

# Appeon Troubleshooting Guide

Appeon® 3.1 for PowerBuilder®  
FOR WINDOWS

DOCUMENT ID: DC10060-01-0310-01

LAST REVISED: September 13, 2005

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# 1 About This Book

## 1.1 Audience

This book is written for users of Appeon® 3.1 for PowerBuilder®, and covers troubleshooting issues that may occur with all product components: Appeon Developer, Appeon Server, and AEM.

## 1.2 How to use this book

There are eight chapters in this book.

### Chapter 1: About This Book

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

### Chapter 2: Troubleshooting Appeon Install

Provides solutions and information for issues related to installing Appeon 3.1.

### Chapter 3: Troubleshooting Appeon Developer

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

### Chapter 4: Troubleshooting Web Deployment

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

### Chapter 5: Troubleshooting Web Applications

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

### Chapter 6: Troubleshooting Appeon Server

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

### Chapter 7: Troubleshooting PowerBuilder and EAServer

Provides workarounds and information for issues related to using PowerBuilder, EAServer, Adaptive Server Anywhere, and other Sybase products in conjunction with Appeon 3.1 for PowerBuilder.

### Chapter 8: Technical Support

Important information regarding technical support.

## 1.3 Related documents

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

- Appeon Demo Applications Tutorial:

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

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

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

Provides instructions on how to use the Apppeon Developer toolbar in Apppeon 3.1.

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

- Apppeon Enterprise Manager User Guide:

Introduces the Apppeon Enterprise Manager, a Web application that maintains Apppeon Web applications and Apppeon Server over the Internet, an intranet, or an extranet.

- Apppeon Supported Features Guide for Apppeon Xcelerator (or Apppeon Features Help for Apppeon Xcelerator):

Provides a detailed list of what PowerBuilder features are supported and can be converted to the Web with Apppeon 3.1, using the Apppeon Xcelerator deployment option, and what features are unsupported.

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

- Apppeon Supported Features Guide for Pure-JavaScript (or Apppeon Features Help for Pure-JavaScript):

Provides a detailed list of what PowerBuilder features are supported and can be converted to the Web with Apppeon 3.1, using the Pure-JavaScript deployment option, and what features are unsupported.

*Apppeon Features Help for Pure-JavaScript* is an HTML version of the *Apppeon Supported Features Guide for Pure-JavaScript Deployment*.

- Apppeon Installation Guide:

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

- Apppeon Migration Guide:

A process-oriented guide that illustrates the complete diagram of the Apppeon Web migration procedure, and includes various topics related to steps in the procedure.

- Apppeon Migration Tutorial:

A tutorial that walks the user through the entire process of deploying a small PowerBuilder application to the Web.

- Apppeon Performance Tuning Guide:

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

- Apppeon Troubleshooting Guide:

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

- Introduction to Apppeon:

Guides you through all the documents included in Apppeon 3.1 for PowerBuilder.

- Using the PowerBuilder Foundation Class Library with Appcon (or Appcon-compliant Framework Reference):

Provides a detailed list of what PowerBuilder PFC features are supported and can be converted to the Web with Appcon, and what features are not supported.

*Appcon-compliant Framework Reference* is an HTML version of the *Using the PowerBuilder Foundation Class Library with Appcon*.

- What's New in Appcon:

Introduces new features and changes in Appcon 3.1 for PowerBuilder.

## 1.4 If you need help

Each Sybase installation that has purchased a support contract has one or more designated people who are authorized to contact Sybase Technical Support or an Authorized Sybase Support Partner. If you have any questions about this product or if you need assistance during the installation process, have the designated person contact Sybase Technical Support or an Authorized Sybase Support Partner depending on your support contract. You may access the Technical Support Web site at <http://www.sybase.com/support>.

## 2 Troubleshooting Appeon Install

This section contains information about general troubleshooting issues that might be encountered when installing Appeon 3.1 for PowerBuilder. If you cannot resolve your problem with this troubleshooting guide, please contact technical support by clicking the *Contact Support* link at <http://www.sybase.com/support>.

### 2.1 InstallShield errors

#### 2.1.1 Error 1607 or 1628

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

**Cause A:** This error often occurs when you have selected “Install Appeon Developer” twice or “Install Appeon Server” was selected immediately after selecting “Install Appeon Developer”.

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

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

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

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

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

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

#### 2.1.2 Error 1155

During Setup, the error 1155 occurs, “1155: File ...\Appeon\appeon3.1 not found”.

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

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

### 2.2 Install Appeon Server

#### 2.2.1 Cannot connect to EAServer Manager

Unable to connect to EAServer Manager after EAServer 5.2 was installed with Appeon Server Setup. Appeon Server has been uninstalled from your machine before. No plug-ins have been loaded in Jaguar, and the “sybcent41” folder cannot be found under the Appeon Server install directory.

**Cause:** In previous uninstallations of EAServer 5.2, Sybase Central had not been selected for removal from the system. When Appeon Server installs EAServer 5.2, the EAServer Installer

will detect that Sybase Central has already been installed on the local machine and will not regenerate it in the Appeon Server install directory. EAServer Manager cannot be connected when EAServer and the “sybcent41” folder are not located under the same directory.

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

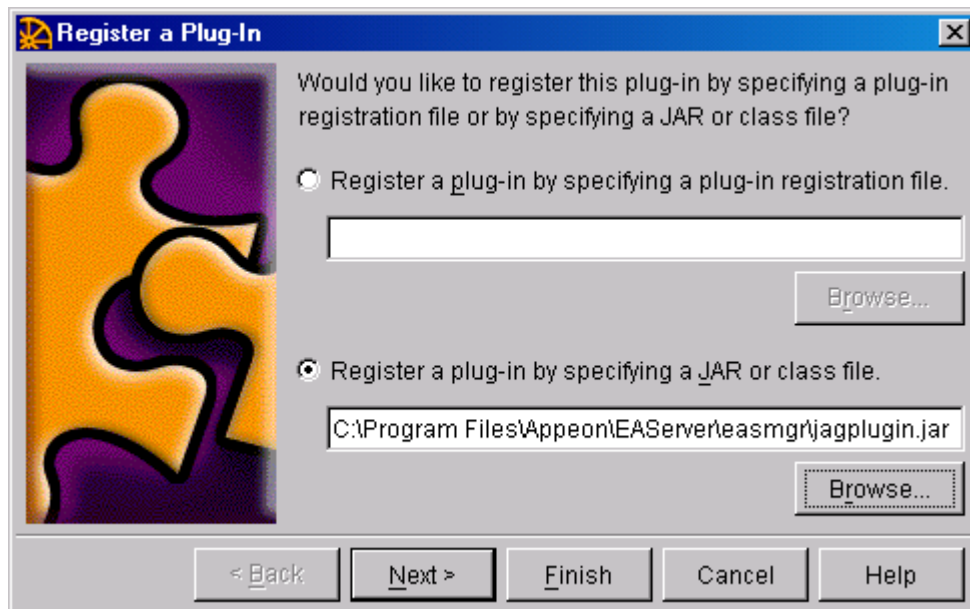
Step 1 – Open EAServer Manager and select “Plug-in” from the Tools menu. No plug-ins have been loaded with Sybase Central. Click *Register* to add a new plug-in.

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



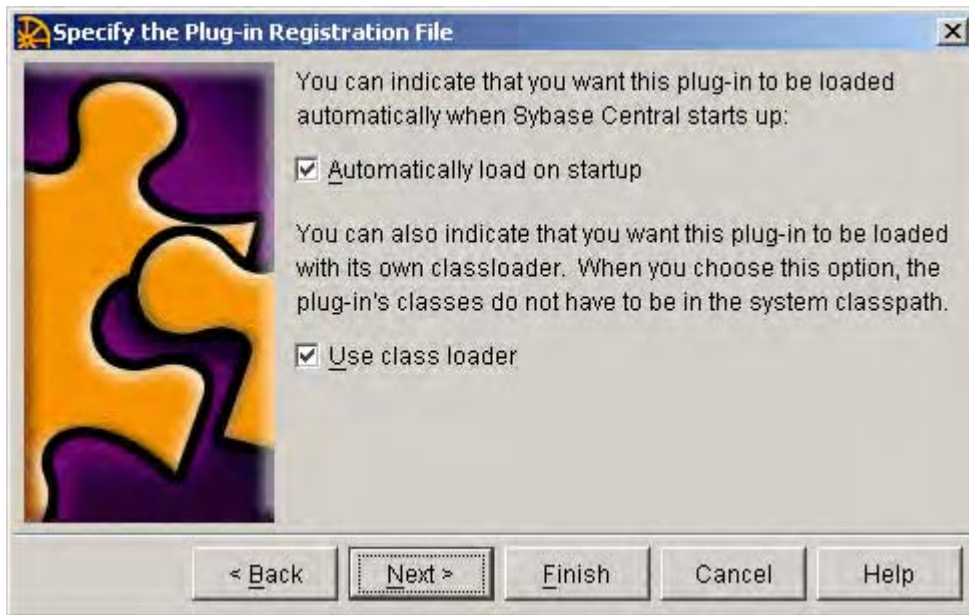
Step 2 – Select “Register a plug-in by specifying a JAR or class file” and click *Browse* to specify EAServer > easmgr > jagplugin.jar. Click *Next* to proceed.

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



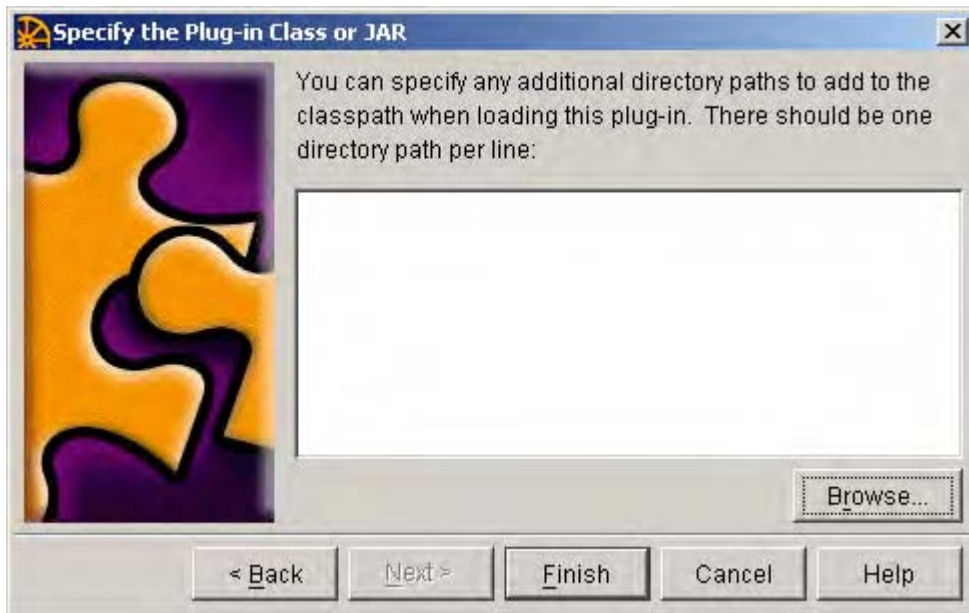
Step 3 – Apply the default settings in the *Specify the Plug-in Registration File* dialog and click *Next*.

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



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

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



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

**Table 2-1: File list**

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

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

### 2.2.2 EAServer cannot be started after Appeon Server install

**Cause:** There are two sets of EAServer 5.2 installed; one EAServer was installed independently in the normal installation path, and the other was silently installed with Appeon Server installation.

**Solution:** It is recommended that you use the EAServer that was silently installed with Appeon Server.

Step 1 – Open the Appeon\EAServer\bin\setenv.bat file in a text editor and make sure JAGUAR\_HOST\_NAME in the file is the same as the computer name.

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

Step 3 – Start EAServer from Windows Start | Programs | Appeon 3.1 for PowerBuilder | Jaguar Server.

### 2.2.3 Running EAServer as a service

If EAServer runs as a service, there are two problems:

Appeon PDF printing will not work;

Web application deployment fails during the last step.

**Cause:** the Sybase-documented way to start EAServer as a service does not work properly with Apeon because it runs jaguarsrv.exe instead of the %JAGUAR%\bin\serverstart.bat that is modified during the Apeon installation process.

**Solution:** a different way to run EAServer as a service is to use a third-party utility like Service+ that can automatically start a batch file.

In order to support EAServer as a service with Service+, please see the following graphics that show example configuration setting. For more information, please go to the website <http://www.activeplus.com>.

