

Preface

The purpose of this document is to introduce iBrowse known issues on different iBrowse SQL and FOX versions and a list of suggested ways to solve them.

This document will discuss the following known issues:

- **Error #364 - Error While open file syscnf.dbf**
- **IE Cannot Open File**
- **Error #3707 Cannot change the ActiveConnection property**
- **Error on approving absences**
- **Error - Cannot connect to COM**
- **Error connecting to Database**
- **Error on operating iBrowse on Server 2003 64Bit**
- **Error in reports - failed loading lrepsql.dll**
- **Error in reports - CHECK PRINTER DRIVER**
- **Error in reports - Cannot Create File**
- **Error in reports – Cannot print PDF file (Empty page)**

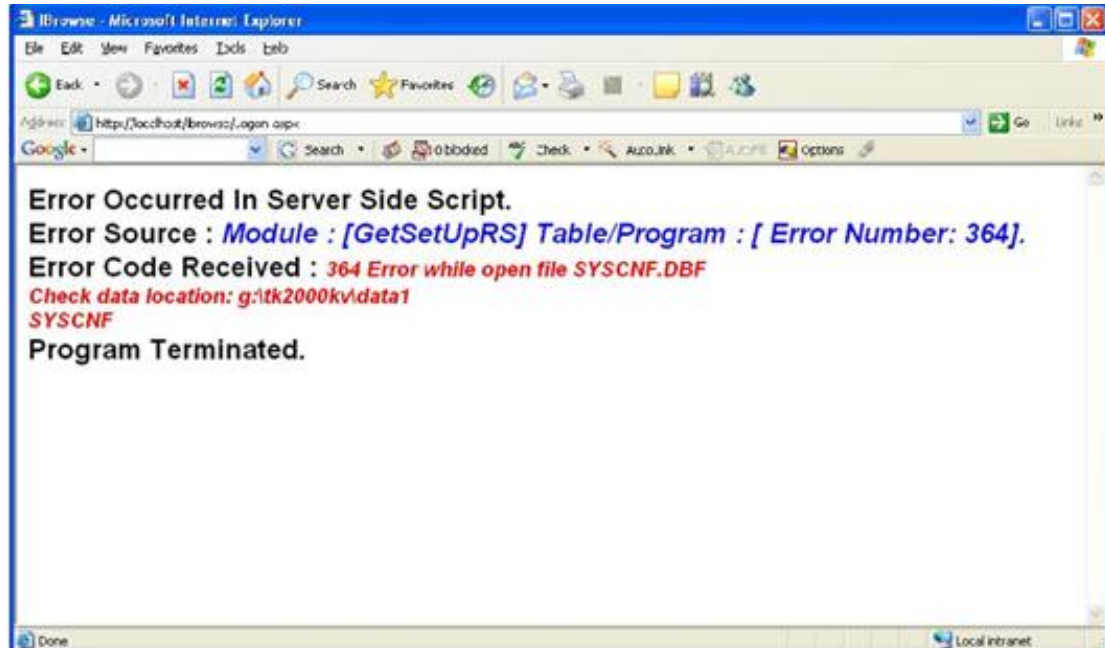
Environment: iBrowse™ Multiple versions, Fox and SQL

Error #364 - Error While open file syscnf.dbf

Version: iBrowse FOX version only

Error Number: 364

Error Message: Error While open file syscnf.dbf



Error Description: This error message appears while entering iBrowse.

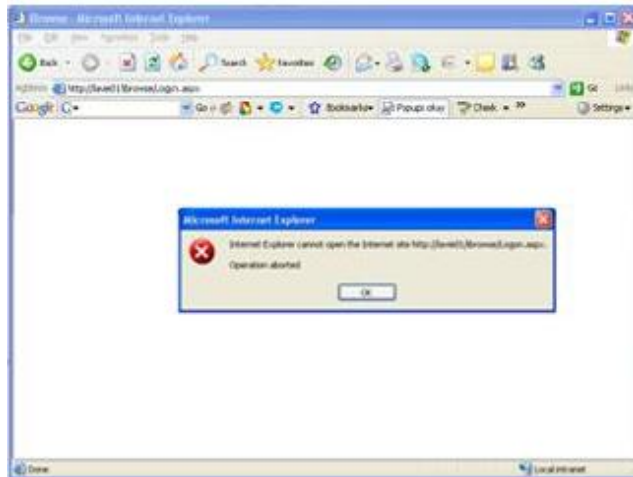
Cause of the problem: The path to TK Database folder does not exist or does not familiar to the COM Objects operating user.

