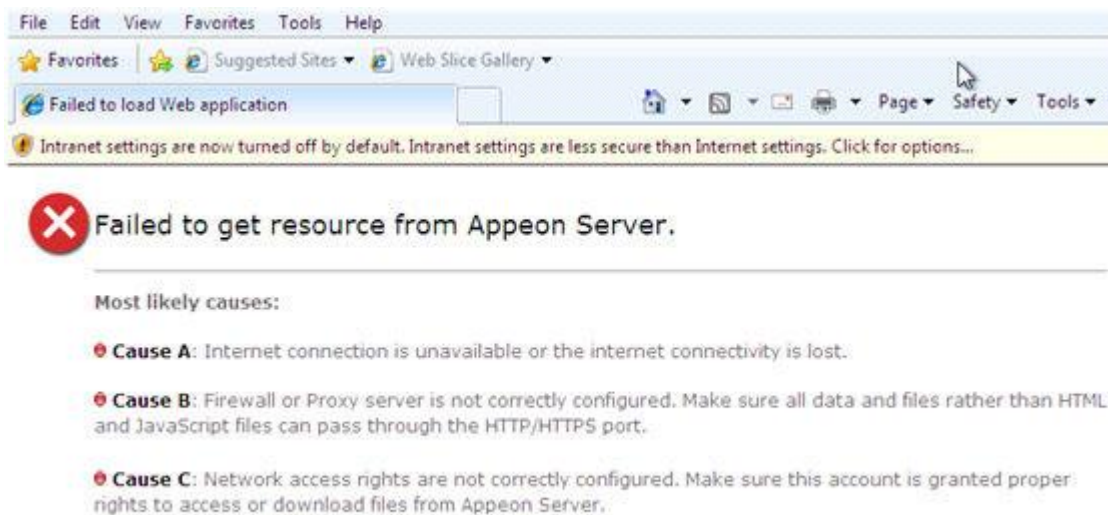
Cause: This is a bug of Internet Explorer 7 (<http://support.microsoft.com/kb/927917>).

Solution: Right click the Internet Explorer icon on desktop, choose Run as administrator; after the Web application runs successfully, restart the Internet Explorer in the normal way.

5.1.3 "Failed to get resource from Apeon Server" error

When you run the Apeon Web application under the administrator group member (not administrator), the "Failed to get resource from Apeon Server" error occurs, as shown in figure below.

Figure 5-3: Apeon Web application error



Cause: The administrator group member does not have sufficient rights to download the Apeon ActiveX plug-in.

Solution 1: Add the URL of Apeon Web application to the Trusted Sites zone in Internet Explorer, because the default security settings of this zone are appropriate for downloading and installing the Apeon ActiveX plug-in. The following are detailed steps.

Step 1: Click the Tool | Internet Options menu in Internet Explorer.

Step 2: Select the Security tab in the Internet Options window. Then click the Trusted sites icon, and click the Sites button.

Step 3: In the Trusted sites window, input the URL of the Web application to the "Add this website to the zone" field. Click Add then click Close.

Step 4: Re-open Internet Explorer then run the Web application.

Solution 2: Right click the Internet Explorer icon on desktop, choose Run as administrator; after the Web application runs successfully, restart the Internet Explorer in the normal way.

5.1.4 “Unable to validate current license file. Please reinstall Apeon Server”

Web application cannot load in Internet Explorer. The pop up error message is displayed “Unable to validate current license file. Please reinstall Apeon Server”.

Cause: Validation of apeon.license file in ApeonServer.db file may fail if abnormal operations are performed. You will continue to see the error message if Apeon Server is not reinstalled.

Solution: Reinstall Apeon Server. Avoid such operations in Apeon Server:

1. Modify the information in apeon.license file
2. Copy components to Apeon Server instead of deploying them.

5.1.5 Failed to install the Download Center plug-in

When you try to manually install ActiveX plug-in, you prompted with this error "Failed to install the Download Center plug-in"

Cause: Apeon plug-in is failed to manually install since the system DLL, atl.dll, is never registered on this machine.

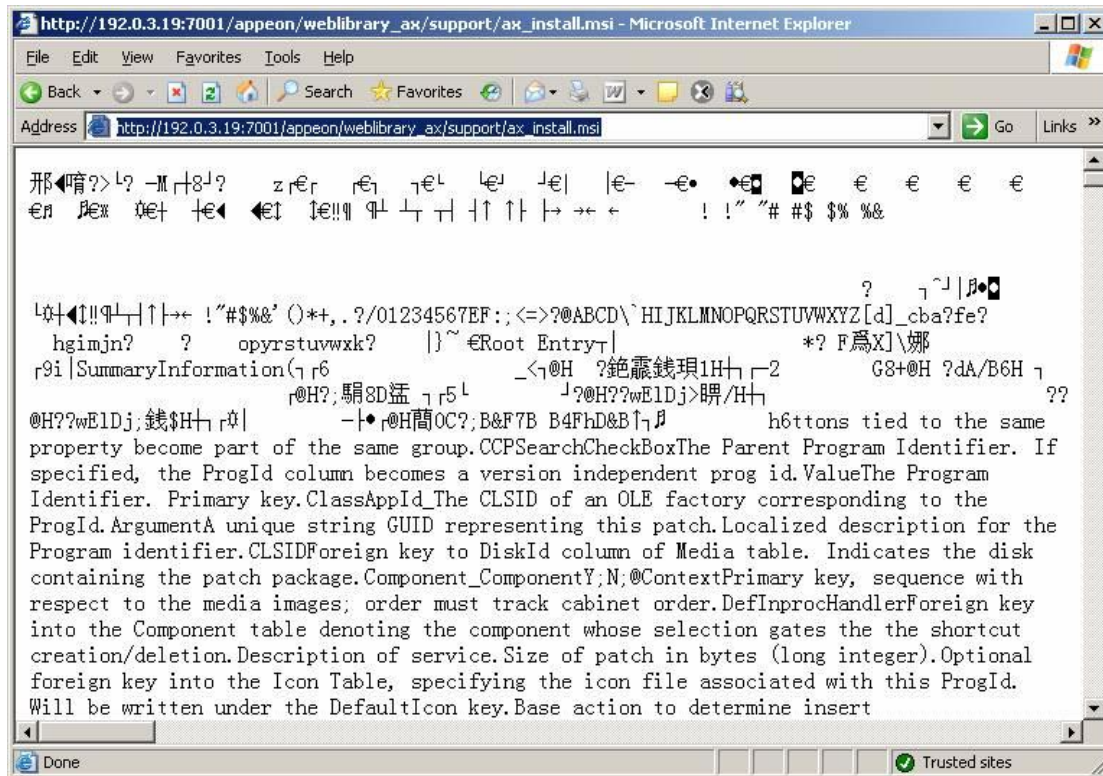
Solution: Login to the computer as Administrator account, open any prompt window and then follow instructions below:

1. Navigate to the directory C:\WINDOWS\system32 or C:\WINNT\system32;
2. Run the command: Regsvr32 atl.dll.

5.1.6 Fail to manually download Appeon ActiveX

Failed to manually download Appeon ActiveX control and encounter the following web page:

Figure 5-4: Error page



Cause: The problem is only found in EAServer 5.x and Weblogic for Unix. One of the possible causes is the MSI extension is not mapping to a correct MIME type.

Solution: Map the MSI extension to application/octet-stream MIME Type.

Taking EAServer 5.x as an example, you can add the MIME mapping:

1. Go to Servers-->Jaguar-->Installed Web Applications
2. Right click the EADefault and click the Property item
3. Add or Edit the MIME Type for MSI extension.

5.1.7 “Failed to initialize Appeon Weblibrary Component.”

Appeon Web application cannot be correctly started and you are prompted with the error message that “Failed to initialize Appeon Weblibrary Component.”

Cause: When you access the web application from a computer at the first time, the Web application is accessed from the application.html page but index.html. It is not a regular way to access Web application since in Appeon it is designed to start the web application from the index.html page which is aiming to download and initialize the Appeon ActiveX. If the application starts from the application.html, the ActiveX cannot be correctly installed on this machine and will result the failure of running the Web application.

Solution: Run the web application with correct URL which ends with the index.html page, for example, <http://appeonserver:8000/index.html>.

5.1.8 Demo Web applications do not load in Internet Explorer

The index.html page cannot be displayed when launching the demo Web application in the Internet Explorer browser.

Cause: The URL in the browser's address bar is incorrect.

Solution: Verify that the hostname and port number in the URL are the same as the settings in the *appeonserverhttp* listener.

5.1.9 Web applications do not load in Internet Explorer

Web applications can be loaded and run properly previously. After being deployed with a newer Appeon version, the Web applications can no longer be loaded.

Cause: Previously loaded Web application files are cached in the browser, and prevent the browser from downloading the latest Web files.

Solution: (1) Manually delete the temporary Internet files: go to Tools | Internet Options, click the Delete Files button. (2) In the Temporary Internet Files Settings dialog, click the View Objects button, and clear all the objects in the popup folder, which should be \WINNT\Downloaded Program Files (Windows 2000) or \WINDOWS\Downloaded Program Files (Windows XP or 2003).

An alternative solution is to check the "Empty Temporary Internet Files folder when browser is closed" option (under the Security section of the Advanced tab of Internet Options) to ensure that no cached files remain whenever Internet Explorer is restarted. But this is recommended for use only during the development stage. During development, it is best to have the latest Web application loaded in the browser to avoid any problems caused by cached files. When your Web application is ready for production deployment, this setting can be disabled (unchecked) so that the Web application can be cached at each Client PC for better scalability and Client-side performance.

5.1.10 EonApp not found error

An error message is displayed indicating that EonApp was not found, and the application cannot be launched.

Cause A: Web files previously stored in the Client's Internet Explorer cache may prevent files from correctly downloading from the Web Server.

Solution A: Clear Internet Explorer's Temporary Files and run the application again.

Cause B: Appeon Developer and Appeon Server are not the same version. (For example, Appeon Server is from Appeon 6.0/6.1/6.2/6.5 and you are trying to use it with Appeon Developer supplied with Appeon 3.0)

Solution B: Verify that the same version of Appeon Developer and Appeon Server are used, and redeploy the application.

5.1.11 The browser fails to open Web application

The Web application fails to load into the browser, but no error messages are displayed. The screen is blank as shown in Figure 5-5.

Cause: The application index.html page cannot be opened because of the high security level setting of Internet Explorer on the Client PC.

Solution: Follow the steps below to fix the problem.

Step 1 – Close the blank browser window. Right-click the Internet Explorer icon and select “Properties” in the popup menu.

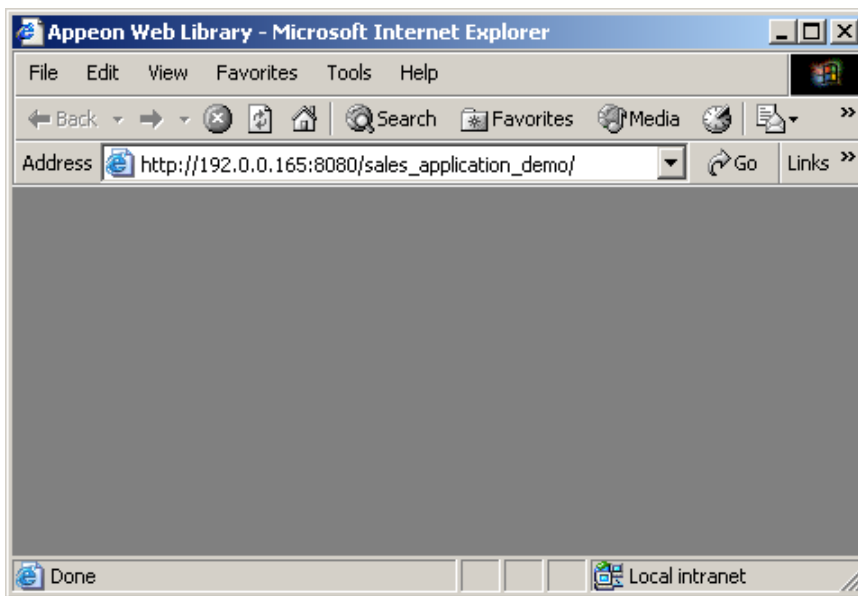
Step 2 – Delete the temporary Internet files and cookies from the General tab. Select “Delete all offline content” when deleting temporary Internet files.

Step 3 – On the Security tab, set the security level to default – Medium for the Internet or a Local intranet, depending on where the application is deployed.

Step 4 – Apply the changed settings to Internet Explorer.

Step 5 – Verify that the Internet Explorer on the Client is configured using the instructions described in the *Internet Explorer Configuration* section of the *Appeon Installation Guide*.

Figure 5-5: Fails to visit the Web application and a blank browser window is displayed



5.1.12 Error “Connect EAServer failed” when loading Appeon demo applications

Failure to run the Appeon n-Tier NVO demos (e.g., Appeon Code Examples) both on the Web and in PowerBuilder. The “Connect EAServer failed” message is displayed.

Cause: For Appeon Server connection settings, the host name is set to “localhost” by default, and the port number is set to “9989” by default. If the actual host name and port number are different from the default settings, the “Connect EAServer failed” error will occur when attempting to run the demo application on the Web or in PowerBuilder.

Solution: Here AppeonCodeExamples is used to demonstrate the solution to this problem.

Step 1 – Load AppeonDemo.pbw in the PowerBuilder IDE. In the system TreeView, open `appeon_code_examples > ace_window1.pbl > w_distributed_DW`.

Step 2 – Find the following script in the Open event of the `w_distributed_DW` object. Verify that it matches the actual Appeon Server settings enabling the demo application to work properly with PowerBuilder.

```
i_conn.driver = "jaguar"
i_conn.application = "AppeonCodeExamples"
i_conn.location = "localhost:9989"
i_conn.UserID = "jagadmin"
i_conn.Password = ""
```

Step 3 – Follow the instructions provided in Section 5.1.13: [Error “Create instance failed” when loading n-Tier NVO Web applications](#) to verify that the demo applications can work properly on the Web.

5.1.13 Error “Create instance failed” when loading n-Tier NVO Web applications

When loading a deployed Web application that uses n-Tier NVOs the following error might be displayed “Create instance failed”.

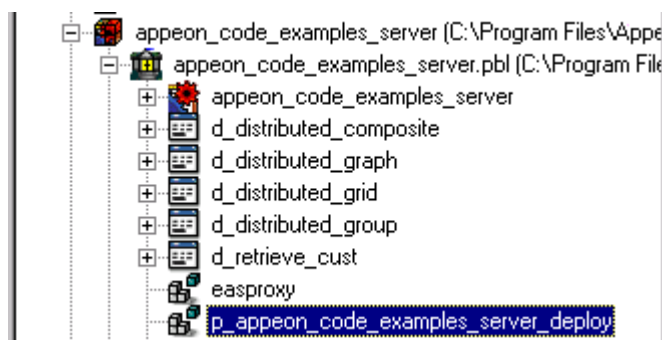
Cause: If the Web application relies on n-Tier NVOs that are deployed to Apeon Server, the Web application will not be able to load if the instance of the NVO cannot be created successfully. A “create instance failed” error caused by the EAServer package being incorrectly installed will be displayed.

Solution: Follow the steps below to fix the problem (taking Apeon Code Examples as an example).


Step 1 – In EAServer Manager, check whether the ApeonCodeExamples package exists in the Packages folder.

Step 2 – In the PowerBuilder IDE, navigate to p_appeon_code_examples_server_deploy in appeon_code_examples_server.pbl. View Properties of the EAServer Component Generator Project.

Figure 5-6: p_appeon_code_examples_server_deploy project



Step 3 – Verify that the EAServer connection settings in the Properties dialog for the p_appeon_code_examples_server_deploy object reflects the settings of the EAServer where you will deploy the n-Tier NVOs.

Step 4 – Select *Deploy* () to deploy the EAServer package.

Step 5 – In EAServer Manager, right click the EAServer package ApeonCodeExamples, and select “Generate Stubs/Skeletons” to generate Stubs and Skeletons for the NVO. Select *Generate Java Files*, *Compile Java Stubs*, and *Compile Java Skeletons*, and leave the other options at their default values.

Step 6 – The Stub/Skeleton files generation progress is displayed. When it completes successfully, click *OK* to close the Code Generation status window.

5.1.14 “Create Session failed”

If you receive a “Create Session failed” error message and find a “SystemException: NO_PERMISSION” exception in the Jaguar.log, first read Cause A and Solution A which should rectify the problem; if not, please go to Cause B and Solution B.

Cause A: The error may occur if the OS authentication setting in EAServer is incorrect.

Solution A: Follow the steps below to fix the problem.

Step 1 – Run EAServer and start EAServer Manager.

Step 2 – Go to the Properties for the server in EAServer Manager.

Step 3 – Set the property “com.sybase.jaguar.server.authservice” to false.

Step 4 – Restart EAServer.

We suggest either keeping the property authentication disabled or correcting the OS authentication setting (referring to Chapter 1: *Getting Started* in the *EAServer System Administration Guide*).

Cause B: The error is caused by either an Internet Explorer/Client configuration problem or an Appeon Server configuration problem.

Solution B: Verify you are using a minimum of Internet Explorer 6.0 SP1. Upgrade to the latest version if necessary.

- Internet Explorer/Client configuration

The possible causes and solutions are listed in Table 5-1. The most common cause for the Internet Explorer/Client configuration issue is item #1.

Table 5-1: Possible causes of Internet Explorer/Client configuration issues

No.	Possible Cause	Solution
1	Internet Explorer security level is set too high.	Go to Internet Options > Security in Internet Explorer, change the security level to the medium default-level for the Internet or Local intranet zone or Trusted Site, depending on where the Appeon Web application is deployed.
2	Advanced Internet Options setting incompatibility.	Go to Internet Options > Advanced in Internet Explorer, and click the Restore Defaults button to restore the default settings for the Advanced options. Note: Selecting Default Settings will remove the check from “Use HTTP 1.1 through proxy connections”. This setting is required when the application is accessed through a proxy server.
3	Some Client-side software, such as anti-virus software or a personal firewall, is preventing the required Web files from downloading.	Disable suspected software and try again.

- The most common causes for the Appeon Server configuration issue are items #1 and #2 in Table 5-2.

Table 5-2: Possible causes of Appeon Server configuration issues

No.	Possible Cause	Solution
1	EAServer service needs to be reinstalled.	Reinstall the EAServer service using this command: serverstart.bat –removeandinstall
2	EAServer is being run in debug mode.	Do not run EAServer in debug mode.

3	AEM configuration files are corrupt.	<p>Please make sure the following files at %JAGUAR%\appeon\repository\%instancename%\config (Windows) or \$JAGUAR/appeon/repository/\$instancename/config (SUN SOLARIS) have not been corrupted. If any file is corrupt, reinstall Appeon Server to replace them.</p> <ul style="list-style-type: none"> • aem-config.xml • aem-mapping.xml • applications-config.xml • mapping.xml • server-config.xml
4	Software like an anti-virus program has interfered with the Appeon Server installation process.	Uninstall Appeon Server. Verify all the prerequisites for Appeon Server installation (as listed in the <i>Appeon Installation Guide</i>) have been satisfied. Disable any software that may interfere with the installation. Reinstall Appeon Server.

