

Appeon Troubleshooting Guide

Appeon™ 2.7 for PowerBuilder®
FOR WINDOWS

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1 About This Book

1.1 Audience

This book is written for the users of Appeon™ 2.7 for PowerBuilder® for troubleshooting issues that may occur with all product components: Appeon Developer, Appeon Server, and AEM.

1.2 How to use this book

The purpose of this document is to serve as a guide for troubleshooting issues that users may encounter when using Appeon 2.7 for PowerBuilder.

This document is composed of eight chapters:

Chapter 1: About This Book

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

Chapter 2: Troubleshooting Installation

Provides workarounds and information for issues related to installing Appeon 2.7.

Chapter 3: Troubleshooting Appeon Developer

Provides workarounds and information for issues related to using the Appeon Developer Toolbar functions.

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 the Appeon-deployed Web applications and Appeon-provided demo applications.

Chapter 6: Troubleshooting AEM

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

Chapter 7: Troubleshooting Sybase Issues

Provides workarounds and information for issues related to using PowerBuilder, EAServer, Adaptive Server Anywhere, and other Sybase products in conjunction with Appeon 2.7 for PowerBuilder.

Chapter 8: Technical Support

Important information regarding technical support.

1.3 Related documents

Appeon provides the following user documents for you to better understand its products:

- *Appeon Installation Guide*

Instructions on how to install Appeon for PowerBuilder successfully.

- *Appeon Demo Applications Tutorial*

Introduction to the Appeon demo applications, including the Appeon Sales Application, the Appeon Code Examples, and the Appeon ACF Demo that show Appeon capability in converting PowerBuilder applications to the Web.

- *Appeon Developer User Guide*

Instructions on using the Appeon Developer toolbar integrated into PowerBuilder IDE to perform various tasks related with Web migration.

- *Appeon Enterprise Manager User Guide*

Guide on the usage of Appeon Enterprise Manager, the Web application to maintain Appeon Web applications and Appeon Server over the Internet or an intranet.

- *Appeon Migration Guide*

Process-oriented guide that illustrates the complete diagram of the Appeon Web migration procedure, and includes various topics regarding steps in the procedure.

- *Appeon Supported Features Guide*

Detailed list on what PowerBuilder programming features are supported and can be converted to Web with Appeon.

- *Appeon Performance Tuning Guide*

Instructions on how to modify a PowerBuilder application to achieve better performance when deployed to the Web.

- *Appeon Troubleshooting Guide*

Information about troubleshooting issues regarding various aspects such as product installation, Web deployment, AEM, Web applications runtime, etc.

1.4 If you need help

Each Appeon installation that has purchased a support contract from Sybase has one or more designated people who are authorized to contact Sybase Technical Support. If you cannot resolve a problem using the manuals or online help, please have the designated person contact Sybase Technical Support or the Sybase subsidiary in your area.

2 Troubleshooting Installation

The sections below provide users some troubleshooting strategies to problems related with the installation of Appeon 2.7 for PowerBuilder. If you cannot resolve your problem with this troubleshooting guide, please contact technical support. For technical support information, please visit <http://www.sybase.com/support/> and click the *Contact Support* link.

2.1 Appeon Developer setup cannot detect PowerBuilder

Issue: The Appeon Developer installation displays an error message: "Warning" - "Setup cannot find PowerBuilder. Setup will be terminated." Installation terminates.

Reason: Appeon Developer Setup checks in the Windows Registry to verify PowerBuilder is installed before proceeding with the installation. If PowerBuilder has been installed to the machine but you are still receiving this error, then it is likely that your Registry has become corrupted for some reason, which is preventing Setup from finding the appropriate registry keys and/or values.

Solution: Open the Registry Editor (Windows Start → Run → "Regedit"), and check if the following key exists: HKEY_LOCAL_MACHINE\SOFTWARE\Sybase\EA Studio\4.0\Shared. Under this key, there should be the string value with the name of "Location". The data of "Location" should indicate the Sybase shared directory. (e.g. C:\Program Files\Sybase\Shared)

If your Registry does not have the above key and the string value, manually add them so that Appeon Developer Setup can pass the Registry check.

2.2 "Unable to install InstallShield scripting runtime" error

Issue: The error message "unable to install InstallShield scripting runtime" pops up immediately after you click to install an Appeon component.

Reason: The InstallScript engine could not be automatically installed to your machine when setup.exe was executed. Appeon installation uses InstallShield and relies on InstallScript (the coding language of InstallShield) to run.

Solution: Manually run the setup file ISScript8.msi for the InstallScript engine. The file is available in the same folder as setup.exe for each Appeon component. (For example, \Install\ADT\ISScript8.Msi)

2.3 "1628: Failed to complete installation" error

Issue: The Setup pops up error message: "1628: Failed to complete installation."

Reason: InstallShield does not permit you to install more than one Appeon component (e.g. Appeon Developer or Appeon Server) at a time. Most commonly this error occurs if you have clicked "Install Appeon Developer" twice by accident or clicked "Install Appeon Server" immediately after clicking "Install Appeon developer."

Solution: Wait until one Setup has finished successfully before starting the installation of another Appeon component.

2.4 Problems with reinstalling Appeon

Reason: You may encounter various problems once Appeon is reinstalled if your previous installation has not been correctly or successfully uninstalled. One of the most common causes is that Appeon was not uninstalled from the Add/Remove Programs in the Windows Control Panel.

Solution:

STEP 1: Uninstall Appeon again following the instructions in the *Appeon Installation Guide*. DO NOT uninstall Appeon using the Appeon Setup program. Instead, always uninstall from the Windows Control Panel.

Make sure to delete the files that cannot be automatically removed in uninstalling. Refer to *Appeon Installation Guide* for detailed list of such files/folders.

STEP 2: Reinstall Appeon for PowerBuilder again.

2.5 Ping of appeondb connection cache fails

Reason: The ping can fail for a couple of reasons: 1) The related database service has not started, and/or 2) the connection cache has not been setup correctly.

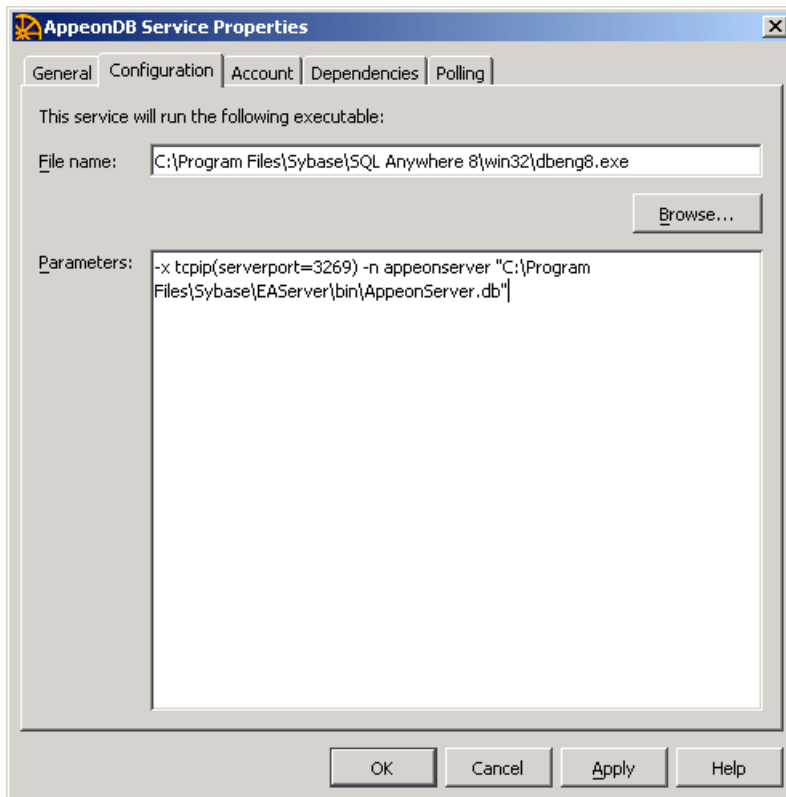
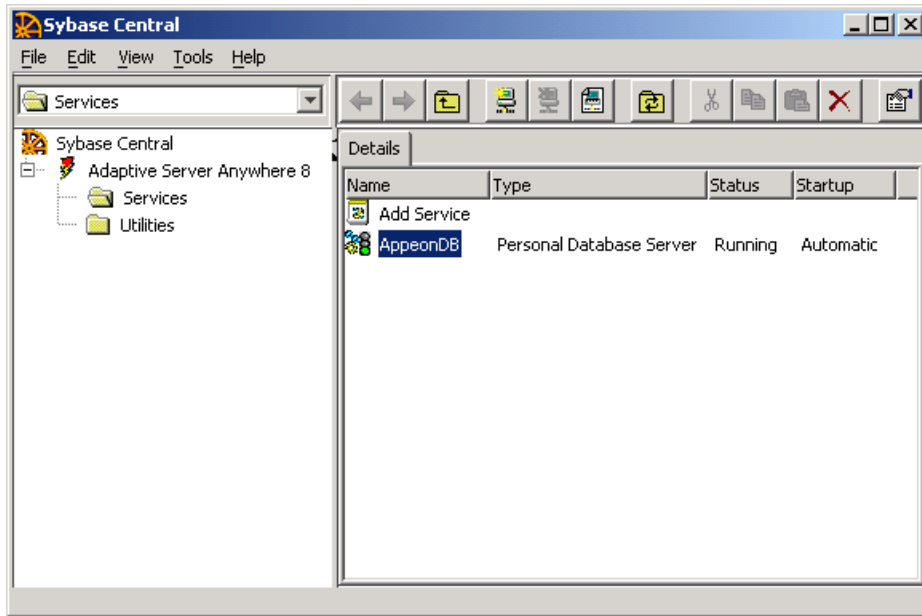
Solution:

STEP 1: Verify the AppeonDB database service exists and is in “Running” status in Sybase Central.

