



iBrowse Troubleshooting Manual

TKSQL and iBrowse

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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**

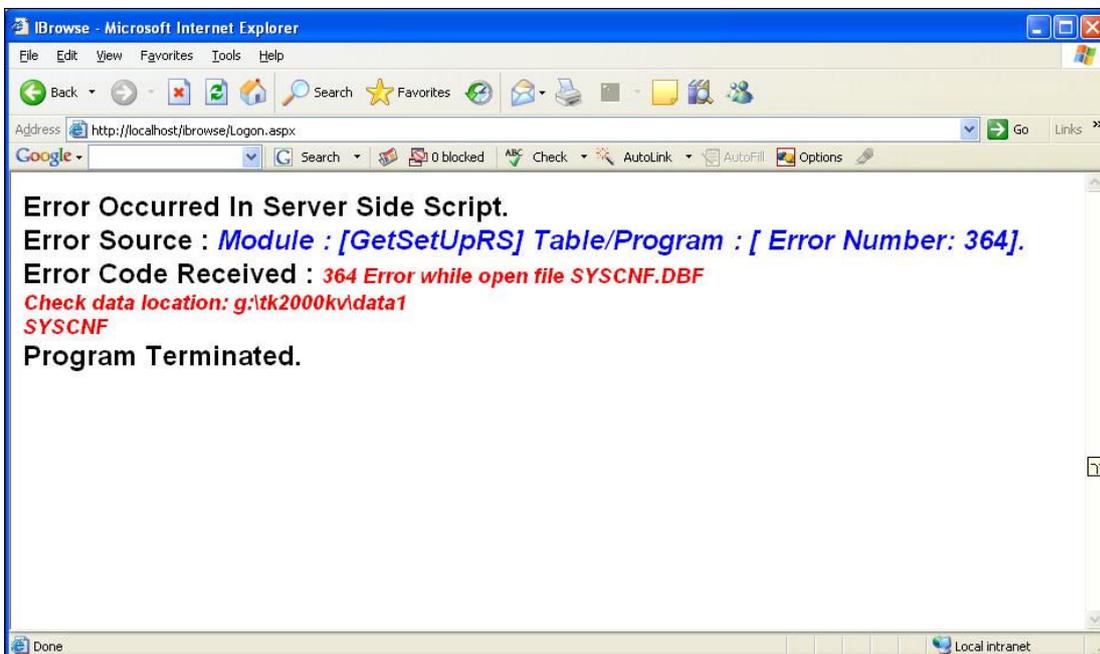
DRAFT

Login Errors

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

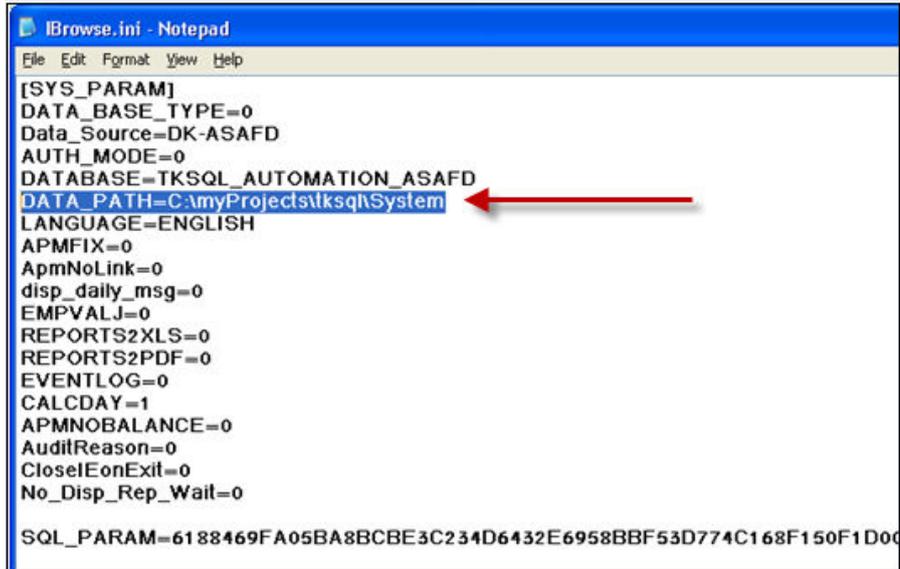
Error Message: Error While Open File SYSCNF.DBF

Error Message	Error While open file syscnf.dbf
Error Number	364
Version	TK 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.



 To solve this problem:

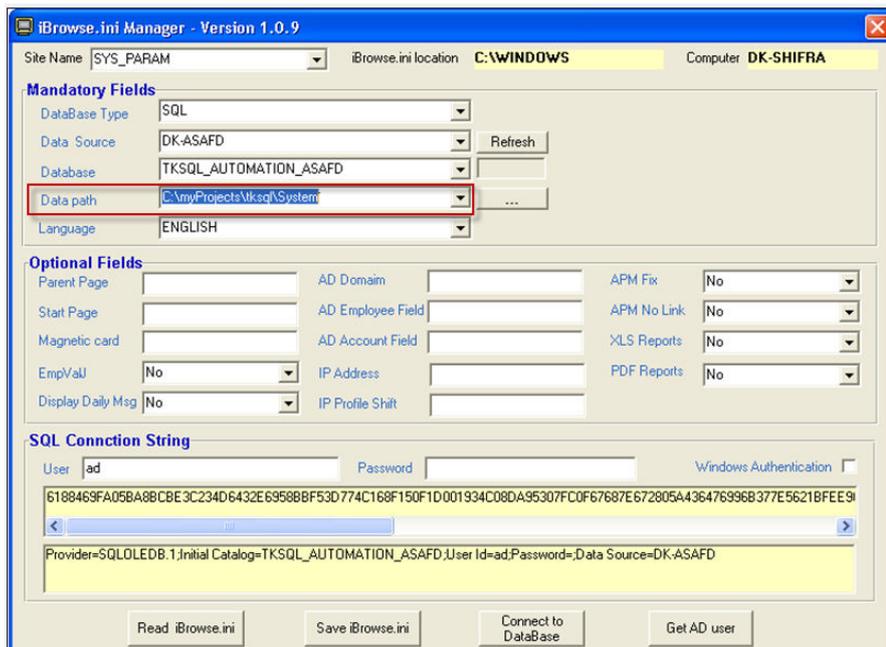
1. On the server where iBrowse is installed, check the mappings for the Synerion folder in the **iBrowse.ini** file:
 - a. From **C:\Windows**, open **iBrowse.ini**.
 - b. Verify that **DATA_PATH** exists, with a defined value, as shown here.



```
ibrowse.ini - Notepad
File Edit Format View Help
[SYS_PARAM]
DATA_BASE_TYPE=0
Data_Source=DK-ASAFD
AUTH_MODE=0
DATABASE=TKSQL_AUTOMATION_ASAFD
DATA_PATH=C:\myProjects\lksql\System
LANGUAGE=ENGLISH
APMFIX=0
ApmNoLink=0
disp_daily_msg=0
EMPVALJ=0
REPORTS2XLS=0
REPORTS2PDF=0
EVENTLOG=0
CALCDAY=1
APMNOBALANCE=0
AuditReason=0
CloseIEonExit=0
No_Dispatch_Wait=0

SQL_PARAM=6188469FA05BA8BCBE3C234D6432E6958BBF53D774C168F150F1D001934C08DA95307FC0F67687E672805A4364769968377E5621BFEE9
```

- 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.



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

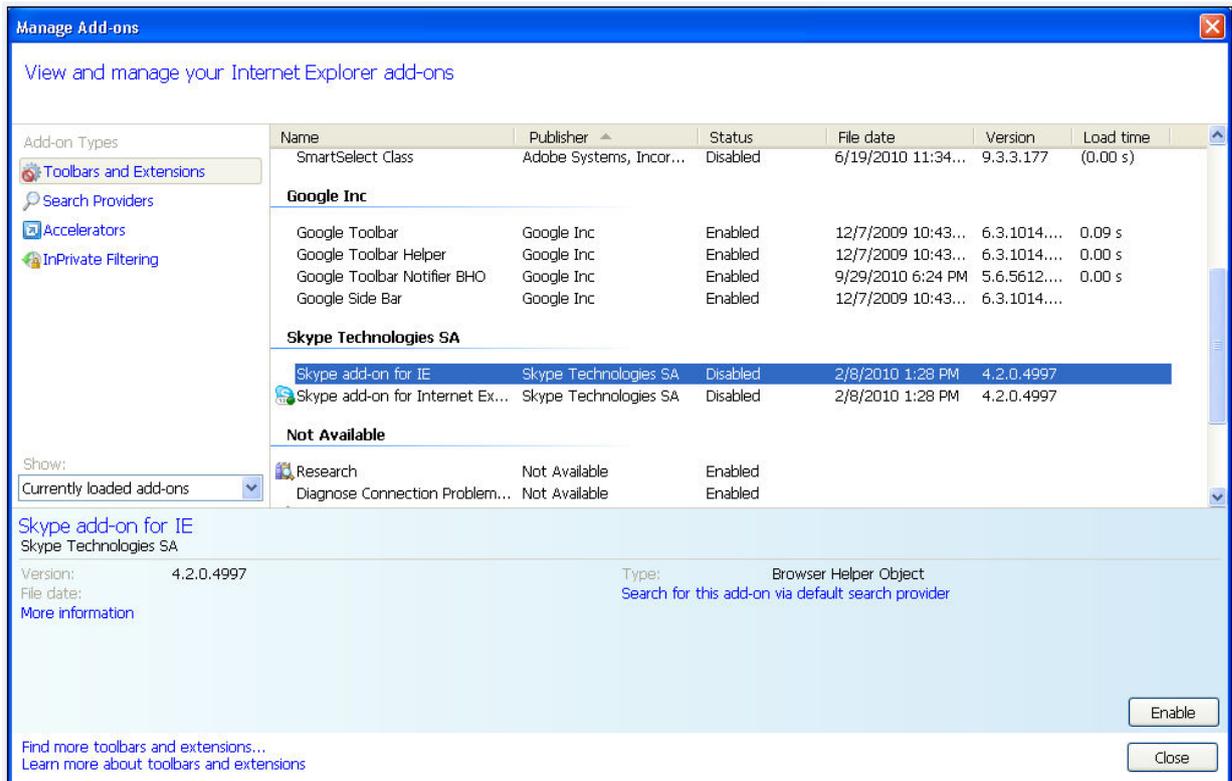
Error Message: Internet Explorer Cannot Open the Internet Site

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.

 To solve this problem:

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.

Login Errors



- 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+.

Error

Source: *icBOL.acIsGetICBOL*

Description: *429 Cannot connect to COM+ Please Check:*

- 1. installation of COM+*
- 2. The Server is Log off but the system use 'Inractive 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.

