

Seagate Info

SQL Database Connectivity with Seagate Info

Overview

This document discusses what components are required on the Info Report Designer and Info Report Server computers for proper SQL Database connectivity in Seagate Info (SI). In addition, it includes detailed troubleshooting steps to help you resolve database connection problems at schedule time. In particular, it explains how to troubleshoot the “Cannot Open SQL Server” error for failed report instances and the “Unable to read database for Query” error for failed query instances.

This document is for Seagate Info users and administrators and applies to Seagate Info versions 6.x and 7.x.

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Introduction

The “PEStartPrintJob: Cannot Open SQL Server” error is a very common scheduling error with failed report instances in Seagate Info. It is a generic error that simply means that a database connection could not be established at schedule time by the Info Report Server computer.

Common causes are:

- An incorrect password was typed in the Logon tab during scheduling.
- The ODBC data source being used for the report does not exist on the Info Report Server computer.
- The SQL database client was incorrectly installed or configured on the Info Report Server computer.

There are many possible causes to this scheduling error and usually each cause has its own solution. However, the troubleshooting procedure to diagnose this error is always the same. Therefore, you can go through a detailed troubleshooting procedure to help isolate the cause to the scheduling error and what steps you need to take to resolve the error.

This document discusses the following:

- Before You Begin - Setup Requirements
- Troubleshooting Scheduling Errors due to Database Connectivity Problems
- Common Causes and Troubleshooting Questions
- Troubleshooting Procedure for Diagnosing “Cannot Open SQL Server” Error for Failed Report Instances
- Troubleshooting Procedure for Diagnosing “Unable to read database for Query” Error for Failed Query Instances
- NT Service Issues
- Specific Scenarios

Before You Begin – Setup Requirements

Report Designer Computer

What you need to have on the computer

- The 32-bit database client for your particular database must be installed on the computer if you have installed onto a Microsoft Windows 9x, Windows NT, or Windows 2000 computer.
- The 16-bit database client must be installed if you are running on Microsoft Windows 3.x or 3.11.
- All ODBC drivers must be installed and registered on the computer.

Info Report Server Computer

It is recommended to have the Info Report Server installed on a 32-bit operating system to fully utilize processing power and resources. Windows NT computers are favored over Windows 9x computers for four important reasons: security, stability, ability to run as an NT service, and application\system logging abilities.

What you need to have on the computer

- The 32-bit database client for your particular database must be installed on the computer if you have installed onto a Microsoft Windows 9x, Windows NT, or Windows 2000 computer.
- All ODBC drivers must be installed and registered on the computer.

NT Services

If the Info Report Server is going to be run as an NT service, then you must ensure that:

- The ODBC Data Source used is a System DSN and not a User DSN.
- The Info Sentinel NT Service is configured to use a domain user account with proper network access to the database server.

Data Source Issues

- The data source used by the report must be created on this computer with the same configuration and name (with the name being case sensitive).
- Also, the ODBC driver that is being used on this computer for the data source must match the driver used on the computer where the report was created. In particular, the driver name and version must be identical.

Troubleshooting Scheduling Errors due to Database Connectivity Problems

At schedule time, in Seagate Info 7.x and 6.x, the following error message may occur on a failed report instance “Cannot Open SQL Server”. In Seagate Info 5.0, this message would appear as: “Info Server Error: Unable to Connect, Incorrect Logon Parameters”. In both cases, the report failed to schedule because a database connection could not be established.

Report instances may fail with the error message “Cannot Open SQL Server”. Query instances, on the other hand, may fail with the error: “Unable to read database for Query”. This error indicates that the query failed to schedule because a database connection could not be established.

Common Causes and Troubleshooting Questions

- Has the correct logon information been supplied under the ‘LogOn’ tab in the schedule dialog box? Entering the wrong database password will cause the report to fail at schedule time.
- Check that the data source being used in the report has been created on the Info Report Server computer and ensure that it has been configured to use the same driver.
- Check to make sure that the database client has been installed and configured correctly on the Info Report Server computer.

