

# DesignBais

## Problem Resolution Checklist

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## Overview

This document outlines the steps to follow when a DesignBais system halts or performance slows to unacceptable levels. It is targeted at systems running UniVerse.

## DesignBais Licencing

### Backup the DesignBais Licence

Create a folder called LICENCEBACKUP in the DBINETLOGIN folder.  
In a standard installation the path to this backup location would be

*drive*:\HOME\DATA\DBINETLOGIN\LICENCEBACKUP

where *drive* may be C or any other drive letter.

Whenever a new DesignBais Licence is received make sure a copy is stored in LICENCEBACKUP. This copy can then be used if the DesignBais Licence record becomes corrupted.

### DesignBais Licence becomes invalidated

The DesignBais Licence is a file called LICENCE.NET that resides in the DBILICENCE file.

In a standard installation the path to the licence file is

*drive*:\HOME\DATA\DBINETLOGIN\DBILICENCE

where *drive* may be C or any other drive letter.

In the event of a licence corruption copy the LICENCE.NET record from the LICENCEBACKUP directory over the top of the actual licence record in the DBILICENCE directory.

## Database Component Issues

### System stops with all users receiving errors or running very slowly

The first step is to determine if the issue is in the web component or the database component.

#### Data Component – Lock Table

Database Checks (UniVerse)

Log in to the Universe database server as an administrator and log to the UV account.

It is recommended that a universe shell is always left on the database server logged in to the UV account since certain errors, such as Universe licence limit exceeded or lock table full, may preclude a new login.

Check the lock table for excessive locks, using a telnet session, by typing at TCL:

```
LIST.READU EVERY
```

On a system running normally repeated LIST.READU EVERY commands will display a changing set of locks reflecting the activity of users. Check if there is a long list of locks, or an excessive number of locks for one user, or a set of locks that remain in the list.

If there is an indication that the lock table is full or the list of locks is ever increasing try typing at TCL:

```
UNLOCK ALL
```

#### Database Licence Issue

Check if there is a database licence issue where the system has consumed all the available Universe database licences by typing at TCL:

```
DOS
```

This will display the DOS prompt at which you can type the Universe licence display command:

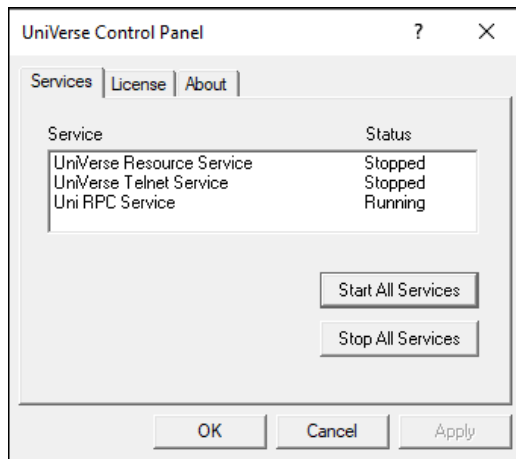
```
...\uv\bin\uvlictool  
where ... is the directory path above the uv directory.
```

Check that Universe and uvcs licences are available. If all licences are being used then, at TCL, you may need to type:

```
MASTER OFF userno
```

to log some users off the system.

If there is a major issue that you cannot resolve then you may need to go to Universe Control and stop and then restart universe processes.



## DBISESSIONS Files

Check Designbais Sessions Files DBISESSIONS and any others defined in System Parameters.



These may have become corrupted. To verify each of the Sessions Files logto a Universe data account that uses DesignBais and at TCL enter:

```
COUNT DBISESSIONS
```

Repeat for all defined Sessions Files (DBISESSIONS1 to DBISESSIONS3 in the example shown above).

If this reveals a corruption then use the CLEAR-FILE DATA command to clear the sessions files. Clear the Sessions Files defined in the System Parameters first (DBISESSIONS1 to DBISESSIONS3 in the example shown above) before clearing the main DBISESSIONS file.

