



# **Troubleshooting Error 911**

**February 11, 2000**

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# 1. Introduction

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This document contains basic helpdesk guidelines to assist users with troubleshooting Error 911. If the guidelines provided in this document still results in an error, please forward the issue to Tech Support.

## 2. Error 911: Attempt to Locate Entry in Sysdatabases...No Entry Found

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### 2.1 Problem

If a user logs into PD<sup>2</sup> and receives the following error message:

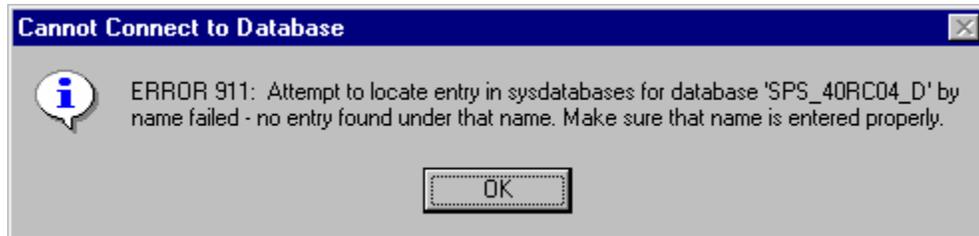


Figure 1: Error 911

Then the user is not connecting to the correct database.

### 2.2 Verification

Have the user open their pddod.ini file. The pddod.ini file is located in the c:\pd2\bin directory.

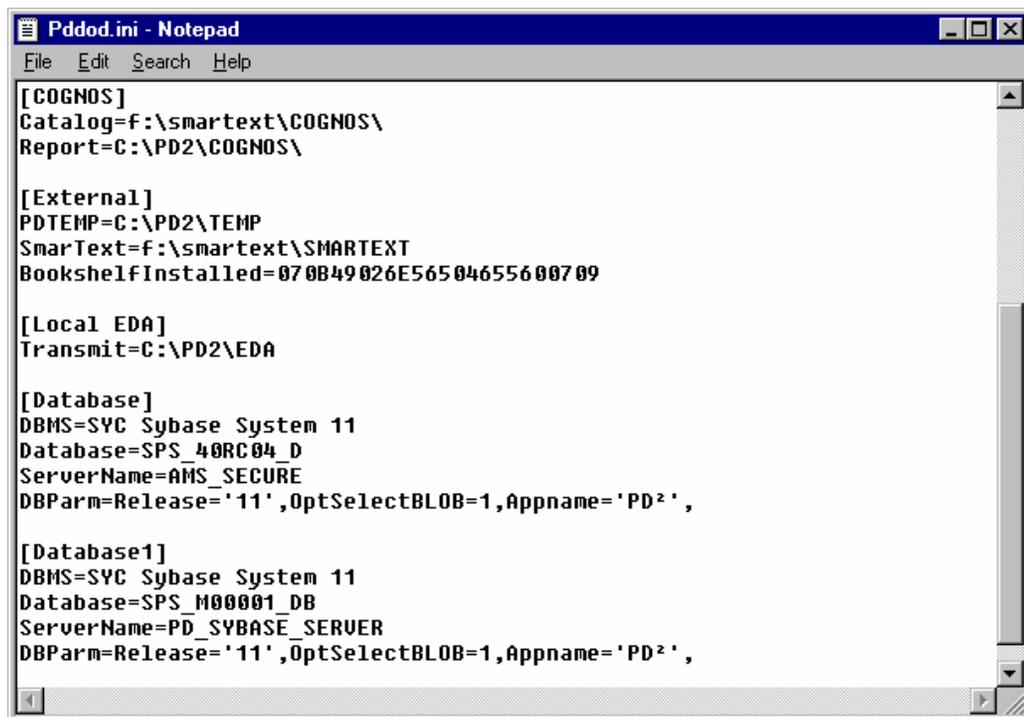


Figure 2: Pddod.ini file

The pddod.ini file contains one or more database entries. Each database entry is designated by the header "[Database]" or "[Database1]". Each of these entries contains four parameters: DBMS, Database, ServerName and DBParm (See Figure 2).

