



erwin Mart Server

Release Notes

Release 12.0

Legal Notices

This Documentation, which includes embedded help systems and electronically distributed materials (hereinafter referred to as the “Documentation”), is for your informational purposes only and is subject to change or withdrawal by Quest Software, Inc and/or its affiliates at any time. This Documentation is proprietary information of Quest Software, Inc and/or its affiliates and may not be copied, transferred, reproduced, disclosed, modified or duplicated, in whole or in part, without the prior written consent of Quest Software, Inc and/or its affiliates

If you are a licensed user of the software product(s) addressed in the Documentation, you may print or otherwise make available a reasonable number of copies of the Documentation for internal use by you and your employees in connection with that software, provided that all Quest Software, Inc and/or its affiliates copyright notices and legends are affixed to each reproduced copy.

The right to print or otherwise make available copies of the Documentation is limited to the period during which the applicable license for such software remains in full force and effect. Should the license terminate for any reason, it is your responsibility to certify in writing to Quest Software, Inc and/or its affiliates that all copies and partial copies of the Documentation have been returned to Quest Software, Inc and/or its affiliates or destroyed.

TO THE EXTENT PERMITTED BY APPLICABLE LAW, QUEST SOFTWARE, INC. PROVIDES THIS DOCUMENTATION “AS IS” WITHOUT WARRANTY OF ANY KIND, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NONINFRINGEMENT. IN NO EVENT WILL QUEST SOFTWARE, INC. BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY LOSS OR DAMAGE, DIRECT OR INDIRECT, FROM THE USE OF THIS DOCUMENTATION, INCLUDING WITHOUT LIMITATION, LOST PROFITS, LOST INVESTMENT, BUSINESS INTERRUPTION, GOODWILL, OR LOST DATA, EVEN IF QUEST SOFTWARE, INC. IS EXPRESSLY ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE.

The use of any software product referenced in the Documentation is governed by the applicable license agreement and such license agreement is not modified in any way by the terms of this notice.

The manufacturer of this Documentation is Quest Software, Inc and/or its affiliates.

Provided with "Restricted Rights." Use, duplication or disclosure by the United States Government is subject to the restrictions set forth in FAR Sections 12.212, 52.227-14, and 52.227-19(c)(1) - (2) and DFARS Section 252.227-7014(b)(3), as applicable, or their successors.

Copyright © 2022 Quest Software, Inc and/or its affiliates All rights reserved. All trademarks, trade names, service marks, and logos referenced herein belong to their respective companies.

Contact erwin

Understanding your Support

Review [support maintenance programs and offerings](#).

Registering for Support

Access the [erwin support](#) site and click **Sign in** or **Sign up** to register for product support.

Accessing Technical Support

For your convenience, erwin provides easy access to "One Stop" support for all editions of [erwin Data Modeler](#), and includes the following:

- Online and telephone contact information for technical assistance and customer services
- Information about user communities and forums
- Product and documentation downloads
- erwin Support policies and guidelines
- Other helpful resources appropriate for your product

For information about other erwin products, visit <http://erwin.com/products>.

Provide Feedback

If you have comments or questions, or feedback about erwin product documentation, you can send a message to techpubs@erwin.com.

erwin Data Modeler News and Events

Visit www.erwin.com to get up-to-date news, announcements, and events. View video demos and read up on customer success stories and articles by industry experts.

Contents

New Features and Enhancements in erwin Mart Server	11
Enhancements	11
DM Connect for DI Support	11
Third Party Tools	11
PostgreSQL	12
Amazon RDS Support	12
Character Limitations	13
Mart Server Version Validation	15
Install and Configure an Oracle Mart	16
How to Install and Configure an Oracle Mart	17
Mart Architecture	20
Install a Mart or Upgrade a Mart?	23
Review the Prerequisites for an Oracle Mart	24
Create the Mart Database and Perform the Additional Tasks	28
Install erwin Mart Server	32
Enable SSL for Tomcat	40
Use Mart Server as a Windows Service	42
Enable Logging in Local AppData	42
Initialize an Oracle Mart	44
Log In to erwin Mart Administrator and Configure Settings	47
Use a Pluggable Database	49
Create a Pluggable Database	51

Install erwin Mart Server with a Pluggable Database	53
Change the Mart Database Server	54
Troubleshooting	55
Unable to Create MartServer Service	55
Port out of range	55
Call failed on the server	56
Application Internal Error	56
ORA-12514 TNS listener does not currently know of service requested in connect descriptor	57
Mart already exists. Specify another database name	57
Initialize page is not loading in Internet Explorer	58
The Tomcat server is not starting properly. The Configure button is disabled.	58
A connection with the server could not be established	59
The server name or address could not be resolved	59
Invalid user ID or password	59
Error 12029	60
Unable to load the web page from my web browser	60
Internet Explorer Redirects to a Different Link	61
I have a very long Windows user name and I cannot log in to the Mart through erwin Data Modeler	61
SSL Certificate Error	62
Unable to save a model to Mart with an existing model name	62
Install and Configure a PostgreSQL Mart	63
How to Install and Configure a PostgreSQL Mart	64

Mart Architecture	67
Install a Mart or Upgrade a Mart?	70
Review the Prerequisites for a PostgreSQL Mart	71
Create a PostgreSQL Database	74
Install erwin Mart Server	76
Enable SSL for Tomcat	84
Use Mart Server as a Windows Service	86
Enable Logging in Local AppData	86
Initialize a PostgreSQL Mart	88
Log In to erwin Mart Administrator and Configure Settings	91
Change the Mart Database Server	94
Troubleshooting	95
Unable to Create MartServer Service	95
Port out of range	95
Call failed on the server	96
Application Internal Error	96
Mart already exists. Specify another database name	97
Initialize page is not loading in Internet Explorer	97
The Tomcat server is not starting properly. The Configure button is disabled.	98
A connection with the server could not be established	98
The server name or address could not be resolved	98
Invalid user ID or password	99
Error 12029	99

