



Scholastic ONline Information System
for the Web

Messages, Errors and Diagnosis

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This text consolidates the messages most frequently encountered by SONISWEB® users. They include SONISWEB® messages and selected Web browser, SQL database manager, ColdFusion™, Report Builder, Crystal Enterprise, and Windows™ messages. Suggestions for diagnosing errors are covered.

See the “Administration” text for information on reporting persistent errors, applying patches and repairs, setting up selected tables, etc.

March 2006

Systems, Inc.

The logo for RJM Systems, Inc. It features the letters 'R', 'J', and 'M' in a stylized, blue, serif font, stacked vertically. To the right of the 'M' is the text 'Systems, Inc.' in a blue, italicized, serif font.

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(MessagesErrorsDiagnosis.doc - 04/14/06 9:22 AM)

NEW IN THIS EDITION

- Refreshing of selected displays for version 2.0
- Most of the reports have been rewritten in the ColdFusion™ Report Builder. Those have “(RB)” following their names. All new reports and enhancements to existing reports are available in Report Builder only. The older Crystal Reports™-Enterprise reports (without the “RB”) are still available in most cases.
- Figure 1 “SONISWEB® Information Flow”, page 5.
- “Crystal Enterprise Messages”, page 7.
- “Excel or PDF Output from Report Builder Not Downloading”, page 11.
- “PDF Output from Report Builder Not Downloading”, page 12.
- “Printed Report Does Not Fit on the Page Correctly”, page 13.
- “Report Builder Connection Denied”, page 13.
- “Not all pages print or the printed report looks like the browser screen”, page 16.
- “Setting ColdFusion™ Cache”, page 26.
- “Browser Requirements” pages 31 through 41.

Setting Your Browser for Proper Function and Security

Internet Explorer¹ (IE), Firefox™, Netscape®, and Opera Web browsers have an “auto-complete” or password-form save feature that is handy for individual computers but defeats privacy on shared computers like those in computer labs and libraries. See page 31 to set your browser for security, good performance, and to prevent your getting old Web pages.

¹ Only Internet Explorer (IE) version 5.5 or later is supported for administrative use.

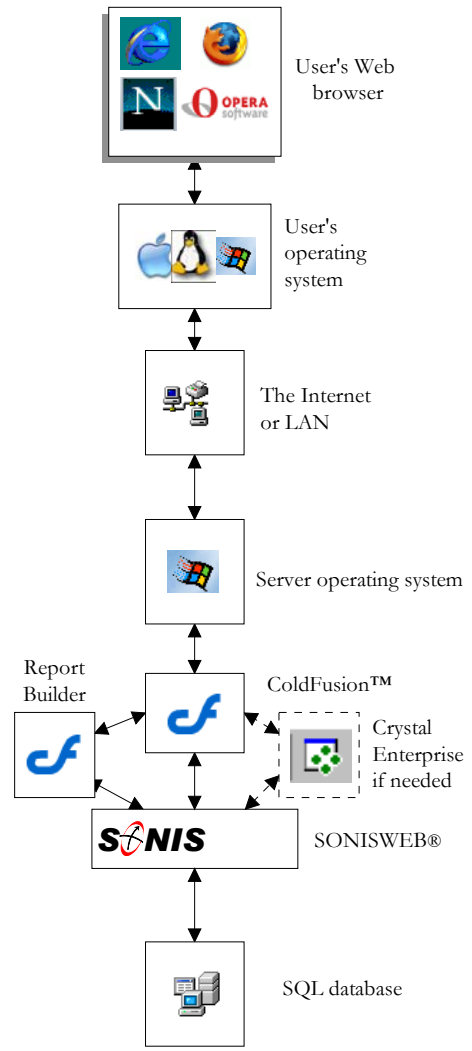
MESSAGE SOURCES AND TYPES

The route from your Web browser to the records in the SONISWEB® database and then back to your browser is a long one. Figure 1 illustrates just a few of the major pieces of software on that path. Each piece of software has its own set of messages, windows and displays.

This text covers common error messages. SONISWEB® confirmation and error messages are also described.

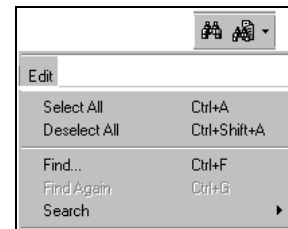
WHAT DO YOU WANT TO DO?

- See “Table of Contents” on page 2 for a list of the errors covered and the solutions to them.
- “Wrong or Old Display” on page 8.
- “View and Access Messages” start on page 10. Most of these are error messages.
- “Report and Printing Messages” begin on page 15. These only apply to printed reports.
- “SONISWEB® Message List” starts on page 21. They are mostly confirmation messages. A few are data entry error messages.
- There are specific browser and display requirements for administrative users covered on page 31.
- If you don’t see what you need above, check the table of contents on page 2. You can also use the Adobe® find or search functions illustrated in Figure 2. It allows a Google®-like search² by word or phrase.



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• Figure 1 SONISWEB® Information Flow



• Figure 2 Adobe® Find and Search

² If you're unfamiliar with this searching, click Adobe® reader Help or see the SONISWEB® text “Index to Texts”.

Visual Guide to Message Sources and Types

This is a guide showing you the typical visual messages. It helps you figure out which software system sent the message.

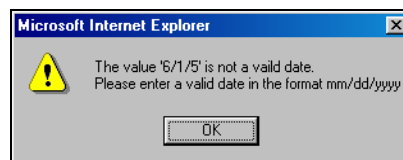
SONISWEB® messages

The “SONISWEB® Message List” starts on page 30.



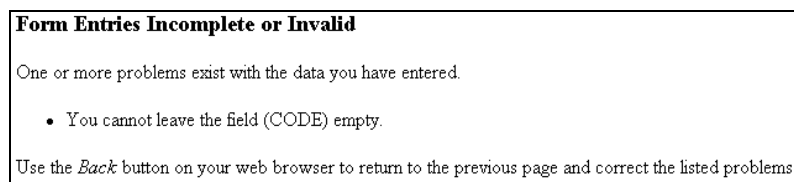
• Figure 3 SONISWEB® Information Message Format

Most SONISWEB® messages are confirmation of some action you just took. Figure 3 is typical. The core of a message is “Section x added” where the x is replaced by the number of the section. Similar substitutions are made for ID numbers, course numbers, etc. Some messages appearing in the format of Figure 3 are errors. The message “Registrar already exists as a profile” tells you that you are attempting to create a profile that already exists.



• Figure 4 SONISWEB® Immediate Error Message

Some errors are immediately detected like that in Figure 4. Click OK and fix the data entered in error.





• Figure 5 SONISWEB® Delayed Error Message


A few SONISWEB® messages look like Figure 5. These appear when the system is processing the data you entered and these data are the wrong form or are missing.

Browser messages

There are two types, a separate window like Figure 4 or messages in the upper left side of the browser display such as Figure 6.

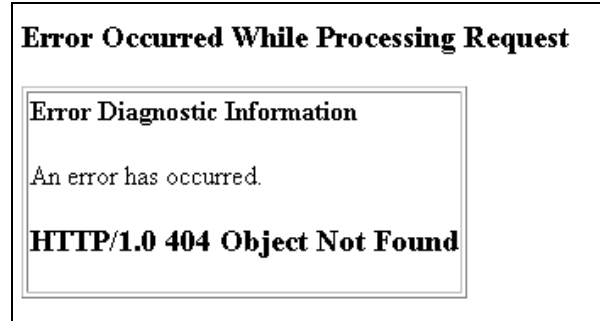
Not all browsers nor all versions of the same brand of browser work the same way. See “Browser Requirements” (page 31) for supported browsers and their anomalies.

Icons in a window tell you what the level of error was. A question mark  is asking you to make a decision and click the appropriate button. An exclamation point  is a warning that

normally requires you to make a correction. Figure 4 is an example. An **X**  is a serious error that will stop further processing until you correct the problem.

The name next to the punctuation (?, !, X) either the name the software that sent it or the error statement.

Figure 6 shows the other common browser error message. In some cases the bottom of this Web page contains several lines of data. Although meaningless to you, these often tell your technical support staff what went wrong. If you can repeat the error, write down the technical information at the bottom of the page to help in diagnosis.



• Figure 6 Browser Message in Web Page

Operating System, Network, and Server Messages

These are rare during the operation of SONISWEB® but may occur as you are starting the system or connecting to the network. Most have a windowed look, like Figure 4. They are not covered in this text. Use your operating system's HELP function or search for the message on the manufacturer's Web site.

ColdFusion™ Messages

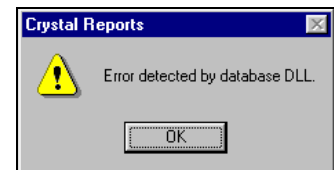
Most ColdFusion™ messages appear like Figure 4 or Figure 6. Some like Figure 7 indicate a problem with the text you entered. Reenter the data correctly.



• Figure 7 ColdFusion™ Data Error

Crystal Enterprise Messages

New and enhanced reports are built with the ColdFusion™ Report Builder. Older reports use Crystal Enterprise to generate them. As seen in "Report and Printing Messages" (page 15) the messages have a wide variety of formats. The words "Crystal Reports" are usually in the message or at the top of the window so you know it was the source.



• Figure 8 Crystal Enterprise Message

SQL Database Messages

Most database errors are detected by SONISWEB® so you never see them directly. Those that do appear are described in "View and Access Messages" starting on page 10. When Crystal Enterprise has a database problem you do see it as shown in Figure 19. They are described in "Report and Printing Messages" starting on page 15. Most database errors are placed in a log that your technical support staff reviews to locate problems.

SOFTWARE CHANGES DON'T SEEM TO WORK

Symptom: You install changes to SONISWEB® and they don't seem to be effective. Whatever you see is unchanged.

Potential Causes:

- If you're seeing old data on a Web page when you know you've updated the record, the most likely cause is caching³ in your browsers. Caching causes old Web pages with old data to be shown. You can check that by trying another browser on another computer. You can compare your browser setting to those given in the SONISWEB® manual "Browser Settings" and on pages 31 through 39.
- If you see an old report that doesn't change even after you've updated the database, that can be caused by your browser's cache³ settings or the Crystal Enterprise cache settings. See "Wrong or Old Display" on page 8 for an explanation.
- If neither of the symptoms above fits, your problem is probably the setting of your ColdFusion™ cache³. See "Setting ColdFusion™ Cache" on page 26.

WRONG OR OLD DISPLAY

Symptom: You see a display you saw before. It's as if you never entered a new inquiry or specified new report parameters. Usually this is caused by data held over from your previous inquiry or access in a cache or in temporary Internet files.

If you see a blank display for a report and you are using the Opera browser, see "Correcting 'Page not Displayed' in Opera" on page 21 and "Correcting Blank Report in Opera" on page 22.