5.1.15 “Load application failed”

When loading the Web application, the error message “Load application failed” is displayed.

Cause & Solution: Refer to the cause and solution in Section 5.1.14: [“Create Session failed”](#).

5.1.16 “Automation server cannot create object” error

A Web application deployed with Appeon Xcelerator cannot be launched successfully. Internet Explorer gives an “Automation server cannot create object” error message.

Cause: The current login user (for example, a guest) on the client does not have the right to download and successfully register the Xcelerator plug-in.

Solution: When a client machine loads an Appeon Xcelerator-deployed application the first time, make sure the login user on the machine has the right to write to \WINNT\Downloaded Program Files (Windows 2000) or \WINDOWS\Downloaded Program Files (Windows XP or 2003), so the Xcelerator plug-in can be successfully downloaded. After the plug-in is downloaded, even if the client user does not have the right to write to the folder, the client can run applications without problems.

5.1.17 “Failed to invoke remote procedure” error

When running an Appeon application that is deployed to IIS Web server, the browser only pops up a “Failed to invoke remote procedure” error message.

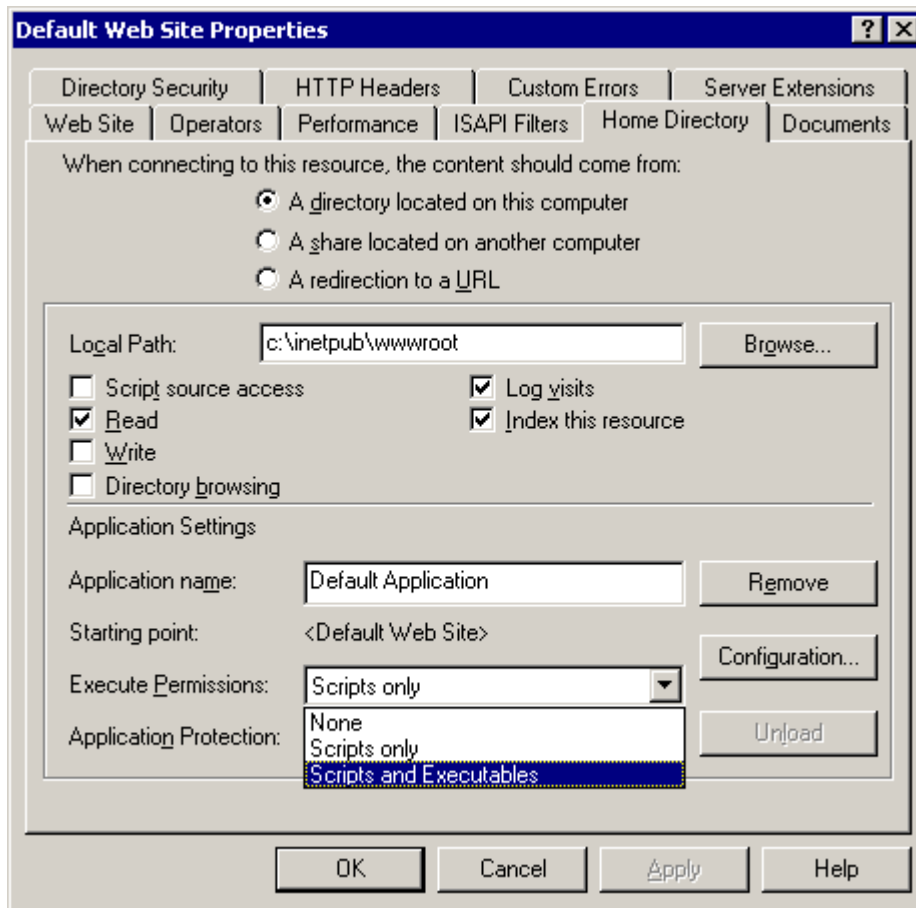
Cause: The IIS server requires Scripts and Executables permissions on the applications.

Solution:

Step 1 – Open the *Internet Information Service* in the Administrative Tools in the IIS Web server.

Step 2 – Go to the Default Web Site Properties | Home Directory tab page, and change the Execute Permissions to “Scripts and Executables”.

Figure 5-7: Default Web site properties



5.1.18 "Automation server could not create object" error on some clients

Web application fails to run on the client that does not have Appeon Developer. The pop up error message "Automation server could not create object" is displayed.

Cause: Web application is deployed with the "Generate Web Report" option enabled in Appeon Developer. If the option is enabled, the deployed application shall rely on a DLL in the Appeon Developer installation folder for generating the Web report.

Solution: Redeploy the application without enabling the "Generate Web Report" option in the Appeon Developer.

5.1.19 "Object doesn't support this property or method" error

The "Object doesn't support this property or method" error message displays when you access to the Web application.

Cause: There are two possible causes: 1) The Internet Explorer version may not be compliant to the Appeon's requirements. 2) The configurations of the Internet Explorer are incorrect.

Solution: Upgrade the Internet Explorer to Appeon certified version. Configure Internet Explorer settings according to the Internet Explorer Configurations section and the System Language Settings section in the Appeon Installation Guide. Then follow the steps below:

Step 1 – Manually delete the Temporary files and cookies: go to Tools | Internet Options, click the Delete Cookies button.

Step 2 – Click the Delete Files button and check the Delete all offline content box in the pop up window. Then click the OK button to ensure that all temporary files are deleted.

Step 3 – Click the Settings button and the View Objects in the Temporary Internet Files, clear all objects in the pop up folder.

Step 4 – On the Security tab page, set the security level to default - Medium for the Internet or a Local intranet. Please ensure that you can download and install the ActiveX.

Step 5 – On the Advanced page, click the Restore Defaults button and check the Use HTTP1.1 through proxy connections item. Then click the OK button to save the settings.

5.2 Display errors

5.2.1 Distributed DataWindows are not displayed

A distributed DataWindow does not display on the Web when deployed with Appeon 6.0/6.1/6.2/6.5. However, it is displayed in PowerBuilder and previously displayed with Appeon 3.0 or 2.8 without any problems.

Cause: Appeon versions apply different workaround PBLs and DLLs. When the user upgrades the PowerBuilder distributed application from using Appeon 3.0 to using Appeon 6.0/6.1/6.2/6.5, the workarounds PBL and two related DLLs should be updated.

Solution: Follow the steps detailed below to fix the problem.

Step 1 – Remove the *appeon_workarounds.pbl* file from the Library Search Path of the target PowerBuilder application.

Step 2 – Remove *EonJSNVO.dll* (or *EonAXNVO.dll*) and *EonEmfPic.dll* from the folder containing the PowerBuilder application PBL.

Step 3 – Add the *appeon_workarounds_ax.pbl* or *apeon_workarounds_js.pbl* to the Library Search Path of the target PowerBuilder application. The files are respectively located in the directory: `\Appeon\Developer6.5\appeon_workarounds\AX\` and `\Appeon\Developer6.5\appeon_workarounds\JS\`.

Step 4 – Copy the two files *EonAXNVO.dll* and *EonEmfPic.dll* from the “`\Appeon\Developer6.5\appeon_workarounds\AX\`” directory, or copy the two files *EonJSNVO.dll* and *EonEmfPic.dll* from the “`\Appeon\Developer6.5\appeon_workarounds\JS\`” directory to the folder holding the PowerBuilder application PBL.

Step 5 – Full deploy the application again with Appeon 6.0/6.1/6.5 for PowerBuilder.

5.2.2 Corrupt Chinese characters are displayed in a DataWindow

Chinese characters can be entered into a DataWindow and updated to an ASA database, however, after DataWindow re-retrieve, the characters displayed are corrupt.

Cause: Chinese characters cannot be displayed correctly if the application uses a JDBC-ODBC driver for connecting to an ASA database, and the database field that contains Chinese characters is Long VarChar type.

Solution: You can use either of the two solutions below.

Change the data type of the database field from Long VarChar into VarChar.

Make sure the character set used in the operating system that runs Appeon Server is the same

as that of the ASA database computer.

5.2.3 Text does not display or text is grayed out

When the application is deployed to the web, some of the text in the UI does not display or the text is grayed out.

Cause: This issue could be caused by the enabled property of static text.

Solution: In the PowerBuilder painter, the affected static text control might have the enabled property set to false, so text will be grayed out when the application is deployed. Make sure you select the enabled property of the affected static text control and incrementally deploy your application with Apeon Developer.

5.2.4 DropDownListBox does not display completely

When selecting a DropDownListBox object, its content may be hidden.

Cause: When a DropDownListBox/DataWindow is pulled down but the window container is not large enough, it will automatically shift to display the major content.

Solution: Click the Tab key to recover normal display of the window.

5.2.5 Nested reports over five pages do not display

Nested reports longer than five pages cannot be viewed in the DataWindow of the Web application.

Cause & Solution: Refer to Section 7.1.1: [Nested reports over five pages do not display](#).

5.2.6 Nested reports over 50 rows do not display

When retrieving data from a nested report that has more than 50 rows, an error message displays that “Failed to create SQL Statement due to java.sql.SQLException: [Sybase][ODBC Driver][Adaptive Server Anywhere] General error: Resource governor for prepared statements exceeded.”

Cause: This error only occurs to the ASA database. The ResultSet value that Apeon Server returned exceeds the maximum cursor value that is default in the ASA database.

Solution:

Run the following commands to set the cursor count and statement count to no limit:

```
Set option public.max_cursor_count = 0
Set option public.max_statement_count = 0
```

5.2.7 MDI windows do not display in full

Some large sheets do not display fully on the Web.

Cause: The MDIClient object in PowerBuilder can open a larger visible scope than on the Web.

Solution: Set the VScrollBar property for the MDI window to TRUE.

5.2.8 Truncated display of data or controls in a DataWindow or Window

Controls or data is not displayed correctly in DataWindows or Windows.

Cause: In some cases, text or controls in the DataWindow or Window may not be

completely visible. This is because the PowerBuilder units used to size the UI of the application, such as the DataWindow rows and columns, the Window object, etc. These cannot be converted to the Web units (pixels) perfectly.

Solution: For the affected DataWindow, resize the UI layout in PowerBuilder to allow slightly more space for the items that are not fully displaying.

5.2.9 Extra space or padding between MDI client area and toolbar

Extra space or padding appears between the MDI client area and the application toolbar in the Web application.

Cause: Incorrect calculation of the MDI client area size during the application deployment will cause extra spaces or add padding between the MDI client area and the application toolbar in the Web application.

Solution: Modify the X, Y and Height property for the MDI window and the controls in the MDI window by following the steps below:

Step 1 – Estimate the height in PowerBuilder units, for example, 400 PowerBuilder units.

Step 2 – Add the following script in the resize event:

```
String ls1, ls2
Long ll_rate
Setnull(ls1)
Setnull(ls2)
If ls1 = ls2 then      //In JavaScript, ls1 equals to ls2
    ll_rate = 400
else ll_rate = 0      //In PowerScript, ls1 does not equal to ls2
end if
```

Step 3 – Edit additional scripts in the resize event to:

- Subtract the ll_rate value from the Y property of the MDI window.
- Add the ll_rate value to the Height property of the MDI window.
- Subtract the ll_rate value from the Y property of the controls in the MDI window.
- Assign the Height property of the MDI window to the controls that will have the same height as the MDI.

```
Long ll_rate
ll_rate = Y
ll_rate = ll_rate + height
window activesheet
activesheet = GetActiveSheet ( )
activesheet.y = ll_rate
```

5.2.10 Text displays in large size and is cut off

All the text in the application displays in an unusually large size, so some text cannot be fully displayed in its container and gets cut off.

Cause: Microsoft Windows display font size is set to large; this often happens if the screen resolution is set high (for example, 1600*1200). Apeon Web applications use the small font

size as default.

Solution: Go to the Windows Display Properties of the Client, in the Settings tab, click the *Advanced* button, and set the font size to use “Small fonts”.

5.2.11 Unable to display the double-byte characters

Double-byte characters such as Chinese, Korean and Japanese cannot be displayed on the Web, if the application is deployed with Appeon Xcelerator.

Cause: The character set of the system mismatches the character set of the database.

Solution: Go to AEM console | Application Properties | Charset | [Your Application]. Add the corresponding charset for the application. For detailed adding steps, refer to the *Charset* section in the *Appeon Server Configuration Guide*.

5.3 Runtime issues

5.3.1 “Stack overflow error”

The following error displays during application runtime: "Stack overflow error". Click *OK*. The message box will close and the Web application will run.

Cause: The application is deployed in Debug mode (Debug mode is specified in the Application Profile Configuration of Appeon Developer).

Solution: If you deploy your application in Encrypted mode (specified in the application profile of Appeon Developer), the error message will not be displayed.

5.3.2 “Could not Initialize JavaVM!”

During Web application runtime the following error displays: “Could not initialize JavaVM!”

Cause: This problem is possibly caused by an incorrect version of the PBVM.

Solution: Update the PBVM in EA Server to the version required by Appeon. Run the Web application again.

5.3.3 “Failed to get DataWindow syntax from Appeon Server”

During Web application runtime the following error is displayed: “Failed to get DataWindow syntax from Appeon Server”.

Cause: Before application deployment, DB Type profile is not configured correctly in Appeon Developer for the application profile.

Solution: Open the Appeon Developer Configuration window, and go to the DB Type Profiles tab page in the “Application Profile Configuration”. It is required that for each database type that the application runs against, a DB type profile should be configured.

Before you set up the DB type profile, be aware of the following:

1. The purpose of the DB type profile configuration is to convert the SQL statements into the correct type of database syntax.
2. Specify an ODBC data source or native driver in the DB Type profile for connecting the correct database type. It is unnecessary for the data source to connect to the actual database that the application uses. But the database type must be correct, and the

specified version of the database is the same as the database version specified in AEM | Application Properties | Transaction Object.

3. Make sure the DB type profile connection testing is successful.

Refer to the *Appeon Developer User Guide* for instructions on configuring DB type profiles.

After the DB type profile configuration, re-deploy the application with the Appeon Deployment Wizard using the Full Application Deployment mode.

5.3.4 Window loses focus of I-beam cursor

If a window has a group box control with tab order numbers, when you press tab, the windows lose the focus of the I-beam cursor.

Cause: Incorrect configuration of the group box's tab order.

Solution: Change the group box's tab order to zero.

5.3.5 Receiving "Server busy" error

A "Server busy" error message pops up when running a Web application.

Cause: It is likely that the client is running some other program(s) besides the Web application, which are taking up large CPU or memory resources.

Solution: When running a large Web application (for example, more than 40 MB), do not run other resource intensive programs.

5.3.6 "Error occurred while creating an object instance" on the status box

During application runtime the following error may occur: "Error occurred while creating an object instance".

Cause: Usually, this type of error does not affect running of the Web application. It always occurs when partial script in the application references an object, which is unsupported and commented out.

Solution: Remove or work around the unsupported object, and make changes accordingly.

5.3.7 "Are you sure you want to navigate away from this page?" warning message

When you try to exit a Web application by clicking the Close button in Internet Explorer, a warning message will be displayed "Are you sure you want to navigate away from this page?". After clicking Cancel in the warning message box and further running the application, if you click the Close button in the browser again, Internet Explorer crashes.

Cause: Some add-on program such as Snagit from TechSmith Corporation has been installed to Internet Explorer.

Solution: Right-click on the Internet Explorer toolbar and disable the add-on program from the popup menu.

5.3.8 DropDownDataWindow value incorrectly selected

When the user makes a selection in the DropDownDataWindow, the value in the first row will always be automatically selected. However, after this has happened, the DataWindow will proceed to function properly.

Cause: The DropDownDataWindow has not been assigned an initial value.

Solution: Either of these two solutions will rectify the problem.

- Try to select the value for a second time and the value displayed will be the value you specified.
- Assign an initial value to the DropDownDataWindow in the PowerBuilder application.

5.3.9 “Predefined error_message pfc_dwdberror”

The error “Predefined error_message pfc_dwdberror” pops up during the running of a Web ACF application.

Cause: Several tables are missing in the application. The tables are: messages, security_apps, security_groupings, security_template, security_users. In PowerBuilder, if the above tables are missing but the services related with the tables are not used, the application works fine. Apeon Web application, however, requires importing all the tables to the application database.

Solution: Export the above-mentioned tables from pfc.db to the application database.

5.3.10 ““Undefined” is undefined” error

When running a Web application deployed with Apeon Xcelerator, after the Xcelerator plug-in is downloaded to the client, the application does not start but gives a “Undefined” is undefined” error.

Cause: The version of JScript.dll is too old to support Apeon applications.

Solution:

Check the version of JScript.dll at the client with the following steps:

Step 1 – Go to the \WINNT\system32 folder at the client.

Step 2 – Open the Properties window for the jscript.dll file.

Step 3 – Get the version information in the Version tab of Properties.

The version of jscript.dll should be 5.6.x.xxxx. If the version number is older than 5.6.x.xxxx, you need to download and install the latest JScript.dll from

<http://www.microsoft.com/downloads/details.aspx?FamilyID=c717d943-7e4b-4622-86eb-95a22b832caa&DisplayLang=en>.

5.3.11 Demo Web application fails to call EJB component

In the Apeon Code Examples demo, the “EJB Component Lookup failed” error message displays when the NVO calls function of EJB component.

Cause: The environmental variable is too long.

Solution: Reinstall Apeon Server.

Before the installation, be sure to shorten the path for the environmental variable. Another option is moving some driver files from the %EAServer%\java\lib folder, and moving them back after the installation.

5.3.12 "Unable to start specified database" error occurs when connecting to ASA database The following error message occurs when connecting to an ASA database:

SQLSTATE = S1000[Sybase][ODBC Driver][Adaptive Server Anywhere]General error:
Unable to start specified database: 'D:\04-

Test\Demo60\Developer\Appeondemo110e\Database\AppeonSample.db' was created by a different version of the software.