Solution: Check the TK folder mapping path configured in the iBrowse.INI
Check sufficient permission to TK folder

IE Cannot Open File

Version: All iBrowse versions

Error Message: Internet Explorer cannot open the internet site



Error Description: This error message appears while entering iBrowse.

Cause of the problem: An unsolved Microsoft™ bug which is a resultant of one of the automatic updates of Windows XP, IE 6 or IE7.

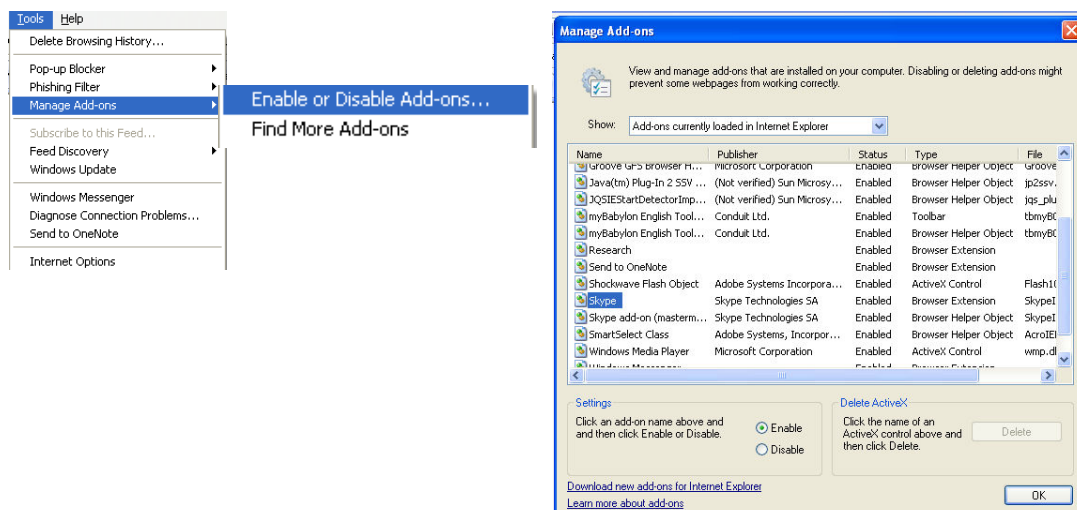
For more information of this bug please refer to

<http://support.microsoft.com/default.aspx/kb/927917>

Solution:

1. Upgrade to Internet Explorer 8.0
2. Remove Skype add-ons as follows:

On IE main toolbar go to Tools → Manage Add-Ons → Enable or Disable Add-Ons → choose from the combo-box: Explorer Add-ons that have been used by Internet → and disable all Skype's add-ons from this list.

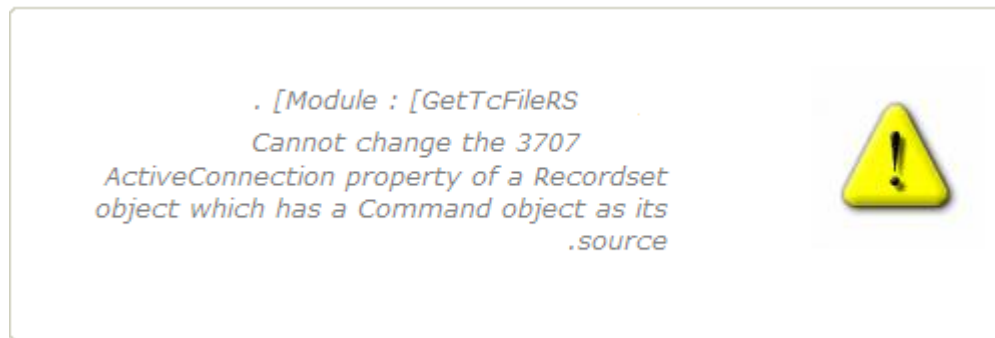


Error #3707 - Cannot change the ActiveConnection property

Version: iBrowse SQL version only

Error Number: 3707

Error Message: Cannot change the ActiveConnection property of a Recordset object which has a command object as its source



Error Description: This error message appears while entering Periodic or Daily screen within iBrowse.