- Can the report be previewed in the Report Designer on the Info Report Server computer (by logging onto the computer using the same user account that the Info Report Server is configured to run under)?
- Can the report be scheduled from the Info Desktop on the Info Report Server computer (using the same user account that the Info Report Server is configured to run under)?
- If the Info Report Server is running as a NT service, stop this service. Logon to the computer with the same user account that the Info Sentinel service was configured to run under. Start the Info Sentinel from the program group. When the Info Report Server is running as an application (instead of NT Service), can the report be scheduled from the Info Desktop on the Info Report Server computer (using the same user account that the Info Report Server is configured to run under)?

Troubleshooting Procedure for Diagnosing “Cannot Open SQL Server” Error for Failed Report Instances

To troubleshoot and diagnose the cause of the “Cannot Open SQL Server” scheduling error for failed report instances:

1. You **MUST** go to the Info Report Server computer where the report failed at schedule time.

Reason: The report needs to be processed on the Info Report Server computer (and not on the client computer). As a result, if a problem or error occurs, you can only troubleshoot it from the Info Report Server computer.

2. For troubleshooting purposes, you **MUST** have the Info Desktop and Info Report Designer components installed on this Info Report Server computer. If you need to troubleshoot query objects, the Info SQL Designer (or Info Query Designer in versions prior to Seagate Info 7.x) needs to be installed on the Info Report Server computer. (If they are not, you can perform a custom install of Seagate Info to get these components onto the computer.)
3. If the Info Report Server is on a Windows NT 4.0 computer, click **Start > Settings > Control Panel**. Then, double-click **Services**.

Check the following NT service: Info Sentinel. Is it 'Started' and set to 'Automatic'? This will indicate if the Info Report Server is running as an NT service or not.

4. If it is not running as an NT service, then proceed immediately to step 5.

If it is running as an NT service, then click **Stop** to stop the Info Sentinel NT service. Check what user account it is configured to run under. Log off the Windows NT 4.0 computer and logon again with this Seagate Info service user account. Proceed to the next step.

5. Go to the Seagate Info program group and start the Info APS (if you have both the Info APS and Info Report Server on this computer). If this is only an Info Report Server computer, start the Info Sentinel from the program group.
6. Start the Info Desktop. Schedule the same report that failed previously to the SAME Info Report Server where you are at currently. Does this return as 'Success'?
 - If yes, the problem is diagnosed to only occur when running as an NT service. As a result, focus on the section: “**NT Service Issues**”.
 - If no, (i.e. running the Info Report Server as a process led to a 'Failed' instance status), then proceed to the next step.

7. On the Info Desktop for Windows, right-click the report object and click **Design**. (In versions 6.x and 5.x, this option will appear as 'Design Report Object'.) Refresh the report in the Report Designer (by clicking on the lightning bolt button on the tool bar) and click to the last page. Does the report preview successfully? Yes or No.

If 'Yes', then close the report in the Report Designer. Go back to the Info Desktop for Windows. Right-click the report object and click **Properties**. Click **Refresh** and click **OK**. Then, try to re-schedule the same report. What happens?

- If the report still fails with the error "Cannot Open SQL Server", then in the Info Desktop for Windows, on the **Tools** menu, click **Options**. In the section for 'Schedule Settings', ensure that the checkbox for: "Use current login id and password for all schedule logons" is clear. If it was previously selected, attempt to reschedule the same report with this checkbox cleared.

NOTE	This particular Info Desktop setting is ONLY to be used in cases where one has unified the database logon account with the Seagate Info database account.
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If 'No', then please check the following:

- Ensure that the 32-bit database client is properly installed and configured on the Info Report Server computer.
- Can a connection be made to the database using a NATIVE connection tool that comes with the database client?
- Has the data source name being referenced in the main report (and all subreports, if any) actually been created on this Info Report Server computer? If yes, is it configured with the same data source settings as well as using the same driver and version?

