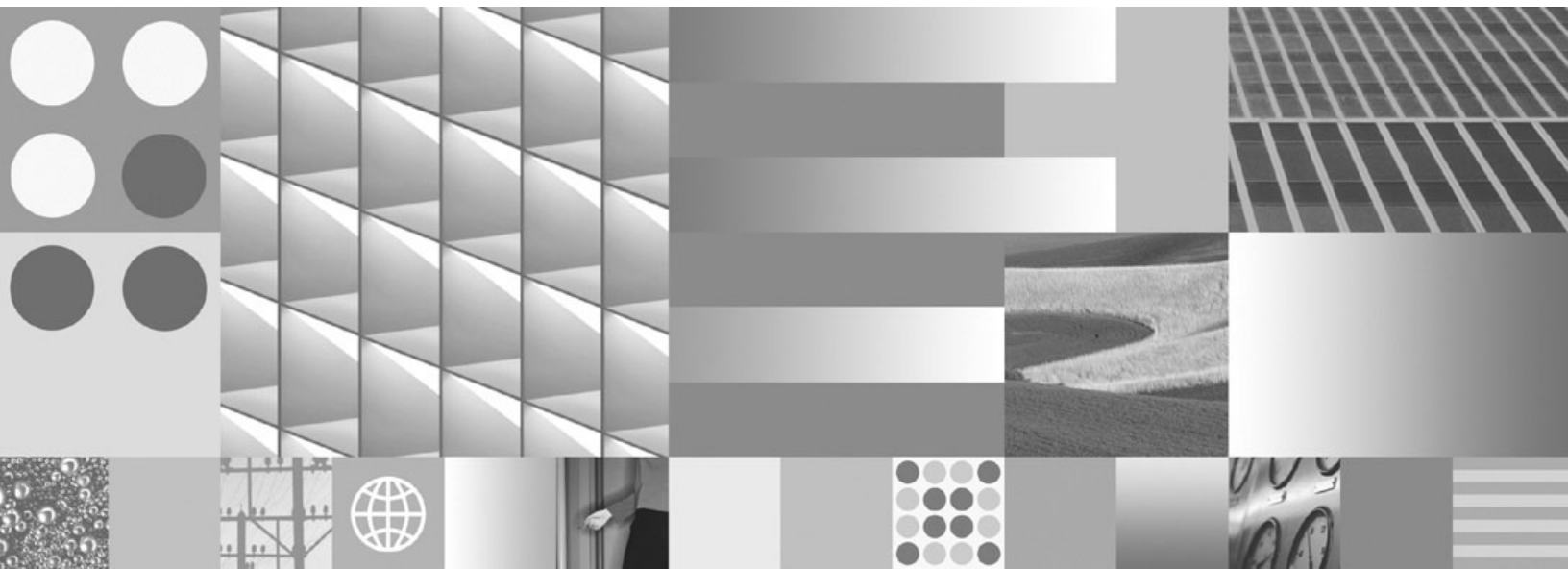


Troubleshooting Guide



Troubleshooting Guide

Note

Before using this information and the product it supports, read the information in "Notices" on page 79.

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Revision log

The following table identifies changes made to this document.

Date	Revision
10-07-08	<p>Added Unable to authenticate using Application Integration for Microsoft Office topic</p> <p>Removed obsolete topics.</p>
02-01-07	<p>Added troubleshooting tips on the following topics:</p> <ul style="list-style-type: none"> -- FileNet P8 Platform <ul style="list-style-type: none"> -- Installation -- A Web Services Reply message cannot find AE -- Workplace File/Unfile errors -- Object store creation errors -- In a farmed environment, users are redirected to a server without a running OSS -- Oracle timeout errors -- "Access denied to a component of the path" error in db2diag.log -- Snaplock retention period errors -- Object store service should run on the active node -- Records Manager <ul style="list-style-type: none"> -- Unable to log on after deployment -- Cannot declare records after deleting an object store -- Object store creation errors -- Unable to import data model into object store -- Link between RM and Workplace is not functioning -- Oracle search errors -- Reports do not run correctly -- Note enough storage areas -- Users can access files even without security priviledges -- Crystal Reports displays a blank report -- TCM <ul style="list-style-type: none"> -- Teamspace creation errors <p>Remove FSP troubleshooting tips</p> <p>Removed information about CE INSUBFOLDER item</p>
05/19/06	<p>Added troubleshooting tips on the following topics:</p> <ul style="list-style-type: none"> -- Process Engine log in -- Workflow activities

Date	Revision
05/16/06	Added troubleshooting tips on the following topics: <ul style="list-style-type: none">-- Problems with starting Content Engine services-- Exporting and Importing, Content Engine-- Microsoft SQL Server limits, Content Engine-- Process Designer validate function-- Application Engine retrieval performance-- Content Federation Services for CFS-CS and CFS-NTSF
03/10/06	Added revision log.
	Relocated the Win 32 0x80xxxx Error Decoding topic. It is now after the Identifying Software Build Information topic and before the Content Engine Errors topic.
08/21/06	References to Web Content Manager and WCM were changed to FileNet Site Publisher and FSP.
	Added troubleshooting tip on the following topic: <ul style="list-style-type: none">-- FileNet Site Publisher risk of jsp buffer overflow.

About this document

This document provides troubleshooting tips for the IBM® FileNet® P8 system.

Document organization

Troubleshooting tips are listed only once, and they are organized by how a problem manifests or by the major area associated with a task or operation. For example, if you cannot launch a workflow from Workplace, check for troubleshooting tips under Workplace and under Process Engine (PE) workflows.

NOTE Most topics have both a cause and a solution. However, some topics just have tips that are associated with the heading topics.

Recommended documentation

The following IBM FileNet documents also provide problem solving information:

- *IBM FileNet P8 Release Notes* (known issues).
- *IBM FileNet P8 Performance Tuning Guide*

To download these documents from the IBM support page, see the following “Access IBM FileNet documentation” topic.

Access IBM FileNet documentation

To access documentation for IBM FileNet products:

1. Navigate to the Information Management support page (www.ibm.com/software/data/support).
2. Select the appropriate IBM FileNet product from the "Select a category" list. For IBM FileNet P8 products, select either **FileNet Business Process Manager** or **FileNet Content Manager**.
3. From the Product Support page, click **Documentation**, and then click **Product Documentation**.
4. Click the icon in the appropriate release column to access the document you need. For IBM FileNet P8 products:
 - If necessary, click a product Doc Link to display the list of component product documentation.
 - Click the icon in the appropriate release column to access the document you need.

Contact customer support

For information about contacting customer support:

1. Navigate to the Information Management support page (www.ibm.com/software/data/support).
2. Select **FileNet Product Family** from the "Select a category" list.
3. From the FileNet Product Family support page, click **View all Flashes**, and then select **How to get support for IBM FileNet products**.

General

Tips

Authentication providers

When you set up an LDAP authentication provider, avoid using duplicate short names.

Keep the security implementation simple. Unusually restrictive or complex security policies can cause the system to operate in ways that you might not expect.

Databases

If a database is configured to be case-sensitive, the case of stored pathnames must match the case of the path to the referenced item.

Server date and time

Synchronize the date and time on all servers. Users can experience a variety of problems if one or more servers are not synchronized with the rest of the system.

Microsoft Windows domain controller

Do not install the FileNet P8 software on a Microsoft® Windows® domain controller machine in a production environment.

You can install smaller environments such as demonstrations or proof-of-concept development on the Windows domain controller machine. However, you can experience intermittent time-out errors when the Content Engine (CE) object store service attempts to auto-start before the Active Directory service has finished its startup process.

To work around this problem, it is suggested that you manually start the CE object store service after the Active Directory service has started.

Release version and build information

To determine the release version or build information for your software, see “Identifying Software Build Information” at the end of this document.

Application Engine

Installation

The installer is designed to continue the installation process despite errors, and should not roll back any of the install-related actions. However, if the final screen of the install wizard indicates that the installation has failed and prompts you to reference the log for details, examine the log file. The error should be easy to spot. The log file lists the “bean ID” of actions that are executed by the installer. Look near the error for one of the installer actions that is provided in the following list to determine what might be wrong. Note that these actions have sub actions, so the ID closest to the error may have a child ID.

WebEngineFeature

- cleanup – removes commons-logging.jar
- BrunoWebTreeComponent – installs bulk of Workplace files
- ApplicationIntegrationComponent – copies app int and router jars
- WebEngineConfiguration – installs config files and updates files
- UpgradeConfiguration – copies properties, xml files and upgrade files
- MakeUserTokenKey – creates User Token Key file
- WinBrokerPropertiesConfig – updates P8BPMWSBroker.properties file
- UNIXBrokerPropertiesConfig – updates P8BPMWSBroker.properties file
- SharedBootstrap – installs bootstrap.properties to shared location
- RemoveEncryptJarsWEBINF – removes JDK1.3 jars

JavaApiFeature

- cleanuplib2 – removes old lib2 jars
- javaAPIOnlyAction – if java api only install, adds jars
- javaAPIFilesComponent – installs java api files
- TaskmanVarComponent – sets P8TASKMAN_HOME env var
- CryptoKeyFileComponent – creates crypto key file
- RouterLinux – installs router Linux® jvm
- RouterWindows – installs router Windows jvm
- RouterSolarisJVM – installs router Solaris jvm
- RouterSolaris – installs UNIX® router scripts
- RouterAIXJVM – installs router Windows jvm
- RouterHPJVM – installs router HP jvm
- TaskmanInstallUnix – creates taskman.properties file on UNIX
- TaskmanInstallWindows – creates taskman.properties file on Windows

SourceFeature

- RemoveOldSrc – removes previous source code
- WorkplaceToolkitSource – installs source code

Other

- DeployWebSphereComponent – special files for WebSphere®
- DeployWebLogicComponent – special files for WebLogic
- DeployGenericComponent – special files for generic installs
- RunUpgradeSH – runs upgrade script on UNIX
- RunUpgradeWindows – runs upgrade script on Windows
- ExecuteWarBat – runs war script on Windows
- ExecuteWarSH – runs war script on UNIX

Error creating Crypto Key Files

If you notice MakeCryptoFile.java in the stack trace of an error, you might have to manually create the cryptokey files needed for user tokens and SSL sign in. You can create these files by running MakeCryptoKeys from a command line, which manually generates one or more encryption keys.

- You can display usage information by running the utility with no arguments.
- Specify the number of keys and the size (in bits) of the keys to be generated. It is recommended that the number of keys be kept to the minimum that will satisfy your security requirements (the default is 3).
- The size range of the key is 32-448 bits, in multiples of 8 bits. The default is 448 bits.
- If you do not have the unlimited strength policy files, you should use keys of no more than 128 bits.
- Due to initialization processing, a delay of several seconds is not unusual when MakeCryptoKeys starts.
- The utility writes its output to standard output (System.out); redirect the output to a CryptoKeyFile.properties file and copy that file to the CE server. Edit the WcmApiConfig.properties file to add an entry specifying the full path to the key file.

The following command creates three 440-bit keys, and redirects the output to a file. (This example assumes that your classpath is already set up to include the Content Java™ API JAR files.)

```
java com.filenet.wcm.api.util.MakeCryptoKeys -n 3 -s 440 > CryptoKeyFile.properties
```

Error creating app_engine.war file

This file should be created in the Workplace directory. If the file does not exist you must rerun create_app_engine_war.sh or create_app_engine_war.bat, depending on the operating system. If this install is from WebSphere, copy commons_logging.jar out of the WEB-INF/lib directory before running the script, and replace it after the script is ran.

Error in upgrade batch file processing

The batch file and upgrade files for upgrade functionality are found in the FileNet/backup-3.5.1 directory on the 3.5.1 release.

This directory contains an upgrade.bat or upgrade.sh batch script file (depending on the platform), that upgrades needed configuration files that have been updated in the 3.5.1 release. The output of running this script should be UpgradeOut.txt and UpgradeErr.txt. Check UpgradeErr.txt for possible errors. For example, it is possible that the original XML file to be upgraded has been modified incorrectly and is no longer correct XML.

You can run these scripts to rerun this upgrade batch file process.

File in use error

This error usually occurs when trying to install a file that is in use. Uninstall AE and make sure neither the application server nor the router is running. Then, re-run the installer.

General

- You can check the status of your CE by entering the top RemoteServerUrl in the WcmApiConfig.properties File into a browser:

```
http://yellow1:8008/ApplicationEngine/xcmisasoap.dll (example)
```

It should return XML similar to this:

```
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"  
xmlns:xsi="http://www.w3.org/1999/XMLSchema-instance" xmlns:xsd="http://  
www.w3.org/1999/XMLSchema">
```

When errors display, the reason will be displayed in the "Root Exception:" under details.

In some instances, an installation completes but some common setup error occurs.

Problem: You get a sign in error and the following root exception:

```
Root Exception:  
com.filenet.wcm.api.BaseRuntimeException: Error connecting to green:8008:  
java.net.ConnectException: Connection timed out: connect. ; OMFC/TheNetwork/  
NoOp/Client
```

Cause: The CE server or services could be down.

Solution: Check the CE server or services and restart if necessary.

Problem: You get a sign on error and the following root exception:

```
Root Exception:  
com.filenet.wcm.api.BaseRuntimeException: Error connecting to yellow1:8008:  
java.net.UnknownHostException: yellow1. ; OMFC/TheNetwork/NoOp/Client
```

Cause: The Server name in the WcmApiConfig.properties might not be correct.

Solution: Check and correct the server name in the properties file, if necessary.

Problem: You see an error like this:

```
Problem initializing encryption/decryption with keyId ccc6f178, size 448 bits.  
java.home=C:\Program Files\Java\jdk1.5.0\jre. Cause:  
java.security.InvalidKeyException: Illegal key size or default parameters
```

Cause: The unlimited strength jars have not been installed and you are trying to use 448 bit keys.

Solution: Install the unlimited strength jars.

Problem: You see an error like this:

```
Root Exception:  
  
com.filenet.wcm.api.EncryptionException: Problem creating JCE Cipher instance  
for Blowfish/ECB/NoPadding algorithm. java.home=C:\Program  
Files\Java\jdk1.5.0\jre. Cause: java.lang.ExceptionInInitializerError; Caused  
by: java.lang.SecurityException: Cannot set up certs for trusted CAs; Caused by:  
java.lang.SecurityException: Jurisdiction policy files are not signed by trusted  
signers!
```

Cause: You don't have the correct unlimited strength jar files.

Solution: Install the correct unlimited strength jar files.

Suggested test to validate a full P8 install

Create a Document Entry Template with a document approval workflow.

- Tests connectivity and object creation on CE.
- Tests connectivity, launching of workflow, and access to queues on PE.

Workplace log on

Unable to log on

- Verify all operating system and application server patches and service packs have been installed.

For more information, see the *IBM FileNet P8 Hardware and Software Requirements*. To download this document from the IBM Support site, see ["Access IBM FileNet documentation" on page 10](#)

- Verify access between AE and CE.

From the AE server, ping the CE server hosting the AE Web Connectivity (Java) module, and from the CE server hosting the AE Web Connectivity (Java) module, ping the AE server.

- Verify at least one object store has been created on CE.
- Verify the CE name in the WcmApiConfig.properties file is correct, and was not misspelled or incorrectly specified during AE installation.

