iBrowse Troubleshooting Manual

TKSQL and **iBrowse**

V1. 05.11.01, SP5 November 2, 2011



Synerion technical documentation and the product(s) described herein are protected by one or more copyrights, patents, foreign patents trademarks or pending applications. No part of this publication may be reproduced or transmitted into any human or computer language in any form or by any means, stored in a retrieval system, transmitted, redistributed, translated or disclosed to third parties, or decompiled in any way including, but not limited to, photocopy, photograph, electronic, mechanical, magnetic or manual without the expressed written permission of Synerion, or its licensors, if any.

All copies, so authorized, contain a full copy of this copyright notice.

Synerion products are licensed products. The product licenses convey the right to use only those specific products, components, modules, features and/or functions specified in the license agreement or contract. This publication may mention or reference products, components, modules, features and/or functions that are not part of a particular license agreement. The customer is not entitled to the receipt of, or use of, any other products, components, modules, features and/or functions that may be referenced in any documentation provided to customer unless additional license fees are paid and an appropriate license agreement is duly executed. Synerion obligations with respect to its products and services are governed solely by the agreements under which they are provided.

This publication is furnished for informational use only and should not be construed as a commitment by Synerion. The information could include technical inaccuracies or typographical errors. Every effort has been made to make this publication as complete and accurate as possible, but it is provided "as is" without warranty of any kind, what so ever, either expressed or implied, including, but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non- infringement. Synerion may make improvements and/or changes in the program(s), product(s), and/or applications described in this publication at any time without notice. Due to continuous development of Synerion Products, information published in this document may become obsolete.

Third-party products, services, or company names referenced in this document may be trademarked or copyrighted by their respective owners, and are for identification purposes only.

Notice of Proprietary Rights

All Synerion products are licensed. This document and related products are protected amongst others by copyright and distributed under licenses restricting their use, reproduction, distribution, or decompilation. It is illegal to use any Synerion product, or Synerion product components, modules, features and/or functions that have not been properly licensed through Synerion. This document may reference products, components, modules, features and/or functionality that are not part of your license agreement. Their inclusion or mention in this documentation does not constitute entitlement for receipt or use.

Table of Contents

Overview	4
LOGIN ERRORS	5
Error Message: Error While Open File SYSCNF.DBF	6
Error Message: Internet Explorer Cannot Open the Internet Site	8
Error Message: Cannot Connect to COM+	10
Error Message: Login Failed for User	11
Error Message: Server Error in Application '/', Configuration Error	13
Unable to Install iBrowse on Windows Server 2003	15
Error Message: UserLoginSql.dll is Not Registered	16
Error Message: Active X Component Can't Create Object	18
User is Asked to Enter User Name and Password Even Though Working With Wind Authentication	ows 19
Error Message: The.Dll Could Not be Loaded	21
Error Message: Cannot Connect to Com+. Retrieving the COM Class Factory for Component with CLSID	24
Error Message: Please Update Database - Missing Field in Table CutOff_H	25
Error Message: Runtime Error Upon iBrowse Login	26
Error Message: Could Not Load File or Assembly System Web Extensions	28
Active Directory	29
Error Message: Unable to Access Receive User Name on Network	30
Error Message: Table Does Not Exist	32
Users Need to Enter User Name and Password After Entering iBrowse	35
Reporting Errors	38
Error Message: Run Standard Report Failed Loading Irepsql.dll	39
Error Message: Printer Error - Check Printer Driver	40

Error Message: Cannot Create the File <file name=""></file>
Reports Do Not Print to .PDF
Error Message: Error of Microsoft OLE DB Provider for SQL Server
MS Excel Report Opens in a Separate Window46
Error Message: The Remote Procedure Call Failed
Miscellaneous Errors
When the Employee Sends an Absence Request, Supervisor Receives HTML File 50
Error Message: Cannot Change Active Connection Property
Error Message: Object doesn't support this property or method: 'TreeView1.onselectedindexchange'
Error Message: Column Name 'Cat00' Appears More than Once in the Result Column List
Error Message: Column Name 'Cat00' is Specified More Than Once in the Set Clause. 55
ENTERING THE SYSTEM VIA ACTIVE DIRECTORY
Defining the IIS57
Defining the Required IIS Configuration for Windows Server 2008
Defining the iBrowse.ini File64
How to Define the User Identification by Windows Logon User Name
How to Define the User Identification by Active Directory
CREATING A WINDOWS USER WITH MINIMUM AUTHORIZATIONS

Overview

This guide documents troubleshooting topics and their accompanying solutions, for the iBrowse application.

The error types are as follows:

- Login Errors
- Active Directory Errors
- Reporting Errors
- Miscellaneous Errors

Login Errors

The following section describes errors encountered upon login to the system.

Error Message: Error While Open File SYSCNF.DBF

Error Message	Error While open file syscnf.dbf
Error Number	364
Version	ТК 2000
Description of the Problem	This message is received when logging in to iBrowse. The mapping for the data folder does not exist or the user activating the COM+ objects does not have the correct authorizations.



- 1. On the server where iBrowse is installed, check the mappings for the Synerion folder in the **iBrowse.ini** file:
 - a. From C:\Windows, open IBrowse.ini.
 - b. Verify that **DATA_PATH** exists, with a defined value, as shown here.



- c. If it does not exist, define **DATA_PATH** with the path of the data folder.
- d. Alternatively, open **IBView.exe**. From your desktop, click the link. The **iBrowse.ini Manager** is displayed.
- e. In **Data Path**, verify that a mapping has been defined. If not, enter it here.

ite Name SYS_F	PARAM		ows c	omputer DK-SHIFRA
Mandatory Fie	lds			
DataBase Type	ISUL	•		
Data Source	DK-ASAFD			
Database	TKSQL_AUTOMATIO	N_ASAFD		
Data path	C:\myProjects\tksql\S	ystem 📃 🛄		
Language	ENGLISH			
Optional Field	ls	AD Damain	ADM Co.	No. 201
Parent Page			Агмтіх	
Start Page		AD Employee Field	APM No Link	No 💌
Magnetic card		AD Account Field	XLS Reports	No
EmpVall	No	IP Address	PDF Reports	No
Display Daily Ms	9 No	IP Profile Shift		
SQL Connctio	n String			
User ad		Password		Windows Authentication
6188469FA058	A8BCBE3C234D6432E695	8BBF53D774C168F150F1D001934C08DA9	5307FC0F67687E672805A4	36476996B377E5621BFEE9
<				>
Provider=SQL0	ILEDB.1;Initial Catalog=TKS	QL_AUTOMATION_ASAFD;User Id=ad;Pas	sword=;Data Source=DK-AS/	AFD
,		1 1 1	1	

2. If the problem is due to the user's lack of authorizations, check the user's authorizations to the Synerion folder.

Error Message: Internet Explorer Cannot Open the Internet Site

Error Message	Internet Explorer cannot open the internet site
Error Number	N/A
Version	All versions
Description of the Problem	This error is received when logging in to iBrowse. This is a Microsoft bug that has not been fixed, and is derived from one of the automatic updates from IE 6/7 or Windows XP. Click here for possible solutions in the Microsoft site.

