Ostia Portus

Troubleshooting

Version 2012-12-17

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This document applies to Ostia Portus 2012-12-17 15:48:54 (MET) and to all subsequent releases.

Specifications contained herein are subject to change and these changes will be reported in subsequent release notes or new editions.

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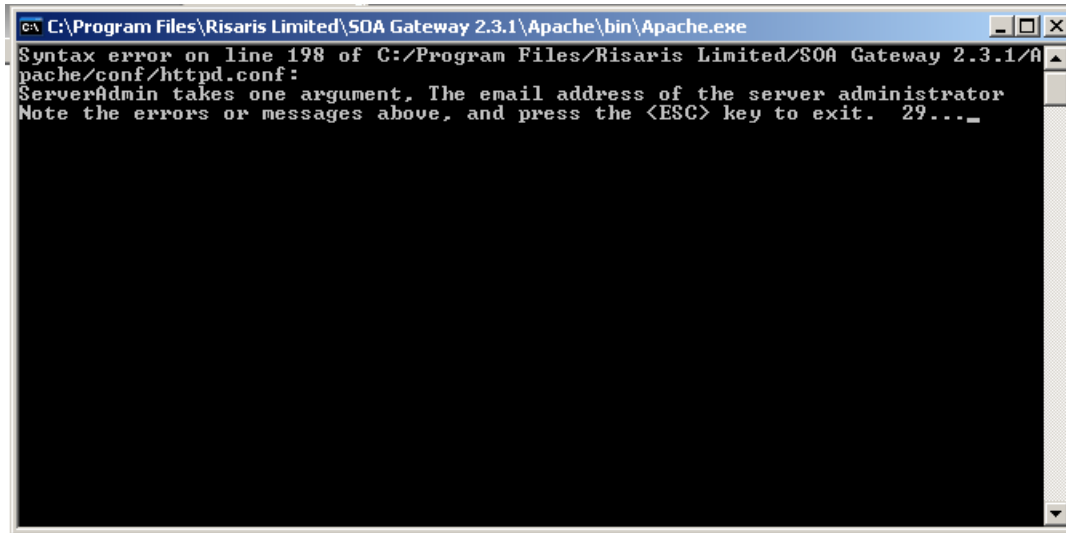# Troubleshooting

1 Troubleshooting Portus Installation issues

- **Windows installation reports some files are marked to be renamed or deleted**

  Ensure that the directory *C:\Program Files\Ostia* does not exist, and restart your computer.

■ **Syntax error with Server Admin**

This error occurs when there is more than one entry in the server's DNS suffix list.

Click **Start, Control Panel, Network Connections, Local Area Connection, Properties**

Select **Internet Properties (TCP/IP)** and click **Properties**

Click the **Advanced** button

Select the **DNS** tab, and in the **Append these DNS Suffixes**, ensure there is only one entry.

Click **OK, OK** and then **Close**

In the **LAN Status** window select the **Support** tab, and click **Repair**

Re-start the installation.

2 Troubleshooting Portus Client side issues

- **"adabasDriver::readLFdata() returned -300148, indicating Command 'LF' for dbid=1756, fnr=13: Rsp 148 (No active database was found, start the nucleus)**

  The Adabas database is not running, or cannot be accessed.

  Resolution:

  - Contact the administrator of your Adabas database to get it started.
  - Use the control centre to change the DBID that the Web Service is using.
  - Change the SVC that Portus is using to allow it to access the required DBID.

- **"adabasDriver::listGet() returned -300152, indicating Command 'L1' for dbid={dbid}, fnr={fnr}: Rsp 152 (The internal user buffer was not large enough to contain the user buffer areas) "**

  The Portus Adabas driver employs the Adabas "Multifetch" feature to reduce IPC (Inter-Process Communication) with the Adabas database server for maximum performance.

  For a *LIST* or *SELECT* request a default of 64 records to be "multifetched" is applied, an Adabas response code 152 is returned when the buffer areas required to return 64 records of the size determined by the Portus XRD for the WebService in question exceed the Adabas *LU* parameter.

