



Troubleshooting the SPS Metrics Tool

September 19, 2001

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1. Introduction

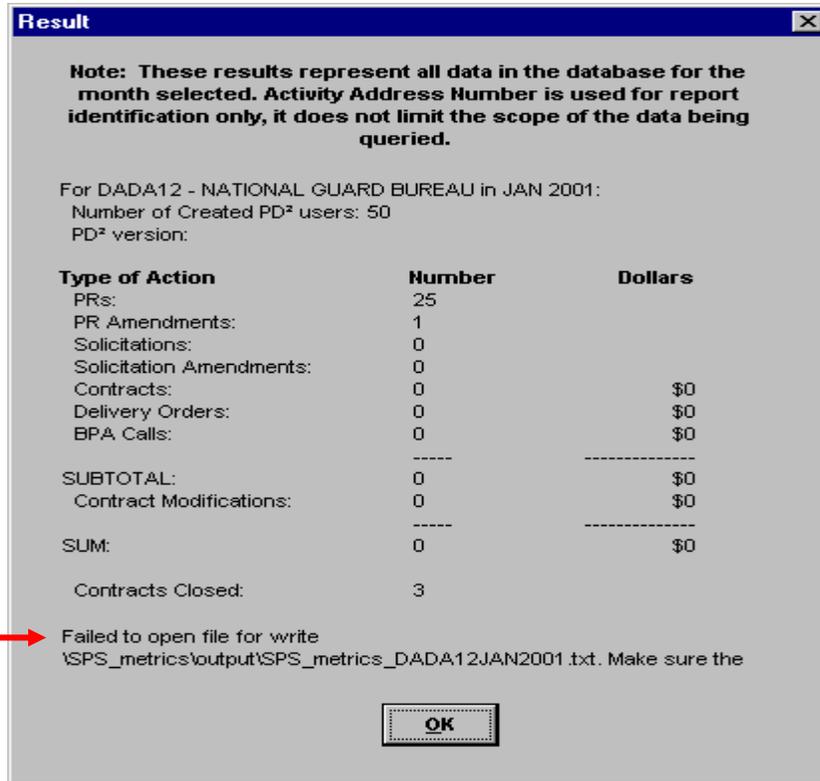
The SPS Metrics Tool is an application used to collect monthly procurement data that must be reported to the Component Management Office (CMO) and the SPS Program Management Office (PMO). This application queries the PD² database in order to collect and validate both program management information and monthly procurement data

This document was written to assist the user with troubleshooting common issues that have been reported to the SPS Help Desk. Each section is divided into two or three categories, of error messages. Please refer to this document prior to contacting the SPS Help Desk with Metrics related issues.

2. Error: Failed to Open File For Write

2.1 Issue:

User runs the Metrics Tool and receives the following error at the bottom of the Metrics Report.



This message usually indicates the following:

- 1) An output folder was not created when the Metrics Tool was setup. Therefore, the system is unable to locate the directory in order to open it and write to it.
- 2) The *SPS_METRICS* folder has only read rights.

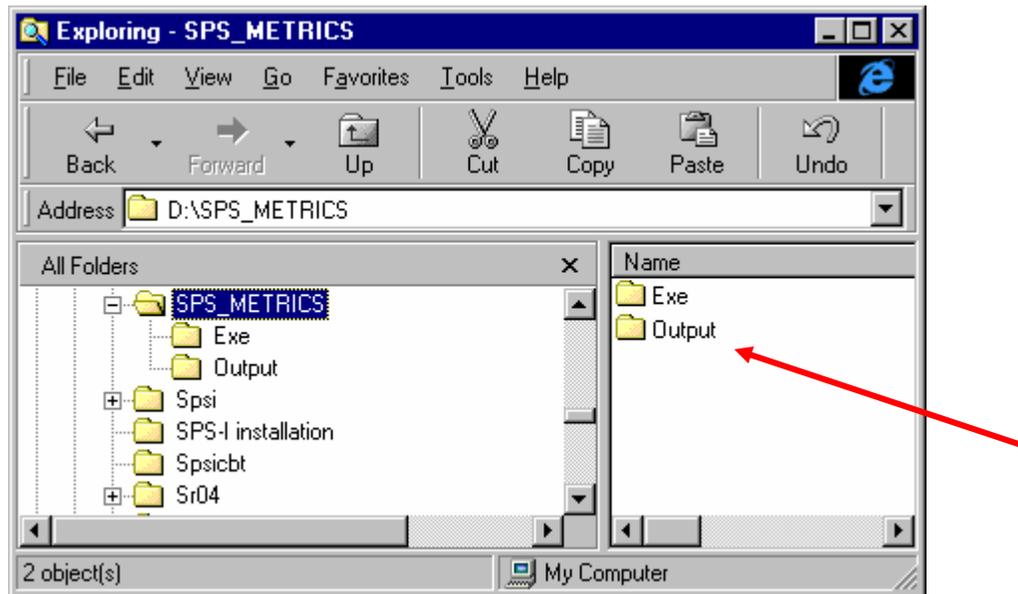
or

- 3) The *Output* folder has only read rights.

2. Verification

2.2.1 *Output folder not located within the SPS_METRICS Directory*

Have the user go to the Windows NT Explorer or Windows Explorer and locate the **SPS_METRICS** directory. After locating the **SPS_METRICS** directory the user should verify whether there is a directory named **Output** created within **SPS_METRICS** directory.

