

Appendix D

Troubleshooting

This list briefly describes problems you can encounter when running the FASTDATA application and provides possible solutions. An additional resource for troubleshooting information is the FASTDATA Web site at <http://dbweb.secnav.navy.mil/fastdata/fdlinks.htm>.

- **Unable to connect to the database due to invalid user ID or password**
 - If you forget your password, check the **Forgot my password** check box on the Login window and you can create a new password for yourself.
 - If you forget your user ID and you are using FASTDATA in the stand-alone configuration, contact the FASTDATA Help Desk to reset your user security access.
 - If you forget your user ID and you are using FASTDATA in the server configuration, contact your database administrator (DBA) to reset your user security access.

- **Unable to connect to the Sybase database or unable to start database engine**
 - To run FASTDATA, your PC must have an Open Database Connectivity (ODBC) data source. If your ODBC data source configuration is invalid, you cannot connect to your database. See Appendix E for more information on verifying your ODBC data source configuration for the Sybase database.
 - If you are using FASTDATA with a Sybase database in the stand-alone configuration, your PC must have the stand-alone Sybase SQL Anywhere 5.0 Database Management System (DBMS) software. The default FASTDATA installation installs the DBMS software for you. To verify the necessary files were installed, make sure the **rtask50.exe** file is in your FASTDATA root folder (for example, *C:\Program Files\DFAS\FASTDATA\Common*). If the SQL Anywhere 5.0 software is not installed, run the FASTDATA installation program again. Perform a custom install selecting only the Sybase SQL Anywhere 5.0, ODBC Connectivity Drivers, and the Native Database Drivers.
 - If you are using FASTDATA in the server configuration, the client software for the DBMS must be installed on your machine. Contact your DBA to verify the client software is installed and configured properly on your PC.

- **The application version does not match the installed database version**
 - **Using a Sybase database**
 - The FASTDATA software verifies that your database and the FASTDATA version you are using match. When you install a newer version of the software, the install includes a file named **faupdate.db** in the **\Program Files\DFAS\FASTDATA\FA\Update** folder. When you run the new application for the first time, it automatically updates your database to be compatible with the new release. The update process only works properly when you are upgrading to the next sequential FASTDATA release. If this automatic process doesn't run or you are not upgrading to the next available release, contact the FASTDATA Help Desk.
 - **Using an Oracle database**
 - After you have installed the new version of FASTDATA, you need to run the SQL script files that will update your database for the new release. The FASTDATA Web page at

<http://dbweb.secnav.navy.mil/fastdata/oraugrd.htm> contains two links for files you need to download. One link downloads **fd-ora.exe**, a self-extracting zip file containing the script files (**fa-oracl.sql** and **fsoracle.sql**) to update the Oracle database for the new release. The other link downloads a PDF file containing detailed instructions on how to use the SQL script files. Download both **fd-ora.exe** as well as the PDF file. If you are not upgrading from the most recent release to the newest release, contact the FASTDATA Help Desk.

After you have downloaded **fd-ora.exe**, follow the instructions you obtained from the FASTDATA Web site to update your database for both you and your Site(s).

- **Reports do not print**
 - Verify that the printer is turned on and connected to the port you selected for it in Windows Printer Setup. You can verify the printer is working properly by printing a test page. If you're not sure how to print a test page, refer to the help file for your operating system.
 - The FASTDATA software sends output for printing to your default printer unless you select a different printer. You can verify or change the selected printer from within FASTDATA by selecting Printer Setup from the File menu.
- **When I run the FASTDATA Conversion, it is very slow**
 - Check your Windows NT **System Properties** to ensure your **Paging File Size for Selected Drive** is at least half your available RAM (random access memory). Changing the paging file size may increase the speed of the conversion process. To change the paging file size for your system, right-click your Windows NT **My Computer** icon, then select **Properties** from the shortcut menu. (You can also open **Control Panel** from the **Start** button, **Settings** item, then double-click the **System** icon.) When the System Properties window opens, check the available RAM displayed on the **General** tab. Select the **Performance** tab and check the value of the **Virtual Memory Total paging file size for all disk volumes**. If the **Total paging file size for all disk volumes** is less than half of the available RAM, select the **Change** button. The Virtual Memory window will open. Change the **Initial Size** to a value that is less than the **Maximum Size** and change the **Maximum Size** to a value that is one-half the RAM available on your system.
- **When I try to import site data, I get a “This MPX file contains invalid security for this site” message**
 - On the Site Export window, check the **Reset Diskette Security** check box and select the **Export** button to create a file to give to the site.
 - Provide the resulting file to the site.
 - Have the site import this file, rebuild the batch file that prompted the security error message, and then export the data back to the FA.
 - Import the new file from the site. The security error message should no longer appear.

- **Site user reports security error message**

If a site user contacts you about an invalid security error message when importing comptroller data, the following actions must occur before the site can successfully import comptroller (FA) data:

- On the Site Export window check the **Reset Diskette Security** check box and any other options necessary to regenerate the file the site cannot import. Select the **Export** button to create the file to give to the site.

Note that the resulting file does not actually reset security settings but matches up a common value in the files you and your sites import and export to each other.

- Provide the resulting file to the site.

The site should now be able to import the new file from you and the security error message should no longer appear.