NOTE	<p>To check the data source name being used for the report:</p> <ol style="list-style-type: none"> 1. Start the Report Designer and open the report. 2. On the Database menu, click Set Location. 3. In the Location box, check the value for Server Name. This is the data source being used for the report.
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- Try creating a new report off the same ODBC data source that was being used for the problem report. Does this also give an error message?
- If the report is using an ODBC driver to connect to the database, use a third party ODBC connection tool to test ODBC connectivity to the database via the ODBC data source that was chosen for the report. You can use the Crystal Decisions tool called: Sqlcon32.exe. This can be obtained from the Crystal Decisions web site at: <http://support.crystaldecisions.com/communityCS/Filesandupdates/sqlcon32.zip> Follow the Readme.txt instructions included in the .zip file.
- Can a successful connection to this ODBC data source be made in this third party ODBC connectivity tool?

If a connection CANNOT be made, please ensure that your Database Administrator resolves this problem before proceeding on with scheduling your reports to this Info Report Server.

Troubleshooting Procedure for Diagnosing “Unable to read database for Query” Error for Failed Query Instances

To troubleshoot and diagnose the cause to the “Unable to read database for query” scheduling error for failed query instances, follow the same steps detailed in the section: ‘**Troubleshooting Procedure for diagnosing “Cannot Open SQL Server” error for Failed Report Instances.**’

The only differences will be that any reference to “report” should be replaced by “query”. Also, any reference to opening the report object in the Info Report Designer should be replaced by opening the query object in the Info SQL Designer on the Info Report Server computer.

NOTE	‘Info SQL Designer’ is the name given in SI 7.x but in SI 6.x and 5.x, this component was called ‘Info Query Designer’.
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A query object can be opened in the Info SQL Designer on the Info Report Server computer by right-clicking the query object and clicking ‘Design’. (In versions 6.x and 5.x, this option will appear as ‘Design Query Object’.)

A logon dialog should appear at this point and you should be entering the password to see if the query actually runs in the Info SQL Designer.

NOTE	If a data source dialog appears instead, this is a clear indication that the data source the query object was created with does NOT exist on this Info Report Server computer. As a result, it would have led to a failure when attempting to schedule the query object.
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NT Service Issues

Here is a list of items to be aware of when running the Seagate Info components as an NT service under Windows NT or Windows 2000:

1. ODBC Data Source names (DSNs)

- You need to have a System DSN defined, as an NT service cannot read a User DSN.
- Ensure that any duplicate User DSNs are removed from the computer (if they have the same name as a defined System DSN).

2. Current directory for loading of DLLs

When running as an NT service, it appears that the current directory switches from the application directory to the \Winnt\System32 directory. If you have multiple copies of a DLL on the computer, this could affect from where the DLL is loaded. Consequently, it will cause inconsistencies in versions of DLLs that load and thereby will cause errors to occur.

3. Environment variables

Windows NT has two sets of environment variables: User and System. User variables cannot be accessed by an NT service. Thus, any information that is required in an environment variable must be in a System environment variable. (For example, Informix installs its database client directory into the PATH under a user environment variable instead of the system PATH.)

4. NT user account

This is not NT service-specific but often it gets overlooked. If you want to run the Seagate Info components as an NT service under a certain user account, then ensure that this account

can run the Seagate Info components as processes (i.e. running as an application by starting the component via the program group).

5. Info Sentinel NT Service account requirements

The Info Sentinel NT service should be configured under a proper domain user account (that is part of the Local Administrators NT group on this server computer). This will ensure that the user account has proper access to network resources, such as a database server. [The same requirement must follow if the Info APS and Info Agent NT services are to be configured on this computer.] Please talk to your Windows NT Administrator to verify this user account information.

6. Mapped drives

An NT service does not have access to any network drives. This can be an issue if you are scheduling a program object. If the program requires a file as a parameter, it must be a UNC path and not a mapped drive location.