**Figure 2-5: The EAServer JDK 1.3 is running as a service**

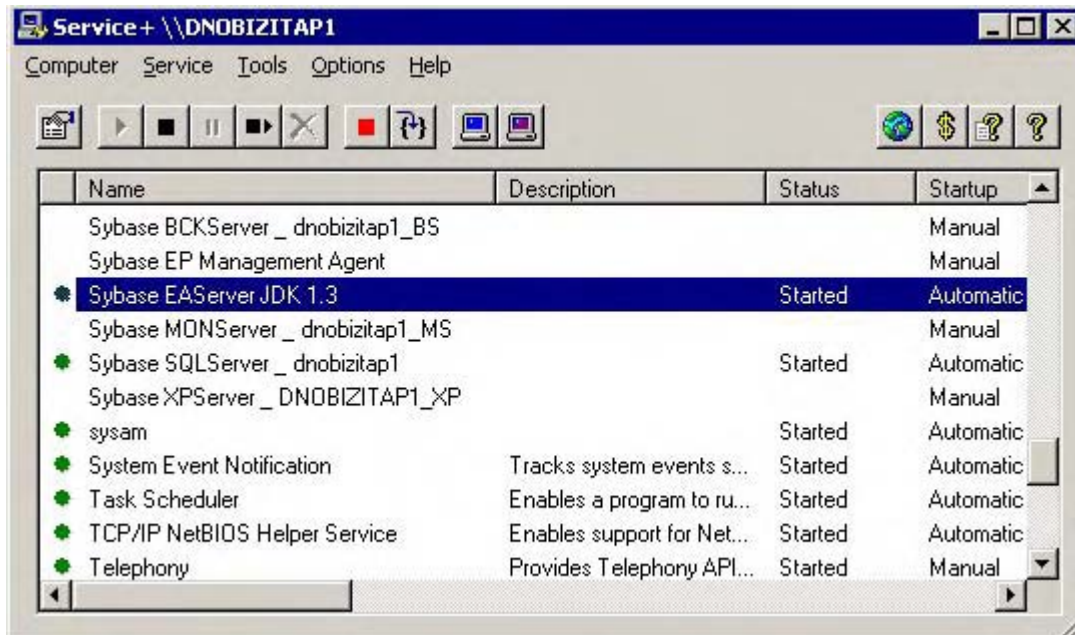


Figure 2-6: Set the properties of the EAServer JDK 1.3 service (1)

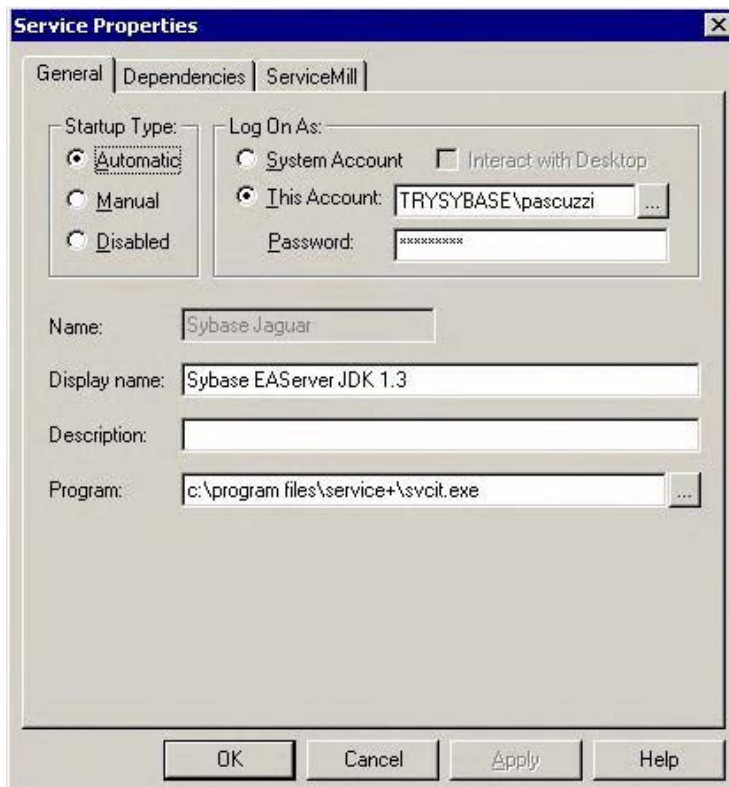


Figure 2-7: Set the properties of the EAServer JDK 1.3 service (2)

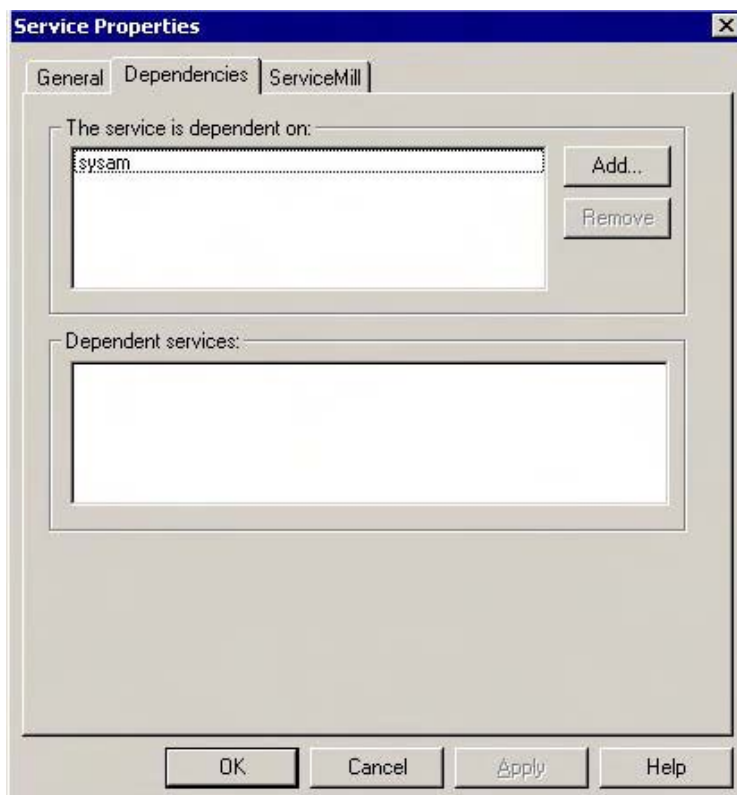


Figure 2-8: Set the properties of the EAServer JDK 1.3 service (3)

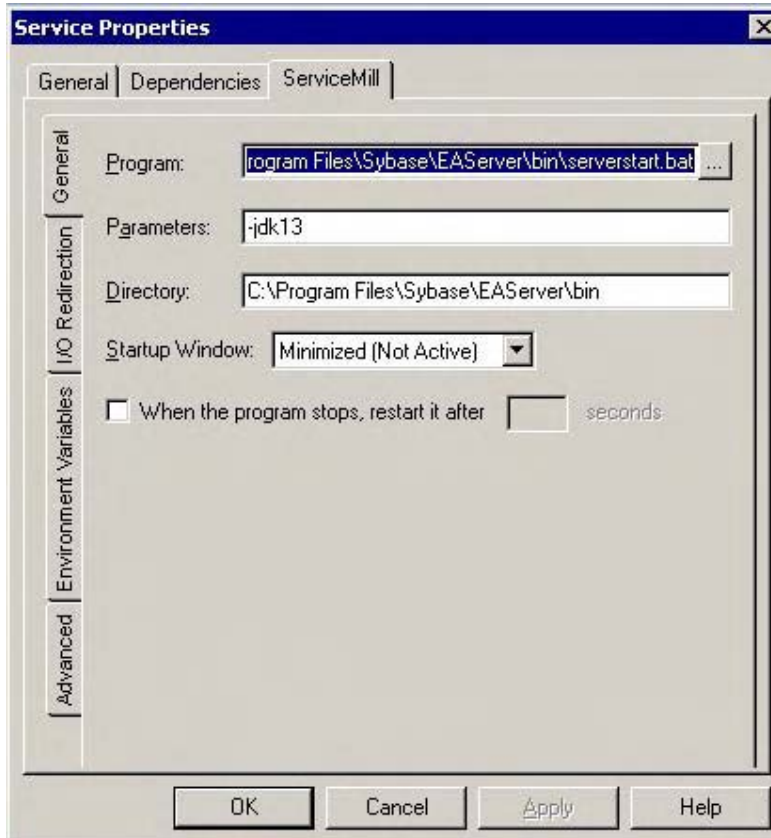
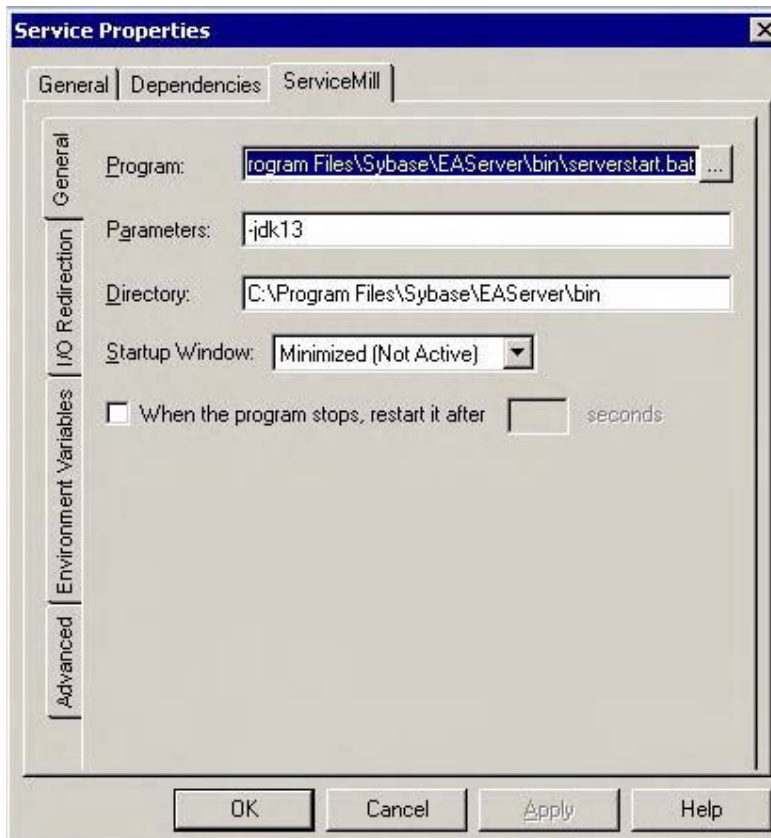
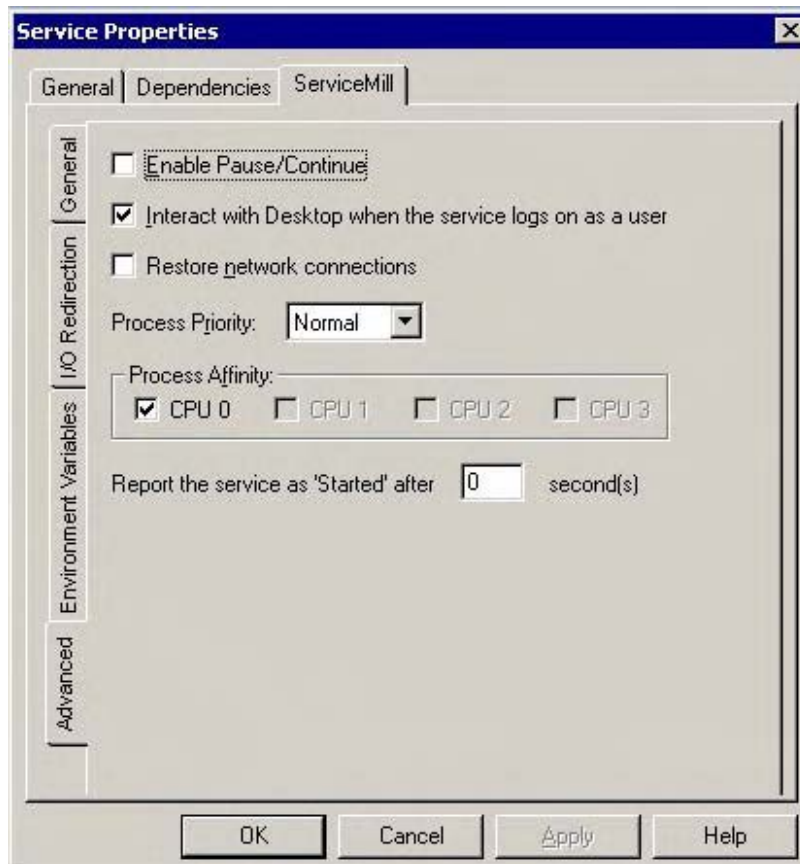


Figure 2-9: Set the properties of the EAServer JDK 1.3 service (4)



**Figure 2-10: Set the properties of the EAServer JDK 1.3 service (5)**



## 2.3 Install Appeon Server Web Component

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

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

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

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

## 2.4 Upgrade installation

### 2.4.1 “Upgrading AppeonDB failed” error

When you upgrade Appeon Server 2.8 to Appeon Server 3.1, there is an “Upgrading AppeonDB failed” error.

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

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

Step 1 – Resolve all the issues recorded in the *apbininstall.log* file

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

## 3 Troubleshooting Appeon Developer

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

### 3.1 Operating Appeon Developer toolbar

#### 3.1.1 "ADT is already running" error

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

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

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

#### 3.1.2 Exiting Appeon Developer completely after an error

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

**Solution:** Kill all of the following execution files in the task manager: ADT.exe, CodeinSight.exe, Console.exe, dwsq.exe, DynamicPerReport.exe, infomng.exe, JsLogConfig.exe, screnc.exe and UnsupportTool.exe.

### 3.2 Appeon Developer Configuration

#### 3.2.1 Verify Appeon Developer configuration when changing the deployment option

Settings made to an application profile may become invalid after you change the deployment option for the profile from Pure-JavaScript deployment to Appeon Xcelerator deployment.

**Cause:** Appeon provides different supported features and Appeon Workarounds PBLs for the two deployment options. You can create different code sets for applications using different deployment options.

**Solution:** After you change the deployment option, but before deploying the application, check whether the PBLs (especially the Workarounds PBL) specified can be used for the current deployment option. If the PBLs for two deployment options are stored in different folders, you must update the PBLs list and update the paths specified for INI files, Image files, OCX/DLL files, etc.

**Note:** If you deploy an application profile first with the Pure-JavaScript deployment option and then with the Appeon Xcelerator deployment option, only the Appeon Xcelerator version can run successfully.

#### 3.2.2 Testing connection fails during DB Type Profile configuration

In Appeon Developer Configuration, when creating or modifying a DB Type profile after specifying an Oracle database as the data source for the DB Type profile, testing the

connection will fail for the profile. However, the data source can be successfully connected in the ODBC Data Source Administrator.