Solution 1: Reset the caches and clear the temporary Internet files as described in the SONISWEB® text "Administration". See pages 31 through 39 if you suspect that your problem is browser caching or the browser's temporary Internet files.

Explanation: Not shown in Figure 1 are all the caches and temporary Internet files in the system.

- Most Web browsers have both a "memory" cache and a directory-folder containing temporary Internet files. You may find the solution on pages 31 through 39 and following. If not, see the text "Administration" to clear them.
- ColdFusion™ has a cache setting that you can change as outlined on page 26.
- Crystal Enterprise has a cache setting that you can change as outlined in the text "Administration".

Solution 2: Rarely the problem may be caused by a new version of either ColdFusion™ or SONISWEB®. The solution may be "Forcing ColdFusion™ to Recompile the Classes" on page 24.

³ "Cache Defined" on page 9 tells you more about all the caches in the various software that's used with SONISWEB®.

Cache Defined

Caches are built into much software and contain the most recent data retrieved to satisfy an inquiry. When you pose a new inquiry, the software looks for the information in the cache and re-uses that data so it doesn't have to retrieve the records again. The purpose is to improve performance by reducing the need for a relatively slow database access but it can result in your getting old pages and old data. The specific caches are:

- ColdFusion™ and your Web browser that affect the pages (displays) and their contents.
- Report Builder (see “New in this Edition” on page 4) that uses the ColdFusion™ settings.
- Crystal Enterprise reports that affect the data you see in the report if you're using the older Crystal Reports™.
- SONISWEB® that affects the labels (strings) you see in a display.

Temporary Internet Files Defined

Temporary Internet files are a second form of caching for the Web browser. A page received from the Internet is placed in the temporary Internet file directory-folder for that browser on the user's local computer (not on the SONISWEB® server). When next you inquire, the browser checks its directory-folder to see if a page of the same name is present. If so, it does not get the page from the Internet, it uses the old page on your computer. If the change is subtle enough, the browser will not see a change in the page, so you see the old page displayed again and not the new page.

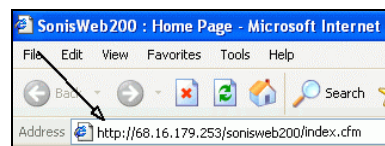
MESSAGES

What follows are mostly error messages. Some are descriptions of what you see – or do not see – on your display. They are divided into those you normally see when viewing and editing SONISWEB® data and those you see when printing reports. You can view the list of standard SONISWEB® messages in “SONISWEB® Message List” starting on page 21.

View and Access Messages

You see them on your browser display but the source is not apparent. They appear in a normal browser window looking like Figure 6 (page 7). The list of messages below is in alphabetical order. Most are errors. The most common cause of these errors is the break in a link between the user’s system and the Web server or between the Web server and the system with the SONISWEB® databases.

Above the message in Figure 6 is the “address” in Figure 9. It shows which SONISWEB® function was being executed when the message appeared. This address is especially useful to your technical support staff and SONISWEB® support in diagnosing the problem.



• Figure 9 Capturing Web Page Address

Access to this module has been stopped, please see your SONISWEB® administrator

This occurs because of the setting of the module options. The options are part of the security and privacy parameters set by your SONISWEB® administrator.

Cannot update cursor or ODBC cannot update cursor

An operating system function called “Permissions” needs to be set up or corrected in your copy of SONISWEB®. Contact technical support.

Can’t Read Source

Much of SONISWEB® is encrypted so you cannot see the actual logic. When you “View Source” in your browser, you see only the HTML and JavaScript tags generated for the current screen. That is all you should be able to see.

Difficult to Read on Screen

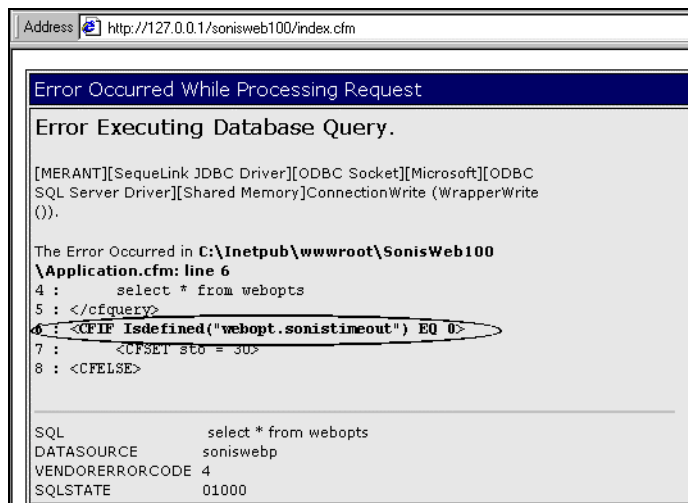
The size and type of fonts in your browser and/or screen size are not correct. We assume that you will use a font like Arial and a screen width of 600 pels. Try accessing SONISWEB®, on a different computer. If it works correctly, you need to change the screen or browser parameters on your computer. See “Browser Requirements” (page 31). Get technical support to assist you if necessary.

Error Executing Database Query

As shown in Figure 10, this is a break in the connection between the database and the operating system. It means the operating system could not find the database, specifically the “webopts” table. See “Correcting ‘Error Executing Database Query’” on page 18.

Error: Object Expected

This is an Internet Explorer error caused by its script debugger. See “Correcting ‘Error: Object Expected’” on page 20.



• Figure 10 Error Executing Database Query

Excel or PDF Output from Report Builder Not Downloading

Many reports built with ColdFusion™ Report Builder permit output as PDF, Excel, or “Flash Paper” (see Figure 12). With the Excel or PDF option, the output is sent to the browser as a file. Depending on the setting of your browser and your system security options you can get three results:

- No output in some cases with an error message. This usually means that your systems security (firewall, etc.) does not permit downloads. See your systems security staff to resolve it.
- Excel or the Adobe® Reader is opened within your browser. You can see the results, but you wanted it saved as a file on your computer. That happens when you set your browser to open a “plug-in” instead of a file download. You can change the browser download settings as described on pages 31 through 39.

You can save a Excel or PDF display you see as a file by clicking the save icon, usually the image of a portable disk. It’s not as convenient as a file download (below) but it has the same effect.



- You got a prompt to save the file but you wanted it displayed on your computer, not saved as a file. That happens when you set your browser for a file download rather than opening a “plug-in”. You can change the browser download settings as described on pages 31 through 39.

Faculty Syllabus upload does not work

A folder named “crs_files” is delivered as part of SONISWEB® and is the default of the Web Options Syllabus field. The upload will not work if SONISWEB® administrator has

changed either the name of the directory or the name of the folder in the Web Options Syllabus field; both need to match.

File not found, ODBC error

You will need the assistance of your technical support or the SONISWEB® administrator to diagnose and solve these.

- The databases needed are not in the SONISWEB® database directory.
- The path is not correctly pointing to the SONISWEB® database directory.
- The ODBC was not properly set up on the SONISWEB® server.
- The connection between the SONISWEB® database and ColdFusion™ is severed.

Invalid ID and/or Password - browser error

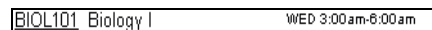
This usually means that password saving is turned on and someone has used the browser with her or his password. See pages 31 through 39.

OBDC errors

These are database errors. If it has “Crystal Reports” in the top left of the window (see Figure 19), check “Database, ODBC or DLL error”, page 15. They may also appear as the messages “Cannot update cursor or ODBC cannot update cursor” and “File not found, ODBC error” described above.

Page not displayed

Using the Opera browser you click an underlined name (a link) like that in Figure 11 and nothing happens. The most common cause is that pop-up windows have been turned off. See “Correcting ‘Page not Displayed’ in Opera” on page 21 for a solution.



• Figure 11 Page Not Displayed Error

Page not found, usually with a code of HTTP 404

- The communications link to the server has failed. Try other functions at your school’s Web site to see if it is your connection to it or only your connection to SONISWEB®.
- The name of the page was not spelled correctly. See your technical support staff.
- The page was loaded in the wrong directory. See your technical support staff.
- The directory was not put in the path defined for SONISWEB®. See your technical support staff.

PDF Output from Report Builder Not Downloading

See “Excel or PDF Output from Report Builder Not Downloading” on page 11.

Printed Report Does Not Fit on the Page Correctly

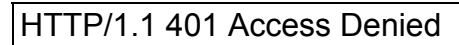
This is especially a problem with mailing labels using Report Builder because of the way “Flash” paper is presented. Output as a PDF gives you more precise alignment. Most SONISWEB® label reports give you the output as a PDF file. If the report you’re using does not, pick the PDF option (Figure 12).



• Figure 12 Report Builder Output Options

Report Builder Connection Denied

You attempt to view an RB (Report Builder) report and get the error in Figure 13. From the ColdFusion™ “TechNote” 231ca7fa, the solution is:



• Figure 13 Report Builder Access Denied

“Since the Administrator is secured by the admin password, it is not necessary to use the IIS Integrated Windows Authentication.

To avoid this issue, use one of the following solutions:

- Install ColdFusion using the integrated web server (port 8500).
- Turn off IIS Integrated Authentication on the CFIDE directory (use the admin password to secure it instead).”

See the “Report Customization” or the “Installation” manual for setting up the Report Builder.

Script or FK/PF Errors

This is a rare error. When it occurs it is usually while running Scripts as outlined in the text “Administration”. See “Diagnosing and Fixing Foreign Key (FK) to Primary Key (PK) Errors” on page 27.



• Figure 14 Script or FK/PD Error

Scripts Previously Run Appear in the List

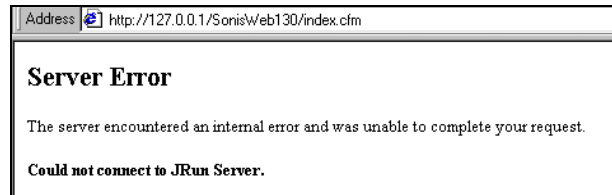
Scripts			
Script Name	Date Last Modified	Date Executed	Disable Script
13N_017_curriculumcode_sys.cfm	Oct 15 2003 12:45 PM	Mar 19 2004 12:00 AM	<input type="checkbox"/>
13N_043_name_table_update.cfm	Dec 10 2003 01:25 PM	Mar 19 2004 12:00 AM	<input type="checkbox"/>

• Figure 15 Scripts Already Run

You see scripts in the list that you’ve already run as illustrated in Figure 15. It’s usually caused by a date change on your server. You can disable these scripts as described in the SONISWEB® “Administration” manual.

SONISWEB® Won't Start

The error looks like Figure 16. Normally it's because one of the ColdFusion™ server modules is stopped. Check "Restarting ColdFusion™ or Crystal Enterprise" on page 24 to see if the required services are started.