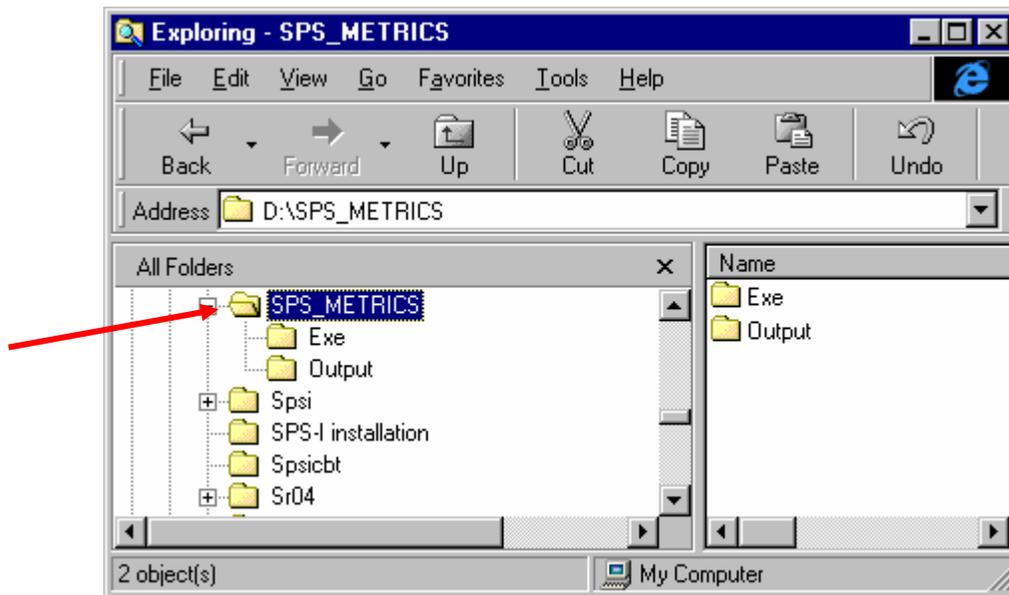


If the *Output* folder is not located within the *SPS_METRICS* folder than it must be added.

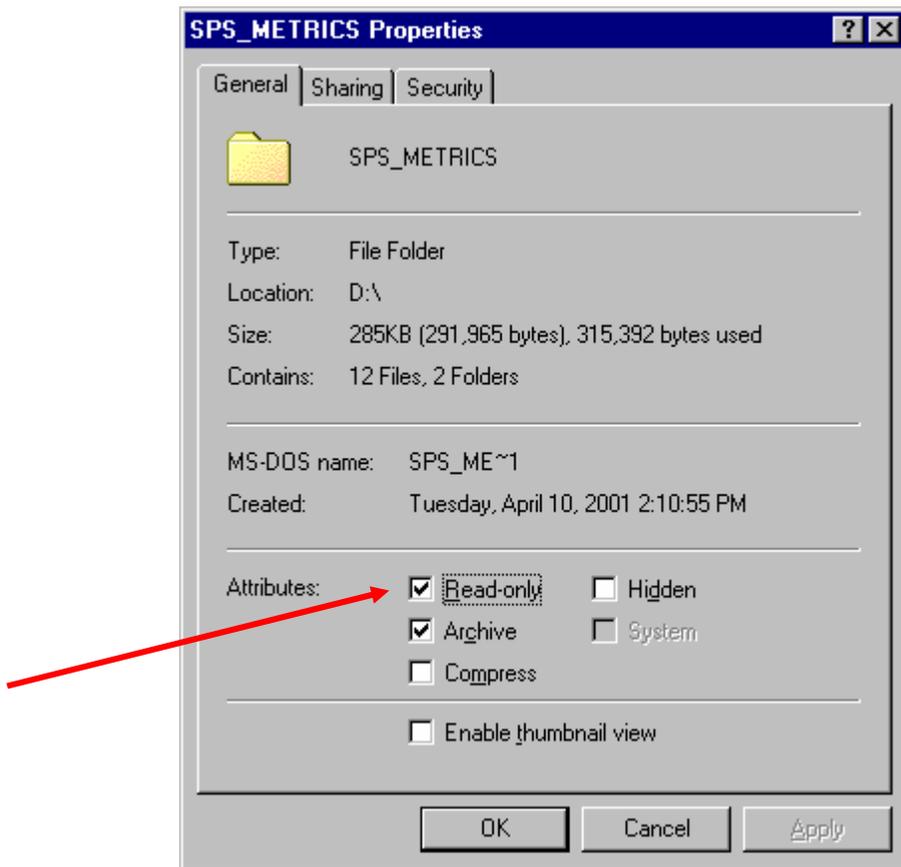
2.2.2 User has only Read Access to the SPS_METRICS Directory

If the *Output* folder is located within the *SPS_METRICS* folder then the user rights to the *SPS_METRICS* directory has to be verified.

In order to verify user rights have the user go to the **Windows NT Explorer** or **Windows Explorer** and locate the *SPS_METRICS* directory.



Right Click on the **SPS_METRICS** directory and from the menu bar and select **Properties**.