Unable to load the web page from my web browser	99
Internet Explorer Redirects to a Different Link	100
Chinese characters are replaced with question marks	100
I have a very long Windows user name and I cannot log in to the Mart through erwin Data Modeler	101
SSL Certificate Error	101
Unable to save a model to Mart with an existing model name	102
Install and Configure a SQL Server Mart	103
How to Install and Configure a SQL Server Mart	104
Mart Architecture	107
Install a Mart or Upgrade a Mart?	110
Review the Prerequisites for a SQL Server Mart	111
Create a SQL Server Database	114
Microsoft SQL Server 2005 Permissions	115
Specify Use of Foreign Characters With Microsoft SQL Server	116
Install erwin Mart Server	117
Enable SSL for Tomcat	125
Use Mart Server as a Windows Service	127
Enable Logging in Local AppData	127
Initialize a SQL Server Mart	129
Log In to erwin Mart Administrator and Configure Settings	132
Change the Mart Database Server	135
Troubleshooting	136
Unable to Create MartServer Service	136

Port out of range	136
Call failed on the server	137
Application Internal Error	137
ORA-12514 TNS listener does not currently know of service requested in connect descriptor	138
Mart already exists. Specify another database name	138
Initialize page is not loading in Internet Explorer	139
The Tomcat server is not starting properly. The Configure button is disabled.	139
A connection with the server could not be established	140
The server name or address could not be resolved	140
Invalid user ID or password	140
Error 12029	141
Unable to load the web page from my web browser	141
Internet Explorer Redirects to a Different Link	142
I have a very long Windows user name and I cannot log in to the Mart through erwin Data Modeler	142
SSL Certificate Error	143
Unable to save a model to Mart with an existing model name	143
How to Upgrade any r9 Series Mart to the Current Version	144
Upgrade Performance Considerations	146
Review the Prerequisites	149
Upgrade the Mart Server Application	150
Configure the Mart Server	151
Restart the Mart Server Service	157

Log In to erwin Mart Administrator	158
Create a Customized Security Message	159
Prepare to Use IIS with Mart	160
Configure IIS Web Server	160
Implement SSL for IIS	163
Mart Server Log Files	164
Documentation Formats and Deliverables	165

New Features and Enhancements in erwin Mart Server

Following new features and enhancements are available in erwin Mart Server 12.0.

Enhancements

erwin Mart Server has undergone several enhancements as follows:

- You can now test LDAP connections using the erwin Mart Configuration screen.
- Session timeout has been updated to 30 minutes.
- [Special characters](#) support has been updated.
- [Configuration](#) to use IIS and SSL has been updated.

DM Connect for DI Support

The DM Connect for DI feature has undergone several enhancements as follows:

- The REDB process now stores the database connection parameters into your environment in erwin Data Intelligence Suite (erwin DI Suite). For more information, refer [DM Connect for DI](#) guide.
- You can now run jobs immediately using the Run Now feature. For more information, refer to the [Add Jobs](#) topic.
- erwin Mart permissions have been updated. For more information, refer to the [erwin DM Connect for DI Permissions](#) topic.
- Support for DM Connect for DI has been upgraded to support:
 - all new databases
 - erwin Data Intelligence Suite (DI Suite) v10.2, v11.0, and v11.1

Third Party Tools

Support for third-party tools has been upgraded as follows:

What's New

- Tomcat has been upgraded from v9.0.45 to v9.0.52.
- Mart Server now uses AdoptOpenJDK (build 16.0.1+9)

PostgreSQL


erwin Mart Server is also certified for PostgreSQL versions 9.6.24, 10.20, 11.14, 12.9, 13.5, and 14.1.

Amazon RDS Support

erwin Mart Server is now certified for Amazon RDS SQL Server 2019.

Character Limitations

There is a limitation on the number of characters you can use for certain Mart Server parameters. The following table gives information about such parameters:

Parameter/Field	Character Limitation
Username	450 (Server User, Windows User, and Group) Also, refer to the special character limitations below. <div>  For international OS (I18N), if the character set being used is Double byte Character Set (DBCS) then the character limit is 225. </div>
Password	130
Email Address	130 Also, refer to the special character limitations below.
Profile Name	130
Profile Description	2000
Catalog Name	255
Catalog Description	4000

Apart from the above character limits, for the User Name and Email Address parameters, following are the permitted special characters:

Parameter/Field	Permitted Special Characters
Username	<p>Server User: . (dot), _ (underscore), - (hyphen), ~ (tilde), ^ (carat), # (hash), ! (exclamation mark)</p> <p>Windows User: \ (backslash), . (dot), _ (underscore), - (hyphen), ~ (tilde), ^ (carat), # (hash), ! (exclamation mark)</p> <p>Group User: . (dot), _ (underscore), - (hyphen), ~ (tilde), ^ (carat), # (hash), ! (exclamation mark), + (plus), % (percent)</p>

Character Limitations

Email Address	Server User: @ (at sign), - (hyphen), % (percent), _ (underscore), + (plus), . (dot), ~ (tilde), ^ (carat), # (hash), ! (exclamation mark) Windows User: @ (at sign), % (percent), + (plus), . (dot), _ (underscore), - (hyphen), ~ (tilde), ^ (carat), # (hash), ! (exclamation mark) Group User: . (dot), - (hyphen)
---------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Mart Server Version Validation

From erwin Data Modeler (DM) and erwin Mart Server (MS) 2019R1 onward, while connecting to the erwin MS from erwin DM, version validation has been implemented as follows:

1. Connecting from erwin DM 2019R1 to erwin MS lower than 2019R1 is not allowed.
2. Connecting from erwin DM lower than 2019R1 to erwin MS 2019R1 is not allowed.