For more information, see the FileNet P8 Help system: **FileNet Documentation > FileNet P8 Administration > Application Engine Administration > Key configuration files and logs > CryptoKeyFile.properties.**

- Verify the bootstrap preferences were configured.
- Verify the Apache service is running on CE.

- Test the SOAP exchange by attempting to view the page at `http://content_engine_name:port_number/ApplicationEngine/xcmisasoap.dll`. A valid response will contain xml data.
- Update the user/group cache if the user who is unable to log in was recently added to the system.

To manually refresh the cache after adding a user, you must restart Apache on the CE/Java API Listener. You can also configure the cache to refresh at different than interval than the current interval by changing the `UserCacheSoftTimeOut` registry setting on CE.

For more information, refer to the FileNet P8 Help system: **Developer Help > Content Java API > Security > Concepts > User and Group Caching**.

- Verify the user who cannot log in does not have a short name that is identical to another user's short name.

Normally, users can log in using either their short name or their distinguished name. However, eDirectory or a SunONE LDAP servers in a multi-domain environment where duplicate short names are being used, require users with identical short names to log in using their distinguished name. For example: `uid=dsmith,ou=Sales,dc=FileNet,o=com`.)

- Verify the user who cannot log in belongs to a default CE and PE domain.

Active Directory LDAP servers, require users who do not belong to a default CE and PE domain to log in using their long name. (For example: `mjones@filenet.com`.)

- If you are using symmetric encryption, verify that the `CryptoKeyFile.properties` file or the keys have been copied to the proper location on CE.
- Verify log in failure details under root exception when you use long keys for symmetric encryption or user tokens (required for Application Integration):

- The following message indicates you have not added the unlimited strength jars to your Java Developer Kit directory.

```
Root Exception:  
com.filenet.wcm.api.EncryptionException: Problem initializing encryption/  
decryption with keyId be4b25d1, size 448 bits. java.home=C:\j2sdk1.4.2_03\jre.  
Cause: java.lang.SecurityException: Unsupported keysize or algorithm parameters
```

- The following message indicates you should verify the `java.security` file is using the proper JCE.

```
Root Exception:  
com.filenet.wcm.api.EncryptionException: Problem creating JCE Cipher instance  
for Blowfish/ECB/NoPadding algorithm. java.home=/export/home/bea/jdk131_08/jre.  
Cause: java.lang.NoClassDefFoundError
```


“Invalid Credentials” message displays at log in

Cause: Mis-typed login name and/or password.

Solution: Check the Caps Lock key, and then log in again.

Cause:

- The account is locked.
- The account is set to require a password change.
- The account is disabled.

Solution: Check with the system administrator about the account.

Cause: User does not have a valid domain account.

Solution: Verify the user has a valid domain account and is not trying to log in using a machine account instead of a domain account.

Cause: The web server is not pointing to a valid location for the AE Web Connectivity (Java) component.

Solution: Open the WcmApiConfig.properties file and verify the web server is pointing to a valid location for the AE Web Connectivity (Java) module.

For more information, see the FileNet P8 Help system: [FileNet Documentation > FileNet P8 Administration > Application Engine Administration > Key configuration files and logs > WcmApiConfig.properties](#).

“You must configure properties for this application” message displays at log in

Cause: This message displays because the first person that logs into AE after installation does not belong to the AE Administrators group.

Solution: Add the person to the AE Administrators group. (This is available through the Active Directory Users and Computers administrative tool).

The IS log in prompt does not display or the log in fails from Workplace when trying to access a proxy document

Solution: Verify the ISRA (Image Services Resource Adapter) is installed.

1. Launch your browser.
2. Enter the URL for the AE ISRA Servlet, for example:

`<http://<ApplicationEngineISRAServlet> <servername>:<port>/ApplicationEngineISRAServlet/ISRA`

NOTE ApplicationEngineISRAServlet is the default context root. If you specified a different name for the context root when deploying the AE ISRA Servlet, change the URL to match your configuration.

If the ISRA Servlet is installed and deployed correctly, a Congratulations message displays. For example:

```
Congratulations! ISRA Interface Servlet is configured at this URL.  
WcmApiConfigFile = D:\ISRAInterface\jsp\WEB-INF\WcmApiConfig.properties  
WcmApiConfig file exists  
  
CryptoKeyFile/UserToken = C:\ProgramFiles\FileNet\Authentication\UTCryptoKeyFile.properties  
CryptoKeyFile/UserToken exists  
  
FileNet ISRA classes are in the classpath  
com.filenet.is.ra.cci.FN_IS_CciConnectionSpec
```

For instructions about installing the AE ISRA servlet, see the *IBM FileNet P8 Platform Installation and Upgrade Guide*.

To download this document from the IBM Support site, see [“Access IBM FileNet documentation” on page 10](#)

Workplace operations

Workplace cannot access an object store

Cause: The object store was removed and recreated with the same name in EM.

Solution: If an object store and its associated tablespace and user are removed from EM and the Oracle database, and they are recreated using the same name, the Apache2 service will need to be restarted. Use the Windows Services administrative tool to restart the Apache2 service on all CE servers in the FileNet P8 domain. Failure to do so will result in “Object not found or permissions error” messages when attempting to access the new object store from Workplace.

Workplace folders fail to refresh after filing or unfiled a document

Cause: Workplace does not perform a refresh after a document has been filed or unfiled.

Solution: Log off and log back in. Or, click on the end of the folder path.

Unable to access Workplace applications

- Verify all operating system and application server patches and service packs have been installed.

For more information, see the *IBM FileNet P8 Hardware and Software Requirements*. To download this document from the IBM Support site, see [“Access IBM FileNet documentation” on page 10](#)

- Verify access between AE and CE.

From the AE server, ping the CE server hosting the AE Web Connectivity (Java) module, and from the CE server hosting the AE Web Connectivity (Java) module, ping the AE server.

- Verify that the CE name in the WcmApiConfig.properties file is correct, and was not misspelled or incorrectly specified during AE installation.

For more information, see the FileNet P8 Help system: **FileNet Documentation > FileNet P8 Administration > Application Engine Administration > Key configuration files and logs > CryptoKeyFile.properties.**

- In Windows 2000 environments, test the SOAP exchange by attempting to view the page at http://content_engine_name/ApplicationEngine/xcmisasoap.dll. A valid response will contain xml data.

- Verify users have valid credentials as configured on the directory server, and that these credentials have access to the object stores.
- Verify users have access to the object store where the site preferences are stored.
- If you are using symmetric encryption, check the encryption configuration:
 - Attempt to sign in without encryption enabled. If successful, verify that the crypto key is included in the CE crypto key file.

For more information see the FileNet P8 Help system: **FileNet P8 Documentation > FileNet P8 Administration > Application Engine Administration > Application Engine security > Symmetric encryption.**
 - (Older versions of WebSphere and WebLogic) Verify the classpath is updated properly, with full paths specified to the .jar files in the <application_engine_install_path>/FileNet/lib2 directory.
 - Verify the CryptoKeyFile.properties file is in the <application_engine_installation_path>/FileNet/Authentication directory (or if you configured AE to place it in a different directory, check there). The location of the file should match the location specified in the WcmApiConfig.properties file.

For more information, see the FileNet P8 Help system: **FileNet P8 Documentation > FileNet P8 Administration > Application Engine Administration > Key configuration files and logs.**
- If CE is installed on the domain controller, verify users are assigned rights to the “Log on Locally” security policy. For more information, see the:
 - FileNet P8 Help system: **FileNet Documentation > FileNet P8 Administration > Process Engine Administration > System Administration > Configuring users and groups > Open Client/FileNet Web Services > Configuring unified logon.**
 - *IBM FileNet P8 Platform Installation and Upgrade Guide*. To download this document from the IBM Support site, see [“Access IBM FileNet documentation” on page 10](#)

Out-of-memory errors (java.lang.OutOfMemoryError)

Cause:

Workplace does not have enough allocated memory while processing a large number of records.

Solution:

(Designer and administrative applets on client machines) Increase the Java heap value from the default 64m to 256m.

1. From the Control Panel, select the Java Plug-in.
2. In the Java Run Time Parameters field, enter:

-Xmx256m

Solution:

(Application server) Increase the minimum and maximum Java heap values in your startup script to 256m and 512m.

NOTE See your application server documentation for recommended minimum and maximum heap size values.

Images do not display in Workplace (WebSphere)

Regenerate the plug-in and restart your HTTP server.

- Attempt to connect using WebSphere's default port (usually 9080).
- Attempt to load Workplace applications by accessing the system through WebSphere's default port (usually 9080), bypassing the separated HTTP servers.

Name field on the Tasks pages is truncated

NOTE Workplace Tasks pages are: My Inbox, Public Inbox, My Active Workflows, and Task Tracker.

Cause: The corresponding F_Subject field value is not set high enough to display the entire name.

Solution: Change the F_Subject field value for the corresponding queue or roster.

Task page...	Change the F_Subject field in...
My Inbox	Inbox user queue
Task Tracker	Tracker user queue
Public Inboxes	<name> work queue
My Active Workflows	<p>The roster associated with the workflow.</p> <p>To determine which roster is associated with a workflow, open the workflow definition in Process Designer and look for the roster specification in the Workflow Properties dialog box, Advanced tab.</p> <p>Because the Launched Workflows view can contain workflows associated with different rosters, and the F_Subject length is specified for each roster, the number of characters visible in the Name field can vary from workflow to workflow.</p>

Use the Process Configuration Console to modify the length of the F_Subject field for any queue or roster. By default, the F_Subject field is set to a length of 80. You can increase it to a maximum of 255 characters.

NOTE Changes are applied once they are saved. However, existing work item names will not change length. Only work items that entered the queue after you made the change will reflect the new length specification.

Cannot execute a search

The stored search might not have the proper MIME type. This is caused when the stored search is checked in to CE using a tool other than the stored search API. (For example, the store search was checked in using EM).

Content-based searches do not return any results

- The object store is not configured to support content indexing.

For more information, see the FileNet P8 Help system: [FileNet Documentation > FileNet P8 Administration > Process Engine Administration > System Administration > Configuring users and groups > Open Client/FileNet Web Services > Configuring unified logon.](#)

- Stop words were used with the AND operator.

For more information, see the FileNet P8 Help system: [FileNet Documentation > Workplace > Advanced Author Tools > Search Designer > Reference > Stop Words.](#)

Application Integration

Unable to authenticate using Application Integration for Microsoft Office

Cause: Microsoft® Internet Explorer on Windows® Vista checks the Certificate Revocation List (CRL) by default, whereas Windows XP does not.

Solutions: For Secure Sockets Layer (SSL) authentication to work, you must:

- Have a valid certification chain, including a valid LDAP path to the CRL validation server, with correct CRL list checking
- Clear the “Check for server certificate revocation” check box in the Internet Explorer properties.

System performance

System performance is not optimal

Cause: An excessive number of subfolders in a single folder can affect retrieval performance.

Solution: Refer to the section about handling a large number of folders and objects in the IBM FileNet P8 Performance Tuning Guide. To download this document from the IBM Support site, see [“Access IBM FileNet documentation” on page 10.](#)

Application servers

WebSphere (Solaris and Windows)

- Verify that both WebSphere and Workplace are running.

Open the admin console. Under your node, expand Applications and click Enterprise Applications. Verify that “app_engine_war” has started. (The green arrow under status indicates that it is running.)

- Verify the app_engine.war file is installed and deployed on AE. If it is not, execute the create_app_engine_war.sh script (located in /opt/FileNet/Workplace/) to create it manually.
- Attempt to connect directly through WebSphere's default port (usually 9080). If you can connect through port 9080 and not port 80 (the HTTP server), then you will need to regenerate the plug-in and restart the HTTP server.
- For WebSphere 5.0, verify the classpath for the application server node has been updated with all of the .jar files in the /lib2 folder and that they are loaded. Restart the application server to verify the classpath loads. Refer to the installation topic for your operating system/application server platform for the list of files in the classpath. (The class path is not required for WebSphere 5.1.)

WebLogic (Solaris and Windows)

- Verify Workplace is deployed and the target server has been started.
- For WebLogic 7, verify you have updated your classpath in the startWLS.sh (for Solaris) or the startWLS.bat (for Windows) file with all of the .jar files in the <application_engine_install_path>/FileNet/lib2/ folder, and that they are loaded. Restart the application server to verify the classpath loads. (The class path is not required for WebLogic 8.1.)

For more information, see the section about installing AE in the *IBM FileNet P8 Platform Installation and Upgrade Guide*. To download this document from the IBM Support site, see [“Access IBM FileNet documentation” on page 10](#)

JBoss

In development mode, JBoss creates a large amount of server log and HTTP access log messages. This can cause unexpected behavior in the deployed application.

NOTE With logging turned off, error messages will still be displayed in the JBoss console.

To disable JBoss logging

1. Edit the log4j.xml file (\$JBoss_HOME\server\default\conf\log4j.xml):
 - Change all threshold values and priority values from “INFO”, “DEBUG”, or “TRACE” to “ERROR”.
 - Delete or comment out the “Preserve messages in a local file” to turn off the server log.
2. Edit the jboss-service.xml file (\$jboss_home/server/default/deploy/jbossweb-tomcat41.sar/META-INF):
 - Delete or comment out the “Access logger” section to turn off HTTP access logging.
3. Edit the transaction-service.xml (\$jboss_home/server/default/deploy):
 - Change the value of the “Debug” attribute from true to false, to turn off JCA debugging.
4. Edit the web.xml (\$jboss_home/server/default/deploy/jbossweb-tomcat41.sar):
 - Change the logVerbosityLevel to “FATAL”.

Operating systems

Windows 2000/Generic

- Verify the application server is running.
- Verify the correct Java Developer Kit version is installed and the Java_Home environment variable accurately reflects the path to your Java Developer Kit installation.
- On Tomcat, you might have to copy the tools.jar from the JDK\lib to the tomcat\common\lib directory.

Content Engine

Installation and upgrade

Tips

- Verify you are logged in under a domain administrative account.
- Verify the DNS settings are correct and the DNS has been configured for the machine to point to the Primary DNS server, usually the domain controller. (The first thing the installer tries to do is connect to the Global Catalog server. This occurs the moment you click Next to bypass the Welcome page.)
- Verify the time and date on CE and the Domain Controller are synchronized. If they are not, CE installation will not successfully complete. If CE is already installed and the date and time become unsynchronized, connection to object stores might be lost. Restore synchronization to resolve this.
- CE can be installed in a child or non-root domain. For this to work, the schema must be installed on the schema master, which is typically a domain controller on the root domain, or, replication to the schema master must be allowed to take place before installing the rest of the CE components.

When you run ConfigGCD, you should see the Add-Ons dialog box, but instead you are prompted to enter a Windows service user (2.01 to 3.0)

Cause: During a CE upgrade, the upgrade installer adds a shortcut to the GCD Wizard (ConfigGCD) startup group. On reboot, ConfigGCD starts the GCD Wizard, checks the CurrentInstalling key, and jumps to the Upgrade page if it found the registry key. On completion, ConfigGCD should remove the Upgrade key and the startup shortcut so that the GCD Wizard (ConfigGCD) will not launch again the next time you start the machine. Occasionally in a clustered CE environment, the installer fails to remove the shortcut.

Solution: When you run ConfigGCD, if you are prompted to enter a Windows service user, cancel out of the wizard and do the following:

1. Launch the Windows registry editor (regedit).
2. Delete the registry key HKLM\Software\FileNet\ECM\CurrentInstalling\Upgrade.
3. Delete the ConfigGCD shortcut from **Start > Programs > Startup**.
4. Run ConfigGCD again.