If the database service does not exist or cannot be started, try to manually add/configure the database service.

DB Service Name	AppeonDB
Service Type	Personal Database Server
Executable File Name	The file location for dbeng7.exe or dbeng8.exe (e.g. C:\Program Files\Sybase\SQL Anywhere 8\win32\dbeng8.exe)
Parameters	-x tcpip(serverport=3269) -n appeonserver "C:\Program Files\Sybase\EAServer\bin\AppeonServer.db"

If the server port 3269 is already in use by other applications, change the port to another number (For example, serverport = 3271). If this is not changed, it may prevent the database service from starting correctly.

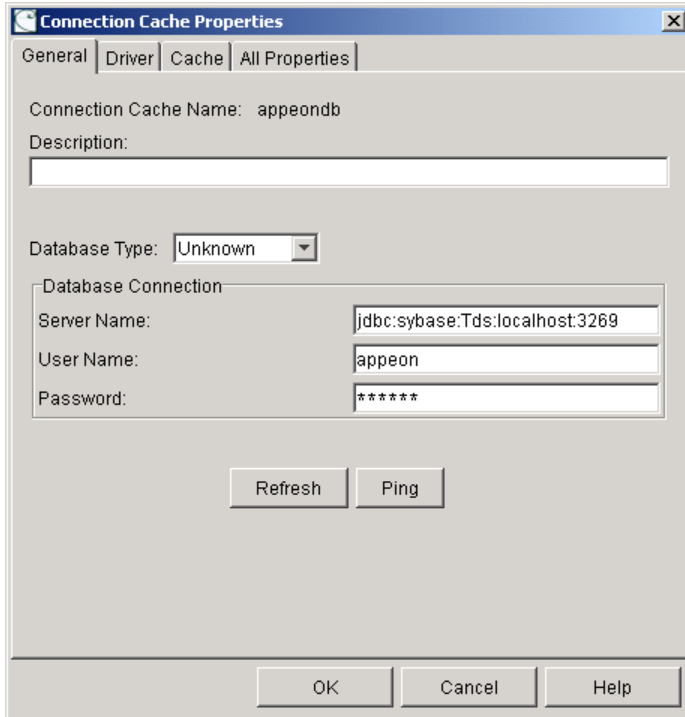


STEP 2: Check the appeondb connection cache properties in Jaguar Manager.

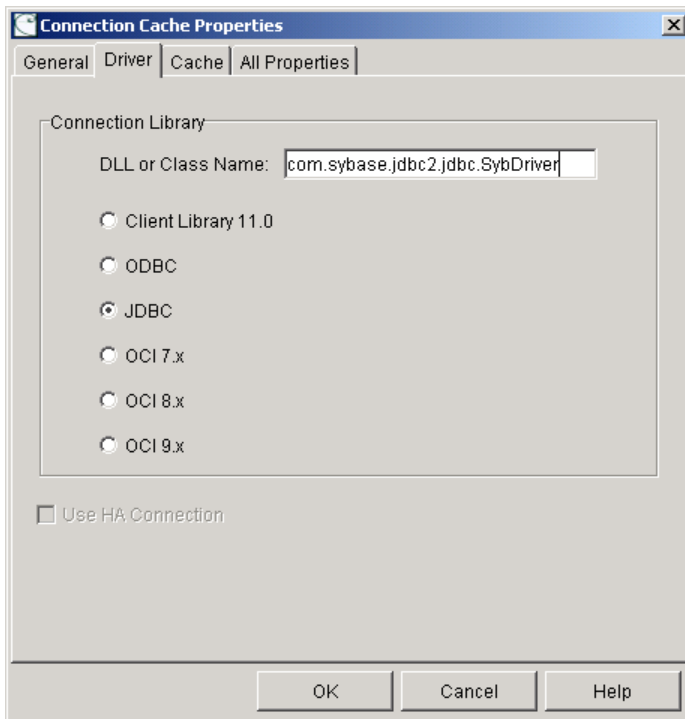
- The General tab:

The Server Name should be jdbc:sybase:Tds:localhost:3269. Keep the port number consistent with what you specified for the AppeonDB database service (in STEP 1). For example, if AppeonDB uses port 3271, also specify 3271 in the Server Name.

The User Name is “appeon” and the Password is “appeon”.



- The Driver tab: Select JDBC and the driver string is com.sybase.jdbc2.jdbc.SybDriver.

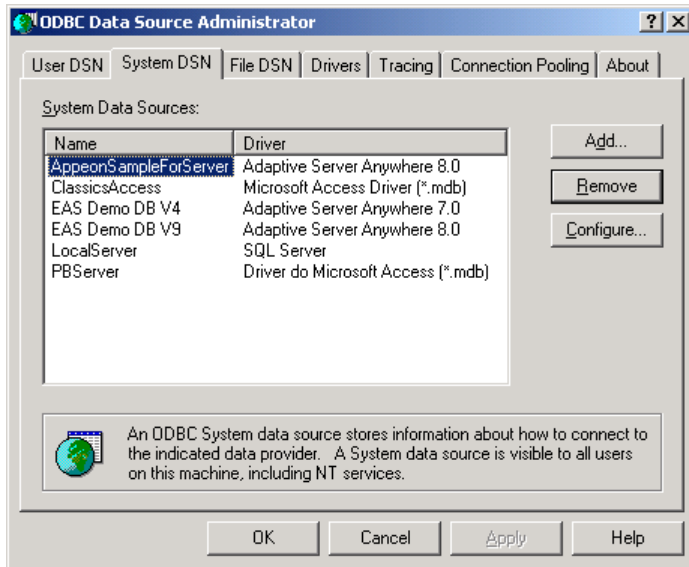


2.6 Ping of appeonsample connection cache fails

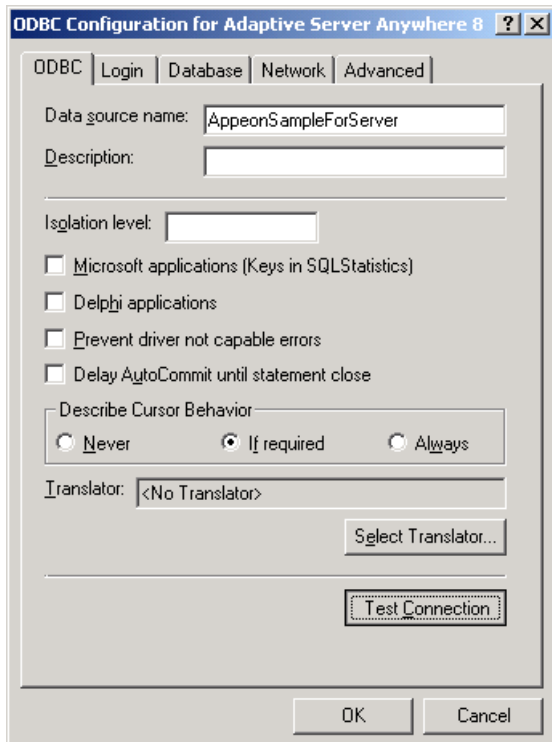
Reason: The ping can fail for a couple of reasons: 1) The related database service has not started, and/or 2) the connection cache has not been setup correctly.

Solution:

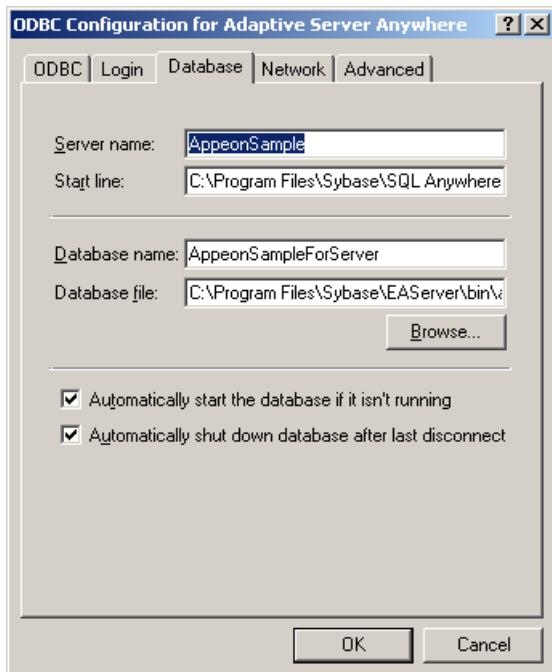
STEP 1: Verify that the AppeonSampleForServer system DSN exists in the ODBC Data Sources Administrator.