 To solve this problem:

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**

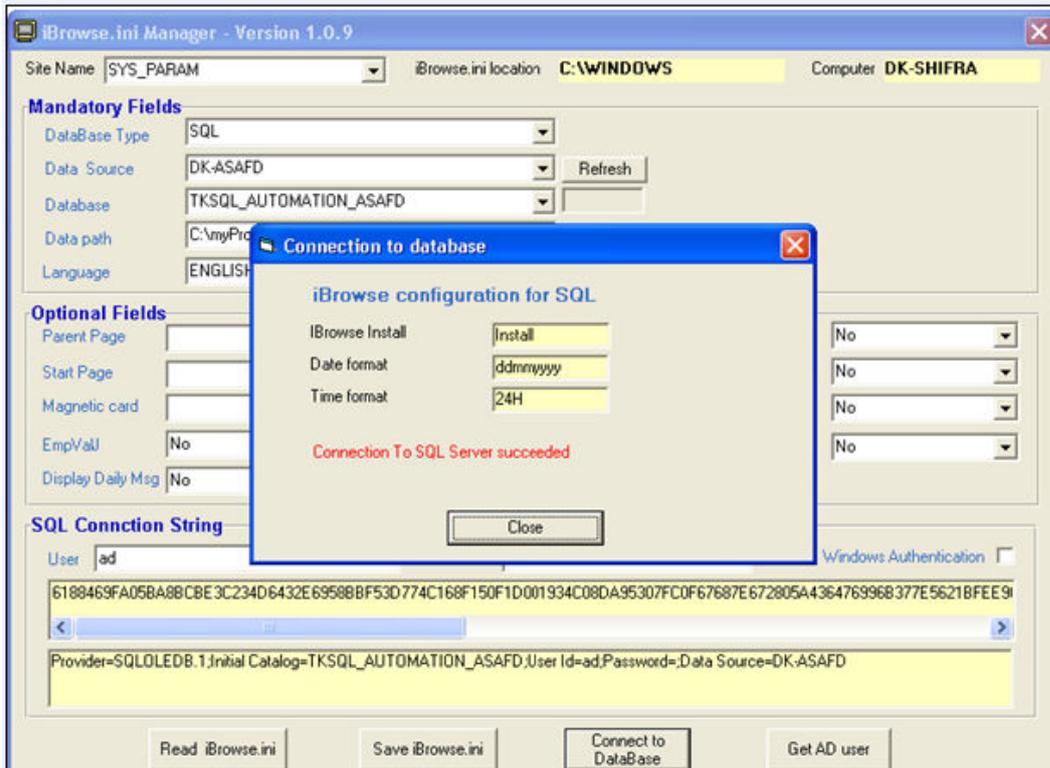
Source: Module : [RunSQLReturnRS] Table/Program : [SELECT param, value FROM Sysext2 WHERE param IN (ADMIN_SIGNS;ADMIN_TYPE;CLOCK_SAVE;POWER_USER;ADMIN_UPD;PP_SOX;IB_MAX_SPVSR;IB_APM_SPVSR)].

Description: 3149 Error.Login failed for user 'LAVIE_DOMAIN\oved'.Line: Set cmd = CreateObject(ADODB.Command)
Please Contact System Administrator.

To solve this problem:

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.

Error Message: Login Failed for User



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 'xmlns' : **Parser Error Message**

: **Source Error**

```

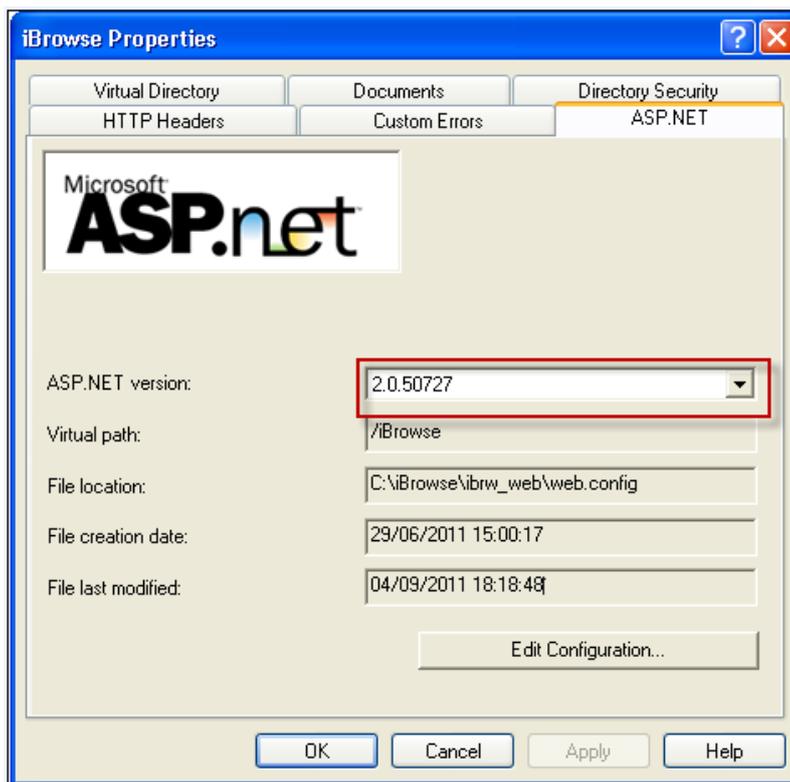
Line 8:      \Windows\Microsoft.Net\Framework\v2.0.50727\Config
Line 9:      -->
Line 10:     <configuration
xmlns="http://schemas.microsoft.com/.NetConfiguration/v2.0">
Line 11:     <configSections>
Line 12:     <section name="MicrosoftWebControls"
type="System.Configuration.NameValueSectionHandler, System, Version=2.0
.0.0, Culture=neutral, PublicKeyToken=B77A5C561934E089"/>

```

Source File : C:\Lavie\iBrowse\ibrw_web\web.config **Line** 10:

 To solve this problem:

- 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.
 - b. 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.