Cause of the problem:

- This error is a result of installing or upgrading iBrowse without running iBrowse Stored Procedure.
- The user configured in iBrowse.INI to run the connection string to TKSQ and iBrowse has a permission to open a connection to SQL DB but has insufficient permission for nothing else within SQL server.

Solution:

- Running **storedProc.sql** from iBrowse installation set.
- Updating iBrowse.INI with a user with sufficient permissions.

Error on approving absences

Version: iBrowse SQL version 8.06

Error Number: 91

Error Message: Object reference not set to an instance of an object
App_Web_gdlhmyzp



Error Description: This error message appears while entering Absence approval screen within iBrowse or while entering iBrowse.

Cause of the problem: One of the causes is that absences approval table is empty

Solution:

- Adding absences requests to absences approval table
- Coping the following files from version 8.08.02
 - AbsAppr.aspx
 - AbsAppr.aspx.vb
- Setting a different screen as a default screen in iBrowse profiles.

Error - Cannot connect to COM

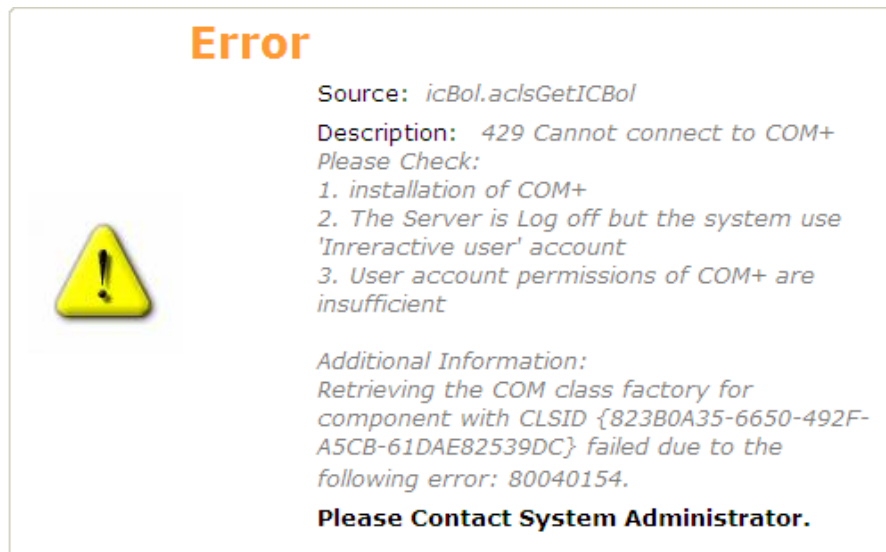
Version: All iBrowse versions

Error Number: 429

Error Message:

Cannot connect to COM

Retrieving the Com class factory for componen with CLSID



Error Description: This error message appears while entering iBrowse.

Cause of the problem: IIS user has insufficient permission to run COM+

Solution:

1. Go through iBrowse installation document under the online documents library: iBrowse\Installation Walkthrough\iBrowse v9.00 Installation - TKSQl (May 2009) SQL Server 2003.pdf – please refer to the windows user permission.
2. Make sure that the user has similar passwords in the IIS and COM+.
3. As last resort, configure a user as a domain administrator in the IIS and COM+ to make sure that the problem is with permission and after iBrowse works change this user permission.

Error connecting to Database

Version: All iBrowse versions

Error Number: 3149

Error Message: Login failed for user 'xxxxxxx'



Error

Source: Module : [RunSQLReturnRS] Table/Program : [SELECT param, value FROM Sysext2 WHERE param IN ('ADMIN_SIGNS','ADMIN_TYPE','CLOCK_SAVE','POWER_USER','ADMIN_UPD','PP_SOX','IB_MAX_SPVSR','IB_APM_SPVSR')].
Description: 3149 Error:Login failed for user 'LAVIE_DOMAIN\oved'.Line: Set cmd = CreateObject(ADODB.Command)
Please Contact System Administrator.

Error Description: This error message appears after entering User name and Password and trying entering into iBrowse.

Cause of the problem: The user configured in iBrowse.INI to run the connection string to TK and iBrowse has insufficient permission to open a connection to TKS DB

Solution: Check sufficient permission to TK DB, it is recommended to use the IBView.exe tool.