Click the Test Connection button to test the data source:

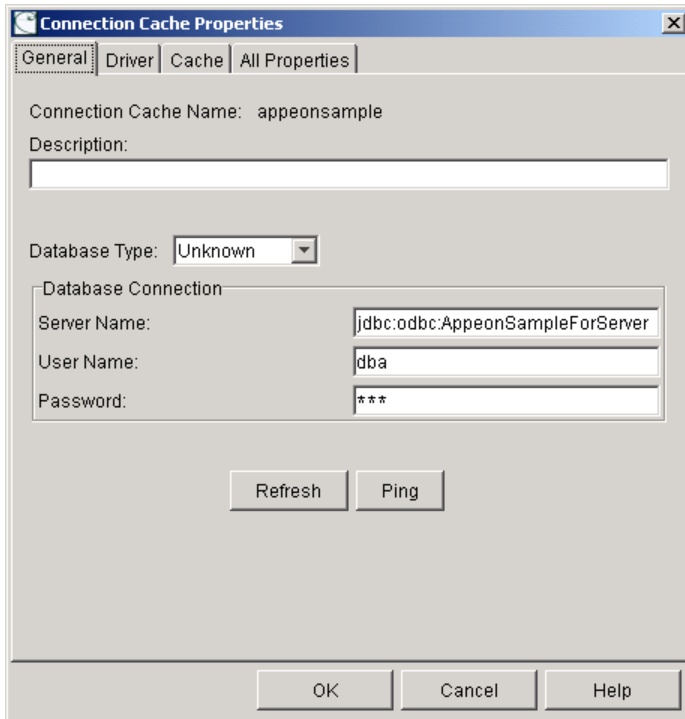


If the AppeonSampleForServer data source does not exist or pass the connection test, try to manually add/configure the data source.

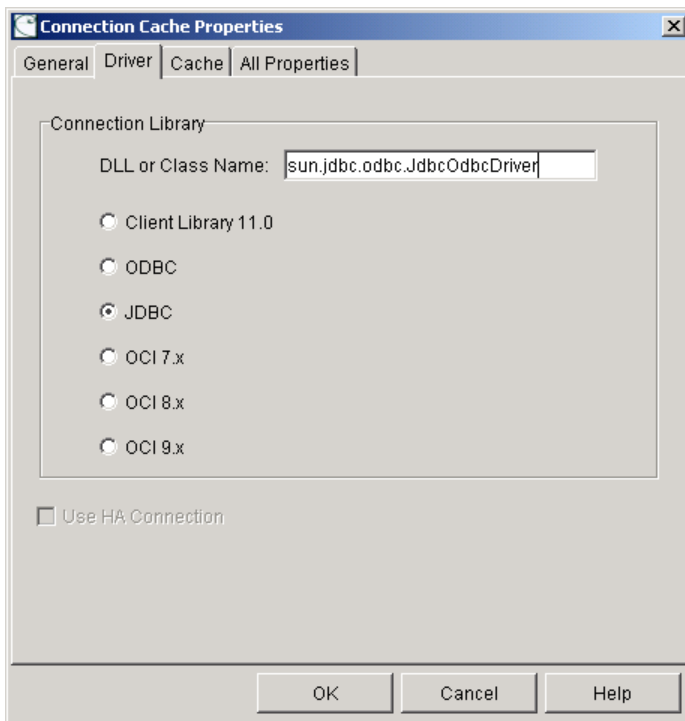


STEP 2: Check the appeonsample connection cache properties in Jaguar Manager.

- The General tab: The Server Name should be jdbc:odbc:AppeonSampleForServer. The User Name is “dba” and the password is “sql”.



- The Driver tab: Select JDBC and specify the driver string as sun.jdbc.odbc.JdbcOdbcDriver.



2.7 Problem in using EAServer Web Server Redirector Plug-in with IIS

Reason: If you are experiencing problems with the EAServer Redirector Plug-in for IIS, it is very likely that you have missed one of the steps to configure either the plug-in or IIS.

Solution: We recommend you try to reconfigure the plug-in and IIS based on the troubleshooting instructions provided by Sybase <http://www.sybase.com/detail?id=1024955>.

3 Troubleshooting Appeon Developer

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

3.1 “Load config” error

Error: Load Config" can sometimes occur when the user makes a modification in Appeon Developer Configuration or performs application deployment.

Reasons:

1) The PBParser.exe (the Appeon icon in the Windows system tray) has not yet been loaded. This would especially happen on slow machines that do not meet the minimum hardware requirements specified in the Appeon Installation Guide.

2) The PBParser.exe has started but it cannot read the necessary .dat files.

Solutions:

1) Verify that PBParser.exe has started in the Windows Task Manager first and the icon is displaying in the Windows Task Bar. They try again.

2) If the problem occurs during Web application deployment, follow these steps:

a) End PBParser.exe in the Windows Task Manager.

b) Delete the application profile in Appeon Config.

c) Recreate the application profile and try again.

3) If the problem still persists and is occurring during Web application deployment, follow these steps:

a) Delete the application profile from Appeon Config.

b) Delete all the Appeon-generated developer files for the application (e.g. C:\Program File\Appeon\Developer\My Application where "My Application" is the name of the application).

c) Recreate the application profile and try again.

3.2 Web preview, launching AEM and Web deployment fail

Reason: Most functionalities of Appeon Developer, such as the various Web previews, Appeon Web deployment, Appeon Web undeploy, and AEM rely on Appeon Server. Therefore, Appeon Server must to be started and correctly configured for these features to function.

Solution:

- 1) Verify that the Web server and the Appeon Server have been started. If using EAServer HTTP server as the Web server, you only need to start Appeon Server.
- 2) Verify that the Web server and Appeon Server have been correctly configured in Appeon Developer for preview and for Web deployment. Refer to *Appeon Developer User Guide* for more information.

3.3 Testing application server settings fails

Reason: The application server settings are incorrect or the application server has not started.

Solution: Verify the application server settings (server type, IP address, port number, username, and password). Then make sure that the application server has started and is ready for use. Ask the network administrator if you encounter server connectivity problems.

3.4 Testing Web server settings fails

Reason: The Web server settings are incorrect or the Web server has not started.

Solution: Verify the HTTP and FTP server settings (server type, IP address, port number, username, and password), and make sure that the HTTP and FTP services are both started in the Web server. Ask the network administrator if you encounter server connectivity problems.

3.5 “Load ADT_ObjectList.xml error” in features analysis

Issue: The first time when running the Unsupported Features Analysis (UFA) on a given application, the status window goes blank. Then after a few minutes of progressing normally, the entire process hangs and the following error message displays under the blank progress window: “Load ADT_ObjectList.xml error”. However, upon verification, the ADT_ObjectList.xml file does exist in the application deployment folder (e.g. C:\Program Files\Appeon\Developer\My Application\ where “My Application” is the name of the application).

Solution: Delete the deployment folder in the local machine (e.g. C:\Program Files\Appeon\Developer\My Application where “My Application” is the application name.) Then re-run the unsupported feature analysis.

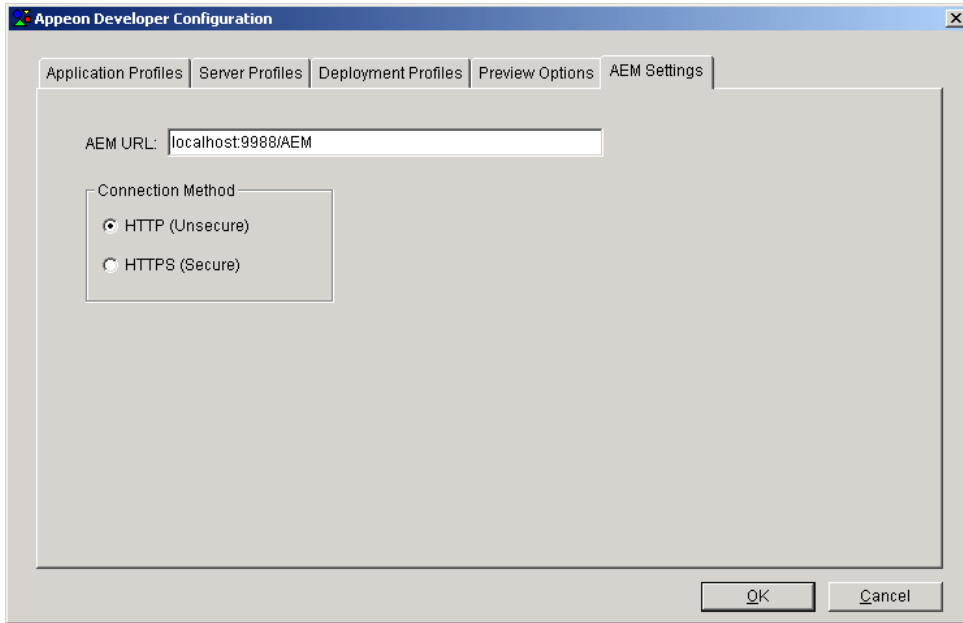
3.6 AEM does not load in IE when clicking the AEM button

Reason: The AEM URL is not configured correctly in Appeon Developer or the Appeon Server where AEM is installed has not started. During Appeon Server installation, AEM is automatically copied into EAServer, and configured as an EAServer Web application. The AEM files are located in the %EAServer%\Repository\WebApplication\AEM folder.

Solution:

- 1) Verify that EAServer is running and accepting connections.
- 2) Verify that the AEM URL is “HOST_NAME:9988/AEM” and that you have specified the correct HOST_NAME. Open a Web browser and try to start AEM with the URL “localhost:9988/AEM”. If Appeon Server and Appeon Developer are installed in the same local machine, then you should use “localhost” as the HOST_NAME.