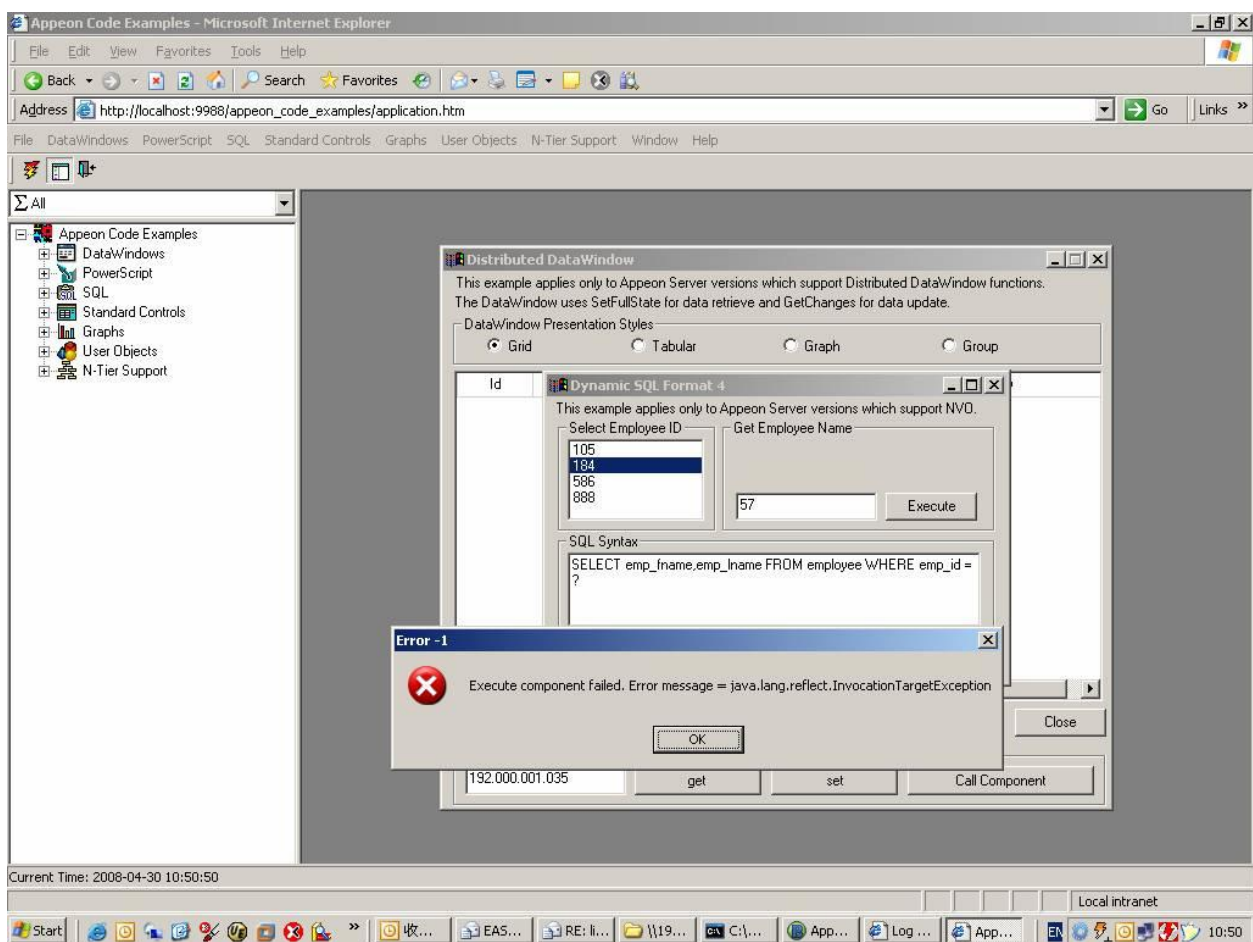
Cause A: The ASA driver for connecting the database is lower version than the ASA driver for creating the database.

Cause B: If you connects to multiple ASA databases, and the databases are of different versions. For example, if you connect to an ASA 10 database first, then connect to an ASA 7 database, the error will occur.

Solution: Please upgrade the ASA database and driver to use the same version.

5.3.13 Error occurs when running Distributed DataWindow in Appeon Code Examples Demo

The following error occurs when running Distribute DataWindow in Appeon Code Examples Demo after Appeon 6.0/6.1/6.2/6.5 is installed.



Cause: EAServer 6.x uses new password mechanism, so Appeon setup program is unable to set the password of appeonsample and appeonsample2 connection caches during Appeon Server installation.

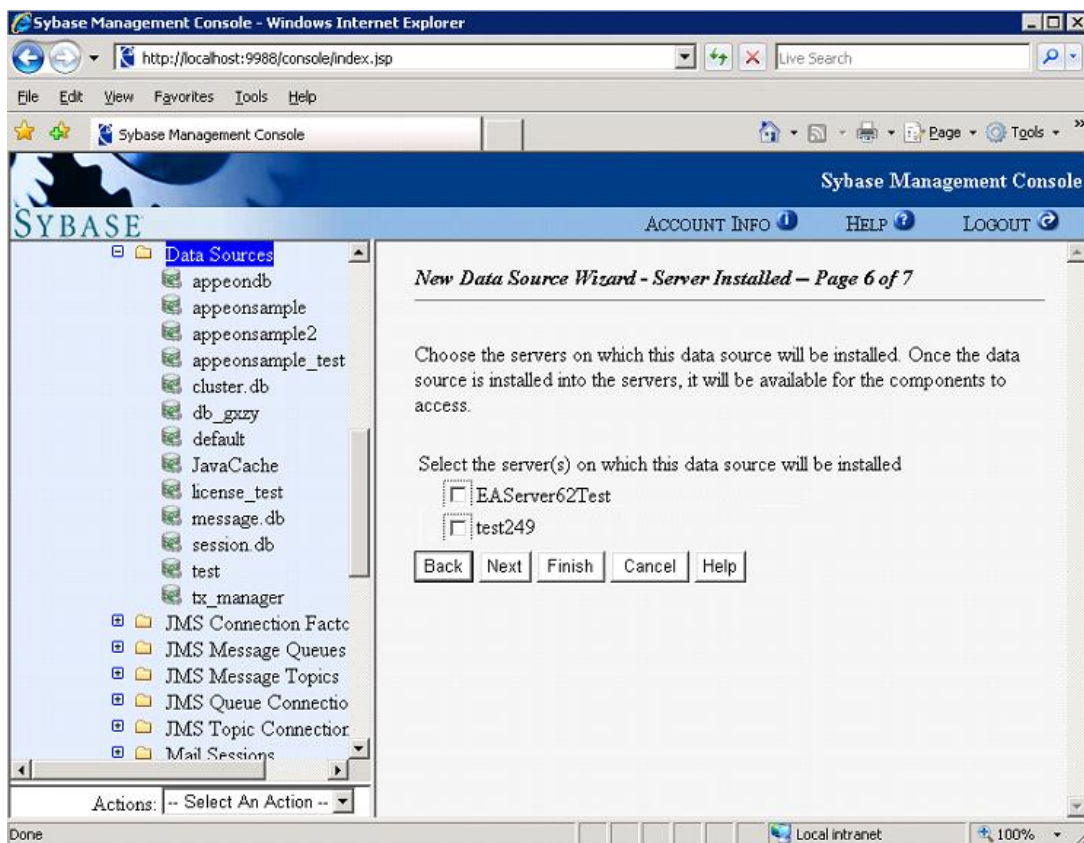
Solution: Log into EAServer Web Administration Console and modify the password of appeonsample and appeonsample2 connection caches to “sql”.

5.3.14 Session expired when creating Data Source in EAServer 6.x Web Console

The “Session Expired” error displays after a data source is created and installed to EAServer 6.x. Click Restart and the application will run again.

Cause: Creating and installing a data source to the running server instance of EAServer 6.x will cause the Appeon user sessions to expire.

Solution: When you create and install a data source in EAServer 6.x, make sure you clear all check boxes in the following screen. The current running server instance is selected by default, make sure you have cleared any check box that is selected before proceeding.



5.3.15 Retrieved data does not display in DataWindows

While retrieving records for a DataWindow, items are not displayed on the Web.

Cause A: Appeon 6.0/6.1/6.2/6.5 does not support overlapping controls in a DataWindow. Retrieved data in the DataWindow column might be covered by a control (for example, the Text control) even if this control is placed under the data field in PowerBuilder.

Solution A: Remove all controls overlapping the data field. Work around the original functionality with properties or functions.

Cause B: Appeon Server compresses the data file (.xml) to improve Web performance. Data in the DataWindow is not displayed if the compressed .xml file is not extracted successfully on the Client.

Solution B: Verify that the following property exists in %JAGUAR%\Repository\Server\Jaguar.props (Windows) or

\$JAGUAR/Repository/Server/Jaguar.props (SUN SOLARIS):

```
com.sybase.jaguar.server.filter-mapping=(url-pattern=/gzip/*,description=adescription of Test,filter-name=CustomAddHeadersFilter)
```

If the required property does not exist, the user needs to manually add it in Jaguar.props and restart EAServer.

5.3.16 Unable to retrieve data from database

No data is retrieved into the DataWindow when running the Web application.

Cause A: If you are using the ASA database, a possible reason is that the ASA version specified in the Transaction object is different from what is specified in the connection cache. The application cannot find DataWindow objects and fails to retrieve any data from the database.

Solution A: For ASA, version 7.xx, 8.xx, and 9.xx are supported. Appoon 6.0/6.1/6.2/6.5 supports both dynamically mapping the Transaction object to the connection cache in scripts, and statically specifying the connection cache in AEM. The user has to set the correct ASA version in DBParm or select the correct ASA version in AEM.

Cause B: If you are using the ASE database and find the following information in the Appoon log, “Failed to retrieve datastore ... Produced the following error: Select error: Stored procedure '...' may be run only in unchained transaction mode. The 'SET CHAINED OFF' command will cause the current session to use unchained transaction mode.”, a likely cause is that the connection mode (chained or unchained) set up by the JDBC driver is not the same as the mode of the stored procedure (chained or unchained).

Solution B: You can modify the PowerBuilder source code using any of the following workarounds to fix the problem.

- Execute “SET CHAINED OFF” before running stored procedures
- Execute “connection.setAutoCommit(true)” before running stored procedures
- Change the AutoCommit property to true before running each stored procedure
- Use the “sp_procxmode <procname>, anymode” command to set the stored procedure to run in chained or unchained mode.

Cause C: There are various factors that may cause this problem. Some examples include; running an incompatible PowerBuilder version with Appoon, connection caches, not running or incorrectly configured, and missing INI files.

Solution C-1: If the application uses an INI file, verify the INI file is added to the Appoon Developer application profile before deployment. Add the necessary INI file and redeploy the application.

Solution C-2: If the problem is occurring with an Appoon provided demo application:

- Verify that the PowerBuilder version meets the requirements specified in the *Appoon Installation Guide*.
- Verify that appoondb is running – an Adaptive Server Anywhere icon with the hover text “Appoondb” displays in the Windows Task Bar.
- Verify that EAServer has been started.

- Login to EAServer using EAServer Manager and verify that you can ping both the “appeondb” and “appeonsample” connection caches successfully. If the connection caches cannot be pinged successfully, refer to Section 6.2.13: [Fail to ping appeondb connection cache](#) and Section 6.2.14: [Fail to ping appeonsample connection cache](#) for troubleshooting tips.
- Verify that “<data-cache>appeondb</data-cache>” exists in %JAGUAR%\appeon\repository\%instancename%\config\server-config.xml (Windows) or \$JAGUAR/appeon/repository/\$instancename/config/server-config.xml (SUN SOLARIS).

Solution C-3: If the problem is occurring with all applications except the Appeon demo applications, check the following:

- Verify that the PowerBuilder version meets the requirements specified in the *Appeon Installation Guide*.
- Verify that the database used for your application is running correctly.
- Verify that EAServer is running.
- Log in EAServer using EAServer Manager and verify that pinging the connection cache is successful. If pinging the connection cache fails, perform the following steps (see the *Appeon Server Configuration Guide* for detailed instructions):
 - o Verify the connection cache properties are correctly configured especially the server name, username and password used to connect to the database.
 - o Make sure the JDBC radio button is checked in the Driver tab of the Connection Cache Properties
 - o Make sure that the driver string is entered correctly. The string is case sensitive.
 - o Make sure that the “enable cache-by-name access” option is checked in the Cache tab.
 - o For an Oracle database, you may need to add the connection cache property com.sybase.jaguar.conncache.check and have it set to *select 1 from dual*.
 - o If using a connection cache with the iAnywhere JDBC driver, refer to the *Connection cache settings* section in the *Appeon Server Configuration Guide* and double-check the settings created.
- Verify the Transaction Object settings in Appeon Enterprise Manager are correct. For detailed instructions on setting up AEM, refer to the *Appeon Server Configuration Guide*.
 - o Make sure that the application has been added into the application list displayed in AEM Console > Application Properties > Transaction Objects.
 - o Make sure that the application has the correct transaction object name(s) listed, and the correct transaction object name(s) mapped to the correct connection cache(s). The transaction object name is case sensitive.

5.3.17 Database lock

Tables in the database are always locked.

Cause: Because of the inherited features with Web architecture, the chances of the database locking are indeed increased compared to client/server architecture. For example, on the web:

If there is too much time from the beginning of Data base operations to Commit, a transaction will consume database resources and increase the chances of the database locking.

Solution:

1. Place the transactions in server NVOs or database procedures for execution.
2. Break the transaction into smaller transactions. Commit each database operations so a transaction does not take too much to Commit.

Refer to the following coding as an example:

```

Window open();
//Profile appeonsample
SQLCA.DBMS = "ODBC"
SQLCA.AutoCommit = "False"
SQLCA.DBParm = "ConnectionString = 'DSN=AppeonSample; UID=dba; PWD=sql'"
CONNECT;

Command Button cb_1:
String ls_emplid, ls_emplname
Ls_emplid = sle_1.text
DELETE employee WHERE s_emplid = :ls_emplid;
COMMIT;

DECLARE cur_empl CURSOR FOR SELECT s_emplid, s_emplname from employee; ;
OPEN cur_empl;
FETCH cur_empl INTO :ls_emplid, :ls_emplname;
DO WHILE sqlca.sqlcode=0
    Ddlb_1.additem("[ "+ls_emplid+" ]"+ls_emplname)
    FETCH cur_empl INTO :ls_emplid, :ls_emplname;

LOOP
CLOSE cur_empl;
Ddlb_1.selectitem(1)
Ddlb_1.triggerevent ("eventchanged")
COMMIT;

```

5.3.18 Data missing in some DataWindows

Data is missing from some DataWindows.

Cause: There are retrieval arguments used in DataWindow expressions, which are not supported by Appeon.

Solution: Use Stored Procedure as the DataWindow data source, and put the expression in the Stored Procedure.

5.3.19 DataWindows do not respond

During Web application runtime, DataWindows stop functioning.

Cause: The session has timed out.

Solution: Close the current Internet Explorer browser, open a new Internet Explorer browser and run the demo again. You may want to delay the session timeout or disable session timeout, if the user session times-out frequently.

5.3.20 Blob data cannot be correctly manipulated if it over 4MB

The blob data cannot be correctly manipulate (update/get) if it is larger than 4MB.

Cause: You can correctly manipulate Blob data over 4MB with default settings. By default, the maximum size of the to-be-manipulated blob data is 4096k.

Solution:

Step 1: Go to C:\inetpub\wwwroot\appeon\AEM, and add the following highlighted codes in the web.config XML file. By default, the value of the Execution Timeout is 100 seconds, and the value of the Max Request Length is 4096K. You can use larger value for the Execution Timeout and the Max Request Length properties according to the specific needs.

.....

<system.web>

```
<httpRuntime executionTimeout='300' maxRequestLength =
"10240" />
```

<httpHandlers>

.....

Step 2: Restart the IIS server to make this change take effect.

5.3.21 Fail to update data

Data in a DataWindow object is retrieved correctly but cannot be updated.

Cause: An older version of Internet Explorer is used on the Client PC.

Solution: Upgrade Internet Explorer to Internet Explorer 6.0 SP1 (6.0.2800 and above).

5.3.22 Fail to update dynamically generated DataWindow

Dynamically generated DataWindow cannot be updated.

Cause: Uses the former version of Microsoft SQL 2005 SP1 with MSFT JDBC Driver.

Solution:

Step 1: Replace the former version of Microsoft SQL 2005 SP1 with MSFT JDBC Driver with the latest one, which can be downloaded at <http://www.microsoft.com/downloads/details.aspx?FamilyID=6d483869-816a-44cb-9787-a866235efc7c&DisplayLang=en>.

Step 2: Execute store procedure SQL statement install_appeon_syntaxfromsql_MSSQL.sql in SQL2005 Database server in Appeon installation path %AppeonHome%/sql/dynamicsql.

Step 3: Restart the Application Server.

5.3.23 Update error “Failed to update database due to java.sql.SQLException... cannot insert the value NULL...”

Updating data fails with an error similar to “Failed to update database due to java.sql.SQLException... cannot insert the value NULL... column does not allow nulls...”

Cause: The number of rows that a trigger in the database counts differs from the number of the rows that the Update operation sends to the JDBC driver.

Solution: For SQL Server and ASE database with JDBC driver, use the "SET NOCOUNT ON" statement before executing SQL statements when you create a trigger object.

For example:

```
CREATE TRIGGER trigger_name
ON { table | view }
[ WITH ENCRYPTION ]
{
{ { FOR | AFTER | INSTEAD OF } { [ INSERT ] [ , ] [ UPDATE ] }
[ WITH APPEND ] [ NOT FOR REPLICATION ]
AS
set nocount on
[ { IF SELECT ( column ) [ { AND | OR } UPDATE ( column ) ] [ ...n ]
| IF ( COLUMNS_UPDATED ( ) { bitwise_operator } updated_bitmask ) { comparison_operator }
column_bitmask [ ...n ]
} ]
Xsql_statement [ ...n ]
}
}
```

5.3.24 Failed to execute install_appeon_cache_DB2.sql

When executing the install_appeon_cache_DB2.sql file, the error message “SQL0204N DB2ADMIN.[TABLE NAME] undefined. SQLSTATE=42704.” will be displayed.

Cause: The table name contains double quotation marks.

Solution: Make sure the table name includes no double quotation marks.

5.3.25 “Error converting data type A to B”

Executing a certain stored procedure is successful in PowerBuilder but gives an “Error converting data type A to B” error message on the Web, where A and B stands for different data types.

Cause: The procedure contains an output parameter that is A, but the corresponding variable used to call the procedure is a B. JDBC driver may handle such a case differently from the ODBC driver or native driver used in PowerBuilder.

Solution: Make sure the type of the calling variable is exactly the same as the type of the output parameter.

5.3.26 Fail to update DataWindows with newly entered Korean characters

After Korean characters have been entered into a DataWindow the update is not successful. The following error message is displayed “Failed to update primary buffer”.

Cause: The length of the Korean characters that are inputted is longer than the length specified for the field in the database table.

Solution: Specify a larger value for the length of the field in the database table.

5.3.27 SelectBlob and UpdateBlob have different results for non-binary fields

The SelectBlob and UpdateBlob functions have different results on the Web from those in PowerBuilder, when some non-binary fields are manipulated.

Cause: In some conditions, PowerBuilder automatically removes the spaces before and after the non-binary characters when using SelectBlob and UpdateBlob. However, such operations do not occur on the Web, which leads to different results.

Solution: Apeon recommends that you directly use Select and Update functions to manipulate Blob type fields.

5.4 DataWindow printing

5.4.1 “Print error! ... Connect to ABC connection cache failed.”

A DataWindow cannot be printed successfully to a PDF file. The error message is displayed as “Print error! Error code: -1 Error message: Error: Connect to ABC connection cache failed.”

Cause: If the complete error message is “Print error! Error code: -1 Error message: Error: Connect to ABC connection cache failed”, the error occurs because PBVM (PowerBuilder Virtual Machine) specified for Apeon Server is not the certified version: PBVM 9.0.3 #8614, PBVM 10.2.1 #9537, or PBVM 10.5.0 #4523.