- **DBMS** stand for Database Management System. In most cases this should equal "SYC Sybase System 11".
- **Database** is the name of the database that the user is attempting to connect to.
- **ServerName** is the name of the server where the database is located.
- **DBParm** is a list of database parameters that are used by Power Builder and Sybase

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**Note:** In the pddod.ini file there should be **only one** database entry designated as "[Database]". All the others should be listed as "[Database1]".

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For troubleshooting Error 911, the user will need to verify that the *Database* parameter in the pddod.ini file has been entered correctly. They can verify this in one of four ways:

- Using WISQL
- Using SQL Advantage
- Using SQL Central (or Sybase Central)
- Using Another Pddod.ini file

### 2.2.1 Using WISQL

Using WISQL have the user connect to the master database as 'sa'. Use the WISQL window header to verify that the user is logged in correctly (See Figure 3).

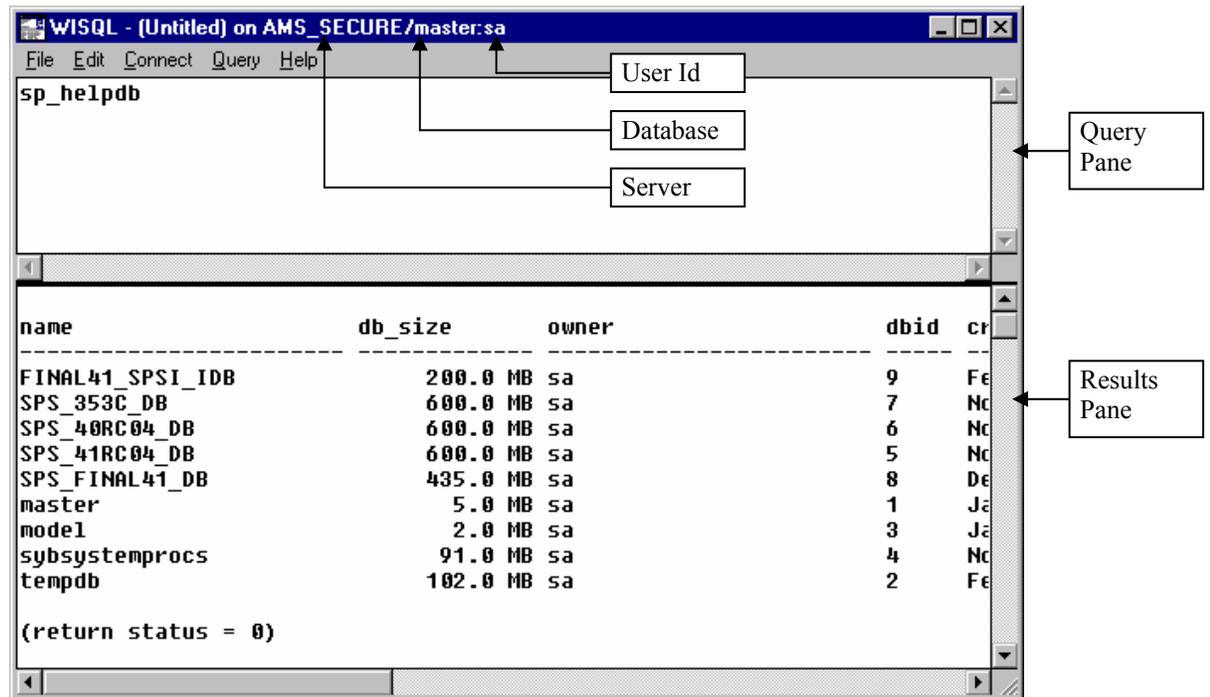


Figure 3: WISQL Window

The top section of the WISQL window is the Query Pane. This where the user enters the SQL statements that they want to execute. The bottom half of the WISQL window is the Results Pane. This is where the results of the executed SQL statements appear.

Have the user type in "sp\_helpdb" in the query pane then select "Execute All" from the Query menu. Results should appear similar to Figure 3. This is a list of all the available databases on the server that the user can connect to. The users can compare the spelling of the database in this window to the spelling in the pddod.ini file.

### 2.2.2 Using SQL Advantage

Using SQL Advantage have the user connect to the master database on their server as "sa". Use the SQL Advantage Status Bar to verify that the user is logged in correctly (See Figure 4).