If you cannot clear a Sessions File then you may need to create a new file under a different name and change the VOC pointer of the corrupted Sessions File to point to this new file.

Check at the windows level that the files have not hit a 2GB limit if they have not been created as 64BIT files.

CLEARFILE DATA DBISESSIONS and DBISESSIONSn will clear and at a future point convert to 64bit.

FILE.STAT filename will also show whether the files are 64BIT

## Check the &COMO& File

On your own user or a user you know make sure logging is turned on. Logging is on if there is a Y or a C in attribute 10 of the DBIUSERS record.

Delete the &COMO& records *userid* and *userid.1* where *userid* is the DesignBais user id with logging enabled.

Then generate the error by running the DesignBais application. Check the two &COMO& records *userid* and *userid.1* for any details of errors such as file access issues or programs not catalogued.

## Windows Operating System

Check if there is a Windows OS issue.

Check the windows event viewer for system errors and Universe application errors.

### Check Windows Task Manager

If the system is running slowly view the task manager details tab and verify which process/processes are using available CPU.

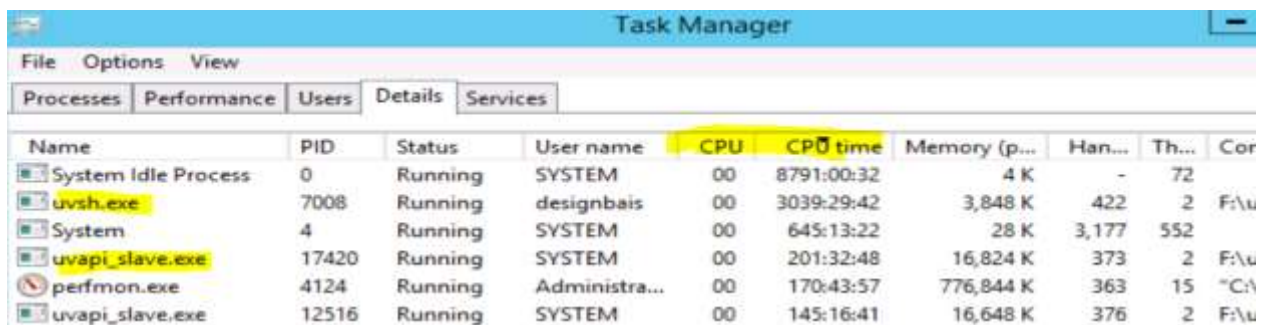
The CPU time is the best column to sort by. For runaway processes this will have climbed to a high value.

Check this along with the current CPU usage.

- *Tlserver.exe* are telnet sessions
- *uvsh.exe* universe phantoms
- *uvapi\_slave.exe* are designbais uvcs connections.
- 

Also use the performance tab from Task Manager to check disk performance. A queue of greater than 1.0 on a disk will show excessive disk usage.

Problem processes can be killed using MASTER OFF from the UV account at TCL or end task from windows.



Name	PID	Status	User name	CPU	CPU time	Memory (p...	Han...	Th...	Cor
System Idle Process	0	Running	SYSTEM	00	8791:00:32	4 K	-	72	
uvsh.exe	7008	Running	designbais	00	3039:29:42	3,848 K	422	2	F:\u
System	4	Running	SYSTEM	00	645:13:22	28 K	3,177	552	
uvapi_slave.exe	17420	Running	SYSTEM	00	201:32:48	16,824 K	373	2	F:\u
perfmon.exe	4124	Running	Administra...	00	170:43:57	776,844 K	363	15	"C:\
uvapi_slave.exe	12516	Running	SYSTEM	00	145:16:41	16,648 K	376	2	F:\u