7. Oracle and Informix based Reports – NT Services

For reports created off an Oracle or Informix database, there are important NT service specific issues to be aware of. Please refer to the following knowledge base articles on our web site:

- C2000757 - Reports based on Oracle 7.3 database fail when SCI runs as a NT service

<http://support.crystaldecisions.com/kbase/C2000757.asp>

In essence, what needs to be done is to compare all DLLs in the \Orant\Bin directory on the Info Report Server to those which may reside in the \Winnt\System32 directory on the same computer. All duplicates in the \Winnt\System32 directory should be renamed to .OLD extension to ensure that they do not load.

- C2000756 - Informix Reports & Queries fail when running SCI components as NT Services

<http://support.crystaldecisions.com/kbase/C2000756.asp>

Specific Scenarios

Other scenarios will cause a failed connection to the database at schedule time. These are listed below.

(Scenario A – Database was in Single-User Mode)

Symptom:

Scheduled reports fail with the error: "Cannot Open SQL Server".

Cause:

The Database Administrator (DBA) had set up a DBCC (Database Connectivity Check) process to run on the database server every morning at 4:30 a.m. The DBCC runs until about 5:45 a.m., and sets each database to single-user mode to check it. Since the DBCC process was already in the database, no one else could log on to it. This caused the reports to fail with the error message "Cannot Open SQL Server", even though the logon information was correct.

Solution:

Changing the report time, so that it completed before the DBCC started, allowed the reports to run successfully.

(Scenario B - “Use current login id and password for all schedule logons” had been turned on)

Symptom:

A ‘Business User’ install of Seagate Info had been done to two client computers. A report off a Microsoft SQL Server database can be scheduled correctly off the first client computer and it runs correctly (i.e. returns a ‘Success’ status). However, when the same report is scheduled off the second client computer, the report fails with the error: “Cannot Open SQL Server”. As a result, the problem seems to be specific to only one of the client computers that had scheduled the report.

Observations:

It is observed in the Schedule dialog, for the Logon tab, that the User ID shown is NOT the same as what is stored in the .RPT file. (To find out what User ID is stored in the .RPT file, open the report object in the Info Report Designer. Then, on the **Database** menu, click **Set Location**. It will be shown on this dialog box.)

The report object was refreshed on the Info Desktop for Windows (i.e. right-click report object and click **Properties** and then click **Refresh**). However, when going back to the Schedule dialog under the Logon tab, it was observed that the User ID shown was still incorrect. Why is this behavior happening?

Cause/Solution:

In the Info Desktop for Windows, on the **Tools** menu, click **Options**. In the section for 'Schedule Settings', the checkbox for: “Use current login id and password for all schedule logons” was selected. (When this checkbox was cleared and the report was rescheduled, the error no longer occurred.)

This setting for “Use current login id and password for all schedule logons” should ONLY be turned on in environments where the database user account (i.e. User ID and password) has been synchronized with the Seagate Info user account (i.e. User ID and password). That way, with this checkbox on, the password will always be pre-populated in the Schedule dialog and does not need to be filled in by the user every time the user schedules.

An enhancement has been forwarded to our development team regarding the ability for the SI Administrator to have a GLOBAL setting to set “Use current login id and password for all schedule logons” and thus remove it as a client only setting. This will allow the SI Administrator to control this setting for all users (i.e. in this case, to have this option OFF for all users).

NOTE	Seagate Info 7 has a new feature called ‘Server Defaults’, which can be set in the Properties for a Report Object. This would define the default User ID and Password to be used to fill in the Logon tab at Schedule time for this particular report object only.
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(Scenario C – Multiple copies of the P2sodbc.dll being loaded into memory)

Symptom:

When attempting to schedule reports, they fail with the error “Cannot Open SQL Server”. This error message is returned even if the scheduled report is based off an ODBC DSN connection to an Access database, such as the sample database that ships with Seagate Info (craze.mdb). The report opens fine in the Info Report Designer (on the Info Report Server), can be refreshed without error, and new data is retrieved.

