Troubleshooting Error 50*

February 22, 2000

* Because this topic is not covered by the current PMO funded SPS Helpdesk Agreement, this document has been provided to help you resolve this issue. If you still need assistance after reviewing this document, please contact a representative from your Customer Support Team.

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1. Problem

All users are attempting to log into PD[2] and they receive the following error message.

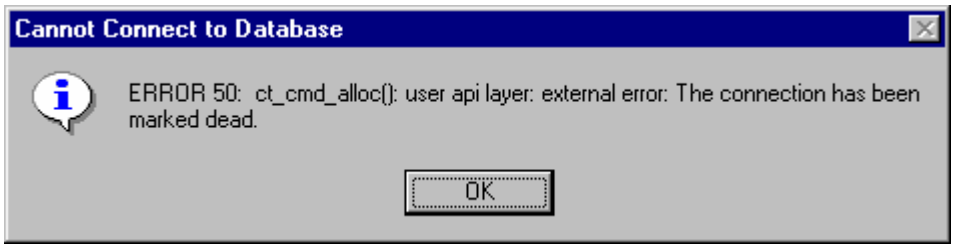

Figure 1: Error 50

The site's sybsecurity database is full.

Note: In some cases users can also receive an "invalid user id/password" error when the sybsecurity databae is full.

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2. Verification

A user can verify that the sybsecurity database is full by using one of the following three methods:

1. Sybase Central
2. SQL Advantage
3. Sybase Error Log

2.1 Using Sybase Central

Connect to the server using Sybase Central. After logging in, double click on the folder named "Databases". Locate the sybsecurity database and double-click on it. When the list of folders appears select the “segments” folder (See Figure 2).

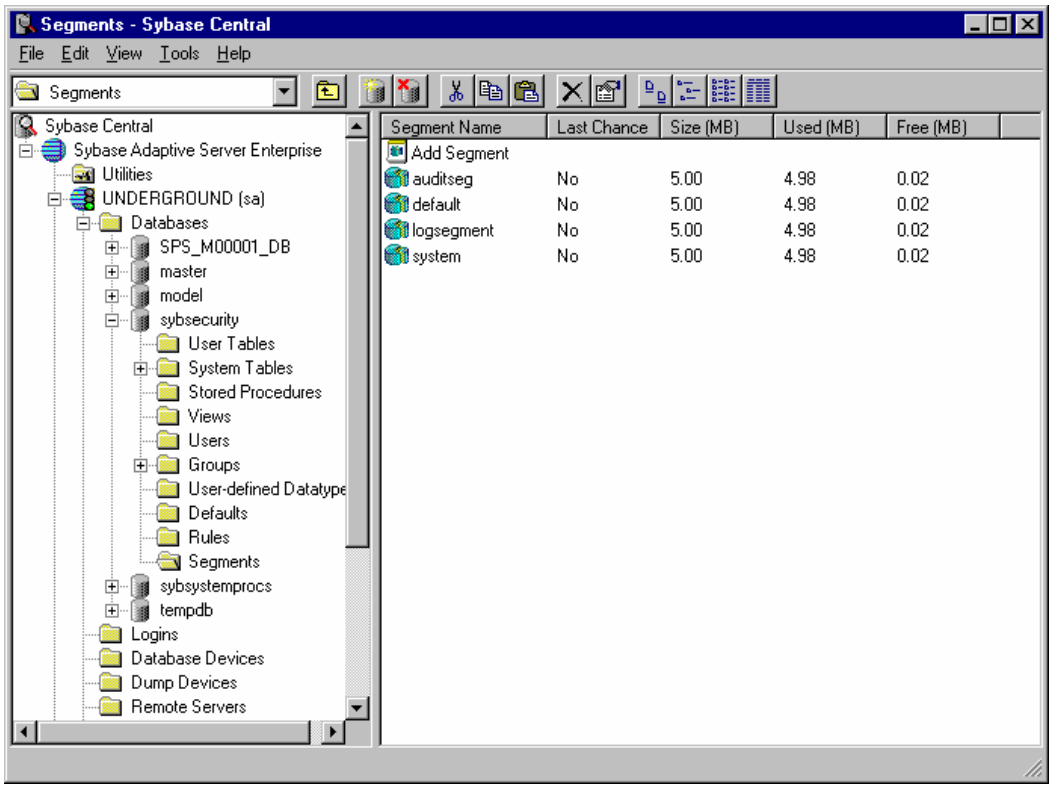

Figure 2: Segments Folder

The segments folder lists the four segments that make up the sybsecurity database. Error 50 occurs when the sybsecurity database is full, therefore there would be a 0.00 (or something close to 0.00) in the column under Free (MB). In this example, all segments report the exact same information (See Figure 2).