Error on operating iBrowse on Server 2003 64Bit

Version: All iBrowse versions

Error Message:

System.Runtime.InteropServices.COMException (0x80040154): Retrieving the COM class factory for component with CLSID {4E86F0E9-8391-41E8-8DA3-B3F7454A4DD6} failed due to the following error: 80040154. at _2.Page_Load(Object sender, EventArgs e) in C:\iBrowse\lbw_web\2.aspx.vb:line 10

Error Description: This error message appears while entering iBrowse.

Cause of the problem: IIS6 can operate only in 32Bit version or only in 64Bit version, hence in order to work with iBrowse, we must set IIS configuration to 32Bit.



Note: In cases when the client has additional web applications running on 64Bit environment on this server, **do not** set the configuration change.



Note: This problem does not occur in Windows server 2008 since IIS7 supports multiple 32Bit and 64Bit configuration.

Solution: Configuration change settings:

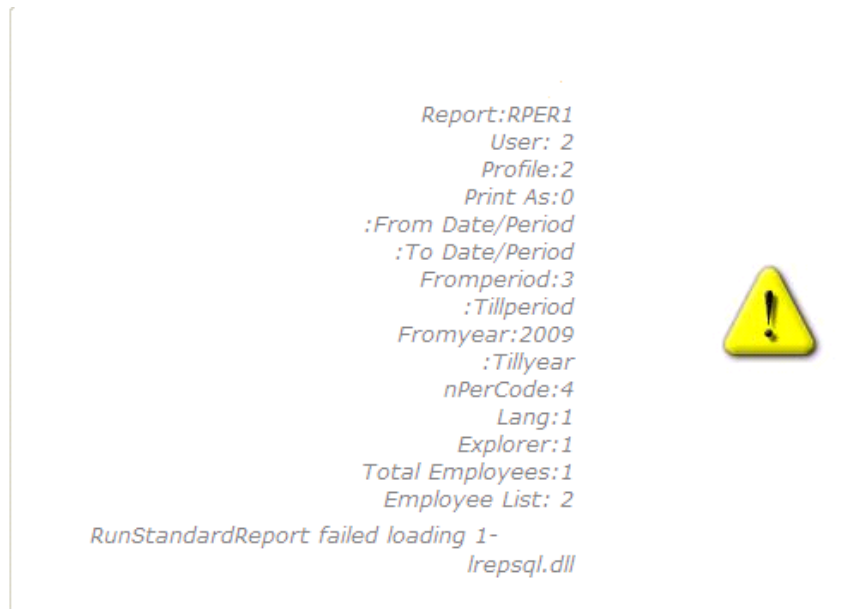
1. Click **Start**, click **Run**, type **cmd**, and then click **OK**.
2. Type the following command to enable the 32-bit mode:
cscript %SYSTEMDRIVE%\inetpub\adminscripts\adsutil.vbs SET W3SVC/AppPools/Enable32bitAppOnWin64 1
3. Type the following command to install the version of ASP.NET 2.0 (32-bit) and to install the script maps at the IIS root and under:
%SYSTEMROOT%\Microsoft.NET\Framework\v2.0.50727\aspnet_regiis.exe -i
4. Make sure that the status of ASP.NET version 2.0.50727 (32-bit) is set to **Allowed** in the Web service extension list in Internet Information Services Manager

Error in reports - failed loading lrepsql.dll

Version: All iBrowse versions

Error Number: -1

Error Message: RunStandardReport -1 failed loading lrepsql.dll



Error Description: This error message appears while trying to run a report in iBrowse

Cause of the problem: The path to TK programs folder does not exist or pointing for the wrong path.

Solution: Check the TK programs folder mapping path configured in the iBrowse.INI under DATA_PATH, it is recommended using IBView.exe.

