

Appendix C

Troubleshooting

This list briefly describes problems you can encounter when running the FASTDATA Site application and provides possible solutions. An additional resource for troubleshooting information is the FASTDATA Web site at <http://dbweb.secnnav.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 the Site software in the stand-alone configuration, contact your Fund Administrator (FA) to obtain your user ID. If you cannot get in touch with your FA, contact the FASTDATA Help Desk to reset your user security access.
 - If you forget your user ID and you are using the Site software 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 **rtdsk50.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 Site 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 the FASTDATA Site application 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 Site software verifies that your database and the Site version you are using match. When you install the next available software release software, the install includes a file named **FSUPDATE.DB** in the **\Program Files\DFAS\FASTDATA\FSUpdate** 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 and your FA have upgraded to a new version of FASTDATA, your FA will update both the FA and Site databases for the latest release. Check with your FA if you don't think your database has been updated for the latest Site software.
- ***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 **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, right-click your Windows **My Computer** icon, then select **Properties** from the shortcut menu. (You can also open **Control Panel** from the **Start** button, 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 comptroller data, I get a "This MPX file contains invalid security for this site" message***
 - Let your FA know that you have received this error and that you need to have diskette security reset.

Your FA will then perform an export to regenerate the file you want to import, resetting your site security so you can successfully import the file. (This export does not actually reset security settings for your site but matches up a common value in the files you and your FA import and export to each other.) Upon completion of the regeneration, the FA will provide the resulting file to you.

- Import the new file from your FA. The security error message should no longer appear.