- 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\lbw_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
```

4. 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:

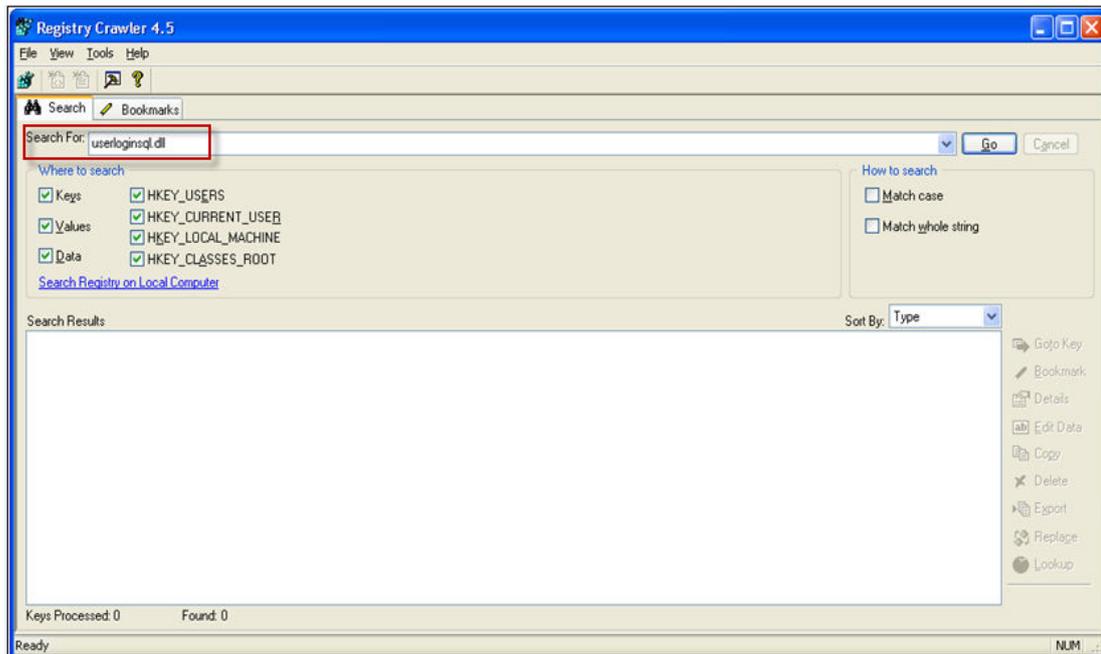
1. Ensure that the UserLoginSQL.dll program on the server matches the iBrowse set.
2. Manually register the program. From **Start > Run**, enter this command:

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

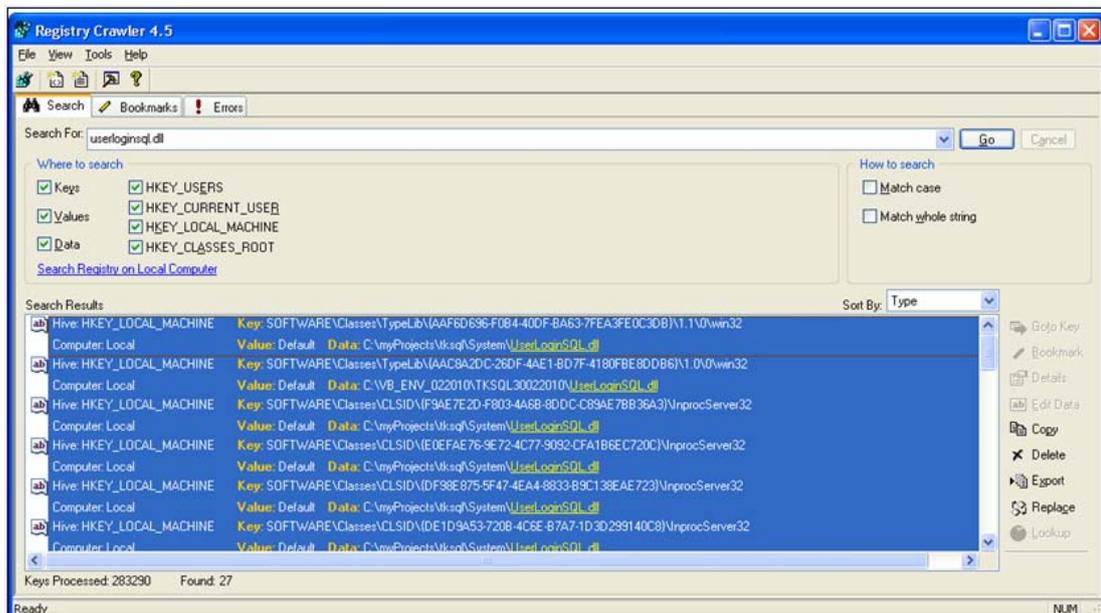
3. If the error message is still received, it indicates that there is a problem in the registry regarding the **UserLoginSQL.dll** file. Therefore, you must delete all occurrences of the file. Do as follows:
 - a. Download the Registry Crawler tool:

<http://registry-crawler.findmysoft.com/>
 - b. After download, open the **Registry Crawler**.
 - c. In **Search For**, enter **UserLoginsql.dll**.

Login Errors



- 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.



- 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.

 To solve this problem:

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

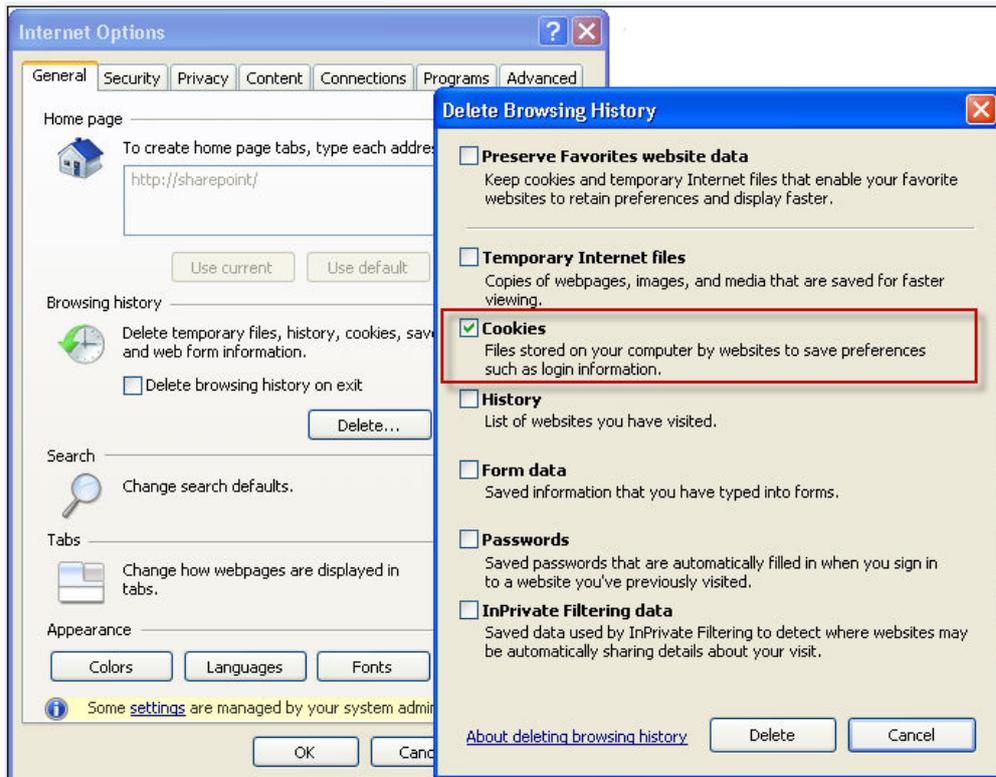
Error Message	N/A
Error Number	N/A
Version	TKSQL
Description of the Problem	The user is asked to enter a user name and password, even though the organization is using Windows Authentication.



To solve this problem:

- 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.

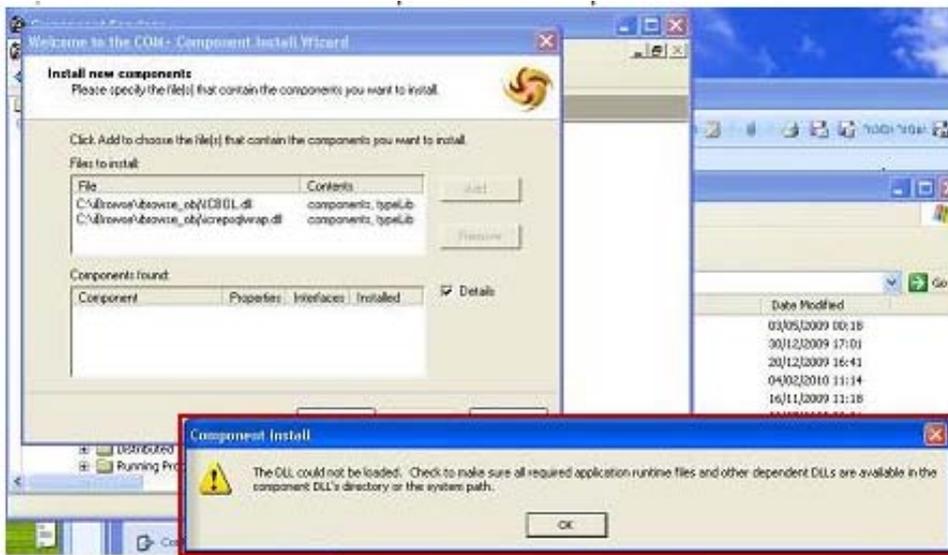
User is Asked to Enter User Name and Password Even Though Working With Windows Authentication



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

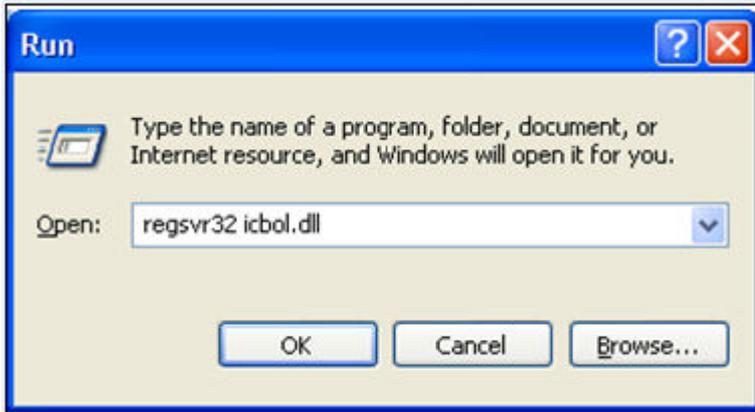
Error Message: The.Dll Could Not be Loaded

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

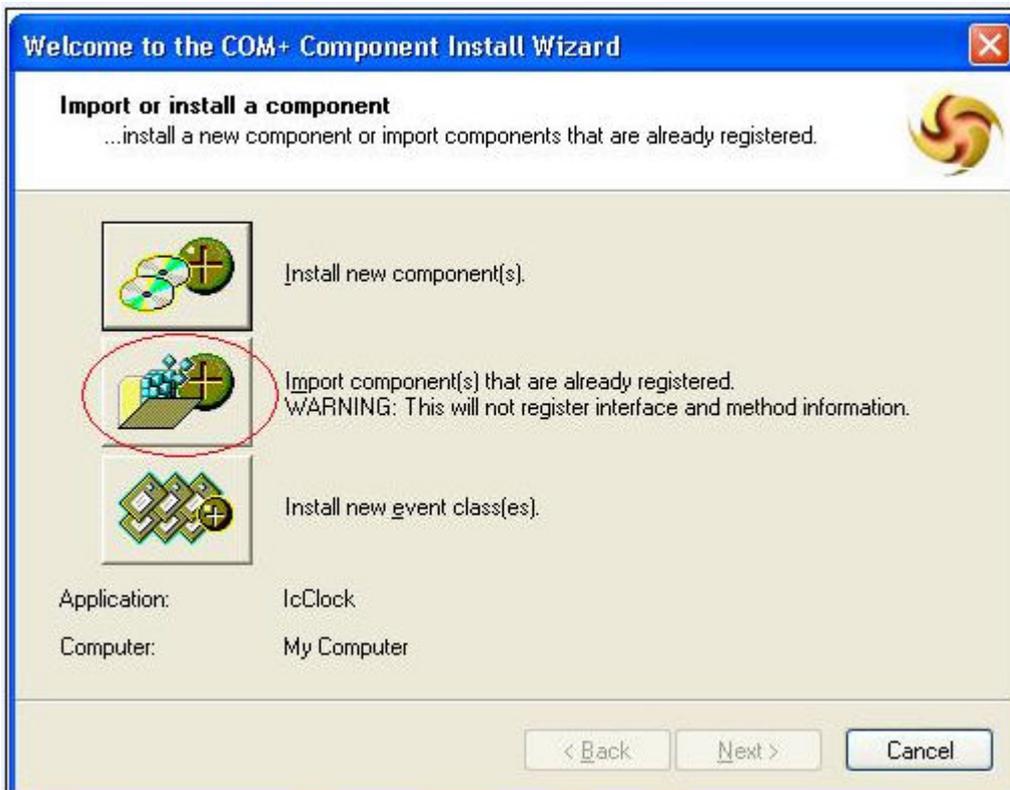


🔧 For icbol.dll problems:

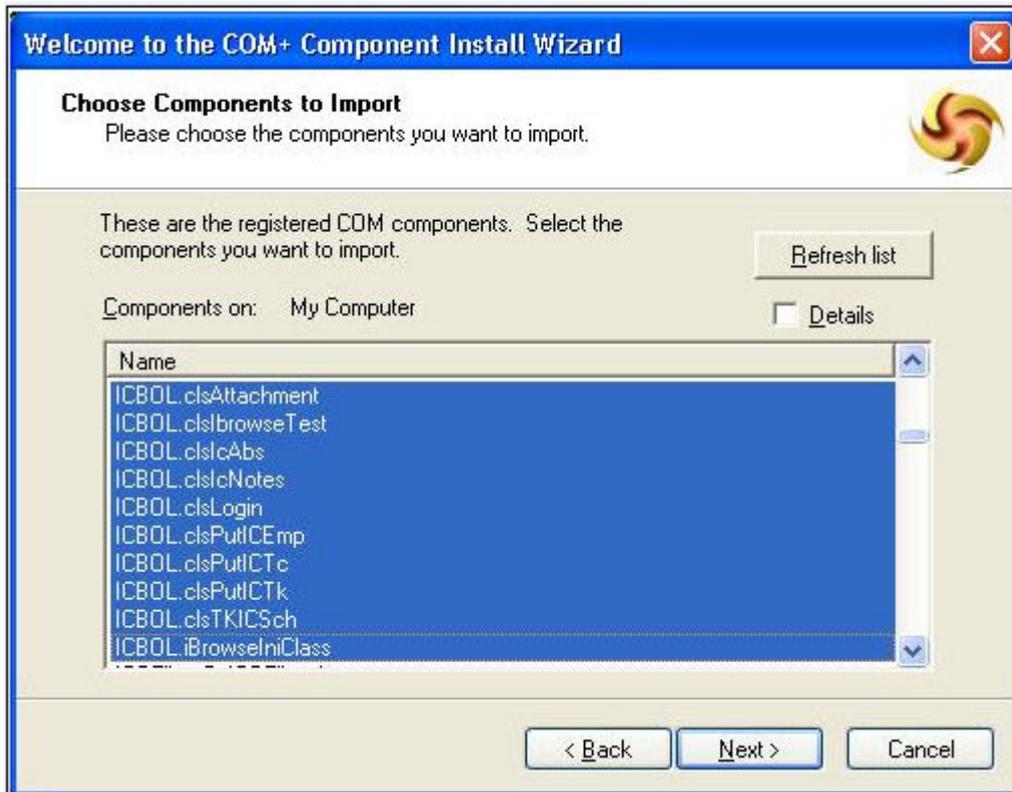
1. From **Start > Run**, run **Regsvr.32 icbol.dll**.



2. Open **Component Services**, and select **Console Root > Component Services > Computers**.
3. 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**.



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



8. Click **Next** and then **Finish**.

 For 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	<p>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:</p> <ul style="list-style-type: none">• In COM+ there is a user defined as <code>ibrowse_user</code>.• 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 <code>ibrowse_user</code> (including COM+) become unregistered.

 To solve this problem:

- Click this [link](#).

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 the Problem	<p>This error occurs after entering user name and password. Possible reasons are:</p> <ul style="list-style-type: none">• 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 the Problem	<p>This error message is received when logging in to iBrowse. There are several possible reasons</p> <ul style="list-style-type: none">• 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 should then have its "mode" attribute set to "Off".