Performance

Slow I/O performance

Cause: Apache HTTP logging causes I/O performance to slow down.

Solution: By default, CE setup installs the Apache components with the standard configuration. In this configuration, all HTTP calls are logged in the access.log file. As this file grows in size, you might start experiencing performance problems caused by the I/O API taking seconds to open the log file when the size exceeds 1 GB. The workaround to this problem is to configure Apache to log only errors:

1. Edit the http.conf file (By default located in C:\ProgramFiles\Apache Group\Apache2\conf).
2. Comment out the entry "CustomLog logs/access.log".
3. Modify the "LogLevel" entry to read "LogLevel Emerg" in order to only log errors.

Enterprise Manager

Unexpected system behavior

In an active/passive CE clustered environment, the object store service should run only on the active node. If the service runs on a passive node unexpected behavior can occur.

CAUTION Do not manually launch EM on a passive node, as this will launch the object store service on that node.

Example: In a clustered environment, if the object store service is running on both the active and passive nodes, subscription workflows could queue on the passive node, effectively locking these subscriptions from being processed.

Cannot access Enterprise Manager features

- Refer to the FileNet P8 Help system: **FileNet P8 Administration > Enterprise-wide Administration > Content Engine Administration > About Enterprise Manager > How to... > Start the Enterprise Manager.**
- If CE is installed on the domain controller, you must set the “Logon locally” right under the Domain Controller security policy. This applies only to users who are not domain administrators. (Normally, domain users would not log into a domain controller.)

Enterprise Manager does not load

Cause: Administrator removed all permissions from the ACL of the domain root (**Enterprise Manager Domain Root > Properties > Security**) by mistake. EM will not load and the domain object will not be accessible via the API.

Solution: Contact your support representative.

Cause: Each object store has its own ACL and therefore its own list of administrators. Anyone who can log in to the server containing EM can open EM but thereafter they must have permission to open, view, and edit the object store.

Solution: Log in to the object store using an account that has Full Control permission to administer it.

Recently created objects or properties do not appear (or appear incorrectly) in Enterprise Manager

Solution: Refresh the metadata by right-clicking the object store node and selecting Refresh.

Object store creation

Cannot create an object store

- You must be logged on to EM as a GCD administrator, that is, a user who has Full Control access to the FileNet P8 domain.
- Check the domain and DNS configuration. CE must point to a DNS server that contains the global catalog service records for your domain.
- For Windows 2003 servers where CE components will be installed, DTC and COM+ must be enabled on object store service and SQL Server machines. Otherwise, CE will not run correctly. If the DTC or COM+ access is not enabled, the object store will fail when loading the CE add-ons.

Create object store wizard fails part-way through the object store creation

- The object store wizard might fail to create an object store for several reasons, such as insufficient permissions on database logins or on shared folders for file storage areas.
- Review the messages displayed by CE or EM as well as those displayed in the Object Store Create Status dialog box for the possible source of the error. Following are several possible error messages and their solutions:

Cause: A failure occurred calling 'IDBInitialize::Initialize()' on the OLEDB provider. (CE administration error message.)

Solution: The necessary access for the operating system or database user/group is missing from the database engine. Verify you have configured your database engine as required.

Cause: For DB2®, if a failure occurred calling 'IDataInitialize::GetDatasource' on the OLEDB provider. (CE Administration error message) - Microsoft OLE DB Service components - Access is denied.

Solution: The "Content Engine Servers" group was not added into the local DB2USERS group that was created when the DB2 client software was installed.

Cause: The Create database permission was denied by the database.

Solution: The necessary permissions for CE database login are missing or insufficient.

Cause: Insufficient permissions to create a file store at this location.

Solution: The permissions on the shared folder for the file store are insufficient. Verify the Windows service account (CE servers) has "Full Control" permission on the shared folder. At a minimum, the user who creates the file stores must also have full control permissions on the shared folder. Depending on the application, you might want to give additional users or groups permissions on this folder. (The file store folder created under the shared folder does not have to be shared.)

NOTE The object store wizard might display an additional error message informing you that it was unable to roll back the object store creation and that the database/tablespace it created for the object store could not be deleted. You can either:

- Delete the entire database/tablespace manually.
- Create a new, empty database/tablespace. (You might need to stop the object store service used to create the object store before you can delete the database.)

- Drop the User tables from the database/tablespace and reuse this database/tablespace when you rerun the object store wizard.

For more information, see the FileNet P8 Help system: **FileNet P8 Documentation > FileNet P8 Administration > Content Engine Administration > Object stores > How to... > Reuse databases.**

Cause: The object store wizard displays a “not shared” error when trying to select the share for use, even though the shared folder exists and proper security has been applied.

Solution: This can be caused by an incorrect value in the registry that prevents creation of a file store Object Store on a Storage Area Network (SAN) drive device. The problem might be related to an issue described in the Microsoft Knowledge Base article ID 106167. (Search for “106167” at <http://support.microsoft.com>.)

Cause: If the create object store wizard fails at 50% (shortly after starting add-on configuration), it might be that the server cannot connect to the remote Oracle database.

Solution: This can happen under the following conditions:

- The Oracle Names Server (ONAMES) is used for name resolution. Use the help option of the Oracle Names utility namesctl to determine if the site is using ONAMES, LDAP, etc.

And, the sqlnet.ora file contains both of the first two following lines and either one of the second set of following lines:

```
NAMES.DEFAULT_DOMAIN = world
#SQLNET.AUTHENTICATION_SERVICES=(NTS)

NAMES.DIRECTORY_PATH=(LDAP,ONAMES,TNSNAMES)
NAMES.DIRECTORY_PATH=(ONAMES,TNSNAMES,HOSTNAME)
```

When this occurs, use the Oracle Net Configuration Assistant to configure a new sqlnet.ora file. Then use the tnsping utility to determine if Oracle Client can connect to Oracle Server. The net service name is defined in the tnsnames.ora file.

- Replacing the NAMES.DIRECTORY_PATH line in sqlnet.ora with the following line will also resolve the problem (that is, verify TNSNAMES is the first entry, as shown below):

```
NAMES.DIRECTORY_PATH=(TNSNAMES,LDAP,ONAMES,HOSTNAME)
```

For DB2, server name resolution might require a server host address in the Windows CE Server hosts file. From the DB2 documentation:

“The client will use the host address of the DB2 server to establish a connection. If your network has a name server, or if you plan to directly specify an IP address (ip_address) of the server, you can proceed to cataloging the TCP/IP node. If a domain name server does not exist on your network, you might directly specify a hostname that maps to the IP address (ip_address) of the server in the local hosts file.”

Object store creation fails after installing DB2 Client Components (SQL0998N error)

Cause: The installation process does not prompt you to reboot the server, which is needed to properly process information from object store creation distributed transactions.

Solution: Reboot the CE server after installing the DB2 client components.

Object stores - object management

Unable to declare records after deleting object store

Cause: The object store was deleted incorrectly.

Solution: You must first restore the default preferences in the Object Store Preferences page before deleting an object store. If you fail to do this, you will need to clear all preferences by deleting, renaming, or moving the bootstrap.properties file. It will be rebuilt automatically.

Cannot add documents to an Oracle-based object store

Cause: Bulk addition of large numbers of documents to an Oracle-based object store might fail with a RemoteServerException error indicating a session login failure. This error occurs when the number of active Oracle sessions (to update the database as a document is added to a file store) exceeds the maximum number allowed. The underlying problem is that Oracle is retaining idle sessions rather than disconnecting them after they have completed their database transactions.

Solution: As a workaround, run the SQL command CREATE PROFILE to reduce the value of the IDLE_TIME resource parameter (via the profile of the CE tablespace user that stores records in the Oracle database). The IDLE_TIME value determines how long (in minutes) a session can be continuously inactive before Oracle ends it. Refer to the SQL command CREATE PROFILE in *Oracle9i SQL Reference Release 2 (9.2)* for details. You might need to experiment before determining an optimal value for IDLE_TIME, as it will depend on the amount of activity associated with the object store and the database server.

Cannot delete documents that are stored on a NetApp Snaplock device, even though the retention period has expired

Cause: The Snaplock device has its own compliance clock that is used to control all retention period related tasks. This clock needs to be synchronized with the CE server system clock to within 5 minutes. The reason for this is that CE sets the retention on a SnapLock file as absolute time (for example, "2036-10-19 12:56:01" instead of "NOW + 30 years"). This time is based on the CE server system clock. If the CE system clock is skewed significantly from the SnapLock clock (more than 5 minutes), then the absolute retention time is also equally skewed. This could cause a retention problem and could cause the Content Retention Date property of the document object to be inaccurate.

Solution: Synchronize the Snaplock device clock with the CE server system clock. Note that the minimum retention period applied to a SnapLock device is expressed in days. Therefore, the value of this minimum retention period should not be set to less than 1 day.

Content-based retrieval is not available

Cause: In order to perform content-based retrieval (CBR) queries, you must enable full-text indexing for the stores you want to search.

Solution: Set up the document class for indexing.

For more information, see the FileNet P8 Help system: [FileNet P8 Documentation > FileNet P8 Administration > Content Engine Administration > Content-based retrieval > Concepts](#).

Audit history of a document is empty, even though the correct audit definitions have been configured on the document's class

Cause: The object store might not be enabled for auditing.

Solution: Enable the object store for auditing.

Exporting and importing

Import/export fails

Cause: Circular dependencies exist between two object-valued properties: Object A has a property that has Object B as its value, and Object B has a property that has Object A as its value. By design, import of this relationship will fail because there is a risk of bypassing the security placed on the two objects. The security permissions of the person performing the import might not include permissions to access the referred-to object because that object does not yet exist in the object store to allow checking the security required by that object.

Solution: Remove the circular dependencies and export/import again, then recreate the circular dependency.

Cause: When EM detects duplicate object store components in an XML file, it cannot successfully create an object store and the import operation fails.

Solution: Automatic object store population does not allow you to import objects selectively. Instead, the system attempts to import all objects included in the XML file. If the object store creation fails due to duplicate objects in the XML file, you can remove the XML file using the auto-import scripts tool. The Import Helper checks for duplicate components and does not overwrite an existing object with a duplicate. When a duplicate object is encountered, the Import Helper records the duplicate entry as an error in a log file and continues to import objects that have not already been added to the object store.

Cause: Attempting to import an object that has dependencies before those dependencies have been imported, causes the import operation to fail. Dependencies might either be explicitly established via object-valued properties that reference other objects which have not yet been imported, or implicitly, such as a class that contains one or more properties, for which the property template definitions have not yet been imported.

Solution: Remove the dependent object(s) from the export definition and import the dependencies, then import the dependent object(s).

Error opening/parsing import file

Cause: The pathnames of the xml export files listed in the export manifest file (*.txt) are not correct.

Solution: Edit the export manifest file to reflect the actual locations of the export files.

Associated DRCRs fail during import

Cause: Associated dynamic referential containment relationships (DRCRs) always fail during import.

Solution: Use the EM CE Query Builder to search for unfiled documents then file them in the correct folders.

Associated subscriptions fail during import

Cause: Associated subscriptions always fail during import.

Solution: Use the Create a Subscription wizard to recreate the subscriptions.

Services

Starting and stopping services

One or more of the Content Engine services did not start

Cause: The service startup type is set to start manually or is disabled.

Solution: From the Windows Server Administrative tool, change the startup type for all CE services and database services to Automatic.

A service fails to start

Solution: In the event that a service fails to start up, you can set up recovery actions. Access the service's recovery property sheet from the Windows Server Administrative Tool by navigating to the Component Services window. Refer to the Windows Server documentation for more information.

The server fails to start after stopping and restarting a service

Solution: Start the server in safe mode and change the service configuration or restore the default configuration.

In a farmed environment, users are redirected to a server without a running OSS

Cause: When the farmed environment uses Microsoft NLB, it cannot detect that the service is offline.

Solution: Take the server offline or restart the service.

Publishing

Problems using publishing templates

The publishing template might not have the proper MIME type. This is caused by checking in a template without using the Publishing API (for example, if the template was checked in through EM).

Publishing does not work

Check security on all objects in the publishing operation such as the source document, the publish template, or the publication target folder. When transformation publishing to HTML or PDF, also check security on the publish style template.

File stores

Cannot create a file store using a remote or local share

- To create, delete, or move file stores, you must be logged on to EM as a GCD administrator, that is, a user who has Full Control access to the FileNet P8 domain.
- Verify Windows grants you Full Control over the shared folder that is the parent folder of the file store.

For additional information, see the FileNet P8 Help system: [FileNet P8 Documentation > FileNet P8 Administration > Content Engine Administration > Content stores > File stores > Shared folder permissions](#).

Databases

IBM DB2

AIX and Solaris: ECF = 0x9000017 “Access was denied to a component of the path” error in the db2diag.log

Solution: Add the DB2 fenced user ID to the CE DB2 instance owner group. (Most likely the db2fmp process (which is a stored procedure process) is trying to access a container and failing to do so.)

Microsoft SQL Server

Cannot create row which exceeds 8060 bytes

Cause: Microsoft SQL Server limits the length of database rows to a maximum of approximately 8060 bytes. Consequently, when you have Microsoft SQL Server installed and you attempt to add information to the object store database, you might receive an error message indicating that the requested insertion would cause a particular row in the database to exceed the maximum allowable length and the insertion will fail.

Solution: This limitation is primarily a concern when adding a large number of custom properties to the document base class and subclasses. However, it can also impact development with the folder and custom object classes and subclasses. Developers are recommended to subclass the classes and add their custom properties to the subclasses, while maintaining an awareness of the current row size. Keep in mind that the total amount of available space in any row is confined to the leaf class in which you are currently adding custom properties, as well as its super classes. Available space is not measured for the table as a whole, which represents all classes. In addition, when implementing long string properties use the ntext type of the UsesLongColumn property as this requires a relatively small amount of space (4 bytes) and can be used to represent large strings.

Adding an index on a property returns an error that the limit of 249 indexes has been reached

Microsoft SQL Server permits no more than 249 property definitions to be used as indexes in a document subclass. No matter how many document subclasses you might have in a particular object store, the total number of indexes for all document subclasses (or any class, including folder and custom object classes) combined cannot exceed 249.

Creating an index on a large object store exceeds the DTC timeout

Cause: On a large object store with a large number of rows in a table, creating an index might take so long that it exceeds the DTC timeout value and result in an exception. The DTC timeout value of 60 seconds might be insufficient for very large indexes.

An event error log similar to the following might occur:

```
Fnk_CatService.exe hr=80040e14 database.cpp[1189] ($Revision: 1.1 $): A database SQL execution error has occurred.  
Error: Distributed transaction completed. Either enlist this session in a new transaction or the NULL transaction.  
Error code: 0x80040e14 Source: Microsoft OLE DB Provider for SQL Server  
Native Error: 8525 SQLSTATE: 42000  
An exception error with the following code might appear:  
Error Code: 0x800710d9  
Unable to read from or write to the database
```

Solution: Increase the DTC timeout to a larger value, for example, 3600 seconds.

Oracle

ORA-12535 TNS:operation timed out error / ORA-12541 No listener error

Cause: The Oracle QUEUESIZE parameter does not specify enough connections for the listener to handle large volumes of concurrent connection requests.

Solution: Change the number of connections defined by the QUEUESIZE parameter.