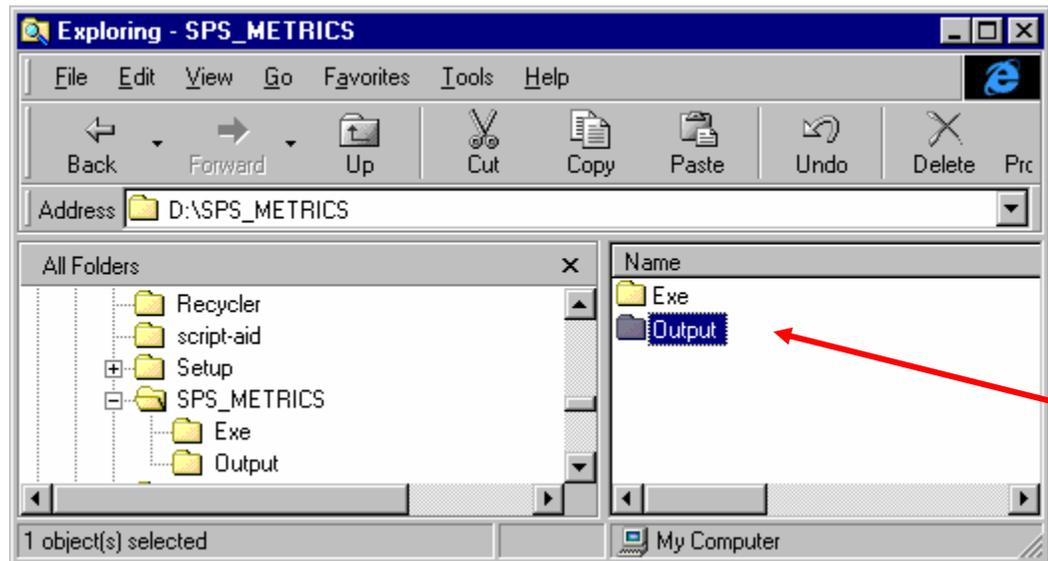


If the **Read-only** checkbox is selected, the user needs to regain full control of permissions as well as de-select the **Read-only** checkbox. If the **Read-only** checkbox is not selected, the user only needs to regain full control of permissions.

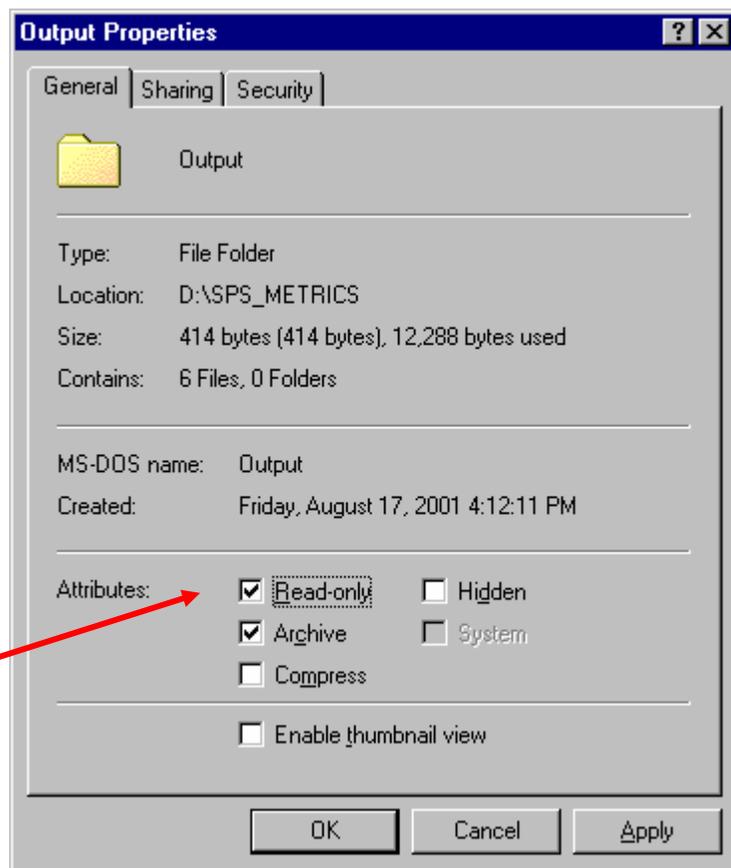
2.2.3 User has only Read Access to the Output Sub-Directory

If the *Output* folder is located within the **SPS_METRICS** then the user rights to the **Output** sub-directory has to be verified.

In order to verify user rights have the user go to the **Windows NT Explorer** or **Windows Explorer** and locate **x:\SPS_METRICS\Output**, where “x” is the drive letter.



Right Click on the **Output** sub-directory and from the menu bar and select **Properties**.

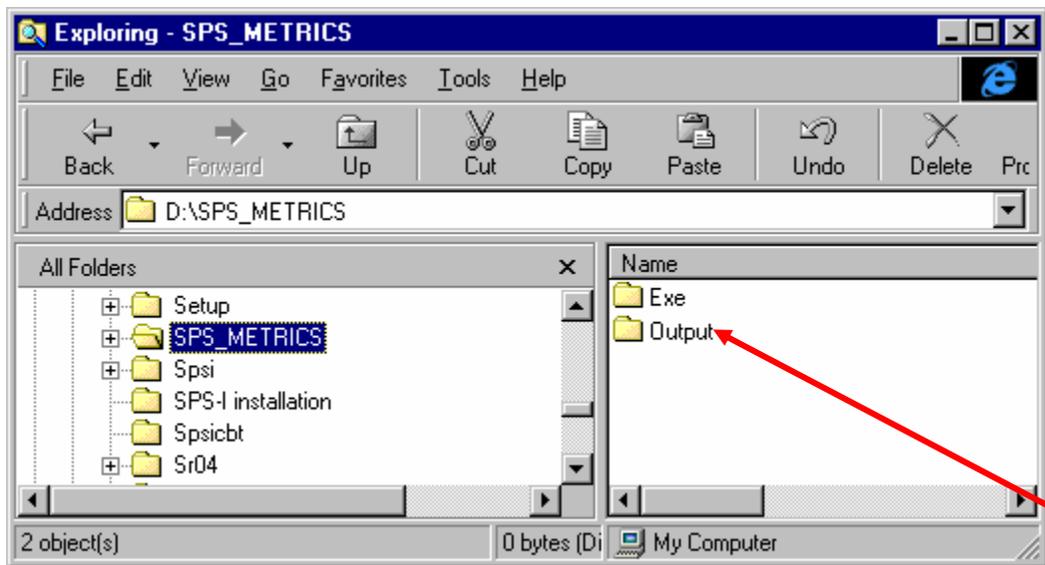


If the **Read-only** checkbox is selected the user needs regain full control of permissions as well as de-select the **Read-only** checkbox. If the **Read-only** checkbox is not selected user only needs to regain full control of permissions.

