



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.

Applications Processes Services Performance Ne	tworking Us	ers			
Image Name	User Name	CPU	Memory (Description	*
AddInMon.exe AppleMobileDeviceService.exe armsvc.exe audiodg.exe avagent.exe avscc.exe CamMute.exe communicator.exe conhost.exe conhost.exe conhost.exe	Alain.D SYSTEM SYSTEM LOCAL SYSTEM Alain.D SYSTEM Alain.D SYSTEM SYSTEM Mirador	00 00 00 00 00 00 00 00 00 00 00	424 K 11.324 K 3.008 K 3.816 K 424 K 8.428 K 232 K 524 K	Monitors Outlook to connect MobileDeviceService Adobe Acrobat Update Service Windows Audio Device Graph Avamar Backup Client Avamar Backup Client Camera Mute Control Service Microsoft Lync 2010 Console Window Host Console Window Host Console Window Host	Ξ
CoreScanner.exe csrss.exe csrss.exe	SYSTEM SYSTEM SYSTEM	00 00 00	1.516 K	CoreScanner Service Client Server Runtime Process Client Server Runtime Process	
dbeng11.exe	SYSTEM	00	19.996 K	SQL Anywhere Personal Server	
dsNcService.exe DspPurge.exe DspPurgeService.exe dwm.exe explorer.exe	SYSTEM SYSTEM SYSTEM Alain.D Alain.D	00 00 00 00 00	4.664 K 504 K 95.012 K	DspPurgeService.exe	
FIH32.exe FMAPP.exe FNRB32.exe fsav32.exe	SYSTEM Alain.D SYSTEM SYSTEM	00 00 00 00	852 K 428 K 1.092 K	F-Secure Installation Launcher FMAPP Application F-Secure Network Request Br FSAV Handler	Ţ
fsdevcon32.exe	SYSTEM	00	1.544 K	E-Secure Client Security Devic	*

- 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".





	All Control Panel Items Windows Firewall	- 4, Search Co
e Edit View Tools Help		
Control Panel Home	Help protect your computer with Wind	ows Firewall
Allow a program or feature through Windows Firewall	Windows Firewall can help prevent hackers or mali- through the Internet or a network.	ious software from gaining access to your computer
Change notification settings	How does a firewall help protect my computer?	
Turn Windows Firewall on or off	What are network locations?	
Restore defaults	For your security, some settings are managed	by your system administrator.
Advanced settings Troubleshoot my network	Update your Firewall settings	
	Windows Firewall is not using the recommen settings to protect your computer.	ded 🛛 😵 Use recommended settings
	What are the recommended settings?	
	😵 Domain networks	Connected 🔿
	Networks at a workplace that are attached to a do	main
	Windows Firewall state:	Off
	Incoming connections:	Block all connections to programs that are not on the list of allowed programs
	Active domain networks:	ad.cpscolor.local
	Notification state:	Notify me when Windows Firewall blocks a new program
	Bome or work (private) network	ks Not Connected 🕑
	Public networks	Connected 💿
	Networks in public places such as airports or coffe	e shops
	Windows Firewall state:	Off
	Incoming connections:	Block all connections to programs that are not on the list of allowed programs
See also	Active public networks:	Tunidentified network
Action Center	Notification state:	Do not notify me when Windows Firewall blocks a new program

7. A new window comes up where you click on "Change settings".

8. Now click on "Allow another program...".

Allow programs to communicate the	ough W	indows Firewall				
To add, change, or remove allowed programs ar	nd ports, c	ick Change settings.				
What are the risks of allowing a program to com	municate	:	(👂 Change settir	ngs	
For your security, some settings are managed	ed by you	r system administrato	or.			
Allowed programs and features:						
Name	Domain	Home/Work (Pri	Public	Group Policy	^	
Azureus / Vuze			2	No	E	
Backup Agent			V	No		
Backup Agent		×		No		
Bonjour-service				No		
BranchCache - Content Retrieval (Uses				No		
BranchCache - Hosted Cache Client (U				No		
BranchCache - Hosted Cache Server (U				No		
BranchCache - Peer Discovery (Uses W				No		
Connect to a Network Projector Core Networking				No No		
Distributed Transaction Coordinator				No		
File and Printer Sharing				No	-	
					_	
			Allow	another program		
			Allow	notnei piograi		

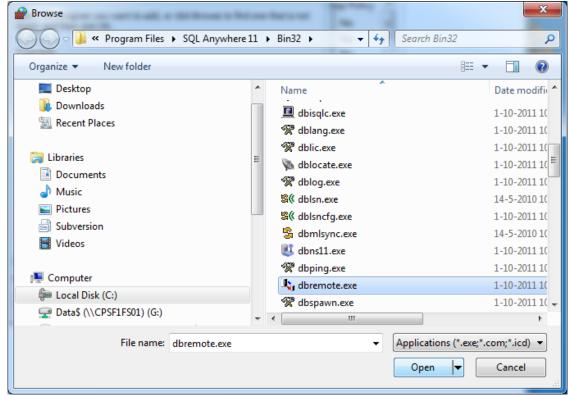
9. A new window comes up:





Add a Program
Select the program you want to add, or click Browse to find one that is not listed, and then click OK.
Programs:
🔞 123Scan ² - Scanner Configuration Utility
Aangifte inkomstenbelasting 2012
Aangifte inkomstenbelasting 2012 verwijderen
AnyLabel for Windows
AnyLabel for Windows (Print Only)
Calibration Workshop
CamStudio
n Colour Composer Professional
Colour Composer Shop
Configuratiescherm iCloud
Configure Instrument
Path: C:\Program Files\Motorola Scanner\123Scan2 Browse
What are the risks of unblocking a program?
You can choose which network location types to add this program to.
Network location types Add Cancel

- 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".