Solution: To check the PBVM version, go to the %Sybase%\shared\PowerBuilder folder, right click the pbvm90.dll or pbvm100.dll, and get the version number from the property of the file. If the PBVM version is incorrect, upgrade PBVM to the correct version.

5.4.2 “Print error! Java Exception: java.lang.NoSuchMethodError: GetMillisecond”

A DataWindow cannot be printed successfully to a PDF file. The error message is displayed as “Print error! Java Exception: java.lang.NoSuchMethodError: GetMillisecond”.

Cause: In the Apeon Server computer, the PowerBuilder component support file pbjdbc##.jar is not loaded to the %JAGUAR%\java\lib directory (Windows) or \$JAGUAR/java/lib directory (SUN SOLARIS), or the JDBC driver file(s) for the application database are not copied to the %JAGUAR%\java\lib directory (Windows) or \$JAGUAR/java/lib directory (SUN SOLARIS).

Solution: Make sure you meet the JDBC driver preparation requirements detailed in the *JDBC driver preparation* section in the *Apeon Server Configuration Guide*.

5.4.3 Contents in printed PDF file cannot display completely

After a DataWindow is printed with the PDF printer, the content in the printed PDF file cannot display completely.

Cause: This is a problem with the PDF printer.

Solution: 1) Download a newer PDF driver, such as GhostScript 8.1.4, from <http://www.gnu.org/software/ghostscript/> or <http://www.ghostscript.com/>.

2) Install the GhostScript 8.1.4 driver.

3) Copy gsdll32.dll from the gs814\lib folder under the driver installation path and paste it

to %windir%\system32.

You may need to stop the Print Spooler service in order to successfully copy and replace the file.

4) Restart the computer.

5.5 Others

5.5.1 ASE Chained mode issue

A PowerBuilder application can execute ASE stored procedures successfully. However, when the PowerBuilder application is converted to the Web, the following error may occur:

“Select error: Stored procedure 'dbo.up_edw001_001' may be run only in unchained transaction mode. The 'SET CHAINED OFF' command will cause the current session to use unchained transaction mode”

Cause: There are three ASE stored procedure (SP) modes: chained, unchained and anymode. There are two ASE transaction modes: chained and unchained. For Web applications:

- (1) If the transaction mode is chained, the SP running mode must be chained or anymode.
- (2) If the transaction mode is unchained, the SP running mode must be unchained or anymode.
- (3) If the transaction mode and SP mode do not match the requirements in (1) or (2), the error occurs.

Solution: Appeon provides two stored procedures that help modify the modes of ASE stored procedures to ensure that the stored procedures meet the requirements in (1) or (2). The following files are located in the “\sql\asechain_sql” folder under the Appeon Server installation directory.

- readme.txt
- install_appeon_rebuildchainmode.sql: modifies the modes of ASE stored procedures
- uninstall_appeon_rebuildchainmode.sql: restores the original modes of ASE stored procedures

Follow the instructions in the “readme.txt” for the method of modifying the stored procedure modes with the two SQL files.

5.5.2 Windows open relatively slow

While accessing the Web application, Windows open slowly.

Cause: The hardware does not meet the minimum requirements needed to install Appeon.

Solution: Verify that the hardware configuration meets the minimum requirements stated in the *Installation Requirements* section of the *Appeon Installation Guide*.

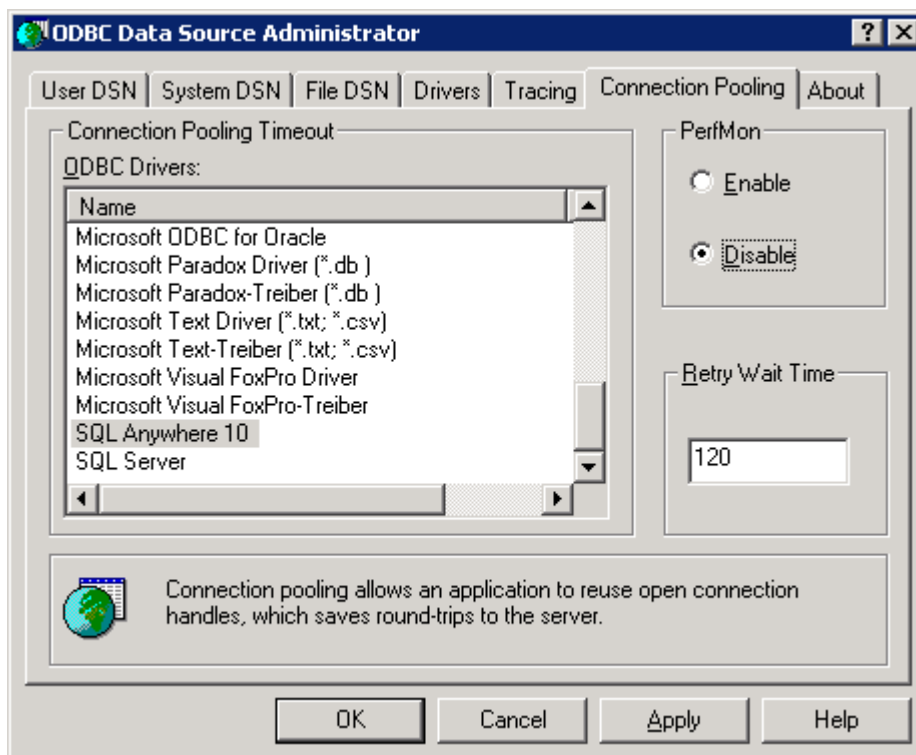
5.5.3 Web application is very slow if use ASA 10 and Appeon Server for .NET*

When using Appeon Server for .NET, ASA 10 users will encounter performance difficulty in data manipulation.

Cause: The problem is caused by ADO.NET driver.

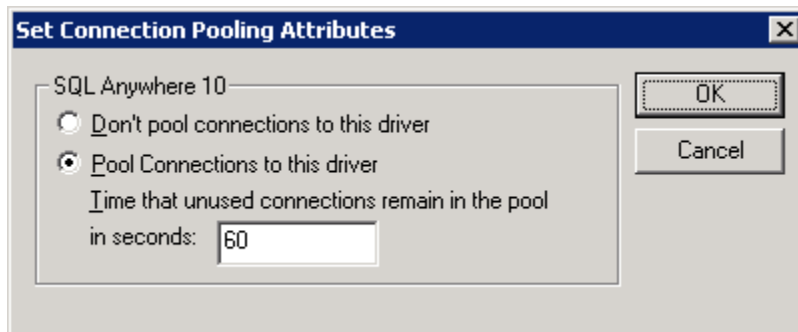
Solution: To resolve the performance issue you need to enable ODBC connection pooling in ODBC DataSource Administrator with the instructions below:

1. Go to Control Panel | Administrative Tools | ODBC DataSource Administrator and Select the Connection Pooling tab page.
2. Select SQL Anywhere 10 and click the Enable option in the PerfMon frame.



3. Click the Apply button to make this configuration take effect.
4. Double click the SQL Anywhere 10 and Enable Pool Connection for this driver as shown below.

* Not available in Sybase distribution. For differences of distributions, refer to the Distributions section in Introduction to Appeon.



5.5.4 ASA engine crashes when you insert data into ApppeonDB

ASA engine crashes when you try to insert data to ApppeonDB.

Cause: It may be caused by an ASA bug.

Solution: Upgrade your ASA 10 to the build 3835 or above, which you can find at <http://downloads.sybase.com>.

5.5.5 Server NVO cannot be activated when the Web application is running

The server NVO can be successfully activated when it runs in PowerBuilder. However, when the application is converted to the Web, the server NVO cannot be successfully activated.

Cause: This often occurs if the server NVO is being deployed with the “Allow NULL values in method parameter” option selected.

Solution: follow the steps below to resolve this problem:

Step 1 – Double click the component object and open the Properties pages.

Step 2 – In the General tab page, unselect the "Allow NULL values in method parameter" option and redeploy the NVO.

Step 3 – Open the EAServer Manager, generate the stub and skeleton for the deployed NVO.

Step 4 – Restart the EAServer and rerun the Web application.

Note: Refer to the *Apppeon Migration Guide*, to deploy the server NVO.

5.5.6 An item which usually requires one click must be clicked twice to be selected

When running a Web application, you need to click twice to successfully select an item, such as, selecting a radio button on the download page, which normally should require only one click. This problem occurs only at the first selection and in the following environment: Windows XP or Windows 2003, and Internet Explorer SP2.

Cause: This problem exists with patch kb912945 and patch kb912812 of Internet Explorer SP2.

Solution: Currently there is no better solution than uninstalling patch kb912945 and patch kb912812.

5.5.7 Special characters in URL cause missing parameters when being redirected

If special characters (+, /, #, ?, %, &, etc.) are contained in the URL, parameters after the special character will be lost when the URL is being redirected.

Cause: This problem occurs if index.html is used as the entry of application.

Solution: There are two solutions:

- Use index.htm instead of index.html as the entry of the application. For example, `http://url/index.htm?parameter`. Do not use `http://url/index.html?parameter`, or `http://url/?parameter`.
- Use MSDN to convert the special characters when inputting the URL.

6 Troubleshooting Appeon Server

This section contains general information regarding troubleshooting problems related to Appeon Server and AEM – the Appeon Server Manager. If you cannot resolve the problem using the troubleshooting guide, please contact technical support by clicking the *Contact Support* link at <http://www.sybase.com/support/>.

6.1 Loading AEM

6.1.1 Fail to pre-compile AEM

Pre-compiling AEM fails.

Cause & Solution: Refer to Section 5.3.11: [Demo Web application fails to call EJB component](#).

6.1.2 The AEM Web page cannot be displayed

Unable to access AEM's Web page.

Cause A: EAServer is not running.

Solution A: Verify that EAServer is running and accepting connections.

Cause B: The URL for AEM is incorrect.

Solution B: The URL format should be `http://hostname:portnumber/AEM`. Verify that the *hostname* is correct and that the *portnumber* is available. They are specified through the `appeonserverhttp` listener in EAServer Manager.

The `appeonserverhttp` listener and the `appeonserveriiop` listener are created automatically with Appeon Server installation. If they are not created successfully or not configured correctly, they need to be manually added or modified.

If the problem is not resolved, please check whether the `Jaguar.log` is empty (at `%JAGUAR%\bin\` in Windows or `$JAGUAR/bin/` in SUN SOLARIS). If the `Jaguar log` is empty, refer to Cause C and Solution C to rectify the problem.

Cause C: there are two possible causes for the problem:

The EAServer hosting AEM is not running correctly.

The `application.properties` file (at `%JAGUAR%\Repository\WebApplication\AEM\WEB-INF\classes\resources\` in Windows or `$JAGUAR/Repository/WebApplication/AEM/WEB-INF/classes/resources/` in SUN SOLARIS) has not been successfully loaded into the Internet Explorer browser (which usually happens the first time AEM is started).

Solution C: follow the steps below to fix the problem.

Step 1 – Restart EAServer and verify that it is accepting connections.

Step 2 – Verify that at least one of the Appeon Web demo applications can run correctly.

Step 3 – Launch AEM with Internet Explorer. If AEM is not loaded successfully, please click the Refresh button in the browser to load the `application.properties` file.

6.1.3 Error “500 Servlet jspServlet: ...”

When the user enters the AEM URL in Internet Explorer, an error message box pops up:

“500 Servlet jspServlet: unable to service request: Cannot find message resources under key org.apache.struts.action.MESSAGE”.

Cause: The AEM program cannot access the URL directly (for example, <http://hostname:portnumber/AEM/logon.jsp>) without initializing .jsp files.

Solution: Access AEM at the URL <http://hostname:portnumber/AEM> (for example <http://localhost:9988/AEM>).

6.1.4 Fail to login AEM with the default user name and password

Cannot login AEM with the default user name and password.

Cause: you may have changed the login username and password of the AEM when you installed Appeon Server.

Solution: Use the username and password specified when you install Appeon Server.

If you want to restore the default settings, follow the two methods below:

1. Reinstall Appeon Server. During the reinstallation, do not change the login username and password of AEM.
2. Revise the aem-config.xml file in the "...\\Sybase\\EAServer\\appeon\\repository\\%instancename%\\config\\" folder: replacing the 7th line in the file with the line `<user name="YWRtaW4=" password="YWRtaW4="/>`, then restarting Appeon Server to make the changes take effect.

6.1.5 Security settings in AEM do not take effect

Cause: Configured Security settings in AEM incorrectly.

Solution: The following settings in AEM enable application security so that only assigned users can open the application. Users need to input user name and password when logging into the application.

Step 1 – Go to AEM | Security | User Management and add User Name and Password.

Step 2 – Go to AEM | Security | Group Management and add Group and then assign users to the group.

Step 3 – Go to AEM | Security | Application Settings and click your application. Assign “Security On” in User authentication.

Note: Make sure your settings are configured efficiently and clear the history in Internet Explorer before opening the application. Restart EAServer and client machine if necessary.

6.2 Appeon Server

6.2.1 Appeon Server hangs when dynamically creating a DataWindow

When dynamically creating a DataWindow, the CPU usage in server reaches 100% and the server cannot respond unless it is restarted. The log file records nothing after the message: "[com.appeon.server.command.DynamicDWCommand (execute)] Begin to parse and syntax from sql-statement".

Cause: The Appeon stored procedure "sp_appeon_syntaxfromsql" has a parameter "tableColumnList" with a value of "varchar(4000)", which limits the total length of all

columns to 4000 characters. If the total length exceeds this limit, the stored procedure will be trapped in an endless loop.

Solution: 1) Open the "install_appeon_syntaxfromsql_XXX" file at %appeonserver%\sql\dynamicsql, and locate the following lines of script:

```
create procedure dbo.sp_appeon_syntaxfromsql(
    @tableColumnList varchar(4000),
    @tableList varchar(2000),
    @extraList varchar(40)='1' )
```

2) Set the "tableColumnList" parameter to a proper value, such as "varchar(8000)".

6.2.2 Apeon Server is not correctly started after installing a different version

When installed a new Apeon version on WebLogic, you might find that Apeon Server started as the previous installed version but not the current version. For example, previously Apeon Server 6.1 for WebLogic is already installed on this machine, and when you upgrade to Apeon 6.5, you may find the started Apeon Server is still Apeon 6.1.

Cause: Temporary files may not correctly removed.

Solution

You can ignore the first step if using WebLogic 8.

Step 1: Delete the files for stage mode. You can follow the instructions below to find the location of the file:

- a) Login to WebLogic Administrative Console.
- b) Click Servers item listed in the middle of the Home page.
- c) Select the AdminServer (assuming your Apeon Server is installed to this instance).
- d) In the Settings of AdminServer window, click the Deployment tab in the Configuration window, the path listed in the Staging Directory Name is the location of the temporary file.

Step 2: Delete the files in the TMP folder.

WebLogic Version	TMP Folder
8	%WEBLOGIC_INSTALLATION_PATH%\%InstanceName%\wlnotdelete\extract\%InstanceName%_appsdir_appeonserver_ear %WEBLOGIC_INSTALLATION_PATH%\%InstanceName%\wlnotdelete\extract\%InstanceName%_appsdir_appeonserver_ear_appeon %WEBLOGIC_INSTALLATION_PATH%\%InstanceName%\wlnotdelete\extract\%InstanceName%_appsdir_appeonserver_ear_AEM %WEBLOGIC_INSTALLATION_PATH%\%InstanceName%\wlnotdelete\extract\%InstanceName%_appsdir_appeonserver_ear_servlet
9 and 10	%WEBLOGIC_INSTALLATION_PATH%\servers\%InstanceName%\tmp\WL_user_appsdir_appeonserver_ear;

6.2.3 Apeon Server responds to user requests slowly

It takes time to compile at Apeon Web application startup. However, during application runtime, it seems that Apeon Server still responds slowly.

Cause A: An excess of temporary files or very large Appeon log files can slow down Appeon Server's performance.

Solution A: Follow the steps below to fix the problem:

Step 1 – In AEM, open AEM Console | Server Properties | Log Files and check whether the *Never replace log files* option is checked. If it is checked, go to the log file directory: `\Appeon\Developer6.5\JSProject\ApplicationName\Debug(or Release)\Log\` and manually delete the large log files.

Step 2 – Clean up all temporary files in AEM Console | Server Properties | Temporary Files Cleanup.

Cause B: A large number of dead sessions or transactions will consume server resources, and affect performance.

Solution B: Kill the dead sessions and roll back the dead transactions in AEM Console | Server Properties | Active Sessions/Active Transactions.

6.2.4 AEM cannot interface with a particular Appeon Server

Unable to connect to a desired Appeon Server with AEM.

Cause: The Appeon Server has not been added into the Appeon Server Cluster in AEM or has not been configured correctly.

Solution: Follow the steps below to fix the problem.

Step 1 – Verify that Appeon Server has been added to the Appeon Server cluster in AEM Console > Server Properties > Appeon Server Cluster.

Step 2 – Verify the correct IP Address or Machine Name of the Appeon Server has been entered.

- Use the actual machine name instead of “localhost” for Machine Name.
- In EAServer Manager, open EAServer Manager > Servers > *AppeonServerName* > Listeners, and verify that an HTTP (or HTTPS) listener profile has been added with “Hostname” set as the IP address or machine name of the Appeon Server.

6.2.5 Server Error in '/Servlet' Application (.NET* only)

When accessing AEM page in Appeon Server for .NET, you encountered a 'Server Error in "/>

6.2.6 “Fail to load the remote interface” error

After Appeon Server is installed and started, AEM cannot start, and the Internet Explorer gives the error "Page not found". When launching an Appeon demo application, the Internet Explorer gives the error "Failed to load the remote interface". In Jaguar.log, you will get the error "Unable to service requests for servlet".

Cause: EAServer is corrupt and cannot support the running of servlets.

Solution: Uninstall Appeon Server and EAServer, remove the %JAGUAR% folder completely, and then reinstall EAServer and Appeon Server.

6.2.7 JDBC/ODBC TDS data type discrepancy on ASA

With a Sybase Adaptive Server[®] Anywhere database using JDBC, the date, time, and TimeStamp data types are treated as one DateTime data type.

Cause: ASA does not distinguish date, time, and TimeStamp for JDBC – this is an unsupported feature. However these data types are fully supported for other database interfaces, such as ODBC. Sybase recommends using the provided iAnywhere or a JDBC-ODBC bridge to work around this TDS unsupported feature where JDBC is required.

Solution: Use the iAnywhere[™] JDBC bridge driver supplied with Sybase ASA 8.0.2 and above. Make sure you apply the latest EBF for the driver so that the latest bug fixes are installed. Although the SUN JDBC-ODBC bridge driver can also be used to resolve this issue, the iAnywhere JDBC driver is highly recommended since it is designed to provide optimal performance and stability with Sybase databases and Appeon Server.