Observations from Diagnosing:

A new System DSN was created off a sample Access database, followed by creating a new report to read from that DSN in the Info Report Designer. Again, the report runs in the Info Report Designer on the Info Report Server but returns a 'Failed' status with the error "Cannot Open SQL Server" when scheduled.

Cause:

From observation, it was noticed that when creating a new report on this Info Report Server computer, the logon server dialog box was displaying duplicates of all the DSNs from both the User DSN and System DSN lists in the ODBC Administrator.

In the Info Report Designer, if all the ODBC entries are being duplicated, it is possible that two P2sodbc.dll files are being read. It could be that in the \Windows\System or \Winnt\System32 directory, there is a P2sodbc.dll and a P2sodbc.old.dll.

Solution:

The best thing to do is do a wildcard search for P2sodbc*. * on all local drives on the local computer. Ensure that one file exists with the name P2sodbc.dll and that it is located in the \Winnt\System32 directory (on Windows NT 4.0 computers) or in the \Windows\System directory (on Windows 9x computers). The following is the version of the P2sodbc.dll that is installed with the specific version of the Seagate Info product as a new install or upgrade:

- For Seagate Info 7.0.2.200, the version of the P2sodbc.dll is 7.0.100.47.
- For Seagate Info 7.0.2.100, the version of the P2sodbc.dll is 7.0.100.28.
- For Seagate Info 7.0.2.0, the version of the P2sodbc.dll is 7.0.0.139.
- For Seagate Info 6.x and 5.x, the version of the P2sodbc.dll is 6.0.0.68.

(Scenario D – Info View Reports)**Symptom:**

Users are scheduling reports that are based on Info Views. In addition, these users do NOT have a database user account on the database server. In the Scheduling dialog, under the Logon tab, no password is entered at schedule time. The result is that the Info View reports fail with the error: "Cannot Open SQL Server".

Cause/Solution:

In environments where end users do NOT have a database account and Info Views are being used as a meta-layer or data dictionary for the report, the users need to be given the SI security right called: "Reuse Info View Logon". This is found in the Info Administrator under the Groups and Users tab. Once this right has been granted, at schedule time in the Schedule dialog, the Logon password will be pre-populated for the user; thus, they do not need to fill in anything under the Logon tab at schedule time.

NOTE	It is critically important that on the Info Report Server, the report file MUST be able to resolve the path to the .CIV file (as this is where the encrypted database password will be stored). If it cannot be resolved and you are using the "Reuse Info View Logon" security feature so that entering a database password is not required, then the report will fail with the error message: "Cannot Open SQL Server" at schedule time. A UNC path to the .CIV file must be used in the report when the Info Report Server is running as an NT Service.
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(Scenario E – Microsoft SQL Server and ‘Use Trusted Connection’ for Report Data Source)

Symptom:

A report based on a Microsoft SQL Server database using a trusted connection can be previewed in the Info Report Designer on the client computer. However, when the report is scheduled on the Info Desktop, it fails with the error message:

"PEStartPrintJob : Cannot open SQL Server."

Cause:

When using Microsoft SQL Server trusted connection, the account that the Info Sentinel is using to run on the Info Report Server computer must be a valid user account in the SQL Server database.

For example, if the Info Sentinel component is running as an NT service under the account "jsmith" with a password of "admin", the account "jsmith" and password "admin" must exist in the SQL Server database in order for a trusted connection (otherwise known as Windows NT authentication) to work.

If SQL Server does not recognize the account passed by the trusted connection, the Info Report Designer will prompt for a user name and password. However, as this cannot be prompted for and typed in at schedule time, the report fails.

Solution:

Crystal Decisions recommends that you deploy and configure ODBC data sources for Microsoft SQL Server databases on Info Report Server computers as follows:

- Ensure that the checkbox for ‘Use Trusted Connection’ is clear.
- Ensure that the authentication method you choose is “SQL Server authentication” and not “Windows NT authentication”.