2.3 Solution

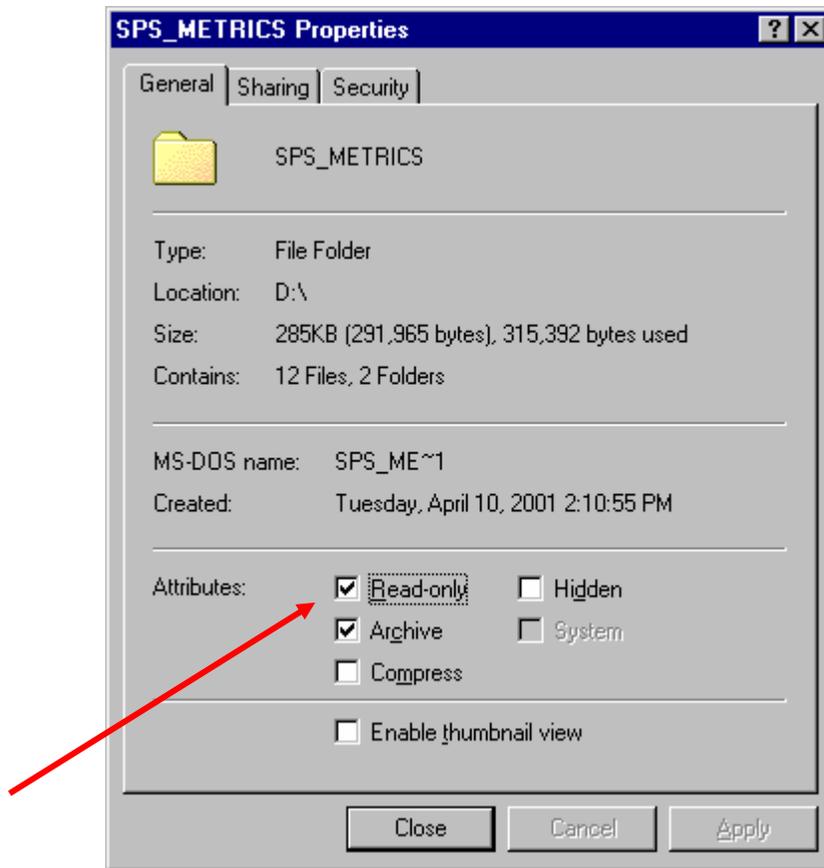
2.3.1 *Output folder not located within the SPS_METRICS Directory*

Within Explorer left click the **SPS_METRICS** folder to open. Making sure the **SPS_METRICS** folder is highlighted, from the menu bar select **File > New > Folder** to create a new sub-directory. Once the new directory is created name it **Output**. The new folder should now appear within the **SPS_METRICS** directory. Once the new directory has been created have the user rerun the Metrics Tool and the error should be gone.

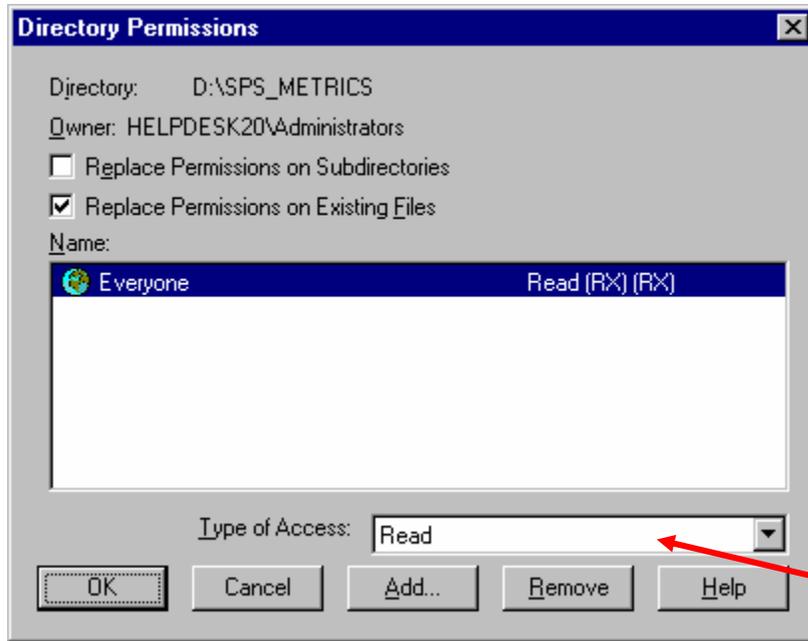


2.3.2 User has only Read Access to the SPS_METRICS Directory

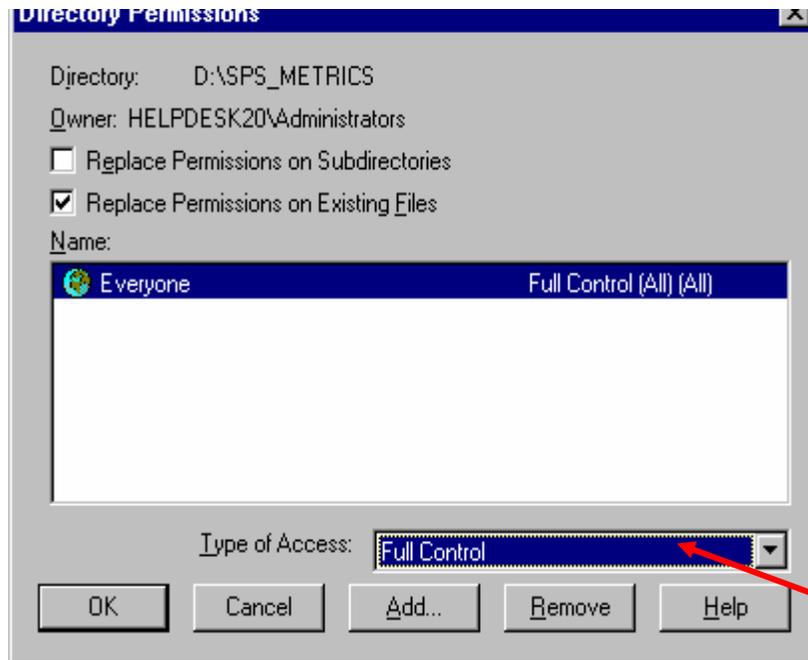
Within Explorer locate and right click on the **SPS_METRICS** directory and from the menu bar select **Properties**. The **SPS_METRICS Properties** window will display.