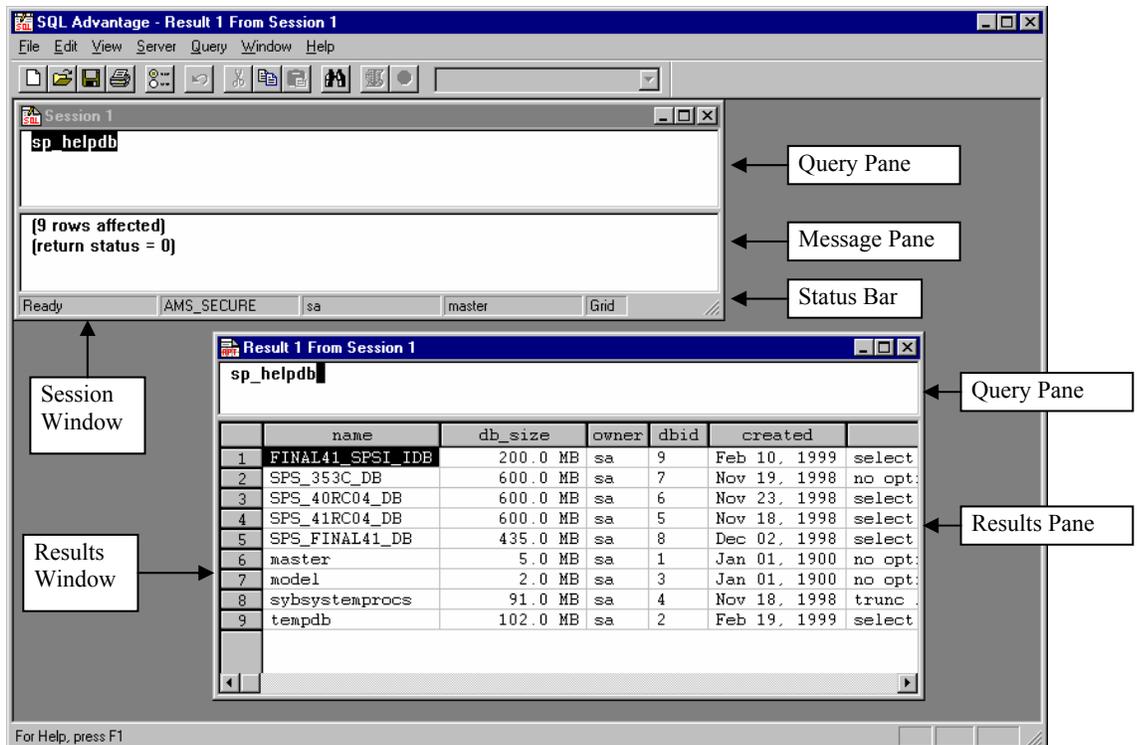


Figure 4: SQL Advantage Window

SQL Advantage is divided into two windows: a Session Window and a Results Window. The top section of the SQL Advantage Session Window is the Query Pane. This where the user enters the SQL statements that they want to execute. The bottom half of SQL Advantage Session Window is the Message Pane this is where the SQL Server messages are displayed. The results of an executed SQL statement are displayed in a separate Results Window.

Have the user type in "sp\_helpdb" in the query pane then select "Execute Query" from the Query menu. Results should appear similar to Figure 4. This is a list of all the available databases on the server that the user is connecting to. The users can compare the spelling of the database in this window to the spelling in the pddod.ini file.

### 2.2.3 Using SQL Central (or Sybase Central)

Have the user open SQL Central and connect to the server using their “sa” id and password. Under the server name there is a folder entitled *Databases* (See Figure 5).

