

EPV for z/OS Plus



Troubleshooting

Version 11.0

EPV Technologies

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Technical and license issues

<p><i>Mysql crash during epvload/epvhtml (MySQL)</i></p>	<p>InnoDB is chosen as engine</p>	<p>You need to reinstall all table as MyISAM table</p>
<p><i>Could not find stored procedure</i></p>	<p>Stored procedure is not installed</p>	<p>Install needed stored procedures for your database backend as described in EPV ZOS PLUS manual.</p>
<p><i>Can't Execute 'EXEC dbo.TRASPOSTA (SQLSERVER only)</i></p>	<p>String concatenation error in Stored Procedure TRASPOSTA, caused by an excessive amount of data passed as input.</p>	<p>Contact EPV SUPPORT</p>
<p><i>I launch EPVLOAD.EXE without error, but nothing happens.</i></p>	<p>EPVLOAD.EXE can't find the Database due to network error (in case of remote database connection), misconfiguration of variable \$WRITE_OUTPUT in EPVPLUS\CONFIG.PL or misconfiguration of settings in file UCONN.PL. The same problem applies when SQLSERVER reach connection limit.</p>	<p>\$WRITE_OUTPUT variable must be equal to MYSQL or SQLSERVER depending on your database backend. Check the database backend section relative to your Database in UCONN.PL and replace the default parameter with yours, as describe in EPV ZOS PLUS MANUAL. If you're using SQLSERVER be sure to have a proper value on Connection Limit and Allow Remote Connection is Enabled. Check the database name.</p>
<p><i>EPVLOAD.EXE failed with Access Denied error</i></p>	<p>You don't have sufficient privileges on EPV Tables or you have a misconfigured UCONN.PL</p>	<p>Create EPV user with the correct privileges as described in EPV ZOS PLUS MANUAL and check the database section relative to your database backend in UCONN.PL. On SQLSERVER you need also to enable MIXED-MODE Authentication (or eventually SQL Authentication).</p>
<p><i>Cannot open DB Connection, too many connection (MySQL)</i></p>	<p>On MySQL, you're exceeded the maximum limit of connection to your database</p>	<p>Check your database backend configuration for the Max Connection parameter. Usually in MySQL you can find this parameter under the <i>Network section of Mysql Administrator</i>.</p>



<p>EPVLOAD.EXE Data truncated for column 'IFACPUS' at row 1 (MySQL only)</p>	<p>You're using MySQL in strict mode.</p>	<p>Edit MySQL configuration file (usually named <i>my.ini</i>), comment the sql-mode parameter.</p>
<p>The report for the last date loaded can't be found.</p>	<p>Misconfiguration of \$RPTEPVS and \$RPTEPVE variables in CONFIG.PL</p>	<p>Remove \$RPTEPVS and \$RPTEPVE overriding, or set them to DEFAULT.</p>
<p>EPVLOAD.EXE hang at Start table.... (SQLSERVER only)</p>	<p>The current table used by EPVLOAD.EXE may be locked by an orphaned or in held transaction.</p>	<p>Run the command 'sp_who' inside your sql server management studio (as SA user), and check for process with BLK equal to '-2'. Then run 'kill SPID' where <i>SPID</i> is the PID number associated to the locking process. In case of in held transaction, commit, rollback or kill it. You can check how many entities are locked running 'sp_lock'</p>
<p>EPVLOAD.EXE There is already an object named '...' in the database.</p>	<p>Another EPV process is running</p>	<p>Check on Task Manager if another EPV process is running.</p>
<p>EPVLOAD.EXE Bulk load data conversion error (truncation) for row 1, column 2 (ANYCOLUMNNAME). (SQLSERVER only)</p>	<p>Log Table space for the current database is exhausted</p>	<p>Check that AUTOGROWTH is enabled under configuration in SQL SERVER MANAGEMENT CONSOLE. Check Disk Space available on SQL SERVER Data disk.</p>
<p>EPVLOAD.EXE Could not allocate a new page for database 'WORK' because of insufficient table space</p>	<p>Table space for the current database is exhausted and autogrowth limit has been reached</p>	<p>Check your table AUTOGROWTH configuration under SQL SERVER MANAGEMENT CONSOLE. Check Disk Space available on SQL SERVER Data disk.</p>
		<p>Check within the HTM directory if the .txt product file are present (GRAPH.TXT)</p>



<p>EPV MENU missing in the HTM report.</p> <p><i>Due to a misconfiguration of SQLSERVER we perform a reinstallation but we get a constant error during installation. (SQLSERVER only)</i></p> <p><i>_EPVERR_: License Error License File Not Found</i></p> <p><i>_EPVERR_: License Error Your license is expired</i></p> <p><i>Compilation failed in require at.....</i></p> <p>EPVHTML.EXE NO DATA TO REPORT FOR CONFIGURATION INTERVAL</p> <p>EPVLOAD.EXE <i>EPVLOAD stopped without a reason</i></p>	<p>Missing .txt files or USERLIB folder.</p> <p>Reinstallation of SQLSERVER may fail if the package MSXML 6.0 isn't correctly removed.</p> <p>License file is not installed or is corrupted.</p> <p>Your license is expired.</p> <p>Syntax or type error on user exits/configuration files.</p> <p>Data loaded in database (SMF, DCOL, or IMS table) is not in range between \$RPTEPVS and \$RPTEPVE.</p> <p>One of the EPVLOAD step died because of an error.</p>	<p>or ZOS.TXT) GRAPH ONLY: If the .txt file already exist, check that the folder USERLIB exist under the EPVROOT/HTM directory.</p> <p>Microsoft released a tool to correctly remove MSXML 6.0. This tool is called 'Windows Installer Cleanup'. Download it at: http://support.microsoft.com/kb/290301</p> <p>Copy your license file to EPVROOT/PASSWORD or contact EPV SUPPORT in case you didn't have any license.</p> <p>Contact EPV SUPPORT.</p> <p>Please check the syntax of your configuration files/user exits. We suggest to start with CONFIG.PL</p> <p>Adjust \$RPTEPVS and \$RPTEPVE variables in CONFIG.PL.</p> <p>Run EPVLOAD within windows shell (cmd.exe) to spot the problem, then report to EPV SUPPORT.</p>
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Parser issues

<p><i>Missing storage capacity data.</i></p>	<p>DCOLLECT log file not loaded.</p>	<p>Ensure that DCOLLECT data are correctly uploaded in your DCOLLECT destination directory.</p> <p>To check DCOLLECT destination directory value, open MainParser and load your profile, go to the Advanced tab. Ensure that <i>DCOLLECT destination directory</i> value is correct.</p>
<p><i>SMFMAIN log report:</i></p> <p><i>system name invalid at SMFMAIN.PL line XXX</i></p>	<p>Before sending the file from HOST, be sure that the format is UNDEFINE and not VBS.</p> <p>You need also to ensure that files are transferred and downloaded in BINARY mode instead of ASCII mode.</p>	<p>Set data to send as UNDEFINE before start the upload.</p> <p>If you use FTP be sure that BINARY transfer mode is set.</p>