NOTE	The ‘Use Trusted Connection’ checkbox or “Windows NT authentication” option setting in the ODBC Data Source Administrator allow for the same logon information to be used in environments where the Windows NT user account is synchronized with the database user account. So, Windows NT Authentication is used. Thus, a logon dialog box is not required to authenticate the user since the existing logged in NT user’s account information will be used to authenticate against the database server.
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When scheduling Seagate Info reports from the Info Desktop, the ‘Logon’ tab in the Schedule dialog box exists to authenticate the user. Thus, the ODBC data sources on the Info Report Server computer should be configured to use ‘SQL Server authentication’ instead.

(Scenario F – Report based on Microsoft SQL Server database)

Symptom:

When trying to schedule a report based on a Microsoft SQL Server database from the Info Desktop, it fails. After checking the Properties for the failed report instance, the error message is: "PEStartPrintJob: Cannot open SQL Server".

Cause:

The scheduled report was based on a Microsoft SQL Server database. The issue was caused by the configuration of Microsoft SQL Server. Specifically, on the database server, the Tempdb space was too small and needed to be expanded.

Solution:

To resolve this problem:

1. Start the SQL Server Enterprise Manager.
2. Expand the server tree.
3. Expand the database devices folder.
4. Right-click on Tempdb device and click 'Edit'.
5. Increase the size of the device in Mb.
6. Click 'Change Now'.

NOTE

You cannot make the Tempdb smaller once you increase it and choose 'Change Now'. It is a permanent commit to the database once you have chosen 'Change Now'.

After the Tempdb device space was expanded on the database server, the reports could be scheduled and processed successfully.

(Scenario G – Scheduling in Pre-Version 7 Info Desktop Client)**Symptom:**

A Seagate Info version 6 Info Desktop is connected to a version 7 Info APS. Scheduling a report in this older Info Desktop client results in a 'Failed' instance status and the error: "PEStartPrintJob: Cannot Open SQL Server".

Steps to Reproduce:

1. On a SI 7 Info Desktop, right-click on a SI 7 report object (based on a Microsoft SQL Server 6.5 database) and click **Properties**. Click the **Servers** tab.
2. Double-click the entry **Database Logon(s)**.
3. In the **Edit Default** dialog box, type your database password in the default database logon. Click **OK** twice.
4. From the SI 7 Info Desktop, in the Schedule dialog box under the **Logon** tab, notice that the Logon Password is pre-populated from the Servers default setting for the report object. As a result, from a SI 7 Info Desktop, the report schedules successfully WITHOUT a user needing to enter a database logon password.
5. Next, go to a Seagate Info version 6.0.2.x computer and start the 6.0.2.x Info Desktop.
6. Right-click the same report object and click **Schedule**. The **Schedule** dialog box appears.

7. Click the **Logon** tab. Notice that the Logon Password is not pre-populated. Do not type a database logon password.
8. Click **Schedule** so that the same report object can be processed. The scheduled report fails with the error: "PEStartPrintJob : Cannot open SQL server".

Cause:

Old Info Desktop computers do not recognize the database logon default **Server** setting which is set in the Properties of a Seagate Info 7 report object. As a result, scheduling this report in an old client Info Desktop will lead to a 'Failed' instance and the error: "PEStartPrintJob : Cannot open SQL Server".

NOTE	The Servers tab in the properties of a report object in Seagate Info 7 is a new desktop feature. Older versions of the Info Desktop will not be aware of features newer than itself. As a result, it is impossible that it will recognize the Servers default database password setting. Thus, the default logon will not be passed to an older Info Desktop client.
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Solution:

The work around is to manually enter the database password at schedule time if an older Info Desktop client is being used with Seagate Info 7.

Info Desktop client computers should be upgraded to the current release to take advantage of new features such as Server defaults.