  Resolution:

  - Increase the Adabas LU parameter
  - Reduce the size of the data to be transferred per record, for example by lowering the "maxOccurs" setting for MU and/or PE fields within the XRD
  - Use the SOAP header option *SOAGateway_Internal_Adabas_Multifetch_Limit* to specify a value, lower than the default of 64, that results in a transfer buffer size small enough to not exhaust the LU parameter setting.

■ "... nni_initialize rc=-2053 "

A -2053 means that Portus cannot access the Natural INI file. This can occur if the Software AG environment file, (e.g /opt/software/sagenv.new) cannot be accessed. It can also occur if some of the Natural files or directories cannot be accessed due to permissions problems.

Regardless of how the Portus Apache is started, the threads that handle requests are run as a user specified in the configuration. To determine what this user is, look at [install_home]/apache2/conf/adabas_soa_gw.conf file, and search for the "User" directive. This user must have access to the Software AG environment file, and Natural files and directories.

■ "... nni_initialize rc=-2016"

A -2016 means the Portus server can't access the Natural bufferpool "Unable to open buffer pool; contact the Natural system administrator." Is the bufferpool up ? Can you start a Natural session interactively ? If yes, it might be an authorization problem, i.e. the user assigned to the Portus Server not having the rights to talk to the Natural Bufferpool Server, or the Natural parameter module you are using specifying a bufferpool which isn't up.

■ **Trust Issues with Microsoft Infopath**

If you have "Problems connecting to data source" with **Microsoft Infopath** and your Portus web service, follow these instructions

■ Go **Tools**, **Options**, and ensure **Allow fully trusted forms to run on my computer** is checked

■ In your InfoPath form, go to **Tools**, **Form Options**, **Security and Trust** , uncheck **Automatically determine security level** and select **Full Trust**
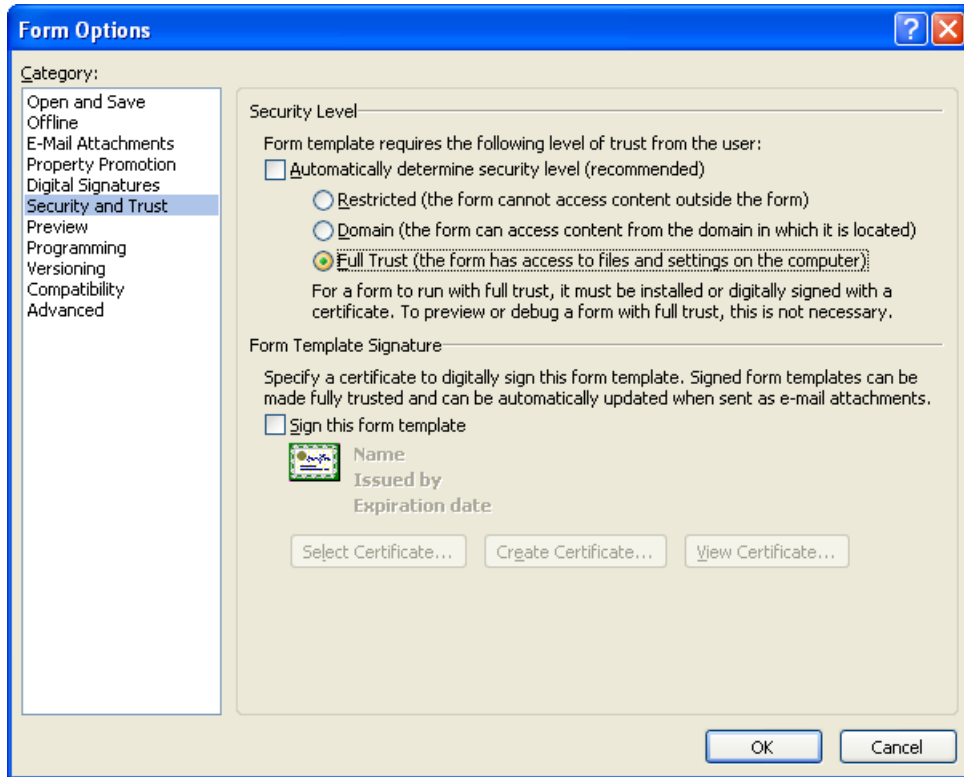
3 Troubleshooting Portus Server issues