Add a Program	3
Select the program you want to add, or click Browse to find one that is not listed, and then click OK.	:
Programs:	
Python Interactive Shell	•
Network Strategy PythonWin Editor	
Registratie	
Remote Support	
Report Tool	
😫 Run InnovaTint Remote Support	
Skype	
Smart Label	
SmartCapture	
SQL Anywhere Console	
SQL Remote Message Agent	
Path: C:\Program Files\SQL Anywhere 11\Bin32\dbr Browse	ןכ
What are the risks of unblocking a program?	
You can choose which network location types to add this program to.	
Network location types Add Cancel	

- 14. Click on "Add".
- 15. Now look for it in the list and allow it for the domains you need it to work.

🕒 🗢 🔐 🕨 Contra	ol Panel 🔸 All Control Panel Items 🔸 Windows	Firewall	Allowed Programs			- - 4	Search Con
File Edit View Too	ls Help						
	All		a dama rita and				
	Allow programs to communicate the To add, change, or remove allowed programs a						
	What are the risks of allowing a program to con				🚱 Change settir	igs	
	A .						
	For your security, some settings are managed	ged by you	r system administrato	or.			
	Allowed programs and features:					_	
	Name	Domain	Home/Work (Pri		Group Policy	*	
	Routing and Remote Access Secure Socket Tunneling Protocol				No		
	Sentinel License Manager				No		
	☑ Skype	•			No		
	SNMP Trap				No		
	SQL Remote Message Agent Teamviewer Remote Control Application				No		
	Teamviewer Remote Control Service			V	No	=	
	☑ UcMapi	2	2		No		
	VMware Authd	⊻			No No		
	VMware Authd				No	-	
				Details	Remov	e	
				Allow	another prograr	n	
				-			
						-	
				Ok	Cano	el	

- 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.





		•	A 1			_ 0	×
00-	Control Panel > System and Security >	Administrative Tools			- 4 ₇	Search Ad	, p
File Edit	View Tools Help						
Organize	 Open Burn 				800	•	0
🔆 Fav	Name	Date modified	Туре	Size			
	Component Services	14-7-2009 6:46	Shortcut	2 KB			
🚺 C	Tomputer Management	14-7-2009 6:41	Shortcut	2 KB			
950 R	Data Sources (ODBC)	14-7-2009 6:41	Shortcut	2 KB			
	Event Viewer	14-7-2009 6:42	Shortcut	2 KB			
🥽 Lib	a iSCSI Initiator	14-7-2009 6:41	Shortcut	2 KB			
<u> </u>	Local Security Policy	30-3-2012 7:39	Shortcut	2 KB			
J N	Performance Monitor	14-7-2009 6:41	Shortcut	2 KB			
📔 P	🕞 Print Management	30-3-2012 7:39	Shortcut	2 KB			
📄 S	🙈 Services	14-7-2009 6:41	Shortcut	2 KB			
😸 v	🐻 System Configuration	14-7-2009 6:41	Shortcut	2 KB			
	😥 Task Scheduler	14-7-2009 6:42	Shortcut	2 KB			
🛤 Co	Hindows Firewall with Advanced Security	14-7-2009 6:41	Shortcut	2 KB			
ф» L	🔊 Windows Memory Diagnostic	14-7-2009 6:41	Shortcut	2 KB			
🖵 C	📷 Windows PowerShell Modules	14-7-2009 6:52	Shortcut	3 KB			
🖵 A							
🖵 S							
🖵 P							
🐋 ir							
🖵 S							
S 😒							
🔀 C							
😪 C							
🗣 Ne							
	Task Scheduler Date modified: 14-7-2009 6:4	Determine	:d: 14-7-2009 6:42				
	Shortcut Size: 1,23 KB	2 Date create	ta: 14-7-2009 6:42				

- 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.

File Action View Help	Recorded for the	
• 🔿 🔁 📰 🔽 🛒		
Task Scheduler (Local)	Name Status Triggers Next Run Time Last Run Time Last Run Result Author Created	Actions
🚴 Task Scheduler Library	(7EE6EFF7-2 Run When the task is created or modified 27-3-2013 11:59:20 (0x41301)	Task Scheduler Library
	(B189DDAD Ready When the task is created or modified 19-6-2012 18:01:34 (0x0)	💿 Create Basic Task
		🐌 Create Task
		Import Task
		Display All Running Tasks
	K	👔 Disable All Tasks History
	General Triggers Actions Conditions Settings History	管 New Folder
	Name: {7EE6EFF7-2D76-43F6-BB27-6D1C12AF6512}	View
	Location:	Refresh
	Author	👔 Help
	Description:	Selected Item
		🕨 Run
		End End
		🖶 Disable
	Construction	Export
	Security options	Properties
	When running the task, use the following user account: AD CPSCOLOR\Alain.DeHaes	🗙 Delete
		E Liste

- 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 DELE 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 send 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 message are send 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')

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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.