Install and Configure an Oracle Mart

This section describes how you can install and configure a Mart on an Oracle database.

This section contains the following topics

[How to Install and Configure an Oracle Mart](#)

[Change the Mart Database Server](#)

[Troubleshooting](#)

How to Install and Configure an Oracle Mart

In the previous versions, erwin DM connected to the Mart database through the database client software. Now, the application connects to the Mart database through a web server. The database client software is no longer required.

The Mart comprises the following components:

Database

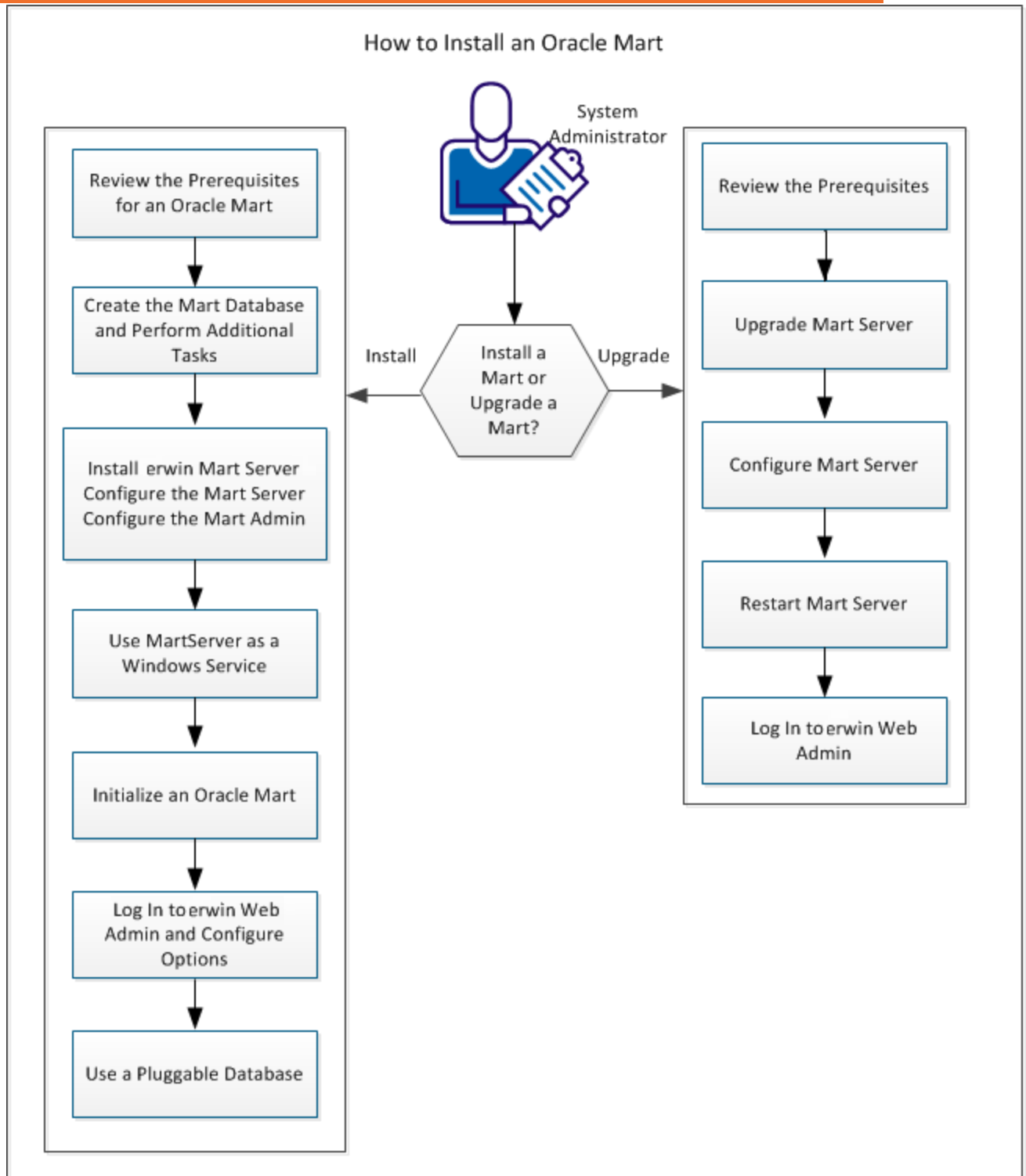
Stores the user data for the Workgroup Edition. You can use an Oracle 12c r2, 18c, 19c, or 21c database for the Mart database. You can also use a pluggable database. You must use a new database and not an existing database that was created for an older version of the data modeling tool.

Applications

Includes a web-based component named erwin Mart Administrator that helps you manage the Mart through a web console.

Web server

Hosts erwin Mart Administrator. You can use a web server of your choice. If you have not installed a web server, use the erwin Mart Server option and install Tomcat.



How to Install and Configure an Oracle Mart

Complete the following steps in the same order to install and configure the Mart:

1. [Review the Prerequisites for an Oracle Mart](#)
2. [Create the Mart Database and perform the additional tasks](#)
3. [Install erwin Mart Server](#)
4. [Use Mart Server as a Windows Service](#)
5. [Initialize an Oracle Mart](#)
6. [Log in to erwin Mart Administrator and configure settings](#)
7. [Use a Pluggable Database](#)

[▲ Back to Top](#)

Mart Architecture

In the previous versions, erwin DM connected to the Mart database through the database client software. Now, the application connects to the Mart database through a web server. The database client software is no longer required. The web server includes a web-based administration console erwin Mart Administrator. If you are using the Workgroup Edition, you must install and configure erwin Mart Administrator.