```
<!-- Web.Config Configuration File -->
<configuration>
  <system.web>
    <customErrors mode="Off"/>
  </system.web>
</configuration>
```

Notes: The current error page you are seeing can be replaced by a custom error page by modifying the "defaultRedirect" attribute of the application's <customErrors> configuration tag to point to a custom error page URL.

```
<!-- Web.Config Configuration File -->
<configuration>
  <system.web>
    <customErrors mode="RemoteOnly" defaultRedirect="mycustompage.htm"/>
  </system.web>
</configuration>
```

 To solve this problem:

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

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

```
<add tagPrefix="telerik" namespace="Telerik.Web.UI" assembly="Telerik.Web.UI" />
<add tagPrefix="asp" namespace="System.Web.UI" assembly="System.Web.UI" />
<add tagPrefix="asp" namespace="System.Web.UI.WebControls" assembly="System.Web.UI.WebControls" />
</controls>
</pages>
<authentication mode="Windows" />
<customErrors mode="Off" defaultRedirect="Errors.aspx">
</customErrors>
<sessionState timeout="20" mode="InProc" cookieless="false" />
<httpHandlers>
<add path="*.xml" verb="*" type="System.Web.HttpForbiddenHandler" />
<add path="ChartImage.axd" type="Telerik.Web.UI.ChartHttpHandler" />
<add path="Telerik.Web.UI.SpellCheckHandler.axd" type="Telerik.Web.UI.SpellCheckHandler" />
</httpHandlers>
```

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.

 To solve this problem:

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

Active Directory

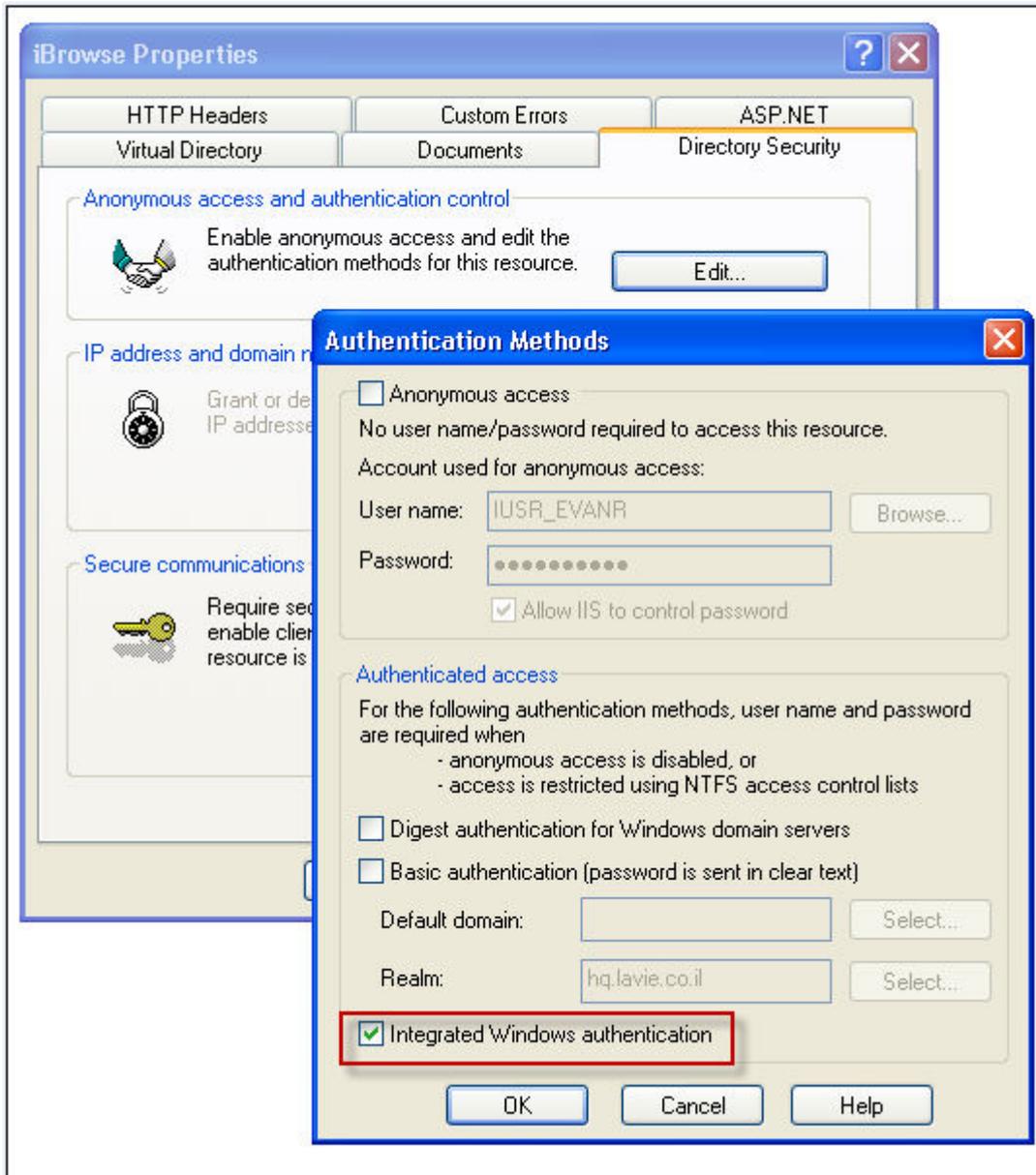
The following errors are related to Microsoft's Active Directory service.

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

 To solve this problem:

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**.



- 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 <code>ibrowse.ini</code> .



Error

Source: `Module : [getUserNameAndPasswordAd] .
'User=oved'`

Description: `3127 Table does not exist.`

Please Contact System Administrator.

[Error 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:*

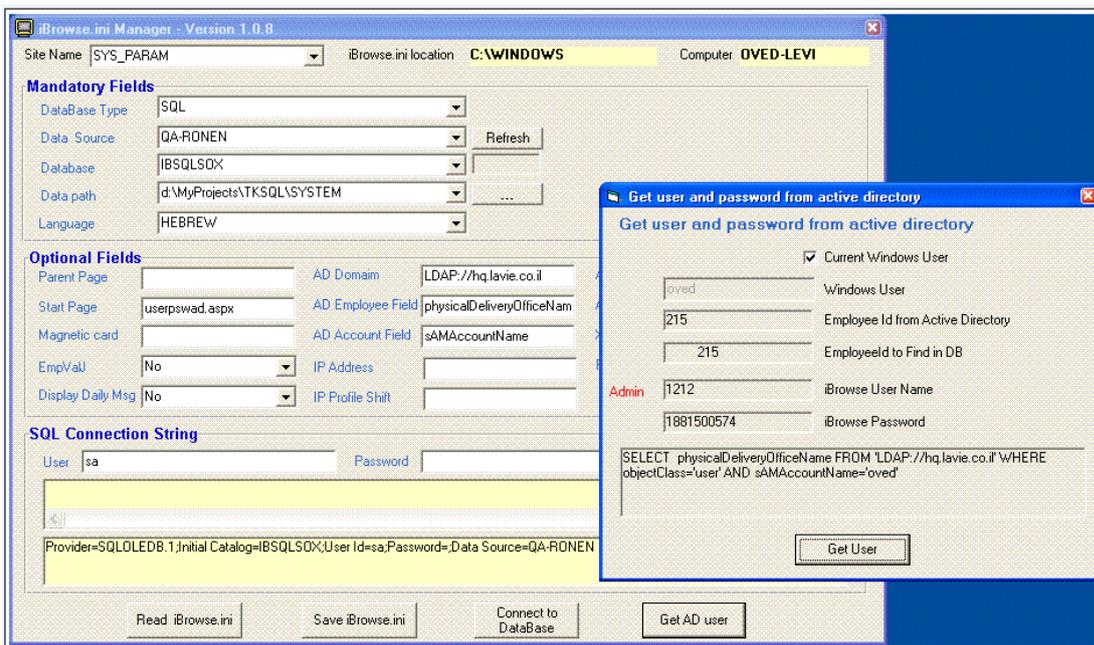
`http://localhost/ibrowse/3.aspx`.

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

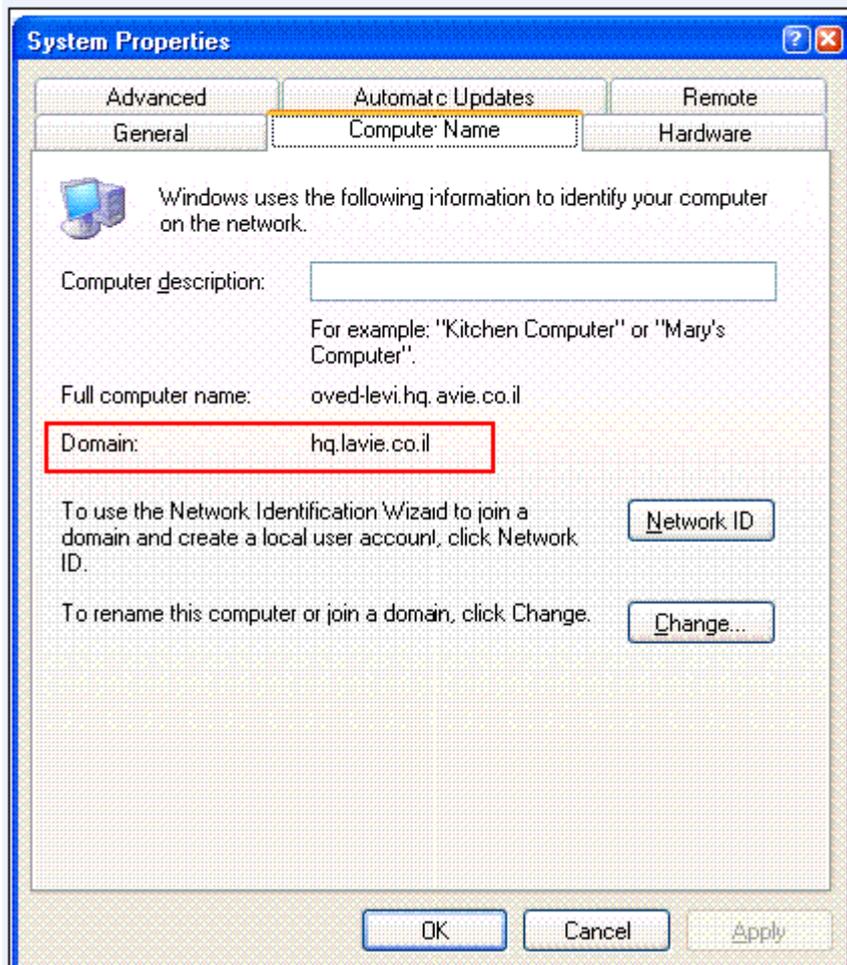
- a. Click the **Get AD User** button. This opens a screen by which you can simulate entering iBrowse for each domain user.
- b. Check that the name given in the domain parameter of the ibrowse.ini is valid.

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:
 - a. 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+.



- 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.



- b. Click **OK** to close.

Users Need to Enter User Name and Password After Entering iBrowse

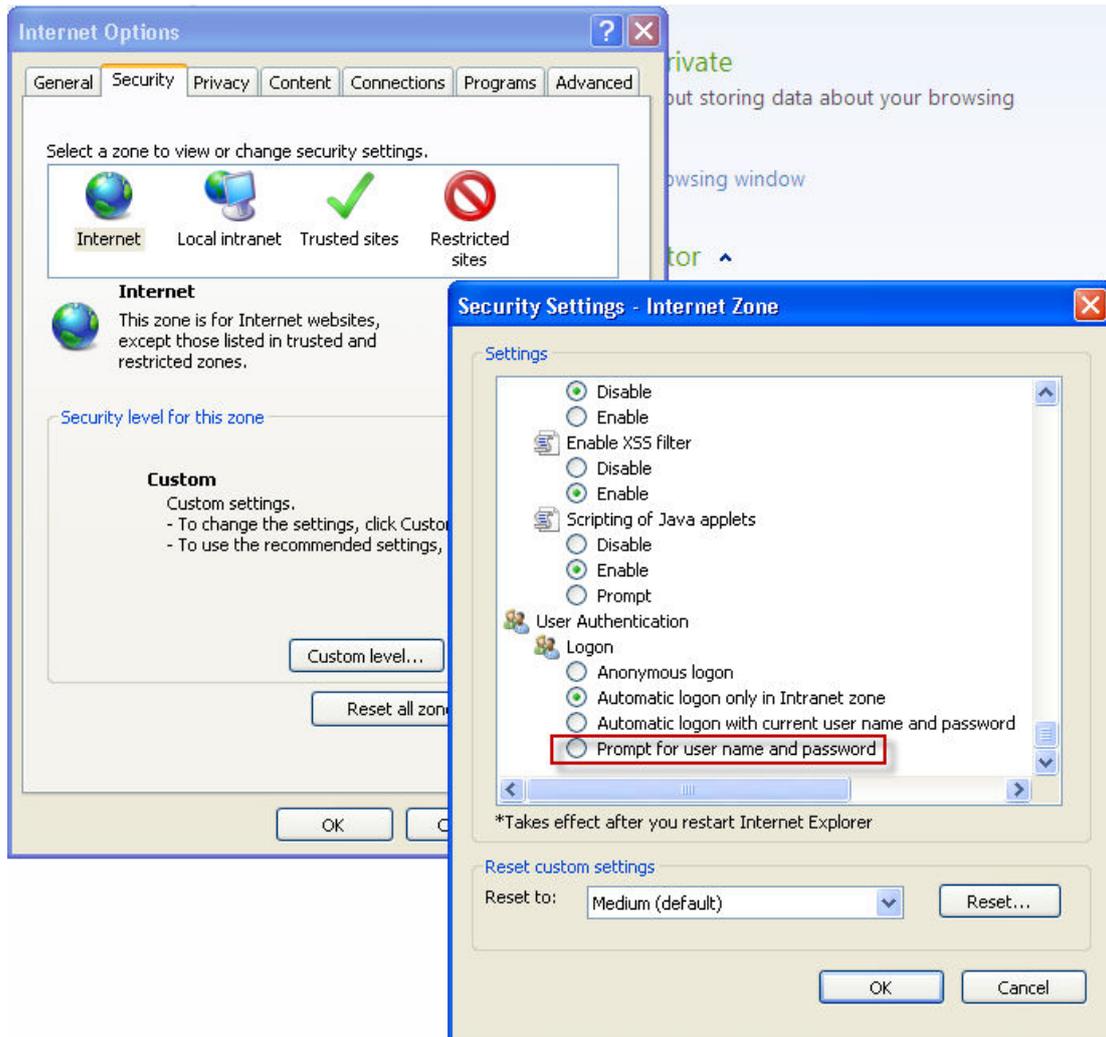
Error Message	N/A
Error Number	N/A
Version	All versions
Description of the Problem	After defining Active Directory, when entering iBrowse, a dialog box appears asking for user name and password.



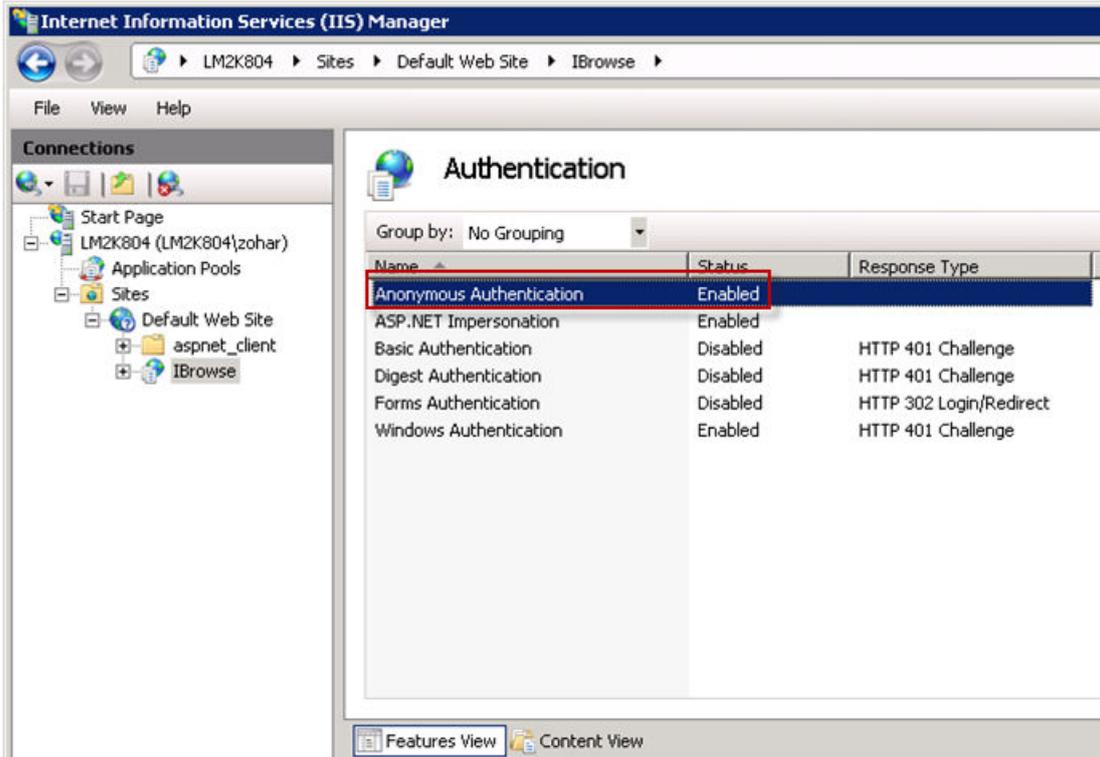
 To solve this problem:

There are several possible solutions.

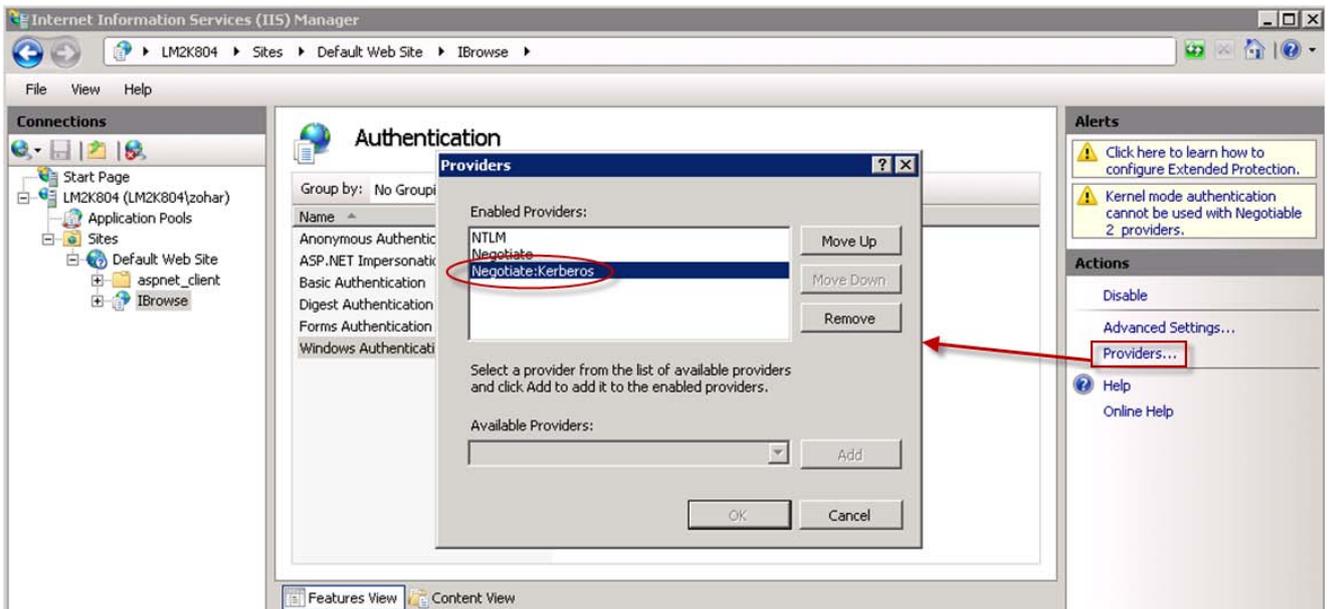
- In **Tools > Internet Options**, do as follows:
 - a. Click the **Custom Level** button.
 - b. In **Security Settings – Internet Zone**, if **Prompt for User Name and Password** is selected, clear the selection.



- 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**.



- 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



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 IrepSQL.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

Error



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.

 To solve this problem:

- 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.
    
```