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

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

### 3.2.3 “Error launching LoadConfig”

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

**Cause & Solution:** Refer to Section 4.3.2: [“Error launching LoadConfig”](#).

## 3.3 Feature Analysis

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

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

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

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

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

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

### 3.3.2 “Error loading ADTObjectList.xml”

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

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

### 3.3.3 “Error loading command string”

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

**Cause:** This error typically occurs when the DataWindow syntax is not in the expected PowerBuilder 8, 9 or 10 format.

- The application has not been built or upgraded with PowerBuilder 8, 9 or 10.
- When the application is upgraded with a higher PowerBuilder version, some “old” syntax may still be included. This is because PowerBuilder provides backwards compatibility, but Appeon may not support the “old” syntax.

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

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

Step 2 – Remove or modify the problematic object(s) that contains “old” syntax from the PowerBuilder application by following the instructions in Section 4.2.1.a: [How to locate problematic objects in an application](#).

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

Step 4 – Run Feature Analysis/Appeon Deployment again.

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

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

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

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

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

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

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

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

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

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

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

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

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

### 3.3.4 Feature analysis or deployment comes to a standstill

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

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

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

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

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

- On the Appeon Developer machine, delete all files in the directory:  
\\Appeon\Developer\JSProject (or AXProject)\ApplicationName.
- On the Web Server, delete all files in the application's deployment path (specified in Appeon Developer Configuration > Application Profiles > ApplicationName > Application Profile Configuration > Basic Settings).

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

Step 4 – Run Feature Analysis or Appeon Deployment again.

## 3.4 Runtime Report Configuration

### 3.4.1 Cannot obtain the configured runtime reports

Runtime report configuration has been made, but the Web Debug Report and Web Performance Runtime Tracing Report are not generated.

**Cause:** The runtime report cannot be generated if the Web application is not run on the Appeon Developer machine or the Web application is not deployed to the local machine (holding Appeon Developer).

**Solution:** To generate runtime reports, Web Debug Report and Web Performance Runtime Tracing Report, the following requirements have to be met:

- Appeon Developer and Appeon Server are installed on the local machine
- The Web application is deployed to the local machine
- Runtime report has been configured in Appeon Developer on the local machine
- The Web application is run on the local machine

## 4 Troubleshooting Web Deployment

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

### 4.1 Deployment performance

#### 4.1.1 Unusual deployment duration

In some cases, you may find that the deployment of an application takes longer than you expected. For instance, the deployment of the Apeon ACF demo in PowerBuilder 9 may take three times longer than the deployment of the same demo in PowerBuilder 8.

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

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

### 4.2 Task 1: Application Source Code Export

#### 4.2.1 Source Code Export process aborts with a fatal error

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

**Cause:** The fatal error occurs when the PowerBuilder source code contains corrupt object(s) that cannot be opened in PowerBuilder, or object(s) that are not fully upgraded to PowerBuilder 8, 9 or 10 format.

**Solution:** Remove or modify the problematic object(s) from the PowerBuilder application by following the instructions in Section 4.2.1.a: [How to locate problematic objects in an application](#), and perform the Application Source Code Export again.

##### 4.2.1.a How to locate problematic objects in an application

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

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

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

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

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

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

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

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

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

Step 4 – Remove all the objects from PBL A.

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

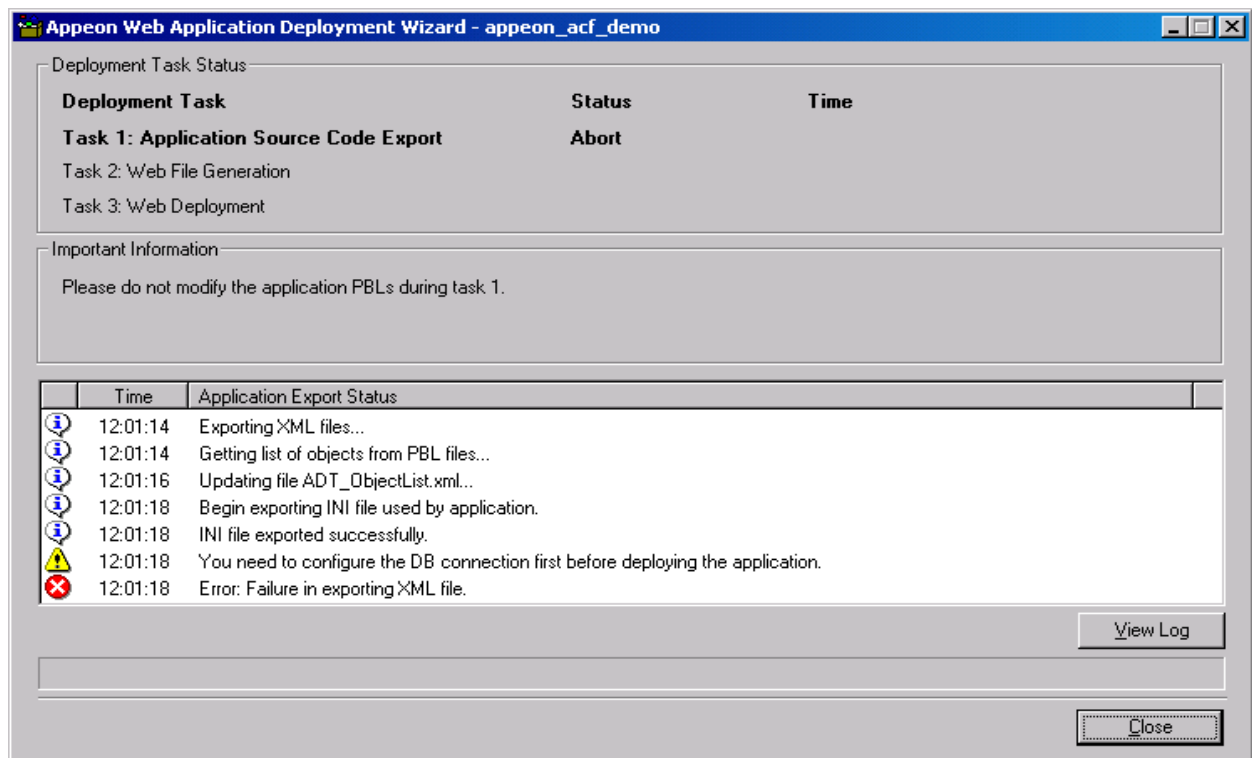
If the Source Code Export produces a fatal error, it means that the object that was newly added is problematic.

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

### 4.2.2 “Error: Failure in exporting XML file”

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

Figure 4-1: Failure in exporting XML file



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

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

**Cause B & Solution B:** Refer to Section 4.2.1: [Source Code Export process aborts with a fatal error.](#)

### 4.2.3 Warning 61537

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

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

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

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

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

Step 2 – Incrementally build the application.

Step 3 – Delete the created object.

Step 4 – Try Appeon Deployment again.

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

Step 1 – Export and import the object in PowerBuilder.

Step 2 – Full build the application.

Step 3 – Try Appeon Deployment again.

## 4.3 Task 2: Web File Generation

### 4.3.1 Failure in Incremental Deployment

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

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

### 4.3.2 “Error launching LoadConfig”

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

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

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

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

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

Step 2 – Delete the application profile in Appeon Developer Configuration

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

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

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

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

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

#### 4.3.3 “Failed to transfer command”

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

**Cause:** ADT.exe fails to read the .DAT files.

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

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

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

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

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

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

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

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

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

#### 4.3.4 “Exception at: CString CparseEngine...”

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

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

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

#### 4.3.5 “Error loading command string”

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

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

#### 4.3.6 Feature Analysis and deployment freezes

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

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

### 4.3.7 Error “Could not read object”

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

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

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

## 4.4 Task 3: Web Deployment

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

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

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

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

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

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

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

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

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

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

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

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

### 4.4.3 Web application deployment to remote servers does not work

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

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

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

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

#### 4.4.4 “Error: Unable to upload INI file”

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

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

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

Step 1 – Verify that Appeon Server has been started.

Step 2 – Connect to Appeon Server in Sybase Central (EAServer Manager). Right-click appeondb in the Connection Cache folder, and select “Ping”. If pinging the appeondb connection cache fails, refer to Section 6.2.6: [Fail to ping appeondb connection cache](#).

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

## 5 Troubleshooting Web Applications

This section contains information about general troubleshooting issues when running Web applications deployed with Appeon 3.1 for PowerBuilder. If you cannot resolve the problem using this troubleshooting guide, please contact technical support by clicking the *Contact Support* link at <http://www.sybase.com/support/>.

### 5.1 Launch Web applications

#### 5.1.1 Demo Web applications do not load in Internet Explorer

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

**Cause A:** The option “I will manually configure Appeon Developer when Setup is complete” is selected while installing Appeon Developer, but the configuration is never carried out.

**Solution A:** Configure the server profiles and deployment profiles by following the instructions in Chapter 4: *Configuring Appeon developer* in the *Appeon Developer User Guide*.

**Cause B:** The URL in the browser’s address bar is incorrect.

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

#### 5.1.2 Web applications do not load in Internet Explorer

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

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

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

Please check the Empty Temporary Internet Files folder when browser is closed option (under the Advanced tab of Internet Options) to ensure that no cached files remain whenever Internet Explorer is restarted.

#### 5.1.3 EonApp not found error

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

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

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

**Cause B:** Appeon Developer and Appeon Server are not the same version. (For example, Appeon Server is from Appeon 3.1 and you are trying to use it with Appeon Developer supplied with Appeon 2.8)

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

### 5.1.4 The browser fails to open Web application

The Web application fails to load into the browser, but no error messages are displayed. The screen is blank as shown in Figure 5-1.

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

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

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

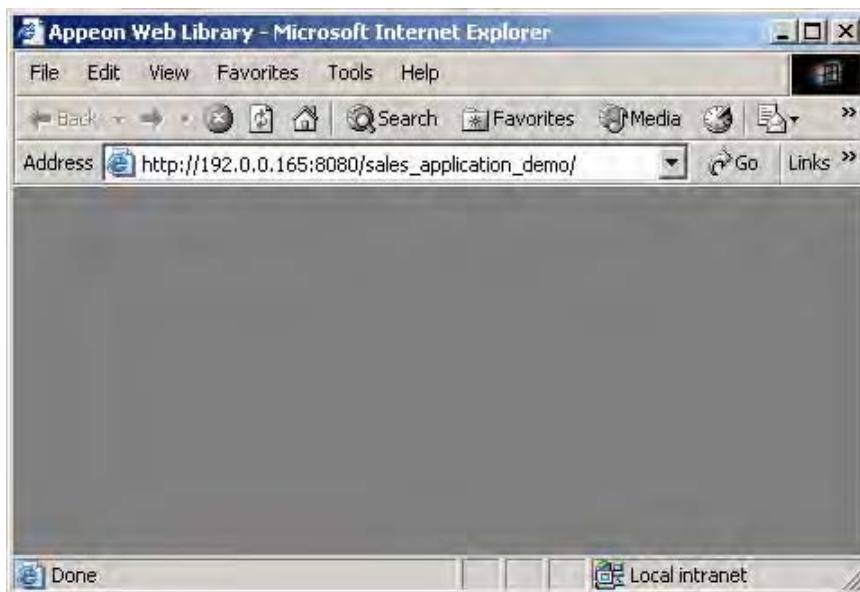
Step 2 – Delete the temporary Internet files and cookies from the General tab. Select “Delete all offline content” when deleting temporary Internet files.

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

Step 4 – Apply the changed settings to Internet Explorer.

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

**Figure 5-1: Fails to visit the Web application and a blank browser window is displayed**



### 5.1.5 Error “Connect EAServer failed” when loading Apeon demo applications

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

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

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

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

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

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

Step 3 – Follow the instructions provided in Section 5.1.6: [Error “Create instance failed” when loading n-Tier NVO Web applications](#) to verify that the demo applications can work properly on the Web.

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

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

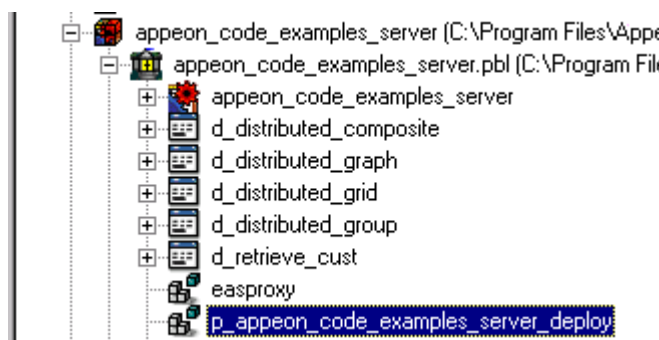
**Cause:** If the Web application relies on n-Tier NVOs that are deployed to Appeon Server, the Web application will not be able to load if the instance of the NVO cannot be created successfully. A “create instance failed” error caused by the EAServer package being incorrectly installed will be displayed.

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


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

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

Figure 5-2: `p_appeon_code_examples_server_deploy` project



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

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

Step 5 – In EAServer Manager, right click the EAServer package `AppeonCodeExamples`, and select “Generate Stubs/Skeletons” to generate Stubs and Skeletons for the NVO. Select *Generate Java Files*, *Compile Java Stubs*, and *Compile Java Skeletons*, and leave the other

options at their default values.

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

### 5.1.7 “Create Session failed”

If you receive a “Create Session failed” error message and find a “SystemException: NO\_PERMISSION” exception in the Jaguar.log, first read Cause A and Solution A which should rectify the problem; if not, please go to Cause B and Solution B.

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

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

Step 1 – Run EAServer and start EAServer Manager.

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

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

Step 4 – Restart EAServer.