• Figure 16 SONISWEB® Will Not Start

Web Ops not found, ODBC error

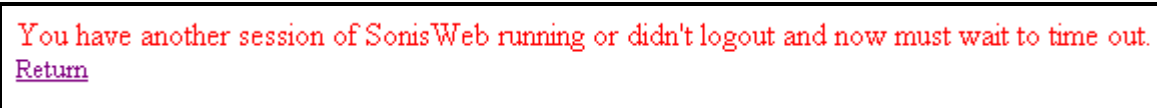
See "File not found, ODBC error" above.

Wrong display or an old out-of-date display shown

The usual problem is that ColdFusion™ caching is turned on. See "Wrong or Old Display" on page 8. If what you see is a blank display for a report, see "Blank or Empty Report using the Opera Browser" on page 15.

You have another session of SONISWEB® running

The full message seen on your display is shown in Figure 17



• Figure 17 "You have another session..." Error Message

Normally it means what it says, but some customers have found an interaction between certain Norton (Symantec) security products and your Web browser that causes this problem. If you know you don't have another copy of a browser open to SONISWEB®, see "Browser and Norton Security Interaction" on page 41 for a solution.

REPORT AND PRINTING MESSAGES AND OBSERVATIONS

These are the common problems users encounter while printing reports. Some are messages, some describe what you see – or do not see – on your display.

Blank or Empty Report using the Opera Browser

This is usually unique to the Opera browser. See “Correcting Blank Report in Opera” on page 22 for the solution.

Communications Error, Page Server Error, etc.



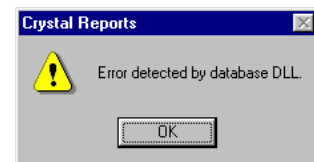
• Figure 18 Page Server or Communications Error

Most often these messages shown in Figure 18 occur when the Crystal Enterprise Web programs have stopped running. Inform your technical services staff of the message you received so that they can restart the Crystal services. As noted in “Restarting ColdFusion™ or Crystal Enterprise” on page 24 the technical staff may have to reboot the server or reinstall Crystal Enterprise.

Database, ODBC or DLL error

Usually one or more of the databases has been moved (changed location), has been corrupted, or is missing. Figure 19 contains typical error windows.

Contact your SONISWEB® administrator for assistance in finding the database problem. Where a corrupt, damaged, or missing database is the cause, your technical staff has to fix the database before the report will work.



• Figure 19 Database, ODBC or DLL Errors

No data on the page; nothing but column headings on the page

This is not a message but an observation of the display when running a report built with Crystal Reports™. The most likely cause is that there are no records in your databases that meet your report parameters. Parameters include PID-ID, campus, division, department, program, school year, semester, etc. Campus, division and department are usually set automatically based on your role-based security profile.

Start the report again and select different parameters. If that yields no results, contact your SONISWEB® administrator to determine what security is set for you automatically in your security profile.

No data on the page; the page is gray

This is not a message but an observation of the display when running a report built with Report Builder. The cause and solution is the same as “No data on the page; nothing but column headings on the page” above.

Not all pages print or the printed report looks like the browser screen

This describes a problem usually caused by clicking the wrong print icon. On the browser’s toolbar at the top is a print icon shown in Figure 20. It prints only the browser display you are viewing, not the whole report. Just above the display of the report is a second printer icon shown in Figure 21 and Figure 22.



Figure 20 Browser Print Icon

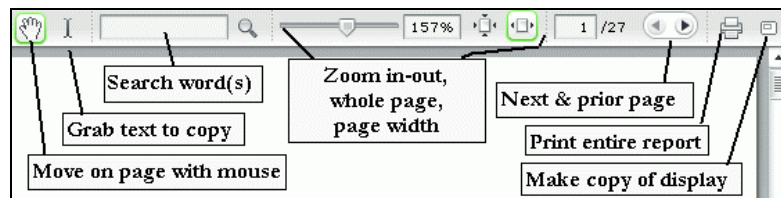
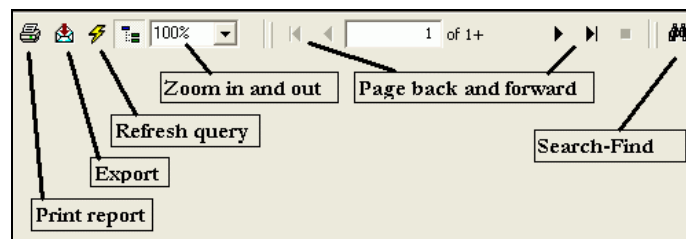


Figure 21 Report Builder (RB) Navigation



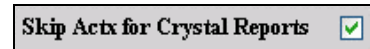
• Figure 22 Crystal Reports™ Navigation

Use the print icon in Figure 21 and Figure 22. These print all pages in a standard report format.

Nothing works; cannot see any report; browser error message

When you use the older reports (without the “RB” in their names), a Crystal Enterprise viewer must be “attached” to your browser in order to see the reports. If you get a browser error or no results at all, the viewer is probably not attached.

Crystal Enterprise normally installs an Active X viewer on demand. If that’s not happening, check with your information technology support staff or your SONISWEB® administrator for diagnosis and correction. See “Browser Requirements” on page 31.



• Figure 23 Turning Off Active X

For Firefox™, Netscape®, Opera, and Safari browsers you need Active X turned off. It’s done in Web Options with the entry shown in Figure 23.

Sorry, the report viewer is not installed on the server

This is a Crystal Enterprise problem that doesn't apply to the ColdFusion™ Report Builder.



Common causes are:

- You are not authorized to view reports.
- Report viewing has been turned off for everyone in the SONISWEB® administrator's [Web Options](#) page.
- Crystal Enterprise has been disabled on your server.

• Figure 24 Sorry, the report viewer not installed...

Usually your SONISWEB® administrator can tell you the status of reports or guide you to the technical support staff if needed.

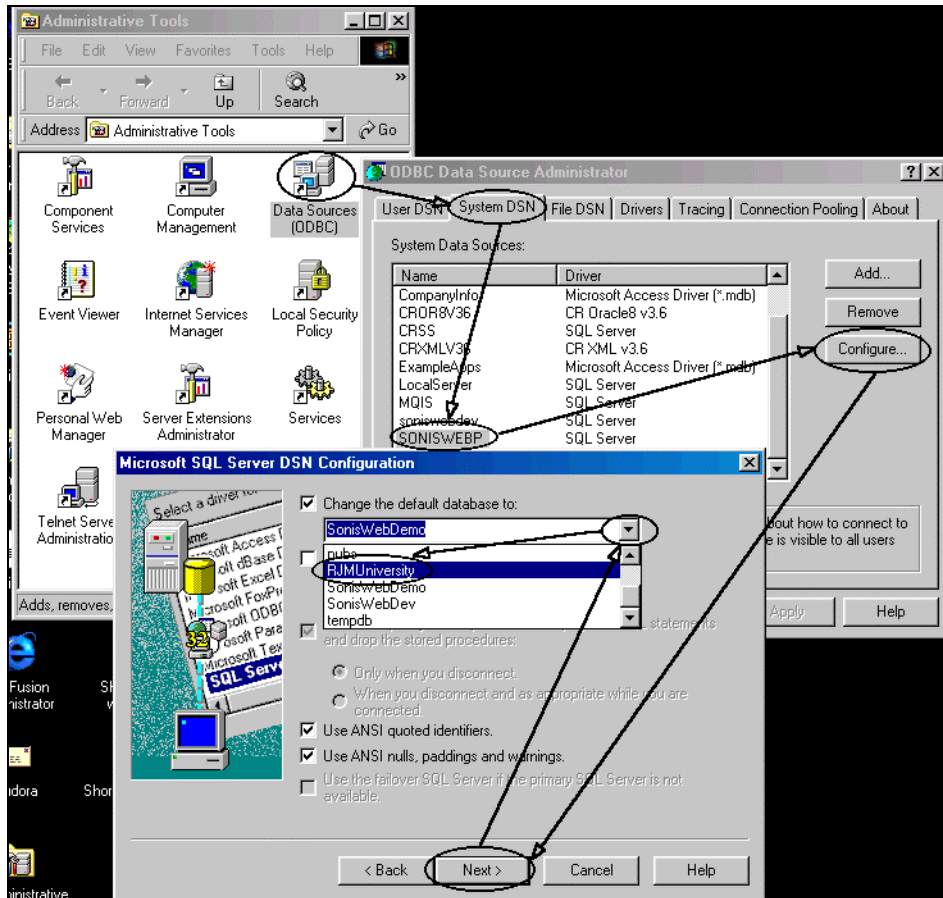
Wrong report or an old out-of-date report appears

The usual problem is that Crystal Enterprise or Web browser caching is turned on. See "Wrong or Old Display" on page 8.

CORRECTING 'ERROR EXECUTING DATABASE QUERY'

This error, shown in Figure 10 usually occurs when the Windows™ operating system cannot find the database. Typically it happens after you have restored the database or changed its name. Follow these steps to correct it.

1. Make sure that you have your database properly set up and named. If you have any doubts about that, see the database installation section of the SONISWEB® text "Installation".

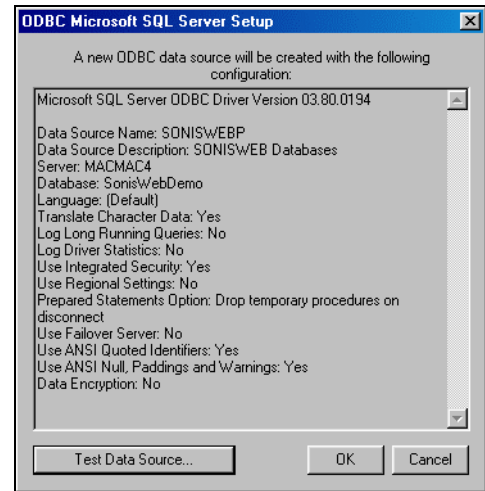


• Figure 25 Correcting Database Connection

2. Start the ODBC definition application program. In this example it is IIS (Internet Information Services). You see the upper left window in Figure 25.
3. Following the arrows in Figure 25, pick the DSN of SONISWEBP, then click the Configure button.
4. Click the Next button until you get to the naming window shown at the bottom of Figure 25.
5. Pick the name of your database from the pulldown at the top, then click the Next button.

6. Continue clicking Next buttons until you get to a Finish button. Click it and you see Figure 26.
7. Click the Test button shown in Figure 26.
8. You get a display showing that the test was completed successfully. That means the operating system can find SONISWEBP which is what SONISWEB® needs to access the data.

If the test is not successful or this process does not solve the problem, you have a deeper database problem. You should review the database installation or conversion steps shown in the “Installation” text. If they appear correct, refer to the diagnostic tools and guidance furnished with your database software.