- 1. Upgrade to Internet Explorer 8.
- 2. Disable the Skype add-ons. Do as follows:
 - a. Open Internet Explorer.
 - b. From the menubar, select Tools > Manage Add-ons. The Manage Add-ons screen is displayed.
 - c. In the **Name** column, in the **Skype Technologies SA** section, right-click the first row, and select **Disabled**. As a result, the **Status** column is displayed as **Disabled**.
 - d. Repeat for all other rows in the **Skype** section.

Manage Add-ons							
View and manage your Inter	rnet Explorer add-ons						
Add-on Types	Name	Publisher 🔺	Status	File date	Version	Load time	^
Toolbars and Extensions	SmartSelect Class	Adobe Systems, Incor	Disabled	6/19/2010 11:34	9.3.3.177	(0.00 s)	
Search Providers	Google Inc						
	Google Toolbar	Google Inc	Enabled	12/7/2009 10:43	631014	0.09 <	
A Indrivate Eiltering	Google Toolbar Helper	Google Inc	Enabled	12/7/2009 10:43	6.3.1014	0.00 s	
*#In Private Pittering	Google Toolbar Notifier BHO	Google Inc	Enabled	9/29/2010 6:24 PM	5.6.5612	0.00 s	
	Google Side Bar	Google Inc	Enabled	12/7/2009 10:43	6.3.1014		
	Skupe Technologies SA						
	akype rechnologies am						
	Skype add-on for IE	Skype Technologies SA	Disabled	2/8/2010 1:28 PM	4.2.0.4997		
	Skype add-on for Internet Ex	Skype Technologies SA	Disabled	2/8/2010 1:28 PM	4.2.0.4997		
	Not Available						_
Show:	# Decemb		Foshlad				
Currently loaded add-ons 🛛 👻	Diagnose Connection Problem	Not Available	Enabled				~
Skype add-on for IE Skype Technologies SA							
Version: 4,2,0,4997 File date: More information		Type: Search fo	Brow Ir this add-on via d	ser Helper Object efault search provider			
						En	able
Find more toolbars and extensions Learn more about toolbars and exter	nsions					Cl	ose

- e. Click Close when done.
- 3. If there are no Skype components, or the problem persists, repeat the procedure for all add-ons. Re-enable them one by one until you identify the problematic component.

Error Message: Cannot Connect to COM+

Error Message	Cannot connect to COM+
Error Number	429
Version	All versions
Description of the Problem	This error is received upon logging in to iBrowse. This error appears because the user who configured the IIS (Internet Information Services) does not have enough authorizations to activate COM+.

E	rror
	Source: icBol.aclsGetICBol
1	Description: 429 Cannot connect to COM+ Please Check: 1. installation of COM+ 2. The Server is Log off but the system use 'Inreractive user' account 3. User account permissions of COM+ are insufficient
	Additional Information: Retrieving the COM class factory for component with CLSID {823B0A35-6650-492F- A5CB-61DAE82539DC} failed due to the following error: 80040154.
	Please Contact System Administrator.

- 1. Ensure that the IIS users and the COM+ users have correct authorizations.
- 2. Define a user as Server Domain Administrator both in IIS and COM+ and verify that the problem is that of authorizations. After iBrowse is working, you can remove the authorizations.
- 3. If the problem persists, manually install **icbol.dll** according to Error Message: The .Dll Could Not be Loaded.

Error Message: Login Failed for User

Error Message	Login Failed for User
Error Number	3149
Version	All Versions
Description of the Problem	This error is received after entering user name and password into the iBrowse login screen. This error message indicates that the user does is not authorized to access the database.

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.

- 1. Provide the user with authorizations to the Synerion database.
- 2. Test the authorizations. From the shortcut on the desktop, open **IBView.exe**. The **iBrowse.ini Manager** is displayed.
- 3. Click the **Connect to Database** button. If you can connect (as shown here) the user is authorized.

fandatory Elok	de		se.milliocadon	C. WINDOWS	Computer DK-SHIFNA	
DataBase Type	SQL		•			
Data Source	DK-ASAFD		•	Refresh		
Database	TKSQL_AUT	DMATION_ASAFD	•			
Data path	C:\myPro	Connection to datab	ase			
Language	ENGLISH					
Parent Page Start Page Magnetic card EmpVal/ Display Daily Msg	No No	IBrowse Install Date format Time format Connection To SQL S	Install ddmnwyyy 24H Server succeede	d	No No No	
SQL Connction	String	[Close		Windows Authentication	Г
6188469FA05BA	.88CBE 3C234D64 EDB.1.1nitial Cata	I32E69588BF53D774C16	8F150F1D00193	Id=ad,Password=;Data Sor	E672805A4364769968377E56218F urce=DK-ASAFD	EE9

Error Message: Server Error in Application '/', Configuration Error

Error Message	Configuration Error: An Error Occurred
Error Number	N/A
Version	All versions
Description of the Problem	This error is received upon logging in to iBrowse. This error occurs when the version of ASP.NET, of the website/active directory where iBrowse is installed, is earlier than 2.0.

.Server Error in '/' Application

Configuration Error

An error occurred during the processing of a configuration file : **Description** required to service this request. Please review the specific error details below .and modify your configuration file appropriately

.'Unrecognized attribute 'xmIns :Parser Error Message

:Source Error

Line 8: \Windows\Microsoft.Net\Framework\v2.x\Config Line 9: Line 10: <configuration xmlns="http://schemas.microsoft.com/.NetConfiguration/v2.0"> Line 11: <configSections: Line 12: <section name="MicrosoftWebControls" type="System.Configuration.NameValueSectionHandler,System,Version=2.C .0.0, Culture=neutral, PublicKeyToken=B77A5C561934E089"/3 Source File : C.\Lavie\Browse\ibrw_web\web.config Line 10:

- On the server where iBrowse is installed, upgrade the ASP.NET version. Do as follows:
 - a. Right-click **My Computer** and select **Properties**. The **Computer Management** screen is displayed.
 - Expand Services and Applications > Internet Information Services > Web Sites > Default Web Site.
 - c. Right-click **iBrowse** and select **Properties**. The **iBrowse Properties** dialog box is displayed.
 - d. Click the **ASP.NET** tab.
 - e. In the **ASP.NET** version field, change the version to **2.0** or higher.

iBrowse Properties	? 🗵
Virtual Directory HTTP Headers	Documents Directory Security Custom Errors ASP.NET
ASP.net	
ASP.NET version:	2.0.50727
Virtual path:	/iBrowse
File location:	C:\iBrowse\ibrw_web\web.config
File creation date:	29/06/2011 15:00:17
File last modified:	04/09/2011 18:18:48
	Edit Configuration
ОК	Cancel Apply Help

f. Click **OK** when done.

Unable to Install iBrowse on Windows Server 2003

Error Message	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\Ibw_web\2.aspx.vb:line 10
Error Number	N/A
Version	All versions
Description of the Problem	This error occurs when logging in to iBrowse. The reason is that IIS6 can work only with a 32- or 64- bit. Therefore, in order to work with iBrowse, set the IIS configuration to 32-bit. If the customer has a different internet application running a 64-bit on the server, do not change the configuration. This problem does not occur in Windows 2008 since the IIS7 does supports both 32- and 64- bit.

To solve this problem:

NOTE: Do not install iBrowse on Windows Server 2003, 64-bits.

- 1. Click **Start > 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

 In the Internet Information Services Manager, in the Web service extension list, ensure that the status of ASP.NET version 2.0.50727 (32-bit) is set to Allowed in.

