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	Version 2010-05-31 18:27:33 (MET)	Troubleshooting
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This document applies to RisAris SOA Gateway 2010-05-31 18:27:33 (MET) and to all subsequent releases.

Specifications contained herein are subject to change and these changes will be reported in subsequent release notes or new editions.

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# 1 Troubleshooting

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*Troubleshooting SOA Gateway Installation issues*

*Troubleshooting SOA Gateway client side issues*

*Troubleshooting the SOA Gateway server issues*

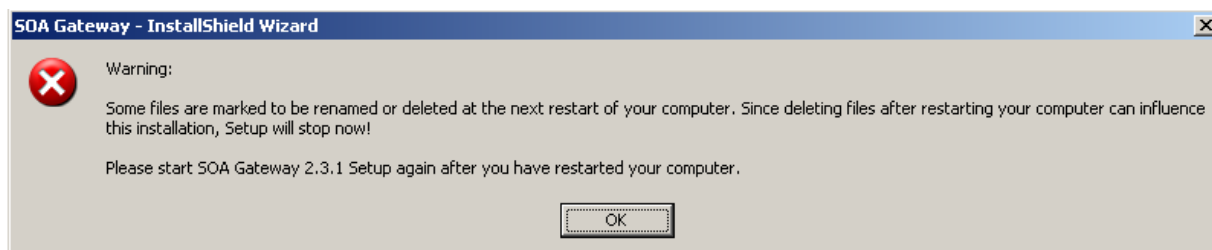
*Troubleshooting the SOA Gateway Control Center*

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## 2 Troubleshooting SOA Gateway Installation issues

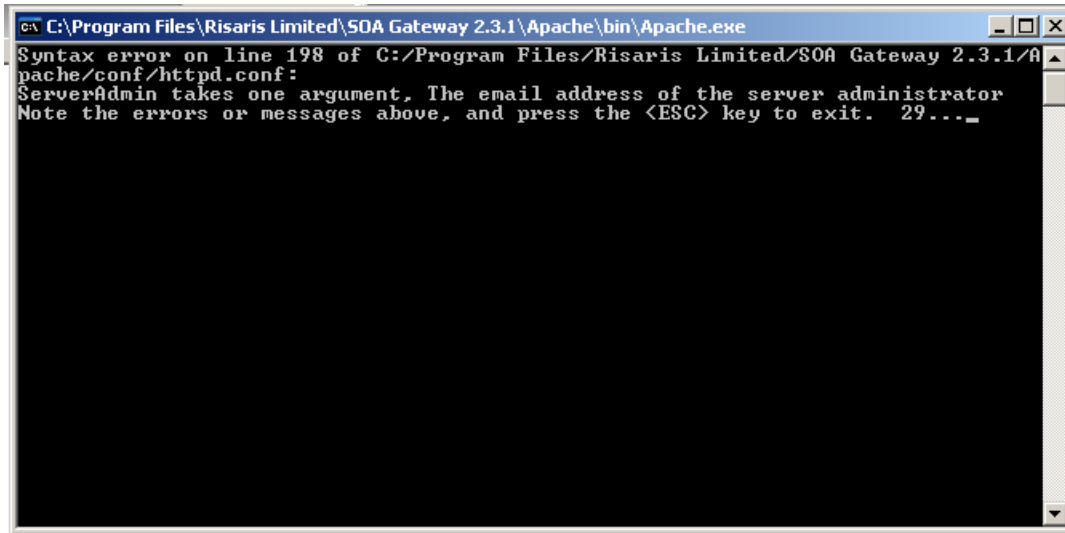
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■ **Windows installation reports some files are marked to be renamed or deleted**



Ensure that the directory *C:\Program Files\Risaris Limited* does not exist, and restart your computer.

■ **Syntax error with Server Admin**



This error occurs when there is more than one entry in the server's DNS suffix list.