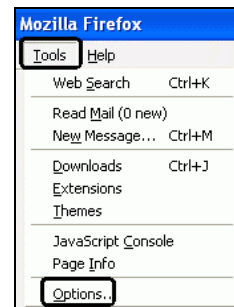


• Figure 26 Database Connection Test

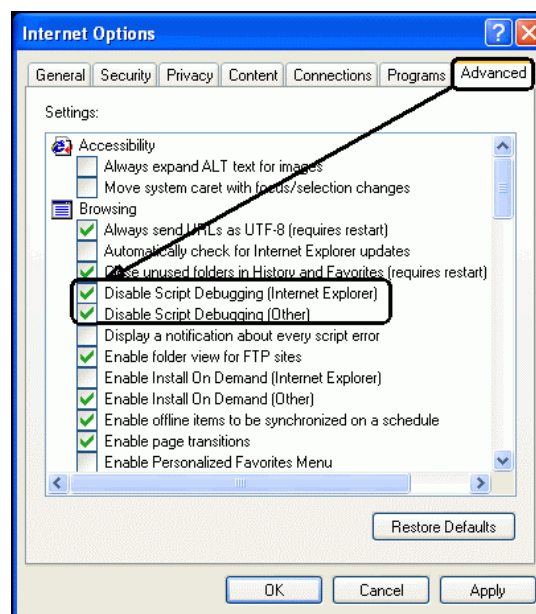
CORRECTING ‘ERROR: OBJECT EXPECTED’

To access the settings, start the browser and click **Tools** then **Internet Options** as illustrated in Figure 27.

Turn off debugging functions that find “errors” where there are none. Figure 28 illustrates the steps.

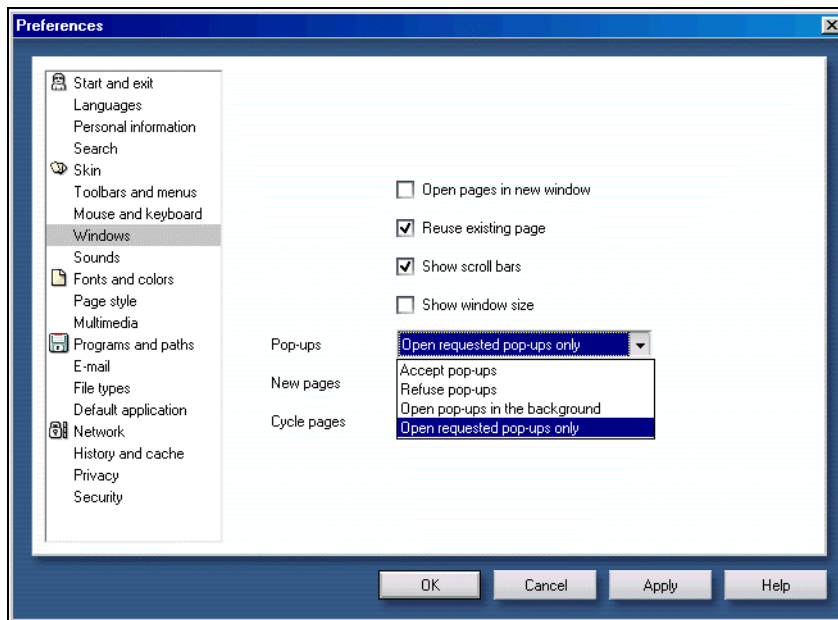


• Figure 27 IE Settings



• Figure 28 IE Debugging Controls

CORRECTING 'PAGE NOT DISPLAYED' IN OPERA



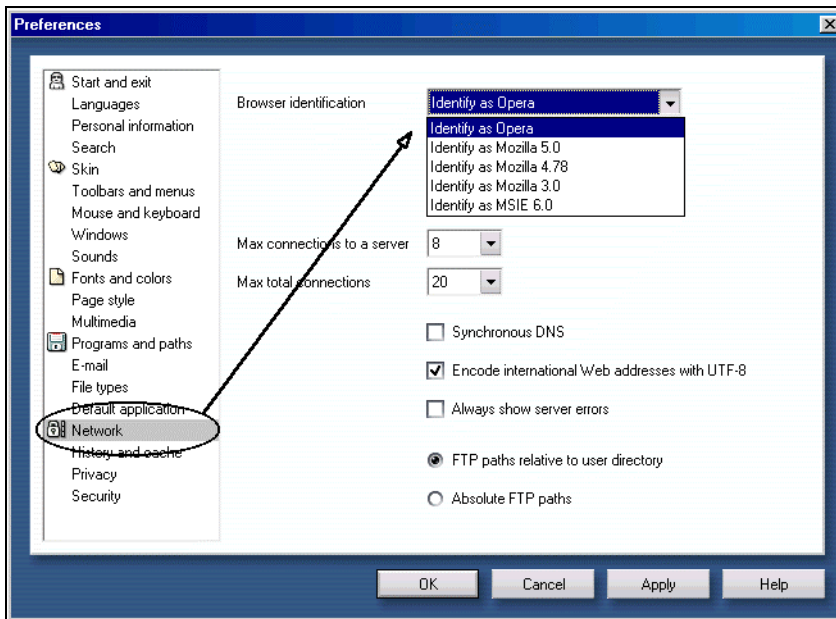
• Figure 29 Opera Window Control

Clicking an underlined word or phrase in SONISWEB® displays the information requested by that link. Sometimes SONISWEB® uses a new window to display the requested page. It is called a “pop-up” window.

If you have set “Refuse pop-ups” in Opera preferences, nothing happens when you click the link. To fix it, click **File** and then **Preference** on the Opera toolbar. You get Figure 29. Select “Open requested pop-ups only”, click the Apply button, and then the OK button.

CORRECTING BLANK REPORT IN OPERA

This does not to Report Builder (RB) reports. It occurs when Crystal Enterprise expects Internet Explorer and Opera is the browser you are using.



• Figure 30 Browser Identification for Opera

Make sure your browser is set to identify itself as Opera as shown in Figure 30. That causes Crystal Report™ to send the correct information for the display.

SLOW PERFORMANCE

Slow performance is seen as unexpectedly elongated response to user input with no obvious external cause. These notes come from forums and reports monitored by RJM staff. Their sources are mostly ColdFusion™, Crystal Enterprise, Microsoft®, and SONISWEB® users. If the problem is not described here, the mostly likely suspects are:

- Network problems that keep the traffic from flowing between the user’s machines and your server. One quick way to test that is to have the users try other parts of your Web site and other Web sites that usually provide good response. If they, too, are slow, you know the problem is probably in your network.
- Server capacity problem; the potential list is long including erosion of swap space, other tasks running on your server, etc.
- A large increase in your user load as seen at registration and near the end of a semester. You can see your current level of activity by viewing the Session Log as described in the text “Administration”.

These require the services of technical staff skilled in diagnosing performance problems.

Progressive slowdown with “sticky” response

This was a problem with ColdFusion™ before release 6. It was fixed in later releases.

Symptom: You start SONISWEB® or select a new function within SONISWEB® and notice a delay in getting going, kind of a “hitch” in the flow of screens.

Symptom check: The Windows server task manager shows (1) two copies of the task ntConsoleJava.e running and (2) one of them is using every idle cycle in the system. It will often show 83% to 99% utilization, apparently as a background task that gets preempted by other tasks.

Cause: Bug in the ColdFusion™ Java logging module named ntConsoleJava.e and related code.

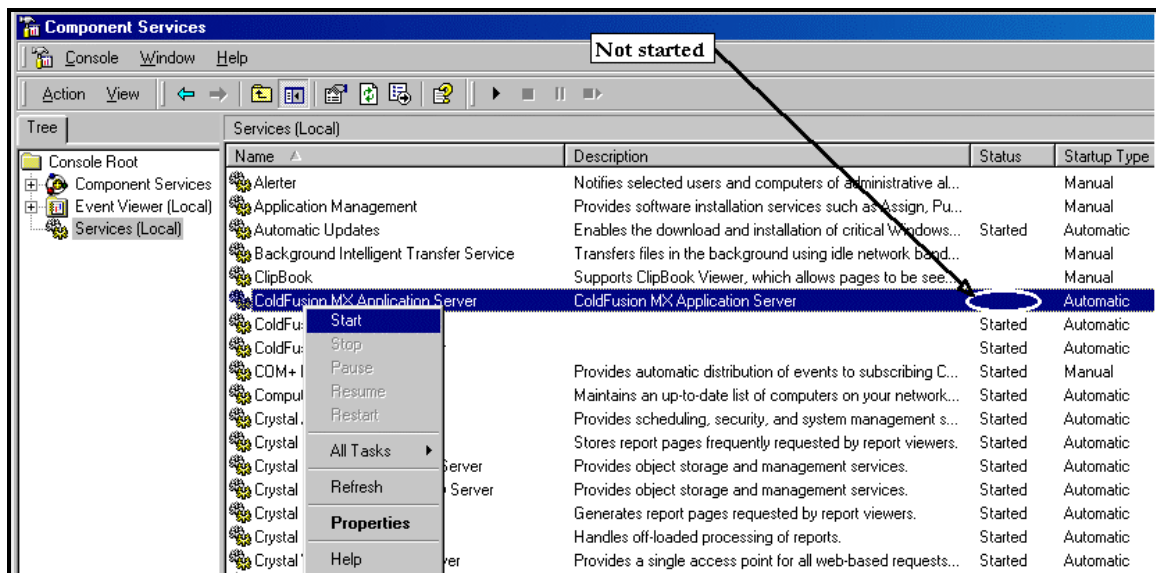
Solution: Search the Macromedia.com Web site (ColdFusion’s owner) with key words

ntConsoleJava.e
High CPU Utilization

As of this publication, there is a “Technote” with an ID of 21807 that gives a “workaround” and a patch. We suggest that you check to be certain that this is the most recent solution since they are updated more frequently than this text.

RESTARTING COLD FUSION™ OR CRYSTAL ENTERPRISE

Go to the services software for your server. For Windows™ that's IIS⁴ Administrative Services. You get a display like Figure 31.



• Figure 31 Not Started

Look for ColdFusion™ or Crystal Enterprise functions that are not started like that highlighted in Figure 31.

If you are using reports from Report Builder (they have “RB” at the end of their names) and/or you didn't buy and install Crystal Enterprise, the Crystal entries won't appear in Figure 31.

To start it, click the service with your right mouse button to get the menu shown in Figure 31.

Click Start. You'll get a progress display then “Started” will appear in the Status column for that service.

If the restart doesn't work for Crystal Enterprise, try restarting the server on which it resides. If that too fails, re-install Crystal Enterprise, reboot the server and check the status in Figure 31.