- **Cannot load mod_xmiddle.so into server: failed to map segment from shared object: Permission denied.**

  This error can occur on Red Hat when SELinux is enabled. To disable it do the following:

  - As root, run system-config-securitylevel
  - Select SELinux Tab.
  - In the "Modify SELinux Policy" box, expand "HTTPD Service"
  - Tick the box "Disable SELinux protection for httpd daemon"
  - Click [OK]
  - Click [YES]

- **API module structure `xmiddle_module' in file XXX is garbled - perhaps this is not an Apache module DSO?**

  Ensure that you have chosen the correct installation for your system. For example, this error can occur when SLES 9 files are installed on a SLES 10.

  Ensure that the version of Apache you are installing on is either v2.0 or v2.2. Other versions are not supported.

- **Failed to bind to <port number>, port already in use**

  The port specified on the Listen directive in Apache's configuration file is already being used by another application. Change this to a port number not being used.

- **No error on command line, but Apache is not responding.**

  Check Apache's error_log file for error messages from the Portus server.

  The default location of the Apache error_log is *[SOAG_INST]*/*apache2*/*logs*/*error_log* replacing [SOAG_INST] with the location you installed Portus in.

- **A SOAP Fault is generated**

  Check the associated message in the <soap:faultString> element for error explanation. There may also be further messages available in the Apache's error_log.

  The default location of the Apache error_log is *[SOAG_INST]/apache2/logs/error_log* replacing [SOAG_INST] with the location you installed Portus in.

- **Abend S0C1 in module SAFASG**

  When the Portus server is running with *Security Level = User or Password* and is protected by Adabas SAF this abend indicates that SAFASG has not been linked correctly, please revisit the Security Section and relink SAFASG accordingly.

- **Command 'LF' for dbid=212, fnr=9, Rsp 17 (Invalid file number)**

  This error indicates you are accessing a file (number 9) that does not exist on the Adabas database (ID=212). For example, you may be running a installation verfication test, and the standard demo files ("Employees" and "Vehicles") delivered with Adabas have not been installed, or have not been installed in the standard locations.

- **Could not load natural ni library! Failed to open DLL, error 126: The specified module could not be found.**

  See setup instructions here.

- **Unicode char 0xF1 is not representable in encoding ASCII.**

  See information about i18n here

- **PRNG still contains insufficient entropy! Failed to generate temporary 512 bit RSA private key. Configuration Failed**

  Ensure the 2 following directives are enabled in your Apache configuration file (httpd.conf)

```
SSLRandomSeed startup builtin
SSLRandomSeed connect builtin
```

  If running on z/OS or z/VSE ensure the server is *not* active when submitting jobs which copy content to the Portus file system.

4 Portus Control Center (Eclipse) Troubleshooting

- **Missing bundle "org.apache.axis" during Portus Control Centre install**

  Ensure the "Web, XML and Java EE Development" plugins have been installed from the Eclipse Helios update site.

- **The Control Center does not react as expected, functions appear to 'do nothing', but do not give any messages indicating the cause of the misbehaviour.**

  Usually at least a brief notice about any error is displayed in the Portus Log View.

  If the Log View does not give any information, or the information presented is not sufficient to identify the problem, consult the Eclipse Error Log which is accessible from the Eclipse main menu bar via:

  - **Help**
  - **About Eclipse SDK** (this brings up a popup windows)
  - Click "Installation Details"
  - Select the Configuration tab
  - Click "View Error Log"
  - Scroll to the bottom of the error log to view information about the last error having occurred.