 To solve this problem:

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.

Error Message: Cannot Create the File <File Name>

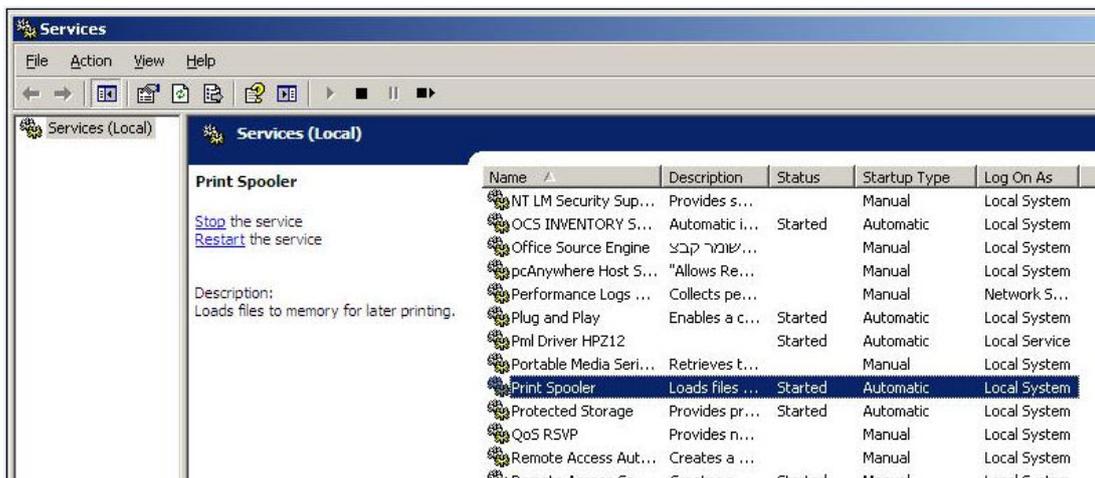
3. Check the amount of print requests in the spooler of the printer; verify that there is a reasonable amount.