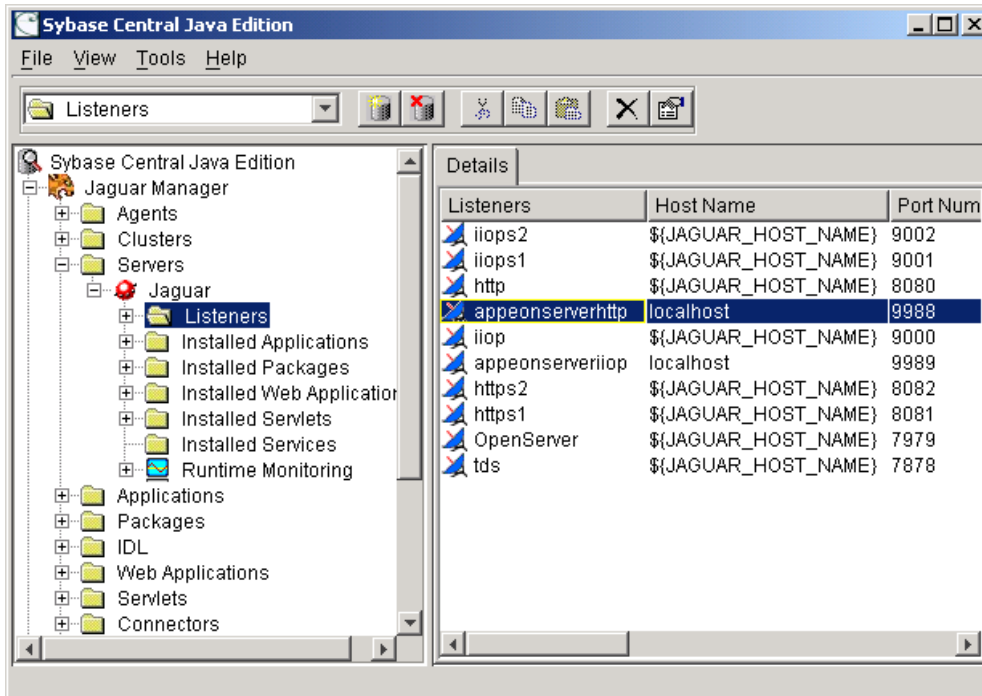
Figure 3-1: Check AEM settings in Appeon Developer



- 3) Check if the `appeonserverhttp` listener exists in Appeon Server. The listener is a HTTP listener that listens to port 9988.

The `appeonserverhttp` HTTP listener and the `appeonserveriiop` IIOP listener are automatically added into EAServer during Appeon Server installation. If the installation did not add the listeners correctly, you should manually add them.

Figure 3-2: Check/configure Apeon HTTP listener in Jaguar Manager



3.7 UFA of ACF reports many unsupported features

Issue: If you perform the Unsupported Features Analysis (UFA) for the Apeon-compliant Framework (ACF) PBLs, the UFA will report a number of unsupported features.

Solution: Ignore any unsupported features in ACF that are reported by UFA. ACF has been coded such that it is free of unsupported features when deployed to the Web. The features reported are only executed when ACF is deployed to client/server (e.g. as a WIN32 application). All unsupported code in ACF are placed within conditional IF ... THEN statements that prevent the unsupported code from running when deployed to the Web. The code looks similar to the following:

```
IF iscs() THEN
    Unsupported Code
END IF
```

The function iscs() returns TRUE if an application is running as client/server, and returns FALSE if an application is running on Web. In this way, it is ensured that the unsupported code in ACF is only executed in client/server deployments.

3.8 Apeon Developer “Could not read object” error

Reason: The PowerBuilder IDE allows a PBL to be optimized, reducing unused space and old objects that are no longer necessary. If a PBL has not been optimized, Apeon deployment may

occasionally result in an immediate XML deployment error stating that it could not read an object.

Solution: Optimize the application PBLs by right clicking on the PBL and selecting Optimize, then deploy again.

3.9 “Load command string error”

Issue: During Web previews, Unsupported Features Analysis, or Web deployment, a “Load command string error” occurs.

Reason: This error typically occurs when the DataWindow syntax is not in the expected PowerBuilder 8 format.

The DataWindow syntax may not be in PowerBuilder 8 format if the application is not a PowerBuilder 8 application or if the application was built with a previous version of PowerBuilder and upgraded to PowerBuilder 8. When PowerBuilder does the migration from older versions of PowerBuilder, it may leave behind some “old” syntax that is still supported by PowerBuilder 8 as PowerBuilder 8 provides backwards compatibility.

Solution:

- 1) Verify there are no unsupported names used in the application.
- 2) Close Appeon Developer. Terminate the PBParser.exe and adt.exe processes if they are still running in Windows Task Manager. Repeat the steps that lead up to the error to see if the error occurs again. For instance, if the error occurred while running the Appeon Web Deployment Wizard, close out the wizard and kill the PBParser.exe and adt.exe processes, then try to deploy again.
- 3) Perform the following tasks:
 - a. Delete the application profile for the application that you are experiencing problems with.
 - b. Delete the appeon developer folder for the application (e.g. C:\Program Files\Appeon\Developer\My Application where "My Application" is the name of the application).
 - c. Close Appeon Developer.
 - d. Terminate the PBParser.exe and adt.exe processes if they are still running in Windows Task Manager.
 - e. Restart Appeon Developer and recreate the application profiles for the application.
- 4) If the problem persists, than as a last resort, perform the following tasks:
 - a. Uninstall Appeon Developer from the Control Panel’s Add/Remove Programs menu.

- b. Delete the entire Appeon Developer folder where Appeon Developer was installed. For example, C:\Program Files\Appeon\Developer.
- c. Reinstall Appeon Developer and reconfigure Appeon Developer, such as the application profiles, server profiles, deployment profiles, and other settings in Appeon Config.
- d. Setup the transaction object mappings to the correct connection caches for the application in the Transaction Objects section of AEM's Application Properties.
- e. Verify that Appeon Server (EAServer extended with Appeon Server components) is running and accepting connections.

3.10 Appeon Developer analysis and deployment at a standstill

Reason: Sometimes during the Unsupported Features Analysis or the first step of the Application Deployment Wizard, the Analysis Status window displays the message: "Start searching for related objects..." but does not proceed even after a long period of time. The Appeon Developer icon arrows in the task bar indicate that the program is still running, and the Windows Task Manager indicates that the PBParser.exe process is taking 99% of the CPU.

Solution: Kill the PBParser.exe and adt.exe processes (if running), then delete the files for the application from Appeon Developer and Appeon Server.

For Appeon Developer, for example, if the application profile name is sales_application_demo and Appeon Developer was installed to C:\Program Files\Appeon\Developer\, then you would need to delete everything in C:\Program Files\Appeon\Developer\sales_application_demo\.

To remove all the deployed Web files for an application from your Web server, navigate to the deployment path specified in the Application Profiles of the application. For example, if the application profile for sales_application_demo defines the Web deployment path to be WebRoot\sales_application_demo and the Web root is C:\inetpub\, then delete all files in C:\inetpub\sales_application_demo\.

After the files are deleted from Appeon Developer and Appeon Server, retry the application deployment. Then configure the Transaction Objects for the application in AEM > Application Properties > Transaction Objects. Restart EAServer so these settings take effect.

3.11 Unable to retrieve data from DataWindows

Reason: If Web DataWindows are not retrieving data, there may be several reasons that could contribute to the problem, from improper PowerBuilder version and database services not running, to incorrectly configured connection caches.

Solution:

- 1) If the problem is occurring with an Appeon-provided demo application:
 - o Verify the version of PowerBuilder meets the requirements specified in the Appeon Installation Guide.

- Verify that the appeondb database service is running in Sybase Central.
 - Verify that EAServer was started.
 - Login to EAServer using Jaguar Manager and verify that you can ping both the “appeondb” and “appeonsample” connection caches successfully. If the connection caches do not ping successfully, refer to section 2.5 ([Ping of appeondb fails](#)) and section 2.6 ([Ping of appeonsample fails](#)) for troubleshooting tips.
 - Make sure the value of the "ConnCacheName" under the "DataCache" node in the "AppeonServerCFG.xml" file is "appeondb".
- 2) If the problem is occurring with your own applications and not the Appeon demo applications, check the following:
- Verify the version of PowerBuilder meets the requirements specified in the Appeon Installation Guide.
 - Verify that the database used for your application is running correctly.
 - Verify that EAServer was started.
 - Login in EAServer using Jaguar Manager and verify that you can ping the connection cache you configured. If ping fails, perform the following steps (see the *Appeon Migration Guide* for detailed instructions):
 - Make sure that the connection cache properties are correctly configured, especially the server name and username/password to connect to the database.
 - Make sure the *JDBC* radio button is checked in the Driver tab of the Connection Cache Properties.
 - Make sure the driver string is entered correctly. It is case sensitive.
 - Make sure *the enable cache-by-name access* option is checked in the Cache tab.
 - 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*.
 - If using a connection cache with the iAnywhere JDBC driver, refer to *the Setup connection cache with iAnywhere driver for ASA or ASE* section in the *Appeon Migration Guide* and double-check the settings you created.
 - Verify that the Transaction Objects settings in Appeon Enterprise Manager are correct. For detailed instructions on setting up in AEM, refer to *Appeon Enterprise Manager User Guide*.
 - Make sure that the application has been added into the application list displayed in AEM > Application Properties > Transaction Objects.
 - Make sure the application has the correct transaction object name(s) listed, and the correct transaction object name(s) mapped to that connection cache(s). The transaction object name is case sensitive.

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

Reason: In some cases, text or controls in the DataWindow or Window may not be fully 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, and so on, 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. You can use the Window or DataWindow preview functionality of Appeon Developer to quickly view the changes and fine-tune the UI.

3.13 Data and currency display formats are not correct

Reason: In PowerBuilder, default display formats, such as currency or time or date, do not need to be defined; they can be read from the Windows registry and use the default that the user has specified in the Windows operating system. However, HTML applications running in standard Web browsers, such as Appeon Web applications, cannot access the Windows registry at the client machine and therefore cannot read these values.