6.2.8 Empty/Null value update error if ASA/ASE

If the Web application uses a Sybase Adaptive Server[®] Enterprise (ASE) database or an ASA database that is set as ASE-compatible, database updates may fail.

Cause: If the length is 0 or the value of the data is NULL for any data in a database table where the data is of a string type, such as varchar or char data type, the data retrieved from the database through a JDBC driver will have a length greater than 0. Rather than a null value, the data returned will be padded with a series of spaces. As a result of this padding, the database update will fail.

Solution: You can work around this issue in one of two ways:

1. For Sybase ASA and ASE databases, Appeon recommends that you do not use a Native-protocol/all-Java JDBC driver. There are a number of JDBC-ODBC bridge drivers that can be used, such as those from SUN or the iAnywhere driver. However, iAnywhere is one of the best performing and most stable bridge drivers available.
2. For Sybase ASA, if it is preferential to use a JDBC driver, you will need to adjust the database accordingly. Change the ASA database setting so it is set to be incompatible with ASE.

6.2.9 Web application does not run when the database is disconnected by exception

When the database is disconnected by exception, the Web application stops working. Closing and re-opening the application does not fix the problem.

Cause: When the database is disconnected by exception, the status of the connection cache to the database remains connected in EAServer. When the application is restarted, EAServer will not try to reconnect the database.

Solution: Any of the following operations should resolve the problem.

1. Restart EAServer
2. Refresh the relevant connection cache using EAServer Manager

6.2.10 "Table or view not found" error

Fail to open the window that contains DataWindows with DB connection.

Causes A: The database does not contain the table mentioned in the error message.

Solution A: Search the table in the database and make sure the table does exist.

Cause B: The configuration for the database connection is incorrect.

Solution B: To solve the problem, verify that you have done all the following configuration steps correctly on Appeon Server machines, Appeon Developer machines, and the Client machines that plan to run the Web application. Please pay special attention to step 1, 4, and 8.

CONFIGURATIONS ON APPEON SERVER MACHINES:

Step 1 – Set up a connection cache for connecting to the application database. Make sure the connection cache can be pinged successfully.

Step 2 – Start the server.

CONFIGURATION ON APPEON DEVELOPER MACHINES

(You can refer to the *Appeon Developer User Guide* for details of the following steps):

Step 3 – Load the POWERBUILDER application in PowerBuilder 9, 10, 10.5, or 11.5 and make sure the full build of the application is successful.

Step 4 – Configure an application profile in the Appeon Developer Configuration window. In this configuration, make sure the application DB profile is configured correctly.

Step 5 – Configure an Appeon Server profile in the Appeon Developer Configuration window, which connects to "tmk.starshoes.com.mx". Make sure the testing connection is successful.

Step 6 – Configure a Web Server profile in the Appeon Developer Configuration window, which connects to the server that you installed "Appeon Server Web Component" too. Make sure the testing connection is successful.

Step 7 – Configure a deployment profile in the Appeon Developer Configuration window, which connects to the configured Appeon Server profile and Web Server profile.

Step 8 – Access to Appeon AEM via the AEM button in the Appeon Developer toolbar, and set up the transaction object to connection cache mapping.

Step 9 – Deploy your application with the Appeon Deployment Wizard.

CONFIGURATIONS ON CLIENT MACHINES THAT RUNS THE WEB APPLICATION:

Step 10 – Delete all the temporary files stored in Internet Explorer cache.

Step 11 – Delete the Xcelerator plug-in that has been downloaded to the client: delete the files at \WINNT\Downloaded Program Files (Windows 2000) or \WINDOWS\Downloaded Program Files (Windows XP or 2003).

Step 12 – Verify the Internet Explorer security settings: for the appropriate zone in the Internet Explorer Security, make sure the security is set to default; if it is Windows XP, after

setting the security to default, we also need to enable the option "Download signed ActiveX controls", "Download unsigned ActiveX controls", "Initialize and script ActiveX controls not marked as safe", and "Run ActiveX controls and plug-ins".

6.2.11 “Table already exists” error

When you execute the SQL file from Appeon using database tools, an error message may pop up saying, “Table already exists”.

Cause: The SQL file from Appeon will create five PowerBuilder System Tables: pbcacol, pbcatedt, pbcatfmt, pbcattbl, and pbcatvld. If the five tables already exist, the error message will display.

Solution: Appeon rebuilds the PowerBuilder System Tables to make sure the stored procedures from Appeon Server will be successfully created. You can click *No* on the message window to use the original system tables, or click *Yes* to rebuild these tables. Your choice will not affect the execution result.

6.2.12 Appeondb is not started when EAServer starts

After the Appeon Server installation, start EAServer/Appeon Server. EAServer/Appeon Server starts successfully while Appeondb is not started.

Cause & Solution: Refer to Section 7.2.1: [Cannot start EAServer Manager](#).

6.2.13 Fail to ping appeondb connection cache

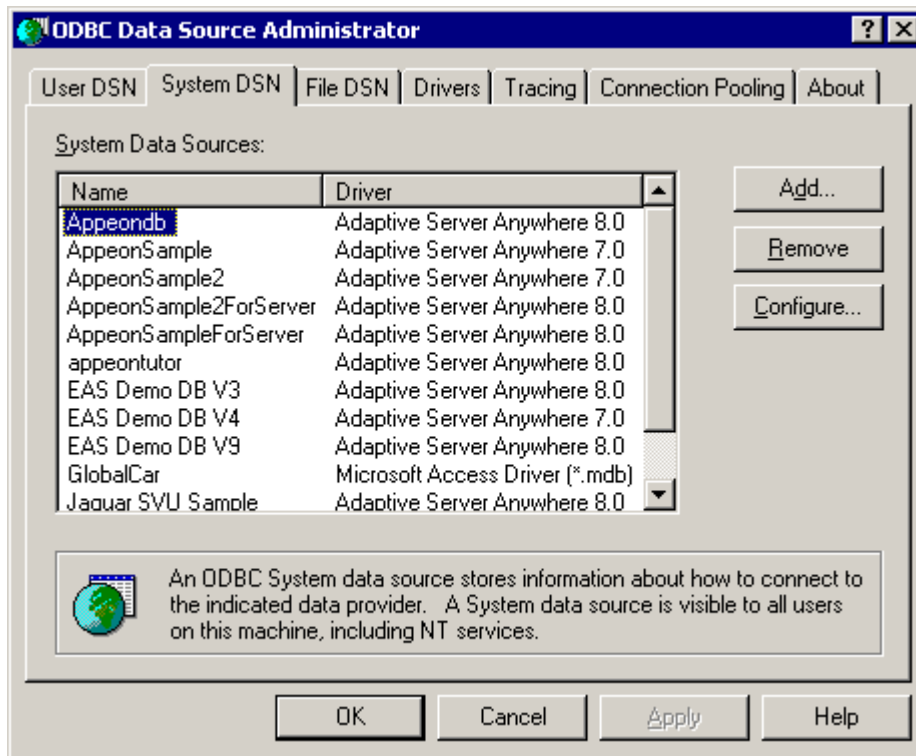
When pinging the appeondb connection cache, no connection is made.

Cause: Pinging appeondb fails because the connection cache is not configured correctly.

Solution: Follow these steps below to fix the problem.

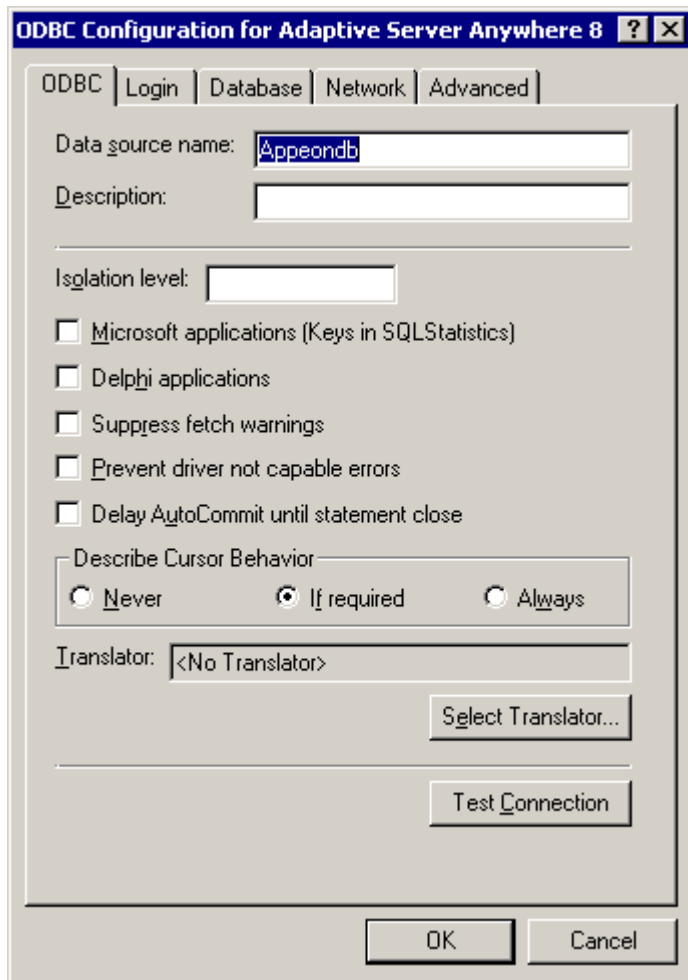
Step 1 – Verify that the Appeondb system DSN exists in the ODBC Data Source Administrator (Control Panel > Administrative Tools > Data Sources (ODBC)), as shown in Figure 6-1.

Figure 6-1: Appeondb System DSN in ODBC Data Source Administrator



Select *Configure* to open the data source configuration window, as shown in Figure 6-2.

Figure 6-2: ODBC Configuration for Appeondb

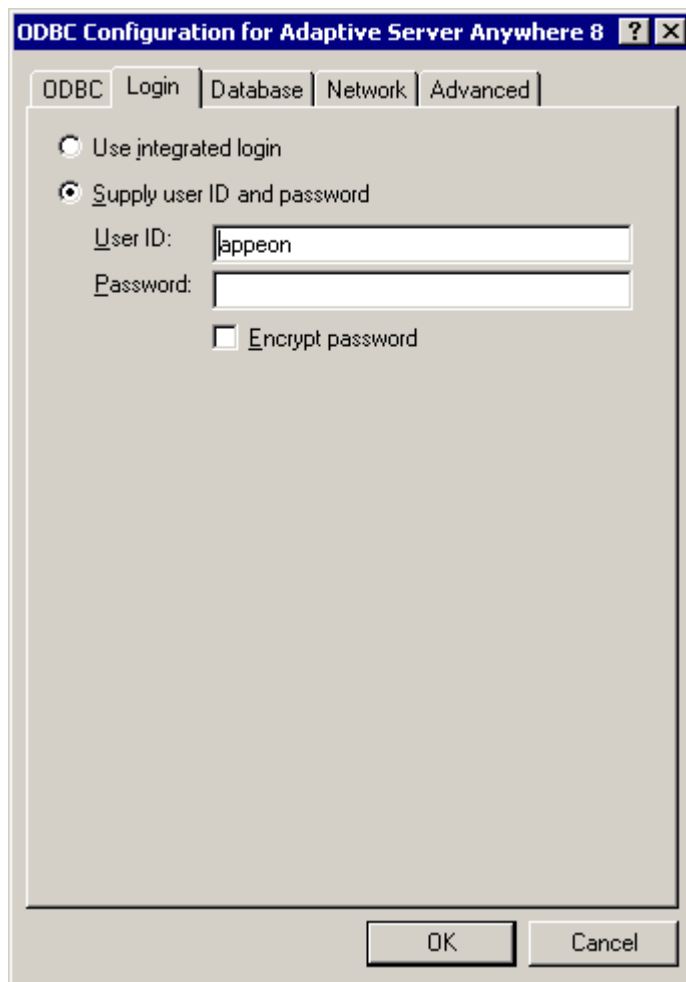


Note: AppeonServer.db applies an encrypted password. *Test Connection* on the ODBC tab will not be successful since the encrypted password is not available in Data Source Configuration.

Verify that the Appeondb data source configuration is the same as follows.

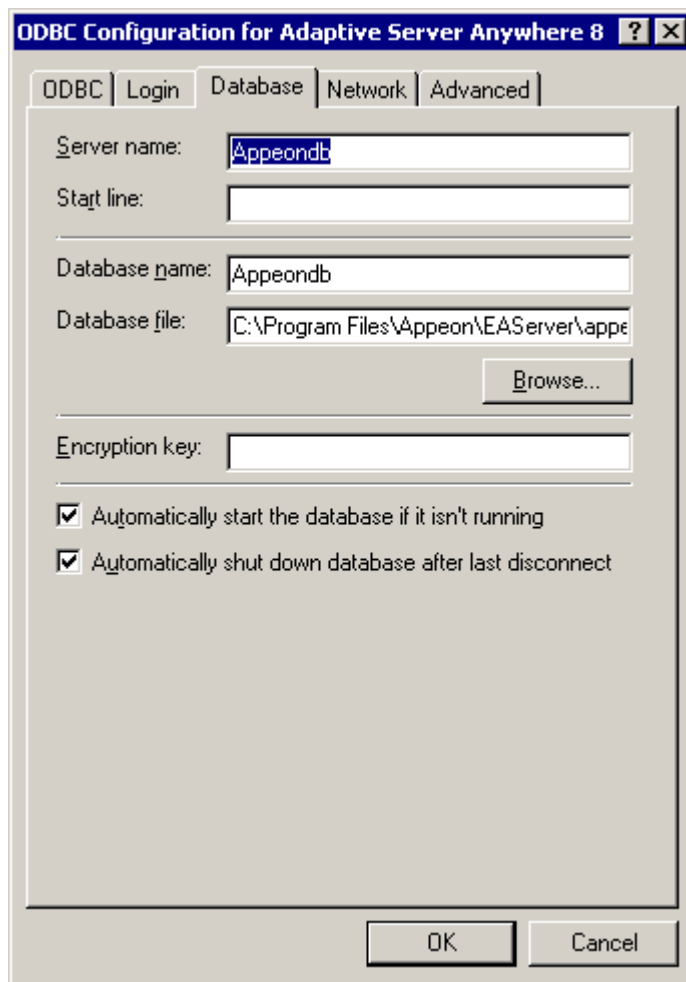
- Verify the Appeondb Login, as shown in Figure 6-3 (User ID: appeon; Password: *empty*).

Figure 6-3: Configure the Appeondb Login information



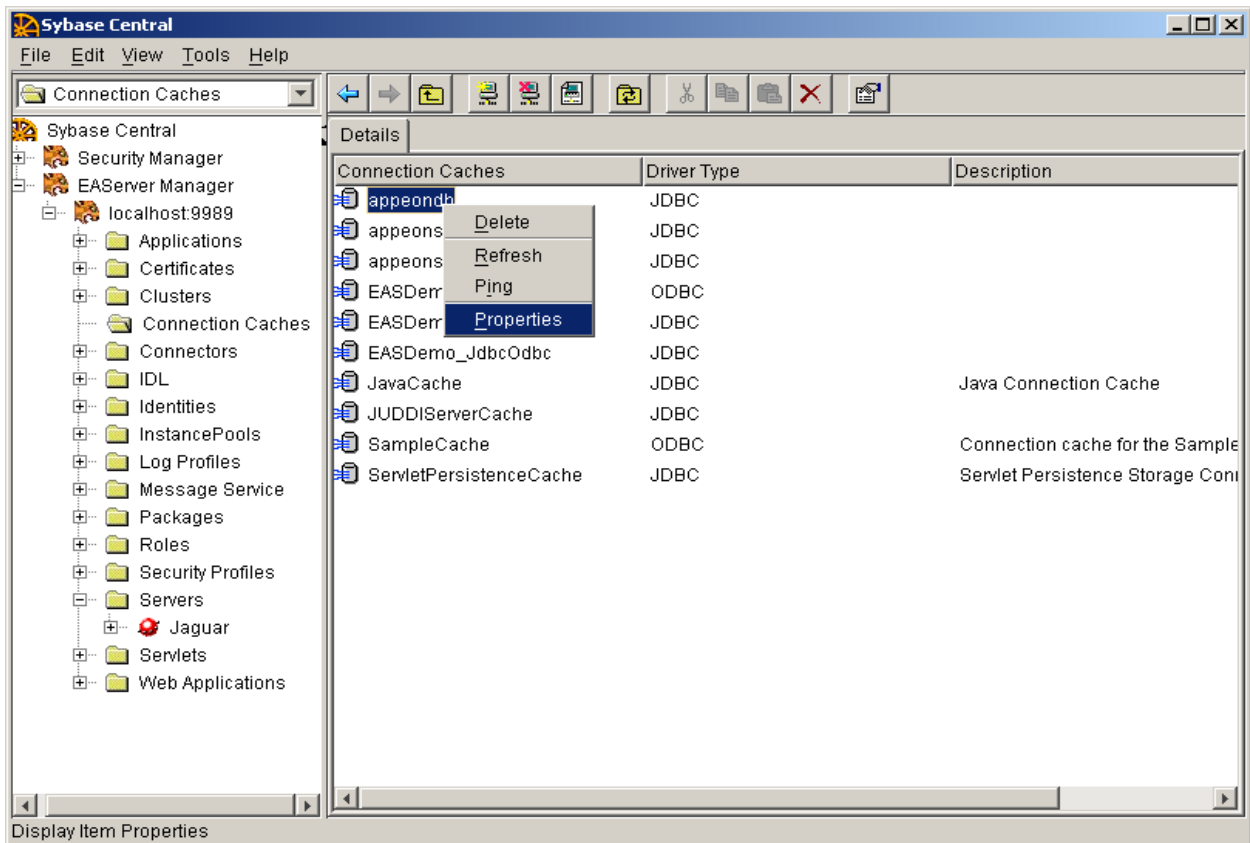
- Verify the Appeondb Database, as shown in Figure 6-4 (Database file: the full path to %JAGUAR%\appeon\db\AppeonServer.db).

Figure 6-4: Configure the Appeondb Database information



Step 2 – Right-click the appeondb connection cache in EAServer Manager and select “Properties” to open the Connection Cache Properties window, as shown in Figure 6-5.