To set the QUEUESIZE parameter, edit the address line in the listener.ora file as follows:

```
(ADDRESS = (PROTOCOL = TCP)(HOST = servername)(PORT = portnumber)(QUEUESIZE=100))
```

Oracle database queries are not finding documents and folders as expected

Cause: Document titles or folder names might have been left empty.

Solution: See the FileNet P8 Help system: [FileNet P8 Documentation > Developer Help > Content Engine COM API > COM API Guide > Using the Content Engine Database Engine > Database Engine Differences](#).

Process Engine

Installation and upgrade

Tips

- Run the post-boot setup program by navigating to the PE install folder and executing setup.exe - postboot.
- If using a remote database, verify you have completed the prerequisite configuration steps.

SQL script errors that occur during Process Engine installation

During PE installation with an Oracle database, you are prompted to enter the Oracle sys password twice so that one or more SQL scripts can run. If an error message indicates script execution failed, or if you are not prompted for the Oracle sys password, take the appropriate actions as described in the following topics, depending on when the failure occurs.

Errors shortly after Process Engine Setup begins

After the PE setup files finish unpacking (UNIX) or after Setup.exe executes (Windows), you are prompted to enter the Oracle sys password. After you enter the password, if an error message indicates that execution of the scripts failed, you must resolve the errors and do one of the following:

- Restart PE setup, letting it (again) prompt you for the Oracle sys password and automatically run the scripts.
- Run the scripts manually (see steps below), then start PE setup again.

To manually run the scripts

1. Log on as the Oracle user.
2. Navigate to the fnsw sub-directory in the directory where you installed PE.
3. Enter the following (including the quotes) at a command prompt:

```
sqlplus "sys as sysdba" @pe_install_scripts.sql
```

The script named pe_install_scripts.sql executes three other scripts: pe_filenet_site.sql, pe_create_stored_procedures.sql, and pe_grant_sp_permissions.sql. All the scripts are located on the installation media in the root directory for PE.

NOTE If the database is remote, it might be necessary to copy these files and execute this command on the remote server.

4. When prompted, enter the Oracle sys password. The scripts then run.

NOTE If you enter the password incorrectly, sqlplus will re-prompt for the user name, which you must enter exactly as:

```
sys as sysdba
```

The password prompt then re-displays. Re-enter the sys password. The scripts then run.

Process Engine upgrade fails (3.5.0 to 3.5.1, Windows)

Cause: The PE installer on Windows fails to replace `fn_snmpd.dll` during upgrade. The `%WINDIR%\mini-installer.log` contains error code "-115" for the file `fn_snmpd.dll`. In some cases, the installer does not successfully stop the Windows SNMP service.

Solution: Move `\fns\lib\shobj\fn_snmpd.dll` to `\fns\lib\shobj\fn_snmpd.dll.save`, then resume the installation.

Solution: Stop the SNMP service then resume the installation.

User @SYS cannot log in to Process Engine

Cause: PE uses `@SYS` internally for various low-level operations. In order to prevent confusion, PE does not allow a user named `@SYS` to log in.

Solution: Do not allow users who access the Process-related portions of the system to use the LDAP name `@SYS`.

Identifying .jar files: FileNet P8 Platform version 3.0.0

If you have installed any FileNet P8 Platform fix packs in your environment, verify the `eProcess.jar` files used by CE, AE, and the various expansion products and the `pw.jar` file used by PE are synchronized. If these `.jar` files are not synchronized, you might experience problems completing workflow-related tasks, such as starting a router.

On PE, the `pw.jar` file is located in the `\FNSW\bin` directory.

On AE and the expansion product servers, there might be multiple copies of the `eProcess.jar` file.

To determine the version of each instance, use the following procedure:

1. Search for all copies of the `eProcess.jar` file on the server.
2. Open each `.jar` file using WinZip or another utility.
3. Inside the `.jar` files are a file named "eprocess-ver.properties". Open this file and note the `pui build` information provided in the `BuildLine` line. (Refer to "Example of a `<.jar file>-ver.properties` file" on page 34.)

Verify that the `wflauncher.jar` file on CE is in sync with the `pw.jar` file on PE. This `.jar` file can be found in the `Program Files\Content Engine` directory.

Identifying .jar files: P8 Platform version 3.5.0

If you have installed any FileNet P8 Platform hotfixes or service packs in your environment, verify the `pe.jar` files used by CE, and AE, the various expansion products and the `pe.jar` file used by PE are synchronized. If these `.jar` files are not synchronized, you might experience problems completing workflow-related tasks, such as starting a router.

On PE, the `pe.jar` file is located in the `\FNSW\bin` directory.

On AE and the expansion product servers, there might be multiple copies of the `pe.jar` file.

To determine the version of each instance, use the following procedure:

1. Search for all copies of the `pe.jar` file on the server.
2. Open each `.jar` file using WinZip or another utility.

3. Inside the .jar files are a file named "pe-ver.properties". Open this file and note the pui build information provided in the BuildLine line.

Verify that the pe.jar file on CE is synchronized with the pe.jar file on PE. This .jar file can be found in the Program Files\FileNet\Content Engine directory.

Example of a <.jar file>-ver.properties file

Following is an example of the contents of the pe-ver.properties file:

```
#Copyright @ 2002-2003 FileNet Corporation. All rights reserved.  
#Thu Mar 10 19:13:47 PST 2005  
buildMachine=CMBUID01  
buildTime=03/10/2005 19:\:37\:47  
buildPrd=Process Engine  
buildDateMask=MM/dd/yyyy HH\:mm\:ss  
buildVersion=3.0.0.187  
buildLine=pui165.092  
BuiltwithJDK=1.3.0
```

If the build line information is consistent for all the eProcess.jar, wflauncher.jar and pw.jar .jar files (3.0.0) or pe.jar .jar files (3.5.0), then PE components are synchronized and workflows can be processed successfully.

General messages

A Web Services reply message cannot find the appropriate Application Engine. The error message is "Wrong server name"

Cause: On a FileNet P8 system with a load balancer (hardware or software) for multiple AE servers, the reply message might not reach the AE that is waiting for the reply.

Solution: For each AE server, edit the P8BPMWSBroker.properties file located in the AE installation directory (typically c:\Program Files\Workplace\WEB-INF\P8BPMWSBroker.properties).

In the P8BPMWSBroker.properties file, add a property listener.local.host, and set the value to the current AE server with the format host:port.

For example, listener.local.host=appserver1\:9002

Do not change the value of property listener.base.url.

"Not enough room in the archiver memory buffer"

Cause: This might occur when transferring a workflow definition to the workflow database.

Solution: PE limits the size of workflow definitions and workflow maps to 512K bytes for Oracle and 64K bytes for Microsoft SQL Server. Any workflow definition or workflow map greater than this size will not transfer to the workflow database. You can work around this problem by separating a workflow map into submaps, or by separating large workgroups into multiple subgroups.

"Out of memory in the server JVM"

Use Process Task Manager to increase the minimum and/or maximum amount of memory on PE.

“Unable to get step element”

Cause: This error might occur when attempting to open a step assignment from an email notification.

Solution: After you complete a work item or return it to a work queue, the work item is no longer in your workflow inbox. However, the email message remains in your email inbox. You must delete the email message manually. The system displays a message that it cannot find the item if you try to open the work item from the email message.

“This workflow contains errors, it cannot be launched”

Cause: This error might occur when attempting to launch a workflow.

Solution: This message displays if the workflow has validation or transfer errors. One possible reason for this message is that a step in the workflow definition references a step processor that does not exist on this system. To fix this problem, open the workflow definition in Process Designer and use the Validate command to identify any problem steps. This situation can occur if the workflow definition was defined on a different system or if a step processor was deleted after it was referenced in the workflow definition.

Unexpected results occur when users named SysAdminG or SysConfigG participate in workflow-related activities

Cause: The names SysAdminG and SysConfigG are reserved for internal use on PE. Using either one as a short name for a group can have unintended results for your workflow system. (While it is unlikely that an actual user will have either of these names, sites upgrading from previous versions of PE software might encounter them.)

When PE encounters SysAdminG or SysConfigG in a context where a group is permissible, it does not check the directory service for the members of the group. Instead, it automatically checks the Process Service properties (set via the Process Task Manager) for the LDAP group mapped to the Process Engine Administrators Group or the Process Engine Configuration Group, respectively, and uses the mapped group for further processing.

This affects the following:

- Any API that passes the LDAP short name as an input parameter
- Workflow roster, queue, and event log security
- Workflow participants

For example, consider this example using the Active Directory. The following groups are defined in the directory service.

- cn=SysAdminG,dc=filenet,dc=com This group has a member named JohnDoe.
- cn=SysConfigG,dc=filenet,dc=com This group has a member named MaryJohnson.
- cn=PESysAdminG,dc=filenet,dc=com This group has a member named JaneDoe.
- cn=PESysConfigG,dc=filenet,dc=com This group has a member named SarahJones.

In Process Task Manager, you map the following.

- Process Engine Administrators Group (internal name SysAdminG)
cn=PESysAdminG,dc=filenet,dc=com
- Process Engine Configuration Group (internal name SysConfigG)
cn=PESysConfigG,dc=filenet,dc=com

Potential results in this case are:

- Workflow steps assigned to SysAdminG (JohnDoe) will instead be routed to members of the PESysAdminG group (JaneDoe).
- A queue that is restricted in access to members of SysConfigG (MaryJohnson) will instead allow access to members of the group PESysConfigG (SarahJones).
- Executing the method IsMemberOf("SysAdminG") for JohnDoe will return FALSE instead of TRUE. Executing the method IsMemberOf ("SysAdminG") for JaneDoe will return TRUE instead of FALSE.

Provide the full dn to the API to verify JohnDoe is a member of group cn=SysAdminG,dc=filenet,dc=com.

Solution: Do not use the names SysAdminG and SysConfigG for users who will participate in workflow-related activities.

Cannot connect to remote Oracle database

Cause: PE fails to connect to a remote Oracle database (PE LDAP fails) if Oracle Names Server (ONAMES) is used for name resolution and the sqlnet.ora file contains both of the first two following lines and either one of the second set of following lines:

```
NAMES.DEFAULT_DOMAIN = world
#SQLNET.AUTHENTICATION_SERVICES=(NTS)

NAMES.DIRECTORY_PATH=(LDAP,ONAMES,TNSNAMES)
NAMES.DIRECTORY_PATH=(ONAMES,TNSNAMES,HOSTNAME)
```

Solution: Use the help option for the Oracle Names utility "namesctl" to determine if the site is using ONAMES, LDAP, etc. You can use Oracle Net Configuration Assistant to configure a new sqlnet.ora file. Then use the "tnsping" utility to determine if Oracle Client can connect to Oracle Server. The net service name is defined in the tnsnames.ora file.

Replacing the NAMES.DIRECTORY_PATH line in sqlnet.ora with the following line will also resolve the problem (that is, verify that TNSNAMES is the first entry):

```
NAMES.DIRECTORY_PATH=(TNSNAMES,LDAP,ONAMES,HOSTNAME)
```

"Credentials are not available" message displays while Process applet is running

When you log off from Workplace but still have a session for a Process applet running (such as Process Designer or Process Configuration Console), if you try to log in to Workplace again, the existing user's token will not match that of the Workplace session and the "Credentials are not available" error message displays.

Solution: Exit any applets and close the browser, then restart the browser and log in to Workplace.

Error occurs when you use the Process Configuration Console to view registered component classes

Cause: The .jar file was not present on the client computer at the location specified when the component class was registered.

Solution: When you register a component class using Process Configuration Console, the .jar file must be accessible from your local computer during the configuration process. (You can copy the .jar file to a temporary folder on your local computer (for example, C:\Temp)). For runtime, the .jar file must be located on the AE server where the Component Manager runs. Use the Task Manager to specify the exact location of the .jar file and to start the component.

If you later use Process Configuration Console on a different computer to access the classes in this .jar file, an error will display if the .jar file is not present at the previously specified location on that computer. This does not necessarily indicate a problem in the configuration, since the requirement for runtime is that the .jar file be located on the AE server where the Component Manager runs. To view the classes in the specified .jar file, you can either copy the .jar file to the directory on your local computer where Process Configuration Console expects to find it, or you copy the .jar file to any location on your local system, then re-register the class.

System performance

System performance is rapidly deteriorating; the server hard drive is thrashing

- Your system has too many isolated regions.

For more information, see the FileNet P8 Help system: **FileNet P8 Administration > Process Engine Administration > System administration tasks > Improving system performance > Reducing the number of isolated regions.**

- Workflow rosters, queues, or event logs has too many exposed fields or indexes.

For more information, see the FileNet P8 Help system: **FileNet P8 Administration > Process Engine Administration > Workflow administration tasks > Coordinating workflow design > Using the Process Configuration Console.**

- An unoptimized query has been executed on the database, usually from a user-defined application. Review the queries being executed, and create an index on the associated table if necessary.

For more information, see the FileNet P8 Help system: **Workplace > Admin Tools > Process Configuration Console.**

- The server does not meet PE requirements. Contact your support representative to help you evaluate the need for upgrading one or more of the following:
 - RAM
 - Hard drive
 - CPU or entire motherboard

The system is slow processing work items of a specific work class

Cause: Event or trace logging is enabled for the roster. Statistics collection is enabled for the roster.

Solution: See the FileNet P8 Help system: [Workplace > Admin Tools > Process Configuration Console > Events and statistics](#).

A warning message in the system event log indicates nearing maximum BLOb size

PE logs a warning message in the system event log indicating that the BLOb size of a configuration object or a work item exceeds 95% of the maximum allowable size.

The 512K limit on the BLOb size for Oracle and DB2 is an arbitrary value that is sufficient for most applications. The following conditions increase the amount of data stored in the BLOb:

- A large number of work spaces. This is the result of a large number of versions of the same workflow definitions transferred to PE in one isolated region.
- A large number of steps on the main workflow map. This condition can be avoided by breaking up the workflow into submaps.
- A large number of data fields.
- Large string data fields.

On a combined Process Engine/Content Engine, the system fails to start properly after rebooting

Cause: On a combined server running CE and PE where a Process router has been started using the CE Process Services Administrator and a PPM has been started using the Process Services Administrator, PE creates a guard file that prevents the IMS ControlService from starting after a reboot. Note that this file is created only if the Process router is running when the system is rebooted. It does not occur if the PPM was started via the Process Task Manager.

Solution: Running the DOS command "killfnsw -r" removes the file and allows the system to start properly. To avoid this problem in the future, either stop the Process router before rebooting or modify the user that starts the Process Engine Services Manager service to be "fnsw" instead of the Local System account.

Process router and PPM

Could not locate available server process

Cause: All server processes are busy.

Solution: Retry your call.

If you consistently get this error, increase the PPM's maximum processes.

For more information, see the FileNet P8 Help system: [FileNet P8 Documentation > Enterprise-wide Administration > Process Engine > Process Task Manager > PPM \(Pooled Process Manager\)](#).

Failed to find Service Router

Cause: Specified Process router could not be found.

Solution:

- Verify the VWSession constructor or logon method has the correct Process router URL.
- Verify the specified Process router is running at the server location and registered on the port specified in the URL.
- The use of a firewall and/or a Network Address Translator (NAT) can prevent the necessary communication between PE, AE, and the client by hiding the fully qualified name of the web server host.

java.net.ConnectException: Connection refused

Cause: A problem connecting to a remote address/port. The server might be very busy.