Solution:

- 1) Explicitly specify what the default display format is in the PowerBuilder property painter.
- 2) Go to AEM Console | Application Properties | Display to specify the default display formats for currency, time and date for each Appeon Web application.

3.14 Non-English language characters do not display correctly

Reason: Sometimes the Windows language settings can affect the non-English language characters (such as French) that are displayed in PDF DataWindows.

Solution: To avoid any such language issues, make sure to verify the following:

- The language of the data in the database used by the application should match the Windows operating system language settings on the machine where Appeon Server is installed. For example, if the application is based on the French language, then the “language settings” for the machine where Appeon Server is installed should also be set to French.
- The language of the data in database used by the application should match the Windows operating system language settings on each client machine where the Web application will be viewed. For example, if the application is based on the French language, then the client machine and Web browser must be configured for French.

For more information about changing the language settings in Windows, refer to the *Language settings requirement* section in the *Appeon Installation Guide*.

3.15 Image DataWindows do not display correctly

Reason: Appeon Image DataWindows rely on the PowerBuilder DataWindow SaveAs function, which may have known or unknown defects.

Solution: Make sure you are using a certified PowerBuilder version and build as specified in the Appeon Installation Guide. You can verify the issue you are experiencing is caused by a PowerBuilder DataWindow SaveAs function defect by performing the following steps:

- 1) Delete all the files in the %JAGUAR%\html\imagefile\ directory. %JAGUAR% indicates the EAServer directory. For example, C:\Program Files\Sybase\EAServer\.
- 2) Run an Image DataWindow Preview on the problematic DataWindow in Appeon Developer.
- 3) There will be two files generated in the "imagefile" folder: one GIF file and one WMF file. If the WMF file has the same issue as the Image DataWindow published to the Web, then this would be a Sybase defect and should be reported to Sybase.

3.16 Retrieve error for DataWindow with Stored Procedure data source

Issue: In a deployed Web application, data retrieval may fail for a DataWindow that uses a Stored Procedure data source. This occurs most often when the Stored Procedure has retrieval arguments.

Solution: The REF CURSOR type parameter must be at the end of the parameter list and no other parameter type is allowed after the REF CURSOR type.

This is an unsupported feature of PowerBuilder for JDBC. A feature enhancement request has been opened with Sybase (CR314132).

3.17 JDBC/ODBC TDS data type discrepancy on ASA

Issue: With a Sybase Adaptive Server[®] Anywhere database using JDBC, the date, time, and timestamp data types are treated as one datetime data type. 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 some JDBC-ODBC bridge to workaround 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 such 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.

3.18 Connection cache setup using iAnywhere driver fails

Appeon recommends you use the iAnywhere JDBC driver for connecting to Sybase ASA or ASE databases. If you have difficulty in getting the connection cache to work with the iAnywhere driver, follow these instructions:

1) Locate the jodbc.jar file. The JAR file contains the iAnywhere driver and should be in the directory %ASA%\java (e.g. C:\Program Files\Sybase\SQL Anywhere 8\java).

If the jodbc.jar file does not exist in the above directory, it may be because you have not installed the latest version of Adaptive Server Anywhere (8.02 or above). However, you can get the driver from the Appeon CD in the Sybase JDBC-ODBC bridge directory (e.g. \Database\Sybase JDBC-ODBC Bridge\). Copy the file from the Appeon CD to the %ASA%\java directory.

2) Change your EAServer serverstart.bat file to include jodbc.jar in your CLASSPATH. The serverstart.bat file is located in %EAServer%\bin. Alternatively, you can put the jodbc.jar into the %EAServer%\java\lib folder.

3) Change the BOOTLIBRARYPATH in your serverstart.bat (or your own startup batch file).

a. Locate the following section.

```
REM *****
REM ** Set the BOOTLIBPATH Variable **
REM *****
set OLD_BOOTLIBPATH=%BOOTLIBRARYPATH%
set BOOTLIBRARYPATH=
set BOOTLIBRARYPATH=%JDK_LATEST%\jre\bin
set BOOTLIBRARYPATH=%BOOTLIBRARYPATH%;%OLD_BOOTLIBPATH%
```

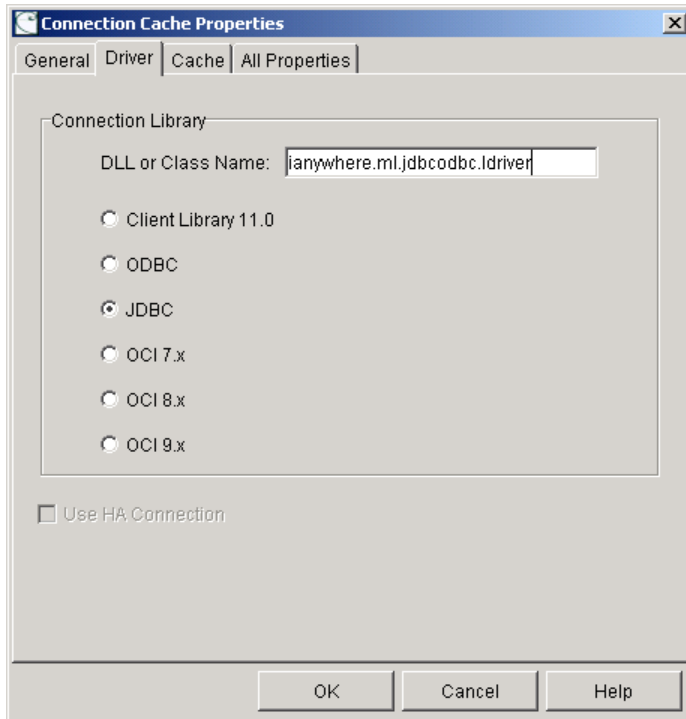
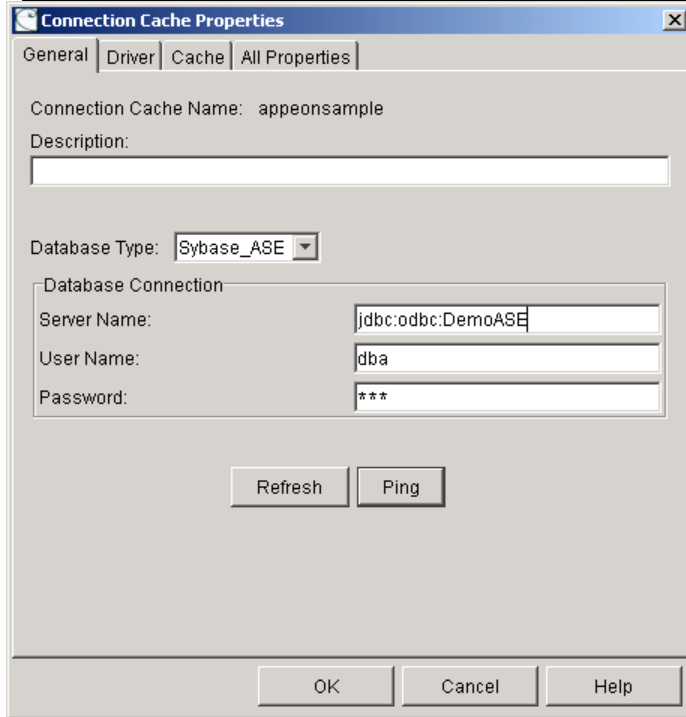
b. Update the BOOTLIBRARYPATH with your ASA 8 java folder.

```
REM *****
REM ** Set the BOOTLIBPATH Variable **
REM *****
set OLD_BOOTLIBPATH=%BOOTLIBRARYPATH%
set BOOTLIBRARYPATH=
set BOOTLIBRARYPATH=%JDK_LATEST%\jre\bin;C:\Program Files\Sybase\SQL
Anywhere 8\java
set BOOTLIBRARYPATH=%BOOTLIBRARYPATH%;%OLD_BOOTLIBPATH%
```

4) Setup connection cache properties as indicated below.

Server Name	jdbc:odbc: <i>DSNname</i>
-------------	---------------------------

	(e.g. jdbc:odbc:DemoASE or jdbc:odbc:DemoASA)
DLL or Class Name	ianywhere.ml.jdbcodbc.Idriver
Driver type	JDBC



3.19 Empty/null value update error if ASA/ASE

Issue: If the Web application uses a Sybase Adaptive Server[®] Enterprise database or an ASA database that is set as ASE-compatible, database updates may fail. 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 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 workaroud this issue in one of two ways:

1. For Sybase ASA and ASE databases, Appeon recommends that you do not use a JDBC driver. There are a number of JDBC-ODBC bridge drivers you can use, 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 you prefer to use a JDBC driver, you will need to change a setting in your database. Change your ASA database setting such that it is not set to be ASE-compatible.

4 Troubleshooting Web Deployment

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

4.1 “Debug assertion failed” error

Reason: The application profile does not contain all the necessary PBLs, or some objects that are referenced in the application cannot be found in the application PBLs that are listed in the profile PBL list.

Solution:

- 1) Make sure that the application can be compiled (full build) successfully.
- 2) Add all the application target into the Application Profile, which will automatically add all the associated PBLs.
- 3) Verify that all PBLs used by the application appear in the Application Profile and deploy again.

4.2 “Transfer command” error

Reason: The deployment tasks cannot proceed if the message “Error: transfer command” displays in the Analysis Status during Task 2. It is because the PBParser.exe cannot read the necessary .dat files and cannot be started.

Solution: Verify that PBParser.exe has started in the Windows Task Manager first and the icon is displaying in the Windows Task Bar. They try again.