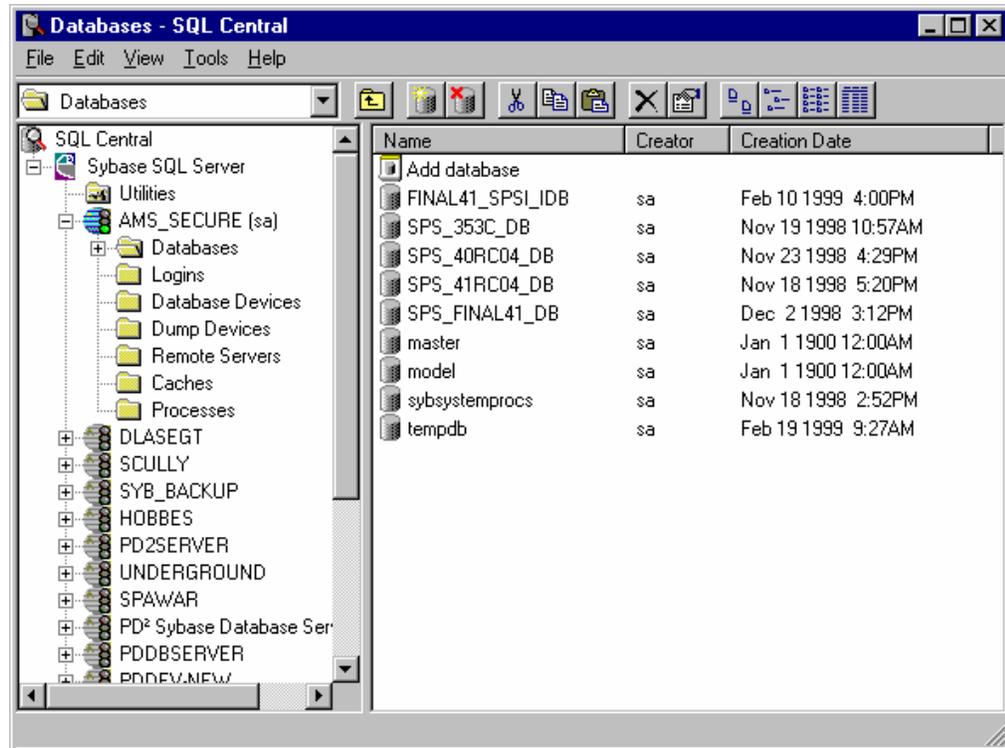


Figure 5: SQL Central Window

The "Name" column lists the correct spelling of all the available databases on the server. The user can compare the spelling of the database in this window to the spelling in the pddod.ini file.

### 2.2.4 Using Another Pddod.ini file

Have the user go to a PC that is not experiencing Error 911 and open the pddod.ini file. The users can compare the spelling of the database in this file to the spelling in the pddod.ini file on the PC that is experiencing the problem.

## 2.3 Solution

If the spelling of the database is incorrect based on any of the four verification methods. Then have the user update the *Database* parameter in the pddod.ini, save the file and try logging into PD<sup>2</sup>.

## **3. Error 911 Logging on to Another PC**

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### **3.1 Problem**

User receives an Error 911 when logging in to one PC and not another. This means that there is a problem with the pddod.ini on that PC.

### **3.2 Solution**

Copy the pddod.ini file from the working PC to the PC that is experiencing the problem.

## **4. Error 911 Logging on to All PCs**

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### **4.1 Problem**

Users are receiving Error 911 on all PCs. This means that the database was deleted or renamed.

### **4.2 Solution**

If the database listed in the pddod.ini is no longer on the server, then the users will have to change the Database parameter in the pddod.ini to point to one of the databases that is currently available. This often happens in the testing and training environment. In this case it is a good idea to have the user perform one of the verifications from Section 2.2 and follow the solution in Section 5 as well.

## 5. Changing a User's Default Database

### 5.1 Problem

If the user is still receiving Error 911 after updating their pddod.ini file to match an available database, then their user id is still defaulting to a database that was deleted or renamed.

### 5.2 Verification

Have the user connect to their server in SQL Central (or Sybase Central). Under the server name there is a folder entitled *Logins* (See Figure 6).