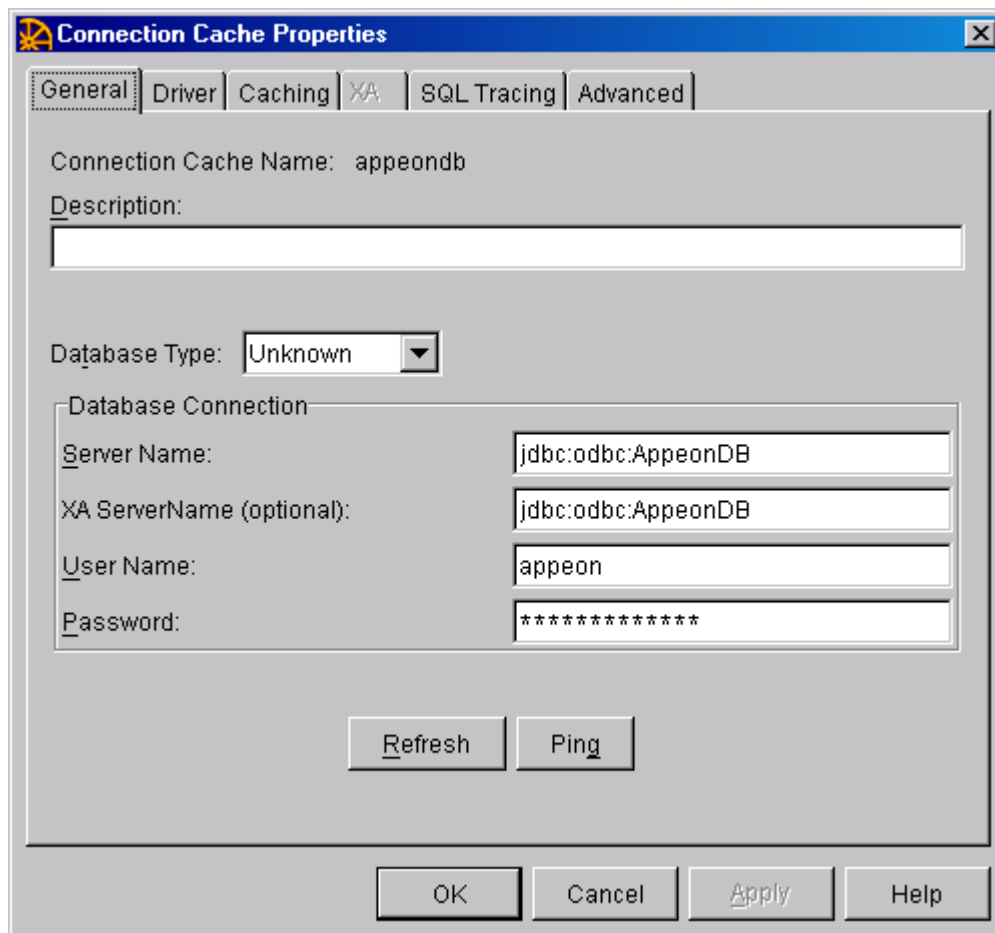
Figure 6-5: The appeondb connection cache configured in EAServer Manager



Verify the properties for the appeondb connection cache.

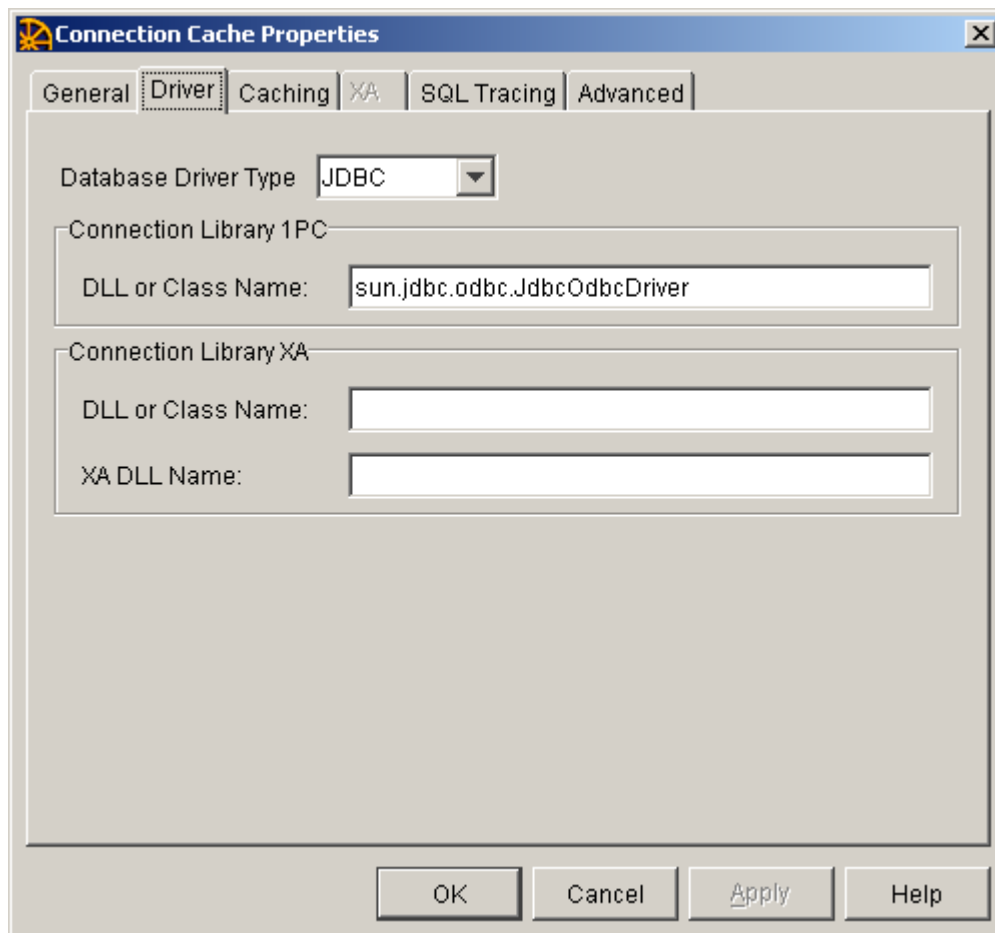
- Verify the configuration on the General tab, as shown in Figure 6-6 (Server Name: jdbc:odbc:ApeonDB; User Name: apeon). Make sure that the password keeps the default setting. If you have modified the Password, the appeondb connection cache will not work and you will have to reinstall Apeon Server to restore the default password.

Figure 6-6: General configuration for the appeondb connection cache



- Verify the configuration on the Driver tab, as shown in Figure 6-7. Select JDBC and specify the driver string as sun.jdbc.odbc.JdbcOdbcDriver.

Figure 6-7: Driver configuration for the appeondb connection cache



Step 3 – Right-click the appeondb connection cache in EAServer Manager and select “Ping” to test the database connection again.

6.2.14 Fail to ping appeonsample connection cache

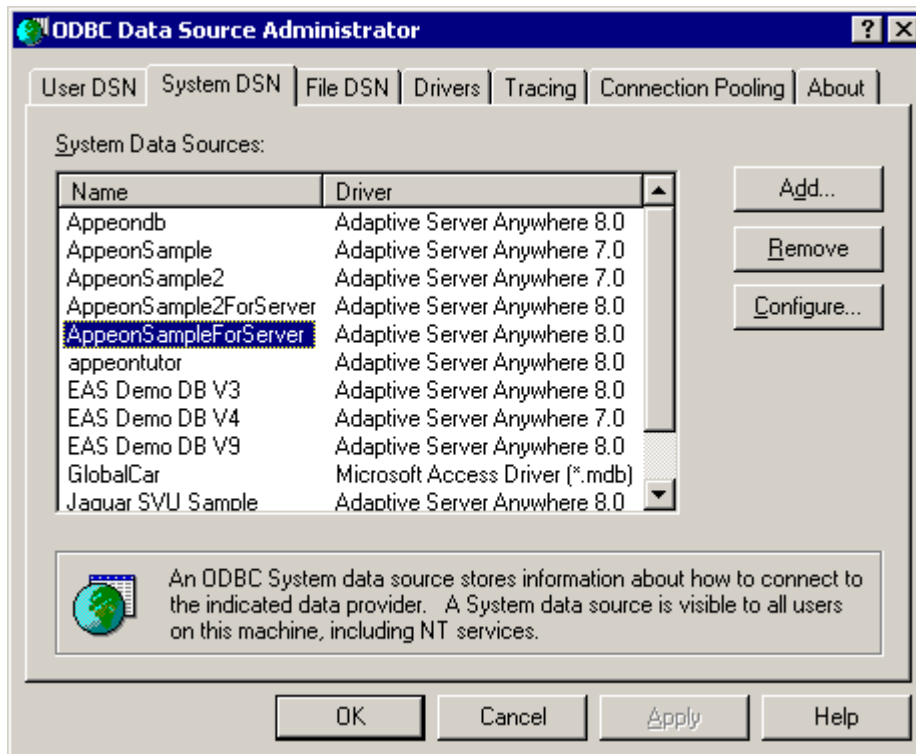
When pinging the appeonsample connection cache, no connection is made.

Cause: Ping of appeonsample fails because the connection cache is not established correctly.

Solution: Follow the steps below to fix the problem.

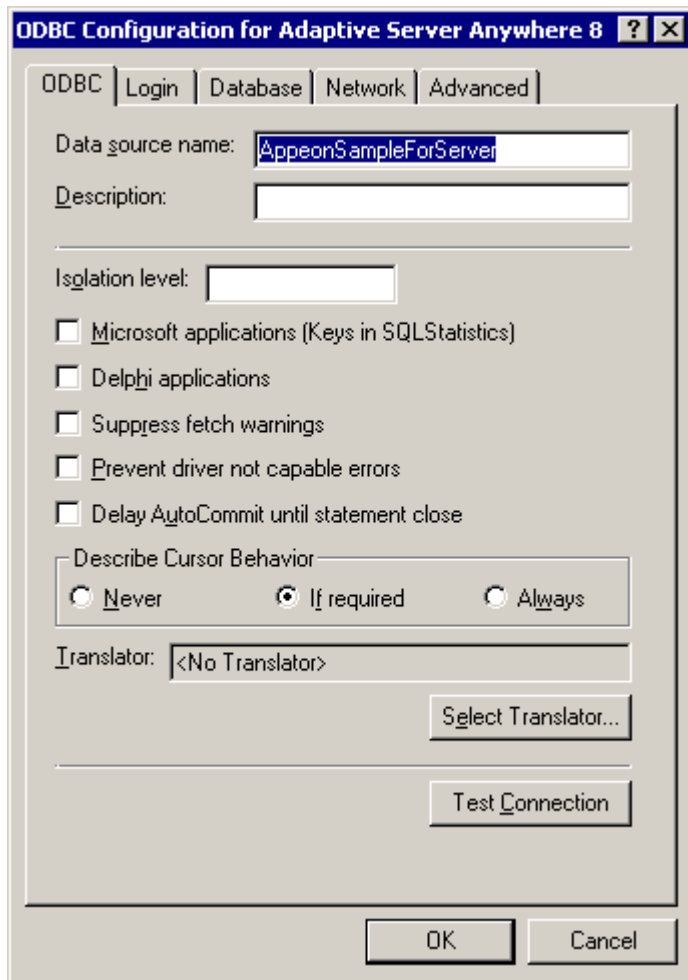
Step 1 – Verify that the AppeonSampleForServer system DSN exists in the ODBC Data Source Administrator (Windows Control Panel > Administrative Tools > Data Sources (ODBC)), as shown in Figure 6-8.

Figure 6-8: AppeonSampleForServer System DSN in ODBC Data Source Administrator



Select *Configure*, and click *Test Connection* on the ODBC tab to check AppeonSampleForServer connectivity, as shown in Figure 6-9.

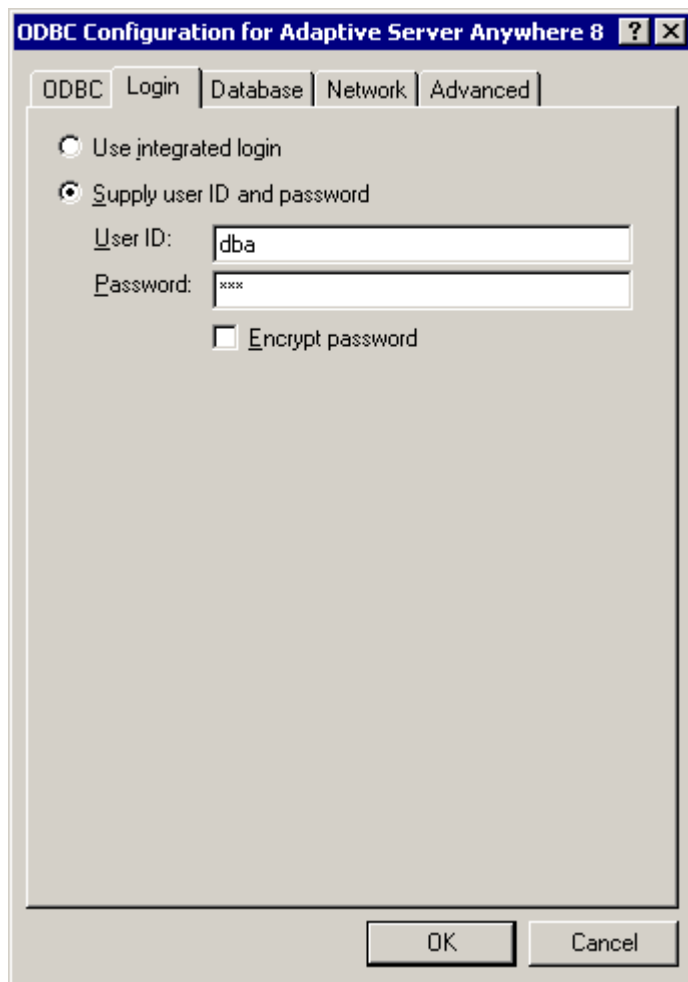
Figure 6-9: Test database connection with AppeonSampleForServer



If the Appeondb data source does not exist or the connection test fails, try to manually add/configure the data source.

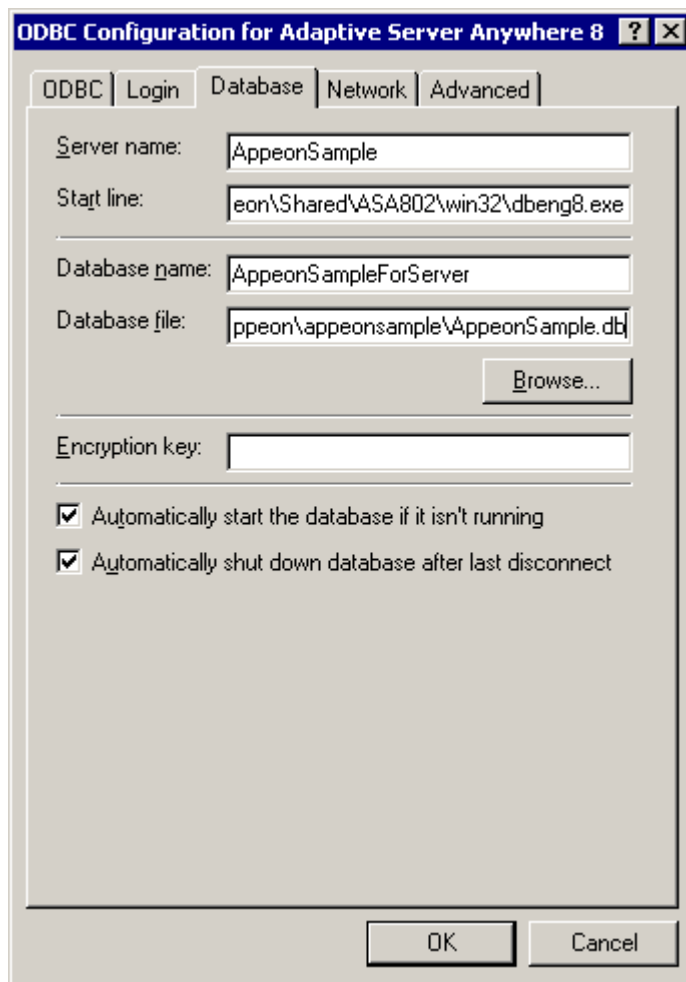
- Configure the Appeondb Login, as shown in Figure 6-10 (User ID: dba; Password: sql).

Figure 6-10: Configure the AppeonSampleForServer Login information



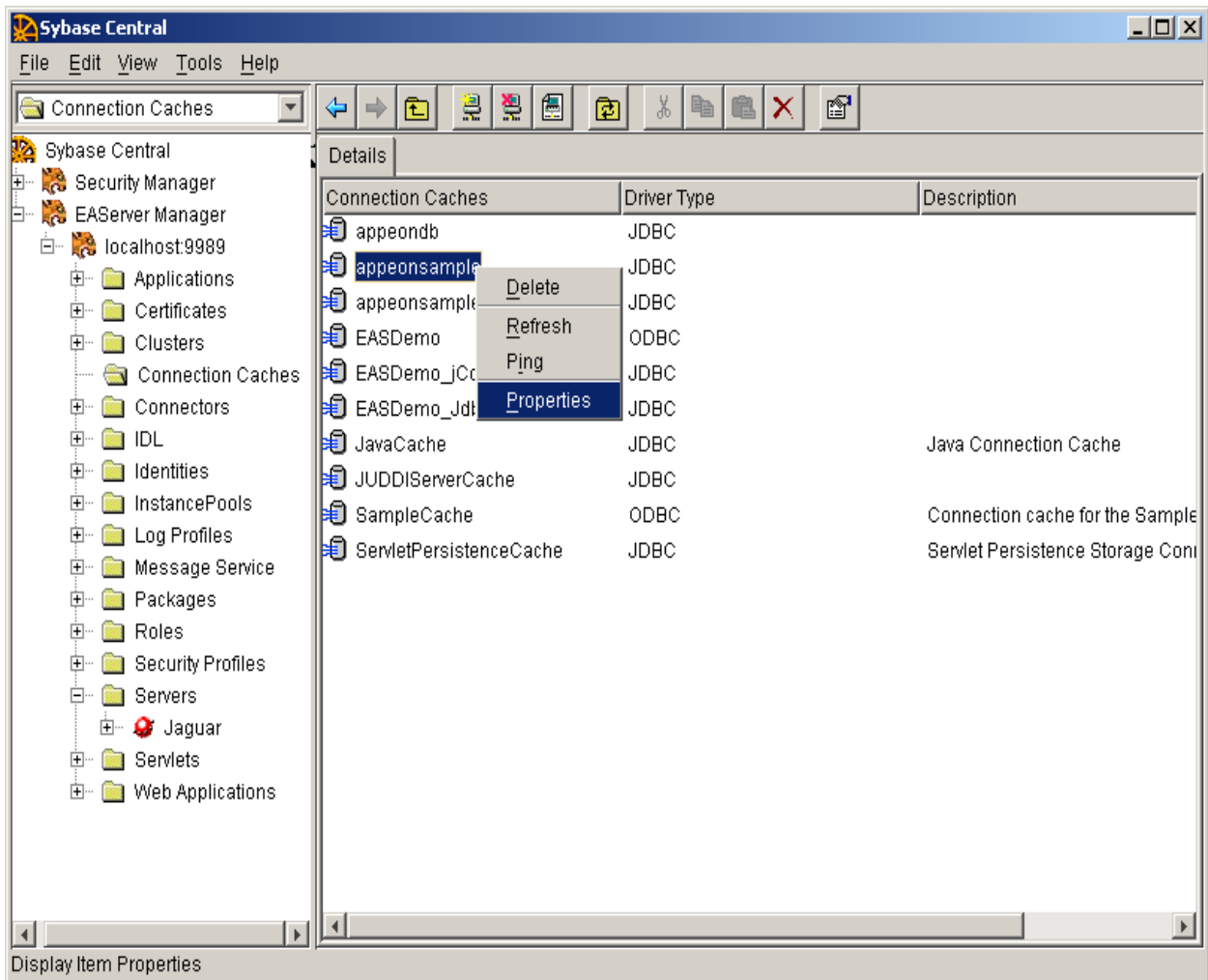
- Configure the AppeonSampleForServer Database, as shown in Figure 6-11.