If the problem persists, end PBParser.exe in the Windows Task Manager. Delete the application profile in Appeon Config. Then recreate the application profile and try again.

If the problem still persists, delete the application profile from Appeon Config. Delete all the Appeon-generated developer files for the application (e.g. C:\Program Files\Appeon\Developer\My Application where “My Application” is the name of the application). Recreate the application profile and try again.

4.3 “Failure adding an application to [Server Name]” error

Reason: The application deployment has not completed successfully if you receive an “Error: Failure adding an application to Local Appeon Server” error message. This typically occurs during Task 3: Web deployment. This problem occurs rarely and generally will go away if you just try again.

Solution: Exit the deployment process, restart EAServer and deploy again.

4.4 “Error: Unable to find destination directory” error

Reason: The Web files cannot be uploaded to the FTP server because the username/password defined in the server profiles of the Web server does not have write permissions to the FTP server.

Solution: Go to the Administrative Tools | Internet Services Manager in the FTP server, and check the default FTP site properties. Make sure that 1) The Write property is checked; and 2) The Granted Access option is checked. For more instructions, please refer to the permission settings in the FTP server section of *Appeon Developer User Guide*.

4.5 “Load command string error” during deployment

Refer to the [load command string error](#) section in the Troubleshooting Web Development chapter.

4.6 Application does not work when deployed remotely but works when deployed locally

Reason: Appeon does not support simultaneously deploying to both a local and remote Appeon server(s). In addition, even if you are not deploying to the local Appeon Server, sometimes there are issues with deploying to the remote Appeon Server(s) if the local Appeon Server is running.

Solution: Shut down the local Appeon Server while doing a remote deployment. Make sure that the deployment contains only one remote Appeon Server or one cluster of remote Appeon Servers that have been configured in AEM. The remote deployment profile(s) should not include a local Appeon Server.

5 Troubleshooting Web Applications

This section deals with troubleshooting issues that occur during the run-time of Appeon Web applications. If you cannot resolve your problem with this troubleshooting guide, please contact technical support. For technical support information, please visit <http://www.sybase.com/support/> and click on the *Contact Support* link.

5.1 “Stack Overflow error”

If a Web application is deployed in debug mode (i.e. debug mode is specified in the application profile of Appeon Developer), a "Stack overflow error" may display when you start/run the Web application. This is not a serious error. Actually, it does not affect the running of the application.

Solution:

- 1) If you click OK in the message box, the error message will disappear and you can continue to run the application.
- 2) Obviously, when you want to put your application into production, you will not want to see this error message. If you deploy your application in encrypted mode (i.e. encrypted mode is specified in the application profile of Appeon Developer), the error message will not display. In addition to resolving the problem, deploying in encrypted mode ensures that your business logic intellectual property is protected.

5.2 “Create session failed” or “Load application failed” error

The Web application fails to load with an error “Create session failed” or “Load application failed”. This error is caused either by an IE/client configuration issue or by an Appeon Server configuration issue.

There is a simple test to determine whether you have an IE/client configuration issue. Just open your browser and try to launch the Appeon demo applications hosted on the Try.Sybase.Com Website – <http://www.try.sybase.com/demo/appeon/index.shtml>. If you encounter the same error message when connecting to the Try.Sybase.Com demos, then you know for certain that you have an IE/client configuration issue.

There are several possible causes for the configuration issue, which are outlined in Table 5-1 and Table 5-2 below. The most common cause for the IE/client configuration issue is item #1 in Table 5-1. The most common causes for the Appeon Server configuration issue are items #1 and #2 in Table 5-2.

Table 5-1: Possible causes of IE/client configuration issues

No.	Possible Causes	Solutions
1	IE security level is set too high.	Go to Internet Options > Security in Internet Explorer, and 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.

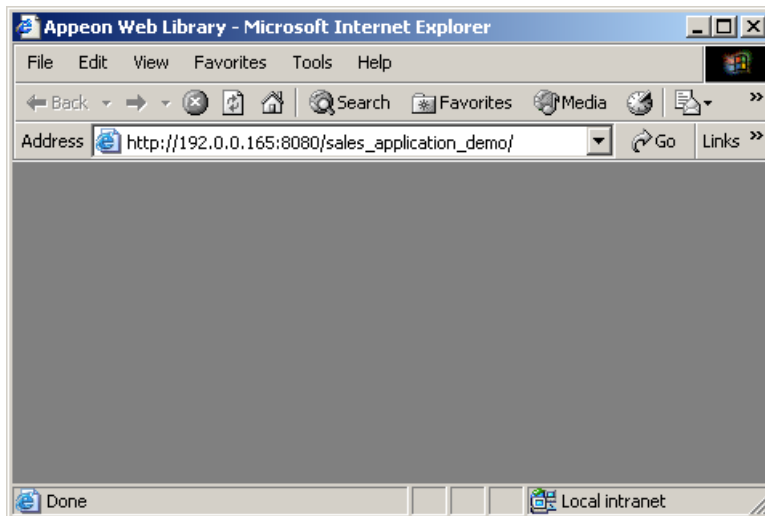
2	Advanced Internet Options setting incompatibility.	Go to Internet Options > Advanced in Internet Explorer, and click the Restore Defaults button to restore the default settings for the Advanced options.
3	Some client-side software, such as anti-virus software or personal firewall, is preventing the required Web files from loading.	Disable all such software and try again.

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

No.	Possible Causes	Solutions
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.	Please make sure the following files are not corrupt. If the files are corrupt, you should to reinstall Appeon Server to restore them. %JAGUAR%\bin\aem-config.xml %JAGUAR%\bin\aem-mapping.xml %JAGUAR%\bin\applications-config.xml %JAGUAR%\bin\mapping.xml %JAGUAR%\bin\server-config.xml
4	AppeonDB service is not running.	Go to Control Panel -> Administrative Tools -> Services -> Adaptive Server Anywhere – AppeonDB. Manually end the AppeonDB, then start AppeonDB again. Restart EAServer, and then deploy the application again.
5	Some software, such as an anti-virus program, interfered with the Appeon Server installation process.	Uninstall Appeon Server. Make sure all the prerequisites for Appeon Server installation, as listed in Appeon Installation Guide, have been satisfied. Disable any software that may interfere with the installation. Then reinstall Appeon Server.

5.3 Web application does not load and no errors reported in IE

Web application may not load into IE browser and no error displays. The screen is just blank.

Figure 5-1: Web application fails to load

The reason for this problem is that IE security level is set too high.

Solution:

1. Manually delete the temporary Internet files from Internet Explorer. Go to go to Tools > Internet Options in Internet Explorer and click the Delete Files... button under Temporary Internet Files.
2. Clear all the cookies.
3. Set the security level to default – Medium for the Internet or Local intranet zone, depending on where the application is deployed.
4. Restore the default settings in Internet Options.
5. Make sure client configuration matches those stated in Installation Guide.
6. Try again.

5.4 Demo Web applications do not load

Reason:

- 1) You have selected “I will manually configure...” during the Apeon Developer installation guide, but you did not make the manual configuration in the Apeon Developer
- 2) The computer was not restarted after the installation.
- 3) Demo URL is incorrect in the browser address bar.

Solution:

- 1) Go to the Apeon Developer Configuration window and configure the Server Profile and Deployment Profile by following the instructions in the Apeon Developer User Guide.
- 2) Restart the computer.

- 3) If the address is “http://localhost:9988/appeon_code_examples”, try changing the localhost to the IP address or the name of the computer, and 9988 to the HTTP port number of the computer.

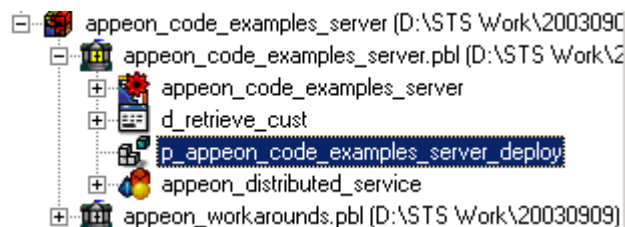
5.5 Web application “Create instance failed”


Reason: 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 will be reported, which is caused by the EAServer package not being installed correctly.

Solution:

Delete the package and redeploy the application. For example, follow these steps for the Apeon Code examples demo included with Apeon:

- 1) In Jaguar Manager, right click the EAServer package AppeonCodeExamples, and select the Delete Package item from the popup menu to delete the package.
- 2) Open Apeon Demo PB Workspace, double click the p_appeon_code_examples_server_deploy object in the appeon_code_examples_server PBL.



- 3) Verify that the EAServer host 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.
- 4) Click the Deploy button () to deploy the EAServer package again.
- 5) In Jaguar Manager, right click the EAServer package AppeonCodeExamples, and select the Generate Stubs/Skeletons item to generate stubs and skeletons for the NVO.
Select *Generate Java Files* option, *Compile Java Stubs* option, and *Compile Java Skeletons* option, and leave other options to be the default value.
- 6) The stub/skeleton files generation progress is displayed. When it completes successfully, click OK to close the Code Generation status window.

5.6 “Connect EAServer failed” error for Web/PowerBuilder applications

Reason: One assumption made in the n-tier NVO demos, such as Apeon Code Examples, is that the Apeon Server machine name is “localhost”, and the port number is “9989”. If the Apeon Server name and port is different from localhost and 9989, there will be “connect EAServer

failed” error when you try to run the demo Web application or the original PowerBuilder application.