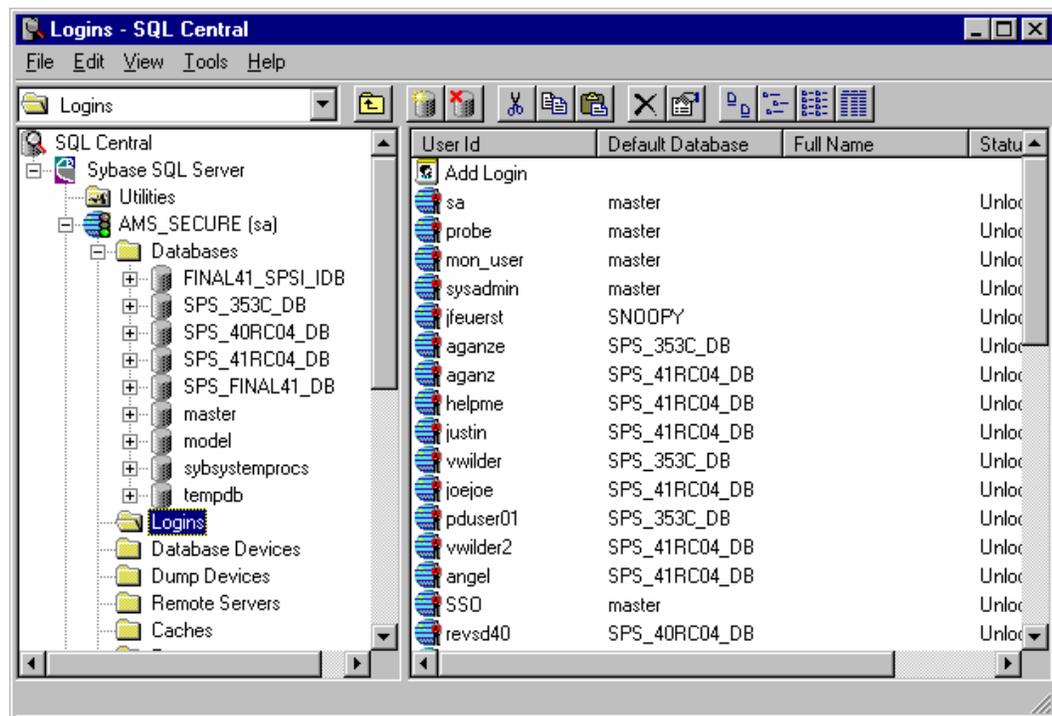
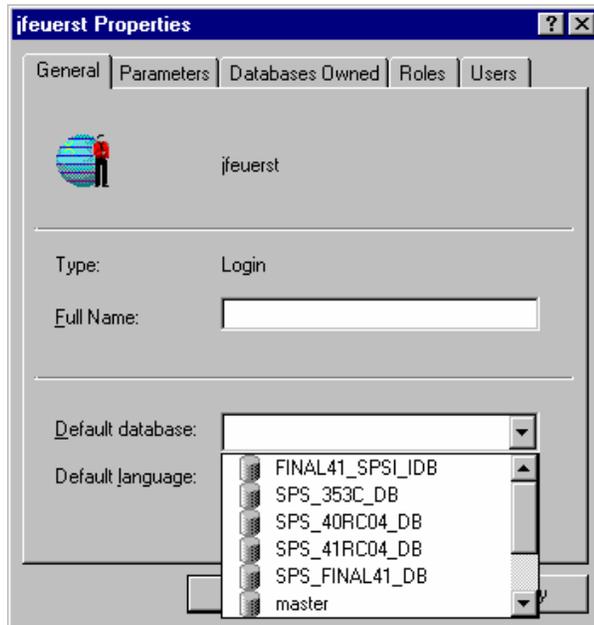


Figure 6: SQL Central Logins Folder

Each User Id has a Default Database next to it. In Figure 6 the user id "jfeuerst" defaults to a database named "SNOOPY" which does not appear under the databases folder on the left. If the default database that is listed next to the user id does not appear under the Databases folder then the user will receive Error 911.

## 5.3 Solution

In SQL Central locate the User Id that is experiencing the Error 911 and right click on it to open the popup menu. Select Properties from the popup menu to open the Properties window (See Figure 7). Goto the General tab and select a new default database from an entry in the drop down list box. Your selection should coincide with the database name in the pddod.ini file.



*Figure 7: User Id Properties Window*

## **6. Error 911 More Than One Pddod.ini**

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### **6.1 Problem**

The user has more than one pddod.ini file and they are not sure which one to update. The problem is that users running PD<sup>2</sup> should only have one pddod.ini file.

### **6.2 Solution**

Have the user delete or rename every pddod.ini file except the one that is in their c:\pd2\bin directory. If you feel uncomfortable telling the user which files to delete or rename, please forward the issue to Tech Support.

## **7. Error 911 Case Sensitivity**

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### **7.1 Problem**

Error 911 displays the database name in lowercase with dashes and the user verified that the database name is spelled correctly but it is in upper case with underscores. The problem is that Sybase is case and character sensitive.

### **7.2 Solution**

Have the user change the database name in the pddod.ini to upper case. Make sure that dashes (-) are not used in place of underscores (\_) in the database name.