Figure 6-11: Configure the AppeonSampleForServer Database information



Step 2 – Verify that the appeonsample connection cache exists in EAServer Manager, as shown in Figure 6-12.

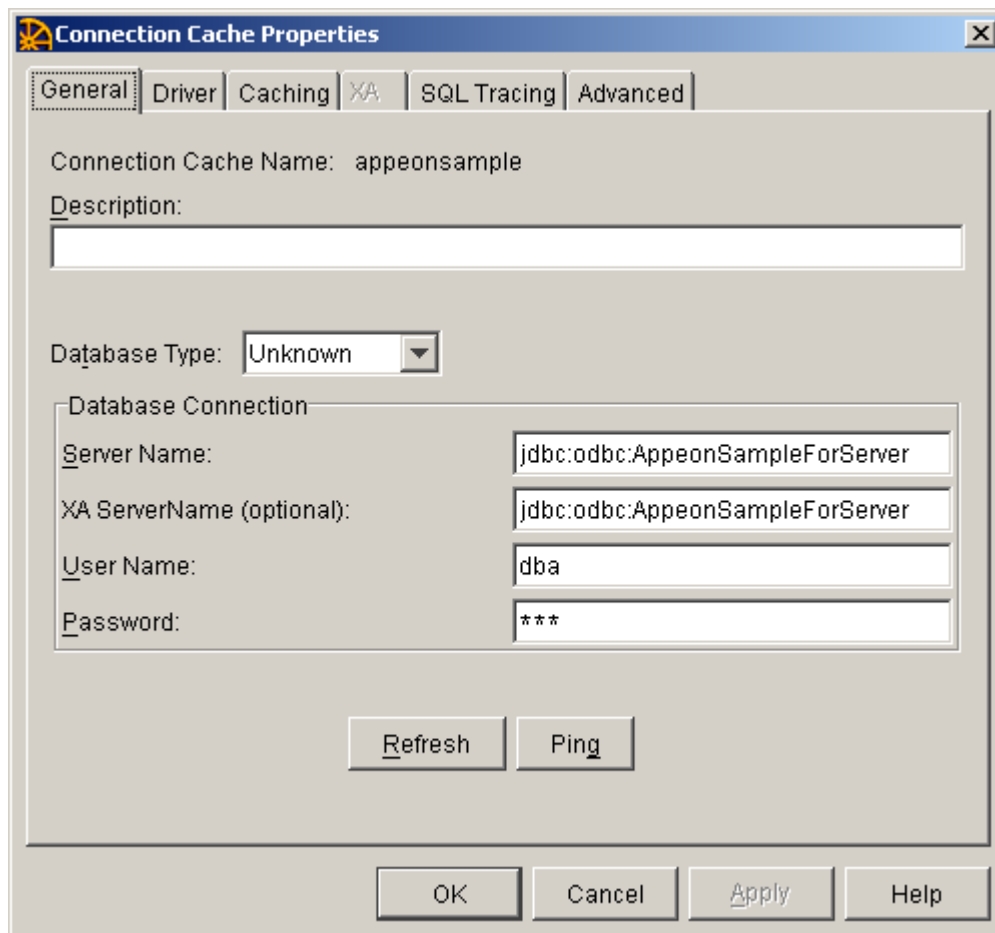
Figure 6-12: The appeonsample connection cache configured in EAServer Manager



Right-click the appeonsample connection cache and select “Properties” to open the Connection Cache Properties window.

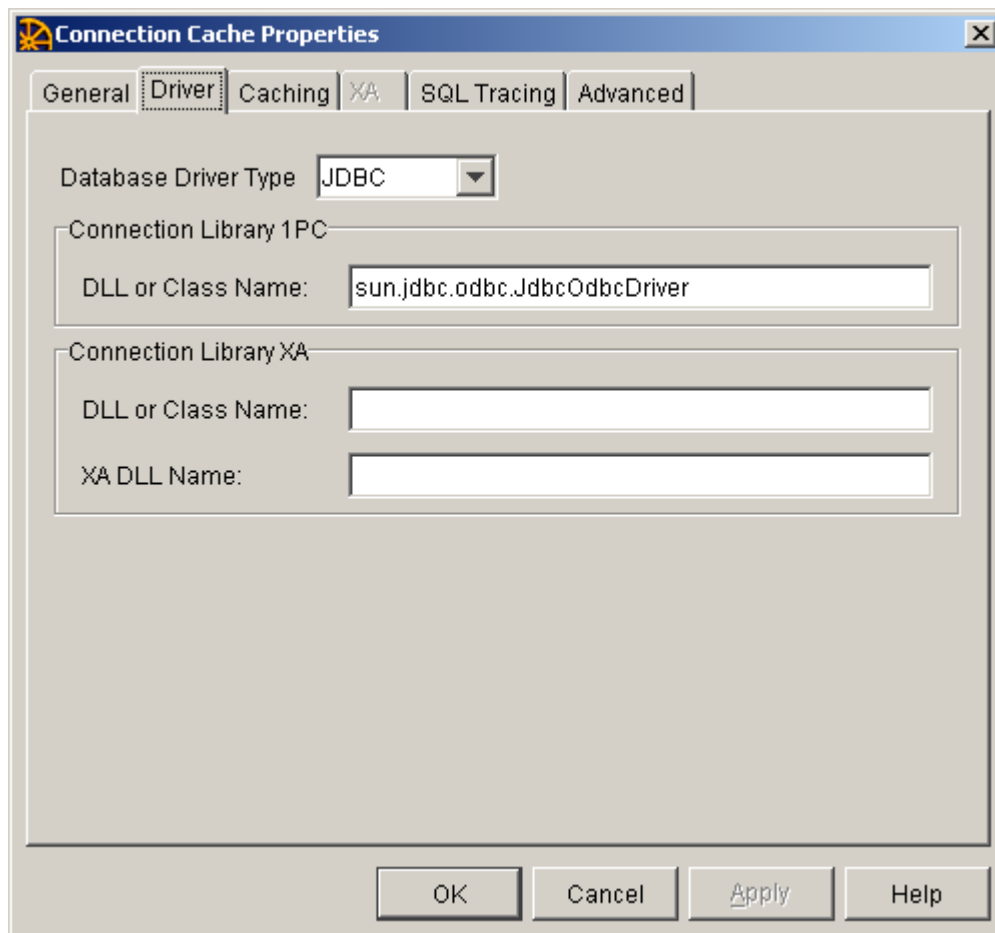
- Check the configuration in the General tab, as shown in Figure 6-13 (Server Name: jdbc:odbc:ApeonSampleForServer; User Name: dba; Password: sql).

Figure 6-13: General configuration of the appeonsample connection cache



- Check configuration in the Driver tab, and verify that the same settings are used as shown in Figure 6-14. Select JDBC and specify the driver string as “sun.jdbc.odbc.JdbcOdbcDriver”.

Figure 6-14: Driver configuration of the appeonsample connection cache



Step 3 – Right-click the appeonsample connection cache in EAServer Manager and select “Ping” to test the database connection again.

6.2.15 Fail to ping connection caches for SQL Server 2000

Cause A: The connection cache is not configured to use MS SQL Sever Native Driver.

Solution A: Use MS SQL Sever Native Driver for this application.

Cause B: The Database Host is incorrectly specified.

Solution B: Use Localhost, IP Address and machine name as the input parameter for the “Database Host”

Cause C: The SQL Server database is not updated enough

Solution C: Upgrade to at least SQL Server 2000 SP3. The latest Service Pack (SP4) for SQL Server is available at

<http://www.microsoft.com/downloads/details.aspx?familyid=8e2dfc8d-c20e-4446-99a9-b7f0213f8bc5&displaylang=en>.

6.2.16 “com.sybase.jaguar.util.JException: [Microsoft][SQLServer 2000 Driver for JDBC]Error establishing socket.”

Cannot get connection for cache and display the error message

“com.sybase.jaguar.util.JException: [Microsoft][SQLServer 2000 Driver for JDBC]Error establishing socket.”

Cause: The driver from Microsoft cannot handle windows integrated authentication.

Solution:

Step 1 – Make sure that SQL Server is set to mixed authentication. To do this, open enterprise manager, right click on server/properties.

Step 2 – Keeping the server properties dialog up, go to the general tab and push the network configuration button. Enable TCP/IP (it is disabled by default).

Step 3 – Add an SQL Server login account (not a Windows account).

Step 4 – Use the login setup in Step 3.

You can find detailed information from the following Website:

<http://support.microsoft.com/default.aspx?scid=kb:en-us:313178>

6.2.17 “java.sql.SQLException:[Microsoft][ODBC SQL Server Driver]Connection is busy with results for another hstmt ” Error when using the Microsoft SQLServer database

The connection cache can be pinged successfully. The DataWindows cannot open when you run the application on the Web. The error messages “java.sql.SQLException:[Microsoft][ODBC SQL Server Driver]Connection is busy with results for another hstmt” displays on the Web.

Cause: Use the JDBC-ODBC bridge driver when setting up the connection cache for Microsoft SQL Server.

Solution: Use the JDBC driver:

1. Before you configure a JDBC connection cache, there are a few preparations that need to be done. Refer to the *Checklist for JDBC driver preparation* section in the *Appeon Server Configuration Guide*.
2. If you change any setting of the connection cache, restart EAServer to apply the changes.

6.2.18 “Error converting data type varchar to datetime”

If the output parameter of a stored procedure is varchar, when the variable of the datetime type calls the parameter, the following error message displays in the SQLCA Information: “Error converting data type varchar to datetime”.

Cause: The varchar parameter fails to be converted to datetime, because the parameter length is too short in the database; for example, varchar(10).

Solution: Modify the code.

Call the varchar parameter with a string variable.

6.2.19 "ORA-01461" error in AEM when test a connection cache

Failed to test the connection cache in AEM and prompted with “ORA-01461 error”

Cause: This is an oracle JDBC driver error.

Solution: Update to the latest driver released in Oracle Web site.

6.2.20 "oracle 9i failed: System.Data.OracleClient requires Oracle client software version 8.1.7 or greater"

Failed to test the connection cache in AME and prompted with the error messages “oracle 9i

failed: System.Data.OracleClient requires Oracle client software version 8.1.7 or greater”

Cause: Oracle 9i Client software requires that the login user have the Authenticated User privilege to the Oracle Home in the client hosting machine.

Solution: You can follow the instruction below to finish the right grant:

Step 1- Login to Windows as a user with Administrator privileges.

Step 2 - Launch Windows Explorer from the Start Menu and navigate to the ORACLE_HOME folder. This is typically the "Ora9i" folder under the "Oracle" folder (i.e. D:\Oracle\Ora9i).

Step 3 - Right-click on the ORACLE_HOME folder and choose the "Properties" option from the drop down list. Then the Properties window should appear.

Step 4 - Click on the Security tab of the Properties window.

Step 5 - Click on Authenticated Users item in the Name list (on Windows XP the Name list is called Group or user names).

Step 6 - Uncheck the Read and Execute box in the Permissions list under the Allow column (on Windows XP the Permissions list is called Permissions for Authenticated Users).

Step 7- Re-check the Read and Execute box under the Allow column (this is the box you just unchecked).

Step 8 - Click the Advanced button and in the Permission Entries list make sure you see the Authenticated Users listed there with:

Permission = Read & Execute

Apply To = This folder, subfolders and files

Double check the Apply onto drop-down box and make sure it is set to This folder, subfolders and files.

Step 9 - Click the Ok button until you close out all of the security properties windows. The cursor may present the hour glass for a few seconds as it applies the permissions you just changed to all subfolders and files.

Step 10 - Reboot your computer to assure that these changes have taken effect.

6.2.21 Procedure 'appeon_procdatabjects' not found

Web application cannot run properly on the Web and the “Procedure 'appeon_procdatabjects' not found” error is reported in AppeonServer log file.

Cause: A possible cause of the error is you configured DataWindow connection cache in AEM but forgot to execute corresponding SQL to make this feature take effect.

Solution: Execute corresponding SQL according to the instructions in the section in DataWindow Data Cache in Appeon Server Configuration Guide.

6.2.22 EAServer 6.x startup error

The following errors occur when starting EAServer 6.x from the DOS mode, as shown in Figure 6-15.

Figure 6-15: Starting EAServer 6.x from the DOS mode

```

at com.appeon.Server.run(Server.java:252)
at com.appeon.server.controller.ThreadWrapperImpl.run(ThreadWrapperImpl.
java:22)
at java.lang.Thread.run(Thread.java:595)
log4j:ERROR Ignoring configuration file [F:\Program Files (x86)\Sybase\EAServer6
\bin\..\appeon\repository\testamd64b\config\log4j.properties].
log4j:WARN No appenders could be found for logger (com.appeon.server.services.co
nfigassistant.ConfigAssistantServiceUtils).
log4j:WARN Please initialize the log4j system properly.
Appeon Server started. Version 6.0.0231.00 on 2008-04-30
Accepting Connections: http://testamd64b:8000
Accepting Connections: https://testamd64b:8001
Accepting Connections: https://testamd64b:8002
Accepting Connections: http://localhost:9988
Server Started
The Management Console can be accessed at http://testamd64b:8000/console
The Management Console can be accessed at https://testamd64b:8001/console
java.lang.NullPointerException
at com.appeon.server.config.ServerConfigFacade.acquireLogDestination(Ser
verConfigFacade.java:412)
at com.appeon.server.config.AppeonConfig.getLogDestination(AppeonConfig.
java:262)
at com.appeon.server.log.Log.getLogParentPath(Log.java:515)
at com.appeon.server.log.Log.initExceptionWriter(Log.java:85)
at com.appeon.server.log.Log.<clinit>(Log.java:63)

```

Cause: More than one EAServer 6.x instance is running, and the port that Appeon requires is occupied by the running instance, this causes Appeon Server to fail to generate the complete configuration file during startup.

Solution: Please go to {EAServer6}\appeon\repository\{instance_name}\config folder and verify that it contains the following 10 files:

- aem-config.xml
- aem-mapping.xml
- appeoncache.conf
- applications-config.xml
- cluster-config.xml
- threadqueue.xml
- server-config.xml
- mapping.xml
- log4j.properties
- cluster-mapping.xml

If any of the above files is missing, please delete the entire {EAServer6}\appeon\repository\{instance_name}\ folder (including files in it) and start EAServer again.

6.2.23 Fail to start Appeon Server on JEUS

Appeon Server cannot be started at the first time.

Cause: The JEUS server is not correctly configured.

Solution:

Step 1 – Make sure the node is successfully booted (see Figure 6-17). In the JEUS Web Manager, select the node name in the JEUS Node Tree pane, and then click *Control* on the right pane. Select the node name check box in the Boot tab and click *OK*, as shown in Figure 6-16.

Figure 6-16: JEUS Web Manager

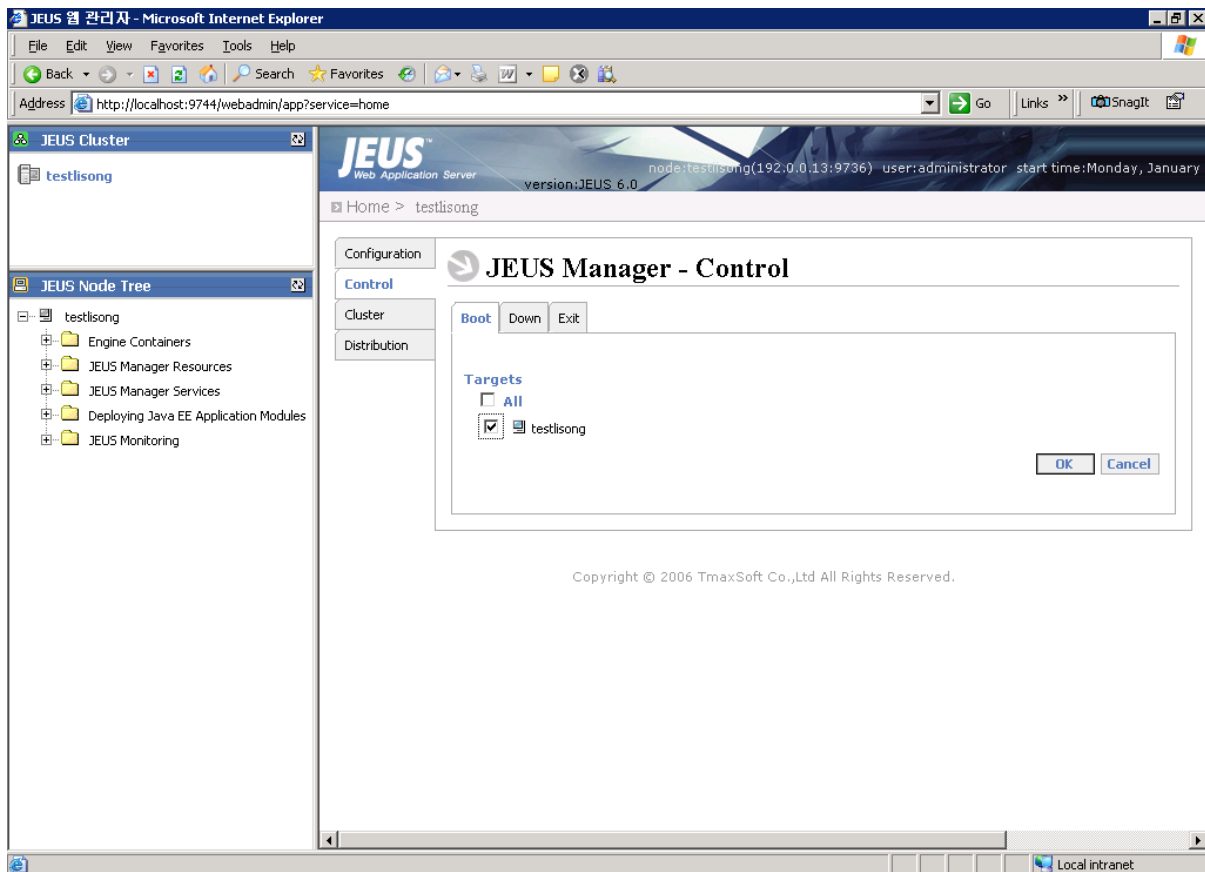
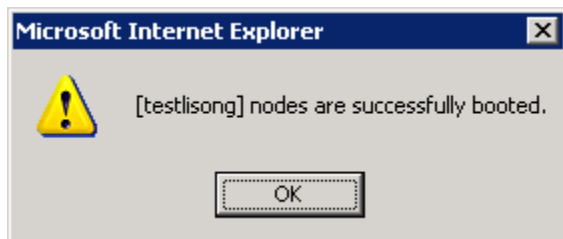
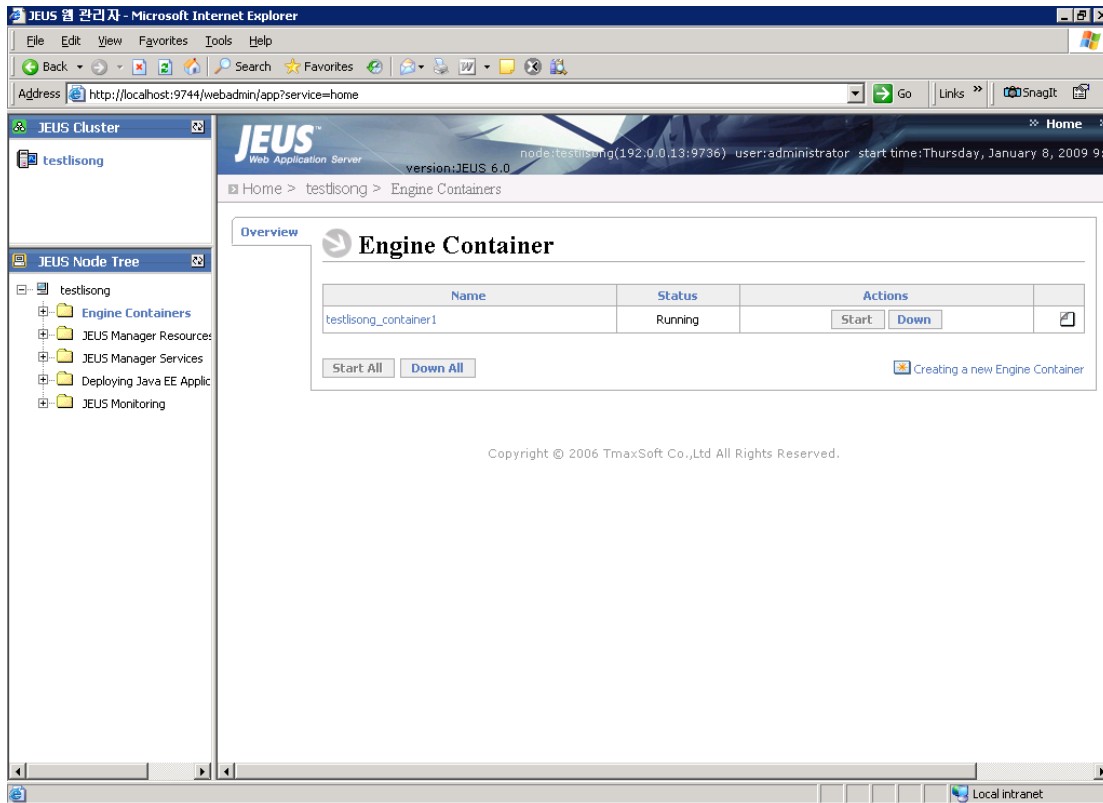