Click **Start, Control Panel, Network Connections, Local Area Connection, Properties**

Select **Internet Properties (TCP/IP)** and click **Properties**

Click the **Advanced** button

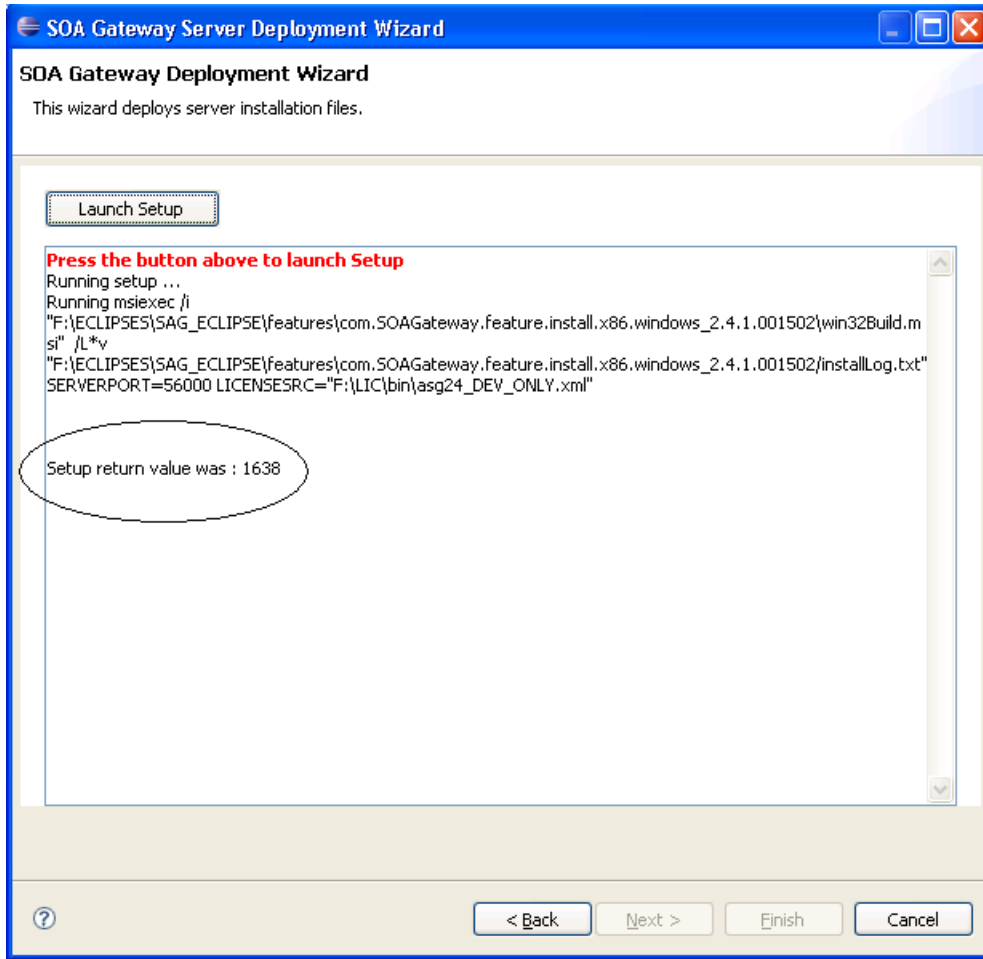
Select the **DNS** tab, and in the **Append these DNS Suffixes**, ensure there is only one entry.

Click **OK, OK** and then **Close**

In the **LAN Status** window select the **Support** tab, and click **Repair**

Re-start the installation.

■ **Launch return code**



Ensure the SOA Gateway is not already installed.

## 3 Troubleshooting SOA Gateway Client side issues

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- **"adabasDriver::listGet() returned -300152, indicating Command 'L1' for dbid={dbid}, fnr={fnr}: Rsp 152 (The internal user buffer was not large enough to contain the user buffer areas) "**

The SOA Gateway Adabas driver employs the Adabas "Multifetch" feature to reduce IPC (Inter-Process Communication) with the Adabas database server for maximum performance.