Solution: If the error occurs when you are first starting the process router, verify that the port is available (port 32771, by default). Other than at start up, if the application returns this error, retry your call. If the Process router returns this error, restart the Process router.

java.rmi.AlreadyBoundException

Cause: A Process router of the same name has already been configured on the specified port.

Solution: Verify the Process router name is unique.

java.rmi.ConnectException

Cause: The RMI registry is not up and running on the given port.

Solution: If the Process router returns this error, verify the PPM is running and registered on the specified port.

If your application returns this error, verify the Process router name is correct and running on the expected port.

java.rmi.NotBoundException: [name]

Cause: The given name is not bound in the RMI registry.

Solution: If the Process router returns this error, verify the PPM is running and registered on the specified port.

If your application returns this error, verify the Process router name is correct and running on the expected port.

java.rmi.server.SkeletonMismatch Exception

Cause: A mismatch between the version of the RMI Compiler used to generate the stub and the skeleton, or the remote method signature changed without updates to the skeleton.

Solution: This occurs when there is a mismatch between PE and AE software. Verify the releases are current and compatible.

java.rmi.UnknownHostException

Cause: The specified host could not be located.

Solution: If the Process router returns this error, verify the VW Host Server is correct.

If your application returns this error, verify the Process router URL specified the correct PE.

java.rmi.UnmarshalException:/java.rmi.MarshalException

Cause: A mismatch between PE and the AE software.

Solution: Verify the releases are current and compatible.

VWRouter Exception connect failed to server

Cause: The Process router could not locate PE or the PPM. (The message contains additional information to indicate the server it is attempting to connect to.)

Solution: Verify the Process router has specified the correct PE. This should be the name of the server recognized by TCP/IP.

Verify the PPM is running on PE.

Security

General

Problems related to Active Directory access, including accessing object stores

Solution: Verify all CEs and PEs in the domain have proper domain-related configuration settings (DNS preferences, time synchronization, etc.).

Cannot delete a security policy from a large object store

If deleting a security policy takes longer than 60 seconds, you might encounter a DTC transaction timeout: "The root transaction wanted to commit, but transaction aborted." (This error could occur while using either EM or Workplace.)

Cause: Due to the size of the database, the transaction has timed out. (Timeout might occur regardless of database type.)

Solution: The database administrator should perform the following tasks on the database:

1. Confirm the large number of rows in the docversion table.
2. If so, create the following index:

```
CREATE INDEX I_DocVersion_01 ON DocVersion (security_policy_id)
```

NOTE The index name is arbitrary but must not conflict with the scheme used for CE indexes (which is without the underscore before the digits at the end), and obey length limits.

3. If there are also many thousands of rows in the Container and Generic tables, then also create an index on the security_policy_id column of those tables. For example:

```
CREATE INDEX I_Container_01 ON Container (security_policy_id)
```

```
CREATE INDEX I_Generic_01 ON Generic (security_policy_id)
```

Security permissions fail to import successfully

Cause: Security permissions can be included in an XML-based export definition by selecting "Export Security Permissions" while running the Export Options tool. If you attempt to import permissions that were exported from an object store in a FileNet P8 domain that uses authentication database A, into an object store in another FileNet P8 domain that uses authentication database B, then the security permissions will not import successfully unless authentication database B has the same user and group accounts as those in authentication database A.

Solution: Use the Security Map Wizard to map the accounts from authentication database A to authentication database B. Keep in mind that during the mapping process, you cannot change the authentication provider type. For example: attempting to map a Sun Java System Directory Server account to an Active Directory account will fail.

Queries for users and groups time out before returning results (Windows Active Directory authentication only)

Querying the authentication provider for user and group accounts takes place:

- When running the CE installation program (to specify GCD administrative accounts)
- When running the object store wizard (to specify object store administrators and object store default users)
- When you need to add new accounts to existing objects (That is, when you click Add from any securable object's Security page.)

The results of the query are available for selecting and adding to the object's list of permissions. This query, based on your input, is sent by CE to the Windows 2000 Active Directory, which processes it. If the query result is a large matching set, it could take more time to return the result than is allowed by the Windows LDAP policies. The query will time out and you will be informed of the timeout by the EM or CE installation program, depending on which program you are using.

Solution: Reissue the query using more refined criteria (use a smaller maximum results number or a more specific search pattern) so that it takes less time to process. Or, use tools that are available to increase the Windows 2000 LDAP timeout policy. (This will affect any other applications using Active Directory. Contact your directory administrator for assistance.)

Renaming a user while using Windows non-local authentication creates errors in the FileNet P8 application

When the FileNet P8 domain is configured to use a Windows Active Directory-based authentication realm in a Windows domain that is different from the Windows domain containing the CE installation and when the security administrator changes a user name, EM or other client applications capable of displaying FileNet P8 security throws errors and cannot display the account's name.

This is a Windows error that is described in full detail in the Microsoft Knowledge Base Article - 329420: "The LookupAccountSid Function Returns the Wrong Name After You Rename Accounts," and is related to the level on the machine.

Solution: Restart EM or the other client application. This causes the client application to reference the domain controller for the new user names and to update the local client credentials cache.

Browser-related problems

Microsoft Internet Explorer

“A script on the page causes Internet Explorer to run slowly. If it continues to run, your computer might become unresponsive. Do you want to abort the script?”

This error can occur in Internet Explorer when an application attempts to process a large amount of information. Select “No.”

After you change the text size it reverts back to the normal size

Cause: Microsoft Internet Explorer 6.0 SP1.

Solution: Internet Explorer 6.0 SP2, which is available with Microsoft Windows XP SP2. See the following Microsoft Knowledge Base article for additional information: <http://support.microsoft.com/default.aspx?scid=kb;en-us;887800>.

Netscape Navigator

The Workplace applications that require the JRE plugin do not automatically download it

Manually download the plugin.

Clicking on a Word document link or icon opens an empty Netscape window

This is expected Netscape behavior. (Internet Explorer will close the extra window.)

FileNet P8 Platform Documentation

General

When trying to use the Table of Contents or Search functionality in the FileNet P8 Platform documentation, the user receives JavaScript errors or is ignored

Cause: The user's browser client machine does not have JavaScript support enabled.

Solution: Open the browser's Preferences or Internet Options settings, and enable the JavaScript support option. For example:

- In Netscape Navigator 7.0, navigate to **Preferences > Advanced > Scripts & Plugins** and select **Navigator** under *Enable JavaScript for*.
- In Microsoft Internet Explorer 6.0.x, navigate to **Tools > Internet Options**, click the **Security** tab > the **Local Intranet Web content zone > the Custom Level** button, and select **Enable** under the *Scripting* option.

Online Help Search does not work (null pointer error)

- If you receive null pointer errors when attempting to search the online Help on a BEA WebLogic server, you might have deployed the compressed version of the ecm_help.war file. Although some versions of BEA WebLogic support deployment of .war file-based web applications, you cannot deploy the ecm_help.war on this application server platform. You must instead use the fully expanded FileNet P8 documentation directory structure. Otherwise, the searches within the FileNet P8 documentation will not work; you will receive null pointer errors.

For more information, see the *IBM FileNet P8 Platform Installation and Upgrade Guide*. To download this document from the IBM Support site, see ["Access IBM FileNet documentation" on page 10](#)

FileNet Enterprise Application Integration

General messages

Tips

- Verify the “Generate user tokens” and the “Accept user tokens” bootstrap settings have been set to “yes”.
- On a two-box SSL, the same UTCryptoKeyFile.properties file must be on both AE servers.

Cannot get Application Integration to download (using Netscape)

- When using Netscape as your browser for installing Workplace Application Integration, you must download the install.exe and save it to your local machine before running it.
- Clear the Netscape browser cache:
 - a. Open Netscape.
 - b. Click the **Edit** menu bar.
 - c. Choose Preferences.
 - d. Click on the plus sign (+) by Advanced and choose Cache.
 - e. Click Clear Memory Cache, and then click **OK**.
 - f. Click Clear Disk Cache, and then click **OK**.
 - g. Click **OK**.
 - h. Restart the browser.
 - i. Attempt to download Workplace Application Integration again.

WebSphere ONLY If strange characters appear when downloading the installer, verify AE has these configurations set:

- Web server uses UTF-8 encoding
- The MIME-type “application/octet-stream” is associated with the file extension “.exe”
- WebSphere is running with a current fix pack

Applications crash

If you are using Microsoft Office or Outlook 2000, verify that SP2 is installed.

When opening a Word or Excel document with Microsoft Office XP, an empty window opens on top of the document

Locate the document in the taskbar and move it to the top.

With Microsoft Office XP, PowerPoint documents fail to open from Browse or Search

Verify you have the latest Office XP, SP-2 fix pack.

Microsoft Outlook Mail/Contact/Appointments open using Notepad and are unreadable

When opening items using Outlook, do not rename the item using the Save As command.

General Microsoft Outlook problems

If Word is integrated with Workplace Application Integration and it is used as the email editor in Outlook, an email message is treated as a Word document. Therefore, menu options that appear in Word also appear in the email message.

If you use Word as your email editor and want to disable it when using Outlook:

1. Close Word if it is running.
2. In Outlook, clear Word as Editor option.
3. Shut down and restart Outlook.
4. Reboot the client, if necessary.

If the problem persists, uninstall and then reinstall the Workplace Application Integration software.

IBM CrossWorlds support

CrossWorlds Interchange Server status is Inactive

This could happen in CE after installing the CrossWorlds software on it.

For more information see the:

- *IBM FileNet P8 Platform Installation and Upgrade Guide*. To download this document from the IBM Support site, see [“Access IBM FileNet documentation” on page 10](#)
- FileNet P8 Help system: [FileNet P8 Documentation](#) > [FileNet P8 Administration](#) > [Content Engine Administration](#) > [System Monitoring \(and Enterprise Application Integration\)](#).

The FileNet EAI components are not available on the Content Engine

Cause: One or more of the necessary components to run FileNet EAI were not installed in the correct order.

Solution: To set up FileNet EAI on your CE server, you must install the IBM CrossWorlds software before installing CE. The IBM CrossWorlds agent is available only during a custom installation.

You attempted to create a new connector on the IBM CrossWorlds server and it refused to accept the name because the name includes an invalid character

Cause: The name of your server contains special characters. Connector names must be alphanumeric characters with only one exception, the underscore character.

Solution: Change the connector agent on CE server to use supported characters.

Attempting to load FileNet EAI files into the IBM CrossWorlds repository causes the repos_copy command to display a “duplicate key in object” error

Cause: The IBM CrossWorlds repository already contains a business object that matches the name of one you are trying to load. This occurs when you try to load an ASBO that has been previously loaded into the repository.

Solution: Have the IBM CrossWorlds Administrator remove the outdated ASBO from maps and collaborations. You can then reissue the `repos_copy` command using the `replace object` flag.

The IBM CrossWorlds connector agent for the Content Engine server does not start

Cause: Most likely, the IBM CrossWorlds InterChange server is down or when the InterChange server was restarted, it failed to reestablish its connection to the CE connector service.

Solution: Verify only one session of the MQSeries listener is running and the IBM CrossWorlds InterChange has been restarted. If the IBM CrossWorlds connector agent still has a Starting status, follow the procedures for restarting the CE connector on the IBM CrossWorlds InterChange server.

IBM CrossWorlds events are not being processed; the first entry in the work queue is locked

Cause: The system most likely experienced a hardware or software problem that interrupted the communication between the CE server and the IBM CrossWorlds InterChange server. This might occur if the IBM CrossWorlds InterChange server shut down after the connector agent started sending the event to IBM CrossWorlds.

Solution: Verify the IBM CrossWorlds InterChange server is running. If necessary, restart the CE connector on IBM CrossWorlds. The connector should process the event when it comes back online.

IBM CrossWorlds events are not being processed; the first entry in the work queue is not locked

Cause: The event at the top of the IBM CrossWorlds work queue is not subscribed to a collaboration on the InterChange server. When the CE connector encounters an unsubscribed event in the IBM CrossWorlds work queue, it stops processing queued events.

Solution: You must either delete the event from the event queue, or subscribe to the event in an IBM CrossWorlds collaboration.

For additional information, see the FileNet P8 Help system: **FileNet P8 Administration > Content Engine Administration > Enterprise Application Integration > How to... > Manage unsubscribed events.**

Process Designer

General

Unable to access Process applications

Problems/symptoms:

- Error accessing Workplace Tasks pages
- Error during automatic launch of a workflow from a subscription
- A login dialog box displays when you try to start Process Configuration Console, Process Administrator, Process Tracker, or Process Designer.

Solution:

- Check PE configuration:
 - Verify the isolated region that the Process router connects to has been initialized.
 - i. Using the Java console, start the Process Configuration Console on AE (**Workplace > Admin**).
 - ii. Within the Process Configuration Console, select the isolated region icon and click Connect on the toolbar. If the region has not been initialized, you will see messages to that effect in the Java console.
 - iii. To initialize the region, select “Initialize Isolated Region” from the Action menu.
 - Verify PE is configured with a static IP address.
- Check AE configuration:
 - Verify the Process router is running by starting the Process Task Manager on AE.
 - Verify the correct router URL is indicated in the site preferences.
 - Verify the Process router and PPM port numbers match.
 - Verify the router site preference (under General Settings for Tasks) has the Process router configured for the appropriate port.
- Check CE configuration (for automatic launch problems):
 - Confirm the automated router service is running.
 - If the automated router is competing for port 1099, use netstat -a. If the result indicates that another service is running on port 1099, then configure the router to start on an unused port. Next, modify the port number on the router and the PPM. Use the MMC snap-in to change the port.
- Verify PE and all required components are running:
 - On PE, run the Process Task Manager. The status bar at the bottom of the Process Task Manager window should indicate that the “Software is running.” If this status is not indicated, click the Start button on the Task Manager toolbar.
 - Verify that the Pooled Process Manager (PPM) is running on PE.

The Validate function in Process Designer cannot detect an invalid value for a function argument in the workflow definition

For example, in a workflow definition, a `stringtotime` function specifies a time mask "yyyy-mm-dd hh:tt:ss am". At runtime, the timestring field value is "06/03/2001 02:10:00 am", which results in an error because it does not match the mask.

Cause: The Validate function performs syntax and type checking. It does not validate function arguments. In the example above, validation does not check the time mask literal string and it cannot check the timestring field where the actual value is not known at validation time.

Solution: Predicting invalid runtime values is not possible. The effects can be made more manageable by using variables to hold literals, rather than entering literals directly.

In the case of the `stringtotime` function--`stringtotime(timestring, timemask)` where the workflow author might expect different time formats at runtime, `timemask` should be a string field containing the literal value ("yyyy-mm-dd hh:tt:ss am"), rather than the literal entered directly into the function. If a problem occurs at runtime, the workflow administrator can change the value in the `timemask` string field to match the date entered in the `timestring` parameter ("mm/dd/yyyy hh:tt:ss am"); a literal in the `stringtotime` function cannot be modified in an active workflow.

Cannot access Tasks through Workplace

- Verify the PPM is running on PE and the Process router is running on AE. Sign out and sign back in, then try accessing the Tasks page again. If this does not work, stop the Process router, stop and restart the PPM, then restart the Process router.
- Verify you have initialized the isolated region.
- When using a separated HTTP server (for SSL or firewall scenarios), change the localhost setting on the Process router to match the name of AE.
- Verify site preferences have been configured for the appropriate host, port, and Process router name under the Site Preferences General settings.