  Possible cause: please check if the JRE (Java Runtime Environment) in use it at least JRE 1.5, earlier levels may cause the behaviour described above !

- **The Eclipse update manager times out with network errors and does not get access to the update site(s)**

  When accessing the outside world from an intranet, it may be required to specify a HTTP proxy to Eclipse, this is done as follows:

- Bring up the Preferences dialog by selecting *Window -> Preferences* from the Eclipse main menu.

- Select the Network Connections section, specify the Proxy settings as appropriate
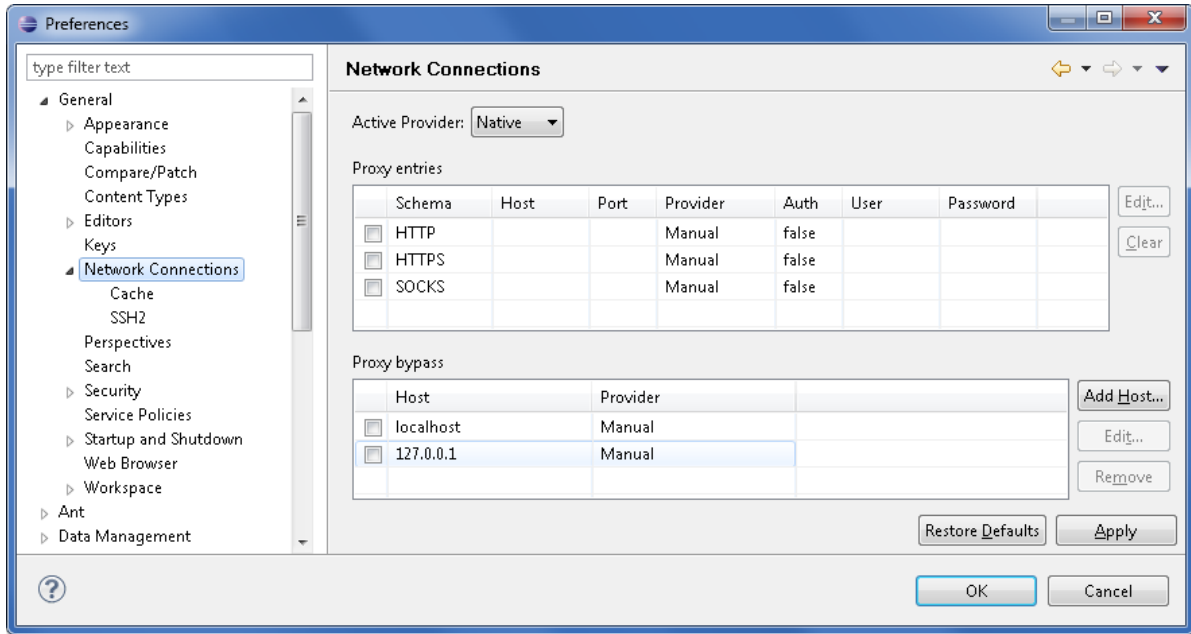
- Click OK to confirm the settings.

- **Font issues**

  The overall font of the Portus Control Centre can be modified by selecting

  Window, **Preferences**, **General**, **Appearance**, **Colours and Fonts**, and the **Portus** item from this. The Portus Control Centre must be restarted after modifications.

- # A fatal error has been detected by the Java Runtime Environment:

  # SIGSEGV (0xb) at pc=0x9bbfc3e3, pid=13780, tid=3062007584

  #

  # JRE version: 6.0_29-b11

  # Java VM: Java HotSpot(TM) Client VM (20.4-b02 mixed mode linux-x86)

  # Problematic frame:

  # C [libxul.so+0xb573e3] JSD_GetValueForObject+0x35319

  #

  Include the following option in the *eclipse.ini* file

-Dorg.eclipse.swt.browser.XULRunnerPath=/dev/null