

Troubleshooting Guide

For

nxDSMP

Release 9.0.027



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TABLE OF CONTENT

Troubleshooting Guide	3
General Error Messages and Solutions	3
ICE Error Messages and Solutions	6
AdProof Error Messages and Solutions	7
AdPreview Error Messages and Solutions	7

TROUBLESHOOTING GUIDE

General Error Messages and Solutions

- The application failed to initialize properly (0xc0000022)

Application fails to initialize properly running Oracle Client Tools 9.2 (issue with XP and SP2).

Solution:

The error above is not an application issue itself. It should appear already when SQL-functionality is tested after the Installation process of the Oracle Client 9.2.0.1 on Windows XP with SP2. Use the following workaround as described at:

<http://metalink.oracle.com/metalink/plsql/showdoc?db=Bug&id=2498880>

- Log on to Windows with administrator privileges.
- Launch Windows Explorer from the Start Menu.
- Navigate to the ORACLE_HOME directory and right click on the ORACLE_HOME folder icon.
- Select the "Properties" option from the drop down list.
- Click on the "Security" tab on the "Properties" window.
- Click on "Authenticated Users" in the "Name" list.
- Uncheck the "Read and Execute" box in the "Permissions" list. This box will be under the "Allow" column.
- Check the "Read and Execute" box. **This is the box you just unchecked (!)**
- Click the "Apply" button.
- Click the "OK" button.

- nxDSMP printing functionality does not function

Default printer was missing during the Installation process.

Solution:

Possible cause: The default printer was not set up before nxDSMP was installed. In this case, first set up a default printer for the machine, and then set up the nxDSMP proof options for printing/faxing.

- nxDSMP online help is not found / does not display

Under the conditions that:

- a) the help files have been installed together with the nxDSMP binaries on a mapped network drive
- b) the Windows XP client is installed with SP2

then the online help may not function, for reasons described at http://www.helpware.net/FAR/far_faq.htm#SecurityUpdates.

or Microsoft Knowledge Base at <http://support.microsoft.com/kb/896358>

Verification:

Security update 896358 supports some registry keys and registry values that you can use to work around application compatibility issues. Use these questions to help decide which registry changes to make:

- Are there any applications or scenarios that are affected by the changes that are described in this article?
- How many applications are affected by the changes? How important are these applications?

- How severe is the malfunction that is caused by the changes?
- Can you modify the programs so that they do not have to use HTML Help functionality? For example, can your employees download .chm files instead of running them from file share? Can a Web application use a DHTML table of contents instead of using the HTML Help ActiveX control?
- What are the security requirements and capabilities of your organization?
- Which is more important, the HTML Help functionality that you are using, or making sure that your security is as strong as possible.
- Are your external security measures, such as a corporate firewall, strong enough? Do you trust your employees enough that you are not worried about a system inside your organization being used to attack another?

Solution:

The following information is from <http://www.docuexplorer.com/KnowledgeBase.shtml>.

Help screen does not display - As part of a recent security update Microsoft now restricts local domain access for browser and help technology. Please follow the Microsoft link for instruction on how to change this new restriction.

Method 2: Modify the ItssRestrictions registry entry to enable a specific security zone <http://support.microsoft.com/kb/896054>

The "MaxAllowedZone" value should be set to "1" to allow the help application to run properly.

You may make the change to the Registry yourself or download the HelpFix file and run it on your workstations to automatically adjust the Registry to allow the Help text to be viewed.

The details of this method are as follows (from <http://support.microsoft.com/kb/896054>, slightly edited):

Method 2: Modify the ItssRestrictions registry to enable a specific security zone

Warning: Enable only those security zones that you trust. Do not enable security zones about which you are not sure.

To modify the ItssRestrictions registry entry to enable a specific security zone, follow these steps:

1. Click Start, click Run, type regedit, and then click OK.
2. Locate and then click the following subkey:
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\HTMLHelp\1.x\ItssRestrictions
Note If this registry subkey does not exist, create it by following these steps:
 - a. On the **Edit** menu, point to **New**, and then click **Key**.
 - b. Type **ItssRestrictions**, and then press ENTER.
3. Right-click the **ItssRestrictions** subkey, point to **New**, and then click **DWORD Value**.
4. Type **MaxAllowedZone**, and then press ENTER.
5. Right-click the **MaxAllowedZone** value, and then click **Modify**.
6. In the **Value data** box, type a number from 0 and 4, and then click **OK**.
7. Quit Registry Editor.

Note: By default, the **MaxAllowedZone** value is set to zero. The following table summarizes how different entries are interpreted by the **MaxAllowedZone** value.

MaxAllowedZone	Local Machine zone	Local intranet zone	Trusted sites zone	Internet zone	Restricted sites zone
0	Allowed	Blocked	Blocked	Blocked	Blocked
1	Allowed	Allowed	Blocked	Blocked	Blocked
2	Allowed	Allowed	Allowed	Blocked	Blocked
3	Allowed	Allowed	Allowed	Allowed	Blocked
4	Allowed	Allowed	Allowed	Allowed	Allowed

See also <http://support.microsoft.com/kb/896358>, " MS05-026: A vulnerability in HTML Help could allow remote code execution".

Alternative solution:

If your security rules don't allow to do the changes described the only option would be to load .chm files onto the local PC instead of running them from file server.