Workplace File Tracker is not keeping track of checked-out files

Cause:

File tracking is not available in NTFS systems when a file is moved:

- To or from a FAT system
- Within a FAT system

Cause:

- ActiveX controls might be disabled.
- File Tracker might not be installed.
- File Tracker might be turned off.

Solution: Enable ActiveX controls. Install and/or turn on Workplace File Tracker.

NOTE Users must log out and log back in after you enable ActiveX controls and after you install/turn on Workplace File Tracker.

Process Analyzer

General messages

Events are not published to the Process Analyzer

Check the following:

- On PE, use the Process Task Manager to verify the Process Analyzer Host and Port were entered correctly when configuring the Process Service connections. On the Process Analyzer Engine, verify the data port number entered in the Process Task Manager matches the port specified on PE.
- Verify the Enable Process Analyzer option is checked in the Process Configuration Console. To verify the associated process is actually running, check the event log on PE for a message from the vwaemsg process indicating that it has established a connection to the Process Analyzer Engine.
- Check the Process Analyzer Engine installation date. Only events generated from the workflows that are launched on or after the Process Analyzer Engine installation date are published to the Process Analyzer Engine.

Process Analyzer combines data for queues whose names are distinguished only by case

Cause: Process Analyzer does not recognize case in queue names. For example, if a workflow definition refers to both wq2 and WQ2, the Process Analyzer outputs the data for both queues as belonging to wq2.

Solution: Use unique names rather than case to distinguish queues within an isolated region.

FileNet Records Manager

Installation and upgrade

Workflow transfer fails during RM installation

Cause: The pe.jar file is not be compatible with the version of RM you are installing.

The Install Records Manager task in the install procedures has a step that includes synchronizing the required PE .jar files. If this step was not performed, this and various other problems can also occur, such as problems initializing or running Disposition Sweep or problems with Component Manager.

NOTE Later installations of PE can include a version of the pe.jar that is no longer synchronized with RM.

Solution: Synchronize the required PE .jar files.

Log on

Unable to log in to RM after deploying it successfully

At times, after deploying RM successfully, you might receive the following error message when you try log in to RM from your web browser.

```
org.apache.soap.util.xml.XMLParserUtils: method parse(Ljava/io/Reader;)Lorg/w3c/dom/Document; not found
```

Cause	Solution
<p>This error occurs when the system is unable to locate the bootstrap.properties file in the directory that you specified while installing RM.</p> <p>This file is located in (default deployed directories):</p> <p>WebLogic:</p> <p><AE_install_path>/FileNet/Workplace/WEB-INF/</p> <p>WebSphere 5.x:</p> <p><WAS_HOME>/installedApps/<node_name>/app_engine_war.ear/app_engine.war/WEB-INF/</p> <p>WebSphere 6.x:</p> <p><WAS_HOME>/profiles/default/installedApps/<node_name>/app_engine_war.ear/app_engine.war/WEB-INF/</p> <p>JBoss:</p> <p><JBoss_HOME>/server/default/deploy/Workplace.war/WEB-INF/</p> <p>TomCat:</p> <p><Tomcat_HOME>/webapps/Workplace/WEB-INF/</p>	<p>To resolve this error:</p> <p>Update the value of the bootstrapFile parameter in <RM_install_path>/FileNet/RecordsManager/WEB-INF/web.xml so that it includes the correct path to the bootstrap.properties file.</p>

"Out of memory" error while logging on to the RM Web Application

Cause: When your default file plan contains a large number of categories/folders, for instance 1000 categories/folders, you might receive an "Out of memory" error when you try to log in to RM. This error is due to an insufficient amount of memory allocated to JVM.

Solution: For a WebLogic deployment, update the startWeblogic.cmd file for the amount of memory available to JVM. This file is located in the bea/user-projects/domains/mydomain directory on the WebLogic application server. Open this file in a text editor and search for the variable MEM_ARGS. This variable indicates the memory allocated to JVM. Increase the memory available to JVM by specifying a higher value for this variable. For instance, if the total RAM available is 512 MB, then you should specify a value as high as Xmx384m -Xms384m, where 384 indicates the allocated memory.

General

Unable to set the default file plan in the Workplace site preferences

Cause: Redeploying Workplace without copying the files listed in the solution.

Solution: If Workplace is redeployed, you must copy the files rmap.jar and rmapresources.jar from <RM_install_path>/FileNet/RecordsManager/WEB-INF/lib to the WEB-INF/lib folder of the deployed Workplace application.

Unable to declare records after deleting an object store

Cause: Default Workplace site preferences were not restored before the object store was deleted.

Solution: Delete, rename, or move the bootstrap.properties file from AE. The file will be rebuilt automatically when Workplace is initiated. The bootstrap.properties file is located in the ...\\FileNet\\Workplace\\WEB-INF folder on AE.

The correct procedure for deleting an object store is to first restore the default Workplace site preferences. To do this, navigate to the Site Preferences page in Workplace, click Restore and then click Apply. Once you have restored the object store preferences, you can safely delete the object store using EM.

Workflow does not display custom subclasses

Cause: The following combined conditions can result in custom subclasses not appearing in the Create Record Folder workflow menu.

- An object store has more than one FPOS
- The custom subfolder class being used is in only one object store which is *not* the object store configured in the default file plan, as set in Workplace site preferences
- The user who launches the Create Record Folder workflow has never set his or her default file plan to the object store with the custom subclass

Solution: The user who launched the workflow should do the following:

1. Sign in to RM and click the Configure tab.
2. Click Set Default File Plan.
3. Select the object store and file plan combination that contains the custom subclasses, and click Accept.

You can now reset the file plan back to the other object store and file plan using these same steps.

Documentation server bootstrap preference does not take effect

After you modify the bootstrap site preference setting for the documentation server and then access the documentation from RM, you continue to see the documentation from the old documentation server (that is, the documentation server that was previously set in the bootstrap site preference setting).

Solution: Log out and then log in again to RM.

Link between Records Manager and Workplace is not functional

If the link from RM to Workplace is not functioning correctly, go to Workplace site preferences, and complete the following steps: (This issue can occur when you change the physical server hosting AE.)

1. Log on to Workplace using an AE Administrator account.
2. Access Site Preferences.
3. Click the Refresh link on the left panel.
4. Click the Refresh Host Name link under the name of the application.

Search errors

Cause: If your file plan hierarchy contains a large number of record categories and record folders, the search functionality might give intermittent errors.

Solution: Increase the Maximum Query Time Limit setting of your object store from 0 to 999999 seconds, as follows:

1. Launch Enterprise Manager.
2. Right-click the object store for which you need to modify the timeout limit and click Properties.
3. Select the Properties tab.
4. Set the Maximum Query Time Limit (sec): setting to 999999.
5. Click Apply.
6. Click OK.

Search errors while using Oracle

If you are using an Oracle database and experience intermittent search errors, perform the following configuration settings on the Oracle database:

1. Launch the Oracle EM console and select the "Launch Standalone" option.
2. Expand the database tree on the left panel and login with "SYSDBA" rights.
3. After login, expand the Instance and click Configuration. On the right panel, click the Memory tab. Increase the value SGA Max Size to 1000 MB and Share Pool to 500 MB.
4. Click Apply and let the database instance shutdown and startup again.

"Not enough storage" error when using MySearch or the Disposition Sweep process

An error indicating that not enough storage is available can occur if a file plan has a large number of record categories or record folders. Because executing queries on a folder structure that includes large numbers of subfolders will return large datasets, the database must be configured appropriately to accommodate these large datasets.

Security

Users can access records, via search and reports, even though they do not have rights

Cause: The Default Instance Security on the record class is set to give the RM user group rights to minor/major versioning. If the container security specifically denies all rights to some users, the deny action propagates to the record. However, the user group set up in the Default Instance Security of the class takes precedence over the propagated denied security access. Therefore, the denied user cannot browse to the category, but can still access the record through search or reports.

Solution: Modify each of the records (in the container) security to deny users "View Properties" access.

Object stores

Errors while creating an object store

Errors encountered when creating an object store will stop the creation of the object store; this includes any errors encountered during the import phase. EM will display the error and attempt to rollback to the original state. Some of the things that can happen during a rollback are:

- The file store will be deleted, but the physical directory will remain. You must delete the physical directory using a tool such as Windows Explorer.
- EM will attempt to delete the database, but might not be able to do so. You must either delete the database/tablespace manually or delete all User tables from the database.

Before creating an object store, verify the database to be used is empty. If it is populated, the wizard generates an error message and will not let you continue. In this case, you should either delete all user-defined tables from the database (using a tool such as SQL Server's EM), or select a different database.

Unable to import data model to the object store

Cause: Some of the properties have not been imported successfully.

Solution:

- Delete the imported RM classes and property templates from the object store and try importing the data model file again.
- Create a new object store and verify that the required Marking Sets have been created. Then, import the data model file.

Timeout errors in large object stores

Cause: Object stores that contain a large number of records (exceeding one million) might encounter timeout errors while performing a search operation or when the disposition sweep is executed.

Solution: Increase the timeout limit for queries.

1. Launch Enterprise Manager.
2. Right-click the object store for which you need to modify the timeout limit and click Properties.
3. Select the Properties tab.
4. Enter 1001 as the value for the Default Query Time Limit metadata. You can also specify a value that is greater than 1000, depending upon the number of entities residing in the object store.
5. Click OK.

Object management

Custom entities created for RM do not show up after they have been added to the object store

Cause: Strings were not added to the description field.

Solution: Add strings to the description field for RM to use the custom properties, search templates, and subclasses that you have created. Depending on what you added, the string might be "RM," "declare," or something else.

PRO RM records administrator and managers cannot perform certain actions such as creating a folder

Cause: The PRO data model requires explicitly denying certain rights for records reviewers and users. If a user is assigned to both records administrator or manager levels as well as the records reviewers or users levels, the user will be restricted to the lowest level.

Solution: Assign users to only one level, the highest level they should have.

Unable to check in declared document

Cause: The user checking in the declared document is not the same user who originally declared the document, and the record class' Default Instance Security is not set appropriately.

Solution: A record's class must have Minor versioning and Major versioning rights set for its Default Instance Security in order for other users (who have appropriate access rights) to be able to version the associated document.

"You don't have enough permissions to perform this action on the object" error while retrieving an IS document

Cause: Your site uses the optional Content Federation Services for Image Services feature and a document requested by CE is not available in the Image Services (IS) Storage Library.

Solution: The solution depends on what is causing the error (for example, the IS media is out of the library, the IS library is not available or is powered off, or the IS document is not found).

ROS Document Classes

If you do not want all instances of the base document class and its subclasses to be declarable, but only want instances of specific document subclasses to be declarable, then those subclasses must exist.

ROS document classes have a Can Declare property, which RM uses to determine if it is permissible for a document to be declared as a record. During the RM installation and configuration procedure, the property for either the base document class or for one or more document subclasses was set to True, indicating that instances of those classes can be declared as a record. You should verify that the value of this property is set to True (or that a subclass inherits this setting from its superclass) for all appropriate ROS document classes as part of preparing your RM environment for production. In order for users (who have appropriate rights) to be able to version instances of these classes after they are declared as records, you should also verify that the Default Instance Security of the appropriate record class in the FPOS has Major versioning and Minor versioning rights set.

Reports

Crystal Reports displays a blank Actions Performed by User report

When a user generates the Actions Performed by User report, RM displays a blank report. This error occurs on Crystal Reports 10 running on RM 3.0.0, but might also occur in later versions.

To correct this error

1. Verify the database/data source settings.
 - a. Navigate to the folder on the machine where Crystal Reports Server and Crystal Reports Developer are installed.
 - b. Double-click on the report to open it in Report Designer.
 - c. Click Database from the menu items.
 - d. Click Verify Database.
 - e. Select the CE OLEDB provider option.
 - f. Enter the object store name in the Data Source field, the user ID in User ID field, and the password in the Password field.
 - g. Click Finish. The following message window displays: "The Database is up to date."
 - h. Click OK.
 - i. Save the report. (Override the previous saved report with the new report configuration.)
 - j. Run the report again from Report Designer and validate that Crystal Reports displays the report data.
2. Verify security.

Only a CE administrator can see the audit information from Crystal Reports. In order to view the data of the Actions Performed by User report, the administrator must enable auditing in EM, and configure Crystal Reports. Auditing must be enabled for any objects for which actions are to be viewed. To run the report from Crystal Report Designer, use the CE administrator username/password to log in to the server on which Crystal Reports is installed.
3. Verify audit Information.
 - a. Log in to the CE server.
 - b. Open EM and right-click the file plan object store node.
 - c. In the General tab, check the Auditing Enabled checkbox.
 - d. Click Apply.
 - e. Select and expand the other class node in the file plan object store.
 - f. Navigate to Folder > RM Folder (on any RM entity that you want to audit).
 - g. Right-click the Record Folder and choose Properties.

- h. In the Audit Definition tab, add the event Update, Creation, Deletion, and other actions you want to audit.

You can select both Success and Failure audit choices. Do the same thing for Record Category and other classes, even subclasses you want to audit. Don't forget to click Apply when done.

- i. Click Apply.
- j. Repeat steps f through i for each RM entity that you want to audit.
- k. After you enable all auditing settings, create new record categories and record folders using different users from the RM application, and delete some of the entities.
- l. Run the report from the Crystal Report Designer.

NOTE When you provide parameters, use RecordFolder and RecordCategory for RM entity type instead of using number 105 and 101. You should be able to see some actions performed on the new record categories and record folders.

- m. Navigate to the RM GUI to run the report. See if you get the same results as those generated by Crystal Report Designer.

Some reports hang and other reports display the following error message: "A processing limit was reached. Error in File C:\WINDOWS\TEMP\{...}.rpt: Max processing time or Max records limit reached"

Cause: By default, the report generating engine is configured to process only 20,000 entities.

Solution: If the report you want to generate contains more than 20,000 entities, you need to reconfigure the report generating engine to increase the maximum number of entities that a report can process:

1. From the MS-Windows desktop, navigate to Start > Programs > Business Objects 11 > Crystal Reports Server > Central Configuration Manager.
2. In the Central Configuration Manager, right-click Report Application Server and click Stop, and then click Properties.
3. On the Parameters tab, set the Option Type to Database.
4. In the Max Number of Records section, increase the record limit number for Records limited to or select the Unlimited option.
5. Click Apply, and then OK.
6. In the Central Configuration Manager, right-click Crystal Reports Application Server and click Start.

Reports hang while running

Restart the report application server:

1. Go to the Windows Services console.
2. Right-click the Reports Application Server and select Restart.

Content Federation Services

CFS-CS and CFS-NTSF II CE installation

The following error occurs when you execute the `rdsservice.sh` command file to start the FastObjects server on the UNIX II CE server: **Could not listen on poet/tcp: The address specified is already in use or another server already running (-2532)**

1. Stop the II CE server.
2. Use “`ps -ef | grep ptserver`” to see if any ptserver processes are running. If so, kill these processes.
3. Use “`ps -ef | grep rds`” to see if any rdf processes are running. If so, kill these processes.
4. Use “`netstat -an | grep 125`” to see if port 1250 is being used by other processes. If it is, kill these processes.
5. Re-execute the `rdsservice.sh` command file to start the FastObjects server.
6. Start the II CE server.