Reports Do Not Print to .PDF

Error Message	N/A
Error Number	N/A
Version	All versions
Description of the Problem	<p>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.</p>

 To solve this problem:

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**.



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 <code>ibrw_tksql</code> folder. Certain reports use the data in the <code>tksql.ini</code> 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.

 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:8000A00
 - [HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Excel.Sheet.12]
"BrowserFlags"=dword:8000A00
- **Office 2003:**
 - See the following [link](#).

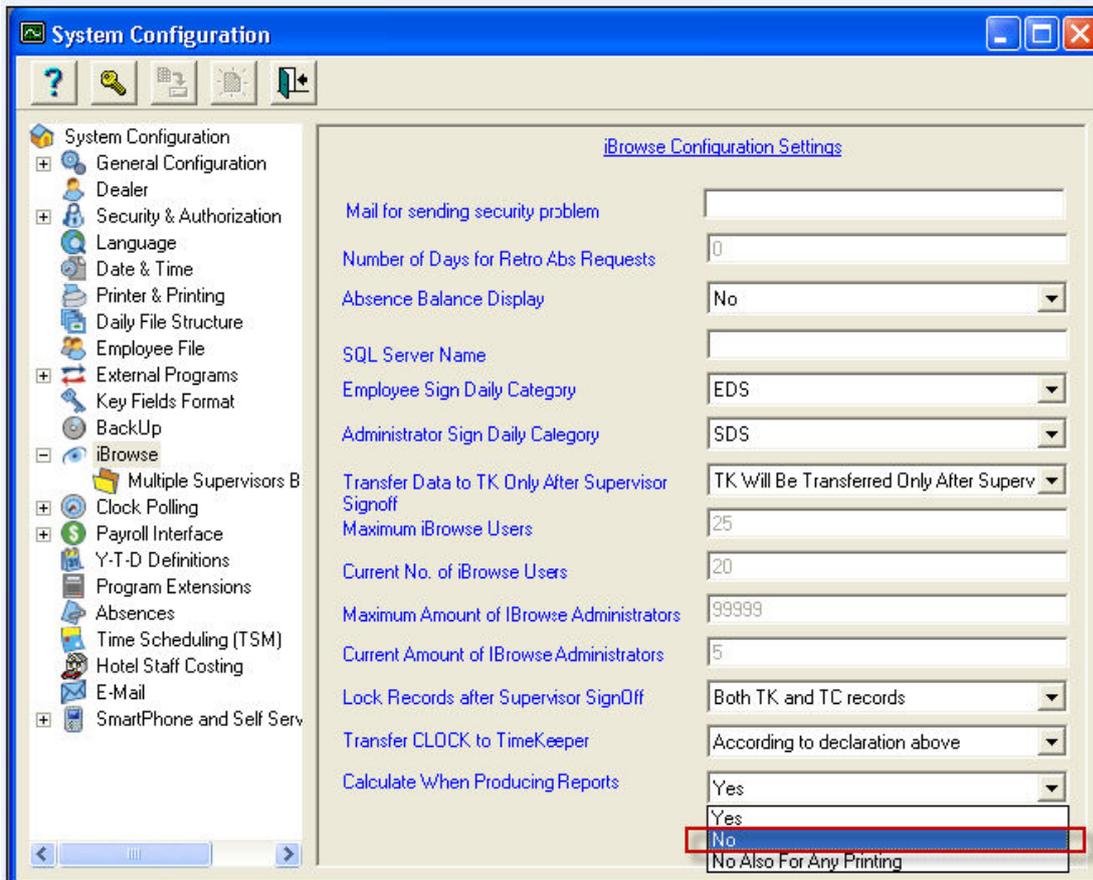
Error Message: The Remote Procedure Call Failed

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.



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**.



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 SQL
 - 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 email.

```

<HTML>
<HEAD>
<META HTTP-EQUIV="Content-Type" content="text/html; charset=utf-8">
<TITLE>Request for planned absences</TITLE>
<meta name="keywords" content="TIMEKEEPER,IBROWSE,APM,APMFX">
<meta name="generator" content="APMFX.EXE">
<style>
.emp { color:navy; }
body { text-align:left; }
.od { color:red; }
.deleted { color:pink; }
</style>
</HEAD>
<BODY dir=LTR >
<p>To:</p>
<span class="emp" >Pilpel Nurit (Employee # 1143)</span><BR>
<p>TimeKeeper was updated with the following Absence Request information for <span class="emp" >Chalaf Tamir (Employee # 567)</span><BR>
<TABLE width="92%"; border="2" cellpadding="3" cellspacing="0" bordercolor="#a0a0a0" >
<TR><TD><b style="color: navy" >From:</b></td><TD><b style="color: navy" >To:</b></td><TD><b style="color: navy" >Absence Code</b></td></TR>
<TR><TD><span dir=ltr>20/10/2009</span></td><TD><span dir=ltr>20/10/2009</span></td><TD><span dir=ltr>2</span> Vacation </td></TR>
</TABLE>
<p>To approve or deny these requests, please use TimeKeeper SQL.<p><br></p></BODY>
</HTML>

```



To solve this problem:

- 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	<p>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).</p> <p>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.</p>

- 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'

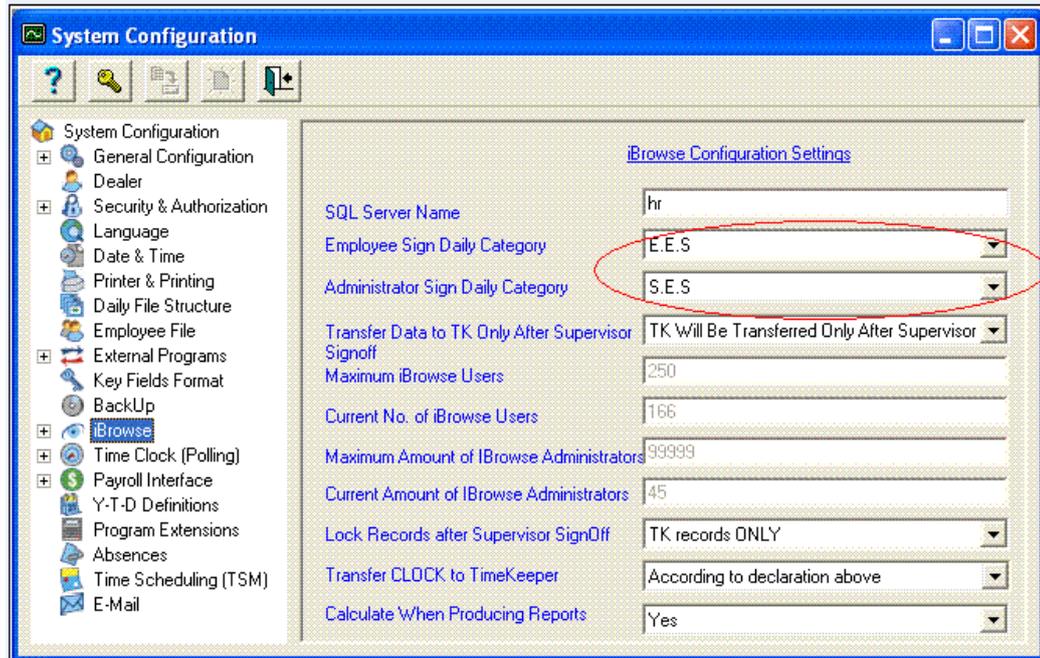
Error Message: Object doesn't support this property or method: 'TreeView1.onselectedindexchange'

Error 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.

 **To solve this problem:**

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



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

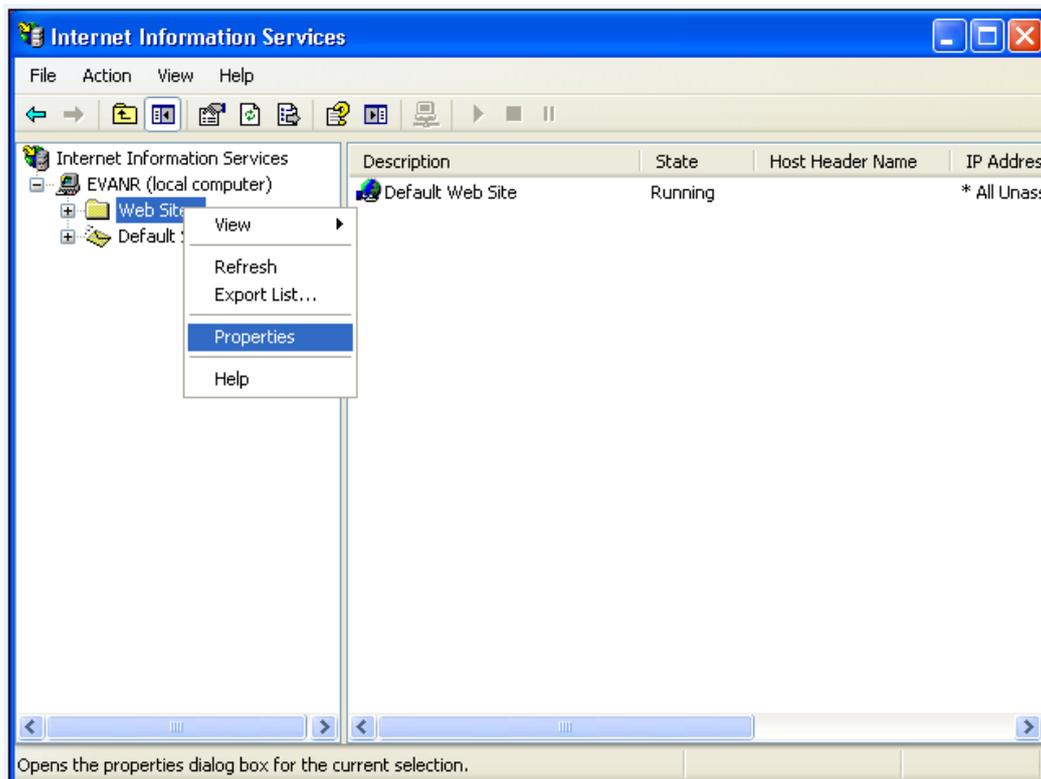
These procedures enable to skip the IBrowse login page and log into IBrowse automatically by identifying the current network user or by Active Directory identification.