## Web Component Issues

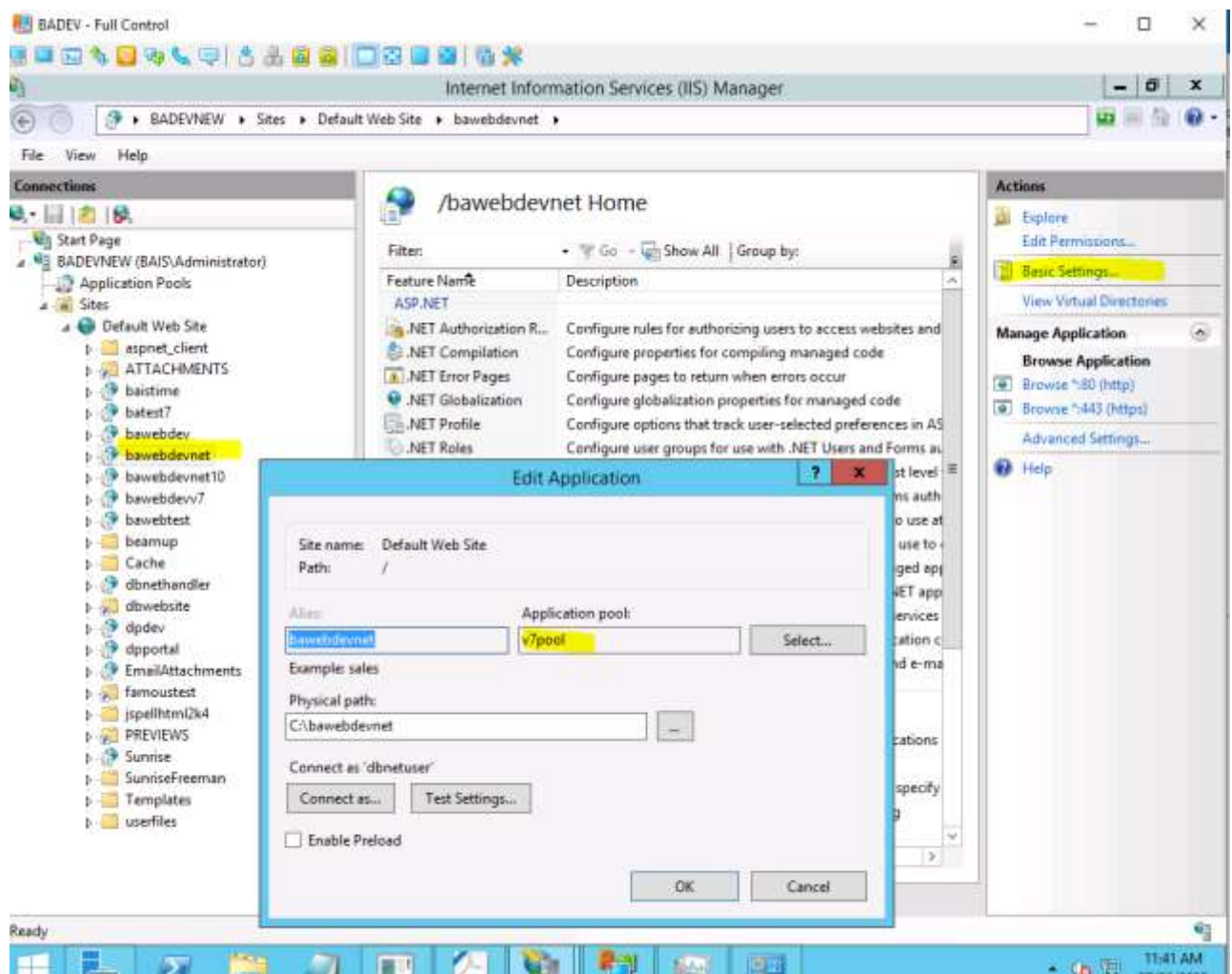
### Web server basic troubleshooting

On the web server (assuming that your dbnet is at <http://localhost/dbnet>):

