



Troubleshooting Error 940*

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* 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. Introduction

This document contains basic guidelines to assist users with troubleshooting Sybase Error 940, which only appears in the Sybase error log. The error is generally occurs at sites that are running SPS Interfaces.

Note: This is a bug in the Sybase SQL Server that has been fixed in version 11.0.3.3.

2. Problem

If the Sybase error log contains errors similar to the following output.

```
00:1999/07/19 22:03:58.64 server WARNING: *****
00:1999/07/20 08:43:45.21 server Error: 940, Severity: 26, State: 8
00:1999/07/20 08:43:45.23 server Dbtable in wrong state for
operation: DBTABLE pointer = 0x207aa780, dbid = 8, state = 0x2,
status= 0xc, keep = 0, name = 'N62649_SPSI_IDB'.
00:1999/07/20 08:43:45.28 kernel *****
00:1999/07/20 08:43:45.28 kernel SQL causing error : 
00:1999/07/20 08:43:45.28 kernel curdb = 6 pstat = 0x10000 lasterror
= 940
00:1999/07/20 08:43:45.28 kernel preverror = 0 transtate = 0
00:1999/07/20 08:43:45.28 kernel curcmd = 223 program = Impromptu
00:1999/07/20 08:43:45.34 kernel pc: 0x653d46
E:\SYBASE\bin\sqlsrvr.exe(0x26df28c, 0x26defcc, 0x270f, 0x2)
00:1999/07/20 08:43:45.34 kernel pc: 0x62a153

. . .

00:1999/07/20 08:43:45.39 kernel [Handler pc: 0x5ad930
E:\SYBASE\bin\sqlsrvr.exe installed by the following function:-]
00:1999/07/20 08:43:45.39 kernel pc: 0x5abd82
E:\SYBASE\bin\sqlsrvr.exe(0x20017d10, 0x20017d10, 0x20014bac, 0x19)
00:1999/07/20 08:43:45.39 kernel pc: 0x46f417
E:\SYBASE\bin\sqlsrvr.exe(0x9, 0x20017d10, 0x20017d10, 0x20014bac)
00:1999/07/20 08:43:45.39 kernel [Handler pc: 0x5bf030
E:\SYBASE\bin\sqlsrvr.exe installed by the following function:-]
00:1999/07/20 08:43:45.39 kernel [Handler pc: 0x624320
E:\SYBASE\bin\sqlsrvr.exe installed by the following function:-]
00:1999/07/20 08:43:45.39 kernel pc: 0x4547c5
E:\SYBASE\bin\sqlsrvr.exe(0x20014bac, 0x20017d10, 0x20017d10,
0x20014bac)
00:1999/07/20 08:43:45.39 kernel pc: 0x6544c7
E:\SYBASE\bin\sqlsrvr.exe(0x0, 0x0, 0x0, 0x0)
00:1999/07/20 08:43:45.39 kernel pc: 0x77f04f2c lstrcmpiW+ 0xbe
(0x5c3453, 0x21607800, 0x6, 0x21704b8c)
00:1999/07/20 08:43:45.39 kernel end of stack trace, spid 26, kpid
159186994, suid 4
00:1999/07/20 13:28:18.75 kernel Cannot send, host process
disconnected: -3907921 spid: 1
00:1999/07/20 13:28:18.78 server Error: 1608, Severity: 18, State: 4
00:1999/07/20 13:28:18.78 server A client process exited abnormally,
or a network error was encountered. Unless other errors occurred,
continue processing normally.
```

Then the system has run out of open objects. This is due to SPS Interface exceeding the number of open objects parameter and Sybase not capturing the error message properly. This (Sybase problem) is fixed in Sybase SQL Server version 11.0.3.3. If you have not upgraded your server to this version of Sybase then you can resolve this problem by changing the "number of open objects" configuration parameter to 2000.

3. Solution

Use SQL Advantage or WISQL to increase the number of open objects by executing the following command from the master databases.

```
sp_configure, "number of open objects", 2000  
go
```

After doing this you will need to restart the server for the changes to take place. Please contact the SPS Help Desk if you need further assistance with fixing this issue.