

Appendix C

Troubleshooting

This list briefly describes problems you can encounter when running the FASTDATA Site Module application and provides possible solutions.

- ***Unable to connect to the database due to invalid user ID or password***
 - If you forget your user ID or password and you are using the FASTDATA Site Module in the stand-alone configuration, you must contact the FASTDATA Help Desk to reset your user security access.
 - If you forget your user ID or password and you are using the FASTDATA Site Module in the server configuration, you must contact your Database Administrator to reset your user security access.

- ***Unable to connect to the database***
 - FASTDATA requires you to have an Open Database Connectivity (ODBC) data source to tell it your database location and how to connect to the database. If your ODBC data source configuration is invalid, you cannot connect to your database. See Appendix E for more information on verifying your ODBC data source configuration.
 - If you are using the FASTDATA Site Module in the stand-alone configuration, the system requires the stand-alone SQL Anywhere 5.0 Database Management System (DBMS) software be installed on your machine. The default installation installs the SQL Anywhere 5.0 standalone DBMS software for you. To verify that the SQL Anywhere 5.0 files were installed, make sure the RTDSK50.EXE file is located in your FASTDATA Site Module application directory (e.g. C:\FD-SITE). If the SQL Anywhere 5.0 software is not installed, run the FASTDATA Site Module installation program again. Perform a custom install selecting only the SQL Anywhere 5.0, ODBC Connectivity Drivers, and the Native Database Drivers.
 - If you are using the FASTDATA Site Module in the server configuration, the system requires the client software for the DBMS be installed on your machine. Contact your Database Administrator to verify the client software is installed and configured properly on your machine.

- ***The application version does not match the currently installed database version***
 - FASTDATA verifies that the database you are using matches the version of the application you are using. If there is a mismatch, FASTDATA will automatically update the database to the new version. However, this automatic update will take place only if you're running the application in a stand-alone mode. If you're running from a server install, make sure you are not using a database from an old release with a new release of the FASTDATA system.

- **Reports do not print**
 - Verify that the printer is turned on and connected to the port you selected for it in Windows Printer Setup. The FASTDATA system sends output for printing to your default printer unless you select a different printer. You can verify or change the selected printer from within the FASTDATA system by selecting Printer Setup from the File menu. If this configuration is established, FASTDATA will send the print to the printer you select. See your Windows Manual or Windows Help for details.
- **When I run the FASTDATA Conversion, it is very slow**
 - Check your Windows **System Properties** to ensure your **Paging File Size for Selected Drive** is at least half your available RAM (random access memory). Changing the paging file size may increase the speed of the conversion process. To change the paging file size for your system, right-click your Windows **My Computer** icon, then select **Properties** from the shortcut menu. (You can also open **Control Panel** from the **Start** button, then double-click the **System** icon.) When the System Properties window opens, check the available RAM displayed on the **General** tab. Select the **Performance** tab and check the value of the **Virtual Memory Total paging file size for all disk volumes**. If the **Total paging file size for all disk volumes** is less than half of the available RAM, select the **Change** button. The Virtual Memory window will open. Change the **Initial Size** to a value that is less than the **Maximum Size** and change the **Maximum Size** to a value that is one-half the RAM available on your system.