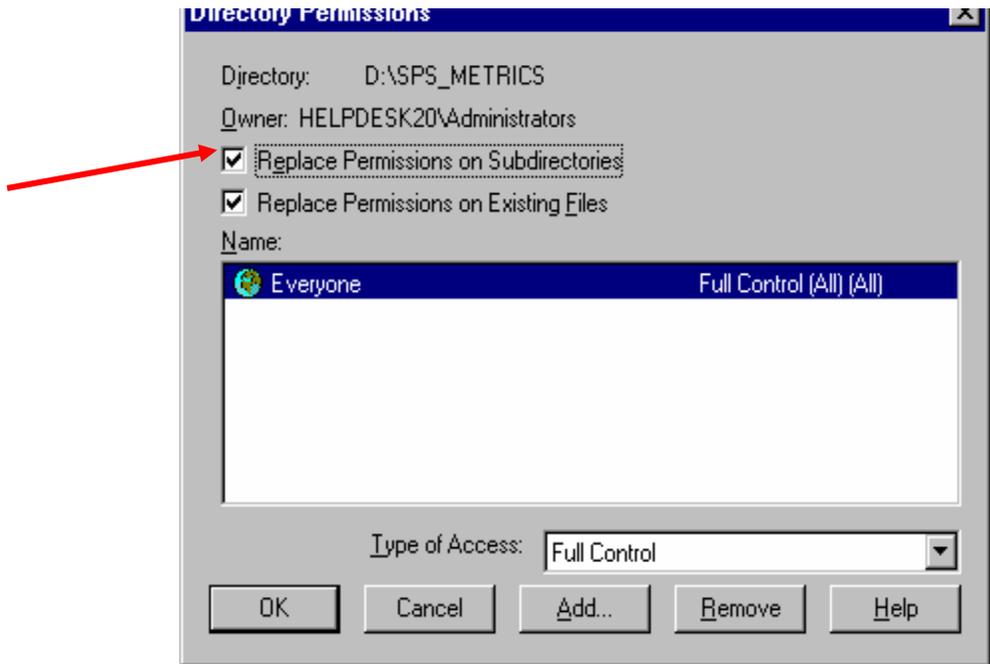
If the **Read-only** checkbox is selected user needs to select the *Security* tab and click the **[Permissions]** button to view the **Directory Permissions** window.



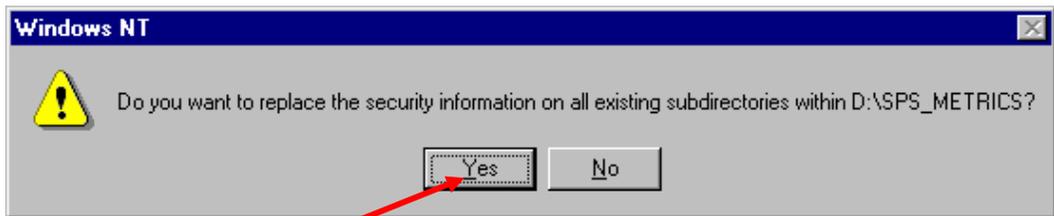
Within the **Permission** window, open the drop down arrow located beside the **Type of Access** field .



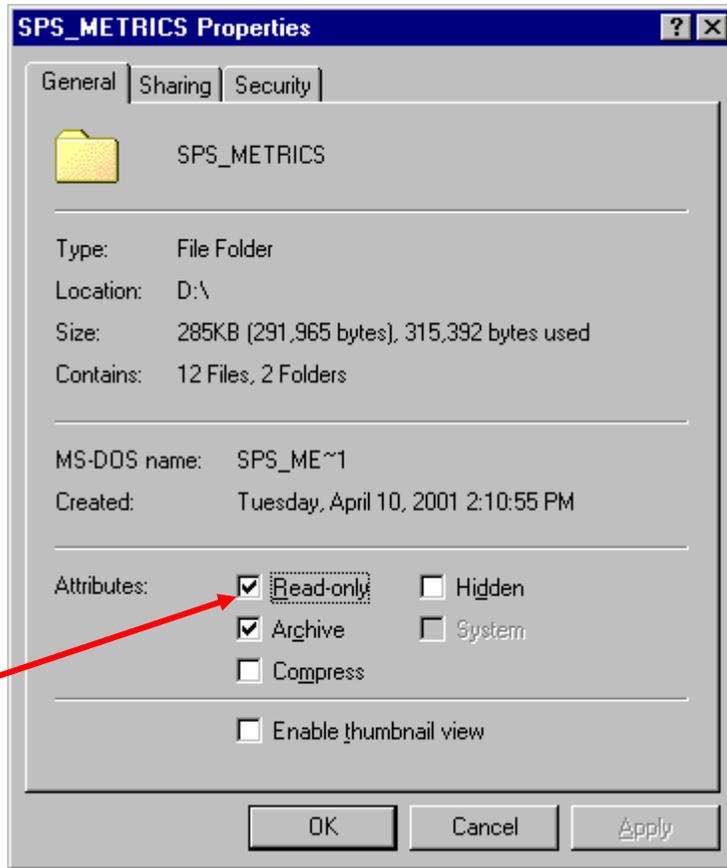
Once the access type has been changed to **Full Control**, have user select the **Replace Permissions on Subdirectories** checkbox and click the **[OK]** button.