FORCING COLD FUSION™ TO RECOMPILE THE CLASSES

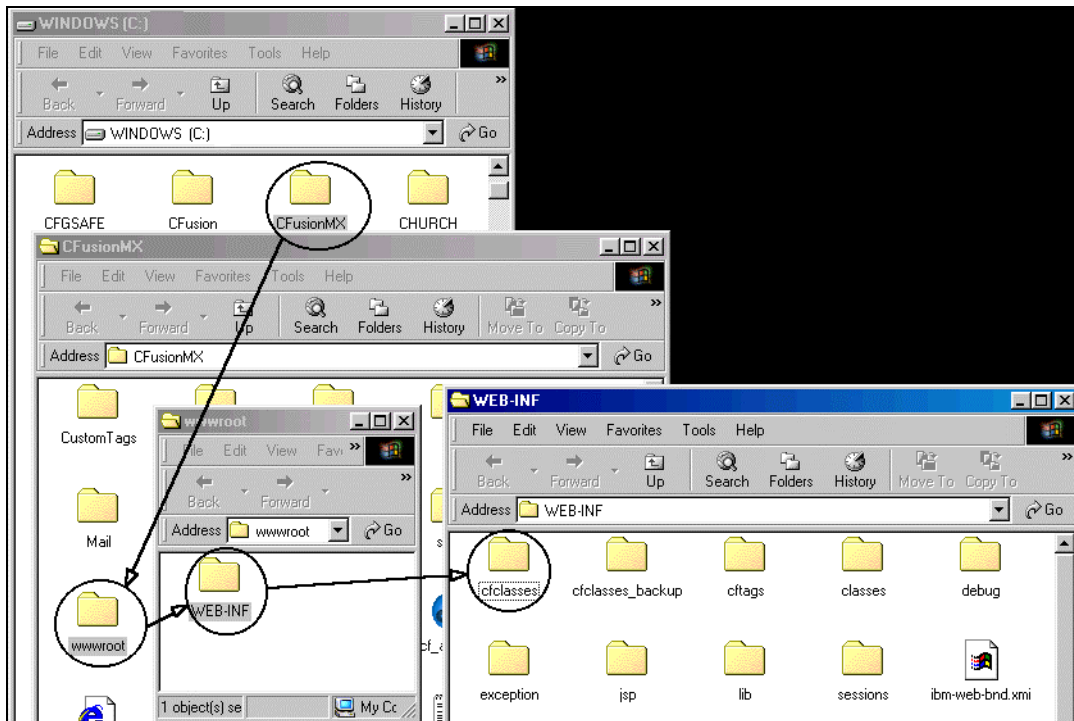
Forcing ColdFusion™ to recompile all the java language statements and create new classes has an undesirable side effect. Every time a user accesses any SONISWEB® function there is a major delay – up to a minute per function – as the compilation is done. In consultation with the SONIS® support staff, make sure this is the best solution to the problem.

⁴ Microsoft® Internet Information Server similar in function to Apache, etc.

This recompilation suggestion is an informal one from a ColdFusion™ users' group. It is not formally endorsed by either Macromedia® or RJM Systems.

The process is to stop all ColdFusion™ functions, move the “cfclasses” folder to a backup location, restart all ColdFusion™ functions, run the ColdFusion™ Administrator, verify database connections, then start SONISWEB®. This is a step-by-step example.

1. Stop all the ColdFusion™ functions. Typically that means running the IIS⁴ services program and issuing a “stop” for all ColdFusion™ services (Figure 31).



• Figure 32 Finding cfclasses Directory

2. Once ColdFusion™ is stopped find your way to the “cfclasses” directory as illustrated in Figure 32.
3. Move the entire “cfclasses” directory and all its contents to another location from which you can restore it if necessary.
4. Return to IIS services and start all the ColdFusion™ functions again.
5. Start the ColdFusion™ Administrator. You will experience a substantial delay as the Administrator software is recompiled.
6. Check to make sure the “cfclasses” directory shown in Figure 32 reappears. (You may have to refresh the WEB_INF directory to see it.) Its reappearance means that ColdFusion™ is recompiling classes as they are invoked and has reestablished the directory.



• Figure 33 ColdFusion™ Administrator Icon

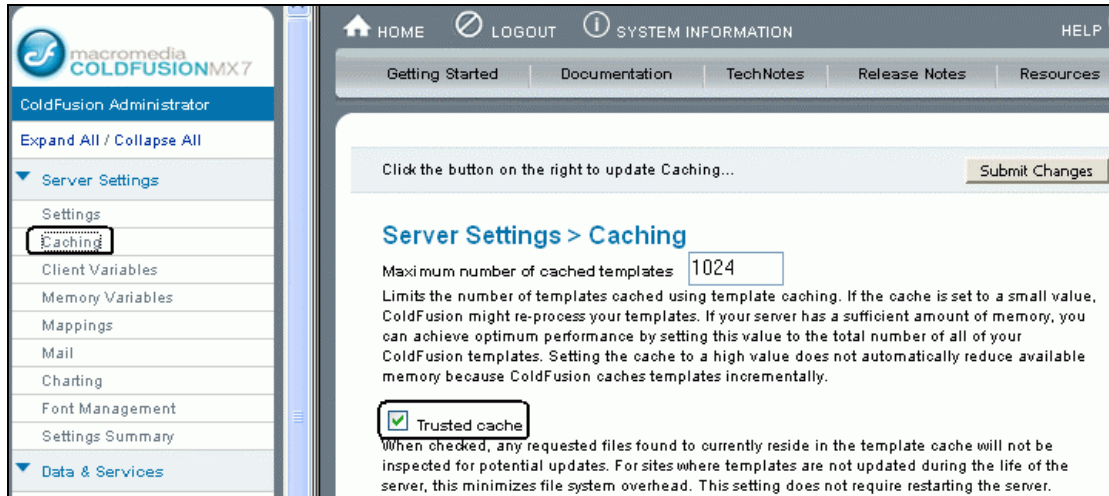
If the “cfclasses” directory does not appear, you have a different problem and you need to restore the “cfclasses” directory and files you saved before continuing with diagnosis.

7. Use the ColdFusion™ Administrator to verify the “Data Sources” connections. (See the “Administrator” text if you are not familiar with this.)
8. After the “cfclasses” directory reappears, start SONISWEB® and run the function(s) that caused you to force this recompilation.
9. Optionally, send a note to your user community telling them that the very slow performance of SONISWEB® is caused by a need to recompile the system.

SETTING COLDFUSION™ CACHE

These steps are solutions to “Software Changes Don’t Seem to Work” on page 8.

1. Start the ColdFusion™ Administrator and pick Cache from the menu as shown in Figure 34.
2. Turn off (make the Trusted Cache checkbox blank) the ColdFusion™ cache.
3. Try “Forcing ColdFusion™ to Recompile the Classes” on page 24 as a quick if temporary solution.
4. If these steps don’t work, shut down and restart your server. That forces ColdFu-



• Figure 34 ColdFusion™ Cache Setting

sion™ to restart and throws out the old cache.

ColdFusion™ has a caching option that can improve performance by keeping recently used SONISWEB® functions in a memory cache so it does not have to retrieve the functions from disk storage. We recommend you turn caching off and leave it off. However, if you choose to use caching, remember to turn it off for several days after you add new functions. Otherwise, you will get telephone calls from your users saying “the new functions don’t work.”

DIAGNOSING AND FIXING FOREIGN KEY (FK) TO PRIMARY KEY (PK) ERRORS

This is a rare error, but when it does occur, it requires detective work to figure out what needs changing.

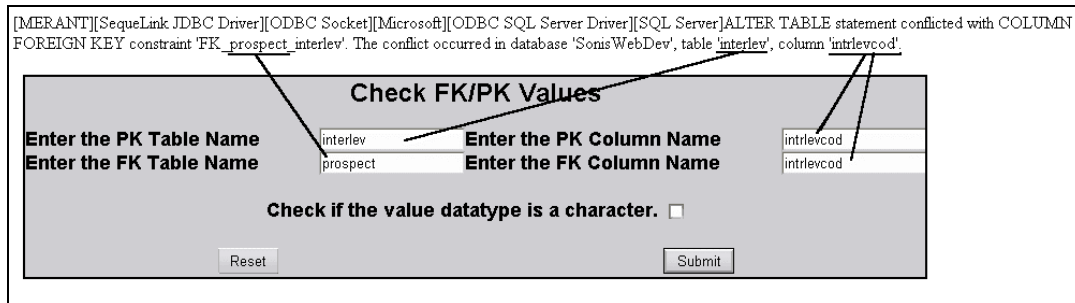
The error is most often seen during the running of **Systems Scripts** with an error message like that shown in Figure 14 on page 13. Many scripts are written to improve data integrity between tables, and, before a foreign key (FK) can be linked to a primary key (PK), every value in the foreign table must also be in the primary table.

In summary, you follow these steps to fix the problem.

- Use the **Systems** function Check FK/PK Values to isolate the offending table entries that caused the error, described below.
- Fix the incompatible records, page 28.
- Verify that the problem is fixed. Run the Scripts again if a script showed the error. If some other function displayed the error, run the function again.

Check FK/PK Values

In **Systems** click [Check FK/PK Values](#). You see Figure 35.



• Figure 35 Error Message (top) with Check FK/PK Values (bottom)

The top of Figure 35 shows the details of the error message not shown in Figure 14 (page 13). Use those table and column names to enter the table name and the column name of the primary key (PK) then the foreign key (FK) in the bottom of Figure 35.

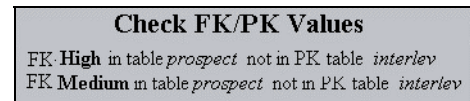
Click **Submit**.



• Figure 36 FK/PK Match

Figure 36 shows a good match. Typically, however, there is not a match, so you get a list like Figure 37.

Reading Figure 37, in the table “prospect” there are the values **High** and **Medium** in the column-field “intrlevcod” (Interest Level Code). Those two values are not in the column-field “intrlevcod” in the table “interlev” (Interest Level).



• Figure 37 FK/PK Mismatch

Rarely [Check FK/PK Values](#) does not isolate the problem. You get Figure 36 but scripts or other functions fail with a FK-PK problem. For those occasions, contact SONIS® support.

Fixing the FK/PK Mismatch

Since the table “prospect” has two values that do not appear in the valid list in “interlev”, you solve the problem two ways:

- Add **High** and **Medium** to the Interest Level table (“interlev”) using [Table Maintenance](#). The SONISWEB® text “Table Configuration & Maintenance” guides you in changing the tables.
- Remove **High** and **Medium** from the database records that contain them.