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.

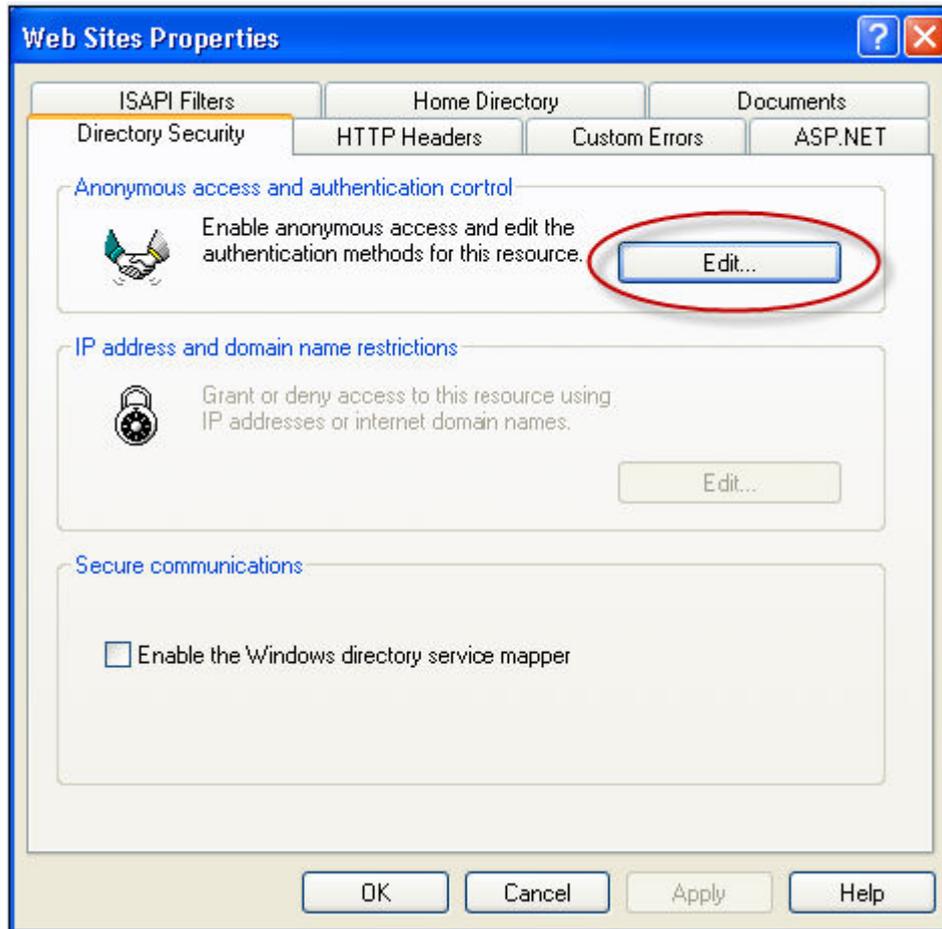
 To define the IIS:

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**.



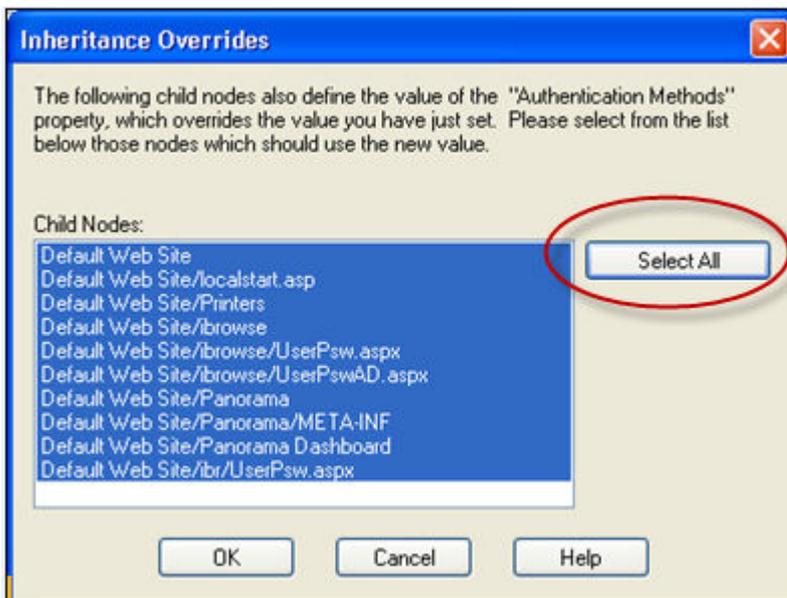
The **Authentication Methods** screen is displayed.

5. Select **Integrated Windows authentication**, and click **OK**.

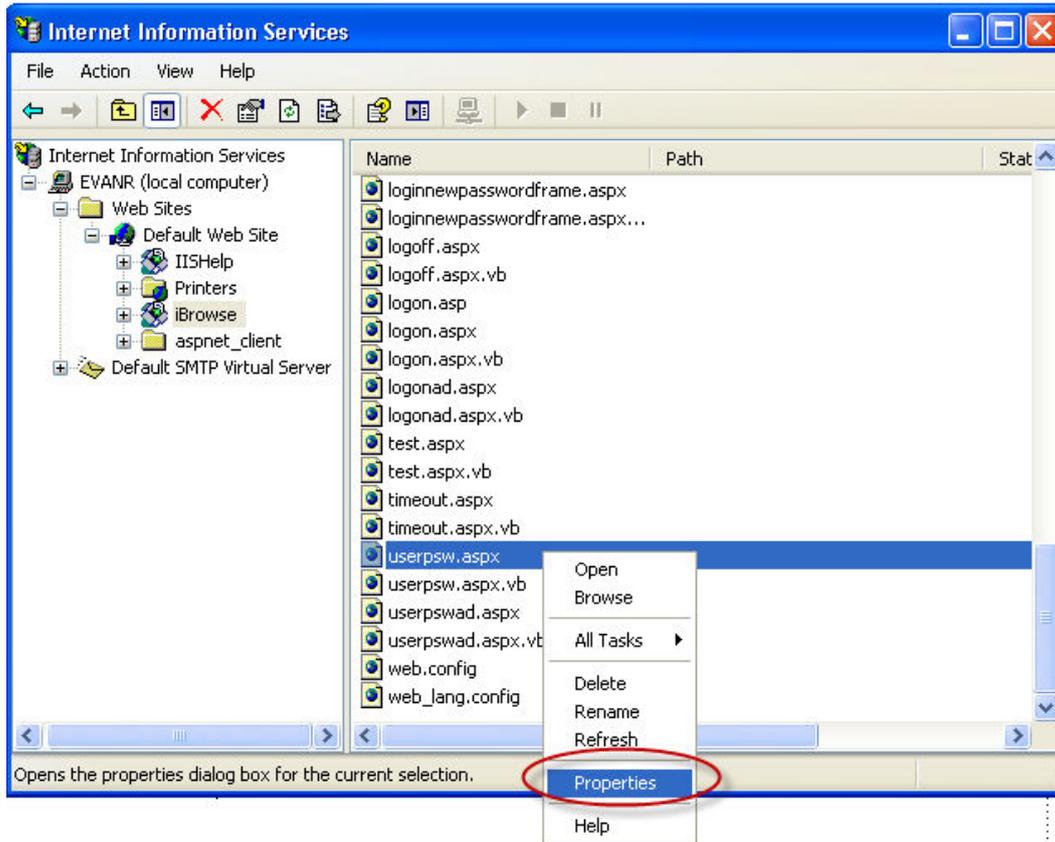


The **Inheritance Overrides** screen is displayed.

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

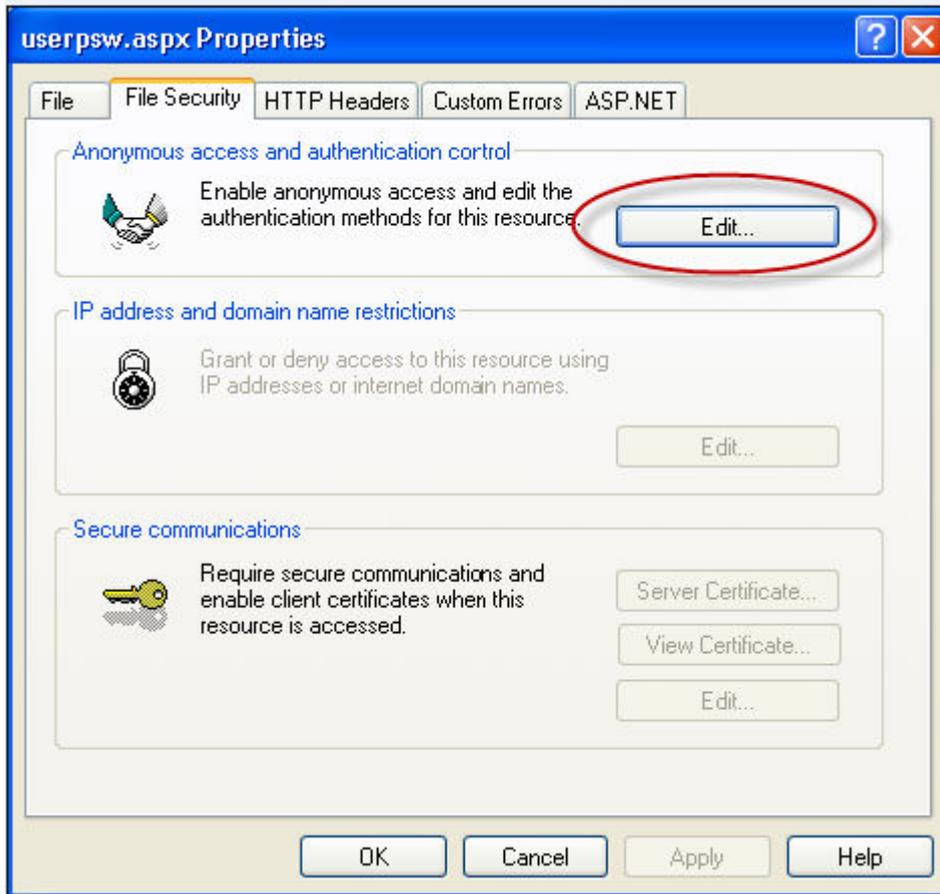


7. From the **IIS** main screen, in the left pane, under **Web Sites > Default Web Site**, open the **iBrowse** directory.
8. Right-click **userpsw.aspx**, and select **Properties**.