CFS-CS: II CE connectors

CS connector test connection failed

- Verify the RMIBridge that this connector uses is running. (Typically, the CS connector uses the RMIBridge on the IDM server.)
- Verify the connector properties are set to the correct values.

For more information see, the *IBM FileNet P8 Content Federation Services for CS and NTFS Installation Guide For IBM II CE Guide*. To download this document from the IBM support site, see [“Access IBM FileNet documentation” on page 10](#).

- Verify Caps Lock is not on and re-enter your user name and password. (User name and password are case sensitive.)
- Verify you can login to the IDM Web Services. If you cannot, correct your IDM Web Services installation and Content Services installation.

CE connector test connection failed

- Verify the RMIBridge that this connector uses is running. (The CE connector uses the RMIBridge on the IICE server.)
- Verify the connector properties are set to the correct values.

For more information see, the *IBM FileNet P8 Content Federation Services for CS and NTFS Installation Guide For IBM II CE Guide*. To download this document from the IBM support site, see [“Access IBM FileNet documentation” on page 10](#).

- Verify the FileNet P8 Apache service is running on CE.
- Verify the required CE .jar files and `WcmApiConfig.properties` are copied from AE to the IICE server.

For more information see, the *IBM FileNet P8 Content Federation Services for CS and NTFS Installation Guide For IBM II CE Guide*. To download this document from the IBM support site, see [“Access IBM FileNet documentation” on page 10](#).

- Verify the CE connector name is set to the display name of the Records Object Store (ROS).
- Verify the Object Store Name property is set to the symbolic name of the Records Object Store (ROS).

CFS-CS: Federator Admin, Federator Exporter, and Federator Importer

You cannot login to the Federator Admin application

- Verify the Data Store Service is running. If it is not, start the Data Store service.
- Run the SSO sample.

For more information see, "Running the II CE samples to verify connectors" in the *IBM FileNet P8 Content Federation Services for CS and NTFS Installation Guide For IBM II CE*. To download this document from the IBM support site, see ["Access IBM FileNet documentation" on page 10](#).

NOTE If you cannot run the SSO sample without errors, you will need to troubleshoot your II CE Application software and connectors.

- Verify the vbr_subscription.jar is included in the II CE application classpath.

For more information see, the *IBM FileNet P8 Content Federation Services for CS and NTFS Installation Guide For IBM II CE Guide*. To download this document from the IBM support site, see ["Access IBM FileNet documentation" on page 10](#).

You clicked Browse to select a target object store and folder from the Federator Admin Rule Builder page and the dialog box is blank

- Verify the RMIBridge for the CE connector is running.
- Logout and log back in to the Federator Admin application.

You clicked Browse to select a target object store and folder from the Federator Admin Rule Builder page and you cannot see the new folder you just created in CE using Workplace or Enterprise Manager

- Close the dialog and click Browse again.
- Logout and log back in to the Federator Admin application.

Running Federator Exporter throws an invalid query exception

Clicking Get Count in Federator Admin throws an invalid query exception

- The CS properties listed in the data map will be in the select statement of the query. Verify the data map has the correct set of element names and CS properties.
- Verify that every CS property has a tool tip like "idm***" in the data map. (If you see a tool tip like this, it indicates that this is a real CS property. If you don't see any tool tip, it indicates it is only a plain string, not a CS property.)
- Verify every CS property is searchable, selectable, and has single value.
- If the rule query contains a calendar date property, verify the property description for the calendar date property is set as follows in the data map,: Data Type: DATETIME; Editor Type: EDITOR_DATE.
- Verify the rule query contains either property criteria or full-text criteria. (Rule queries containing only document class criteria throw an exception.)
- Correct the data map. (You might have to restart II CE server after correcting the data map.)

When running Federator Exporter, you see the following warning message: “idmId is not in the data map”

- Some CS properties have the same display names but different symbolic names in the II CE Admin tool’s Data Map Designer. For example, idmId and idmVerDocId both have the same display name “Item ID”. Verify you selected the CS property with symbolic name “idmId”.
- Correct the data map. (You might have to restart II CE server after correcting the data map.)

Federator Exporter throws a SessionPool-related exception

1. Verify all CS connectors are added to the session pool. (Use the II CE Admin Tool to add connectors to the session pool.)
2. Verify the last part of the SessionPoolURL in the federator.properties file matches the name of the CS connectors’ session pool.
3. If you modify the federator.properties file <Federator_install_home>\FileNet\CFS\FedExporter\conf directory, be sure to copy this file to the appropriate directory on the Web application server.

For more information, see “Configure Federator Exporter” in the [FileNet P8 Content Federation Services for CS/NTFS Installation Guide for IBM II CE](#).

You can find this document on the FileNet Customer Service and Support web site <www.css.filenet.com> under Product Info > Products > Business Process Manager (BPM) > Product Documentation > 3.5.2 Documentation. You will need a FileNet-issued login name and password to access the web site.)

4. Restart the II CE server, reschedule the rule, and restart the Federator Exporter application.

When running Federator Exporter you get a FastObjects-related error

Verify the FastObjects server is running. The FastObjects server is started by launching the rdsservice.sh script.

When the Federator Exporter and Federator Importer are running, the status of some rules become “Exporter\Importing” and stay in that state for too long

Restart the Federator Importer Service on CE. (This in general will make the rule become “Federated”.)

A rule status becomes “Federated” and has no error message, but when you browse to the Content Engine folder, you do not see all of the documents

It is very likely that those missing documents have been previously federated into some other CE folder. Documents from external repository can be federated into only one CE folder by another rule. (This is the correct behavior of CFS software.) To prevent this from happening, review the design of your rules and check that their results do not overlap. If a document is returned by more than one rule, it will be federated by the first rule that processes the document. Subsequent attempts to federate an already federated document will be ignored.

CFS-CS: Federated documents

You cannot view a federated CS document from EM or Workplace

- Verify the FCD for CS is configured correctly and test the connection on the FCD. If the test connection on FCD fails, test the connection of the CS connector using II CE Admin Tool. If the test connection of the CS connector fails, see the previous [“CS connector test connection failed” on page 58](#).
- Verify the CS document is not an external link, an offline document, or is deleted from the CS library.
- Verify you can view the CS document in the IDM Web Services server. If you cannot, fix the IDM Web Services or Content Services problem.

CFS-NTSF: II CE connectors

NTFS connector test connection failed

- Verify the RMIBridge that this connector uses is running. (NTFS connector uses the RMIBridge on the Windows machine that has the NTFS documents you want federate.)
- Verify the connector properties are set to the correct values.

For more information see, the *IBM FileNet P8 Content Federation Services for CS and NTFS Installation Guide For IBM II CE Guide*. To download this document from the IBM support site, see [“Access IBM FileNet documentation” on page 10](#).

- Verify Caps Lock is not on and re-enter your user name and password. (User name and password are case sensitive.)
- Verify the user name has the required permissions.

For more information see, the *IBM FileNet P8 Content Federation Services for CS and NTFS Installation Guide For IBM II CE Guide*. To download this document from the IBM support site, see [“Access IBM FileNet documentation” on page 10](#).

- If the Windows machine that has the NTFS documents you want federate is in a Windows domain, verify the COM Host is set to the long name format, for example, *MachineName.WinDomainName*. Short names might not work. Or, you can set the COM Host to the IP address of the Windows machine.

CFS-NTSF: Federated documents

If you cannot view a federated NTFS document from EM or Workplace

- Verify the II CE path in Capture Manager is mapped correctly.
- Verify the FCD for NTFS is configured correctly and test the connection on the FCD. If the test connection fails, test the connection of the NTFS connector using II CE Admin Tool. If the test connection of the NTSF connector fails, see the previous [“NTFS connector test connection failed” on page 61](#).
- Verify the NTFS folder(s) that contain the NTFS documents you want to federate have been added to the directory of the Windows Index Service catalog.
- Verify you have selected the Windows Index Service catalog for the NTFS connector. (An NTFS connector has a one-to-one relationship with this catalog.)

FileNet Web Services Client/Open Client

General

Changing the name of an object store or library has ramifications for both workflow definitions and running workflows with attachments that reference that object store or library

If an attachment target (for example, a document) is specified in a workflow definition, that workflow definition thus references the name (GUID) of the library in which the target resides. If an attachment target is specified during the launch step or a later step rather than in the workflow definition, the library name (GUID) reference is in all running workflows in which the step was completed.

Solution: If you change the name of a library, you must update the reference to the library in the workflow definition as well. In addition, you can either delete all running workflows containing the old library name, or you can write an application to update the library name in the running workflows.

Content Engine errors

Two logs contain information about CE resources and services:

- **Application log** Contains events logged by applications or programs.
- **System log** Contains events logged by the Microsoft Windows system components. For example, the failure of a driver or other system component to load during startup is recorded in the system log.

To view messages using Event Viewer:

1. From the **Start** menu, select **Programs > Administrative Tools > Event Viewer**.
2. Under Event Viewer (Local), select **Application log** to display events in the details pane.
3. Click the **Source** column heading to sort the messages by error source.
4. Scroll through the list to find errors related to the CE service that is failing, such as CE, content cache service, file store service, or Service Manager.
5. Double-click the event to view the event message.

NOTE For help using the Event Viewer and managing the event logs, refer to the Event Viewer Help topics. Additional error and exception information is available in the FileNet P8 Help system (search “Content Engine Error Messages”).

Content Engine errors that require administrator intervention

The following table lists some of the errors that you might encounter. This is not a comprehensive list of all errors that can be generated, but only a list of the ones to be aware of.

NOTE The following errors apply specifically to version 3.0 (updated with patch 4) of the FileNet P8 Platform. Error messages may vary for other versions.

These errors generally will require intervention by an administrator.

Category	Event ID	Description	Action
None	7031	The CE object store service terminated unexpectedly. It has done this <i>n</i> time(s). The following corrective action will be taken in 0 milliseconds: Restart the service.	Verify the service status and restart the services, if necessary.
System	1	Process is being aborted due to a previous unrecoverable error. This will most likely cause the service component to halt. The error log should be examined to determine the reason this process was aborted, and corrective measures should be taken. The service component must then be restarted.	Verify the service status and restart the services, if necessary.
System	4	An out of memory condition was encountered while logging an error message. This might cause the log entry following this one to contain incomplete or syntactically incorrect information. This machine will need additional memory and/or swap space to continue functioning.	Verify the amount of disk space.

Content Engine errors that require administrator intervention

Category	Event ID	Description	Action
Content Service	11	PID=1324, TID=3192, Fnk_ContentRM.exe hr=0x80070490 (Element not found.) ContentAreaAD.cpp[390] (\$Revision: 1.30 \$): An error occurred in an GCD services method call. (function CFN_ContentAreaAD::GetString {99E0DA19-B533-44B5-84E4-64AA403B2C53}, path 200017).	Run the Consistency Checker.
Content Service	15	hr=0x80070070 (There is not enough space on the disk.)	Verify the amount of disk space.
Content Service	34	PID=3480, TID=4720, Fnk_CatService.exe hr=0x80070005 (Access is denied.) eContentTransImpl.cpp[1281] (\$Revision: 1.25 \$): A call to the Content Resource Manager via a session object failed. (method Enlist).	Verify the Windows share where the file store is located has the correct permissions. Verify the file store has not been disabled. Verify the file store allows new content, deletion, or caching.
Content Service	95	PID=3192, TID=3196, Fnk_CacheService.exe: The cache service has been started, but there is no cache for it to manage. The cache service will not be operational until a cache is created and the service is restarted.	Create a content cache with EM or if it is not needed, shutdown the content cache service.
Object Store Service	10	PID=776, TID=1788, Fnk_CatService.exe hr=0x80004005(Unspecified error) database.cpp[710] (\$Revision:1.87 \$): An error occurred while attempting to make a connection to the database for the object store with id '{26ff99b8-1d5f-498b-b58e-2ff39af2f694}'. Phase: IDBInitialize::Initialize Source: Microsoft OLE DB Provider for SQL Server Description: Cannot open database requested in login 'test'. Login fails.	Check the database related to the specific object store.

Category	Event ID	Description	Action
Object Store Service	10	<p>Fnk_CatService.exe hr=0x80004005 (Unspecified error) database.cpp[710] (\$Revision:1.87 \$):</p> <p>An error occurred while attempting to make a connection to the database for the object store with id '{60182a90-db26-45ac-9d2c-198e86393f0b}'.</p> <p>Phase: IDBInitialize::Initialize</p> <p>Source: Microsoft OLE DB Provider for SQL Server</p> <p>Description: [DBNETLIB][ConnectionOpen (Connect()).] SQL Server does not exist or access denied.</p>	Check the database status or the network connection.
Object Store Service	12	<p>PID=2032, TID=1292, Fnk_CatService.exe hr=80040e14 database.cpp[1189] (\$Revision: 1.87 \$): A database SQL execution error has occurred.</p> <p>Error: Distributed transaction completed. Either enlist this session in a new transaction or the NULL transaction.</p> <p>Error code: 0x80040e14 Source: Microsoft OLE DB Provider for SQL Server</p> <p>Native Error: 8525 SQLSTATE: 42000</p> <p>SQL: SELECT id, folder_cache_epoch, schema_revision_string FROM DDState</p>	<p>The distributed transaction will be rolled back by COM+.</p> <p>The error comes from DTC when the 60 second timeout occurs on a long-running transaction.</p> <p>You can change the DTC transaction timeout as explained in the article 287499 "How to Change the Transaction Time-out Value for MTS and COM+" at www.support.microsoft.com.</p>
Object Store Service	46	<p>The transaction was unable to contact the transaction coordinator. Verify the Oracle services for MTS package has been installed and configured correctly, and that the appropriate instance of OracleMTSService is running.</p> <p>See the Oracle documentation for more information.</p>	Verify the Oracle services for MTS package has been installed and configured correctly, and that the appropriate instance of OracleMTSService is running.

Category	Event ID	Description	Action
Object Store Service	47	<p>Fnk_CatService.exe hr=0x80070422</p> <p>The service cannot be started, either because it is disabled or because it has no enabled devices associated with it.</p> <p>catservice.cpp[1021] (\$Revision: 1.15 \$): The object store service has failed and been restarted more than the permitted 5 times in the last 5 minutes. The service is now stopped and must be restarted manually.</p>	Verify the service status and restart the services, if necessary.
Object Store Service	63	An error occurred while attempting to make a connection to the database for the object store with id ' <i>id</i> '. This error has occurred <i>n</i> consecutive times?	Check the database status or the network connection.
Object Store Service	2080	<p>PID=1584, TID=2444, Apache.exe hr=0x8007041d (The service did not respond to the start or control request in a timely fashion.)</p> <p>ServiceRegistry.cpp[1723] (\$Revision:1.15 \$): CoCreateInstance failed attempting to create class {CE54DCE5-0DBE-4DE6-86C6-328E12C5ADFA}.</p>	<p>On Windows 2003, check to see if DTC access and COM+ access has been installed.</p> <p>Through component services, verify the CE object store service COM+ app can start. If this happens after a fresh installation, you might want to uninstall and then re-install the binaries.</p>

In the above table, Category indicates where the error is located. The Event ID and Description will appear in the Windows NT® Event Viewer.

Process Engine errors

When the PE detects errors, it writes messages to the Application log in the Event Viewer. If you are having problems with the PE or services, check the Event Viewer for error messages.

Even when you are not having problems with the service, you should check the Event Viewer periodically for error messages about potentially troublesome conditions you have not yet identified.