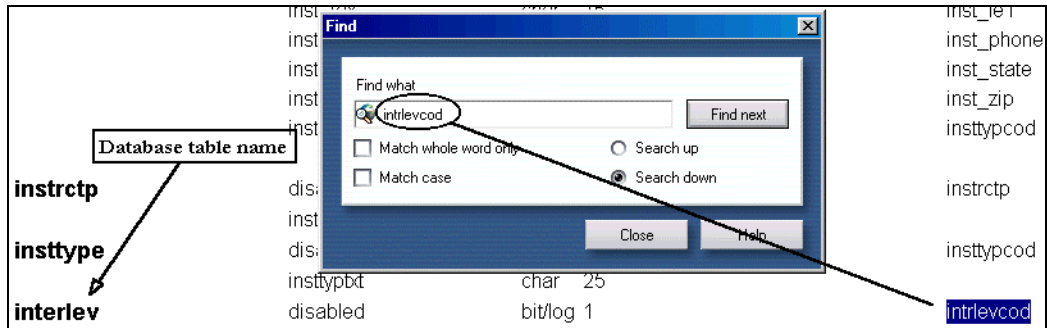
After adding or removing the needed values, try the function that failed to make sure you really fixed it.

Navigating with a Known Column ID

You know the column name or ID either from a message or from the search described above. Which database tables use it?

Start Data Dictionary.

Start your browser's **Find**⁵ function.



• Figure 38 Finding the Database Containing the Column Name-ID

Figure 38 shows the entry in the Find prompt. Note that it is the exact spelling of the known column name-ID.

To the left of the column name-ID is the database name “interlev”.

Click the Find next button to display the next database table using the column. Keep clicking Find next until you see the database table names repeating. That indicates you have found all uses of that column.

⁵ For most browsers Find is under Edit or Tools. You can also hold the **Ctrl** key and click the **F** key.

SONISWEB® MESSAGE LIST

Most messages confirm what you just did. Some warn you of an error in the data you entered or failed to enter. You view this list of messages directly from SONISWEB®. Click **Systems** then System Messages in the function list. You get the full up-to-date list on your browser.

Some are “stub” messages. For example “enabled” (code number 1124) will have a user ID on the front so it. To illustrate, “dwjohns enabled” means that the user ID “dwjohns” is now functioning. For these types of messages you look up the second word of the message in the list.

```
System Messages For Use With dsp_message.cfm
Add: fmc_message_placeholder.cfm

1100 - General messages used by multiple processes.
2000 - Security/Profile/User ID messages.
3000 - Courses/Registration messages.
4000 - Name/Address messages.
5000 -
6000 - Alumni messages.
6200 - Applicant messages.
6400 - Faculty messages.
6600 - Prospect messages.
6800 - Student messages.
7000 - System Integrity
8000 - Transactions/Batches.

Code Message Contents
1101 Record(s) added.
1102 Record(s) updated.
1103 Record deleted.
1104 deleted.
1105 kept.
1106 No records match your criteria.
1107 Cancel and return.
1108 You are attempting to access a page you have not been authorized to access.
Your systems administrator has been informed.
1109 Sorry. You don't have the information necessary to call this page.
1110 Refreshed ADD page. Duplicate avoided.
1111 A 9-Character PID Is Required.
```

• Figure 39 System Messages List Example

Figure 39 shows the display after System Messages is selected. They are in message number order.

BROWSER REQUIREMENTS

Administrators

Those using the administrative functions – they log in with a User-ID⁶ and password – must follow these standards:

- A computer display set to at least 1024 by 768 and 256 or more colors. More is better since the administrator's Web pages are dense and full of information.
- Internet Explorer 5.1 or newer browser. No other browsers are supported for administrative users since there are significant differences in how they react to HTML and JavaScript.

Users

Those not using administrative functions – they log in with a student, faculty, or alumni/ae ID (PID) number and a PIN – have more latitude in browser choices.

- Internet Explorer 5.1 or newer browser that SONISWEB® developers use for most testing.
- Firefox™ 1.0, Netscape® 6.2, 7 and 8 series, Opera 7.1, and Mac OS X Safari have been less thoroughly tested. They show some anomalies, mostly slight differences in color hues, selection boxes starting at the bottom instead of the top, etc., but they appear to work correctly.


Browser Settings for Internet Explorer

If you are an administrative user, make sure you are using the Internet Explorer 5.1 or higher as your browser. No other browsers are supported for administrative users since there are differences in how they react to HTML and JavaScript that are difficult to debug.

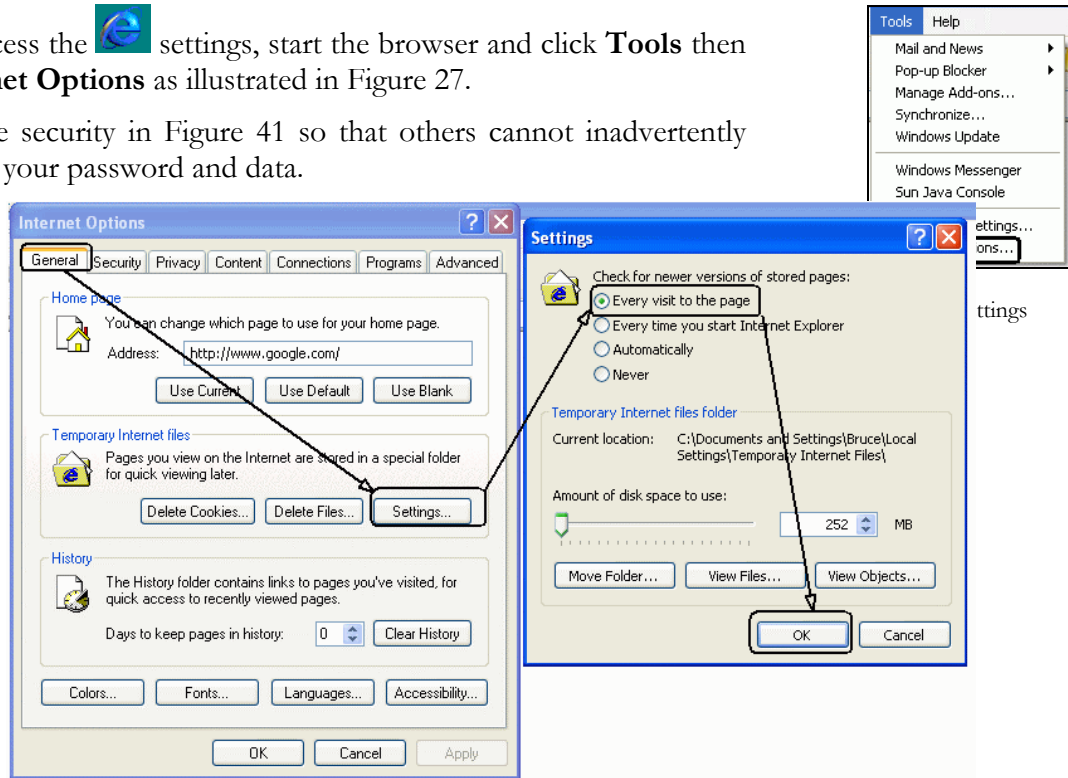
In addition to the correct browser, administrative users need a computer display set to at least 1024 by 768 and 256 or more colors. More is better since administrators' Web pages are dense and full of information.

<p>If you log on to SONISWEB® with a User-ID and <u>password</u>, you are an administrative user. If you log on with an ID and <u>PIN</u> (personal identification number), you are not an administrative user.</p>

⁶ User-ID is not the same as PID or ID. User-ID is a name the SONISWEB® administrator gives an administrative user when she or he assigns a password. See the text "User Authorization & Profiles" for more information on User-IDs.

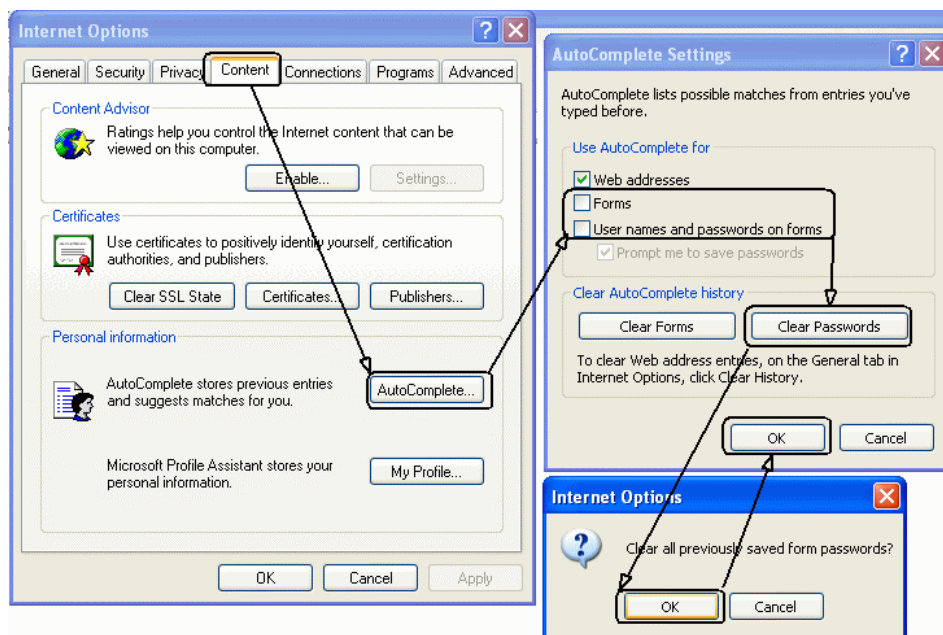
To access the  settings, start the browser and click **Tools** then **Internet Options** as illustrated in Figure 27.

Set the security in Figure 41 so that others cannot inadvertently access your password and data.

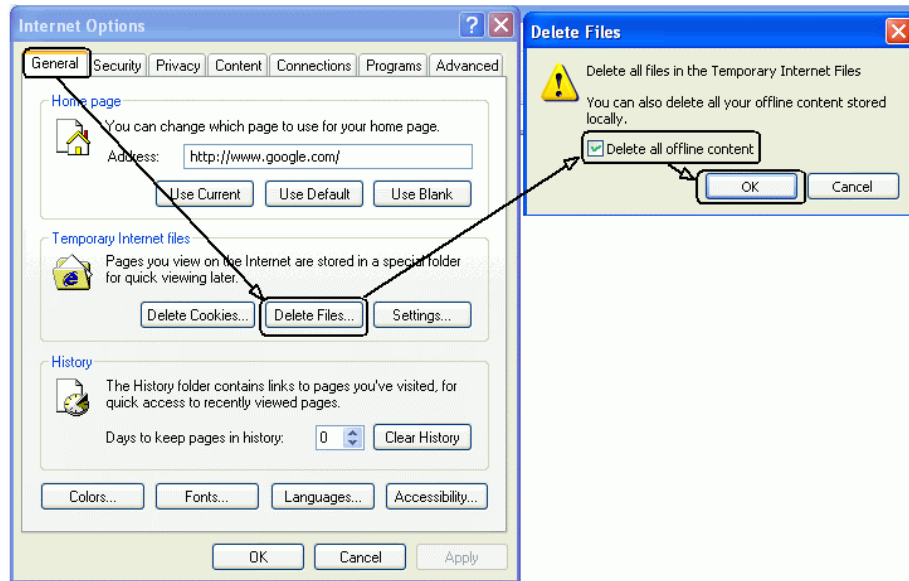


• Figure 42 IE Caching Controls

Turn off caching – the saving of old Web pages for reuse – to prevent old pages from being redisplayed when what you want are the most recently updated pages. Figure 42 shows how to do it.