Error Message: UserLoginSql.dll is Not Registered

Error Message	UserLoginSQL.dll is not registered or not in the current version.
Error Number	N/A
Version	TKSQL
Description of the Problem	This error is received upon logging in to iBrowse. This error might occur while upgrading a version, or when the user (under whose permissions the program was registered) does not exist, is invalid, or changed password.

To solve this problem:

- 1. Ensure that the UserLoginSQL.dll program on the server matches the iBrowse set.
- 2. Manually register the program. From **Start > Run**, enter this command:

C:\WINDOWS\system32\regsvr32.exe UserLoginSQL.dll

- 3. If the error message is still received, it indicates that there is a problem in the registry regarding the **UserLoginSQL.dll** file. Therefore, you must delete all occurrences of the file. Do as follows:
 - a. Download the Registry Crawler tool:

http://registry-crawler.findmysoft.com/

- b. After download, open the Registry Crawler.
- c. In Search For, enter UserLoginsql.dll.

😵 Registry Crawler 4.5	
<u>Elle Yiew I</u> ools <u>H</u> elp	
😹 12 12 🔁 🔋	
A Search / Bookmarks	
Search For: userloginsql.dl	So Cancel
Where to search	How to search
Keys HKEY_USERS	Match case
Values HKEY_CURRENT_USEB	Match whole string
Search Registry on Local Computer	
Search Besults	Set By Type
	Goto Key
	/ Bookmark
	📰 Detais
	ab Edit Data
	Da Copy
	🗶 Delete
	▶@ Egoot
	S3 Replace
	Sector Lookup
Keys Processed: 0 Found: 0	
Ready	NUM

- d. Click Go. In Search Results, all occurrences of the file are displayed.
- e. Click **Control + A** from your keyboard to highlight all the files.

😵 Registry Crawler 4.5			
Eile View Tools Help			
💰 🔂 🎽 🔊 🖇			
A Search / Bookmarks	more		
Sauch Faul			
userloginsql.dl		✓ <u>G</u> o	Cancel
Where to search		How to search	
Keys HKEY_USER	3	Match case	
Walves HKEY_CURR	ENT_USE <u>R</u>	Match whole string	
HEY_LOCAL	_MACHINE	C more thank and	
Data HKEY_CLASS	ES_ROOT		
Search Registry on Local Computer			
Search Besults		Sort Bur Type	
ab Hive HKEY_LOCAL_MACHINE	Key: SOFTWARE\Classes\TypeLib\(AAF6D696-F084-40DF-BA63-7FEA3FE0C3DB)\1.1\0\wn32	^	De Goto Key
Computer: Local	Value: Default Data: C:\myProjects\Vksq\\System\UserLoginSQL.dl		A Daulanali
Hive HKEY_LOCAL_MACHINE	Key: SOFTWARE\Classes\TypeLib\(AAC8A2DC-26DF-4AE1-8D7F-4180FBE8DD86)\1.0\0\win32		/ pookmark
Computer: Local	Value: Default Data: C.\VB_ENV_022010\TKSQL30022010\UterLoginSQL.dl		Detais
Hive: HKEY_LOCAL_MACHINE	Key: S0FTWARE\Classes\CLSID\(F9AE7E2D-F803-4A68-8DDC-C89AE78B36A3)\InprocServer32		ab Edit Data
Computer Local	Value: Default Data: C. \myProjects\Vksql\System\UserLoginSQL.dl		Ba Copy
Hive HKEY_LOCAL_MACHINE	Key: S0FTWARE\Classes\CLSID\(E0EFAE76-9E72-4C77-9092-CFA186EC720C)\InprocServer32		× Delete
Computer: Local	Value: Default Data: C.\myProjects\ksql\System\ <u>UserLooinSQL.dl</u>		In Frank
Hive: HKEY_LOCAL_MACHINE	Key: SOFTWARE\Classes\CLSID\{DF98E875-5F47-4EA4-8833-B9C138EAE723}\\inprocServer32		Export
Computer Local	Value: Default Data: C:\myProjects\lksql\System\ <u>UserLoginSQL.dl</u>		S3 Replace
HIVE HKEY_LOCAL_MACHINE	Key: S0FTWARE\Classes\CLSID\(DE1D9A53-7208-4C6E-87A7-1D3D299140C8)\InprocServer32		Cockup
<	Value: DefaultData: EXm/ProjectsVikso/SustemVilsed.comSQL.dl		
Keys Processed: 283290 Found:	27		
Dearby			NIM
(www)			THORT

f. From the right, click **Delete**. All the files are now deleted.

Error Message: Active X Component Can't Create Object

Error Message	Active X Component Can't Create Object
Error Number	429
Version	TKSQL
Description of the Problem	This error is received upon logging in to iBrowse. It occurs if the DADMINSSQL.dll file did not pass registration.

- 1. Shut down **Component Services**:
 - a. Open Component Services.
 - b. Open Console Root > Component Services > Computers > My Computer > COM+ Applications.
 - c. Right-click icClock, and select Shut Down.
- 2. Register the **DADMINSSQL.dll**.
- 3. Re-start **Component Services** (follow the procedures in **Step 1**, but after right-clicking **icClock**, select **Restart**).
- 4. If the problem continues, via the **REgeMall** utility, unregister and then re-register all the files in the Synerion folder.

User is Asked to Enter User Name and Password Even Though Working With Windows Authentication

Error Message	N/A
Error Number	N/A
Version	TKSQL
Description of the Problem	The user is asked to enter a user name and password, even though the organization is using Windows Authentication.

- Delete all cookies from the user's workstation. Do as follows:
 - a. From Internet Explorer, select Tools > Internet Options. The General tab is displayed.
 - b. In Browsing History, click Delete.
 - c. In the **Delete Browsing History** dialog box, select **Cookies**.
 - d. Click **Delete** at the bottom.

User is Asked to Enter User Name and Password Even Though Working With Windows Authentication

nternet	Options				? 🗙
General	Security	Privacy	Content	Connections	Programs Advanced
Home p	age —				Delete Browsing History
4	To cre	ate home //sharepoi	page tabs, int/	type each ad	Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
Browsii	ng history	Use cu	rrent	Use default	Temporary Internet files Copies of webpages, images, and media that are saved for faster viewing.
Æ	Delete and w	temporar eb form inl lete brows	y files, hist formation. ing history	ory, cookies, s on exit Delete	ave ✓ Cookies Files stored on your computer by websites to save preferences such as login information. History List of websites you have visited.
Search) Chang	e search o	lefaults.		Form data Saved information that you have typed into forms.
Tabs -	Chang tabs.	e how we	bpages are	e displayed in	 Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited. InPrivate Filtering data
Appear	rance Iolors iome <u>settir</u>	Lang Ings are ma	guages	Fonts	Saved data used by InPrivate Filtering to detect where websites may be automatically sharing details about your visit.
			Ok		About deleting browsing history Delete Cancel

e. In the Internet Options dialog box, click OK.