Open IIS (Internet Information Services) Manager

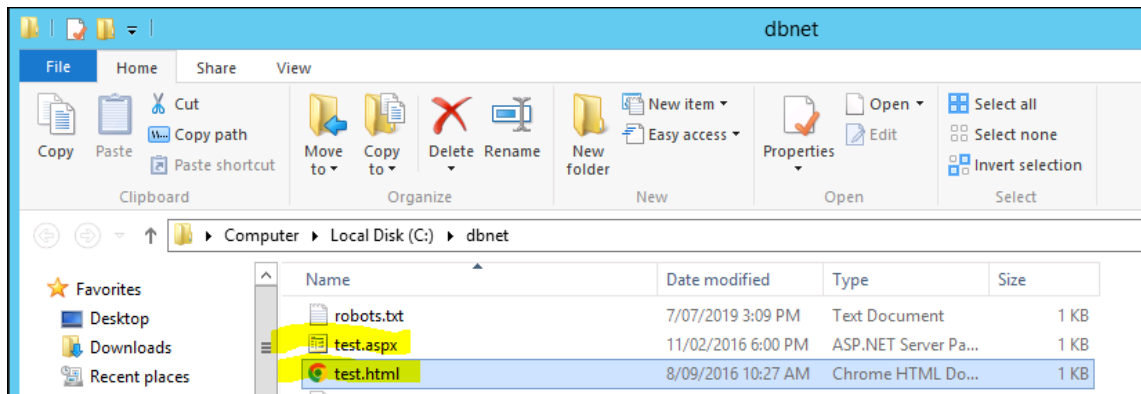
To determine the application pool used by a website:

- Click on machine in left column
- Click and expand *Sites* (if your dbnet is not shown click and expand *Default Web Site*)
- Click on your site
- In the *Actions* column on the right click on *Basic Settings*
- The popup will show the name of the application pool for the website
- On the left hand column click and expand *Application Pools*
- Right click the application pool required and here you can action the stop and start



Navigate to <http://localhost/dbnet> to check if the application is running – if this fails continue with the following checks:

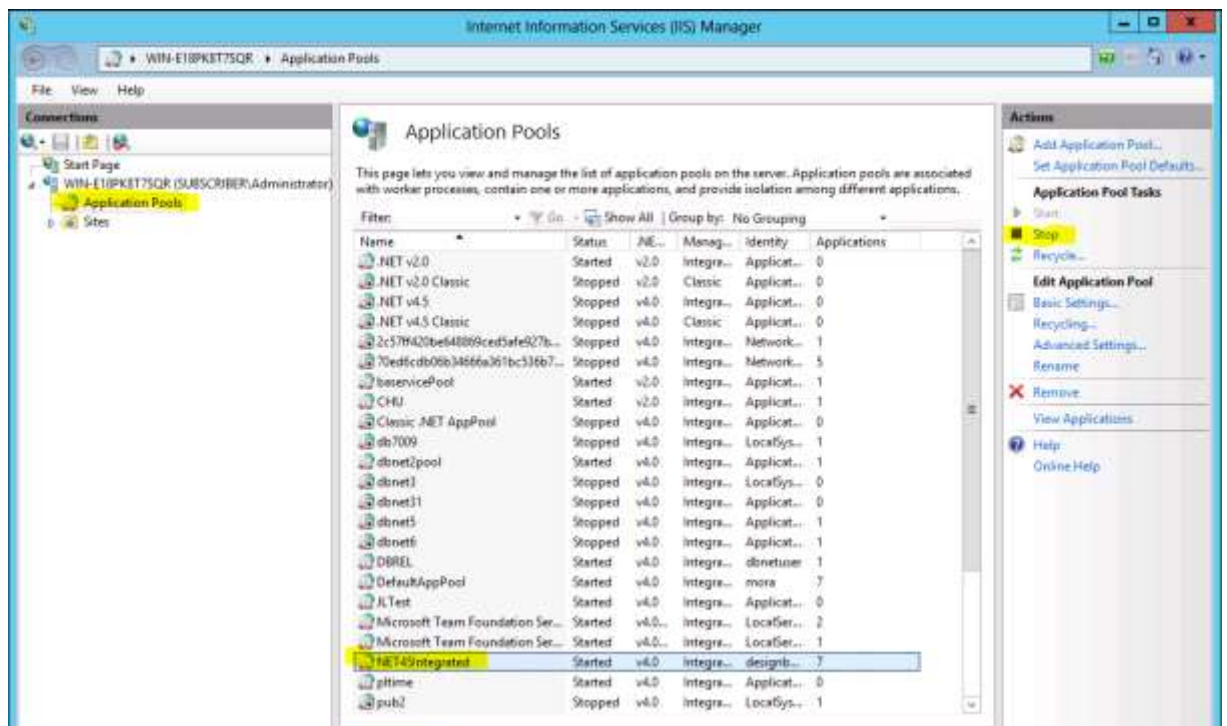
Navigate to <http://localhost/dbnet/test.html> to make sure that the web server is running. This page displays the line "DesignBais HTML test".