Figure 6-17: Nodes are successfully booted



Step 2 – Make sure the Engine Container is on Running status via clicking the node name | Engine Containers (Figure 6-18).

Figure 6-18: Engine Container page in JEUS Manager



7 Troubleshooting PowerBuilder and EAServer

This section contains information about PowerBuilder and EAServer issues that may typically occur when using them with Appeon. If you cannot resolve the problem with this troubleshooting guide, please contact technical support by clicking the *Contact Support* link at <http://www.sybase.com/support/>.

7.1 PowerBuilder issues

7.1.1 Nested reports over five pages do not display

Nested reports longer than five pages cannot be displayed in DataWindows in the deployed Web application.

Cause: A PowerBuilder limitation.

Solution: Sybase recommends that you view/print the nested reports longer than five pages in PDF format.

7.1.2 Upgrading to a different Build of PowerBuilder

When updating the PowerBuilder version to another Build, objects in the original PowerBuilder application occasionally fail to be automatically migrated to a new Build.

Cause: A PowerBuilder limitation.

Solution: Perform a “Full Build” on existing PowerBuilder applications after a Build upgrade has been made to PowerBuilder.

7.1.3 Data range issue with n-Tier NVOs

If the data used in the PowerBuilder NVO is beyond the range that the corresponding Java code can support, there will be errors when it is deployed to the Web.

Cause: PowerBuilder NVOs and the generated Java components support different data ranges. For example, in PowerBuilder, the supported range for an Unsigned Integer is 0-65,535, whereas the corresponding Java component will only support a range no larger than 32,767.

Solution: Use a different data type, or keep the data value within the scope that both PowerBuilder and Java support.

7.2 EAServer issues

7.2.1 Cannot start EAServer Manager

Fail to start EAServer Manager.

Cause: EAServer Manager will not start when the CLASSPATH and/or PATH system environment variables are too long. The EAServer batch files (serverstart.bat, jagmgr.bat, etc.) configure the CLASSPATH environment variable. The Appeon installation program adds several entries to these path variables, which can make it too long for EAServer Manager to handle on some system configurations. When the CLASSPATH variable is over 260 characters, the batch files may fail, preventing EAServer Manager from starting properly.

Solution: There are three workarounds, the user can select one:

1. Usually the EAServer installation path is "C:\Program Files\Sybase\EAServer". If the path is shortened (for example, "D:\EAServer"), the CLASSPATH variable length will be reduced.
2. Use the Control Panel to edit the user and system CLASSPATH variables, and remove unnecessary entries:

Step 1 – In Windows launch System Properties from the Control Panel and navigate to the Advanced tab.

Step 2 – Click *Environmental Variables*, and find the CLASSPATH variable.

Step 3 – Edit the CLASSPATH variable and reduce the length of the string to less than 260 characters.

It is recommended that you backup the Variable Value for the CLASSPATH before modifying the variable, as this allows you to restore it later.

Step 4 – Restart the computer.

3. Create a batch file for setting the CLASSPATH to include the necessary classes:

Step 1 – Create a batch file called user_setenv.bat in the EAServer bin directory (%JAGUAR%\bin). %JAGUAR% indicates the EAServer installation directory, for example, C:\Program Files\Sybase\EAServer\.

Step 2 – In this file, set the CLASSPATH to include only those classes that you require and that are not added to CLASSPATH in EAServer batch files.

For more information, refer to Sybase's *EAServer Troubleshooting Guide* available at <http://sybooks.sybase.com/nav/base.do>.

7.2.2 Starting EAServer fails

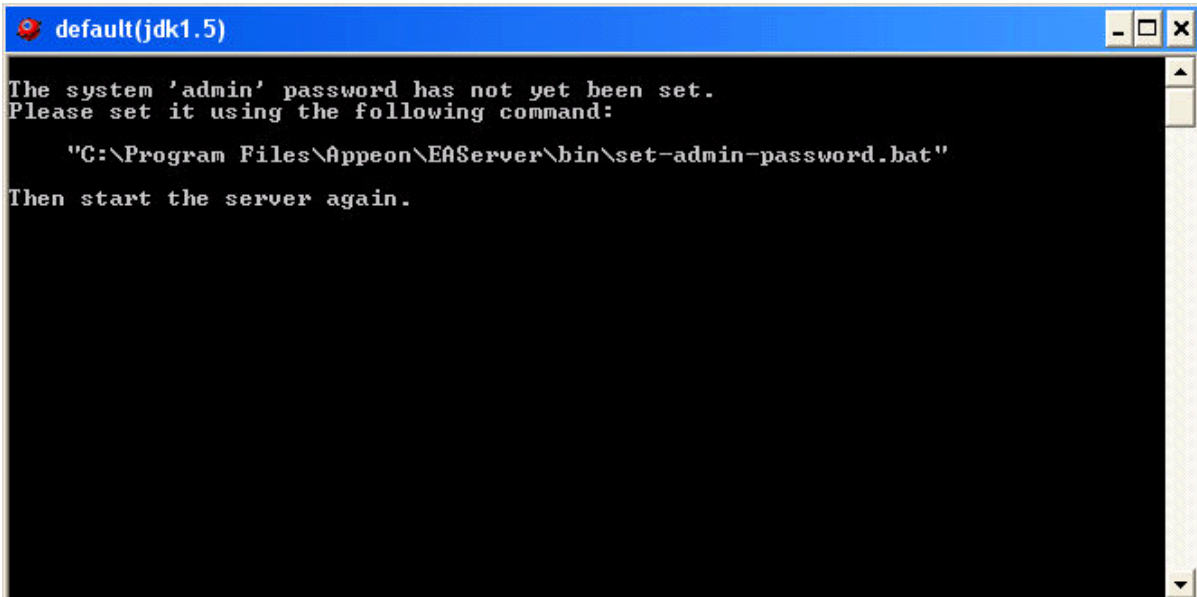
Unable to start EAServer.

Cause: The Message Service is configured in EAServer, but the message service database is not running.

Solution: Either start the message service database, or disable the message service. For more information, refer to the EAServer user documentation.

7.2.3 EAServer cannot start and with the prompt that “the system ‘admin’ password has not yet been set.”

Cause: Unlike EAServer 5.x, you must set a valid password for EAServer 6.1/6.2, otherwise, errors will occur when EAServer 6.1 is started, because EAServer 6.1/6.2 does not allow null password.



Solution: Take the following steps to set password for EAServer 6.1/6.2:

Step 1: Run the following command in the DOS window:

```
set-admin-password.bat
```

Step 2: Input a password that has at least six characters combining both letters and numbers.

Step 3: Make sure you get the following message saying that the password is set successfully, as shown in the following figure.



7.2.4 “Create appeon component failed” error

None of the DataWindows can be retrieved successfully when running the Appeon demos. The error message is displayed as “Create appeon component failed”.

Cause: Installing the XML option or EJB option for ASE sets a license restriction to EA Server. If the XML option or EJB option for ASE is installed, when EA Server is started, it shows “Sybase Enterprise Application Server (ASE Edition)”; also the `lmgrd.log` file in the SySAM directory lists ASE_EJB as an included option.

Solution: Remove the ASE_XMLMGMT key from the SySAM license manager and then restart the manager.

7.2.5 Pinging connection cache fails when using the ASA JDBC driver

A connection cache is created but fails to function and creates an error beginning with “Ping of Connection Cache failed...” The database uses Sybase Adaptive Server Anywhere; iAnywhere JDBC-ODBC Bridge Driver is used for the connection cache.

Cause: The ASA JDBC driver and EA Server possibly fail to locate the `dbjodbc8.dll` file.

Solution: Follow the suggested steps to rectify your problem.

Step 1 – Upgrade ASA to ASA 8.0.2 build 4361 or ASA 9.

Step 2 – Navigate to `\Sybase\SQL Anywhere 8\java\jodbc.jar`, and copy the `jodbc.jar` file to the `%JAGUAR%\java\lib` folder (Windows) or `$JAGUAR/java/lib` (SUN SOLARIS).

Step 3 – Navigate to `\Sybase\SQL Anywhere 8\win32\dbjodbc8.dll`, and copy the `dbjodbc8.dll` file into the directory: `\Sybase\Shared\jdkversion\ire\bin\`. *Jdkversion* indicates which version of JDK is used, for example, `jdk1.2.2_10`, `jdk1.3.1_06`, or `jdk1.4.1_03`.

Step 4 – Restart EA Server.

Step 5 – (Assuming that `ase_odbc` is the data source which is set up in ODBC manager and used to connect to ASE database) The `ServerName` will be similar to `"jdbc:odbc:dsn=ase_odbc"`

For more information, refer to Sybase’s *EA Server Troubleshooting Guide* available at <http://sybooks.sybase.com/nav/base.do>.

7.2.6 Support for non-JDBC drivers

The Web application requires support for non-JDBC drivers.

Cause: Please refer to Sybase’s *EA Server Troubleshooting Guide* available at <http://sybooks.sybase.com/nav/base.do>.

Solution: Apeon Server uses JDBC. You can also use Apeon Server with ODBC through JDBC via the iAnywhere, Merant, and Sun drivers.

Apeon Server supports ASE & Oracle Native Drivers through n-Tier Apeon Server Components by simply:

Step 1 – Create an ASE or Oracle Native Connection Cache.

Step 2 – Code a POWERBUILDER NVO that connects to the Native Connection Cache.

Step 3 – Pass an Apeon Server result set or returning arguments to the Client web application and back via the Apeon DataWindow/DataStore `GetFullState`, `SetFullState`, `GetChanges`, and `SetChanges`. In string format instead of BLOB format since JavaScript does not support the BLOB format.

For information about other possible solutions, refer to Sybase’s *EA Server Troubleshooting Guide* available at <http://sybooks.sybase.com/nav/base.do>.

7.2.7 Failed to create new data sources

Failed to create a new data source in Sybase Management Console, typically prompted with the following error message "An error occurred while creating the new data source. Exception was:javax.management.MBeanException."

Cause: The JDBC driver configuration that you performed before the data source creation cannot automatically take effect if the EA Server is running as service.

Solution A: Use the foreground EA Server which runs in the console window.

Step 1 - Stop the EA Server service from Control Panel | Administrative Tool | Services.

Step 2 - Start the EA Server from the Start button or using command line.

Step 3 - Configure the data source again.

Solution B: Reinstall the EA Server service to make the JDBC configuration take effect.

Step 1 - Stop the EA Server service

Step 2 - Uninstall the EA Server service. Change to the EA Server bin subdirectory, and run service [-servicename service] -remove command, substituting the service name for service. For example:

```
C:\Program Files\Sybase\EA Server\bin service -servicename EA Server -remove
```

Step 3 - Install the EA Server service. Stay in the bin folder and run the following command line, and run service [-servicename service] -install command. For example:

```
C:\Program Files\Sybase\EA Server\bin service -servicename EA Server -install
```

Solution C: Manually configure the JDBC driver in classpath in the winservice.ini file. Take configuring oracle JDBC driver as an example.

1. Go to Administrative Tools | Services
2. Find your EA Server service and open the Properties window. You can find the service's ini file path from Path to executable.

For example,

```
"D:\Program Files\Sybase\EA Server6\bin\jstl.exe" -ini "D:\Program Files\Sybase\EA Server6\bin\..\config\winservice_EA Server.ini"
```

3. Open the INI file directory and add the path of the "ojdbc14.jar" file to the corresponding line. For example,

```
param19 = c:\eas\eam61014\bin\..\lib\ext\ojdbc14.jar; c:\eas\eam61014\bin\..\lib\eam-server-14.jar;c:\eas\eam61014\bin\..\lib;c:\eas\eam61014\bin\..\ant\lib\ant.jar; c:\eas\eam61014\Shared\jdk1.4.2_10\lib\tools.jar; c:\eas\eam61014\bin\..\lib\fips\jdk14\sslplus_nio.jar; c:\eas\eam61014\bin\..\lib\fips\jdk14\sslplus.jar; c:\eas\eam61014\bin\..\lib\fips\jdk14\EccpressoFIPSJca.jar; c:\eas\eam61014\bin\..\lib\fips\jdk14\EccpressoFIPS.jar; c:\eas\eam61014\PowerBuilder\pbejbclient100.jar;c:\eas\eam61014\bin\..\genfiles\java\classes; c:\eas\eam61014\bin\..\lib\ext\jconn3.jar;c:\eas\eam61014\bin\..\lib\ext\jTDS3.jar; c:\eas\eam61014\bin\..\lib\ext\pbejbclient100.jar; c:\eas\eam61014\bin\..\lib\ext\pbejbclient105.jar;c:\eas\eam61014\bin\..\lib\ext\pbjdbc12100.jar; c:\eas\eam61014\bin\..\lib\ext\pbjdbc12105.jar;
```

8 Technical Support

Technical support information is available at <http://www.sybase.com/support>. Please click the *Contact Support* link for help.

When logging a case, you may be requested to provide Sybase Technical support with your environment information as well as a reproducible test case. The following table outlines some of the information that you may need to provide to aid in troubleshooting your issue.

Table 8-1: Information that may be required for logging the case

File Type	File Name
Application Server Configuration File	<p>For EAServer: <EASERVER>\Repository\Instance\com\sybase\djcs\server\ApplicationServer\{INSTANCE_NAME}.properties <EASERVER>\bin\run_server.bat <EASERVER>\bin\djcs-setenv.bat</p> <p>For WebLogic: <WL_Domain>\setEnv.sh <WL_Domain>\startWebLogic.sh <WL_Domain>\config.xml <WL_Domain> indicates the domain path of WebLogic server.</p> <p>For WebSphere: <WAS_HOME>\startServer.sh <WAS_HOME> indicates the home directory of WebSphere server.</p> <p>For JEUS running on Windows: <JEUS_HOME>\bin\jeus.properties.cmd <JEUS_HOME>\jeus.cmd <JEUS_HOME>\datasources.xml <JEUS_HOME> indicates the installation path of JEUS.</p>
Application server log file	<p>For EAServer: <EASERVER>\logs \ {INSTANCE_NAME} .log</p> <p>For WebLogic: <WL_Domain>\mydomain.log and all <WL_Domain>\mydomain.log* files * indicates the sequence number of the log files.</p> <p>For WebSphere: All files in the <WAS_HOME>\logs\server1 folder</p> <p>For JEUS running on Windows: All files in the <JEUS_HOME>\logs folder.</p>
Appeon Server configuration file	<p>For Appeon Server installed to EAServer, WebLogic and WebSphere: All files in the <appeonserver>\repository\<instancename>\config folder.</p> <p>For Appeon Server installed to IIS: All files in the <appeonserver>\AEM\config folder. <appeonserver> indicates the Appeon Server installation.</p>
Appeon Server log file	<p>For Appeon Server installed to EAServer, WebLogic, WebSphere running on Windows All files in the <appeonserver>\repository\<instancename>\log folder.</p> <p>For Appeon Server installed to IIS: All files in the <appeonserver>\AEM\Log folder. <appeonserver> indicates the Appeon Server installation path.</p>
Appeon Server Repository DB	<p>For Appeon Server installed to EAServer: <appeonserver>\db\AppeonServer.db</p> <p>For Appeon Server installed to WebLogic, WebSphere, or JEUS:</p>

	<p><appeonserver>\repository\<instancename>\db\appeondb.script</p> <p>For Appeon Server installed to IIS: All files in the <appeonserver>\AEM\db folder. <appeonserver> indicates the Appeon Server installation path.</p>
Appeon license file	<p>For Appeon Server installed to EAServer, WebLogic, and WebSphere: %appeonserver%\license.appeon</p> <p>For IIS: %appeonserver%\AEM\bin\license.appeon</p>
Web Server configuration file	<p>httpd.conf</p>
Web Page file	<p><i>Web Server path\application name>window name.html</i></p> <p><i>Web Server path\application name>window name.js</i></p> <p><i>Web Server path\application name\all DataWindows on window.xml</i></p> <p>Note: If the window named includes inheritance, then also supply all ancestors.html and ancestors.js files.</p>
PowerBuilder exported source code file	<p><i>PowerBuilder application path\exported window name.srw</i></p> <p><i>PowerBuilder application path\exported DataWindow names.srd</i></p> <p>Note: Exported windows should include exported ancestor windows and exported ancestor user objects.</p>

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