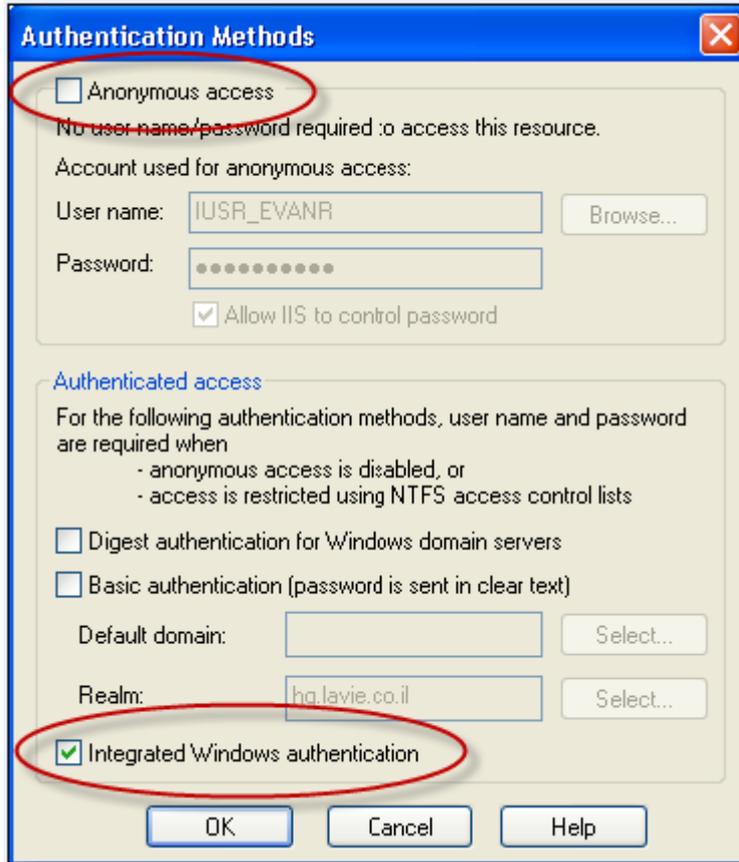
The **userpsw.aspx Properties** screen is displayed.

9. From the **File Security** tab, select **Edit**.



The **Authentication Methods** screen is displayed.

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



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.

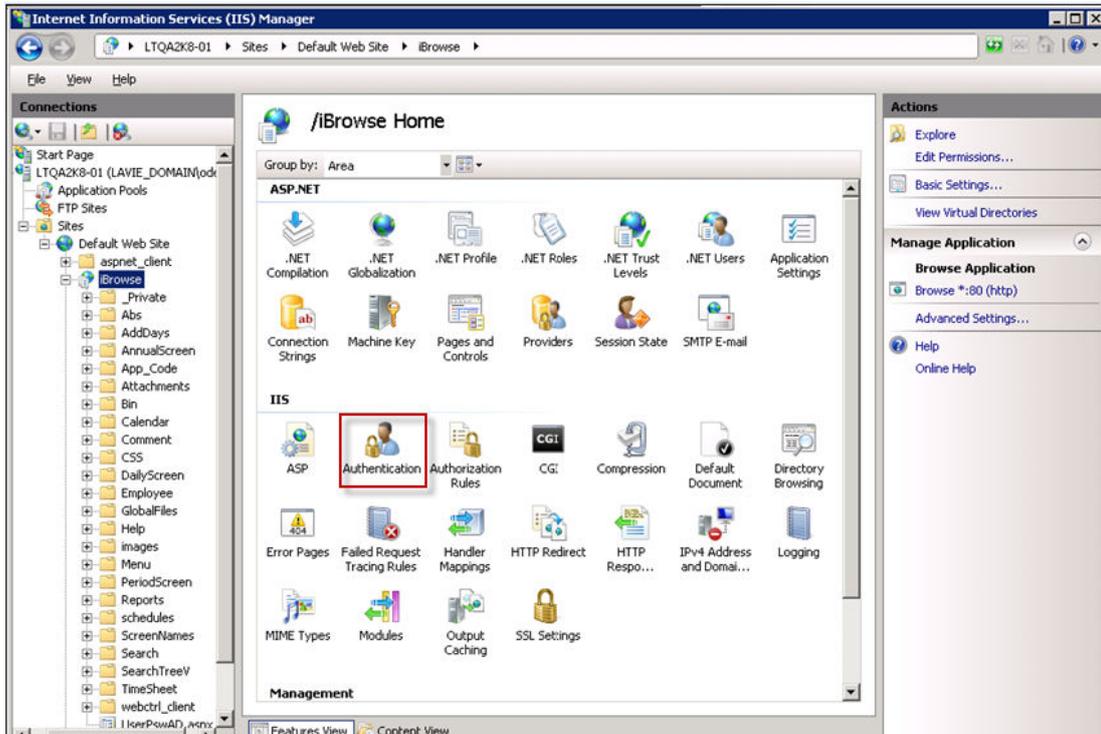
Defining the Required IIS Configuration for Windows Server 2008

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

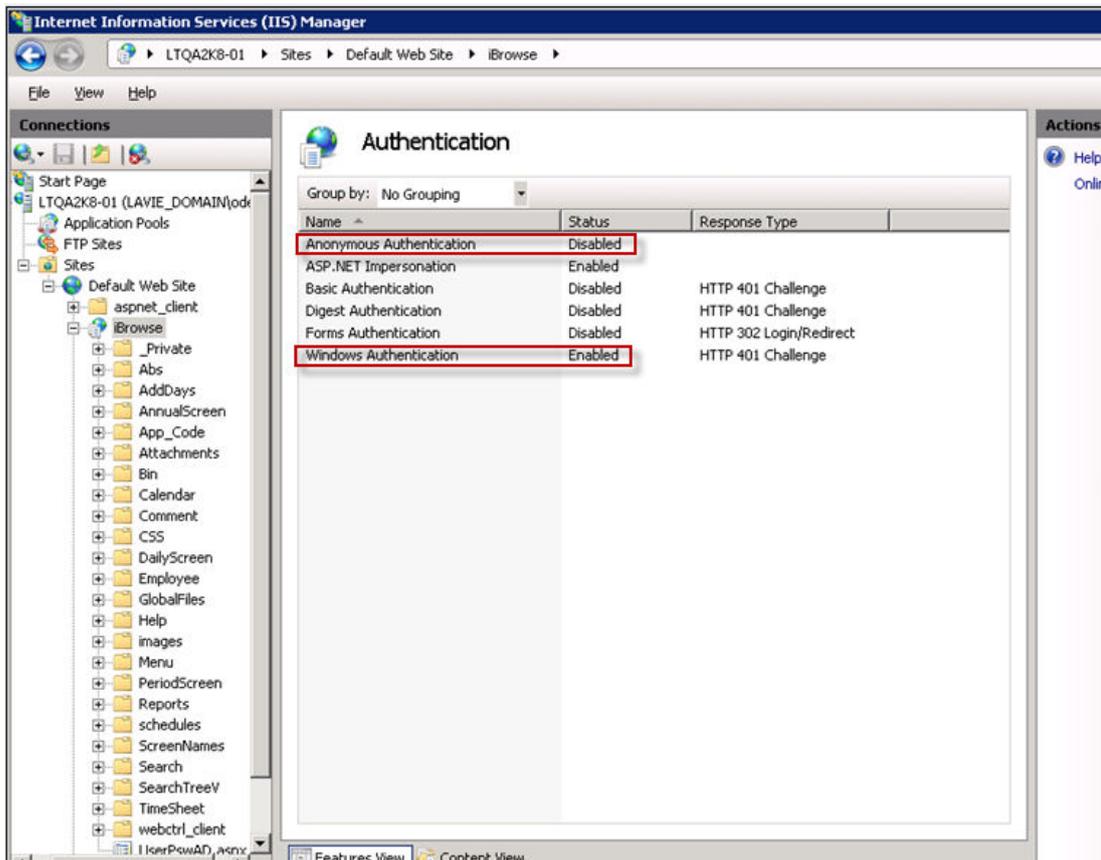
 To define the required IIS configuration for Windows Server 2008:

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

Entering the System via Active Directory



- 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.

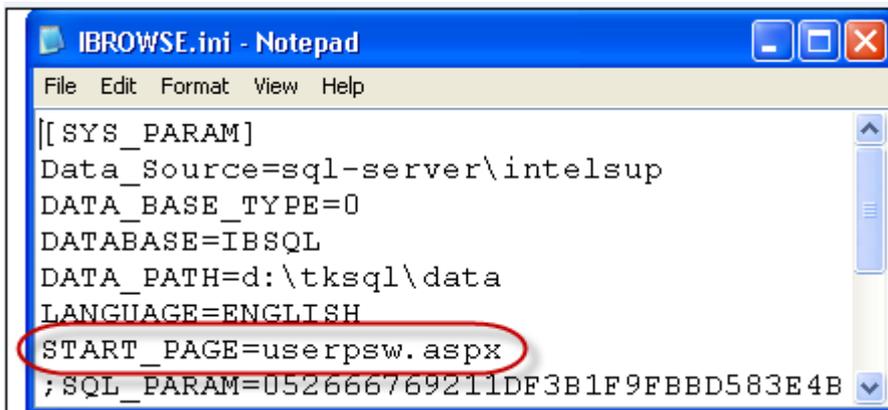
There are two options:

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

How to Define the User Identification by Windows Logon User Name

 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**.



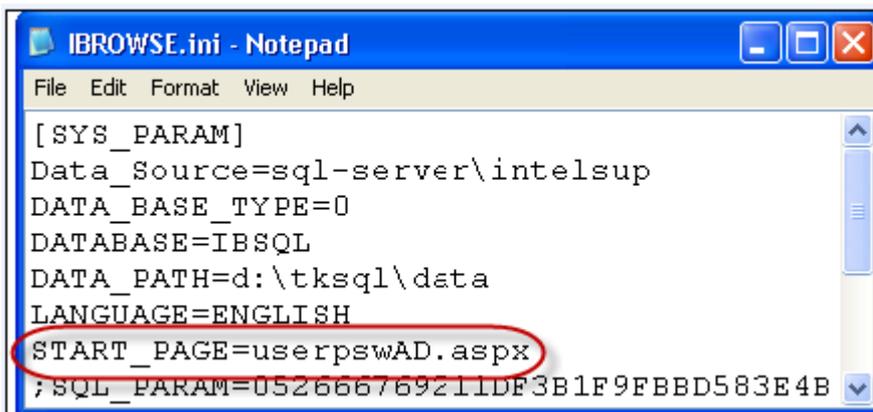
```
IBROWSE.ini - Notepad
File Edit Format View Help
[SYS_PARAM]
Data_Source=sql-server\intelsup
DATA_BASE_TYPE=0
DATABASE=IBSQL
DATA_PATH=d:\tksql\data
LANGUAGE=ENGLISH
START_PAGE=userpsw.aspx
;SQL_PARAM=052666769211DF3B1F9FBBD583E4B
```

5. Save when done.

How to Define the User Identification by Active Directory

 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**).



```
[SYS_PARAM]
Data_Source=sql-server\intelsup
DATA_BASE_TYPE=0
DATABASE=IBSQL
DATA_PATH=d:\tksql\data
LANGUAGE=ENGLISH
START_PAGE=userpswAD.aspx
;SQL_PARAM=052666769211DF3B1F9FBBD583E4B
```

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

Creating a Windows User with Minimum Authorizations

	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			

Defining the iBrowse.ini File

		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.