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

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

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

- Internet Explorer/Client configuration

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

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

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

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

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

No.	Possible Cause	Solution
1	EAServer service needs to be reinstalled.	Reinstall the EAServer service using this command: serverstart.bat –removeandinstall
2	EAServer is being run in debug mode.	Do not run EAServer in debug mode.
3	AEM configuration files are corrupt.	Please make sure the following files have not been corrupted. If any file is corrupt, reinstall Appeon Server to replace them.  %JAGUAR%\appeon\config\aem-config.xml %JAGUAR%\appeon\config\aem-mapping.xml %JAGUAR%\appeon\config\applications-config.xml %JAGUAR%\appeon\config\mapping.xml %JAGUAR%\appeon\config\server-config.xml
4	Software like an anti-virus program has interfered with the Appeon Server installation process.	Uninstall Appeon Server. Verify all the prerequisites for Appeon Server installation (as listed in the <i>Appeon Installation Guide</i> ) have been satisfied. Disable any software that may interfere with the installation. Reinstall Appeon Server.

### 5.1.8 “Load application failed”

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

**Cause A:** A possible cause for the error “Load Application Failed” is that the RPCFUNC keyword is used in the PowerBuilder application. Appeon does not support this keyword.

**Solution A:** Follow these steps to work around this unsupported feature:

Step 1 – Declare a procedure for the database stored procedure in the database, or place RPCFUNC in a server NVO.

Step 2 – Full build the PowerBuilder application, and remove all the compilation errors.

Step 3 – Full deploy the application again. The application will no longer show the error message.

**Cause & Solution B:** Refer to Cause B and Solution B in Section 5.1.7: [“Create Session failed”](#).

### 5.1.9 “Automation server cannot create object” error

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

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

**Solution:** When a client machine loads an Appeon Xcelerator-deployed application the first time, make sure the login user on the machine has the right to write to \WINNT\Downloaded Program Files so the Xcelerator plug-in can be successfully downloaded. After the plug-in is downloaded, even if the client user does not have the right to write to the folder, the client

can run applications without problems.

### 5.1.10 “Failed to invoke remote procedure” error

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

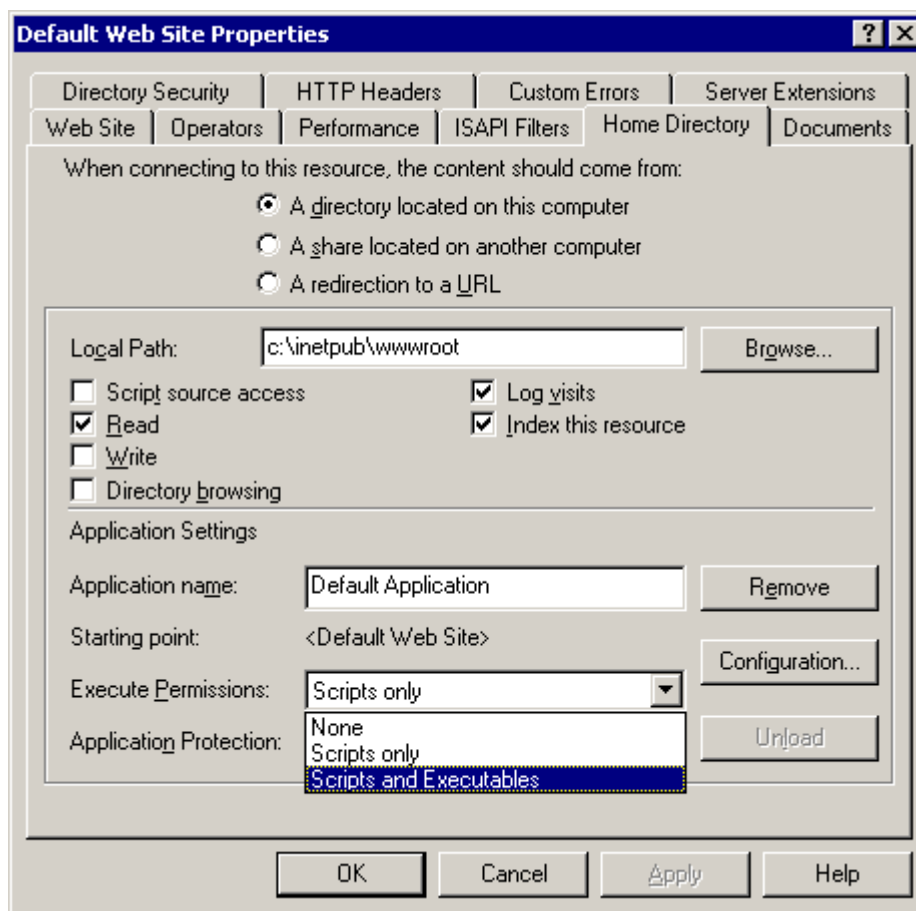
**Cause:** The IIS server requires Scripts and Executables permissions on the applications.

Solution:

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

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

**Figure 5-3: Default Web site properties**



## 5.2 Display errors

### 5.2.1 Currency/Time/Date are not displayed in the correct formats

Currency, date, and time are not displayed in the correct formats during Web application runtime.

**Cause:** In PowerBuilder, the display format of Currency/Time/Date can be read from the Windows registry and uses the default that has been specified in the Windows operating system. However, Web applications deployed in Pure-JavaScript cannot access the Windows

registry on the Client machine and therefore cannot read these values. The user needs to specify them in Appeon Enterprise Manager.

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

1. Specify the display format in the property sheet in the PowerBuilder IDE.
2. Start Appeon Enterprise Manager (AEM); go to AEM Console >Application Properties > Display and select the default display formats of Currency/Time/Date for the Web application.

### 5.2.2 Distributed DataWindows are not displayed

A distributed DataWindow does not display on the Web when deployed with Appeon 3.1. However, it is displayed in PowerBuilder and previously displayed with Appeon 2.8 or 2.7 without any problems.

**Cause:** Appeon versions apply different workaround PBLs and DLLs. When the user upgrades the PowerBuilder distributed application from using Appeon 2.8 to using Appeon 3.1, the workarounds PBL and two related DLLs should be updated.

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

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

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

Step 3 – Add the *appeon\_workarounds\_ax.pbl* or *apeon\_workarounds\_js.pbl* to the Library Search Path of the target PowerBuilder application. The files are respectively located in the directory: \Appeon\Developer\appeon\_workarounds\AX\ and \Appeon\Developer\appeon\_workarounds\JS\.

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

Step 5 – Full deploy the application again with Appeon 3.1 for PowerBuilder.

### 5.2.3 Non-English characters do not display correctly

Non-English characters do not display correctly.

**Cause:** The Windows language settings may occasionally influence the display of non-English characters, such as French, Japanese, and so on.

**Solution:** Verify the following settings:

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

For more information about changing the language settings in Windows, refer to Chapter 7: *Post-Installation Configuration Tasks* in the *Appeon Installation Guide*.

#### 5.2.4 Corrupt Chinese characters are displayed in a DataWindow

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

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

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

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

Make sure the character set used in the operating system that runs Appeon Server is the same as that of the ASA database computer.

#### 5.2.5 Icons missing in the toolbar

The toolbar in the Web application is not fully displayed with some icons missing.

**Cause:** Appeon Server Web component has not been installed or a problem has occurred with EAServer.

**Solution:** To check if the problem occurs due to a problem with EAServer, Appeon Server, or the Web Server: In the browser's Address bar, enter the URL for the icon, for example, <http://hostname:portnumber/appeon/weblibrary/pbicon/custom070!.gif>

- If the URL can be accessed and the icon is displayed, the problem is with EAServer. Reinstall EAServer.
- If the URL cannot be accessed, the Appeon Server Web Component was not installed correctly during the installation of Appeon Server.

You need to run the separate installation program for the Appeon Server Web Component. During the installation process, the Web Server and Web Root Directory must be configured correctly.

#### 5.2.6 Text does not display or text is grayed out

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

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

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

#### 5.2.7 Pie charts do not display correctly

Pie charts do not display correctly in the Web application.

**Cause:** Appeon image DataWindows are generated on the server and then displayed on the Client machine. The data source for the DataWindow object has to be provided on the server. If the pie chart DataWindow tries to retrieve data by RowsCopy() from the other DataWindow, the data source is not on the server. As a result, the data retrieval fails.

**Solution:** Instead of using RowsCopy(), apply the same source for both the destination DataWindow and the source DataWindow. Verify that the data in the source DataWindow and the destination DataWindow remain consistent.

### 5.2.8 DropDownListBox does not display completely

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

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

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

### 5.2.9 Nested reports over five pages do not display

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

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

### 5.2.10 MDI windows do not display in full

Some large sheets do not display fully on the Web.

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

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

### 5.2.11 Image DataWindows do not display correctly

Image DataWindows do not display correctly.

**Cause:** The WMF image files generated by the PowerBuilder SaveAs function contain bitmap fonts and these become distorted when Appeon resizes these images for Web usage.

**Solution:** Apply a vector font instead of the bitmap font to the Image DataWindows in PowerBuilder.

### 5.2.12 Truncated display of data or controls in a DataWindow or Window

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

**Cause:** In some cases, text or controls in the DataWindow or Window may not be completely visible. This is because the PowerBuilder units used to size the UI of the application, such as the DataWindow rows and columns, the Window object, etc. These cannot be converted to the Web units (pixels) perfectly.

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

### 5.2.13 Extra space or padding between MDI client area and toolbar

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

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

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

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

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

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

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

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

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

### 5.2.14 Text displays in large size and is cut off

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

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

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

## 5.3 Runtime issues

### 5.3.1 “Stack overflow error”

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

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

**Solution:** If you deploy your application in Encrypted mode (specified in the application

profile of Appeon Developer), the error message will not be displayed.

### 5.3.2 “Could not Initialize JavaVM!”

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

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

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

### 5.3.3 “Failed to get DataWindow syntax from Appeon Server”

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

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

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

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

1. The purpose of the DB type profile configuration is to convert the SQL statements into the correct type of database syntax.
2. Specify an ODBC data source or native driver in the DB Type profile for connecting the correct database type. It is unnecessary for the data source to connect to the actual database that the application uses. But the database type must be correct, and the specified version of the database is the same as the database version specified in AEM | Application Properties | Transaction Object.
3. Make sure the DB type profile connection testing is successful.

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

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

### 5.3.4 Window loses focus of I-beam cursor

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

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

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

### 5.3.5 Receiving “... is null or not an object” or “... is undefined” messages

While accessing the Web application the user receives errors, but when accessing the Web application on another Client the user does not receive errors.

**Cause:** When an application has been deployed several times, outdated files stored in the browser cache may interfere with the functions of the Web application and cause error messages to be displayed. For example, an “EonNonVisualObject is undefined” or “\_G27 is a null or not an object” error can appear in the Event View when attempting to load the Web application.

**Solution:** Follow the solution suggested in Section 5.1.4: [The browser fails to open Web application](#).

To prevent this problem from occurring, client configuration should be set as follows:

- The Settings for Temporary Internet Files should be set to check for the latest versions of stored pages automatically.
- (For clients using a proxy server) In the Advanced tab of Internet Options, select the checkbox under HTTP 1.1 Settings entitled “Using HTTP 1.1 through proxy connections”.
- Disable the Static Page Caching in EAServer. However, this may hinder performance and is only recommended for development machines. For production servers where optimum performance is required, Appeon recommends clearing the EAServer cache and restarting the EAServer. If you require detailed instructions, refer to your EAServer documentation.

### 5.3.6 Receiving “Server busy” error

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

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

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

### 5.3.7 “Error occurred while creating an object instance” on the status box

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

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

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

### 5.3.8 “Are you sure you want to navigate away from this page?” warning message

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

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

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

### 5.3.9 DropDownDataWindow value incorrectly selected

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

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

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

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

### 5.3.10 “Predefined error\_message pfc\_dwdberror”

The error “Predefined error\_message pfc\_dwdberror” pops up during the running of a Web ACF application

**Cause:** Several tables are missing in the application. The tables are: messages, security\_apps, security\_groupings, security\_template, security\_users. In PowerBuilder, if the above tables are missing but the services related with the tables are not used, the application works fine. Apeon Web application, however, requires importing all the tables the application database.

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

### 5.3.11 ““Undefined” is undefined” error

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

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

**Solution:**

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

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

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

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

The version of jscript.dll should be 5.6.x.xxxx. If the version number is older than 5.6.x.xxxx, you need to download and install the latest JScript.dll from <http://www.microsoft.com/downloads/details.aspx?FamilyID=c717d943-7e4b-4622-86eb-95a22b832caa&DisplayLang=en>.

## 5.4 Data operation

### 5.4.1 Retrieved data does not display in DataWindows

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

**Cause A:** Apeon 3.1 does not support overlapping controls in a DataWindow. Retrieved data in the DataWindow column might be covered by a control (for example, the Text control) even if this control is placed under the data field in PowerBuilder.

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

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

**Solution B:** Verify that the following property exists in %JAGUAR%\Repository\Server\Jaguar.props:

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

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

#### 5.4.2 Retrieve error for DataWindow with Stored Procedure data source

In a deployed Web application, data retrieval may fail for a DataWindow that uses a Stored Procedure data source.

**Cause:** This error may occur if the Stored Procedure has retrieval arguments.

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

#### 5.4.3 Unable to retrieve data from database

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

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

**Solution A:** For ASA, version 7.xx, 8.xx, and 9.xx are supported. Appeon 3.1 supports both dynamically mapping the Transaction object to the connection cache in scripts, and statically specifying the connection cache in AEM. The user has to set the correct ASA version in DBParm or select the correct ASA version in AEM.