Navigate to <http://localhost/dbnet/test.aspx> to check if the ASP engine is running. This page displays the current server time.

If any of these don't work, then:

- In IIS, find the application pool associated with your DBNET and click on it.
- On the right-hand side, click the *Stop* link.
- Wait for the *Start* link to appear and click to restart the application pool.



If this action fails then:

- Restart IIS (command shell: >IISRESET) and test again.

If this fails then:

- Reboot the web server

Navigate to <http://localhost/dbnet/> to see if your application is running.

If this fails:

- Check the DBNET/debug folder for the most recent errors.

If the application is failing, bring the application to the point just before that failure. Delete all files in your dbnet/debug folder after taking a backup. Proceed with the action that generates the failure and examine the files recreated in that folder.

## **Load Balancer and multiple web servers**

Perform the webserver tests on all web servers serviced by your load balancer. If these tests are successful then the issue is most likely your load balancer.

## Finding your DBNET on the web server and browsing

Connect (RDP etc. if required) to your web server and on the web server:

- Open IIS (Internet Information Services) Manager
- Click on machine in left column
- Click and expand Sites (if your DBNET is not shown click and expand web sites until you see your DBNET)
- Right click the found DBNET and select Manage Application > Browse. This will open your DBNET in a browser.

Installing Chrome or Edge on the web server and setting it as the default browser will help in fault finding.

## Reporting a problem to DesignBais

- Always start with a URL and login+password for that URL (even if this is an internal URL)
- Web server RDP details; IP/URL, and login+password
- Database server RDP details; IP/URL, and login+password
- Physical location (directory) of your DBNET on the web server
- Database account name and location
- Indicate if you have followed the procedures set out in this document
- Steps to reproduce the problem

## Results from a functioning DesignBais System

Expected results from running *uvlictool*:

```
>dos
Microsoft Windows [Version 6.3.9600]
(c) 2013 Microsoft Corporation. All rights reserved.

E:\HOME\designbais\DB.NET>f:\uv\uv\bin\uvlictool
Server Edition mode of licensing is in effect.
No. Pid, Package Device name IP address Device sub-key
1 19760 JK4 1[REDACTED] 1
2 16248 UVCS BADEV 1[REDACTED] 9

26 license seats are in use.
16 license seats are available.

Packages in use:
UVCS has 8 processes.

Signature Table Used Entry Count = 11
UniVerse Signature Table Used Entry Count = 18
```

Example of FILE.STAT DBSESSIONS:

```
File name= DBSESSIONS
File type= 18
File style and revision = 64BIT Revision 12
Number of groups in file (modulo)= 20011
Separation= 32
Number of records= 10270
Number of physical bytes= 870645760
Number of data bytes= 161628224
```

Expected results from running *test.html* and *test.aspx*:

