



Manual: Replication issues

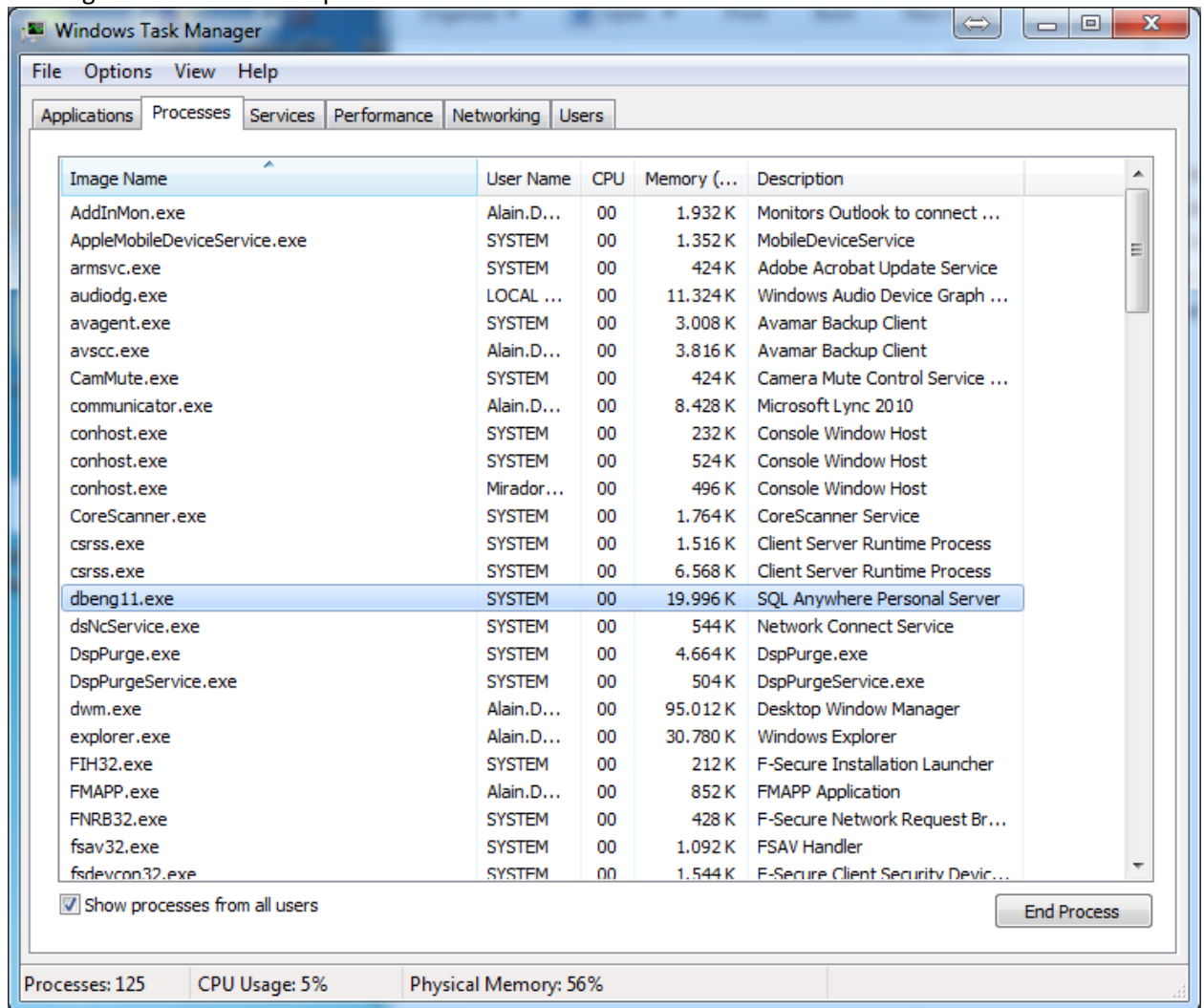
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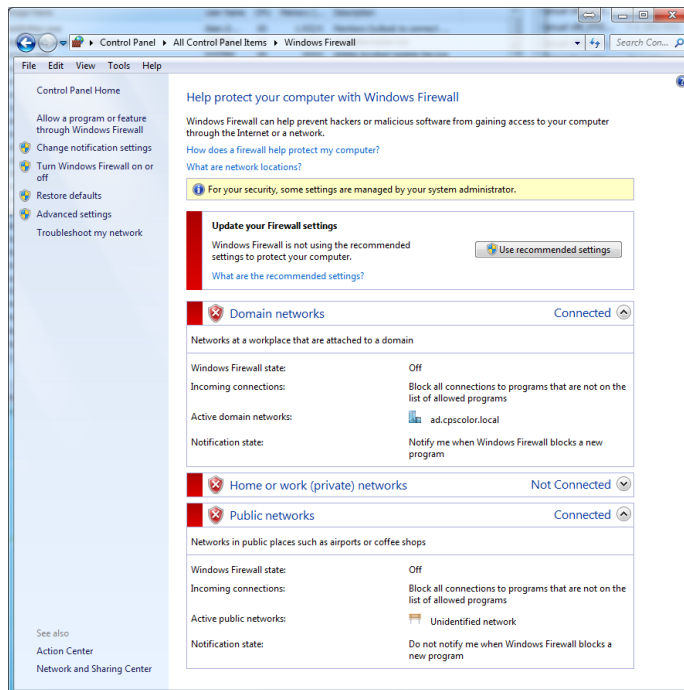
1.1. Firewall problems

When the replication is not working this can have to do with firewall blocks in Windows. To fix this problem the following steps should be followed:

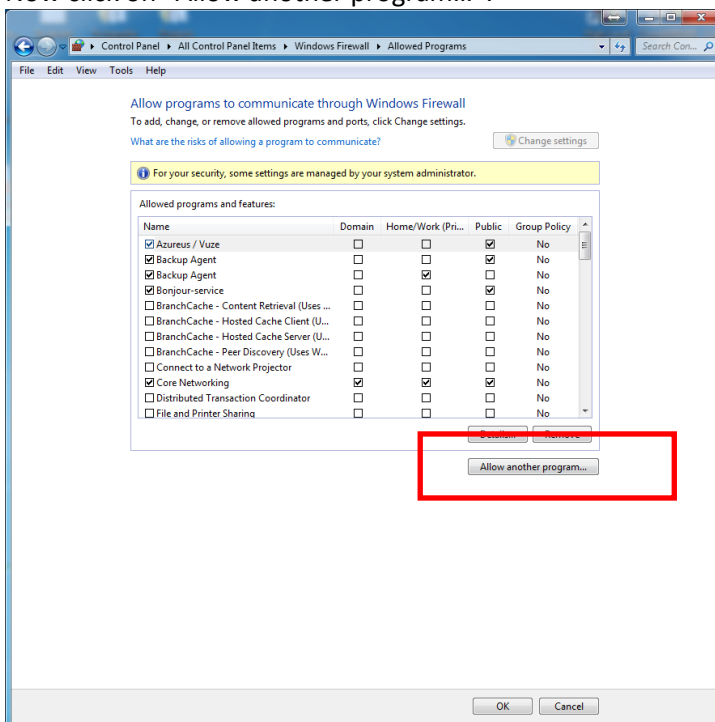
1. Close Innovatint.
2. Open Task Manager and look at the processes running. Make sure you look at all processes by selecting the option "Show processes from all users".
3. Look for any process called "dbeng11.exe" or "dbremote.exe". End all of these processes starting with the dbremote processes.



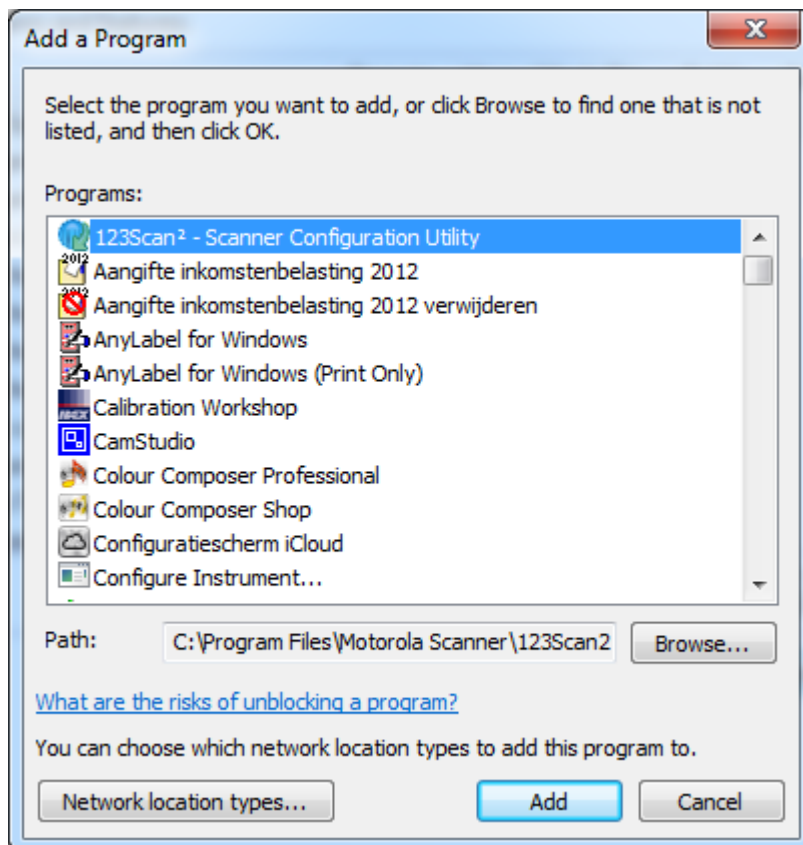
4. Close the Task Manager.
5. Go to "Control Panel" in Windows and look for "Windows Firewall". Open this.
6. To add the dbremote through the firewall click on "Allow a program or feature through Windows Firewall".



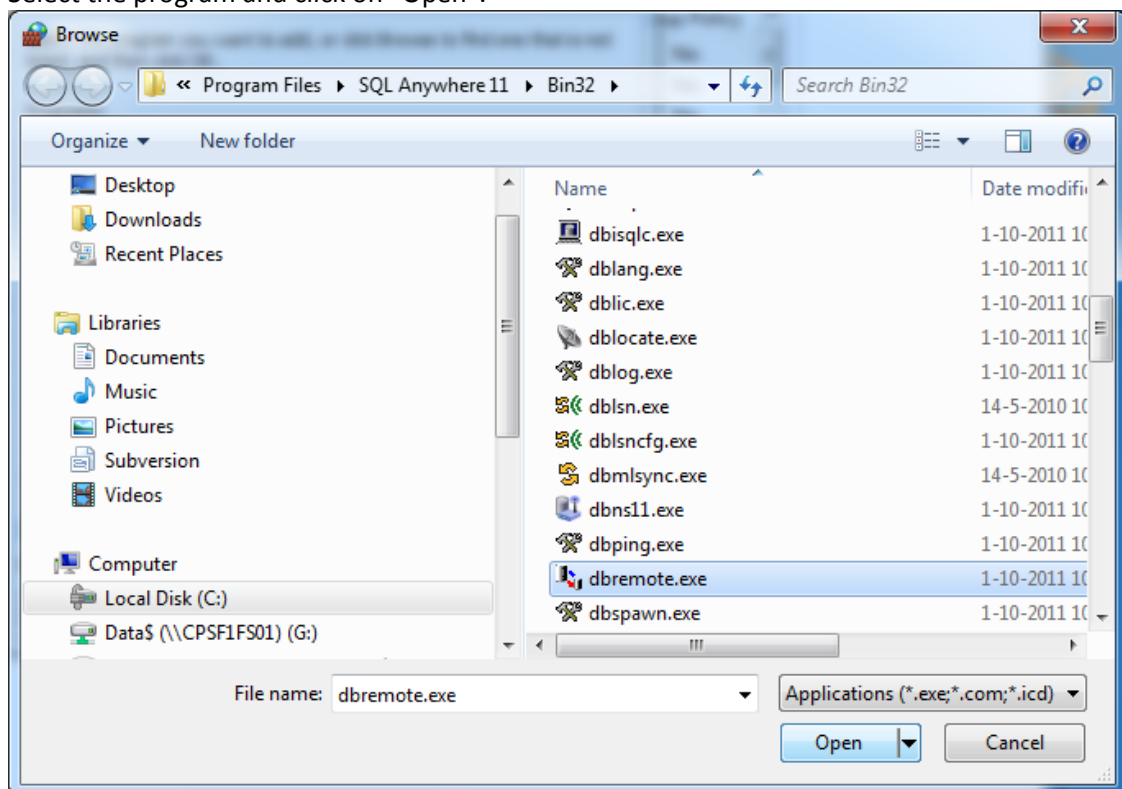
7. A new window comes up where you click on "Change settings".
8. Now click on "Allow another program..."



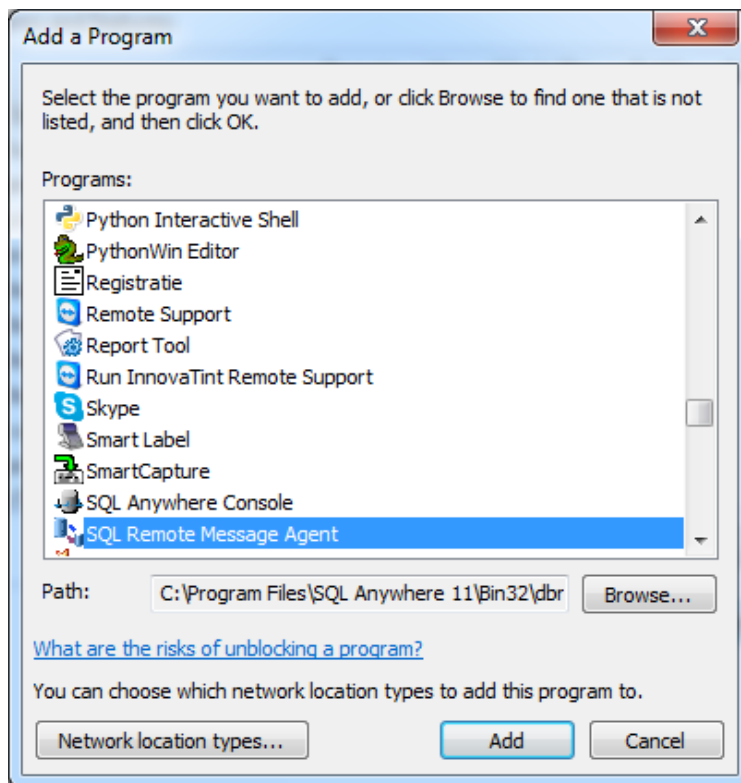
9. A new window comes up:



10. Click on "Browse". You can now look for the dbremote program.
11. The normal location is: C:\Program Files\SQL Anywhere 11\Bin32.
12. Select the program and click on "Open".

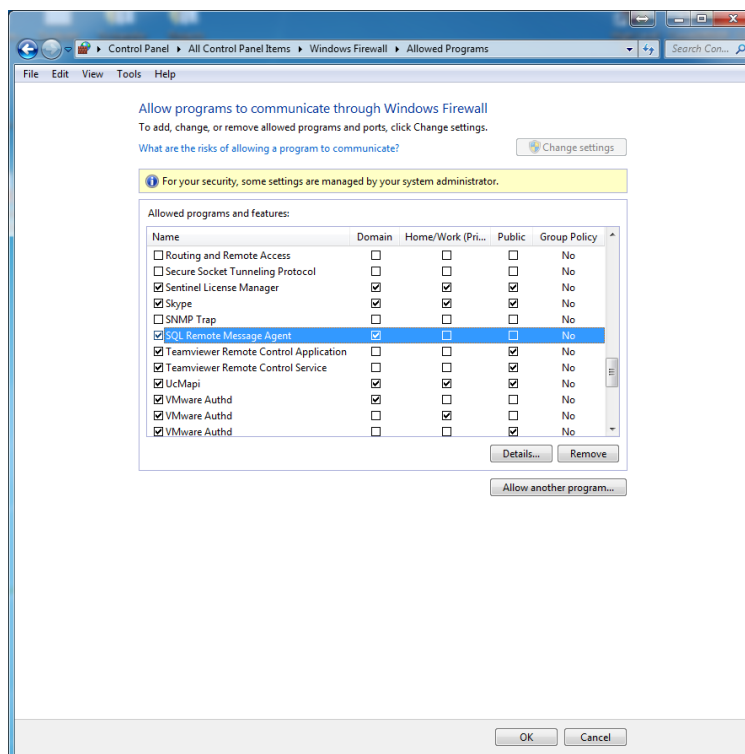


13. Select in the list where it is called "SQL Remote Message Agent".



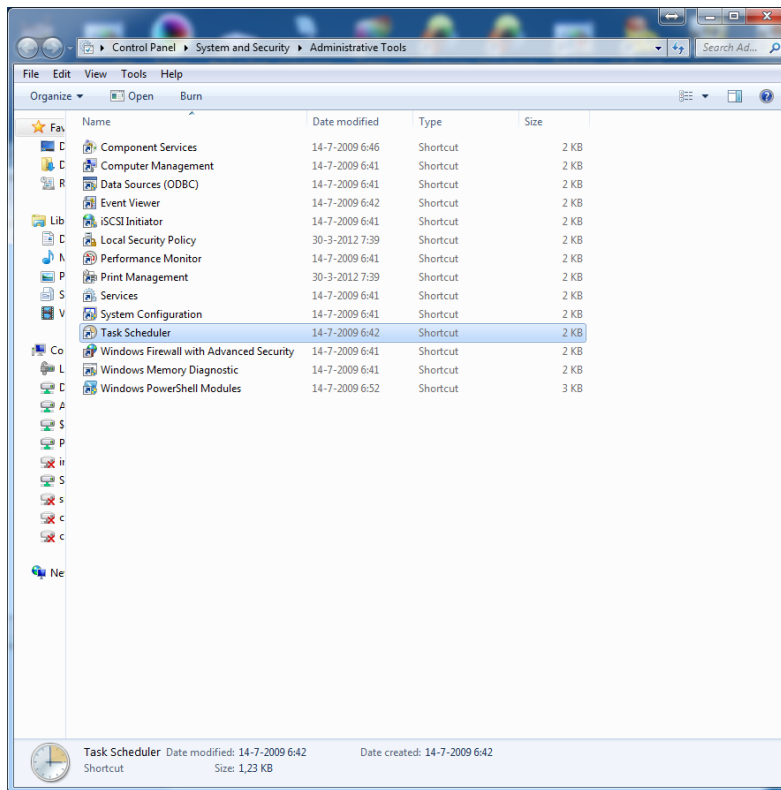
14. Click on “Add”.

15. Now look for it in the list and allow it for the domains you need it to work.

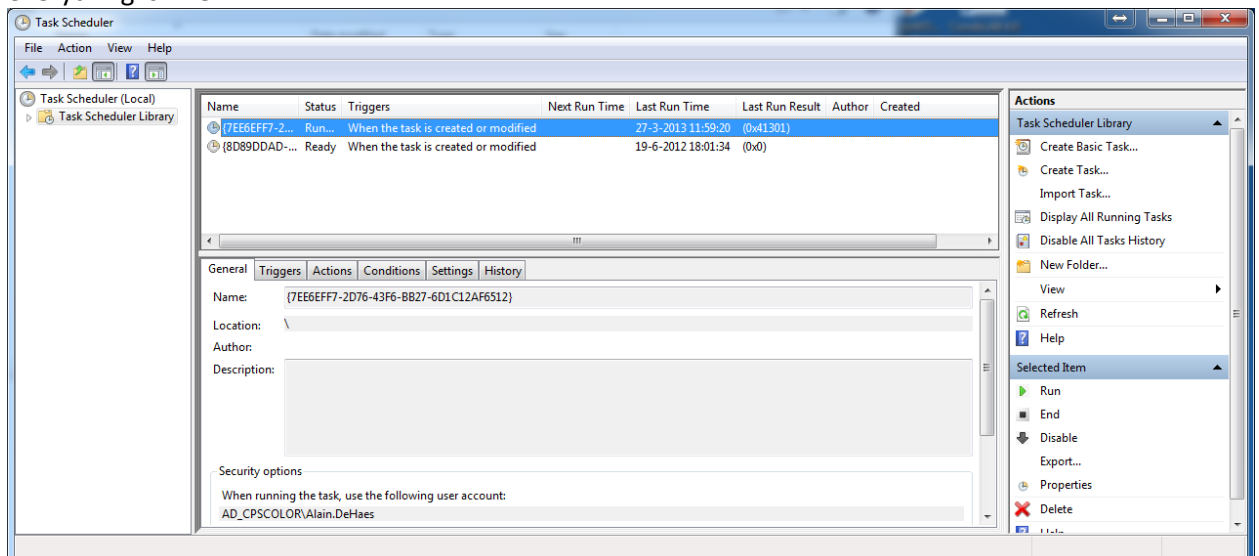


16. After making the correct settings click on “OK”.

17. To test if the replication is working go to “Control Panel” -> “System and Security” -> “Administrative Tools” -> “Task Scheduler”. Depending on your Windows settings the location can differ.



18. Open the "Task Scheduler" and go to "Task Scheduler Library".
19. Look for the 2 lines called "InnovaTint Replication - main" and "InnovaTint Replication - local".
20. Select the first one and use right mouse button to start the replication by selecting "Run".
21. In the section "Last Run Result" you can see if it is working correct. Use the F5 button to refresh the screen. During the replication it will show the code "(0x41301)". This is to show it is still running. Just keep refreshing until it shows it is finished. When the result is "(0x0)" everything is fine.



22. Do the same for the second one.
23. When both are successful you can close the screens and start using InnovaTint.
24. When it shows an error please contact a Software Consultant from Chromaflo Technologies.

1.2. Replication error messages

During replication multiple messages can appear in Innovatint POS or Lab. In this section you will find an overview of different messages that can come up. Also an explanation for the messages is given and a solution for it.

1.2.1. *Warning: Received operations sent to previous extract of this database or sent to pre-recovered version of this database.*

Message:

I. 2014-08-19 14:06:36. Received message from "DBpublisher" (7-07904652990-07904652990-0)
E. 2014-08-19 14:06:36. Warning: Received operations sent to previous extract of this database or sent to pre-recovered version of this database.
I. 2014-08-19 14:06:36. Received message from "DBpublisher" (7-07904652990-07916353188-0)
E. 2014-08-19 14:06:36. Warning: Received operations sent to previous extract of this database or sent to pre-recovered version of this database.
I. 2014-08-19 14:06:36. Received message from "DBpublisher" (7-07916353188-07916363248-0)
E. 2014-08-19 14:06:36. Warning: Received operations sent to previous extract of this database or sent to pre-recovered version of this database.
I. 2014-08-19 14:06:36. Received message from "DBpublisher" (7-07916363248-07916375890-0)
E. 2014-08-19 14:06:36. Warning: Received operations sent to previous extract of this database or sent to pre-recovered version of this database.
I. 2014-08-19 14:06:36. Scanning logs starting at offset 0000791957
I. 2014-08-19 14:06:36. Processing transaction logs from directory "c:\wuser\citdata\main\
I. 2014-08-19 14:06:36. Transaction log "c:\wuser\citdata\main\140819AB.LOG" starts at offset 0000787727
I. 2014-08-19 14:06:36. Processing transactions from transaction log
"c:\wuser\citdata\main\140819AB.LOG"
I. 2014-08-19 14:06:36. Transaction log ends at offset 0000792331
I. 2014-08-19 14:06:36. Processing transactions from active transaction log
I. 2014-08-19 14:06:36. Sending message to "DBpublisher" (0-0000791957-0000796771-0)
I. 2014-08-19 14:06:37. Execution completed

Reason:

Replication on site was still running when a re-export was made in Workgroup Server. This will cause message to be sent to the old version of the database which does not match with the new installed re-exported database.

Solution:

1. Remove replication from site.
2. Re-export database from Workgroup Server
3. Install re-exported database on site.

NOTE: this is always the way how a re-export should be made!

1.2.2. *Server denied permission to DELETE file.*

Message:

I. 2014-08-19 13:27:33. Processing transaction logs from directory "C:\wuser\citdata\main\
I. 2014-08-19 13:27:33. Processing transactions from active transaction log
I. 2014-08-19 13:27:41. Sending message to "site170" (0-0000000000-07916336786-0)

I. 2014-08-19 13:27:41. STOR Failed!
I. 2014-08-19 13:27:41. Server denied permission to DELE file.
I. 2014-08-19 13:27:41. STOR Failed!

Reason:

This happens when the access to the exchange program (like FTP server) is not successful or that an action of the exchange program like deleting a file failed. It can happen that there are too many connections to the exchange program, that the connection to the exchange program is not stable or that the connection is seen as a non-authorized connection. Also it can be that the user is not having enough rights on the exchange program.

Solution:

Normally these messages can be ignored as the replication will try again and most of the time the connection will be successful. However, when this problem persists for specific sites it is advisable to contact your local IT support and let them check if something is wrong or gets blocked. Also check if the user is having all rights to the exchange program, which should be "WRITE", "READ", "APPEND" and "DELETE".

1.2.3. SQL statement failed: (-100) Database server not found

Message:

E. 2014-08-19 13:39:35. Database server not found
E. 2014-08-19 13:39:35. Sending messages failed
E. 2014-08-19 13:39:35. SQL statement failed: (-100) Database server not found
E. 2014-08-19 13:39:35. Database server not found (-100)

Reason:

When using an ODBC connection to connect to the database and you do this through a service, as is normal with consolidated databases (setup by Workgroup Server) the connection fails when that service is not running.

Solution:

Check in Workgroup Server or in the services list of Windows if the service is present and running. If not you should start it. When the service cannot be started contact a Software Consultant of Chromaflo Technologies to help you.

1.2.4. Not applying operations with old resend count

Message:

W. 2014-08-18 09:03:06. Not applying operations with old resend count
I. 2014-08-18 09:03:07. Scanning logs starting at offset 0000637778
I. 2014-08-18 09:03:07. Processing transaction logs from directory "c:\wuser\citdata\main\
I. 2014-08-18 09:03:07. Transaction log "c:\wuser\citdata\main\140616AA.LOG" starts at offset 0000631816
I. 2014-08-18 09:03:07. Processing transactions from transaction log "c:\wuser\citdata\main\140616AA.LOG"
E. 2014-08-18 09:03:07. No log operation at offset of 0000637778 in the current transaction log
E. 2014-08-18 09:03:07. Sending messages failed
I. 2014-08-18 09:03:07. Execution completed

Reason:

There can be several reasons for this.

Duplicate sites:

When a site database package has been installed on multiple sites this will cause problems. The consolidate database will receive messages from multiple sites. This causes the sites only to receive parts of the messages that are sent by the consolidate database. The sites will then ask to resend the messages but because the other site picks up the messages the resend is asked again. At that moment the other site sees it as an old message and ignores it.

Bad network connection:

The site has started the replication then for some reason the files in FTP server are missing (usually caused by network problems). After this the main database is reading the files from the folder, but because some of them are missing it is sending a resend request for the site and the site resends the messages. If for some reason the network problem gets fixed during before the site reads the resend request the originally missing messages are sent from the site. Now the site reads that and starts to resend all the messages. In the meanwhile the consolidate database gets the originally missing messages and detects that it has already send a resend request.

Solution:

Duplicate sites:

It can be difficult to find out that this is the actual problem as you would need to check all sites and see which site ID they have for replication. Solving the problem can be done only by re-exporting the correct databases for both sites.

1. Remove replication from both sites.
2. Re-export the correct databases from consolidate (Workgroup Server) for both sites.
3. Install on both sites the correct, uniquely exported databases.

Bad network connection:

This problem should fix itself after a couple of replication rounds. When it does you know it is not a problem of duplicate sites. When it solves itself but it comes back contact your local IT support department to see if there are problems with the network. It could also be that a back-up of the exchange program (FTP server) was placed back which would cause this problem as well. Placing back a back-up can cause more problems so try to avoid this.

1.2.5. Unable to initialize FTP link

Message:

I. 2014-04-29 06:10:05. Unable to open connection!.
I. 2014-04-29 06:12:10. Unable to open connection!.
I. 2014-04-29 06:12:31. Unable to open connection!.
I. 2014-04-29 06:13:02. Unable to open connection!.
I. 2014-04-29 06:13:23. Unable to open connection!.
E. 2014-04-29 06:13:23. Unable to initialize FTP link
I. 2014-04-29 06:13:24. Execution complete

Reason:

This happens when the access to the exchange program (like FTP server) is not successful. It can happen that there are too many connections to the exchange program, that the connection to the exchange program is not stable or that the connection is seen as a non-authorized connection.

Solution:

Normally these messages can be ignored as the replication will try again and most of the time the connection will be successful. However, when this problem persists for specific sites it is advisable to contact your local IT support and let them check if something is wrong or gets blocked.

1.2.6. SQL statement failed: (-193) Primary key for table 'COLOURINPRODUCT' is not unique : Primary key value ('503309')

Message:

E. 2014-05-20 16:51:03. SQL statement failed: (-193) Primary key for table 'COLOURINPRODUCT' is not unique : Primary key value ('503309')

E. 2014-05-20 16:51:03. Skipping:

E. 2014-05-20 16:51:03. INSERT INTO

cc.COLOURINPRODUCT(COLOURINPRODUCTID,COLOURID,PRODUCTID,VERSION,

FORMULAID)

VALUES (503309,8175,15,0,270118)

E. 2014-05-20 16:51:03. SQL statement failed: (-193) Primary key for table 'COLOURINPRODUCT' is not unique : Primary key value ('598512')

E. 2014-05-20 16:51:03. Skipping:

Reason:

When trying to update the database structure duplicate commands are sent.

Solution:

As it an internal error of the replication program the messages can be ignored and should fix itself.