Once user clicks the **[OK]** button, the user will receive the following message:



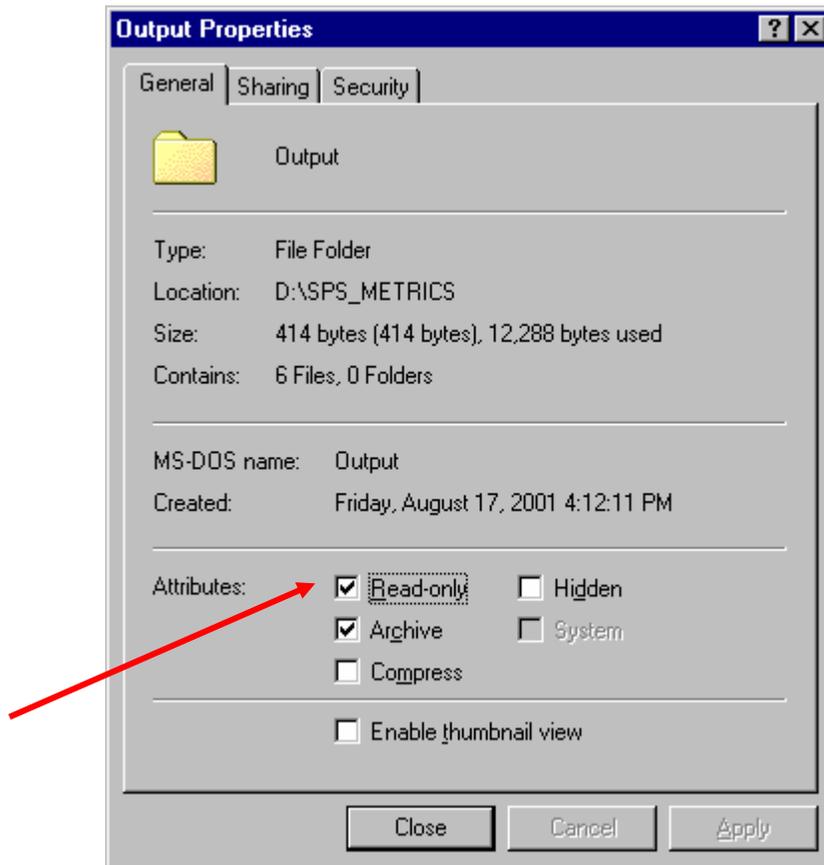
Have the user click the **[YES]** button to “replace the security information...” The user will return to the **Directory Properties** window. Within the **Directory Properties** window have user select the *General Tab*.



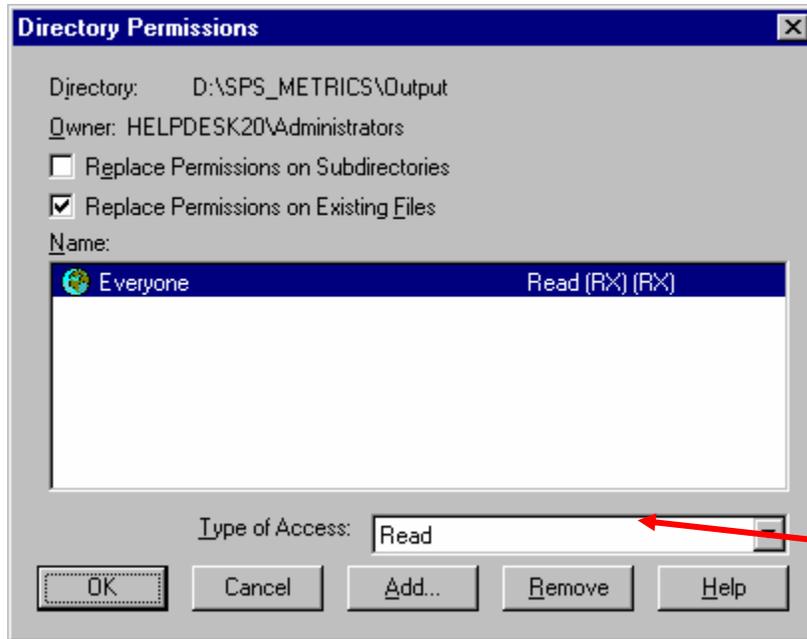
Within the *General* tab have user deselect the **Read-only**. Once deselected have the user click the **[Apply]** > **[Close]** buttons to return to Windows Explorer. Rerun the Metrics Tool, and the write to output file should be successful.

2.3.3 User has only Read Access to the Output Directory

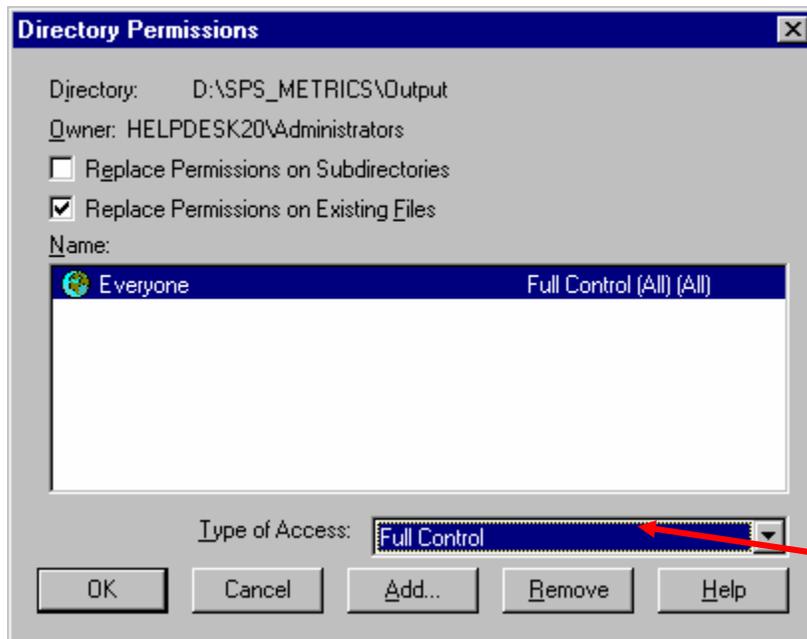
Within Explorer locate and left click on the **SPS_METRICS** directory > right click on the **Output** directory and select **Properties**. The **Output Properties** window will display.