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2.2 Using WISQL or SQL Advantage

In WISQL or SQL Advantage execute the following command.

sp_helpdb *sybsecurity*

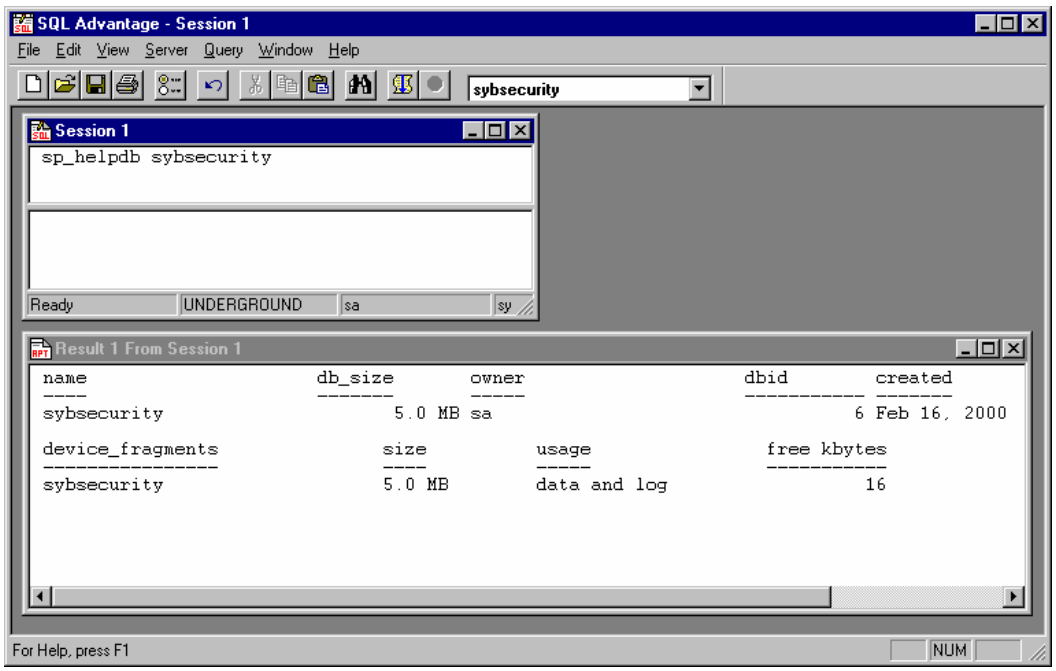

Figure 3: sp_helpdb sybsecurity

When the results come back note the information under column entitled “free kbytes”. This number will be 0 (or close to 0) if your sybsecurity database is full.

2.3 Using the Sybase Error Log

The Sybase Error log is located in the c:\sybase\install directory on an NT server or the $SYBASE/install directory on a Unix Server. Open this file and scroll to the very bottom. The following error should appear.

```
00:2000/02/16 15:50:20.90 server Error: 7618,
Severity: 20, State: 1

00:2000/02/16 15:50:20.92 server The audit
process is not currently active. Contact a
user with System Administrator (SA) or System
Security Officer (SSO) role.
```


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3. Solution

3.1 When sybsecurity is Not Completely Full

Begin by disabling the audit function. This can be done by running the following command in SQL Advantage.

```
sp_auditoption "enable auditing", "off"
```

At this point everyone should be able to log into PD². The next steps can be done immediately or at a time when no one is using the system.

Execute the following SQL commands.

```
use sybsecurity
go
truncate table sysaudits
go
```

This will clear out all the rows from the sysaudits table.

Once this is done you need to **STOP** and **START** the Sybase server. Once the server has been restarted you can re-enable auditing by running the following command in SQL Advantage.

```
sp_auditoption "enable auditing", "on"
```

3.2 When sybsecurity is Completely Full

When the sybsecurity table is completely full the Sybase error log will have the following error messages:

```
00:2000/02/18 21:52:14.11 server  Error: 1105, Severity:
17, State: 3
00:2000/02/18 21:52:14.11 server  Can't allocate space
for object 'syslogs' in database 'sybsecurity' because
the 'logsegment' segment is full. If you ran out of space
in syslogs, dump the transaction log. Otherwise, use
ALTER DATABASE or sp_extendsegment to increase the size
of the segment.

00:2000/02/18 21:52:14.11 server  Error: 3639, Severity:
17, State: 1
00:2000/02/18 21:52:14.11 server  There is no space
available in syslogs in database 6 for process 8 to log a
record for which space has been reserved. This process
will retry at intervals of 60 seconds.
```


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Because the sybsecurity database keeps data and log on the same segment, a user will not be able to disable auditing, truncate the audit table or dump the transaction log when the database is completely full. To resolve this situation have the user follow these steps:

1. Increase the size of the transaction log on the sybsecurity database. This can be done by creating a new device. Then when attaching the device to the database assign its future allocation as "Transaction Log". See paper entitled "Troubleshooting Transaction Log Errors" for detailed instructions on adding log space to a database.

2. Connect to SQL Advantage and disable auditing by executing the following stored procedure.

```
sp_auditoption "enable auditing", "off"
```

At this point everyone should be able to log into PD². The next steps can be done immediately or at a time when no one is using the system.

1. Execute the following SQL commands.

```
use sybsecurity
go
truncate table sysaudits
go
```

This will clear out all the rows from the sysaudits table.

2. **Stop** and **start** the Sybase server.

3. Re-enable auditing by executing the following stored procedure.

```
sp_auditoption "enable auditing", "on"
```

Users should now be able to log into PD^2 and continue working.

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