



Troubleshooting Error 999

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1. Introduction

This document contains basic helpdesk guidelines to assist users with troubleshooting Error 999. If the guidelines provided in this document still results in an error, please forward the issue to Tech Support.

2. Error 999 - Unable to Initialize Client Library Context

2.1 Problem

A user receives the following error when logging into PD².

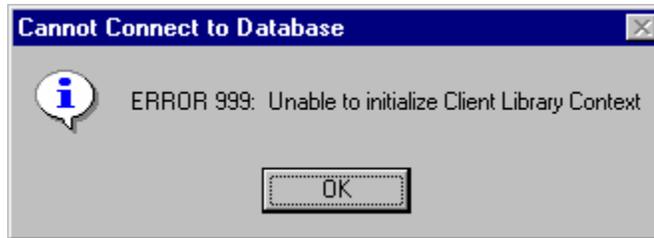


Figure 1: Error 999 - Client Library Context

The necessary Sybase environmental variables are not being set on that user's PC.

2.2 Verification

In order to check the current environmental variable settings, have the user open their MS-DOS Prompt from the Start menu. When the window appears, have the user enter the "set" command at the DOS prompt (See Figure 2). This lists the environmental variables for the current windows session.

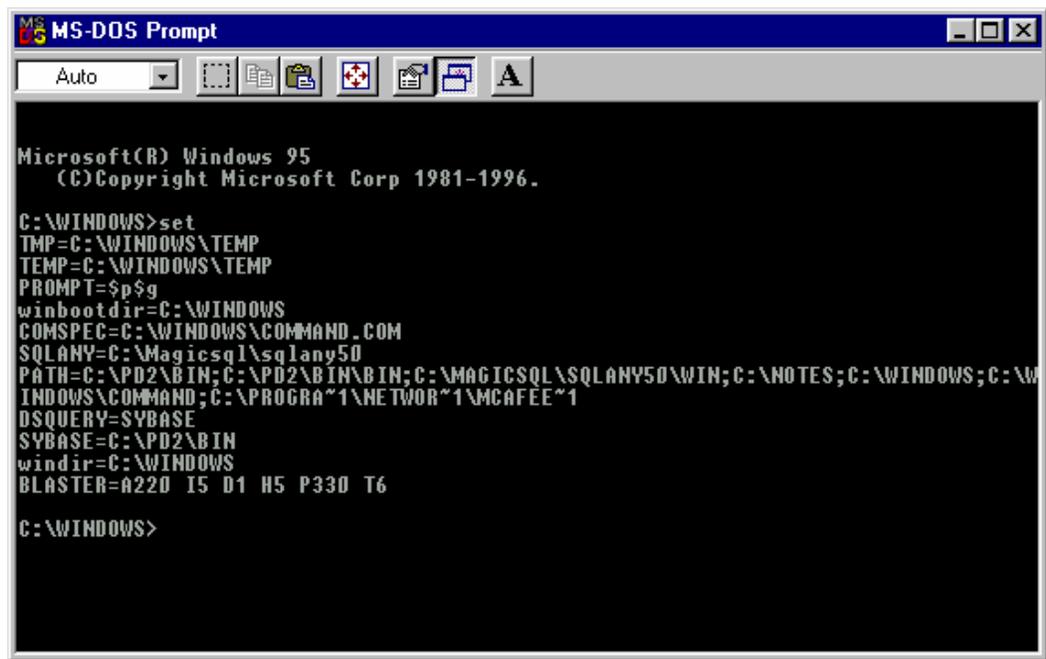


Figure 2: MS-DOS "set" Command Results

From this output there are three Sybase environmental variables that the user needs to verify. They are as follows:

Variable	Value
DSQUERY	SYBASE
SYBASE ¹	C:\PD2\BIN
PATH ²	C:\PD2\BIN; C:\PD2\BIN\BIN

Table 1: Sybase Environmental Variables

Note: If the user is running the PD² application from the server (i.e. PD² Node installation) then these variables will reflect the location of PD² on the server.

If these three environmental variables are not set with the correct values then the user will receive Error 999.

2.3 Solution

The method for setting environmental variables varies for each operating system. This paper only focuses on Windows 95/98 and Windows NT operating systems.

2.3.1 Windows 95/98

In Windows 95/98 many of the environmental variables are set during start-up. The values for these variables are defined in the autoexec.bat file (see Figure 3). This file is usually located in the c:\ drive. This is the root directory of the user's PC.

```

C:\PROGRA~1\NETWOR~1\MCAFEE~1\SCAN.EXE C:\
@IF ERRORLEVEL 1 PAUSE
PATH c:\notes;%PATH%;c:\sybase\win32
REM Environment Settings For McAfee VirusScan
SET PATH=C:\MAGICSQL\SQLANY50\WIN;%PATH%;C:\PROGRA~1\NETWOR~1\MCAFEE~1
CALL C:\SYBASE\BIN\WSYBSET.BAT
CALL C:\PD2\PDSETUP.BAT
SET SQLANY=C:\Magicsql\sqlany50
  
```

¹ If the user has Sybase installed on their PC then their Sybase directory may be listed.