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

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

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

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

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

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

- Verify that the PowerBuilder version meets the requirements specified in the *Appeon Installation Guide*.
- Verify that appeondb is running – an Adaptive Server Anywhere icon with the hover text “Appeondb” displays in the Windows Task Bar.
- Verify that EAServer has been started.
- Login to EAServer using EAServer Manager and verify that you can ping both the “appeondb” and “appeonsample” connection caches successfully. If the connection caches cannot be pinged successfully, refer to Section 6.2.6: [Fail to ping appeondb connection cache](#) and Section 6.2.7: [Fail to ping appeonsample connection cache](#) for troubleshooting tips.
- Verify that “<data-cache>**appeondb**</data-cache>” exists in %JAGUAR%\appeon\config\server-config.xml

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

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

- o Make sure that the application has the correct transaction object name(s) listed, and the correct transaction object name(s) mapped to the correct connection cache(s). The transaction object name is case sensitive.

#### 5.4.4 Data missing in some DataWindows

Data is missing from some DataWindows.

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

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

**Cause B:** The Percent function is used in DataWindow expressions, which is not supported in Pure-JavaScript deployment (it is supported in Appeon Xcelerator deployment).

**Solution B:** Use VAR/SUM (VAR For XXX) to replace the Percent function.

#### 5.4.5 DataWindows do not respond

During Web application runtime, DataWindows stop functioning.

**Cause:** The session has timed out.

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

#### 5.4.6 Fail to update data

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

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

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

#### 5.4.7 Update error "Failed to update database due to java.sql.SQLException... cannot insert the value NULL..."

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

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

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

For example:

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

```
comparison_operator } column_bitmask [ ...n ]
} ]
Xsql_statement [ ...n ]
}
}
```

#### 5.4.8 “Error converting data type A to B”

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

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

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

#### 5.4.9 Fail to update DataWindows with newly entered Korean characters

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

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

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

### 5.5 DataWindow printing

#### 5.5.1 “Print error! ... Failed to set PDF Printer.”

If a DataWindow cannot be printed successfully to a PDF file, and the error message that is displayed is “Print error! Error code: -1 Error message: Failed to set PDF Printer [*printer name*]”.

**Cause:** [*print name*] indicates the PDF Printer name that has been specified in AEM. When the PDF Printer is installed on the Appeon Server, by default, the name is set to “PDFPrinter”. Appeon Server cannot find the PDF Printer specified in AEM because:

PDF Printer was removed from the Appeon Server improperly – not uninstalled using Add/Remove Programs in Windows Control Panel, or

The name of the PDF Printer in Windows Start > Settings > Printers is different from the name specified in AEM.

**Solution:** Follow the instructions below to resolve the problem.

Step 1 – Navigate to Windows Start > Settings > Printers on the Appeon Server and check whether PDF Printer exists. If PDF Printer has been removed, uninstall it completely using Add/Remove Programs in Windows Control Panel and then re-install it.

Step 2 – Run AEM from Windows Start > Programs > Appeon 3.1 for PowerBuilder > Appeon Enterprise Manager.

Step 3 – Navigate to AEM Console > Server Properties > Web > PDF Printing in AEM and

verify that the specified name of PDF Printer in AEM is the same as the actual name of PDF Printer on the Appeon Server. You may need to change the name in AEM to keep consistency.

Step 4 – Click Save Settings in AEM and try DataWindow PDF printing again.

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

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

**Cause:** If the complete error message is “Print error! Error code: -1 Error message: Error: Connect to ABC connection cache failed”, the error occurs because PBVM (PowerBuilder Virtual Machine) specified for Appeon Server is not the certified version: PBVM 8.0.4 #10784, PBVM 9.0.2 #7578 or PBVM 10.2 #8050.

**Solution:** To check the PBVM version, go to the %Sybase%\shared\PowerBuilder folder, right click the pbvm80.dll, pbvm90.dll or pbvm100.dll, and get the version number from the property of the file. If the PBVM version is incorrect, upgrade PBVM to the correct version.

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

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

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

**Solution:** Make sure you meet the JDBC driver preparation requirements detailed in Section 8.2.3: *JDBC driver preparation*, in the *Appeon Migration Guide*.

### 5.5.4 “Print error! Error code: -1 Error message: Index: 1, Size: 1”

Printing a DataWindow fails with the error “Print error! Error code: -1 Error message: Index: 1, Size: 1”

**Cause:** The error occurs only with applications deployed in Pure-JavaScript, and when some transaction is uncommitted and the DataWindow printed contains more than one retrieval argument.

**Solution:** Commit all transactions before any printing.

### 5.5.5 Paper size for printing a DataWindow not available in paper size options

When a DataWindow is printed to Apeon Server PDFPrinter, the popup paper size options dialog does not contain the required size. For example, you want to print the DataWindow to 15cm \* 13cm paper, but “15cm \*13cm” is not given as an option.

**Cause:** Apeon system only provides a set of pre-defined paper size options for PDF printing using the Apeon Server PDFPrinter.

**Solution:** You can change the PDFPrinter driver to a driver that supports custom paper sizes, set the desired size as the default size of the driver, and then choose “Default” in the popup paper size options for printing. The following are detailed steps for doing this:.

Change the driver of Apeon Server PDFPrinter:

Step 1 – In the Printers control panel of the Apeon Server machine, right-click on PDFPrinter and select Properties.

Step 2 – In the Advanced tab next to the Driver pull-down menu, click *New Driver...*

Step 3 – Select the HP LaserJet 6P/6MP PostScript driver. This driver will let you select a custom page size.

Step 4 – Back in PDFPrinter Properties, click the *Apply* button.

Step 5 – In the General tab, click *Printing Preferences...*

Step 6 – In the *Advanced* tab page, select *PostScript Custom Page Size* for paper size and enter the desired width and height.

Step 7 – Click *OK*

**Specify the desired width and height when printing:** When printing a DataWindow, and the end user selects “Default” in the paper size options dialog, the PDF file will generated in the desired width and height specified in the PDFPrinter Properties.

## 5.6 Others

### 5.6.1 Windows open relatively slow

While accessing the Web application, Windows open slowly.

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

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

### 5.6.2 Data does not display in grouped DataWindows

Data in grouped DataWindows is not displayed in a Web application deployed in Pure JavaScript. However, it displays in the Client Server application.

**Cause:** With Pure-JavaScript deployment, Group DataWindows rely on the PowerBuilder DataWindow SaveAs function to save the DataWindow into an image file. The PowerBuilder SaveAs method does not fully support multi-level grouping.

**Solution:** Decrease the grouping level to 2. For example, DataWindow (DW) 3 is a grouping of DW 1 and DW 2. DW 4 is a grouping of DW 3 and DW 0. On the Web, DW 3 can display data but DW 4 cannot. To fix this problem, change DW 3 to grouping of DW 1 and DW 2, and change DW 4 to grouping of DW 0, DW 1, DW 2, and DW 3.

## 6 Troubleshooting Appeon Server

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

### 6.1 Load AEM

#### 6.1.1 The AEM Web page cannot be displayed

Unable to access AEM's Web page.

**Cause A:** EAServer is not running

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

**Cause B:** The URL for AEM is incorrect

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

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

If the problem is not resolved, please check whether the Jaguar.log is empty (in the directory: %JAGUAR%\bin\). If the Jaguar log is empty, refer to Cause C and Solution C to rectify the problem.

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

The EAServer hosting AEM is not running correctly.

The application.properties file (in the directory: %JAGUAR%\Repository\WebApplication\AEM\WEB-INF\classes\resources\ ) has not successfully loaded into the Internet Explorer browser (which usually happens the first time AEM is started).

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

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

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

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

#### 6.1.2 Error “500 Servlet jspServlet: ...”

When the user enters the AEM URL in Internet Explorer, an error message box pops up: “500 Servlet jspServlet: unable to service request: Cannot find message resources under key org.apache.struts.action.MESSAGE”.

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

**Solution:** Access AEM at the URL <http://hostname:portnumber/AEM> (for example

<http://localhost:9988/AEM>).

### 6.1.3 Unable to login with AEM running

Unable to login to AEM.

**Cause:** The username and/or password are incorrect.

**Solution:** Contact your system administrator to obtain a valid username and password.

## 6.2 Appeon Server

### 6.2.1 Appeon Server responds to user requests slowly

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

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

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

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

Step 2 – Clean up all temporary files in AEM Console > Server Properties > Manual Cleanup.

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

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

### 6.2.2 AEM cannot interface with a particular Appeon Server

Unable to connect to a desired Appeon Server with AEM.

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

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

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

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

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

### 6.2.3 JDBC/ODBC TDS data type discrepancy on ASA

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

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

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

#### 6.2.4 Empty/Null value update error if ASA/ASE

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

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

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

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

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

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

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

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

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

#### 6.2.6 Fail to ping appeondb connection cache

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

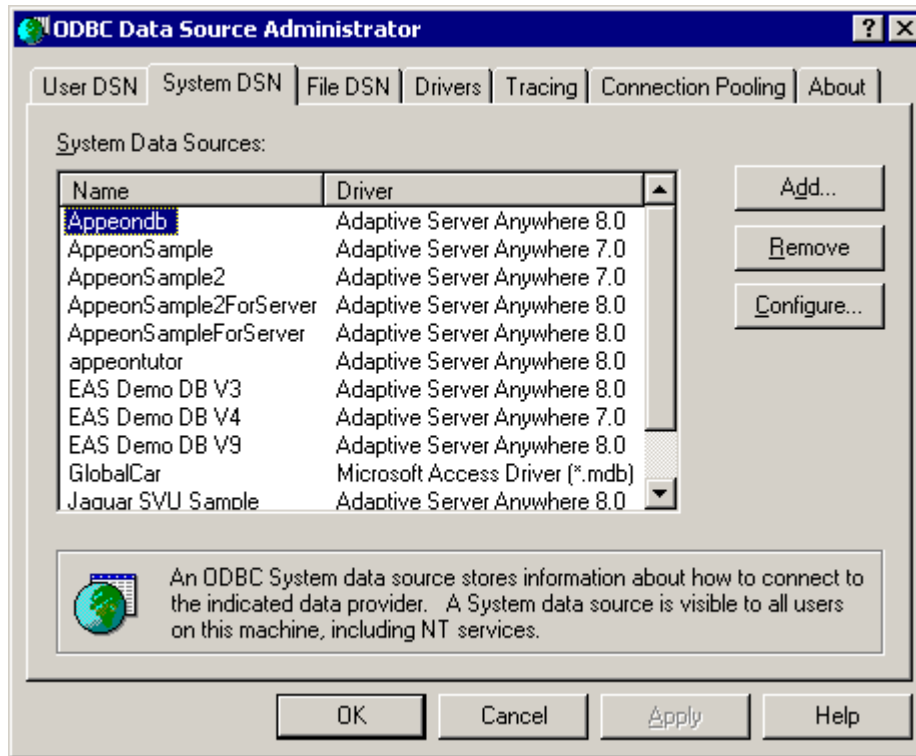
**Cause:** Pinging appeondb fails because the connection cache is not configured correctly.

**Solution:** Follow these steps below to fix the problem.

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

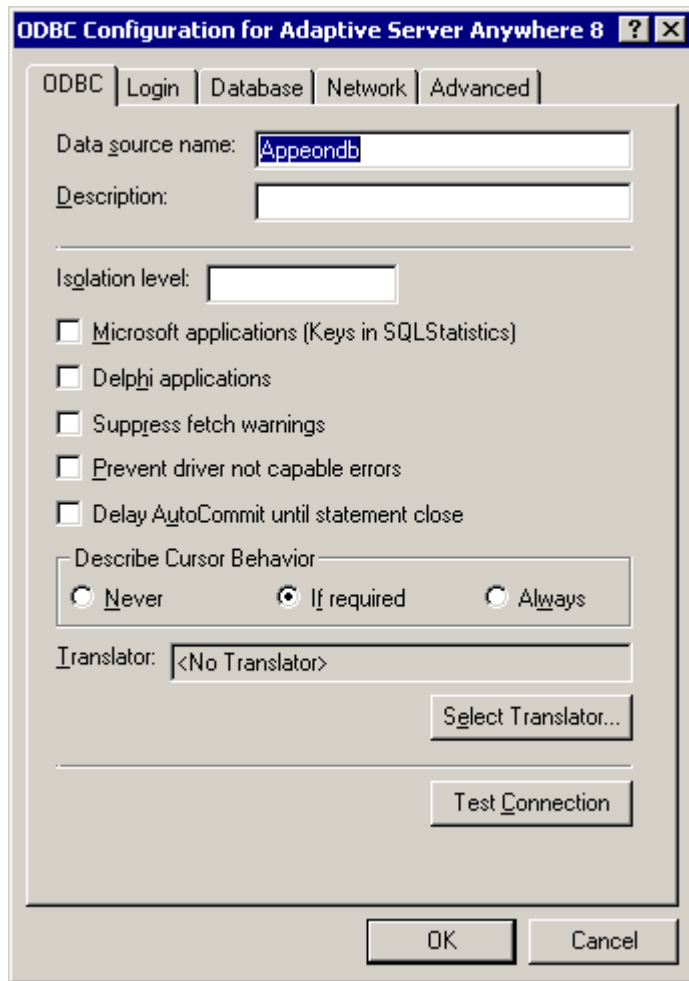
Figure 6-1.