For a *LIST* or *SELECT* request a default of 64 records to be "multifetched" is applied, an Adabas response code 152 is returned when the buffer areas required to return 64 records of the size determined by the SOA Gateway XRD for the WebService in question exceed the Adabas *LU* parameter.

Resolution:

- Increase the Adabas LU parameter
  - Reduce the size of the data to be transferred per record, for example by lowering the "maxOccurs" setting for MU and/or PE fields within the XRD
  - Use the SOAP header option *SOAGateway\_Internal\_Adabas\_Multifetch\_Limit* to specify a value, lower than the default of 64, that results in a transfer buffer size small enough to not exhaust the LU parameter setting.
- **". . . nni\_initialize rc=-2053 "**

A -2053 means that the SOA Gateway cannot access the Natural INI file. This can occur if the Software AG environment file, (e.g /opt/software/sagenv.new) cannot be accessed. It can also occur if some of the Natural files or directories cannot be accessed due to permissions problems.

Regardless of how the SOA Gateway Apache is started, the threads that handle requests are run as a user specified in the configuration. To determine what this user is, look at [install\_home]/apache2/conf/adabas\_soa\_gw.conf file, and search for the "User" directive. This user must have access to the Software AG environment file, and Natural files and directories.

■ "... **nmi\_initialize rc=-2016**"

A -2016 means the SOA Gateway server can't access the Natural bufferpool "Unable to open buffer pool; contact the Natural system administrator." Is the bufferpool up ? Can you start a Natural session interactively ? If yes, it might be an authorization problem, i.e. the user assigned to the SOA Gateway Server not having the rights to talk to the Natural Bufferpool Server, or the Natural parameter module you are using specifying a bufferpool which isn't up.

# 4 Troubleshooting SOA Gateway Server issues

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- **Apache 2.0.48-9 reports "Cannot load /usr/local/asg/libs/mod\_xmiddle.so into server: libadalnkx.so: cannot open shared object file: No such file or directory"**

See the Envvars Problem below

- **Envvars Problem**

Some versions of Apache will report ( using RPM ) /usr/sbin/envvars as the envvars file, but the apache2ctl script uses /usr/bin/envvars. The ASG Install will use whichever file is reported by the RPM program. The install script will attempt to handle this problem by checking the apache2ctl script to see which envvars file it uses. If these differ, then the install script will attempt the symbolically link /usr/bin/envvars to /usr/sbin/envvars. The install script will not do this if the non-empty, or is already a symbolic link to somewhere else. When this happens the user doing the install must either

1. Symbolically link the file by hand
2. Add the source of "xmiddleEnv.sh" to this file by hand. See "/usr/sbin/envvars"

- **Could not open /etc/apache2/sysconfig.d/include.conf**

Some vanilla Apache installations will reference the above file, which is used for Apache directives that are outside the scope of the default Apache installation. To get Apache to ignore this file, "touch" it ( see man 1 touch ), thus creating an empty file.

- **Cannot load mod\_xmiddle.so into server: failed to map segment from shared object: Permission denied.**

This error can occur on Red Hat when SELinux is enabled. To disable it do the following:

- As root, run system-config-securitylevel
- Select SELinux Tab.
- In the "Modify SELinux Policy" box, expand "HTTPD Service"
- Tick the box "Disable SELinux protection for httpd daemon"

- Click [ OK ]
- Click [ YES ]

■ **API module structure `xmiddle\_module' in file XXX is garbled - perhaps this is not an Apache module DSO?**

Ensure that you have chosen the correct installation for your system. For example, this error can occur when SLES 9 files are installed on a SLES 10.

Ensure that the version of Apache you are installing on is either v2.0 or v2.2. Other versions are not supported.

■ **SSLCertificateFile file /etc/httpd/conf/ssl.crt/server.crt does not exist or is empty. RHEL Only**

Disable / Enable SSL in the Apache server. Enabling SSL is outside the scope of this document, see Apache Documentation. To disable, rename the /etc/httpd/conf.d/ssl.conf to /etc/httpd/conf/ssl.conf.disable, or delete it.