Error Message: The.Dll Could Not be Loaded

Error Message	The .Dll could not be loaded. Check to make sure all application runtime files and other dependant dlls are available in the component dlls directory or the system path.
Error Number	N/A
Version	All versions
Description of the Problem	This error is received when installing +COM components: icRepSql.dll, icbol.dll



 $^{\circ}$ For icbol.dll problems:

1. From **Start > Run**, run **Regsvr.32 icbol.dll**.

	? 🔀
Type the name of a program, folder, documer Internet resource, and Windows will open it fo	nt, or or you.
regsvr32 icbol.dll	~
OK Cancel E	rowse
	Type the name of a program, folder, documer Internet resource, and Windows will open it fo regsvr32 icbol.dll OK Cancel

- Open Component Services, and select Console Root > Component Services > Computers.
- Right click COM+ Applications, and select New > Application. The COM+ Application Install Wizard is displayed.
- 4. Click Next.
- 5. In the **Import or Install a Component** screen, select the **Import Components** That are Already Registered.

Import or insta install a ne	II a component w component or import components that are already registered.
3	Install new component(s).
	Import component(s) that are already registered. WARNING: This will not register interface and method information.
	Install new <u>e</u> vent class(es).
Application:	LCClock
Computer:	My Computer

- 6. Click Next.
- 7. In the **Choose Components to Import** screen, select all the records related to **Icbol.dll**.

Please choose the components you want to import.	V
These are the registered COM components. Select the components you want to import.	<u>R</u> efresh list
Components on: My Computer	
Name	^
ICBOL.clsAttachment ICBOL.clsIbrowseTest ICBOL.clsIcAbs ICBOL.clsIcNotes ICBOL.clsLogin ICBOL.clsPutICEmp ICBOL.clsPutICTc ICBOL.clsPutICTk ICBOL.clsPutICTk	-
ICBOL.iBrowselniClass	<u> </u>

8. Click Next and then Finish.

Hor icRepSql.dll problems:

- 1. Ensure that the lavLibSql.dll file exists in windows/system 32 folder.
- 2. If it does not exist, import it.
- 3. If the **lavLibSql.dll** file exists, open the **COM+ Installation Wizard** perform for this file the same procedure described for **icbol** in the above procedure.

Error Message: Cannot Connect to Com+. Retrieving the COM Class Factory for Component with CLSID

Error Message	Cannot connect to COM. Retrieving the Com class factory for component with CLSID
Error Number	N/A
Version	All versions
Description of the Problem	 This problem occurs when logging in to Windows Server 2008. It is due to activating a policy that causes the .dll files to be unregistered when a new user enters the system. Possible scenarios: In COM+ there is a user defined as ibrowse_user. This user logs on to the server, and exits by logging off. A different user enters the server. As a result, all the components under ibrowse_user (including COM+) become unregistered

To solve this problem:

• Click this <u>link</u>.

Error Message: Please Update Database -Missing Field in Table CutOff_H

Error Message	Please Update Database - Missing Field in Table CutOff_H
Error Number	N/A
Version	All versions
Description of	This error occurs after entering user name and password. Possible reasons are:
the Problem	 The cnfProf table is not updated
	 The user that logs in is assigned to a non-standard pay period (user-defined) and the current period is not defined in TKSQL

To solve this problem:

• Ensure to define the ranges of dates for the user-defined pay periods from current pay period onward.

NOTE: If a customer that already enters a future payroll cycle which was not yet defined with respect to the predefined range of dates, please run global update to the accum code and period key respectively.

Error Message: Runtime Error Upon iBrowse Login

Error Message	Server Error in iBrowse Application - Runtime Error	
Error Number	N/A	
Version	All versions	
Description of	This error message is received when logging in to iBrowse. There are several possible reasons	
the Problem	Duplicate files in the iBrowse folder	
	 Files that aren't updated 	
	Compilation mistakes	
	 Missing installations of Ajax Toolkit or .Net Framework 	

Server Error in '/IBrowse' Application.
Runtime Error
Description: An application error occurred on the server. The current custom error settings for this application prevent the details of the application error from being viewed remotely (for security reasons). It could, however, be viewed by browsers running on the local server machine.
Details: To enable the details of this specific error message to be viewable on remote machines, please create a <customerrors> tag within a "web config" configuration file located in the root directory of the current web application. This <customerrors> tag about then have its "mode" attribute set to "Off".</customerrors></customerrors>
Web.Config Configuration File <configuration> <system.web> <customerrors mode="Off"></customerrors> </system.web> </configuration>
Notes: The current error page you are seeing can be replaced by a custom error page by modifying the "defautRedirect" attritute of the application's <customerrors> configuration tag to point to a custom error page URL.</customerrors>
Web.Config Configuration File <configuration> <custem.web> <custem.webs <custemerors defaultredirect="mycustompage.htm" mode="RemoteOnly"></custemerors> <(system.web> </custem.webs </custem.web></configuration>

- 1. From the **ibrw_web** folder, open the **web.config** file.
- 2. Find the line:

```
<customErrors mode="Off"
```

```
defaultRedirect="Errors.aspx">
```

3. Change the "Off" to "On" (highlighted here):

```
<customErrors mode="On"
defaultRedirect="Errors.aspx>
```

- 4. Login into iBrowse again, and you should receive a message that is more specific than the message that was previously displayed.
- 5. Open **web.config**, and change the on back to off.

Error Message: Could Not Load File or Assembly System Web Extensions

Error Message	Could not load file or assembly System Web.Extensions
Error Number	N/A
Version	All versions
Description of the Problem	This error is received when logging in to iBrowse. It is received if the Ajax Toolkit is not installed.

 $^{\bullet}$ To solve this problem:

- 1. From the **Utils\DotNet** folder, install the **ASPAJAXExtSetup.msi** file.
- Ensure that you have installed .Net Framework (3.5 and up). If not, go to: C:\WINDOWS\Microsoft.NET\Framework

Active Directory

The following errors are related to Microsoft's Active Directory service.

Error Message: Unable to Access Receive User Name on Network

Error Message	Unable to Access User name from the Network Because of Security Limits. Change the File's Properties.
Error Number	12345
Version	TKSQL
Description of the Problem	This error is received when using Single Sign-On (SSO), when entering from Active Directory or via a user name in the domain, and working with Anonymous Access



- 1. Right-click **My Computer** and click **Manage**.
- 2. Select Computer Management > Services and Applications > Internet Information Services > Websites > Default Web Site.
- 3. Right-click **iBrowse**, and select **Properties**. The **iBrowse Properties** dialog box is displayed.
- 4. Click the **Directory Security** tab.
- 5. In the Anonymous Access and Authentication Control area, click Edit. The Authentication Methods dialog box is displayed.
- 6. Do as follows:
 - a. At the top, clear Anonymous Access for selection.
 - b. At the bottom, enable Integrated Windows Authentication.

HITP Headers	Custom Error	s ASP.	NET
Virtual Directory	Documents	Directory Se	curity
nonymous access and au Enable anony authentication	Ithentication control Imous access and edit th In methods for this resourc	e e. Edit	
ddress and domain n Grant or de IP addresse	Anonymous acces No user name/passwo Account used for ano User name: USR_	s ord required to access thi nymous access: EVANR	s resource. Browse.
ecure communications Require sec enable clier resource is	Password: Allow	w IIS to control password	
	Authenticated access For the following auther are required when - anonymous - access is re Digest authentication Basic authentication	entication methods, user access is disabled, or stricted using NTFS acce on for Windows domain s on (password is sent in clo	name and passwo ess control lists servers ear text)
	Default domain:		Select.
	Realm:	hq.lavie.co.il	Select.
			1000

c. Click **OK** and then **OK** again.

Error Message: Table Does Not Exist

Error Message	Table does not exist
Error Number	3127
Version	All versions
Description of the Problem	This error is received when using Single-Sign On (SSO), entering from Active Directory. The error is due to the COM+ not identifying the LDAP server according to what is written in ibrowse.ini.

	Error
	Source: Module : [getUserNameAndPasswordAd] . 'User=oved'
<u></u>	Description: 3127 Table does not exist.
	Please Contact System Administrator.
<u>Error</u> Identification	

To solve this problem:

1. Review and implement Entering the System via Active Directory.

NOTE: If there is a problem with authorizations, at the time of the installation, the user who is defined in COM+ will be in the Administrators group in the domain, and after the installation, remove the authorities. See the iBrowse installation manual for more information.

2. Register the domain name in **ibrowse.ini** in the following format:

DOMAIN=LDAP://hq.lavie.co.il

NOTE: If you need, you can use the 3.aspx file for additional information regarding this error. This file is found in the iBrowse "root", for example: http://localhost/ibrowse/3.aspx.

3. Use **IBView.exe** in order to test the problem.

- a. Click the **Get AD User** button. This opens a screen by which you can simulate entering iBrowse for each domain user.
- b. Check that the name given in the domain parameter of the ibrowse.ini is valid.

This can neutralize any authorizations problems that derive from using COM+.

- 4. If **3.aspx** and **Ibview.exe** return valid information, the problem is probably authorities for the COM+ user. If so, do as follows:
 - Define the COM+ user as a Domain Admin (NOT Local Admin). If this solves the problem, then define read authorities to the Active Directory for the user defined running the COM+.
 - b. Run **IBview.exe** as the COM+ user. Do this by logging in to the server as the COM+ defined user, if this point the **IBView.exe** displays an error message, then define read authorities to the Active Directory for the user defined running the COM+.

DataBase Type	IS SQL		-			
Data Source	QA-RONEN		▼ Refresh			
Database	IBSQLSOX					
Data path	d:\MyProjects\TKSQL\SY	STEM		🕞 Get	user and password	d from active directory
Language	HEBREW		-	Get	user and passw	vord from active directory
ptional Fields Parent Page Start Page Magnetic card EmpVall Display Daily Msg	userpswad.aspx No v	AD Domaim AD Employee Field AD Account Field IP Address IP Profile Shift	LDAP://hq.lavie.co.il physicalDeliveryOfficeNam sAMAccountName	Admin	oved 215 215 1212 1881500574	Current Windows User Windows User Employee Id from Active Directory EmployeeId from Active Directory EmployeeId to Find in DB iBrowse User Name iBrowse Password
User sa	EDB.1.1mitial Catalog=IBSQLS	Password DX;User Id=sa;Passw	vord=;Data Source=QA-RONE	SELE object	CT physicalDeliveryO tClass='user' AND sAM	fficeName FROM 'LDAP://hq.lavie.co.il' WHERE /AccountName='oved'

a. To find the domain name, right-click **My Computer**, select **Properties**, and click the **Computer Name** tab. The domain name is in the middle.

	Automatic Updates	Remote
General Control Control	Compute Name	Hardware
Windows use on the netwo	es the following information to iden rk.	tify your computer
Computer <u>d</u> escription:		
	For example: "Kitchen Compute Computer".	er'' or ''Mary's
Full computer name:	oved-levi.hq. avie.co.il	
)omain:	hg.lavie.co.il	
D. Fo rename this compute	er or join a domain, click Change.	Change

b. Click **OK** to close.

Users Need to Enter User Name and Password After Entering iBrowse

Error Message	N/A
Error Number	N/A
Version	All versions
Description of the Problem	After defining Active Directory, when entering iBrowse, a dialog box appears asking for user name and password.

Connect to locall	iost	? 🔀
	E E	
The server localhost password. Warning: This serve password be sent in without a secure cor	at localhost requires a userna r is requesting that your usern an insecure manner (basic aul inection).	ime and iame and thentication
User name:	12	~
Password:		
	Remember my password	
	ОК	Cancel

To solve this problem:

There are several possible solutions.

- In **Tools > Internet Options**, do as follows:
 - a. Click the **Custom Level** button.
 - b. In Security Settings Internet Zone, if Prompt for User Name and Password is selected, clear the selection.



- Check that the user who is entering iBrowse is found in the IIS domain.
- Check if the user, under whose authorizations the Application Pool runs, has appropriate authorizations.
- In the IIS, in Sites > Default Website > iBrowse > Authentication, Anonymous Authentication should have the corresponding status of Enabled.

File View Help			
ionnections ,• 🔒 🖄 🔗	Authentication		
Start Page (IM2K804)zobar)	Group by: No Grouping		
Application Pools	Name 🔺	Status	Response Type
⊡ 🚺 Sites	Anonymous Authentication	Enabled	
😑 🌍 Default Web Site	ASP.NET Impersonation	Enabled	
aspnet_client	Basic Authentication	Disabled	HTTP 401 Challenge
Ibrowse	Digest Authentication	Disabled	HTTP 401 Challenge
	Forms Authentication	Disabled	HTTP 302 Login/Redirect
	Windows Authentication	Enabled	HTTP 401 Challenge

- In the IIS, in **Windows Authentication**, add **Kerberos** as a "provider". Do as follows:
 - a. On the right side under Actions, select Providers.
 - b. In the **Providers** dialog box, in **Available Providers**, select **Kerberos**, and click **OK**. It will then appear in **Enabled Providers**, as shown here

🕞 Internet Information Services (IIS) Manager		
	ites 🔸 Default Web Site 🔸	IBrowse	😰 🖂 🟠 l 🕲 •
File View Help			
File View Help Connections Co	Group by: No Group Mame Manonymous Authentic Asp.NET Impersonatic Basic Authentication Digest Authentication Forms Authentication Windows Authenticati	ation roviders Enabled Providers: NTLM Negotiate Move Up Negotiate:Kerberos Select a provider from the list of available providers and click Add to add it to the enabled providers. Available Providers: Available Providers: Add OK Cancel	Alerts ▲ Click here to learn how to configure Extended Protection. ▲ Kernel mode authentication cannot be used with Negotiable 2 providers. Actions Disable Advanced Settings Providers Providers Online Help
	Features View Co	OK Cancel	

Reporting Errors

The following errors are related to the reporting service.

Error Message: Run Standard Report Failed Loading Irepsql.dll

Error Message	Run Standard Report -1 failed loading lrepsql.dll
Error Number	1
Version	All versions
Description of the Problem	This problem occurs when the ibrowse.ini file contains an invalid mapping of the TK folder.

To solve this problem:

Fix the data in the **DATA_PATH** field in the **ibrowse.ini** file. Do as follows:

- 1. Open the **ibrowse.ini** file.
- 2. For a 32-bit version, write the mapping of the data library
- 3. For TKSQL, write the mapping of the program library and the library under it.

For example: If the program library is in **c:\timekeeper**, the mapping needs to be **c:\timekeeper\tmp**

Error Message: Printer Error - Check Printer Driver

Error Message	Printer Error - Check Printer Driver
Error Number	-3
Version	TKSQL
Description of the Problem	This message is displayed when an employee tries to generate a report

Erro	Source: Interop.ICREPSQLLib Report:RPERIOD1 User: 247 Profile:2 Print As:0 From Date/Period:0 To Date/Period:0 Fromperiod: Tillperiod: Fromyear; Tillyear: nPerCode:0 Lang:1 Explorer:1 Total Employees:3 Employee List: 247, 267, 283,
	Description: -3 PRINTER ERROR: CHECK PRINTER DRIVER
	Please Contact System Administrator.