You can do the following changes in your start.bat:

`$_DSMP_HELP_HOME= "$_DSMP_HOME\Help";` full path to net-linx DSMP Help Directory - has to be changed to local location

`$_DSMP_HELP_FILE= "nxDSMP.chm";` name of net-linx DSMP Help File

`$_DSMP_HELP_CMD= "$_WIN_HOME\hh.exe";` full path to Microsoft Help command

`$_DSMP_HELP_CMD= "X:\nxds\hh.exe";` full path to Microsoft Help command -can be C:\windows\hh.exe

net-linx Standard installation :

`set HELPCONTENTS_COMMAND=%WINDIR%\hh.exe`

`set HELPCONTENTS_FILE=nxDSMP.chm`

`set HELPCONTENTS_PATH=C:\PROGRA~1\net-linx\nxDSMP\44\NXDSMP~1\Help`

- The procedure entry point `OCICharSettoUnicode` could not be located in the dynamic link library `OCI.dll`.

Solution:

Make sure your Oracle Home Selector is pointing to the required Oracle Home.

Make sure that in the environment variable `PATH`, the path to `ORAHOME` is set before the path to `REPORTSHOME`.

Make sure the environment variable `ORA_PATH` points to the Oracle home folder.

Make sure in the registry `HKEY_LOCAL_MACHINE/SOFTWARE/ORACLE` the `Lasthome ID` is the Oracle Reports ID.

ICE Error Messages and Solutions

- 018477 Could not initialize the communication socket (time out) for ICE. Pls. try again.

Solution:

Check the Java Runtime version on your machine. It must be the same, which is included in the folder Ice. If the version is different, run the Java Runtime setup, which is included in the Ice folder.

Check your naming method. If an oracle name server is used, the database administrator must remove the spaces before and after the equal sign on the name server. If you are using tnsnames.ora, remove the spaces before and after the equal sign on your local tnsnames.ora.

Make sure the user has the full control rights on the Ice folder.

- Could not find the main class. Program will exit.

Solution:

Check that the string in the dsmp.ini file is the same as the string in the adbuilder.bat file in the Ice folder (minus the "-standalone" text in the dsmp.ini file).

Check that all string items are included in the ICE folder.

- 018449 ICE_PATH setting need to be specified as an environment variable.
- 018452 Error occurred during create process: The system cannot find the file specified. Pls. check your settings to start ICE !

Solution:

Check that the ICE_PATH environment variable is set to the ICE folder.

- Could not launch ICE, because the grant SELECT ON V_\$INSTANCE to the schema is missing. Please contact your DBA

Solution:

When using ICE, a grant SELECT on V_\$INSTANCE to the schema against which the nxDSMP product suite is running is necessary.

- 018436 TNSPING settings need to be specified as an environment variable.
- 018446 Could not create child process for TNSPING.
- 018442 Could not read the Host from the TNSPING output

Solution:

Check that the TNSPING environment variable is set to the file tns ping.exe.

Check that the ORA_PATH has been set properly (i.e. if different versions of Oracle have been installed).

- Internal Error

If neither the default color is set nor the section.pagecolor_id is set ICE generates an internal error and the following message will be found in the ICE log file:

```
java.lang.NullPointerException
  at ppi.core.ad.preview.AdPreviewPanel.getColorValues(AdPreviewPanel.java:95)
  at ppi.core.ad.preview.AdPreviewPanel.setAdBackgroundColor(AdPreviewPanel.java:125)
  at ppi.core.ad.preview.AdPreviewPanel.setPreviewAdTree(AdPreviewPanel.java:153)
```

Solution:

ICE requires a background color as default, if the field section.pagecolor_id is null.
The following entry is needed for the color table:

```
insert into color
values ('YLWL','DirectoryYellow30','Directory Yellow30','light-yellow shade used for
background screening', 0, 0, 30, 0, 100, '0',sysdate,'NXVALUE');
```

- ICE displays the ad letters incorrectly

Solution:

Make sure that in the table 'FONTMAP' in the column 'TRUETYPENAME' the font name of the used TrueType font is included. (Note: This means the font name, not the file name of the TrueType font.)

AdProof Error Messages and Solutions

- CadcOpt_GetFontByFontInfo ORA-01403: no data found

The AdProof fails with this error message in the Adproof.log file and crashes afterwards, if the default entries with fontmap_id = 'HELB' and 'HELV' are missing from the table SystemFont .

Solution:

Whatever fonts are used, both of the following records and fonts are required by Adproof.

```
insert into SYSTEMFONT
values('HELV','WIN','Helvetica','Hv_____.afm',sysdate,'NXINIT','P');
insert into SYSTEMFONT
values('HELB','WIN','Helvetica-Bold','Hvb_____.afm',sysdate,'NXINIT','B');
```

AdPreview Error Messages and Solutions

- Adpreview does not run if you press the AdPreview button, and you do not receive an error message.

Solution:

Look in the log file (adpreview.log) to get error information.

Check if all necessary fonts (*.afm and *.pfb) are installed in the appropriate folder for nxDSMP.

The oracle database of nxDSMP includes the table SystemFont. The names in the field SystemFont.FontMetric have to match the names of the font metric files (*.afm). The font metric files have to be located in the Fonts subfolder in the nxDSMP installation path.