The Mart comprises the following components:

Database

Stores the user data for the Workgroup Edition. You can use an Oracle 12c R2, 18c, 19c, or 21c database for the Mart database. If you are using Oracle 12c, you can use a pluggable database. You must use a new database and not an existing database that was created for an older version of the data modeling tool.

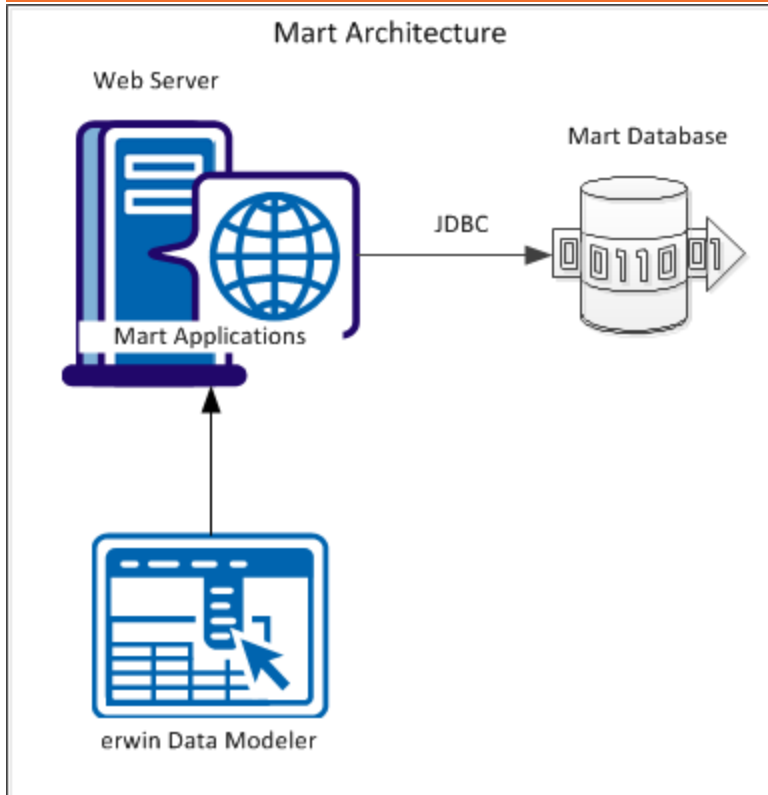
Applications

Includes a web-based component named erwin Mart Administrator that helps you manage the Mart through a web console.

Web server

Hosts erwin Mart Administrator. You can use a web server of your choice. If you have not installed a web server, use the erwin Mart Server option and install Tomcat.

The following diagram shows the new architecture:



The new architecture has the following benefits:

- **Separate logical and physical users:** In the previous versions, Mart (or Model Manager) users required database level privileges to access the Mart functionality. The Mart database administrators added or deleted users in the Mart database. This approach is changed now. The logical users are separated from physical users, so Mart Administrators can create the Mart users without creating the corresponding database users.
- **Authentication through Active Directory services:** Earlier, if you wanted to provide access to a user group, you added each user individually. Now, because of the new architecture, you can use the Active Directory services and can provide access to the group. Anyone who is part of the group gets access.
- **Mart administration outside erwin Data Modeler:** In the previous versions, Mart Administrators used erwin Data Modeler for administrative activities such as managing permissions. This required non-modelers to know how to use erwin Data

Mart Architecture

Modeler. In the new architecture, the administration component is built on a separate layer on top of erwin Data Modeler and is hosted on a web server. Mart Administrators can access erwin Web Admin from any computer and can perform administrative activities through a web console.

 [Back to Top](#)

Install a Mart or Upgrade a Mart?

Use the following guidelines to determine if you must install a Mart or upgrade a Mart:

- If you are new to erwin Data Modeler and have purchased the current version of Workgroup Edition, then install the current version of the Mart. Use the How to Install and Configure a Mart procedure that is appropriate for your Mart database.
- If you have any earlier release of r9 series Mart, then upgrade the Mart to the current version. Use the How to Upgrade any r9 Series Mart to the Current Version procedure to upgrade your Mart. The models that are created in any earlier release of r9 series are upgraded when a user connects to the current version Mart and opens the models.
- If you have an existing Mart and the version is r7.3 through r8.2.9, install the current version Mart. Use the How to Install and Configure a Mart procedure that is appropriate for your Mart database. After installing the Mart, use the Upgrade Mart utility to upgrade the Mart models from r7.3 through r8.2.9 to the current version.

Review the Prerequisites for an Oracle Mart

Before you install the Mart components, help ensure that the minimum system requirements that are outlined in this topic are met.

You can use any of the following combinations to install erwin Data Modeler, the Mart database, and the MartServer application:

- Install erwin Data Modeler, the Mart database, and the MartServer application on the same computer.
- Install erwin Data Modeler, the Mart database, and the MartServer application on different computers.
- Install erwin Data Modeler and the Mart database on one computer, and install the MartServer application on a different computer.
- Install erwin Data Modeler on one computer, and install the Mart database and the MartServer application on a different computer.



Ensure that you always install the MartServer application on Windows operating system.