- Add two users with maximal authorities to the **Users** table:
 - **IBRW**: defined to a primary language
 - **IBR2**: defined to a secondary language

Error Message: Cannot Create the File <File Name>

Error Message	Cannot create the file: file name
Error Number	-8
Version	TKSQL
Description of the Problem	In iBrowse versions prior to 2.09, there were occasional problems printing PDF reports when the DATA_PATH field in the ibrowse.ini file was mapped directly to the TKSQL folder, and not to the sub-folder of the TKSQL library.

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.

- 1. Add a sub-folder to the **DATA_PATH** field in the **ibrowse.ini** file. For example:
 - data_path=c:\tkSql
 - Change data_path=c:\tkSql\tmp
- 2. Ensure that there is extra space on the hard disk.

3. Check the amount of print requests in the spooler of the printer; verify that there is a reasonable amount.

Reports Do Not Print to .PDF

Error Message	N/A
Error Number	N/A
Version	All versions
Description of the Problem	When generating a PDF, an empty page is produced. This problem occurs due to the following: When installing a PDF report generator, a printer is installed on the COM+ server. On the servers, when there is no print server, the service responsible for the printing is not always activated automatically. As a result, a PDF report will not be generated, and the user's workstation will display an empty screen, without an error message. If you try to manually add a printer, you receive an error message stating that the print spooler is not active.

- 1. Define the print service. Do as follows:
 - a. Right-click **My Computer**, and select **Manage**. The **Computer Management** screen is displayed.
 - b. Select Services and Applications > Services.
 - c. In Print Spooler, change the Startup Type to Automatic.

🙀 Services						
Eile <u>A</u> ction <u>V</u> iew	Help					
← → 💽 😭	🗟 🗟 🖬 🕨 🔳 🗉 🖦					
🖏 Services (Local)	🍇 Services (Local)					
	Print Spooler	Name 🔺	Description	Status	Startup Type	Log On As
		NT LM Security Sup	Provides s		Manual	Local System
	Stop the service	CCS INVENTORY S	Automatic i	Started	Automatic	Local System
	Restart the service	🖏 Office Source Engine	שומר קבצ		Manual	Local System
		pcAnywhere Host S	"Allows Re		Manual	Local System
	Description:	Performance Logs	Collects pe		Manual	Network S
	Loads files to memory for later printing.	Plug and Play	Enables a c	Started	Automatic	Local System
	1	Pml Driver HPZ12		Started	Automatic	Local Service
	1	Portable Media Seri	Retrieves t		Manual	Local System
	1	Print Spooler	Loads files	Started	Automatic	Local System
	1	Protected Storage	Provides pr	Started	Automatic	Local System
		QoS RSVP	Provides n		Manual	Local System
		Remote Access Aut	Creates a		Manual	Local System
		Ballemote Access Co	Creater a	Started	Manual	Local System

- 2. If you already installed the PDF prior to this procedure, uninstall and then re-install.
- 3. After installation, copy the file to **system32**.

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

Error Message: Error of Microsoft OLE DB Provider for SQL Server

Error Message	Error of Microsoft OLE DB Provider for SQL Server
Error Number	-1
Version	From Version 9.0 and higher
Description of the Problem	For some customers, the TK server is different than the iBrowse server. In such a situation, the automatic installation installs some of the TK components in the iBrowse server in the ibrw_tksql folder. Certain reports use the data in the tksql.ini file in order to create a link to the database.

To solve this problem:

• Copy the tksql.ini file from the TK server to the **ibrw_tksql** folder on the iBrowse server.

MS Excel Report Opens in a Separate Window

Error Message	N/A
Error Number	N/A
Version	All versions
Description of the Problem	When printing reports to MS Excel or CSV, the report opens in a new window, while at the same time, the window where it is supposed to open remains empty. This problem occurs primarily in Office 2007, where the default settings are to open documents in new and separate windows.

 $^{\circ}$ To solve this problem, on the client computer, do as follows:

- For **Office 2007**, in order to open a document from the same window, you must modify Registry data.
 - [HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Word.Document.8] "BrowserFlags"=dword:80000024
 - [HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Word.Document.12] "BrowserFlags"=dword:80000024
- Excel 2007:
 - [HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Excel.Sheet.8]
 "BrowserFlags"=dword:80000A00
 - [HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Excel.Sheet.12] "BrowserFlags"=dword:80000A00
- Office 2003:
 - See the following link.

Error Message: The Remote Procedure Call Failed

Error Message	The remote procedure call failed
Error Number	-214702370
Version	All versions
Description of the Problem	While generating a report from inside iBrowse, the COM+ crashed.

\checkmark To solve this problem:

- 1. Check that the report file (to which iBrowse refers) in the **TK** folder is updated. Check also **lavlibSQL.dll**, under the **TK/Windows** directory.
- 2. If there are any calculations in the report, disable them. Do as follows:
 - a. From the TKSQL menubar, select Setup > Add/Edit Configuration Files
 > Edit View System Environment Definitions. The System
 Configuration screen is displayed.
 - b. Click iBrowse.
 - c. In Calculate when Producing Reports, select No.

System Configuration		
? 🔍 🖹 🗎 📭		
 System Configuration General Configuration Dealer Security & Authorization Language Date & Time Printer & Printing Daily File Structure Employee File External Programs Key Fields Format BackUp Browse Multiple Supervisors B Clock Polling Program Extensions Absences Time Scheduling (TSM) Hotel Staff Costing E-Mail SmartPhone and Self Serv 	Browse Co Mail for sending security problem Number of Days for Retro Abs Requests Absence Balance Display SQL Server Name Employee Sign Daily Category Administrator Sign Daily Category Transfer Data to TK Only After Supervisor Signoff Maximum iBrowse Users Current No. of iBrowse Users Current Amount of IBrowse Administrators Current Amount of IBrowse Administrators Lock Records after Supervisor SignOff Transfer CLOCK to TimeKeeper Calculate When Producing Reports	nfiguration Settings
	[Yes No No Also For Any Printing

- 3. In the event log, check if there are any errors related to the system. Usually the error headings are written in one of the following possibilities:
 - TimeKeeper SQI
 - VBScript
 - COM+

According to the error's description, you can identify to which .dll there is a problem.

Miscellaneous Errors

The following section describes miscellaneous errors.

When the Employee Sends an Absence Request, Supervisor Receives HTML File

Error Message	N/A
Error Number	N/A
Version	All versions
Description of the Problem	When the employee sends an absence request through iBrowse, the supervisor receives HTML code in his em ail.