² Other directories are listed in the path in addition to the PD² directories.

Figure 3: Autoexec.bat file

During startup the system accesses the autoexec.bat file to assign values to the environmental variables. The necessary values for Sybase are assigned via a "call" statement. The call statement is added to the autoexec.bat when PD² is installed. When executed, the call statement runs the pdsetup.bat file (See Figure 4).

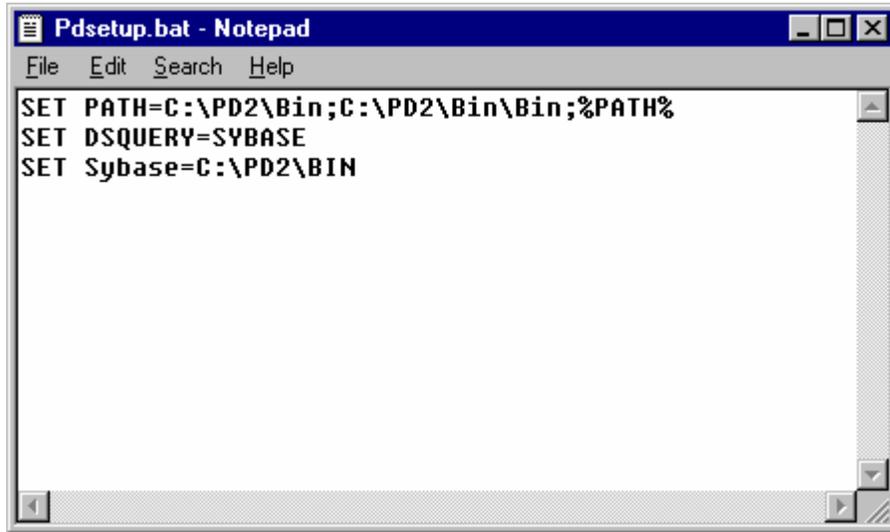


Figure 4: Pdsetup.bat file

The pdsetup.bat file is located in the C:\PD2 directory. When called from the autoexec.bat file during startup, the environmental variables listed in this file are set.

The user must add the call statement to their autoexec.bat file then **reboot** their PC. Have the user verify that the variables are set using the method described in the Section 2.2 Verification before starting PD².

2.3.2 Windows NT

In Windows NT, updating the properties for the computer sets the environmental

variables. When the user right clicks on the "My Computer" icon  (which usually sits in the upper left-hand corner of the desktop) a pop-up menu appears. The user selects Properties from this menu. When the Properties window appears the user should select the Environment tab. Within the environment window, the user can set the Sybase variables described in Table 1.

Figure 5, Figure 6 and Figure 7 show how the Environmental Variables are set in Windows NT. If DSQUERY and SYBASE do not appear in the list of environmental variables, the user can add them by typing the variable name in the space provided then enter the value. If the PATH variable does not contain the directory listings for PD², the user can add them by highlighting the PATH variable and adding the PD² directories to the current list. Please refer to Table 1, which lists the most common values for these variables.

Note: The user must be logged in as administrator of the PC or have administrative rights in order to change the environmental variables. The user does not have to reboot the PC after modifying the environmental variables in Windows NT, but they do need to start a new MS-DOS session to verify the changes.

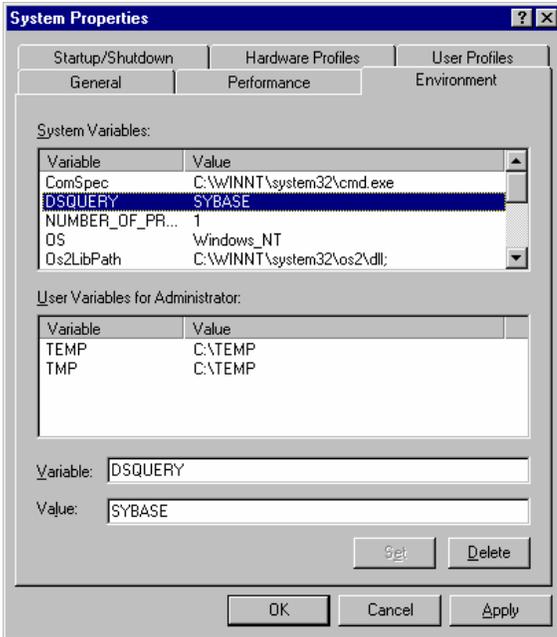


Figure 5: Properties Window (DSQUERY)