1. If using TK 32BIT, configure the TK Data path folder under iBrowse.INI DATA_PATH.
i.e. DATA_PATH = C:\TK2000\DATA.
2. If using TKSQ, configure any folder under TKSQ programs directory (you can create a new directory or use an existing one).
i.e. DATA_PATH=c:\TKSQL\BMP
DATA_PATH=c:\TKSQL\TMP

Error in reports - CHECK PRINTER DRIVER

Version: SQL version only

Error Number: -3

Error Message: PRINTER ERROR: CHECK PRINTER DRIVER

Error



Source: Interop.ICREPSQLLib
Report: RPERIOD1
User: 247
Profile: 2
Print As: 0
From Date/Period: 0
To Date/Period: 0
From period:
Till period:
From year:
Till year:
nPerCode: 0
Lang: 1
Explorer: 1
Total Employees: 3
Employee List: 247, 267, 283,

Error Description: This error message appears while trying to run a report in iBrowse

Cause of the problem: This error appears because there are no default users with full permissions configured within TKSQL

Solution: Configure 2 default users with maximum permissions within TKSQL:

IBRW – A user configured with the main language (i.e. English).

IBR2 – A user configured with a secondary language (i.e. French).

Error in reports - Cannot Create File

Version: SQL version only

Error Number: -8

Error Message: Cannot create the file: file name

Profile:126

Print As:0

From Date/Period:

To Date/Period:

Fromperiod:5

Tillperiod:

Fromyear:2009

Tillyear:

nPerCode:4

Lang:1

Explorer:1

Total Employees:4

Employee List: 583, 637, 688, 705,

Error Code Received : -8 RunStandardReport failed - can not create the file :C:\iBrowse\tksql\ 583_770808403.HTML

Program Terminated.

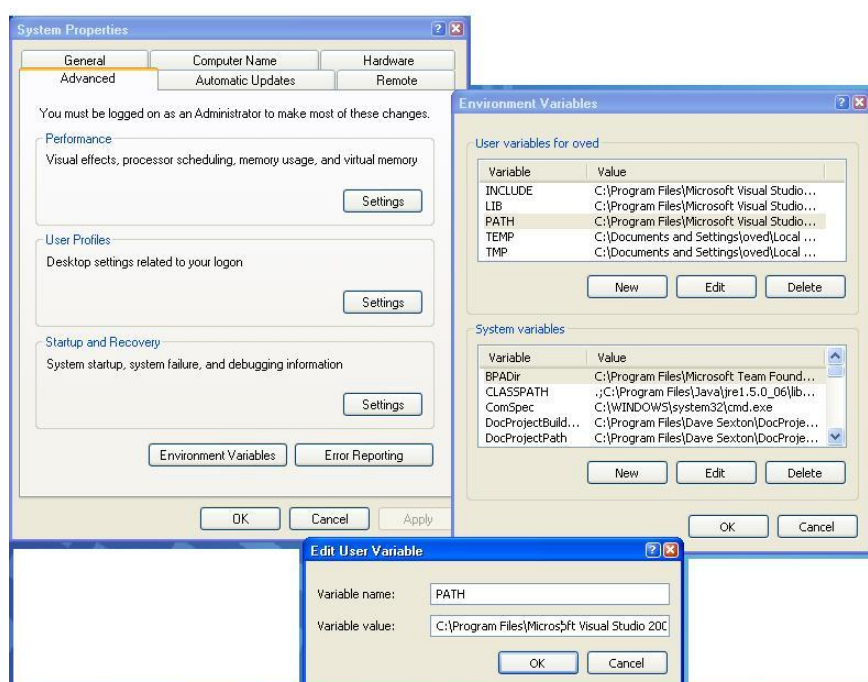
Error Description: This error message appears while trying to run a report in iBrowse

Cause of the problem: This error appears because the user running COM+ has insufficient read/write access to create a file in the TK programs folder

Solution: Check the Read\Write permission on the TK programs folder.

Whether this folder is on a distance computer set the sharing permissions.

The other possibility is to establish this folder location within the Environment variables path.



Error in reports – Cannot print PDF file (Empty page)

Version: All iBrowse versions

Error Description: While trying to generate a PDF report an empty page occurs.

Cause of the problem: When installing a PDF generator, an automatically process installs a printer on the COM+ server.

On servers which are not printer servers, the service responsible for printing is not always automatically enabled.

Solution:

Enter the Services screen (by control panel or services.msc)

Go to Printer Spooler service and make sure the status is **automatic** and not manual.

Whether you already installed a PDF before, please remove it and reinstall the application.

After the reinstallation a PDF printer will be added to the IIS server.

Please note that it is impossible to generate a report to PDF without the print spooler service enabled.

Whether the IT department does not approve installing or modify these components you must work with HTML reports only.