<hr/> HTML>								
<head></head>								
<meta content="text/html; charset=utf-8" http-equiv="Content-Type"/>								
<title>Request for planned absences</title>								
<meta content="TIMEKEEPER,IBROWSE,APM,APMFIX" name="keywords"/>								
<pre><meta content="APMFIX.EXE" name="generator"/></pre>								
<style></td></tr><tr><td>.emp { color:navy; }</td></tr><tr><td><pre>body { text-align:left; }</pre></td></tr><tr><td>.od { color:red; }</td></tr><tr><td>.deleted { color:pink; }</td></tr><tr><td></style>								
<body dir="LTR"></body>								
To:								
<pre>Pilpel Nurit (Employee # 1143)</pre>								
TimeKeeper was updated with the following Absence Request information for Chalaf Tamir (Employee								
# 567) 								
<table :="" border="2" bordercolor="#a0a0a0" cellpadding="3" cellspacing="0" width="92%"></table>								
<pre><tr><td><b style="color: navy">From:<td><b style="color: navy">To:<td><b style="color:</pre></td></tr><tr><td>navv">Absence Code</td></td></td></tr><tr><td><tr><td><span_dir=ltr>20/10/2009<tddir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<td< td=""></td<></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></span_dir=ltr></td></tr><tr><td>Vacation</td></tr><tr><td></td></tr><tr><td><pre><n>To approve or deny these requests, please use TimeKeener S0L.<n><h><n></n></h></n></n></pre></td></tr></td></tr></pre> /n>/n>	<b style="color: navy">From: <td><b style="color: navy">To:<td><b style="color:</pre></td></tr><tr><td>navv">Absence Code</td></td>	<b style="color: navy">To: <td><b style="color:</pre></td></tr><tr><td>navv">Absence Code</td>	<b style="color:</pre></td></tr><tr><td>navv">Absence Code	<tr><td><span_dir=ltr>20/10/2009<tddir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<td< td=""></td<></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></span_dir=ltr></td></tr> <tr><td>Vacation</td></tr> <tr><td></td></tr> <tr><td><pre><n>To approve or deny these requests, please use TimeKeener S0L.<n><h><n></n></h></n></n></pre></td></tr>	<span_dir=ltr>20/10/2009<tddir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<td< td=""></td<></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></span_dir=ltr>	Vacation		<pre><n>To approve or deny these requests, please use TimeKeener S0L.<n><h><n></n></h></n></n></pre>
<b style="color: navy">From: <td><b style="color: navy">To:<td><b style="color:</pre></td></tr><tr><td>navv">Absence Code</td></td>	<b style="color: navy">To: <td><b style="color:</pre></td></tr><tr><td>navv">Absence Code</td>	<b style="color:</pre></td></tr><tr><td>navv">Absence Code						
<tr><td><span_dir=ltr>20/10/2009<tddir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<td< td=""></td<></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></span_dir=ltr></td></tr> <tr><td>Vacation</td></tr> <tr><td></td></tr> <tr><td><pre><n>To approve or deny these requests, please use TimeKeener S0L.<n><h><n></n></h></n></n></pre></td></tr>	<span_dir=ltr>20/10/2009<tddir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<td< td=""></td<></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></span_dir=ltr>	Vacation		<pre><n>To approve or deny these requests, please use TimeKeener S0L.<n><h><n></n></h></n></n></pre>				
<span_dir=ltr>20/10/2009<tddir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009dir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<tddir=ltr>20/10/2009<td< td=""></td<></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></tddir=ltr></span_dir=ltr>								
Vacation								
<pre><n>To approve or deny these requests, please use TimeKeener S0L.<n><h><n></n></h></n></n></pre>								
(HTM)								

- Open the **TKSQL** folder on the IIS server and import the following files:
 - lavMail4SQL.dll 18/07/2009
 - ApmFixSQL.dll 10/08/2009

Error Message: Cannot Change Active Connection Property

Error Message	Cannot change the Active Connection property of a Recordset object which has a command object as its source
Error Number	3707
Version	TKSQL
Description of the Problem	This problem occurs when entering the daily or period screens. It occurs when the iBrowse Stored Procedure is not updated (usually those related to default tasks). This problem might occur when the user defined in ibrowse.ini file has connectivity authorizations to open a connection to the database but does not have
	authorizations to the database.

- To solve this problem:
 - For the first problem described above, run storedProc.sql
 - Update the user's authorizations or update iBrowse

Error Message: Object doesn't support this property or method: 'TreeView1.onselectedindexchange'

Error Message	Object doesn't support this property or method: 'TreeView1.onselectedindexchange'
Error Number	N/A
Version	TKSQL
Description of the Problem	When the main screen displays, the Supervisors' Tree does not appear; instead, a clock "loading" icon appears.

- 1. Ensure that the end user has an anti-virus and/or firewall installed.
- 2. Even if an anti-virus was not installed, ensure by using a sniffer (such as the Fiddler application see here). If in the header of the query, in the User Agent field, an anti-virus definition was sent, locate the Internet Settings key in the registry, and remove the information about the anti-virus from the User Agent.

Error Message: Column Name 'Cat00' Appears More than Once in the Result Column List

Error Message	Column name 'Cat00' appears more than once in the result column list
Error Number	N/A
Version	All versions
Description of the Problem	The error occurs when the iBrowse profile was defined to display employee/supervisor confirmation but in the system configuration file the manual pay categories (EDS/SDS) were not defined.

VBScript	
8	An error has occured while saving. Column name 'Cat00' appears more than once in the result column list. PutTimeSheetAll(9999,3,XML length:335,01,1,0,0,20100720,2,0,0,0,0,0,99,99,99,99,99,99,1Browse)

- From the TKSQL menubar, select Setup > Add/Edit Configuration Files > Edit View System Environment Definitions. The System Configuration screen is displayed.
- 2. From the hierarchy, select **iBrowse**.
- 3. Define categories for employee/supervisor confirmation in **Employee Sign Daily Category** and **Administrator Sign Daily Category**, for example:

System Configuration		
? 🔍 🖹 🗎 📭		
 System Configuration 	Ē	Browse Configuration Settings
🗉 🔬 Security & Authorization 👘	SQL Server Name	hr
💽 Language 🎒 Date & Time	Employee Sign Daily Category	E.E.S
Printer & Printing	Administrator Sign Daily Category	S.E.S
🦉 Employee File	Transfer Data to TK Only After Supervisor	TK Will Be Transferred Only After Supervisor 💌
	Signoff Maximum iBrowse Users	250
BackUp FI (* Browse)	Current No. of iBrowse Users	166
표 🧑 Time Clock (Polling)	Maximum Amount of IBrowse Administrator	99999
	Current Amount of IBrowse Administrators	45
Program Extensions	Lock Records after Supervisor SignOff	TK records ONLY
Mosences	Transfer CLOCK to TimeKeeper	According to declaration above
🚧 E-Mail	Calculate When Producing Reports	Yes

4. Save when done.

Error Message: Column Name 'Cat00' is Specified More Than Once in the Set Clause

Error Message	Column Name 'Cat00' is Specified More Than Once in the Set Clause
Error Number	3092
Version	All versions
Description of the Problem	The error message occurs after saving because in the general configuration file a counter for a supervisor approval and employee approval wasn't defined.

	Error
	Source: Module : [PutTk] .
	Description: 3092 The column name 'Cat00' is specified more than once in the SET clause. A column cannot be assigned more than one value in the same SET clause. Modify the SET clause to make sure that a column is updated only once. If the SET clause updates columns of a view, then the column name 'Cat00' may appear twice in the view definition.
	Please Contact System Administrator.
Error Identification	

See Error Message: Column Name 'Cat00' Appears More than Once in the

Result Column List.

Entering the System via Active Directory

These procedures enable to skip the IBrowse login page and log into IBrowse automatically by identifying the current network user or by Active Directory identification.

Defining the IIS

In order to enable users to skip the IBrowse login page and log into IBrowse automatically, you need to define the IIS configurations.