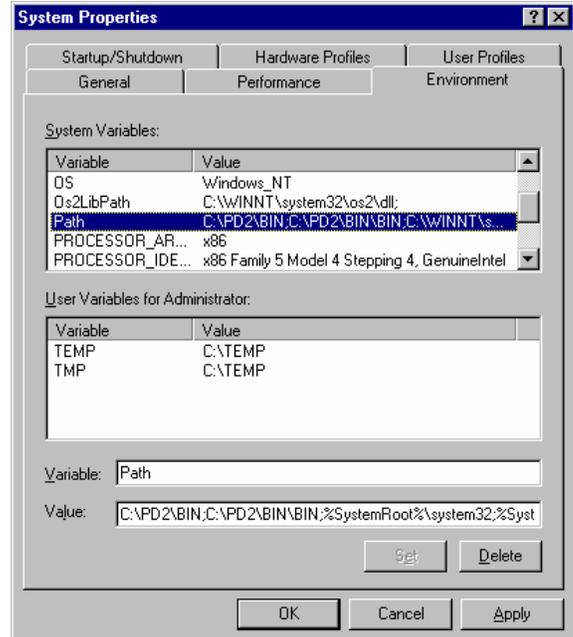


Figure 7: Properties Window (PATH)

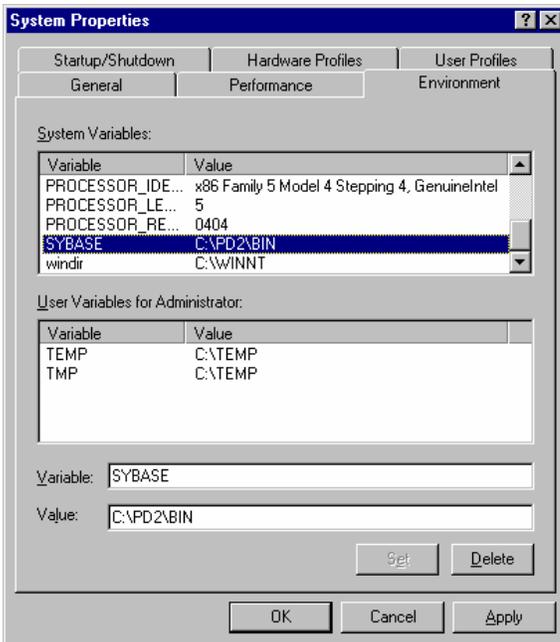


Figure 6: Properties Window (SYBASE)

3. Error 999 - Unable to Initialize Client Library Context (Cont.)

3.1 Problem

The user added the Call statement to the autoexec.bat file, **rebooted their PC** and still receives the Error 999 in Figure 1.

3.2 Solution

Have the user verify that the environmental variables are set using the Verification method under Section 2.2. If the variables are not set, then the user needs to do the following (Windows 95/98 Only):

1. Do a search and verify that there is only one autoexec.bat file on the c:\ drive.
2. Check the autoexec.bat file for any typos in the Call statement.
3. Verify that the pdsetup.bat file is in the directory that was entered in the Call statement.
4. Open the pdsetup.bat and verify that the variables and values are correct.
5. Move the Call statement to the end of the autoexec.bat file.
6. Reboot the PC.

4. Fixing Open Client .DLLs

4.1 Problem

The user followed the procedures in Section 2 and 3, verified that the environmental variables are set correctly and still receives the Error 999 in Figure 1. Then the user may be experiencing an Open Client .dll conflict. This usually occurs when the user is running Sybase Tools or any application that uses the same Open Client .dlls that PD² uses to connect to Sybase.

4.2 Verification

4.2.1 Sybase Tools Installed in the PD² Directory

Find out if the user installed Sybase Central on their PC. If so, have the user log into Sybase Central. If they can successfully access Sybase Central then find out if the user has a Sybase (not Sybtools) directory on their PC. If not, it is possible that the user installed Sybase in their C:\PD2\BIN directory. Have the user open their C:\PD2\BIN directory. If there is a folder entitled “bilib”, “include” or “install” in the C:\PD2\BIN directory then the user installed Sybase Tools in the PD² directory.

4.2.2 Open Client .dll Conflict

Have the user search their entire hard drive for Open Client .dlls. These files start with lib and end with .dll (lib*.dll). The Open Client files for PD² are in the C:\PD2\BIN\BIN directory. If the user has Sybase installed, these files will be found the C:\Sybase\ddl directory. If there are Open Client .dlls in any other directory then they may be causing a conflict with PD².

4.3 Solution

If the user installed Sybase in the PD² directory, have them delete the PD² directory, empty the Recycle Bin then reinstall PD². The user should then follow the instructions in the paper entitled “Installing Sybase Tool on a Client PC” to reinstall Sybase Central.