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



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

**Figure 6-2: ODBC Configuration for Appeondb**

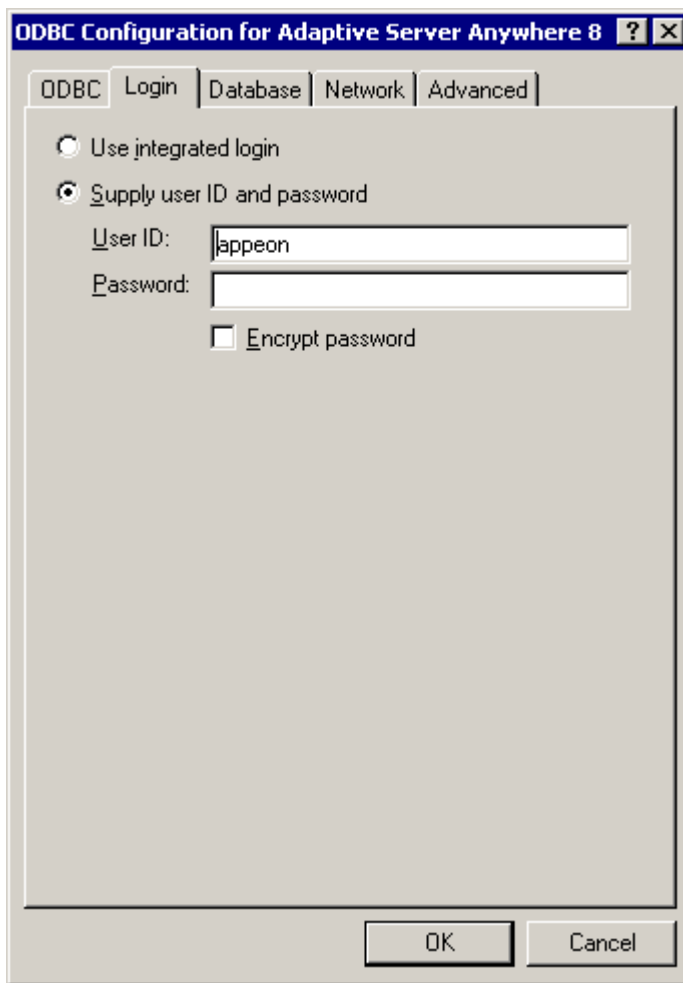


Note: AppeonServer.db applies an encrypted password. *Test Connection* on the ODBC tab will not be successful since the encrypted password is not available in Data Source Configuration.

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

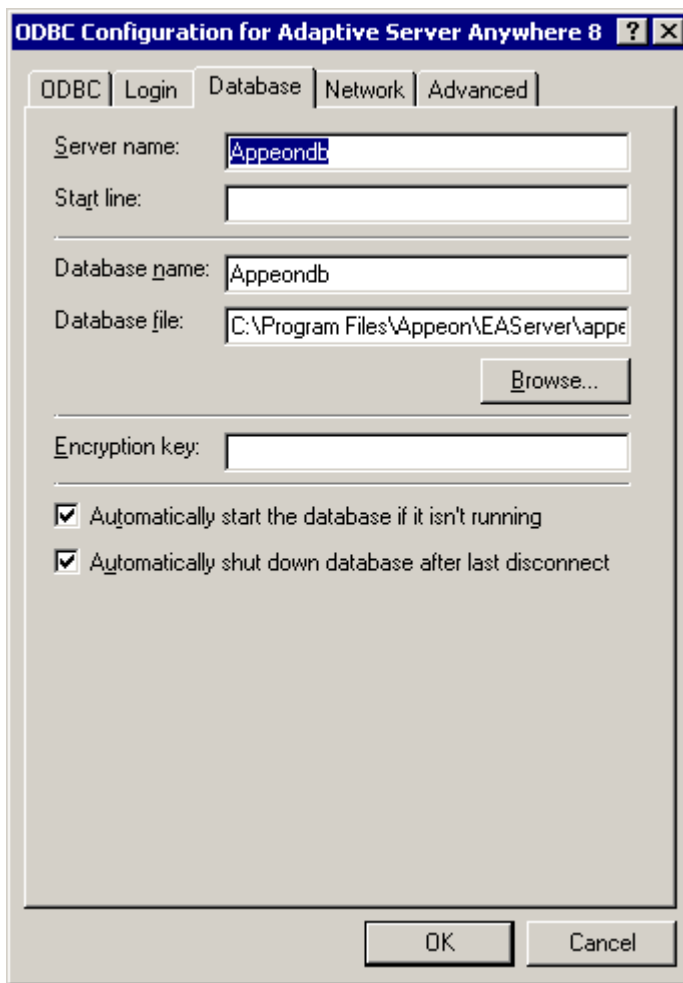
- Verify the Appeondb Login, as shown in Figure 6-3 (User ID: appeon; Password: *empty*).

**Figure 6-3: Configure the Appeondb Login information**



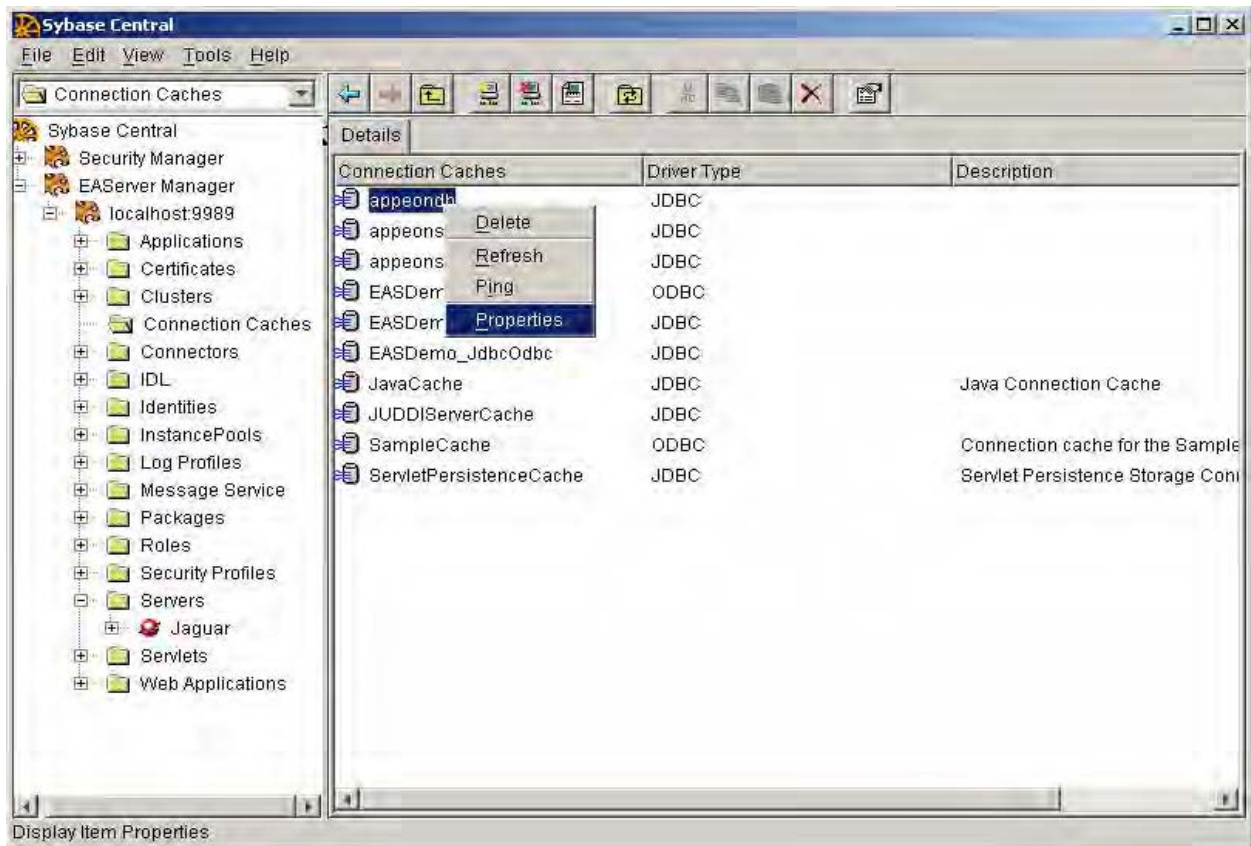
- Verify the Appeondb Database, as shown in Figure 6-4 (Database file: the full path to %JAGUAR%\appeon\db\AppeonServer.db).

**Figure 6-4: Configure the Appeondb Database information**



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

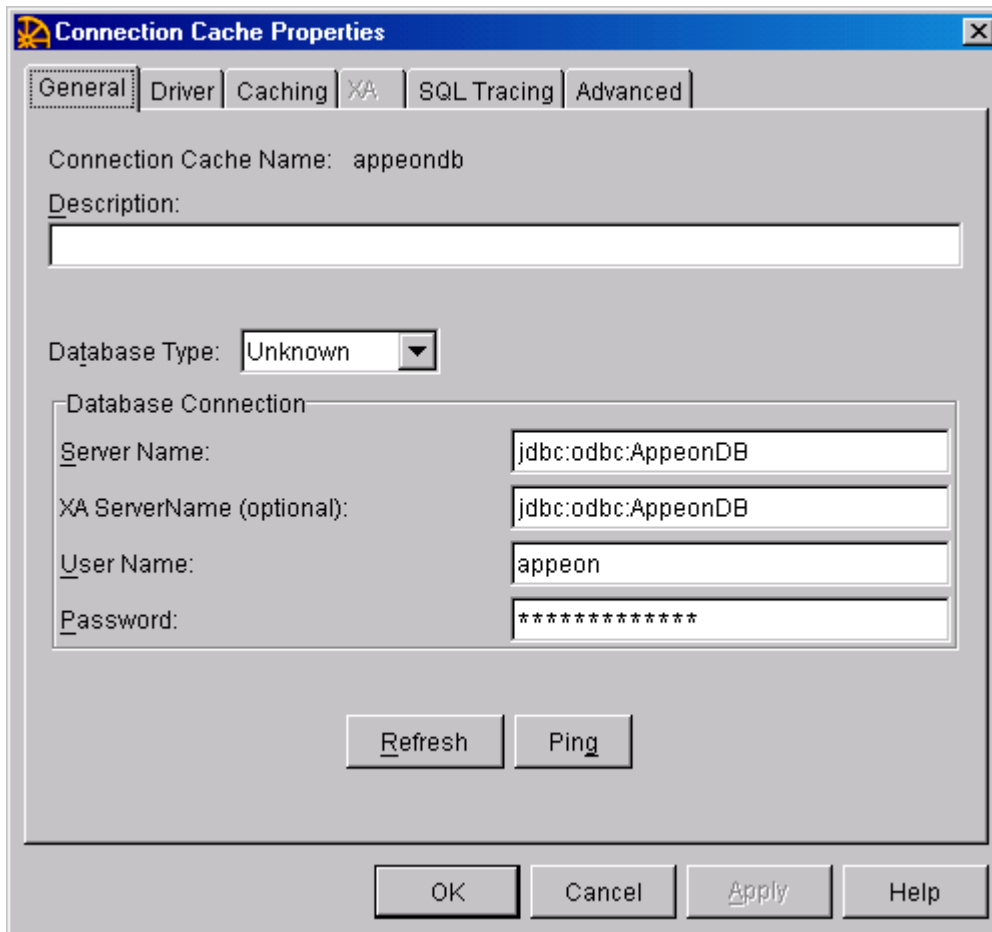
**Figure 6-5: The appeondb connection cache configured in EAServer Manager**



Verify the properties for the appeondb connection cache.

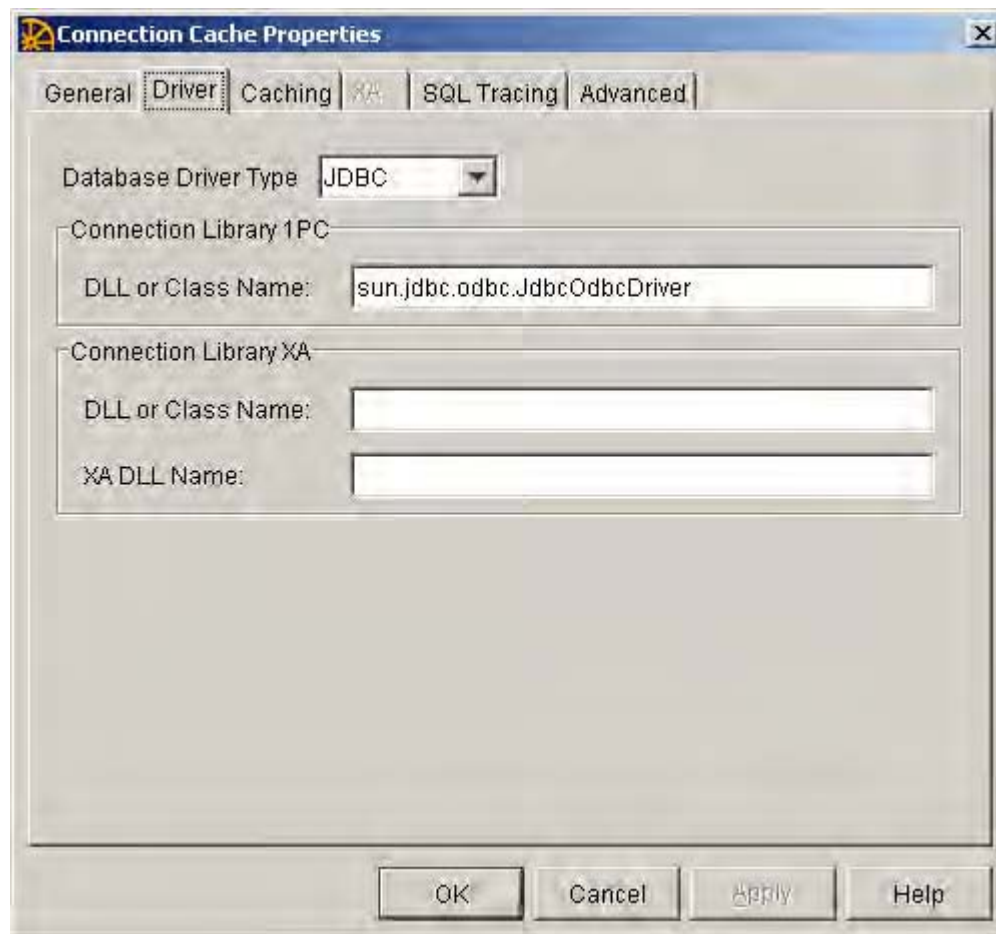
- Verify the configuration on the General tab, as shown in Figure 6-6 (Server Name: jdbc:odbc:AppeonDB; User Name: appeon). Make sure that the password keeps the default setting. If you have modified the Password, the appeondb connection cache will not work and you will have to reinstall Apeon Server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

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



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

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



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

### 6.2.7 Fail to ping appeonsample connection cache

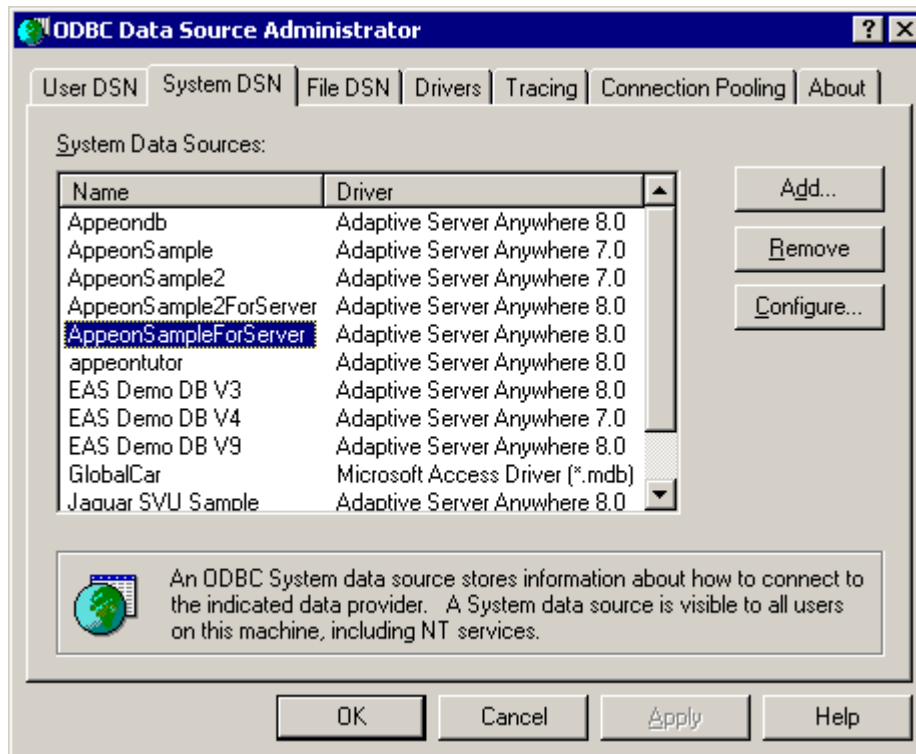
When pinging the appeonsample connection cache, no connection is made.

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

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

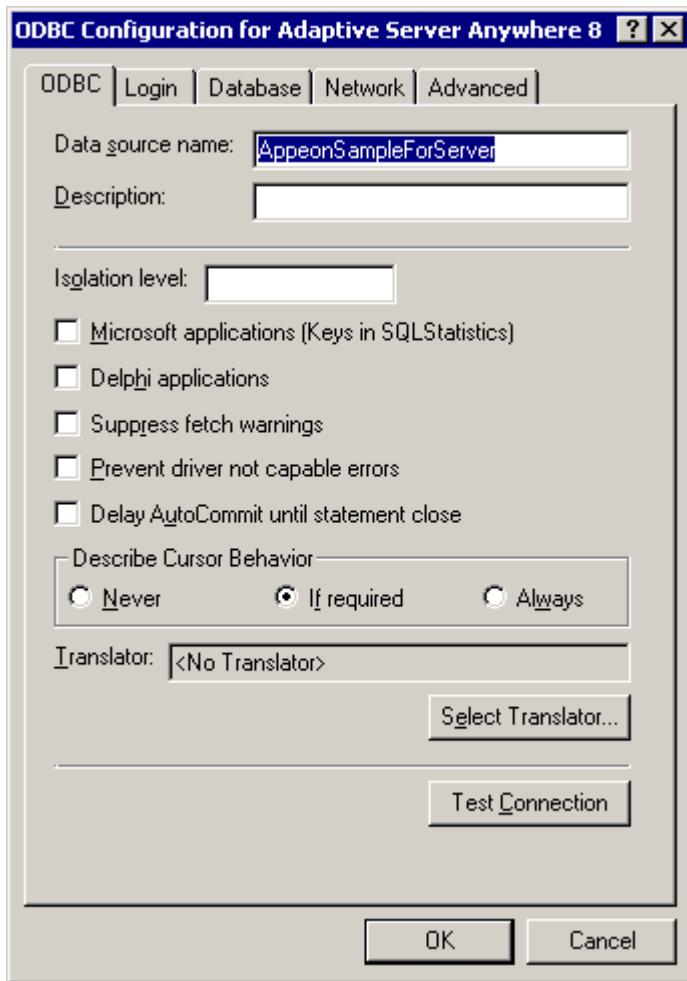
Step 1 – Verify that the AppeonSampleForServer system DSN exists in the ODBC Data Source Administrator (Windows Control Panel > Administrative Tools > Data Sources (ODBC)), as shown in Figure 6-8.

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



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

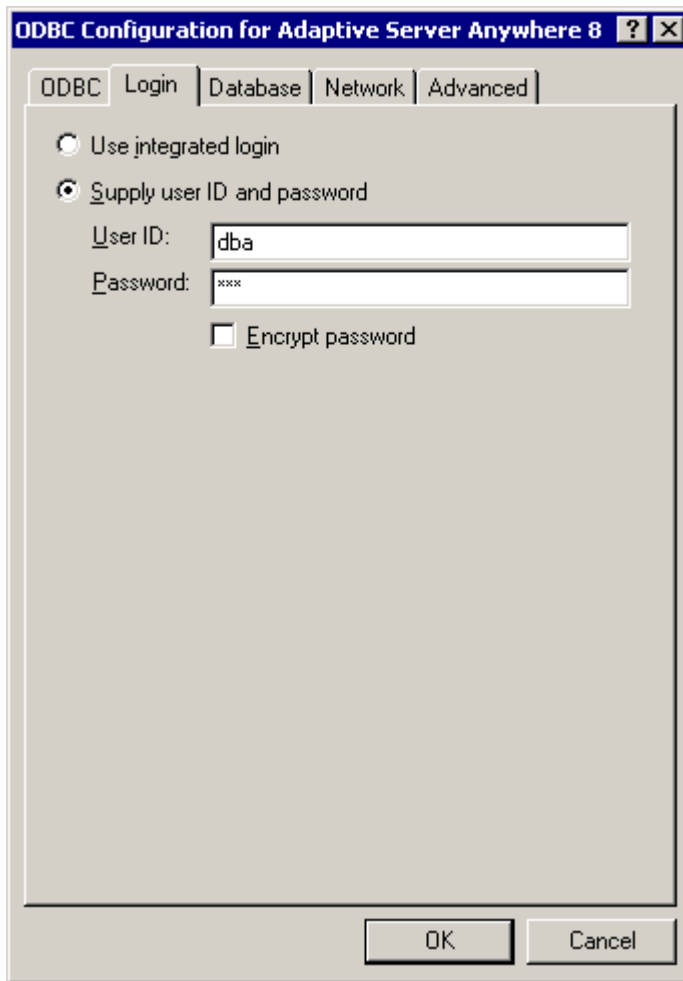
**Figure 6-9: Test database connection with AppeonSampleForServer**



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

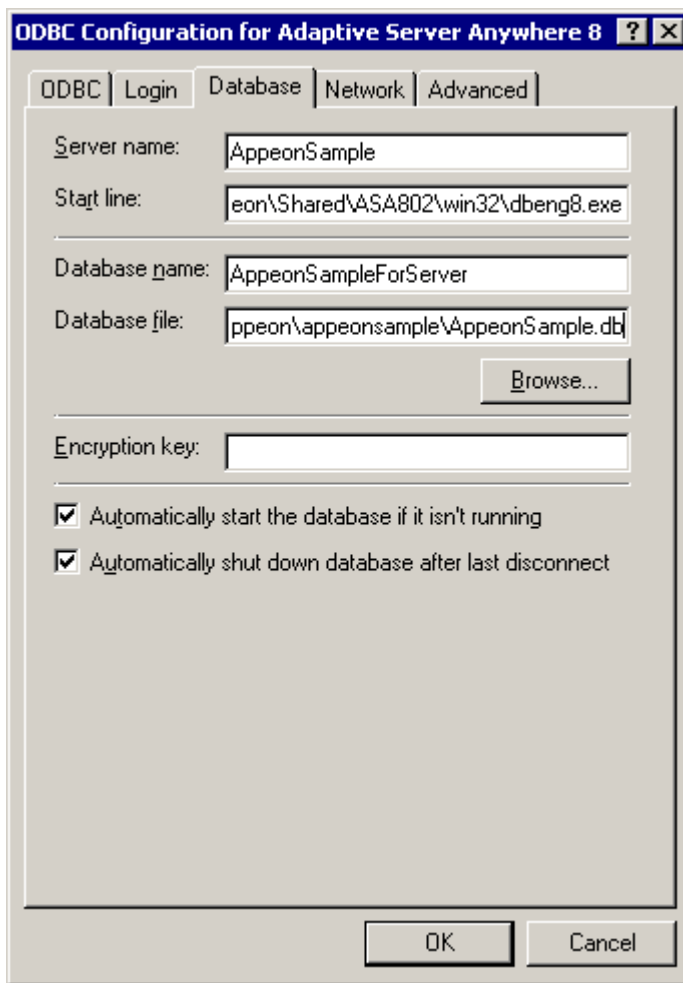
- Configure the Appeondb Login, as shown in Figure 6-10 (User ID: dba; Password: sql).

**Figure 6-10: Configure the ApeonSampleForServer Login information**



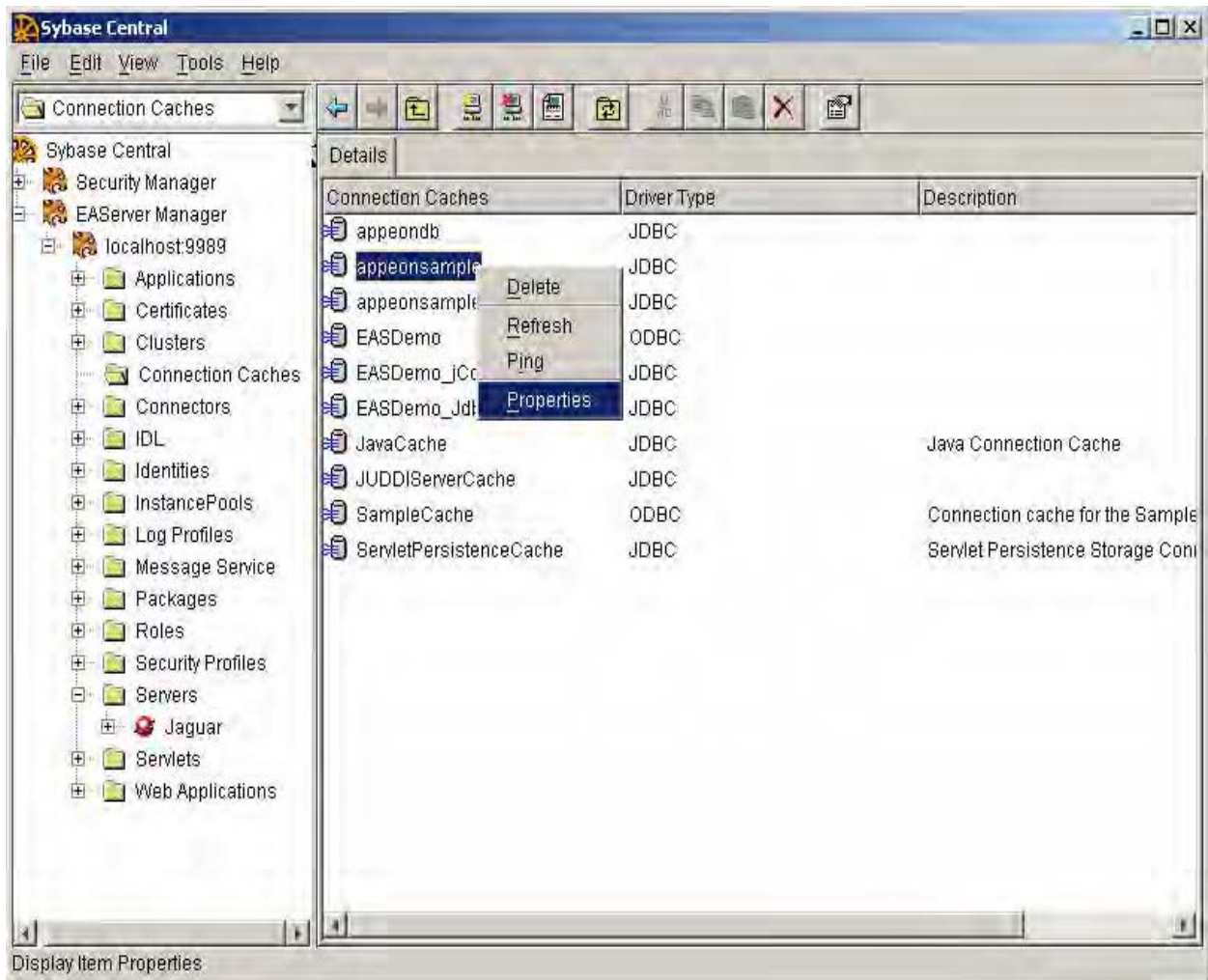
- Configure the ApeonSampleForServer Database, as shown in Figure 6-11.

**Figure 6-11: Configure the AppeonSampleForServer Database information**



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

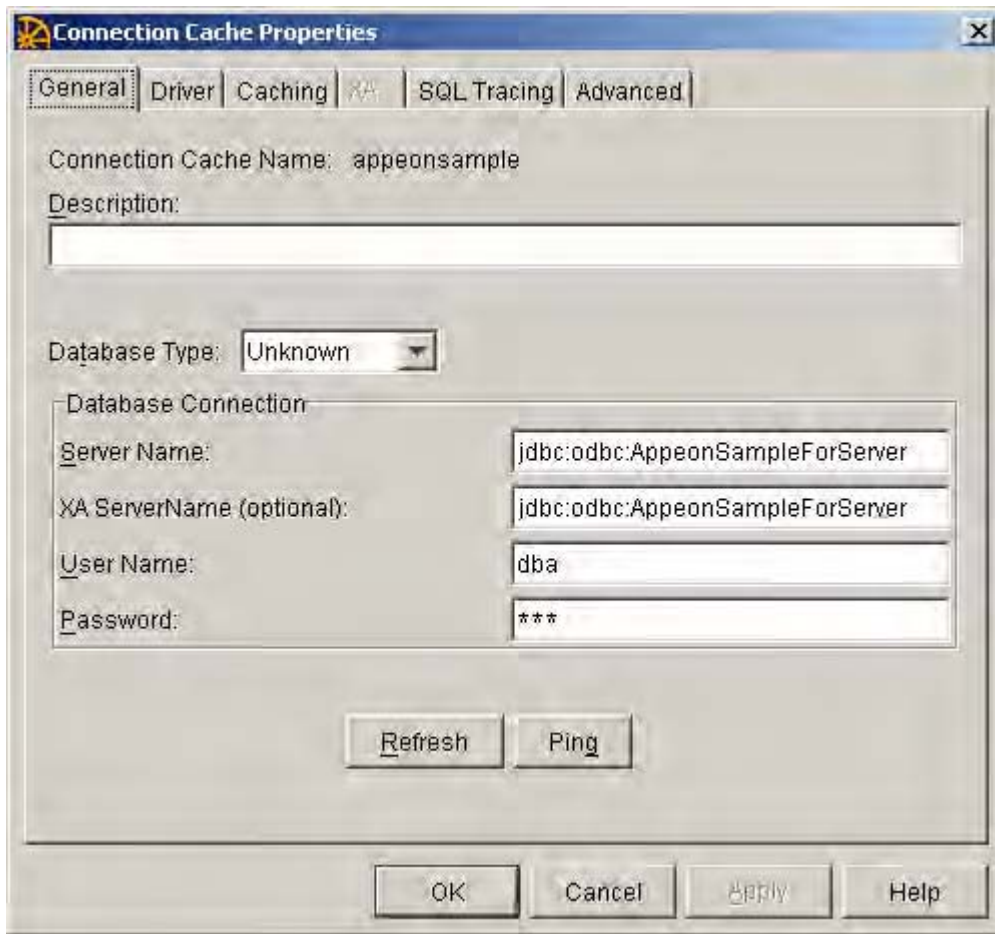
**Figure 6-12: The appeonsample connection cache configured in EAServer Manager**



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

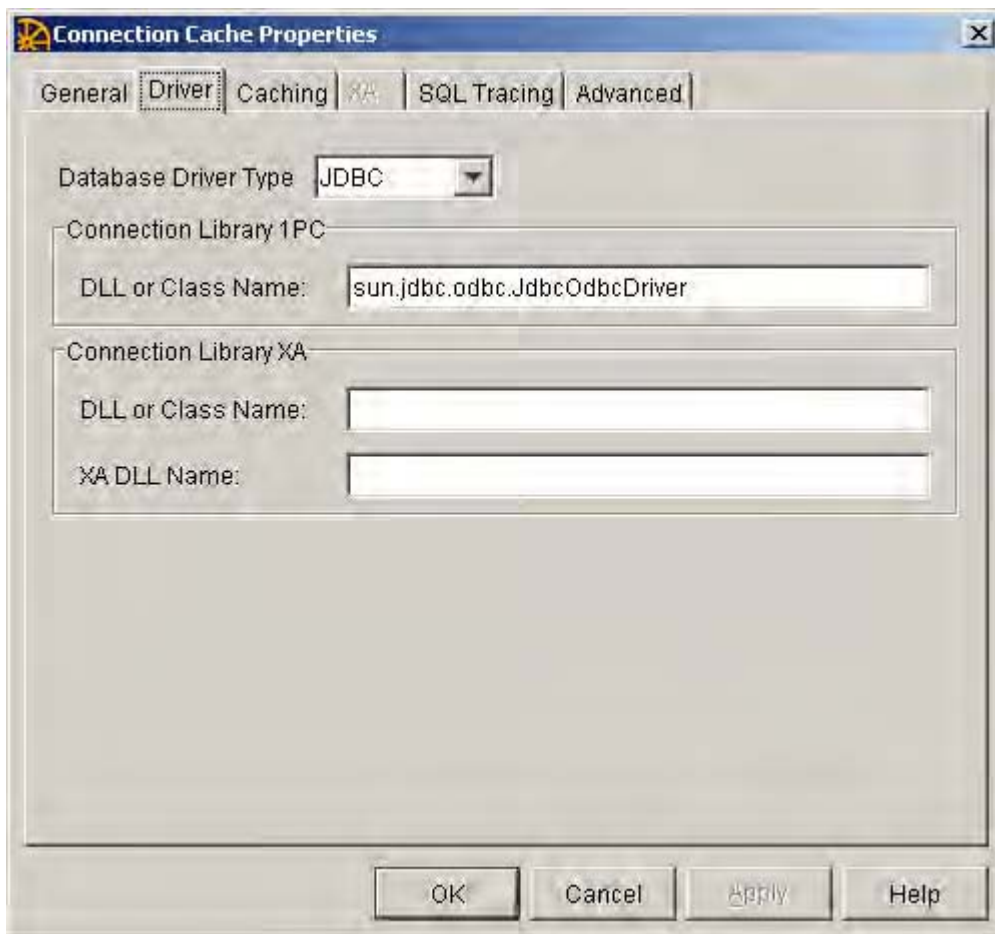
- Check the configuration in the General tab, as shown in Figure 6-13 (Server Name: jdbc:odbc:ApeonSampleForServer; User Name: dba; Password: sql).

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



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

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



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

## 7 Troubleshooting PowerBuilder and EAServer

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

### 7.1 PowerBuilder issues

#### 7.1.1 Nested reports over five pages do not display

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

**Cause:** A PowerBuilder limitation.

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

#### 7.1.2 Upgrading to a different Build of PowerBuilder

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

**Cause:** A PowerBuilder limitation.

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

#### 7.1.3 Data range issue with n-Tier NVOs

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

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

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

### 7.2 EAServer issues

#### 7.2.1 Cannot start EAServer Manager

Fail to start EAServer Manager.

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

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

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

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

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

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

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

Step 4 – Restart the computer.

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

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

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

For more information, refer to Sybase's *EAServer Troubleshooting Guide* available at <http://sybooks.sybase.com/onlinebooks/group-eag/eag0500e/eastg>.

### 7.2.2 EAServer crashes during synchronization

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

**Cause:** The synchronization process is unable to replicate to the other servers all the configuration information that has been added to the primary server (during Appeon Server installation).

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

For more information, refer to Sybase's *EAServer Troubleshooting Guide* available at <http://sybooks.sybase.com/onlinebooks/group-eag/eag0500e/eastg>.

### 7.2.3 EAServer crashes after synchronization

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

**Cause:** Please refer to Sybase's *EAServer Troubleshooting Guide* available at <http://sybooks.sybase.com/onlinebooks/group-eag/eag0500e/eastg>.

**Solution:** Delete the Jaguar.cycle file from the %JAGUAR%\Repository\server directory

and try again. If the issue persists you should contact Sybase technical support.

For information about other possible solutions, refer to Sybase's *EA Server Troubleshooting Guide* available at <http://sybooks.sybase.com/onlinebooks/group-eag/eag0500e/eastg>.

#### 7.2.4 Starting EA Server fails

Unable to start EA Server.

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

**Solution:** Either start the message service database, or disable the message service. For more information, refer to the EA Server user documentation.

For more information, refer to Sybase's *EA Server Troubleshooting Guide* available at <http://sybooks.sybase.com/onlinebooks/group-eag/eag0500e/eastg>.

#### 7.2.5 "Create apeon component failed" error

None of the DataWindows can be retrieved successfully when running the Apeon demos. The error message is displayed as "Create apeon component failed".

**Cause:** Installing the XML option or EJB option for ASE sets a license restriction to EA Server. If the XML option or EJB option for ASE is installed, when EA Server is started, it shows "Sybase Enterprise Application Server (ASE Edition)"; also the `lmgrd.log` file in the SySAM directory lists ASE\_EJB as an included option.

**Solution:** Remove the ASE\_XMLMGMT key from the SySAM license manager and then restart the manager.

#### 7.2.6 Pinging connection cache fails when using the ASA JDBC driver

A connection cache is created but fails to function and creates an error beginning with "Ping of Connection Cache failed..." The database uses Sybase Adaptive Server Anywhere; iAnywhere JDBC-ODBC Bridge Driver is used for the connection cache.

**Cause:** The ASA JDBC driver and EA Server possibly fail to locate the `dbjodbc8.dll` file.

**Solution:** Follow the suggested steps to rectify your problem.

Step 1 – Upgrade ASA to ASA 8.0.2 build 4361 or ASA 9.

Step 2 – Navigate to `\Sybase\SQL Anywhere 8\java\jodbc.jar`, and copy the `jodbc.jar` file to the `%JAGUAR%\java\lib` folder.

Step 3 – Navigate to `\Sybase\SQL Anywhere 8\win32\dbjodbc8.dll`, and copy the `dbjodbc8.dll` file into the directory: `\Sybase\Shared\jdkversion\ire\bin\`. *Jdkversion* indicates which version of JDK is used, for example, `jdk1.2.2_10`, `jdk1.3.1_06`, or `jdk1.4.1_03`.

Step 4 – Restart EA Server.

Step 5 – (Assuming that `ase_odbc` is the data source which is set up in ODBC manager and used to connect to ASE database) The `ServerName` will be similar to `"jdbc:odbc:dsn=ase_odbc"`

For more information, refer to Sybase's *EA Server Troubleshooting Guide* available at <http://sybooks.sybase.com/onlinebooks/group-eag/eag0500e/eastg>.

### 7.2.7 Support for non-JDBC drivers

The Web application requires support for non-JDBC drivers.

**Cause:** Please refer to Sybase's *EAServer Troubleshooting Guide* available at <http://sybooks.sybase.com/onlinebooks/group-eag/eag0500e/eastg>.

**Solution:** Appeon Server uses JDBC. You can also use Appeon Server with ODBC through JDBC via the iAnywhere, Merant, and Sun drivers.

Appeon Server supports ASE & Oracle Native Drivers through n-Tier Appeon Server Components by simply:

Step 1 – Create an ASE or Oracle Native Connection Cache.

Step 2 – Code a PB NVO that connects to the Native Connection Cache.

Step 3 – Pass an Appeon Server result set or returning arguments to the Client web application and back via the Appeon DataWindow/DataStore GetFullState, SetFullState, GetChanges, and SetChanges. In string format instead of BLOB format since JavaScript does not support the BLOB format.

For information about other possible solutions, refer to Sybase's *EAServer Troubleshooting Guide* available at <http://sybooks.sybase.com/onlinebooks/group-eag/eag0500e/eastg>.

## 8 Technical Support

Technical support information is available at <http://www.sybase.com/support>. Please click the *Contact Support* link for help.

When logging a case, it may be requested to provide Sybase technical support with environment information as well as a reproducible test case. The following table outlines some of the information that may be needed, to aid in troubleshooting the issue.

**Table 8-1: Information that may be required for logging the case**

Item	Details
EAServer configuration file	%JAGUAR%\Repository\Server\Jaguar.props %JAGUAR%\bin\serverstart.bat %JAGUAR%\bin\setenv.bat
EAServer log file	%JAGUAR%\bin\Jaguar.log %JAGUAR%\bin\Jaguarhttperror.log %JAGUAR%\bin\Jaguarhttpervlet.log
Appeon Server configuration file	%JAGUAR%\appeon\config\application-config.xml %JAGUAR%\appeon\config\server-config.xml %JAGUAR%\appeon\config\aem-config.xml
Appeon Server log file	%JAGUAR%\appeon\log\LogSystem.log %JAGUAR%\appeon\log\AppeonServer.log
Appeon Server Repository DB	%JAGUAR%\appeon\db\AppeonServer.db
Appeon license file	%JAGUAR%\appeon\license.appeon
Web Server configuration file	httpd.conf
Web Page file	Web Server path\application name>window name.html Web Server path\application name>window name.js Web Server path\application name\all DataWindows on window.xml Note: 1) Web Server path for EAServer is usually %JAGUAR%\html 2) If the window named includes inheritance, then also supply all ancestor HTML and JavaScript files.
Reproducible test case - PowerBuilder exported source code file	PowerBuilder application path\exported window name.srw PowerBuilder application path\exported DataWindow names.srd Note: Exported windows should include exported ancestor windows and exported ancestor user objects.

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