Scenario H – Scheduled SMS report fails with “Cannot open SQL Server”

Symptom:

Scheduling a Microsoft Systems Management Server (SMS) report on the Info Desktop results in the report failing to process and returning a ‘Failed’ instance. In the properties of the Failed instance, the following error message is shown:

"PEStartPrintJob : Cannot open SQL server"

The Info Sentinel on the Info Report Server is running as a Windows NT service. When running the Info Sentinel as an application (i.e. Start > Programs > Seagate Info > Info Sentinel), the report schedules successfully.

The report can be previewed successfully in the Info Report Designer on the Info Report Server using the same username and password.

Resolution:

Adding the user account used for the Info Sentinel service to the local computer's ‘Seagate Info’ NT group allowed the reports to schedule to success on the Info Desktop. This ‘Seagate Info’ NT group had been granted the following additional advanced rights in Windows NT:

- Act as part of the operating system
- Log on as a batch job

(Scenario I - "Unable to open database" – Scheduling Reports based on Query Files)

Symptom:

When scheduling report objects based on a query file (.QRY) as input, the reports may fail with the error: "unable to open database". This error may be more prevalent if the Info Report Server is running as an NT service.

Cause/Solution:

Open the report object in the Info Report Designer.

There are 2 causes for this message at schedule time:

1. On the **Database** menu, click **Set Location**. Check the path to the query file. Is this a valid path to the query file with proper read access to the file?
2. On the **Database** menu, click **Set Location**. Check the path to the query file. In particular, is this a UNC path or physical drive location path? When the Info Report Server is running as a NT service, it can only resolve UNC paths; as a result, the path to the .QRY file should be defined as a UNC path. Once this change has been made, save and then close the report in the Info Report Designer. Next, refresh the report object on the Info Desktop. (To refresh the report object, right-click the report object and click **Properties**. Click **Refresh** and then click **OK**.)

For further information, please refer to the following knowledge base articles:

- C2000793 – "Changing Database | Set Location dialog for CIV and QRY in Info Report Designer"
<http://support.crystaldecisions.com/kbase/C2000793.asp>
- C2006495 – "Report against Microsoft Access fails with 'PEStartPrintJob: Unable to open database' "
<http://support.crystaldecisions.com/kbase/C2000793.asp>

(Scenario J – SI 4.5 and Computer Upgraded to ODBC 3.0)

Symptoms:

Here are various symptoms with Seagate Info 4.5 reports being scheduled on a computer with an ODBC 3.0 layer:

- When scheduling a 4.5 report in Seagate Info 4.5, it fails with the error: "Unable to Connect, Incorrect Logon Parameters".
- When analyzing a successfully scheduled report in Seagate Info 4.5, the following message occurs: "no saved data".
- At schedule time, if you click the Logon tab in the Schedule dialog, it says 'DEFAULT' for the name of the ODBC Data Source.

Cause:

For Seagate Info 4.5 users, problems occur when they upgrade their Windows NT Server computer from Windows NT 3.51 to Windows NT 4.0.

The primary problem is that if NT 4.0 Server Service Pack 3 (SP3) is installed, a newer version of the ODBC layer gets installed, which is ODBC 3.0.

Windows NT 3.51 comes with ODBC 2.5 while Windows NT 4.0 SP3 comes with ODBC 3.0. The problem is that the ODBC driver(s) that shipped with Seagate Info 4.5 may NOT be compliant with ODBC 3.0. As a result, some of the previously mentioned symptoms may occur when these Seagate Info 4.5 reports are scheduled on a computer with ODBC 3.0.

Solution:

Either schedule the reports to a Windows NT Server running ODBC 2.5 or obtain an ODBC 3.0 compliant ODBC driver from Crystal Decisions.

What Information to Provide to Technical Support

This document should have helped you identify the cause of your scheduling error when it is a result of a database connectivity error.

If this entire document has been followed step by step and the report still fails with one of the errors “Cannot Open SQL Server”, “Unable to read database for Query”, or “Unable to open Database”, then ensure the steps below are followed. In addition, ensure that all pertinent information is provided to the Technical Support Representative.