■ **Failed to bind to <port number>, port already in use**

The port specified on the Listen directive in Apache's configuration file is already being used by another application. Change this to a port number not being used.

■ **No error on command line, but Apache is not responding.**

Check Apache's error\_log file for error messages from the SOA Gateway server.

The default location of the Apache error\_log is

- SuSE: /var/log/apache2/error\_log
- RedHat: /etc/httpd/logs/error\_log

■ **A SOAP Fault is generated**

Check the associated message in the <soap:faultString> element for error explanation. There may also be further messages available in the Apache's error\_log

See

- SuSE: /var/log/apache2/error\_log
- RedHat: /etc/httpd/logs/error\_log

■ **Abend S0C1 in module SAFASG**

When the SOA Gateway server is running with *Security Level = User or Password* and is protected by Adabas SAF this abend indicates that SAFASG has not been linked correctly, please revisit the Security Section and relink SAFASG accordingly.

■ **Command 'LF' for dbid=212, fnr=9, Rsp 17 (Invalid file number)**

This error indicates you are accessing a file (number 9) that does not exist on the Adabas database (ID=212). For example, you may be running a installation verification test, and the standard

demo files ("Employees" and "Vehicles") delivered with Adabas have not been installed, or have not been installed in the standard locations.

- **Could not load natural ni library! Failed to open DLL, error 126: The specified module could not be found.**

See setup instructions [here](#).

- **Unicode char 0xF1 is not representable in encoding ASCII.**

See information about `i18n` [here](#)



# 5

## SOA Gateway Control Center (Eclipse) Troubleshooting

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- **The Control Center does not react as expected, functions appear to 'do nothing', but do not give any messages indicating the cause of the misbehaviour.**

Usually at least a brief notice about any error is displayed in the Soa Gateway Log View.

If the Log View does not give any information, or the information presented is not sufficient to identify the problem, consult the Eclipse Error Log which is accessible from the Eclipse main menu bar via:

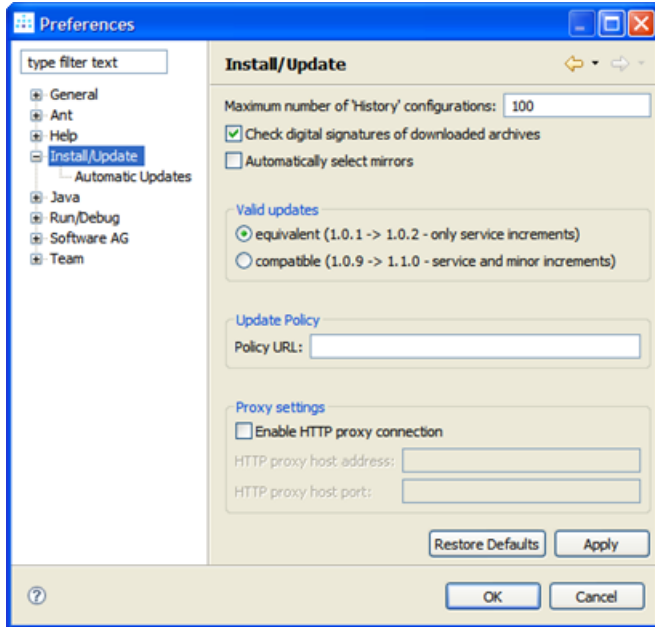
- **Help**
- **About Eclipse SDK** (this brings up a popup windows)
- Click "Configuration Details"
- Click "View Error Log"
- Scroll to the bottom of the error log to view information about the last error having occurred.

*Possible cause: please check if the JRE (Java Runtime Environment) in use it at least JRE 1.5, earlier levels may cause the behaviour described above !*

- **The Eclipse update manager times out with network errors and does not get access to the update site(s)**

When accessing the outside world from an intranet, it may be required to specify a HTTP proxy to Eclipse, this is done as follows:

- Bring up the preferences dialog by selecting *Window -> Preferences* from the Eclipse main menu.
- Select the *Install/Update* section, specify the Proxy settings as appropriate



- Click OK to confirm the settings, Find and Install should now work as expected.