

Troubleshooting guide for EdulogNT

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Problem: Eluise is not Running

HINT

- If Eluise fails to appear, ELUISE-errors.log might help diagnose the problem. This file appears in the same directory as Eluise.exe (whether or not this is the directory that Eluise.cfg sets LogDirectory equal to). ELUISE-errors.log appears especially if Eluise.exe could not find Eluise.cfg (Server.err appears in the same directory as Eluise.exe as well).
- If you are set up on a standalone machine and cannot get Eluise to run, try the following start line in your Eluise.bat: "start /min .\Eluise.exe -p lrpc -f C:\Elt\Exe\Server\Eluise.cfg". The "-p lrpc" portion of the line will force the program to start up locally, and will bypass possible network problems. In conjunction with this, you must add "-l" (as in "minus L") to the end of the startup line for ELTransClient.bat. This will let ETC know that it is running locally on a locally spawned server.

Diagnosis 1

PROBLEM: An exception error may appear on the screen.

CAUSE: Eluise.cfg cannot be found.

SOLUTION: While Eluise.cfg can be located anywhere, the batch file (or command) that starts Eluise.exe must contain the full location of Eluise.cfg. Example, "Eluise.exe -c -f C:\Elt\Exe\Server\Eluise.cfg" would begin Eluise.exe and use the Eluise.cfg in the C:\Elt\Exe\Server directory. If Eluise.cfg is not found, an exception error message appears on the screen.

Diagnosis 2

PROBLEM: After clicking on the Eluise icon, Eluise does not appear on the taskbar, and Eluise fails to run.

CAUSE: Eluise.cfg may be missing or incorrect or Elusers.Dat may be incorrect.

SOLUTION #1: Check that Eluise.cfg is correct. Eluise.cfg contains 5 sections:

SETTINGS

LogDirectory: This directory must exist. It can be located anywhere. It is used by Eluise to store log files and errors. No files need to be placed into this directory.

ConfigDirectory: This directory must contain the Elusers.dat file.

RPC

StartingEP: This shouldn't be lower than 1900. Usually this won't need to be changed but if the user is having conflicts with endpoints from other programs, this StartingEP can be adjusted to fix this. What errors the conflict in endpoints would cause are unknown.

EPDirectory: This directory must exist. It can be located anywhere.

TRANSPORTATION

ServiceDirectory: This directory must contain ELTransService.exe.

GEOERVE

ServiceDirectory: This directory must contain GeoServe.exe.

EMUSRV

ServiceDirectory: This directory must contain EmuSrv.exe.

NOTE: With the exception of EmuSrv, all paths designated in this file are to the \Exe\Server\ directory.

SOLUTION #2: Check that Elusers.dat is correct.

- There are three columns in Elusers.Dat. The three columns will work if separated by one or more spaces or by Tabs. As a last resort, one could change the Elusers.dat to have one space between the columns. This is harder to read, but will confirm that the problem is not the spacing in Elusers.dat.
- The first column contains the hostname of the computer running Eluise. This can be checked by typing "Hostname" at an MS-DOS COMMAND PROMPT on the

computer running Eluise. Whether the upper and lowercases in Elusers.Dat matches the case in the actual hostname does not matter now. It might in the future when UNIX servers are used.

- The second column contains the username. To find out what the currently logged in username is, go to a MS-DOS Command Prompt and type "set".
- The username in ELUSERS.DAT must exactly match (including upper and lowercase) the currently logged in client's username. While NT appears to ignore upper and lowercase for usernames(only at logon, not when setting up Elusers for Eluise), UNIX does not. At some point Eluise will also be running on UNIX and this will be important.
- The third column contains the location of the ELTransService.cfg file. This field should only include the path name; do not include the file name in the path. It does not currently matter whether cases match between the actual pathname and the entry in Elusers.Dat but this may become important in the future, with UNIX servers.

Problem: ELTransClient and Eluise crash simultaneously.

Diagnosis 1

PROBLEM: Eluise started fine, but after selecting the host in ETC and saying OK, they both crash.
CAUSE: Chances are, there is a misspelled computer name somewhere.
SOLUTION #1: Check ELusers.dat to see whether the client computer name is misspelled.
SOLUTION #2: Check EdulogNT.ini to see if the host computer name is misspelled.
NOTE: This specific double-crash usually manifests itself when in "ncalrpc" connection mode.

Diagnosis2

PROBLEM: Eluise and ETC seem to start fine, but after selecting the host in ETC and saying OK, ETCcrashes.
CAUSE: Chances are, there is an incorrect path setting in Eluise.cfg.
SOLUTION: Make sure that all variable paths in Eluise.cfg are pointing to the correct directories - usually the same directory: c:\elt\exe\server\
NOTE: If you are in "ncacn_ip_tcp" mode, ETC will crash and Eluise will appear normal, but if you try to exit Eluise you should see an "End Task" message box appear to force the program to shut down.

Problem: ELTransClient has errors when running.

HINT

- Remember that the ETC error may be caused by problems with ETS. Server.err, which tracks some Eluise and some ETS errors, may actually be very useful in discovering why ETC has errors.
- Also, remember that ELTransClient.ini may be being overwritten by the ETC batch file. It is Important to change the master ELTransClient.ini rather than the ELTransClient.ini that is overwritten.

Diagnosis 1

PROBLEM: An error appears, stating that Nt.sys.dll cannot be found.
CAUSE: Nt.sys.dll is likely mislocated.
SOLUTION: Check that the location of the Nt.sys.dll file is correct.

- This file must be located off the Windir directory in the System32 subdirectory. To find out which directory has been identified as the Windir directory, go to a MS-DOS Command Prompt and type "set". Alternatively, right click on the My Computer icon, choose Properties, and choose the Environment Tab. Windir will be listed as a System Variable. Normally, this is the \WINNT\SYSTEM32 directory.

Diagnosis 2

PROBLEM: As ETC starts up, Path errors appears.
CAUSE: Most likely, it is a problem with EdulogNT.ini.

- SOLUTION:** Check that the EdulogNT.ini file is correct.
- This file must be located in the Windir directory. To find out which directory has been identified as the Windir directory, go to a MS-DOS Command Prompt and type "set". Alternatively, right click on the My Computer icon, choose Properties, and choose the Environment Tab. Windir will be listed as a System Variable. Normally, this is the \WINNT directory. NOTE: If this file is missing, ETC and the Register Dialog will appear but the list of possible hostnames will be blank. ETC will crash after exiting this dialog.
 - If any of the FlexTable Paths or FlexForm paths are missing, a message will appear indicating this (the message may actually indicate that all paths are missing). This will prevent end ETC and ETS.

NOTE: The error in which the list of possible hostnames in the Register dialog is blank is included in "Examining Diagnosis 2".

Diagnosis 3

PROBLEM: As ETC loads, errors appear similar to "R_GET VERSION call has failed",
CAUSE: This is likely due to one or more missing directories or subdirectories within the current defined structure. Also, it could be that a path is not assigned correctly, or is missing.

SOLUTION #1: Make sure the required directories exist

- The directory paths that are specified in all of your .cfg and .ini files must physically exist when these variable path calls are made. Otherwise you will get a call failure.

SOLUTION #2: Make sure the correct path assignments are located in their respective .ini and .cfg files.

- You may not have the EPA path assigned in ELTransService.cfg, or the assignment may be incorrect. Double check all other path assignments for correct punctuation (: vs. ;) etc. Missing or incorrect path assignments will cause the same call failure as missing directories.

Diagnosis 4

PROBLEM: As ETC loads, errors appear similar to "R_GET VERSION NUMBER has failed",
CAUSE: Most likely, it is a problem with EdulogNT.ini file. (It is also possible that it is a problem with ETS - see below for the section on ELTransService not Running for help with ETS).

SOLUTION #1: Check that the EdulogNT.ini file is correct

- The Network.Settings must point to computers that contain active ELUISE sessions.

SOLUTION #2: Check that the ELTransClient.ini file is correct.

- There needs to be a line in ELTransClient.ini that states "DataPath=" If the DataPath line does not exist at all in ELTransClient.ini, EdulogNT will crash after OK'ing past the Register dialog (the machine may not be configured to have an RPC dialog appear, in which case EdulogNT will crash when it boots). Having an incorrect DataPath causes a different error - see "Examining Diagnosis 5" for more information.

Diagnosis 5

PROBLEM: Starting ETC causes a small, poorly sized, ETC to appear. No Register dialog or attempt to connect to ETS occurs. Choosing File - New Workspace causes an application error for ETC.

CAUSE: Most likely, caused by a missing or misplaced ELTransClient.ini.

SOLUTION: ELTransClient.ini must be located in the Windir directory.

- To find out which directory has been identified as the Windir directory, go to a MS-DOS Command Prompt and type "set". Alternatively, right click on the My Computer icon, choose Properties, and choose the Environment Tab. Windir will be listed as a System Variable. Normally, this is the \WINNT directory. If this file does not exist, starting ETC causes a small, poorly sized, ETC to appear. No Register dialog or attempt to connect to ETS will occur. Choosing File - New Workspace will cause an application error for ETC.

Diagnosis 6

PROBLEM: EdulogNT works but various errors have to be entered past upon entering the program. Problems appear in certain Frequency, Special Needs and Eligibility dialogs. Also, if the district has an Image file, it will not appear. See Diagnosis 6 for more information on missing Image files.

CAUSE: Most likely, caused by an incorrect DataPath logical in ELTransClient.ini.

SOLUTION: ELTransClient.ini must contain a DataPath logical.

- The DataPath logical points to the location of various .dat files (Elglist.dat; Needs.dat), .lst files (Freqdft.lst) and .rdb files. If it points to wrong location, EdulogNT will still work, although errors may need to be entered past. Problems will, however, appear in certain Frequency, Special Needs, and Eligibility dialogs. Also, if the district has an Image file, it will not appear.

Diagnosis 7

PROBLEM: Image files do not appear, even though the district actually has them or when ETC connects to ETS, numerous errors appear indicating missing *.DIB or *.BMP files.

CAUSE: Most likely, caused by either a missing or incorrect DataPath logical or a missing or incorrect ImagePath logical in ELTransClient.ini.

SOLUTION #1: The DataPath logical must point towards a directory that contains *.rdb files.

- These files are the Raster Database and control the Image that appears in the map (that is, if the district actually has an image).

SOLUTION #2: ELTransClient.ini must contain a an ImagePath logical.

- The ImagePath logical points to the location of the *.bmp files. If this line is missing OR points to the wrong location, EdulogNT will still boot. If the district is supposed to have an Image (and few are at this point), then numerous DIB/BMP File not found errors may have to be entered past. The Image file, if it exists, will not appear.

Diagnosis 8

PROBLEM: Any attempt to save a newly created list causes an application error.

CAUSE: Most likely caused by a missing or incorrect ListPath logical in ELTransClient.ini.

SOLUTION: ELTransClient.ini must contain a ListPath logical, which points to the location of the *.lis files.

- If ListPath is missing or points to a nonexistent directory, then any attempt to save a newly create list will cause an application error.
- If ListPath points to an existing but incorrect directory, then all current Lists will not appear in the Listbox but new lists can be created and saved.

Diagnosis 9

PROBLEM: Trying to spawn TrnRpt.exe from ETC by choosing Lists - User Defined Reports causes an ignorable error and fails to start TrnRpt. This does not cause a crash.

CAUSE: Most likely, an incorrect or missing ReportPath logical in EdulogNT.ini (ReportPath is no longer in ELTransClient.ini – it now belongs in the [Initialization] section of EdulogNT.ini).

SOLUTION: EdulogNT.ini must contain a ReportPath logical: points to the location of Fxupdt.exe and Trnrpt.exe.

- The user should be able to spawn Trnrpt.exe from ETC. If this line is missing OR points to the wrong location, trying to spawn Trnrpt.exe (through User-Defined Reports under Lists) will cause an error. This error can be ignored; it does not cause a crash.
- Another possible reason why Trnrpt.exe fails to spawn is the existence of old *.fpt and *.dbf files in the \Client\ directory. A symptom of this is if TRNRPT.EXE starts standalone but not from ETC. If these exist, they should be deleted. Starting Trnrpt.exe from ETC will recreate them correctly.

Diagnosis 10

PROBLEM: No GIS Overlay, or overlay is missing.

- CAUSE: A missing or incorrect Layer1 assignment in ELTransClient.ini.
SOLUTION: ELTransClient.ini may contain the location of single or multiple GIS overlays.
- If this line is missing, no error occurs. However, no GIS overlays appear in ETC. Each displayed GIS Overlay must be indicated in ELTransClient.ini.
 - New GIS Overlays can be loaded through ETC by choosing Tools - Load GIS Overlays. Remember, however, that for now, the ELTransClient.ini is overwritten by the ETC batch file - and the line containing the location of the GIS Overlay may be lost.

Problem: ELTransClient overlay display is missing or wrong.