To define the IIS:

- 1. From Administrative Tools, open IIS.
- 2. In the left pane, expand the local computer.
- 3. Right-click Web Sites, and select Properties.



The Web Site Properties screen is displayed.

4. From the **Directory Security** tab, click **Edit**.

ISAPI Filters	Home Direc	tory	Documents
Directory Security	HTTP Headers	Custom Errors	ASP.NET
Anonymous access an	d authentication cortrol		
Enable ar authentic	nonymous access and ea ation methods for this res	dit the cource.	idit
P address and domain	name restrictions		
Grant or o IP addres	deny access to this resou ses or internet domain na	irce using ames.	
		E	Edit
Secure communication	18		
Enable the Wind	dows directory service ma	apper	

The Authentication Methods screen is displayed.

5. Select Integrated Windows authentication, and click OK.

Authenticatio	on Methods 🛛 🛛 🔀	
Anonymo No user nam	us access e/password required to access this resource.	
Account use	d for anonymous access:	
User name:	IUSR_EVANR Browse	
Password:		
	Allow IIS to control password	
Authenticate For the follow are required - and - acc	d access ving authentication methods, user name and password when onymous access is disabled, or cess is restricted using NTFS access control lists	
📃 Digest au	thentication for Windows domain servers	
Basic authentication (password is sent in clear text)		
Default do	main: Select	
Realm:	hq.lavie.co.il Select	
Integrated	d Windows authentication	
	OK Cancel Help	

The Inheritance Overrides screen is displayed.

6. Click **Select All**, and select all nodes to be affected, and then click **OK**.

The following child nodes also define the value of the property, which overrides the value you have just see below those nodes which should use the new value	e "Authentication Methods" t. Please select from the list
Child Nodes:	
Default Web Site/localstart.asp Default Web Site/Printers	Select All
Default Web Site/browse	
Default Web Site/ibrowse/UserPsw.aspx Default Web Site/ibrowse/UserPswAD.aspx	
Default Web Site/Panorama	
Default Web Site/Panorama Dashboard	
Default Web Site/ibr/UserPsw.aspx	

- From the IIS main screen, in the left pane, under Web Sites > Default Web Site, open the iBrowse directory.
- 8. Right-click userpsw.aspx, and select Properties.

File Action View Help Internet Information Services Internet Information Services EVANR (local computer) Web Sites Default Web Site Image: Services Image: Service Services Image: Service Service Service Service Image: Service S
Internet Information Services Veb Sites Default Web Site Istrep Printers Istrep Printers Istrep <
Internet Information Services Image: Default Web Site Image: Default Share
Keiresii

The userpsw.aspx Properties screen is displayed.

9. From the File Security tab, select Edit.

erpsw.asp	x Properties	?		
File File S	ecurity HTTP Headers Custom Errors /	ASP.NET		
Anonymous	s access and authentication cortrol			
S	Enable anonymous access and edit the authentication methods for this resource.	E dit		
-IP address	and domain name restrictions			
8	Grant or deny access to this resource usir IP addresses or internet domain names.	ng		
		E dit		
C Secure cor	nmunications			
Require secure communications and server Certificate				
	resource is accessed.	View Certificate		
		F 43		

The Authentication Methods screen is displayed.

10. Clear the Anonymous Access check-box, and select Integrated Windows authentication.

Authentication Methods						
Anonymous access						
Account	t used for anony	mous access:				
User na	me: IUSR_E\	/ANR	Brow	/se		
Passwo	rd:					
	🗹 Allow	IIS to control passw	ord			
For the following authentication methods, user name and password are required when - anonymous access is disabled, or - access is restricted using NTFS access control lists Digest authentication for Windows domain servers Basic authentication (password is sent in clear text)						
Defau	ılt domain:		Sele	sot		
Realn	1:	hg.lavie.co.il	Sele	ect		
☑ Integrated Windows authentication						
	ОК	Cancel	Help]		

- 11. Click **OK**.
- 12. From the userpsw.aspx Properties screen, click OK.
- 13. Close the **IIS** screen.
- 14. From your **iBrowse** directory, ensure that the **ibrw_web** folder has read permissions.

Defining the Required IIS Configuration for Windows Server 2008

This procedure enables you to allow getting a username on a workstation running iBrowse:

 \checkmark To define the required IIS configuration for Windows Server 2008:

- 1. In IIS, in Sites > Default Web Site > iBrowse.
- 2. Double-click Authentication.



- In the Authentication screen, set the following:
 - Anonymous Authentication = Disabled
 - Windows Authentication = Enabled



Defining the iBrowse.ini File

This configuration enables to skip the iBrowse login page and log into iBrowse automatically by identifying the current network user or by Active Directory identification. You can do this by modifying the iBrowse.ini file. The iBrowse.ini file is located inside the "WINDOWS" folder on the IIS server.

There are two options:

- User Identification by Windows Logon User Name
- User Identification by Active Directory

How to Define the User Identification by Windows Logon User Name

 $^{\circ}$ To define the user identification by windows logon user name:

- 1. From the **iBrowse** folder, open the **iBrowse.ini** file.
- 2. Enter a new parameter, **START_PAGE=userpsw.aspx**.
- 3. Ensure that the TK user name (employee or supervisor) is identical to the Windows logon user name.
- 4. Optionally, to define a parameter that verifies that the user is defined within the domain, enter **DOMAIN=synerion_domain**.



5. Save when done.

How to Define the User Identification by Active Directory

- \checkmark To define the user identification by active directory:
- 1. From the **iBrowse** folder, open the **iBrowse.ini** file.
- 2. Enter a new parameter, **START_PAGE=userpswAD.aspx**.
- 3. Optionally, enter **DOMAIN=LDAP://[domain_name]** (for example, **LDAP://synerion_domain**).



4. Ensure that no more than one iBrowse supervisor is assigned to each employee.

Creating a Windows User with Minimum Authorizations

To define the Browse authenticated user, use these guidelines:

- 1. When the installation is performed on one or more servers that are found on the same domain, you must perform the installation as a user defined to the domain.
- 2. When installation is performed on different computers on different domains, you must perform the installation with the same user name, with the same password for all domains.
- 3. Give this user database owner authorities on the TKSQL database.
 - a. Prior to the installation, define the user to the administrators group with the following authorities:

Require Authorizations	For Installation	For Work
Belongs to:	Administrators	IIS_WPG, Users, Distributed COM Users, plus authority to connect to several computers simultaneously
TK SQL Database	Database Owner	Database Owner

Server	IIS	COM+	TKSQL	SQL Server
Belongs to:	IIS_WPG	Distributed COM Users	Users that have full authorities to the TKSQL folder	Users plus database owners on TKSQL database

	IIS	SQL2005	TK SQL	COM+	Client
Member of (By Servers):	IIS_WPG	Users	Users	Distributed COM Users	
Share Folder			TKSQL, all the rights		
Remote Registering			TK Components		
Virtual Printer				PDF Spooler, Port Configuration as user	Acrobat Reader
Virtual Directory	IIS definitions				
COM+	Proxy installation including dependency file in system32			COM+ Security DTC, COM+ Installed	
Data Accessibility		Local account as administrat			

		or of			
		database			
Packets	2.0, ASP.NET		VB Runtime	VB	
				Runtime	

b. After installation, remove the authorizations from the target user, and log out.

c. Log in for work purposes with the newly created user.