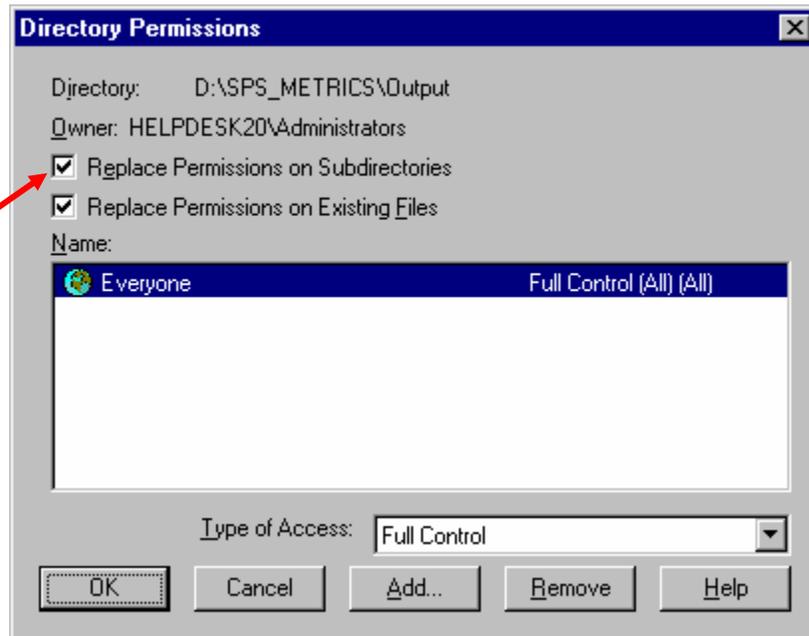
If the **Read-only** checkbox is selected user needs to select the *Security* tab and click the **[Permissions]** button to view the **Directory Permissions** window.



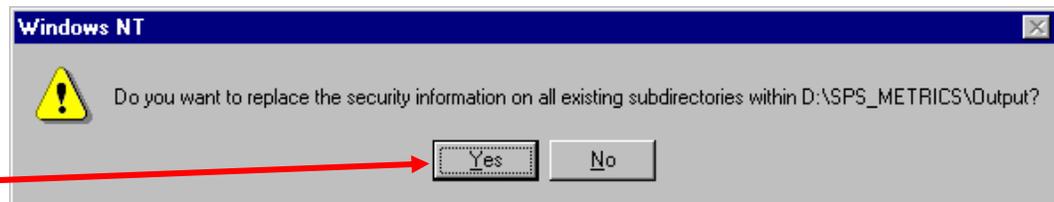
Within the **Directory Permissions** window open the drop down box located beside the **Type of Access** field .



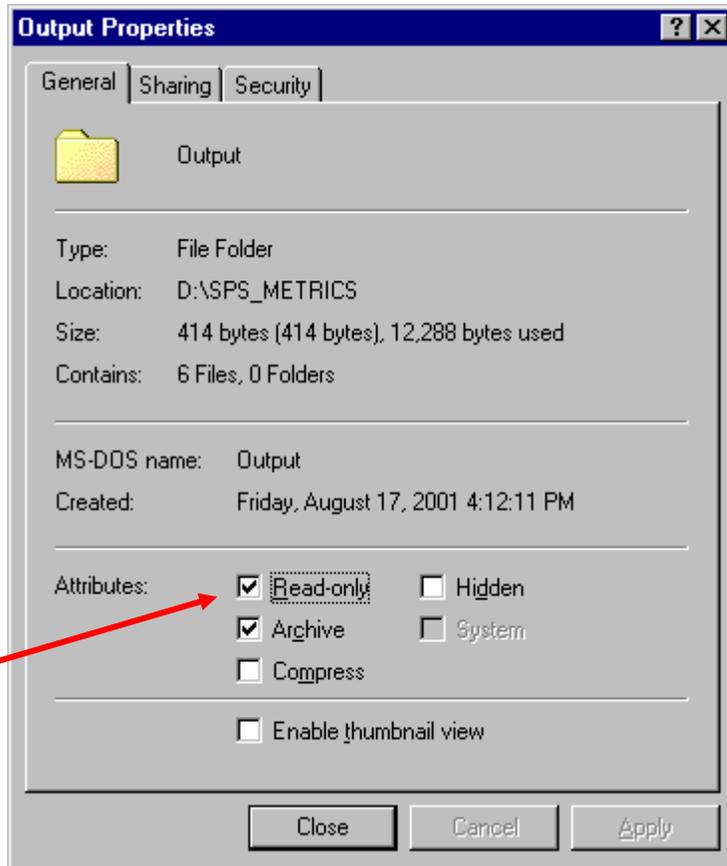
Once the access has been changed to **Full Control**, have user select the **Replace Permissions on Subdirectories** option and then click **[OK]**.



Once user clicks **[OK]**, the user will receive the following message:



Have the user click the **[Yes]** button to “replace the security information...” The user will return to the **Directory Properties** window. Within the **Directory Properties** window have user select the *General* Tab.