Solution:

- 1) Open the Appeon Demo PB Workspace in ace_window1.pbl, and double click the w_distributed_DataWindow object.
- 2) Find the following script in the Open event of the w_distributed_DataWindow object. Verify that it matches the actual Appeon Server settings. This is to make sure the PowerBuilder application can run successfully.

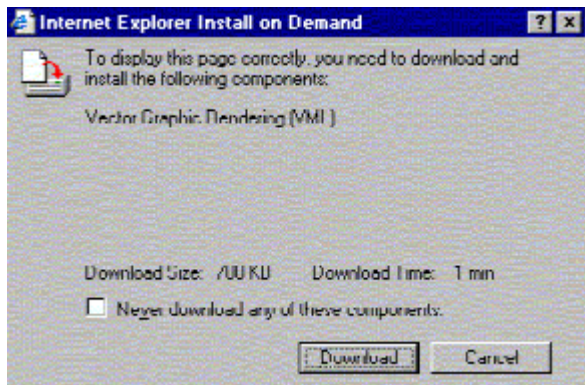
```
i_conn.driver="jaguar"  
i_conn.application="AppeonCodeExamples"  
i_conn.location="localhost:9989"  
i_conn.UserID="jagadmin"  
i_conn.Password=""
```

- 3) Follow the instructions provided in the section 6.2.2, *Fixing “create instance failed” error for Appeon Code Examples demo*. This is to make sure the Web application can run successfully.

5.7 Vector graphic rendering installation issue

If the client side PC runs Internet Explorer 5.5 SP1, a message box may popup requiring that Vector Graphic Rendering (VMI) be installed.

Figure 5-2: Internet Explorer Install on Demand window



Solution: Verify that the IE version is correct (IE 5.5 SP2 or IE 6.0 SP1). If not, upgrade to the correct version.

5.8 Demo Web applications cannot retrieve data

Reason: The database AppeonDB and AppeonDemo has not “started”.

Solution: Check the status of the AppeonDB and AppeonDemo databases and verify that they are “started”. The two databases are in the Sybase Central Java Edition | Adaptive Server Anywhere | Services folder once the components are installed.

5.9 DataWindow was working and then stopped

The affected DataWindow presentation styles include Label, N-Up, Group, Composite, Graph, Cross tab, and Nested DataWindows, which are published to the Web as images and can be printed to Adobe Acrobat PDF or exported to Text, Excel, and HTML file formats.

Reason 1: The session has timed out.

Solution 1: Close the current IE browser, open a new IE browser and run the demo again. You may want to increase the session timeout or disable session timeout if the user sessions time-out often.

Reason 2: Image DataWindows rely on the PowerBuilder DataWindow SaveAs function, which may have known or unknown defects.

Solution 2: Make sure you are using a certified PowerBuilder version and build as specified in the Appeon Installation Guide. You can verify the issue you are experiencing is caused by a PowerBuilder DataWindow SaveAs function defect by performing the following steps:

- 1) Delete all the files in the %JAGUAR%\html\imagefile\ directory. %JAGUAR% indicates the EAServer directory. For example, C:\Program Files\Sybase\EAServer\
- 2) Run an Image DataWindow Preview on the problematic DataWindow in Appeon Developer.
- 3) There will be two files generated in the "imagefile" folder: one GIF file and one WMF file. If the WMF file has the same issue as the Image DataWindow published to the Web, then this would be a Sybase defect and should be reported to Sybase.

5.10 Text in UI of Web application does not display or is grayed out

Reason: When the application is deployed to the web, some of the text in the UI does not display or is grayed out. This issue could be caused by the enabled property of static text.

Solution: In the PowerBuilder painter, the affected static text control might have its enabled property set to false, so text will be grayed out when the application is deployed. Make sure you check the enabled property of the affected static text control and redeploy your application (using Incremental Deployment in Appeon Developer).

5.11 Nested reports over 5 pages do not display

Nested reports longer than 5-pages cannot be viewed in the DataWindow of the Web application. This is caused by a limitation of PowerBuilder.

Solution: Nested reports longer than 5-pages can be viewed in PDF format and printed without the 5-page limitation.

5.12 EONApp not found error during Web application run-time

Issue: During the Web application run-time, an error is displayed that EONApp was not found, and the application may not run properly.

Solution: Delete all the Web files from the Web server and redeploy the application from Appeon Developer using the "Deploy Already Generated Application" Web deployment option. This task should only take a few minutes and will resolve the problem. For example, if the deployment path in the application profile is WebRoot\sales_application_demo and your Web root is C:\Inetpub, then delete the "sales_application_demo" folder in C:\Inetpub. If the application was deployed to more than one Web server (i.e. a cluster of Web servers), perform this action on all Web servers before redeploying the application.

5.13 "... is null or not an object" or "... is undefined" errors

Reason: When an application has been redeployed several times, sometimes outdated files that are cached at the browser can interfere with the functioning of the Web application and cause error messages to display. For example, an "EonNonVisualObject is undefined" or "_G27 is null or not an object" error can appear in the Event View when attempting to load the Web application.

Solution:

1. Manually delete the temporary Internet files from Internet Explorer. Go to go to Tools > Internet Options in Internet Explorer and click the Delete Files... button under Temporary Internet Files.
2. Clear all the cookies.
3. Set the security level to default – Medium for the Internet or Local intranet zone, depending on where the application is deployed.
4. Restore the default settings in Internet Options.
5. Make sure client configuration matches those stated in *Appeon Installation Guide*.
6. Try again.

To prevent this problem from occurring, make sure to perform the following steps:

1. The Settings for Temporary Internet files should be set to check for newer versions of stored pages Automatically.
2. (For clients using a proxy server) In the Advanced tab of Internet Options, check the checkbox under HTTP 1.1 Settings entitled "Using HTTP 1.1 through proxy connections".

3. One solution is to disable Static Page Caching in EAServer. However, this may degrade performance somewhat, which is why this is only recommended for development machines. For production servers where maximum performance is required, Appoon recommends clearing the EAServer cache and restarting EAServer. If you require detailed instructions, please refer to your EAServer documentation.

5.14 PDF print failure

Issue: Although the PDFWriter is installed and configured as described in the PDF Printer Setup section of the *Appoon Installation Guide*, the Web PDF print does not work.

Reason 1: Adobe Acrobat printing may not function properly on VMWare and possibly other similar emulation software. This seems to mostly affect configurations where EAServer is started as a service.

Solution: Go to the Administrative Tools -> Services, and change the "Log on as" property of the Jaguar service from "Local System", which is the default value, to the actual account you are using to log in the computer.

Reason 2: EAServer runs as a service.

Solution:

- 1) Stop Jaguar service by the command "serverstart – stop"
- 2) Delete Jaguar service by the command "serverstart – uninstall"
- 3) Install Jaguar service by the command "serverstart – install"
- 4) Start Jaguar service

You can install and start Jaguar service through one command: "serverstart –removeandinstall".

5.15 DropDownDataWindow value incorrectly selected

Issue: if a DropDownDataWindow has not been assigned an initial value, when the user makes a selection in the DropDownDataWindow, always the value in the first row will be automatically selected. However, after this has happened, the DataWindow will then proceed to function properly.

Solution:

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

5.16 Extra space or padding between MDI client area and toolbar

Issue: Sometimes there are issues with calculating the size of MDI client area correctly during the application deployment. As a result, you may find some extra space between the MDI client area and the application toolbar in the Web application that is not present in the PowerBuilder application.

Solution: Modify the X, Y and Height property of the MDI window and the controls in the MDI window as follows:

1. Estimate the height of the space in PowerBuilder units, for example, 400 PowerBuilder units.
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
```

3. Write additional script 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
```

5.17 DataWindow data retrieve failure

Reason: If the deployed DataWindows cannot retrieve data, a possible cause is that the AppeonDB service used by Appeon Server has not started, or has not started correctly (even though it is in the started status).

Solution: Stop and start AppeonDB. Then redeploy the application and try again.

6 Troubleshooting AEM

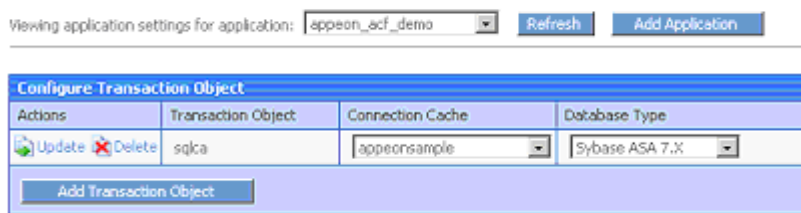
The table below provides users with some troubleshooting strategies for possible problems related to AEM and Apeon Server. If you cannot resolve your problem with this troubleshooting guide, please contact technical support. For technical support information, please visit <http://www.sybase.com/support> and click on the *Contact Support* link.

6.1 Transaction Object settings not saved

Reason: If you have made a change to the Transaction Object settings and later you find that your settings were not saved, it is very likely that you selected an application from the DropDownListBox but forgot to click on the “Refresh” button. Therefore you made the change on another application and not the one you has selected.

Figure 6-1: Application configuration in AEM

AEM Console > Application Properties > Transaction Objects



Solution: This UI is confusing and Apeon will be improving this in the next release. For the time being, please make sure you click the “Refresh” button after selecting the application from the DropDownListBox and verify that Internet Explorer displays “done” in the status bar (lower left-hand corner) before you proceed to make changes to the Transaction Object settings.