System requirements for installing the MartServer application

Hardware requirements (based on physical hardware performance, not a virtual environment):

Hardware requirements (based on physical hardware performance, not a virtual environment):

- 2 GHZ or higher dual core processor
- 4 GB RAM (8 GB or more for large marts)
- 10 GB of disk space or more as required to support your specific mart

Operating system:

- Microsoft Windows 8.1
- Microsoft Windows 10

Review the Prerequisites

- Microsoft Windows 11
- Microsoft Windows Server 2012, R2
- Microsoft Windows Server 2016
- Microsoft Windows Server 2019
- Microsoft Windows Server 2022
- Microsoft .NET Framework 4.0 and above
- All current Microsoft Windows critical updates are applied

Database:

- The Mart Server can use a standalone or can share an existing database server for an Oracle 12c r2, 18c, 19c, or 21c database. You can also use a pluggable database.
- To create the Mart, you must be the database schema owner user and you must have the DBA role in the target database on the Oracle server. The DBA role is required for the user who is specified in the Configure MartServer dialog. If the DBA privilege of this user is revoked, then erwin DM users will not be able to save model changes to the Mart.
- (Optional) You have modified the following parameters in the initialization file (InitSID.ora):

`Remote_OS_Authent=T`

`OS_Authent_Prefix=TRUE`
- (Optional) To use the Korean language with the Mart database, use KO16MSWIN949 or AL32UTF8 character set depending on your operating system language pack. For more information, see the Oracle documentation.

erwin Mart Administrator web client:

Supported browsers:

- Microsoft Edge v97 or newer
- Mozilla Firefox v91 or newer
- Google Chrome v97 or newer
- Apple Safari 15 or newer

Review the Prerequisites

Ensure that your screen resolution is 1024 x 768 or higher. If your screen resolution is less than the minimum supported, some portions of the screen will not be visible.

Other requirements

Help ensure that the following additional requirements are met:

- If you want to use Microsoft IIS as the web server, you have configured it.
- The DBMS is installed and prepared for creating the Mart Database.
- The Mart database is created. At least one user with administrator privileges is present. You have run the initial queries on the Oracle database. For more information about the initial queries, see the Implementation Guide.
- If you want to add Windows Group users as Mart users, you have the Active Directory Server details.



You can add Windows Group users as normal Mart users, but not as Mart administrators. A Mart administrator must be a server or Windows user.

Important disclaimer notice on all requirements

1. The requirements that are mentioned previously define the minimum requirements which permit the application to run with reasonable performance based on a small business use case scenario. The actual requirements for an enterprise-wide use case based on larger models and configurations require significantly greater resources to obtain acceptable performance.
2. These requirements are based on actual physical hardware (no virtual environment) and the following assumptions:
 - Minimal to no network overhead (both the database and application servers are locally installed)
 - Vendor's default install of the current version of their software (with all current service or fix packs)
 - No other applications sharing the defined hardware configuration (for example, a clean machine)

Review the Prerequisites

Any other hardware/software configurations are acceptable as long as they provide the same (or better) performance characteristics identified.

[!\[\]\(c507f772dba2b921f86777f01218e570_img.jpg\) Back to Top](#)

Create the Mart Database and Perform the Additional Tasks

Perform the following setup tasks in your DBMS environment before you can install and use the software:

1. Install the DBMS on the server where you plan to store the Mart.
Ensure that you can create tables, indexes, stored procedures, and public synonyms. For more information about memory and disk space requirements, see the system requirements for each DBMS (Microsoft SQL Server, PostgreSQL, and Oracle).
2. Create a database that you want to use as the Mart. To use a pluggable database, see the [Use a Pluggable Database](#) topic.
Use the DBMS features to create or identify the required storage objects and the mart. The specific requirements vary depending on your DBMS type.



To create, update, or delete a Mart in erwin Data Modeler Workgroup Edition, you must be the database schema owner and you must have the DBA role.

Additional Tasks

The DBA and the system administrator responsible for installing the software on an Oracle database management system performs these tasks.

Use graphical tools or SQL *Plus (all versions), SQL*DBA, or the Oracle Enterprise Management Console to perform these tasks. Some SQL commands are included where appropriate. The Data file paths, data file sizes, role names, and user names are included as examples only.

1. Check the SYSTEM tablespace.

The installation creates several stored procedures. All triggers, stored procedures, and packages are kept in the Oracle SYSTEM tablespace. The standard size of the SYSTEM tablespace assumes that you are not using procedural options, so the SYSTEM tablespace must be often expanded. If other Oracle applications are not using procedural code, then expand the SYSTEM tablespace to 32 MB. If other Oracle

Prepare Your DBMS Environment

applications also use procedural code, expand the SYSTEM tablespace to at least 32 MB.

2. Check the Rollback Segment tablespace.

If your instance uses UNDO tablespace, do not create rollback segments.

Significant rollback space is required for installing and use. The rollback segments must be in their own separate tablespace and each have at least 16 MB of available space. There must be one rollback segment for every four concurrent users, with a maximum of 50 rollback segments. The available space must scale upward with increasing numbers of rollback segments. Finally, the rollback segment optimal parameter must be set to control rollback segment growth and space consumption.



For Steps 3, 4, and 5, use the Dictionary-managed tablespaces.