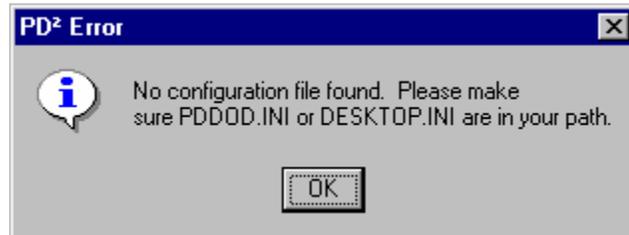


Within the *General* tab, have user deselect the **Read-only**. Once deselected, have the user click the **[Apply]** > **[Close]** buttons to return to **Windows Explorer**. Rerun the Metrics Tool, and the write to output file should be successful.

3. Error: No Configuration File Found

3.1 Issue:

User runs the Metrics Tool and receives the following error message:



This error message states that the PDDOD.ini file can not be found within a directory that is defined in the path for that PC. This issue usually occurs for sites that connect to PD² via Terminal Server because in the Terminal Server environment PD² is not loaded directly on the user's machine. As a result the utility is unable to locate the PDDOD.ini file.

3.2 Solution

The “*No Configuration file found*” error is an informational message which indicates that the file cannot be found in the current path. This message however, does not stop the user from receiving an accurate report. The user can click through this message and the utility will produce the necessary report.

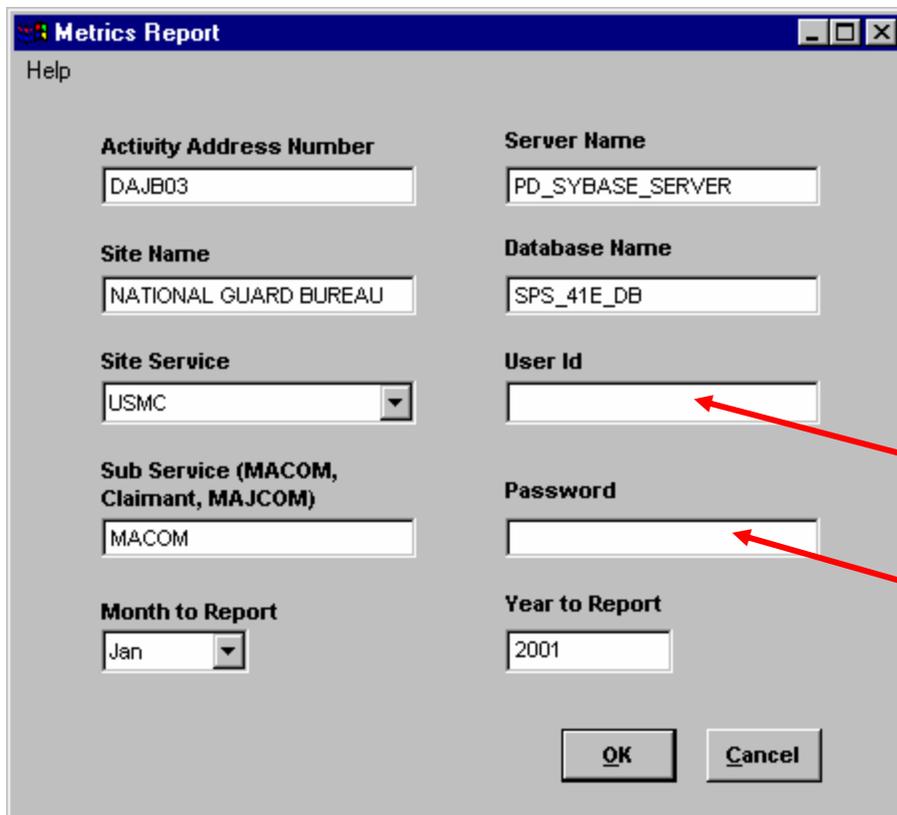
4. Error: Unable to Connect to Database Login Failed

4.1 Issue:

User attempts to run the Metrics Tool and receives the following error message:



This error occurs when the user enters an incorrect user ID and password in the corresponding fields:

A screenshot of the "Metrics Report" dialog box. The title bar is blue with the text "Metrics Report" and standard window controls. Below the title bar is a "Help" link. The dialog is divided into two columns of input fields. The left column contains: "Activity Address Number" (text box with "DAJB03"), "Site Name" (text box with "NATIONAL GUARD BUREAU"), "Site Service" (dropdown menu with "USMC"), "Sub Service (MACOM, Claimant, MAJCOM)" (text box with "MACOM"), and "Month to Report" (dropdown menu with "Jan"). The right column contains: "Server Name" (text box with "PD_SYBASE_SERVER"), "Database Name" (text box with "SPS_41E_DB"), "User Id" (empty text box), "Password" (empty text box), and "Year to Report" (text box with "2001"). At the bottom are "OK" and "Cancel" buttons. Two red arrows point from the right side of the image to the "User Id" and "Password" text boxes, indicating where the error occurs.

The Metrics Tool utilizes the “sa” ID and password in order to connect to the PD² database.

3.3 Resolution:

Have the user enter the “sa” user ID and password. The “sa” ID is the main id that is used to log in to the Sybase server. Any ID that is used to connect to PD² can not be used to run the Metrics Tool. The user ID and password used to connect to the database must be the Sybase userid and password. Once entered rerun the Metrics Tool.

5. Metrics Tool Hangs During Runtime

5.1 ISSUE:

Metrics Tool hangs with an hourglass when executing the utility for a specific month.

5.2 Solution

When the Metrics Tool hangs during runtime it usually means that the issue is data related. In cases where the Utility does hang contact the SPS Help Desk for further assistance. Users should be prepared to either send a copy of the database or allow remote access to the database to resolve the issue if deemed necessary.