6.2 Unable to load AEM

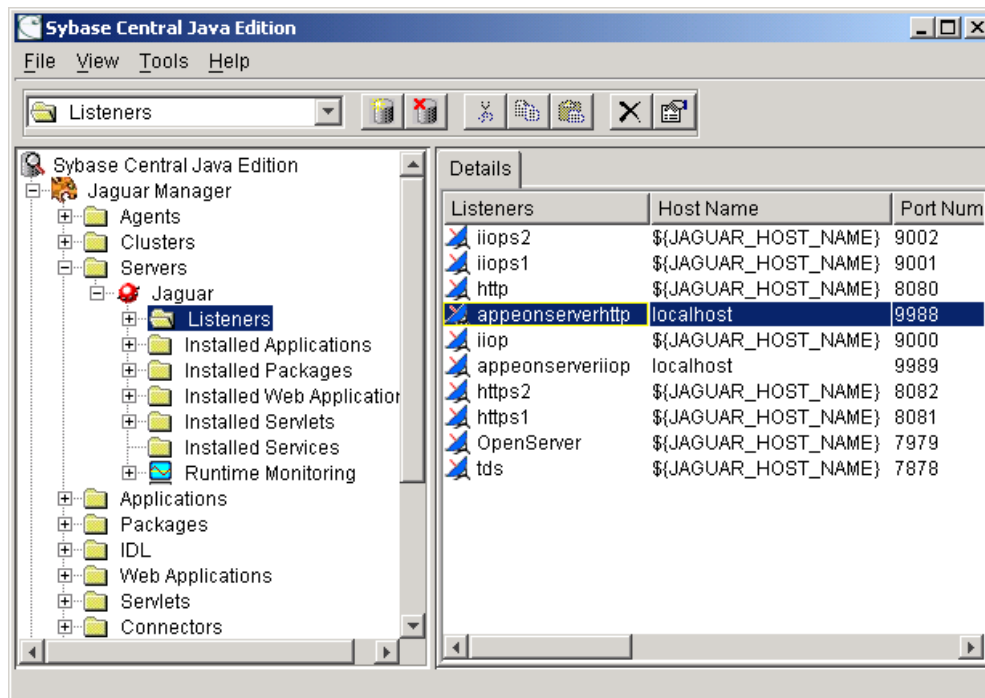
Reason: The most common causes are that either the AEM URL is incorrect or EAServer has not started.

Solution:

- 1) Verify that EAServer is running and accepting connections.
- 2) Verify that the AEM URL is "HTTP://HOST_NAME:9988/AEM" and that you have specified the correct HOST_NAME. Open a Web browser at the Apeon Server and try to start AEM with the URL "HTTP://localhost:9988/AEM".
- 3) Check if the appeonserverhttp listener exists in Apeon Server. The listener is a HTTP listener that listens to port 9988.

The appeonserverhttp HTTP listener and the appeonserveriiop IIOP listener are automatically added into EAServer during Apeon Server installation. If the installation did not add the listeners correctly, you should manually add them.

Figure 6-2: Check/configure Appeon HTTP listener in Jaguar Manager



6.3 Unable to login to AEM

Reason: The username and password are incorrect.

Solution: Contact your network administrator to obtain the valid username and password.

6.4 Appeon Server responds to user requests slowly

Reason 1: Too many temporary files and/or very large Appeon log files can slow down Appeon Server performance.

Solution 1:

1. Check the AEM > Server Properties > Log Files and verify that "Never replace log files" is not checked. If the property is checked, make sure that the log file is not too large. Refer to the AEM User Guide for the location of these log files.

2. Perform a "Manual Cleanup" of the temporary files in AEM > Server Properties > Manual Cleanup.

Reason 2: A large number of dead sessions and/or dead transactions are consuming server resources, causing a negative impact on server performance.

Solution 2: Clear the dead sessions/transactions in AEM > Server Properties > Active Sessions/Active Transactions.

6.5 AEM cannot interface with a specified EAServer

Reason 1: The EAServer has not been added to the Appeon Server Cluster in AEM > Server Properties > Appeon Server Cluster.

Solution 1:

1. Add the EAServer to the Appeon Server Cluster Appeon Server Cluster in AEM > Server Properties > Appeon Server Cluster.

Reason 2: The IP address or machine name specified in AEM > Server Properties > Appeon Server Cluster may be incorrect.

Solution 2:

1. Verify that you have entered the correct IP address/machine name of the EAServer you are trying to add. The machine name cannot be "localhost". You must enter the IP address or actual machine name.
2. Verify that the IP address or machine name is set as an HTTP(s) listener in the Jaguar Manager of the EAServer you are trying to add.

7 Troubleshooting Sybase Issues

This section deals with troubleshooting issues of Sybase products that Appeon relies on to function. If you cannot resolve your problem with this troubleshooting guide, please contact technical support. For technical support information, please visit <http://www.sybase.com/support/> and click on the *Contact Support* link.

7.1 PowerBuilder issues

7.1.1 Image DataWindows do not display

Reason: Appeon Image DataWindows rely on the PowerBuilder DataWindow SaveAs function, which may have known or unknown defects.

Solution: Make sure you are using a certified PowerBuilder version and build as specified in the Appeon Installation Guide. You can verify the issue you are experiencing is caused by a PowerBuilder DataWindow SaveAs function defect by performing the following steps:

- 1) Delete all the files in the %JAGUAR%\html\imagefile\ directory. %JAGUAR% indicates the EAServer directory. For example, C:\Program Files\Sybase\EAServer\
- 2) Run an Image DataWindow Preview on the problematic DataWindow in Appeon Developer.
- 3) There will be two files generated in the "imagefile" folder: one GIF file and one WMF file. If the WMF file has the same issue as the Image DataWindow published to the Web, then this would be a Sybase defect and should be reported to Sybase.

7.1.2 Nested reports over 5 pages do not display

Nested reports longer than 5-pages cannot be viewed in the DataWindow of the Web application. This is caused by a limitation of PowerBuilder.

Solution: Nested reports longer than 5-pages can be viewed in PDF format and printed without the 5-page limitation.

7.2 EAServer issues

7.2.1 Jaguar Manager does not start

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

This is a known issue documented with EAServer 4.2, and there are three workarounds provided by Sybase:

- 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:
 - Launch the System Properties from the Control Panel and navigate to the *Advanced* tab.
 - Click *Environmental Variables*, and find the CLASSPATH variable.
 - Edit the CLASSPATH variable and reduce the length of the string to under 260 characters.
 - It is recommended that you backup the Variable Value for the CLASSPATH before you modify the variable, in case you want to restore it later.
 - Restart the computer.
- 3) Create a batch file for setting the CLASSPATH to include necessary classes:
 - 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* or *C:\Sybase\EAServer*.
 - In this file, set the CLASSPATH explicitly to include only those classes that you require and that are not added to CLASSPATH in the EAServer batch files.

7.2.2 EAServer crashes during synchronization

In an EAServer cluster, one of the secondary servers crashes during the synchronization process.

This is caused by a Sybase EAServer issue. The synchronization process is unable to replicate all the configuration information that is added to the primary server during Appeon Server installation to the other servers.

Possible Solution: Immediately after installing Appeon Server on the primary server, manually replicate the configuration of the following two listeners from the primary server to the other participating servers: *appeonserverhttp* and *appeonserveriiop*.

7.2.3 EAServer crashes after synchronization

After a cluster of EAServers has been synchronized and restarted, the member servers lock up when the "Application Integrator for CICS option licensed" line is reached in the log (displayed on the screen). Subsequently, a Dr. Watson error occurs (Windows NT) or the server process disappears (Windows 2000). The primary server seems to run without any problems.

Solution:

1. Delete the *Jaguar.cycle* file from the %JAGUAR%\Repository\server directory and try again.

2. If the issue persists you should contact Sybase technical support.

7.2.4 EAServer cannot start

Reason: 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 your EAServer documentation.

7.2.5 Data scope issue with n-tier NVOs

PowerBuilder NVOs and Java components support different data scopes. For example, in PowerBuilder, the supported scope for Unsigned Integer is 0-65,535, while the Java component only supports the scope no larger than 32,767.

As a result, if the data used in the PowerBuilder NVO is beyond the scope that Java can support, there will be errors when it is deployed to the Web.

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

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

Item	Details
EAServer configuration file	EAServer\Repository\Server\Jaguar.props EAServer\bin\serverstart.bat EAServer\bin\setenv.bat
EAServer log file	EAServer\bin\Jaguar.log EAServer\bin\Jaguarhttperror.log EAServer\bin\Jaguarhttpervlet.log
Appcon Server configuration file	EAServer\bin\AppconServerCfg.xml EAServer\bin\ClusteringServerCfg.xml EAServer\bin\AppconSecurityCfg.xml
Appcon Server log file	EAServer\<LogPath>\EonSystem.log EAServer\<LogPath>\EonError.log EAServer\<LogPath>\WebLib#.log NOTES: 1) <LogPath> is the AEM log path specified in AEM Configuration Assistant Log File (under EAServer directory) 2) WebLib#.log - # is the number of consecutive WebLib.log files. When the WebLib.log file goes over two megabytes in size, a new WebLib.log file begins with a new #.
Appcon Server Repository DB	EAServer\bin\AppconServer.db
Web Server configuration file	httpd.conf
Web Page file	Web Server path\application name>window name.html Web Server path\application name>window name.js Web Server path\application name\all DataWindows on window.xml NOTES: 1) Web Server path for EAServer is usually EAServer\html 2) If the window named includes inheritance, then also

	supply all ancestors.html and ancestors.js files.
Reproducible test case - PowerBuilder exported source code file	PowerBuilder application path\exported window name.srw PowerBuilder application path\exported DataWindow names.srd NOTE: Exported windows should include exported ancestor windows and exported ancestor user objects.

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