The application log contains information about PE services. If tracing is turned for the server from the PPM and the VWJ trace is turned on from the vwtool application, VWExceptions are logged as:

- **Warning** An event that is not necessarily significant but might indicate a possible future problem. For example, if the Java VM version being used by PE does not match the default for the release.
- **Information** An event that describes the successful operation of an application, driver, or service. For example, if you could not log on because of an invalid user name.

To view messages using the Event Viewer:

1. From the **Start** menu, select **Programs > Administrative Tools > Event Viewer**.
2. Under Event Viewer (Local), select **Application log** to display events in the details pane.
3. Click the **Source** column heading to sort the messages by error source.
4. Scroll through the list to find errors related to the PE.
5. Double-click the event to view the event message.

NOTE For help using the Event Viewer and managing the event logs, refer to the Event Viewer Help topics.

Process Engine errors that require administrator intervention

The following table lists some of the errors that you may encounter. This is not a comprehensive list of all errors that may be generated, but only a list of the ones to be aware of.

NOTE The following errors apply specifically to FileNet P8 Platform 3.0 PE (updated with patch 2). Error messages may vary for other versions.

These errors generally will require intervention by an administrator.

Category	Error Tuple	Description	Action
Process Engine	213,2,300	Internal Error -- see system log for cause of error.	Note the error in the syslog and contact your FileNet P8 service representative. Recycle the PE software.
Process Engine	213,4,550	Write to file truncated - disk full?	Check the available disk space and verify the disk is not full.
Process Engine	213,1,301	Not enough available memory.	Verify you have enough memory. Recycle the PE service.

Process Engine errors that require administrator intervention

Category	Error Tuple	Description	Action
Process Engine	213,75,20	Out of memory.	Close any unnecessary programs that might be running on the machine.
Process Engine	213,109,32	Fatal VW Error -- see system error log.	Recycle the PE software.
Database	213,109,52	Duplicate index name detected.	Timing related. Recycle the PE software.
Transfer	213,109,65	Request to modify database schema failed Transfer, clean repository, reinitialize database, etc. is not allowed at this time.	Recycle the PE software. Check 'schemastatus' with 'vwtool'. If another operation is active, wait for it to finish. If no other operations are active, recycle the server and client software and try again.
Rules	213,109,190	Unable to send rules message.	If the Rules Engine is configured, check that the Rules Engine is up and running. If it is not running, start it from the Process Engine Task Manager. This might indicate a network error or other problems on the Rules Engine server.
Rules	213,109,191	Unable to receive rules message.	If the Rules Engine is configured, check that the Rules Engine is up and running. If it is not running, start it from the Process Engine Task Manager. This might indicate a network error or other problems on the Rules Engine server.
Process Engine	213,109,253	Object service busy on server.	Shutdown all programs and try again. The object service on the server has structures in memory which cannot be deleted. Recycle software on the server and retry the initialize operation. Contact your FileNet service representative.

Email Manager errors

Server errors

When an error occurs in Email Manager:

- Messages are written to the Application section of the Windows Event Viewer.
- Log files are written to the Logs folder in the Email Manager installation folder.

If you are having problems with an Email Manager component, check the Event Viewer for error messages then check the Email Manager log files for additional details.

Windows Event Viewer

Windows Event Viewer contains the following types of Email Manager messages:

- **Information** Describes a successful start or stop of the Email Manager services.
- **Error** Identifies an error in Email Manager that requires administrator intervention.

To view messages using the Event Viewer:

1. From the Start menu, select Programs > Administrative Tools > Event Viewer.
2. Under Event Viewer (Local), select Application log to display events in the details pane.
3. Click the **Source** column heading to sort the messages by error source.
4. Scroll through the list to find errors related to Email Manager.
5. Double-click the event to view the event message.

Log files

Further details might be found in the Email Manager log files, which are by default located in the Logs folder in the Email Manager installation folder. The possible log levels are listed below:

- **Fatal errors** Written to the log when a severe problem or critical condition occurs. Contains minimum logging detail.
- **All errors** Written to the log when an error condition occurs, such as when an attempt to connect to a server fails.
- **Warnings** Written to the log when a warning condition occurs, such as when the server cannot understand a communication sent to it.
- **Information** Written to the log when a significant action occurs, such as when a document is captured.
- **Trace** Written to the log at individual steps. Contains the most verbose logging detail, which is useful only for debugging purposes.

NOTES

- The folder that is used to store log files is specified in Email Manager's Configuration Manager in the Configuration Options screen.
- You can control the types of log entries created in the log file in the Configuration Manager.

Client errors

When an error occurs on an Email Manager client machine, errors are written to an “errlog.log” log file that is located in the user’s %TEMP% folder.

NOTES

- You can change the temp folder by changing the machine’s environment variable settings.
- To access the temp folder from a command prompt, enter:

```
start %temp%
```

- In some cases, Email Manager Web Service errors corresponding to client errors might be logged on the Email Manager server. You can view these errors in the Application section of the Event Viewer.

Email Manager errors that require administrator intervention

The following table lists Email Manager errors that you might encounter. It is not a comprehensive list but contains errors that you need to be aware of and that generally require intervention from an administrator.

Category	Event ID	Description	Action
Universal File Importer	0x80004027	Object store unavailable. The FileNet P8 connector cannot contact the FileNet P8 object store or the service is in the “Stopped” state.	Verify the user that the UFI service is running under has permission to access network resources. Verify the object store is running. Verify the network connection is working.
Universal File Importer	0x8004021A	Invalid object store. The object store specified in the Index Template is missing or invalid.	Verify the object store specified in the Index Template exists and is valid.
Universal File Importer	0x80070534	COM Permission. The user that the UFI service is running under does not have permissions to instantiate FileNet P8 or Email Manager COM Objects.	The UFI service is running as a user: Verify that user has permissions to instantiate COM objects on the server.
Universal File Importer	0x8007052E	Logon failed. The user login information specified in the Index Template is invalid.	Verify the logon information for the user specified in the Index Template is valid.

Category	Event ID	Description	Action
Universal File Importer	0x8007054B	RPC server unavailable. The FileNet P8 connector cannot contact the FileNet P8 object store or the service is in the "Stopped" state.	<p>Verify the user under which the UFI service is running has permission to access network resources.</p> <p>Verify the object store is running.</p> <p>Verify the network connection is working.</p>
Universal File Importer	0x800706BA	RPC server unavailable. The FileNet P8 connector cannot contact the FileNet P8 object store or the service is in the "Stopped" state.	<p>Verify the user under which the UFI service is running has permission to access network resources.</p> <p>Verify the object store is running.</p> <p>Verify the network connection is working.</p>
Universal File Importer	0x80090311	No Authority For Authentication. The FileNet P8 connector cannot contact the FileNet P8 object store or the service is in the "Stopped" state.	<p>Verify the user that the UFI service is running under has permission to access network resources.</p> <p>Verify the object store is running.</p> <p>Verify the network connection is working.</p>
Universal File Importer	0x80AA0C00	COM Error. A FileNet P8 internal error occurred while processing the file.	Contact FileNet technical support for assistance.
Exchange Connector	N/A	Failed to connect to exchange server "%s" using mailbox "%s".	<p>Verify the Exchange Server is running.</p> <p>Verify the password of the Exchange Connector service account has changed.</p> <p>Verify the Exchange Connector service account user can connect to the Exchange Server using NT authentication.</p>

Category	Event ID	Description	Action
Exchange Connector	N/A	Could not open log file in directory "%s".	Verify the log file directory specified in the Configuration Manager exists and is accessible to the Exchange Connector service account.
Exchange Connector	N/A	Could not get target ID from message.	Verify the message was created by the eMgr client. Messages in the client folder have been copied to the folder manually instead of by the eMgr client. Use the eMgr client for this purpose, or copy the email to a public folder that the Email Manager is configured to monitor, which is not the same as the client folder configured for Email Manager.
Exchange Connector	N/A	Service does not start – and no log file is created.	A problem occurred creating the log file, or connecting to the database. Verify the disk space. Check the Application Event Viewer for more information.
Exchange Connector	N/A	The user %s was not found in the exchange address book.	The user whose private mailbox is to be monitored could not be found. The user information might be ambiguous, or misspelled.
Exchange Connector	N/A	Couldn't open private mailbox for user %s.	Verify the Exchange Connector service account has appropriate permissions on the user's mailbox.
Exchange Connector	N/A	Failed to create sub folder "%s".	Verify the Exchange Connector service account user has 'Create Sub-folders' permission on the parent folder.

Category	Event ID	Description	Action
Exchange Connector	N/A	Couldn't create file "%s".	Verify the temporary directory specified in the configuration manager exists, and that the Email Manager service account user has sufficient permissions. Also verify that there is sufficient disk space available on the Email Manager server.
Exchange Connector	N/A	Can't monitor more than %i folders. Folder "%s" will not be monitored.	The maximum number of "active" monitored locations has been exceeded. Utilize scheduled profiles (with a schedule set to an appropriate interval).
Lotus Connector	N/A	Instantiator error creating a data store object: "An error occurred while attempting to connect to the Data Store: "Cannot open database requested in login <i>dbname</i> . Login fails. Login failed for user <i>username</i> ."	Verify that the Email Manager database is available and the database credentials specified in the Configuration Manager are correct.
Lotus Connector	0x80a97010	Notes error while attempting to initialize a new Notes Session: "Notes error: Wrong Password. (Passwords are case-sensitive - be sure to use correct upper and lower case.) (0x80040FA0)".	<p>If the password for the default Notes ID file has changed, update the Notes password in the Configuration Manager.</p> <p>Verify that the Lotus Connector service account user is a valid user (not the LocalSystem account) and has "run as service" privileges. Log in to Windows using the specified account and verify that the user can use the Lotus Notes client to connect to the required Domino Servers using the current location and ID file (the location document should explicitly reference the ID file). Verify that the Notes password is configured in the Configuration Manager.</p>

Category	Event ID	Description	Action
Lotus Connector	0x80a97010	Notes error while attempting to initialize a new Notes Session: "A password is required."	If the password for the default Notes ID file has changed, update the Notes password in the Configuration Manager.
Lotus Connector	0x80a97028	Notes cache 'NotesAddressSharedCache' warning: both public and private address book lookup options are disabled. Address book lookup, group resolution, mailbox name lookup, dynamic security mapping and global post-processing will be disabled.	In the Lotus Connector Advanced Options, enable either public or private address book lookup as both are currently disabled (public address book lookup is enabled by default).
Lotus Connector	0x80a9601e	Cache database error. Unable to open the cache database <i>server !! dbpath</i> : "The database does not exist (or the Notes user does not have permission to see it).	Verify the server name and database path. Verify the Cache server and Cache database specified in the Lotus Connector Advanced Options still exist and are available for use.
Lotus Connector	0x80a95013	Crawler error opening Domino database <i>server !! dbpath</i> : "The database does not exist (or the Notes user does not have permission to see it).	Verify the server name and database path. Verify the specified Domino Database still exists and can be opened by the Lotus Connector Notes user.
Lotus Connector	0x80a95015	Parser error saving document <i>UNID</i> : "Notes error: Network operation did not complete in a reasonable amount of time; please retry (0x80040FA0)"	The Domino server might not be available. Verify Notes connectivity, network connections and the Domino server load to determine why requests are timing out.
Email Manager Web Services	-500100102	No object store object currently exists.	The FileNet P8 CE object store might not be available. Verify FileNet P8 CE is running and is accessible.
Email Manager Web Services	-500100103	Error in instantiating object store.	The FileNet P8 CE object store might not be available. Verify FileNet P8 CE is running and is accessible.

Category	Event ID	Description	Action
Email Manager Web Services	-500100104	Unable to gain access to object store.	The user credentials specified in the Email Manager Client might not be valid in the selected object store.
Email Manager Client	-50012	Library is not accessible.	The FileNet P8 CE object store might not be available. Verify FileNet P8 CE is running and is accessible.
Email Manager Client	-50018	Failed to load the list of available libraries from the server. Please report this problem to your network administrator.	The FileNet P8 CE object store might not be available. Verify FileNet P8 CE is running and is accessible.
Email Manager Client	-50019	Failed to load the list of available document properties from the server. Please report this problem to your network administrator.	The Email Manager database might not be available. Verify the database server is accessible.
Email Manager Client	-50020	Failed to initialize the eMgr Client API. Please report this problem to your network administrator.	The Email Manager server might not be available. Verify the Email Manager server is running.
Email Manager Client	-61006	Failed to load profiles.	Verify the client error log file to determine the reason for the failure. Contact FileNet P8 support for further assistance.
Email Manager Client	-83000	An error occurred while saving profile.	Verify the client error log file to determine the reason for the failure. Contact FileNet support for further assistance.
Email Manager Client	-50001	No data was returned.	Contact FileNet support for further assistance.
Email Manager Client	-60001	An error occurred while converting XML.	Contact FileNet support for further assistance.

Category	Event ID	Description	Action
Email Manager Client	-60002	Failed to communicate with eCWWebServices.	The Email Manager server might not be available. Verify the Email Manager server is running.
Email Manager Client	-60006	No properties are defined on the server.	The database server might not be available. The database used by Email Manager might have been deleted and changed to a new database. IIS must be reset on the Email Manager Server for the new database to take effect.
Email Manager Client	-61008	GetDocument: Access is denied.	Verify the Access Control List (ACL) of the email being retrieved in FileNet P8 to determine whether the user has permissions to access the document.
Email Manager Client	-80001	An error occurred while converting XML.	Contact FileNet support for further assistance.
Email Manager Client	-80002	Failed to communicate with eCWWebServices.	Contact FileNet support for further assistance.
Email Manager Client	-80007	Component has not yet been initialized.	Contact FileNet support for further assistance.
Email Manager Client	-2147221233	The operation failed.	The path or name of the Email Manager client public folder being used is incorrect. Verify the folder exists and the current user has access to the public folder. See the Email Manager Setup Guide for details on permissions that must be assigned to the user. If a non-English version of Outlook is being used, contact FileNet support for assistance.

Category	Event ID	Description	Action
Email Manager Client	-2147467259	-2147467259: The operation failed.	<p>The current user does not have sufficient permissions to access the Email Manager client public folder.</p> <p>See the Email Manager Setup Guide for details on permissions that must be assigned to the user.</p>
Email Manager Client	-2147024891	-2147024891: The operation failed.	<p>The current user does not have sufficient permissions to access the Email Manager client public folder when processing emails with attachments.</p> <p>See the Email Manager Setup Guide for details on permissions that must be assigned to the user.</p>
Email Manager Client	N/A	911: Object variable or With block variable not set.”	Shut down the Lotus Notes client and restart Lotus Notes client. Then click on the eMgr client icon.

Software builds and Win32 errors

Identifying software build information

When you contact FileNet Customer Service and Support for assistance, the support engineer will need to know the build, patch or release information for your software. To display the build information:

1. Display a page from the application in your browser.
2. Use the browser's View source command to display the source HTML for the page. The build information is provided by the "BuildName" and "BuildDate."

For example:

```
<meta name='BuildName' content='rec170.009.001'>
```

```
<meta name='BuildDate' content='08/06/2004'>
```

For more information, see the *FileNet P8 Version Tools Technical Notice*. To download this document from the IBM Support site, see ["Access IBM FileNet documentation" on page 9](#).

Win32 0x800xxxxx error decoding

Refer to the MSDN Library for decoding Win32 error codes.

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