• Figure 41 IE Security Setting



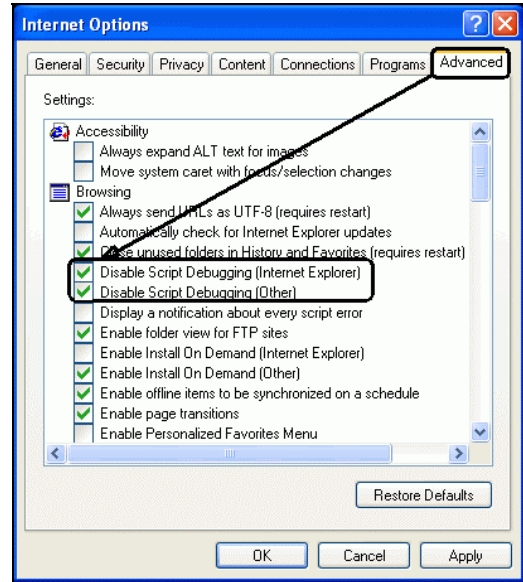
• Figure 43 IE Emptying Cache

As shown in Figure 43, empty the current cache so that you do not get an old Web page.

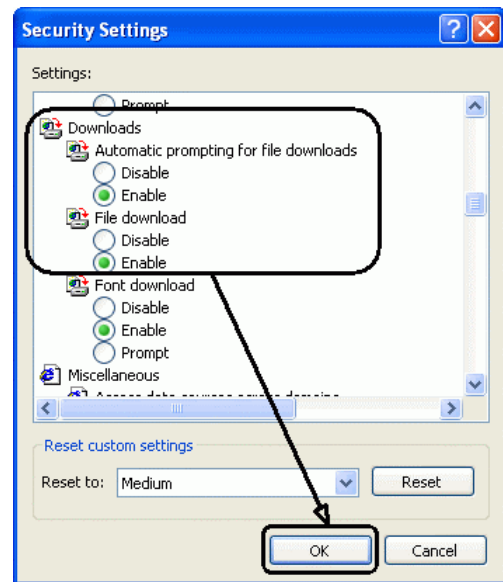
Turn off debugging functions that find “errors” where there are none. Figure 44 illustrates the steps.

Set up file download permissions for the report options as shown in Figure 45.

During testing some unexpected interactions occurred when downloading. In some cases Excel or Adobe® Reader (for a PDF) opened and the file had to be saved from those displays. In other cases, a prompt was given asking where the file should be stored. Check your version of Internet Explorer to see how it reacts to the setting of these controls.




• Figure 44 IE Debugging Controls



• Figure 45 IE Download Controls

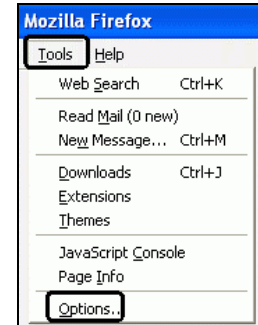
Browser Setting for Firefox™

If you log on with a PIN as faculty, a student, an “alum”, or an applicant, you are not an administrative user so you can use Internet Explorer 5.1 or higher, Firefox™, Netscape® (page 37), or Opera (see page 39) as your browser⁷. If you log on with a password instead of a PIN, you are an administrative user and so must use Internet Explorer⁸.

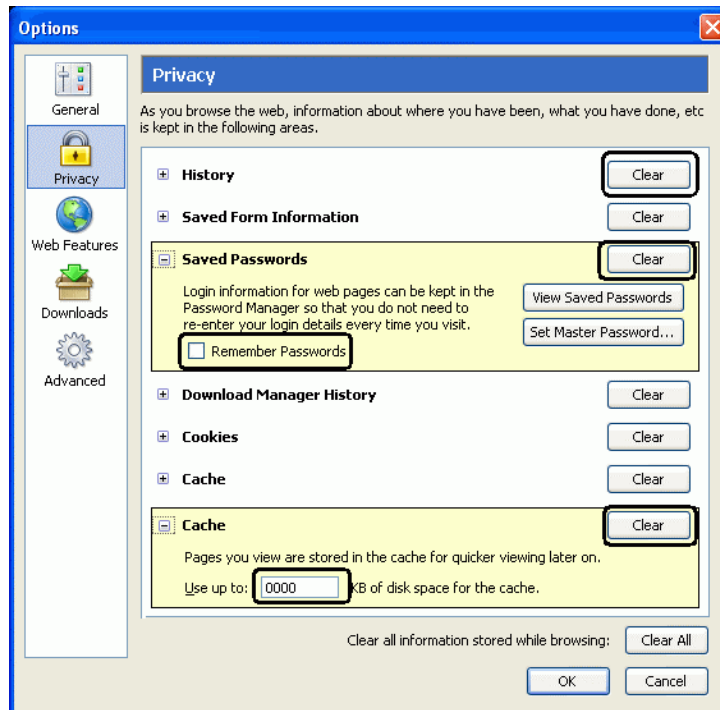
To access the  settings, start the browser and click **Tools** then **Options** as illustrated in Figure 46.

Set the security as marked in Figure 47 so that others cannot inadvertently access your password and data.

In Figure 47 you use the Clear buttons to remove any stored information. With no checkmark in “Remember Password” they will not be stored. Making the Cache size zero means that you won’t accidentally see old SONISWEB® pages and data.



• Figure 46 Firefox™ Options

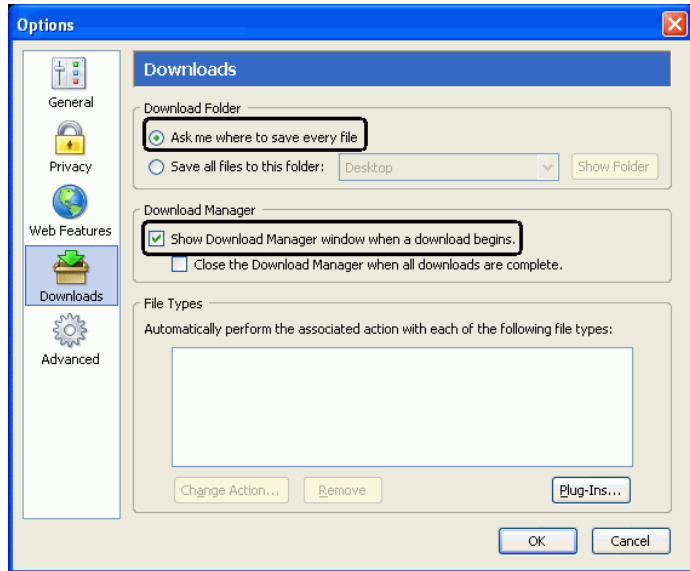


• Figure 47 Firefox™ Privacy Option List

⁷ See “Browser Testing for SONISWEB®” on page 41 for more information.

⁸ If you are using a different browser and encounter difficulty, try your function under Internet Explorer before contacting SONIS® support.

Downloads of are controlled as shown in Figure 48. You have the option of using “Plug-ins” instead of downloads as Figure 48 illustrates. Use Foxfire™ help to pick the options you prefer.



• Figure 48 Firefox™ Downloads Options List

Browser Settings for Netscape®

If you log on with a PIN as faculty, a student, an “alum”, or an applicant you are not an administrative user so you can use Internet Explorer 5.1 or higher, Firefox™ (page 35), Netscape®, or Opera (see page 39) as your browser⁷. If you log on with a password instead of a PIN, you are an administrative user and so must use Internet Explorer⁸.

Netscape® versions older than 6.2 and Internet Explorer older than 5.1 occasionally had JavaScript errors, so they are not recommended. See “Browser Testing for SONISWEB®” on page 41.

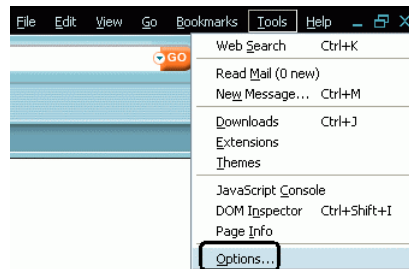
Netscape® 8.0 and Later

Netscape® 8.0 and later are based on the same Mozilla Foundation base as Firefox™.



Start the browser and click **Tools** then **Options** as illustrated in Figure 49. The settings are nearly identical to those for Firefox™ in Figure 47 and Figure 48 with a few word changes such as “Passcard” instead of “Passwords”.

Use Figure 47 and Figure 48 as your guide in setting security for Netscape® 8 and later.

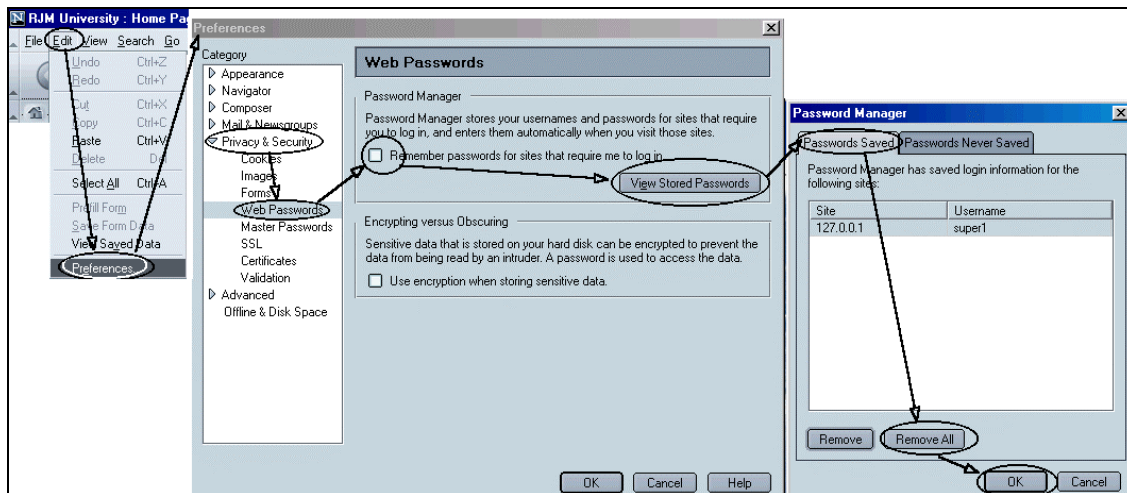


• Figure 49 Netscape® Options

Netscape® 7 Series

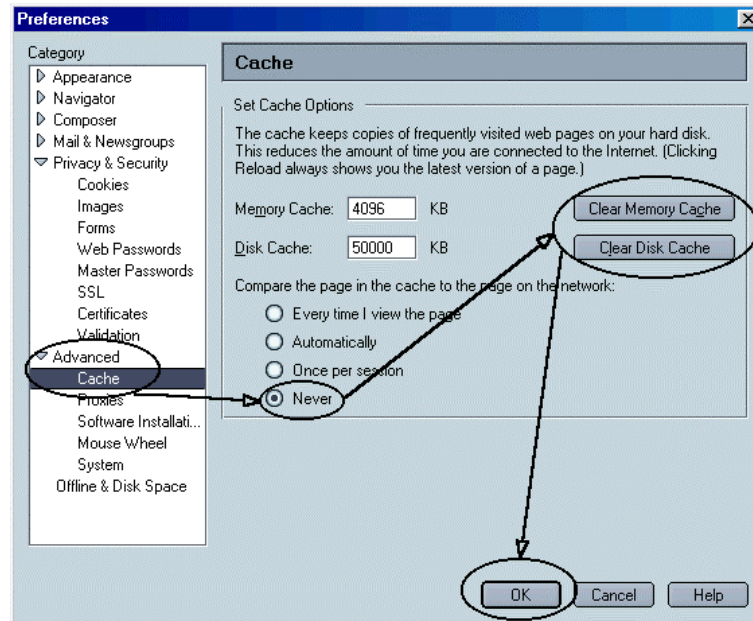


To access the settings, start the browser and click **Edit** then **Preferences** as illustrated in Figure 50.