1. You will need to call from the Info Report Server computer that is experiencing the problem with processing scheduled report or query objects.
2. Is the problem with scheduling a query or report object?
3. If a report is being used, what is the source for the report: Info View, Query file, ODBC connection to the database, or native connection to the database?
4. What database and version are being used for the report? (Examples of reporting databases are: Microsoft SQL Server, Oracle, Sybase, Informix, Microsoft Access, Btrieve, and so on.)
5. In the Info Report Designer on the Info Server computer, open the problem report object. On the **Database** menu, click **Set Location**. What does it say for ‘Server Type’ and ‘Server Name’?
6. Ensure that the Info Sentinel on this Info Report Server is NOT running as an NT service. Ensure that it is started through the Program Group for Seagate Info. This will shorten the troubleshooting time required. (If this computer also acts as an ‘Info APS’, the ‘Info APS’ would need to be started through the Program Group as well and NOT be running as a NT service.)

Appendix

How to create an ODBC Data Source for your database

This procedure explains how you can create an ODBC data source for the database you plan on reporting from. Before you begin this procedure, ensure that you have properly installed and configured the database client on your computer.

To create an ODBC data source:

1. Start the ODBC Data Source Administrator. (In most Windows platforms, click **Start > Settings > Control Panel**. You will see a 32-bit ODBC icon, with a slightly different name depending on your operating system.)
 - In Windows NT 4.0, double-click **ODBC Data Sources**.
 - In Windows 2000, double-click **Administrative Tools** and then double-click **Data Sources (ODBC)**.
2. In the ODBC Data Source Administrator, click the **User DSN** tab (if one exists).

NOTE	Either a User DSN or System DSN can be used on the client computer. On the Seagate Info server component computers (Info Report Server, Info APS) you must use System DSNs ONLY. The name of the DSN used on the client must be identical to the one that will be used on the Info Report Server and is case-sensitive. There cannot be a User DSN and System DSN of the same name on a computer, even if they are different cases.
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3. Click **Add**.
4. A list of installed ODBC drivers will appear. Double-click the driver that is appropriate for the database that is being used. For example, if Microsoft SQL Server is your database, then the driver to double-click is **SQL Server**.
5. Depending on the ODBC driver, certain information must be filled in. For example, type in the data source name, server name, database name, and so on.

Creating a report that uses the Data Source created

This procedure explains how you can create a report in the Report Designer based on an ODBC data source for the database you plan on reporting from. To create a report based on an ODBC data source:

1. Start the Report Designer.
2. On the **File** menu, click **New**. The **Report Gallery** dialog box appears.
3. Click **Custom** and then click **SQL/ODBC**. The **Log On Server** dialog box appears, which displays a list of data sources on your computer.
4. Click the data source that you want to use and click **OK**.
5. After selecting the data source, you are prompted to log on to the database.
6. After the logon has succeeded, a list of tables will be displayed. You can now choose tables to be used for the report.

Finding More Information

For Microsoft Systems Management Server (SMS) based reports, typical causes and resolutions to the "Cannot Open SQL Server" error message can be found in the document, Seagate Info 6.x for Microsoft Systems Management Server (SMS) 2.0: How to run Seagate Info from within SMS – Getting Started Guide. The file name is SI6_SMS_Get_Started.pdf and be viewed or downloaded at:

http://support.crystaldecisions.com/communityCS/TechnicalPapers/SI6_SMS_Get_Started.pdf.

Specifically, in this document, navigate to the major section "Common Errors and Troubleshooting" and then to the subsection "Cannot Open SQL Server".

Contacting Crystal Decisions for Technical Support

We recommend that you refer to the product documentation and that you visit our Technical Support web site for more resources.

Self-serve Support:

<http://support.crystaldecisions.com/>

Email Support:

<http://support.crystaldecisions.com/support/answers.asp>

Telephone Support:

<http://www.crystaldecisions.com/contact/support.asp>