If the user has Open Client .dlls in a folder outside of C:\sybase or C:\PD2\BIN\BIN, then follow these steps to resolve the Error 999.

1. Create a new folder in the root directory (c:\ drive).
2. Move the Open Client files (lib*.dll) from their current location to the new folder
3. Try to connect to PD²

If this does not work then forward the issue to Tech Support.

5. Error 999 - Windows 98

5.1 Problem

A user receives the Error 999 in Figure 1 when logging into PD² and has Windows 98 installed on their PC.

5.2 Solution

PD² is not supported in the Windows 98 environment for version 3.5.3c, 4.0 and 4.1. If the user is running any of these versions of PD², they must install Windows 95 or Windows NT on their PC. If the user is running 4.1a or higher then they should follow the steps listed in Section 2 and 3.

6. Error 999 - Clause Database Installer

6.1 Problem

A user receives the Error 999 in Figure 1 when running the Clause Database Installer.

6.2 Solution

The user must run the Clause Database Installer on a PC that has Sybase tools installed on it. This could be any client machine that has either PD² or Sybase installed on it.

Note: Do not run the clause installer from the Sybase Server. The installer attempts to search the network for the specified IP address and it can not connect to the server from the server.

7. Error 999 - DBMS is Not Supported (PD²)

7.1 Problem

A user receives the following error when logging into PD².



Figure 8: Error 999 - DBMS Not Supported

Then there is a problem with the user's pddod.ini file.

7.2 Solution

Have the user locate the pddod.ini file on their PC. The pddod.ini file should be in the C:\PD2\BIN directory. If the file is not in the appropriate directory then have the user move it to this location. If the pddod.ini file is missing, the user needs to copy one from a working PC into the appropriate directory.

Once they have located the pddod.ini file have the user open the file and verify that the file contains a group of lines with a header marked [Database] (See Figure 9). If the Database entry is missing from the ini file, have the user copy a pddod.ini file from a working PC into the C:\PD2\BIN directory.

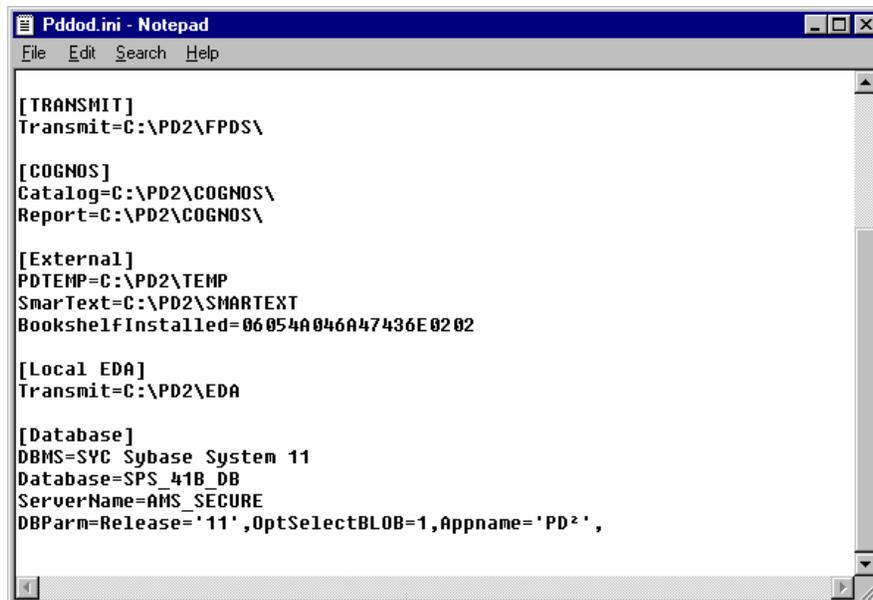


Figure 9: Pddod.ini

8. Error 999 - DBMS is Not Supported (Amend Fix)

8.1 Problem

A user receives the Error 999 in Figure 8 when attempting to log into Amend Fix. Then the user has an invalid desktop.ini file on their PC.

8.2 Solution

Have the user search their entire hard drive for a desktop.ini file. It may be found in the c:\windows or c:\winnt directory. If any desktop.ini files are found in these directories remove or rename it. If you feel uncomfortable telling the user which files to delete or rename, please forward the issue to Tech Support.

Note: You can disregard any desktop.ini file that appears in a "Profile" directory.

9. Error 999 - DBSM *Server_Name* is not Supported

9.1 Problem

A user is logging into PD² and receives the following error message.



Figure 10: Error 999 - DBMS Server Not Supported

The Database Management System (DBMS) listed in their pddod.ini file is incorrect.

9.2 Solution

Have the user open the pddod.ini file and change the DBMS under the [Database] header to SYC Sybase System 11 (See Figure 9).