• Figure 50 Netscape® Security Setting

Set the security in Figure 50 so that others cannot inadvertently access your password and data.




• Figure 51 Netscape® Caching Controls & Emptying Cache

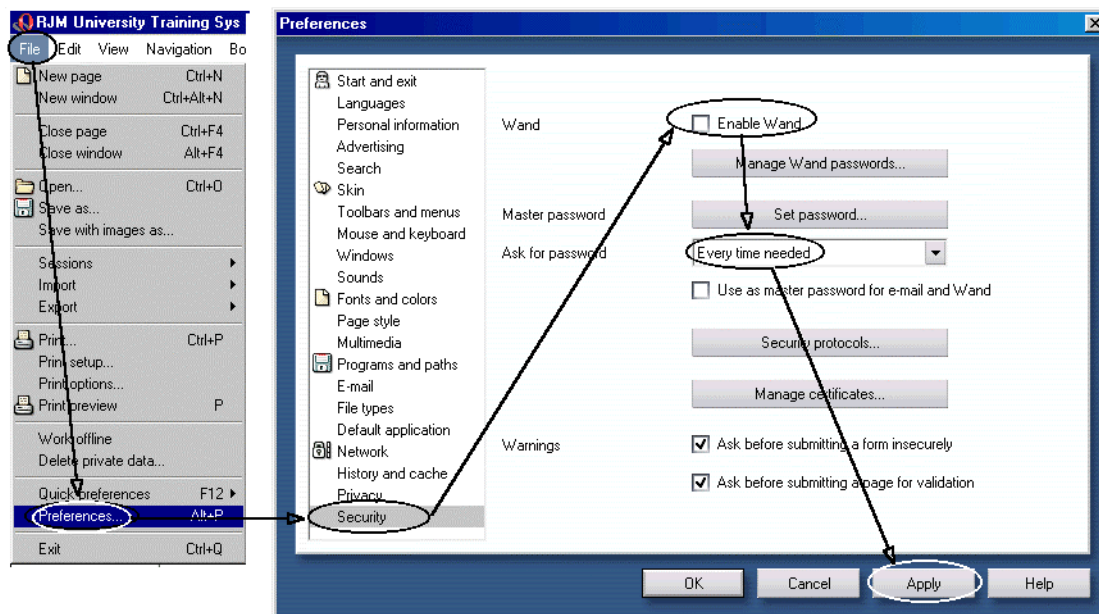
Turn off caching – the saving of old Web pages for reuse – to prevent old pages from being redisplayed when what you want are the most recently updated pages. Figure 51 shows how to do it including emptying the current cache.

Browser Settings for Opera

If you log on with a PIN as faculty, a student, an “alum”, or an applicant you are not an administrative user so you can use Internet Explorer 5.1 or higher, Firefox™ (page 35), Netscape® (page 37), or Opera as your browser⁷. If you log on with a password instead of a PIN, you are an administrative user and so must use Internet Explorer⁸.

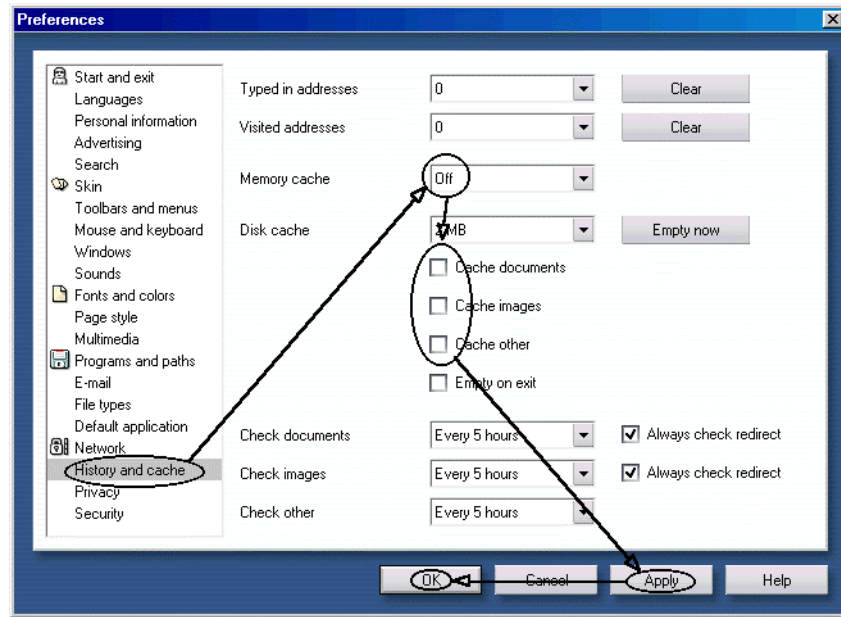
Opera versions earlier than 7 have not been tested. Netscape® versions older than 6.2 and Internet Explorer older than 5.1 occasionally had JavaScript errors, so they are not recommended. See “Browser Testing for SONISWEB®” on page 41.

To access the  settings, start the browser and click **File** then **Preferences** as illustrated in Figure 52.



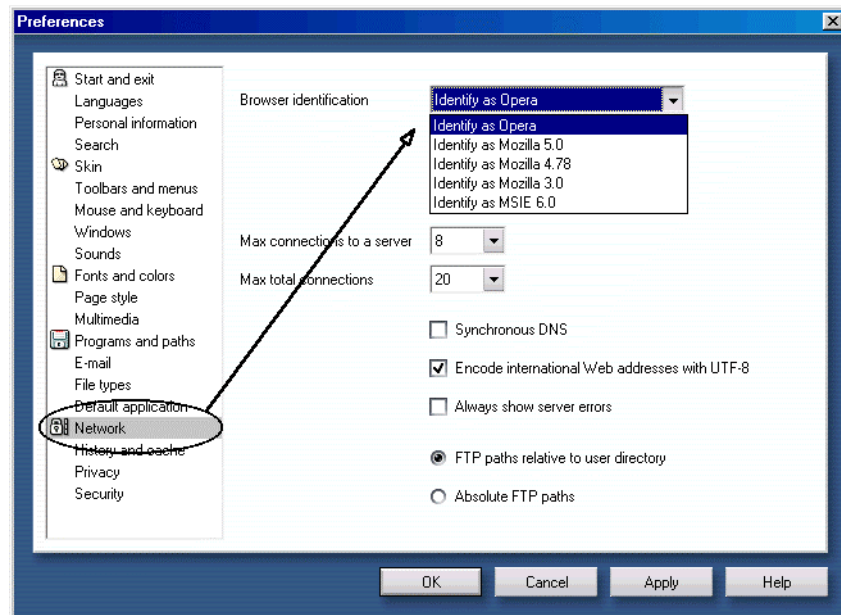
• Figure 52 Opera Security Settings

Set the security so that others cannot inadvertently access your password and data as shown in Figure 52.



• Figure 53 Opera Caching Controls

Turn off caching – the saving of old Web pages for reuse – to prevent old pages from being redisplayed when what you want are the most recently updated pages. Figure 53 shows how to do it including emptying the current cache.



• Figure 54 Browser Identification in Opera

If you view reports generated by Crystal Reports™, you get an empty or blank display for the report. The report generator has to “know” which browser it is using to send the correct information as shown in Figure 54. Reports built with Report Builder do not need a special setting.

Browser and Norton Security Interaction

There have been reports from SONISWEB® customers that the message shown in Figure 17 is caused by an interaction between Norton Internet Security™ (NIS) and the Internet Explorer (IE) browser.

You have another session of SonisWeb running or didn't logout and now must wait to time out.
[Return](#)

• Figure 55 "You have another session..." Error Message

If you are certain that another browser is not open with the same User-ID, this NIS-IE interaction is suspect. The solution is to change the Norton Privacy Control settings:

1. Log off SONISWEB® and close your Web browser
2. Start Norton
3. Click "Privacy Control" (it's on the left)
4. Select "Configure"
5. Select "Custom Levels"
6. Turn off "Enable Browser Privacy" by clicking until the checkbox is empty
7. Exit Norton
8. Clear your browser's cookies
9. Log on to SONISWEB®.

A review of Web sites on the subject implies that Norton Personal Firewall™ (NPF) may cause the same problem. The Web references imply that Netscape® Navigator is affected also. These have not been reported to RJM Systems.

You should evaluate the privacy and security implications of this change before making it.

Browser Testing for SONISWEB®

Primary testing by the developers and the testing staff have been with Internet Explorer (IE) 5.1, 5.5, and 6.0. Firefox™ 1.0.7 has been tested since December 2005 for Student, Faculty, and Alumni/ae access. The main difference observed is that some displays with a red border in IE have a black border in Firefox™. The Netscape® 4 series malfunctions. Netscape® 6.2, 7.1, and 8.0 have been tested since August 2002 only for Student, Faculty, and Alumni/ae access. It works well with a few anomalies. Color hues vary slightly from IE. Many tables render from the bottom not the top. Opera 7.1 has been tested since July 2003 for Student, Faculty, and Alumni/ae access. It too has some hue differences and renders tables from the bottom. Older versions of Opera have not been tested. Testing has been on Intel® and AMD® Pentium™-compatible processors under Windows™ operating systems from 98 through 2003 Server. Limited testing has been done by staff and customers with Apple Macintosh® computers running OS X and both Internet Explorer and Safari browsers with no disruptive anomalies.