Diagnosis 1

- PROBLEM: When the workspace comes up, there are no overlays available in the legend
CAUSE: ELTransClient.ini is likely missing the overlay file information needed to bring up the overlays. This could be the result of deleting the layer from within ETC, or problems arising >from copying/installing.
SOLUTION: Ensure each Layer1, Layer2, etc. has valid path settings and that the path and file pointed to actually exist as the directory and file specified in the .ini file. If the path is incorrect, or the file is not in the directory specified, make sure to respecify the path correctly. If no file exists, you will need to load a new GIS overlay and save the workspace.

Diagnosis 2

- PROBLEM: The Street Map overlay comes up fine, but it is either too large, or appears as a small blob in the lower left-hand corner of the workspace.
CAUSE: Inaccurate or invalid Map Grid Extents.
SOLUTION: You will need to determine the correct Map Grid Extents. This may be done using the Edulognt PRO set utility called DBSTAT.exe. Run the utility >from the DOS command prompt, and select Grid Information when it comes up. Take note of the min and max X and Y values. Use the minX and minY, and calculate the X and Y extents (max – min = extent) for each. The ELTransClient.ini file will need the extents changed and entered as Extents = minX, minY, Xextent, Yextent.

Problem: ELTransService is not running

HINT

- Use the Server.err to help figure out the cause of the errors. The Server.err is located in the same directory as ETS.
- Remember that some errors similar to ETS errors are actually caused by ETC errors. Check the above ETC errors section for help.

Diagnosis 1

- PROBLEM: After ETC has started up, and initiates the connection for ETS, errors appear on the workstation stating: "Error – you are not an authorized user for this workstation" and/or "Unable to establish a connection to the server."
CAUSE: Most likely, either a problem with incorrect info in Eluser.dat, or invalid logical paths in ETS.cfg.
SOLUTION #1: Check that Elusers.dat is correct.
- There are three columns in Elusers.Dat. The three columns will work if separated by one or more spaces or by Tabs. As a last resort, change the Elusers.dat to have one space between the columns. This is harder to read, but will confirm that the problem is not the spacing in Elusers.dat.
 - The first column contains the client workstation's name. This can be checked by typing "Hostname" at an MS-DOS Command Prompt on the client workstation. It

does not matter if the upper and lower cases in Elusers.Dat match the case of the hostname. UNIX machines may be case sensitive.

- The second column contains the username. To find out what the currently logged in username is, go to a MS-DOS Command Prompt and type "set".
- The username in ELUSERS.DAT must exactly match (including upper and lower case) the currently logged in client's username. While NT appears to ignore upper and lowercase for usernames (only at logon, not when setting up Elusers for Eluise), UNIX does not. At some point Eluise will be running on UNIX and this will be important.
- The third column contains the location of the ELTransService.cfg file. This field should only include the path name; do not include the file name in the path. It does not currently matter whether cases match between the actual pathname and the entry in Elusers.Dat but this may be important with UNIX servers.

SOLUTION #2: Check that ELTransService.cfg is correct.

- All assignments and directories must exist. If either do not, then an error may briefly appear stating this. The error will disappear and be replaced by something like "R_GET_VERSION FAILED"
- If an assignment does not exist, the EITransService.exe window (the window that appears over the workspace as the EITransClient.exe connects to Eluise) will contain an error message. This error will disappear quickly, but the Server.err file stores the name of the missing assignment. The server.err file appears in the same directory as Eluise.exe is stored.
- If a directory does not exist, the error recorded in the Server.err indicates which directory is missing. The Server.err file is stored in the same location as the Eluise.exe.

AFTER EXHAUSTING THE LIST BUT BEFORE ASKING FOR HELP

1. Check that the client is running NT4.0. The map side of EdulogNT will likely not run on NT3.51.
2. Check the version numbers. This can most easily be done by starting an MS-DOS Command Prompt, and changing to the directories that contain the executables. Three examples follow for how you will see the version numbers when entered at the command prompt in the DOS console:
 - ELTransService: Type "EltransService -v" and press enter. An error message will appear saying that this executable cannot be run, but the version number will also appear.
 - ELTransClient: Type "ELTransClient -v". A message box will appear with the version number.
 - Eluise: Type "Eluise -v". The version number will appear in the MS-DOS Command Prompt screen.
3. Check that TCP/IP is active.
 - Right mouse-click on Network Neighborhood on the desktop.
 - Select Properties, and then check in the Protocols folder section.
 - TCP/IP should appear in the white list box. If it does not, you need to set up a network configuration, even though you may or may not have a network card or modem on the machine.