3. Create a data tablespace of at least 32 MB.

For example:

```
CREATE TABLESPACE MyMart
DATAFILE '/db01/oracle/rdbms9i/data/mymart.ora' SIZE 100M;
Or For Locally Managed extents:
CREATE TABLESPACE Mymart
DATAFILE '/db01/oracle/rdbms9i/data/mymart.ora' SIZE 100M
EXTENT MANAGEMENT LOCAL SEGMENT SPACE MANAGEMENT AUTO;
```

4. Create an index tablespace of at least 32 MB.

For example:

```
CREATE TABLESPACE MMARTINDEX
DATAFILE '/db02/oracle/rdbms9i/data/mmartindex.ora' SIZE 75M;
Or For Locally Managed extents:
CREATE TABLESPACE MMARTINDEX
DATAFILE '/db02/oracle/rdbms9i/data/mmartindex.ora' SIZE 75M
```

Prepare Your DBMS Environment

```
EXTENT MANAGEMENT LOCAL SEGMENT SPACE MANAGEMENT AUTO;
```

5. Create a temporary tablespace.

For example:

```
CREATE TEMPORARY TABLESPACE MMTEMP TEMPFILE '/db03/oracle/rdbms9i/data/mmarttemp.ora' SIZE 50M;
```

Or For Locally Managed extents:

```
CREATE TEMPORARY TABLESPACE MMTEMP TEMPFILE '/db03/oracle/rdbms9i/data/mmarttemp.ora' SIZE 50M
```

```
EXTENT MANAGEMENT LOCAL UNIFORM SIZE 1M;
```



For more details about syntax and options regarding tablespace creation, see the appropriate Oracle documentation.

6. Create an Oracle user with DBA privileges for use by the erwin Data Modeler Workgroup Edition Installer or designated schema owner.

Assign the data tablespace to this user as the default tablespace, and the temporary tablespace as the temporary tablespace to the user.

For example:

```
CREATE USER STEVE IDENTIFIED BY STEVE
```

```
DEFAULT TABLESPACE MyMart
```

```
TEMPORARY TABLESPACE MMTEMP
```

```
QUOTA UNLIMITED ON MyMart
```

```
QUOTA UNLIMITED ON MMARTINDEX;
```

```
GRANT DBA TO STEVE;
```

7. Create the erwin Data Modeler Workgroup Edition Installer role.

The following example is the role that the Oracle user requires to install erwin Data Modeler Workgroup Edition.

```
CREATE ROLE MMINSTALL;
```

Prepare Your DBMS Environment

8. Grant the Oracle privileges to the Installer role.

The following example shows the Oracle privileges that the erwin Data Modeler Workgroup Edition Installer must install on Oracle. For the last command, log in as sys with the sysdba role in the user-name or the command will fail.

```
grant create sequence to MMINSTALL;  
grant create table to MMINSTALL;  
grant create view to MMINSTALL;  
grant create materialized view to MMINSTALL;  
grant drop public synonym to MMINSTALL;  
grant create public synonym to MMINSTALL;  
grant create procedure to MMINSTALL;  
grant select on dba_data_files to MMINSTALL;  
grant create session to MMINSTALL;
```



To use the database, an Oracle user needs only the create session privilege.

9. Select the erwin Data Modeler Workgroup Edition tablespaces and Installer role.

When prompted for tablespace and role information, select the Workgroup Edition data tablespace, the Workgroup Edition index tablespace, and the Workgroup Edition Installer role.

[▲ Back to Top](#)

Install erwin Mart Server

The Mart Server and Mart Admin war files are deployed on a Web server. You can either use an existing web server, or install the web server through the erwin MartServer 12.0 Installation Wizard. You must install erwin Mart Server and configure it regardless of whether you use Mart Server as a Windows service.



Ensure that you have reviewed the Install a Mart or Upgrade a Mart topic before proceeding.

Follow these steps:

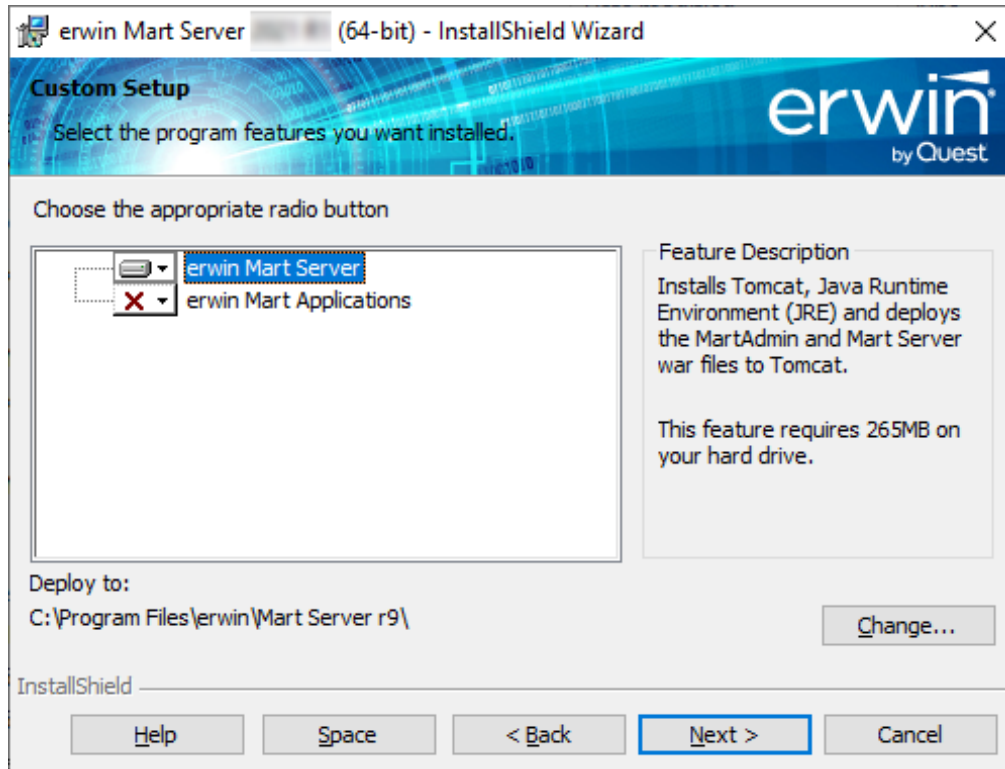
1. Download the EDMMS2021R1.exe file from the online erwin [product page](#) and run it.

The erwin MartServer 12.0 Installation Wizard appears.



Install erwin Mart Server

2. Go through the wizard steps to install erwin Mart Server.



Depending on the options you select, erwin Mart Server and/or Oracle OpenJDK and Tomcat are installed.

3. From the Windows Start menu, click All Programs, erwin, Mart Server 12.0 , Configure MartServer.

The erwin Mart Configuration dialog appears.

Configure the erwin Mart Server

The screenshot shows the 'erwin Mart Configuration' window with the 'Mart Server' tab selected. The window has three tabs: 'Mart Server', 'Mart Admin', and 'Advanced'. The 'Mart Server' tab contains the following fields and controls:

- Database Connection Method:** A dropdown menu set to 'ON-PREM'. To its right is a text field containing 'localhost:1521'.
- Database Type:** A dropdown menu set to '2021R1'. To its right is a text field labeled 'Instance Name'.
- Port No.:** A text field containing '1521'. To its right is a text field labeled 'Password'.
- Enable SSL/Wallet:** A checkbox that is currently unchecked.
- Oracle Wallet Location:** A text field.
- Oracle Wallet Password:** A text field.
- Active Directory Details:**
 - Domain Controller Name:** A text field.
 - Domain\Username:** A text field.
 - Domain Password:** A text field.
- Buttons:** At the bottom right are three buttons: 'TEST', 'CONFIGURE', and 'CANCEL'.

1. Complete the following fields in the Mart Server tab:

Database Connection Method

Specifies the connection method (On-Prem or Custom JDBC URL) used to connect to the Mart database. If you select Custom JDBC URL, the JDBC Connection String field appears. Enter your database connection string.

Database Type

Specifies the database server type.

Port No.

Install erwin Mart Server

Specifies the port number of the database server.

Server Name

Specifies the name of the database server where you have installed the Mart database. For example, suppose that you are using SQL Server as the Mart database. Enter the name of the computer where SQL Server is installed.

Instance Name

Specifies the name of the database instance.

Database Name

Specifies the name of the Mart database.



If you are installing the Mart for the first time, use a new database. Do not use an existing database that was created for r7.3 through r8.2.9 Mart. If you are upgrading the Mart from any earlier release of r9 series to the latest release, use the corresponding Mart database.

User Name

Specifies the user name to connect to the Mart database. Enter the name of a user that is authenticated by the Mart database.



Windows authentication (User Name field) is not supported for connecting to the Mart database from the Configure Mart Server window.

Password

Specifies the password to connect to the Mart database.



The following fields--Domain Controller Name, Domain/User Name, and Password are required only if you are using the Active Directory authentication. You can use the Active Directory authentication to initialize the Mart and to log in to erwin Mart Administrator.

Enable SSL/Wallet

Specifies whether SSL or Wallet (in case of Oracle database) is enabled. If you select this check box for Oracle database, the following fields are enabled:

- **Oracle Wallet Location:** Specifies the location where you downloaded the wallet file.
- **Oracle Wallet Password:** Specifies the password that you set for the wallet.

Domain Controller Name

Specifies the fully qualified name of the Active Directory Server (Domain Controller). Enter the name in the following format:

`LDAP://server/distinguished-name`

Example: `ldap://mktgna:3268/dc=abc, dc=com`

Here, *mktgna* is the server name. You can provide either the name of the server or the IP address. 3268 is the port number to which the server listens.

dc=abc, dc=com is the distinguished-name. The distinguished name is the full path of the object.



If you do not know the Domain Controller Name, use the *Nltest* command or talk to your System Administrator.

Domain/User Name

Specifies the domain name and user name in the `<domain name>/<user name>` format.

Domain Password

Specifies the password of the domain user.

To validate connection for active directory, click **Test**.

Install erwin Mart Server

You can also configure erwin Mart Server using the Command Line Interface. For example, use the following command to configure Mart Server with an Oracle database:

```
C:\Program Files\erwin\Mart Server r9\OpenJRE64\bin>java.exe
-jar
"C:\Program Files\erwin\Mart Server r9\MartUp-
grade\MartConfiguration.jar"
configure --dbuser=mmadmin --dbpwd=mmadmin --dbtype=ORACLE
--dcname=ldap://10.1.85.94:3268/DC=test-qa,DC=com --
martusessl=true
--domainuser=test-qa\Administrator --domainpwd=interOP@123
--dbserver=10.1.85.108 --dbport=1521 --dbinstance=
--dbname=mart200models
```

Once you run the above command, you can verify the configuration properties in the **MartConfiguration.properties** file located at C:\ProgramData\erwin\Mart Server. The same properties also reflect on the **Mart Server** tab of the erwin Mart Configuration dialog box.

Configure erwin Mart Administrator

The screenshot shows the 'erwin Mart Configuration' window with the 'Mart Admin' tab selected. The window has three tabs: 'Mart Server', 'Mart Admin', and 'Advanced'. The 'Mart Admin' tab contains several input fields and checkboxes. The first input field is labeled 'localhost'. Below it are two more input fields, one containing '18170' and the other 'MartServer'. There are two checkboxes: 'Secure Sockets Layer(SSL) Enabled' and 'Use IIS', both of which are unchecked. Below these are two more input fields, one containing '80' and the other '300'. At the bottom of the window are three buttons: 'TEST', 'CONFIGURE', and 'CANCEL'.

1. Enter the following information in the Mart Administrator tab:

Server Name

Specifies the name of the computer where the Web Server is present. For example, if you are using Tomcat, enter the name of the computer where Tomcat is installed.

Default: localhost

Install erwin Mart Server

Port Number

Specifies the port number on which the Web Server is running.

Default: 18170

Application Name

Specifies the application name with which the Web Server is identified.

Default: MartServer

Secure Sockets Layer (SSL) Enabled

Specifies whether you want to connect to the Mart through a secured connection (SSL). Select this check box if you have implemented SSL.



If you use IIS with SSL, open server_ssl.xml file, which is available at C:\Program Files\erwin\Mart Server r9\Tomcat64\conf and un-comment Connector port="8009" protocol="AJP/1.3" allowedRequestAttributesPattern=".*" redirectPort="8443" secretRequired="false"/>.



Using a self-signed SSL certificate might result in an error about certificate authority while connecting to erwin Mart. In that case, click OK to continue connecting to erwin Mart.

Use IIS

Specifies whether IIS is used to run Mart Administrator. Select this check box only if you have configured IIS.



If you use IIS, open server.xml file available at C:\Program Files\erwin\Mart Server r9\Tomcat64\conf and un-comment <Connector port="8009" protocol="AJP/1.3" allowedRequestAttributesPattern=".*" redirectPort="8443" secretRequired="false"/>.

IIS Port

Install erwin Mart Server

Specify the IIS port number that you want to use. This field is enabled only if you select the Use IIS check box. The default is 80.

Account Lockout Duration (Seconds)

Specify the duration (in seconds) for which an account should be locked whenever an incorrect password is entered five consecutive times. By default, it is set to five minutes (300 seconds). At the most, you can set it to 30 days (2592000 seconds).

2. Click Configure.

The erwin Mart Administrator and the Mart Server are configured.

Enable SSL for Tomcat

SSL enables you to access the Mart through a secured connection. You can enable SSL for Tomcat--the default web server, when you are installing the Mart for the first time.

Follow these steps:

1. If the Mart Server service is running, stop it. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Stop MartServer Service to stop the web server.

2. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Enable SSL for Tomcat Webserver.

SSL is enabled for Tomcat and a security certificate is created. You must install this security certificate on all the computers from where you want to access the Mart.

3. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Configure MartServer.

The erwin Mart Configuration dialog appears.

4. Go to the Mart Administrator tab and select the Transport Layer Security check box.
5. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Start Mart Server Service.
6. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , erwin Mart Administrator 12.0 .

Install erwin Mart Server

The erwin Mart Administrator home page appears and displays HTTPS in the address bar. If a certificate error appears, click Proceed Anyway to begin the session.

Important! If you want to connect to an SSL enabled Mart through API, you must first install the security certificate on the corresponding computer. Install the certificate through the data modeling tool. If you do not install the security certificate, the API will not be able to connect to the SSL enabled Mart.

Disable SSL and Access the Mart Through a Normal Connection

You can disable SSL at any time and access the Mart through a normal connection.

Follow these steps:

1. If the Mart Server Service is running, stop it. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Stop Mart Server Service.
2. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Disable SSL.
3. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Configure MartServer.

The erwin Mart Configuration dialog appears.

4. Go to the Mart Administrator tab and clear the Transport Layer Security check box.
5. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Start Mart Server Service.
6. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , erwin Mart Administrator 12.0 .

The erwin Mart Administrator home page appears and displays HTTP in the address bar.

More information:

[Configure IIS Web Server](#)

[Implement SSL for IIS](#)

Use Mart Server as a Windows Service

The current version of the Mart provides two ways to start the web server that hosts Mart Server:

- Start the web server manually.
- Use a Windows service to start the web server.

For example, if you have used Tomcat as the web server to host Mart Server, you can start Tomcat in two ways:

- Start Tomcat through the startup.bat file or through a shortcut to this file.
- Use a Windows service to start Tomcat.

The benefits of using a Windows service to start a web server are as follows:

- Any user with administrative privileges on a computer can start the Windows service, whereas, only designated users can start a web server manually.
- A Windows service runs regardless of whether a user has logged in. A manually-started web server shuts down when the user who started it logs out.

Follow these steps:

1. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Create MartServer Service to create the MartServer Windows service.

Creating the service is a one-time task. After the service is created, you only have to start and stop the service.

2. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Start MartServer Service to start the web server.

You can find the log file, application.log, at C:\Windows\System32\config\systemprofile\AppData\Local\erwin\Mart Server\logs\.

Enable Logging in Local AppData

To enable logging in a user's AppData while using Mart Server as a Windows Service, do the following:

Use Mart Server as a Windows Service

1. Once the service is created, go to service properties.
2. On the Log On tab, click **This Account**.
3. Enter the credentials.
4. Start the service.

Logging is now enabled for your instance of Mart Server as a Windows service. The log file, application.log, will be created at {user account}/AppData/Local/erwin/Mart Server/logs.

Initialize an Oracle Mart

When you access the Mart database through erwin Mart Administrator for the first time, you must initialize the database. You can initialize the database using a database authenticated user or a Windows-authenticated user.



Before you proceed, verify that you have installed a DBMS, created the Mart database and run the initial queries. If the Mart is already initialized, the Login page appears.

When you open erwin Mart Administrator for the first time, the Initialize Mart web page appears.

Follow these steps:

1. If you are using MartServer as a Windows service, help ensure that the service is started. If not, from the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Start Mart Server to start the Mart Server.

A Windows command prompt window appears and indicates when the server starts.

2. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , erwin Mart Administrator 12.0 .

erwin Mart Administrator opens in your default browser.

3. Complete the following fields:

Username

Defines the user name with which you want to access the Mart. If you are using a Windows-authenticated user, enter the name in the <domain name>/<user name> format.

Password

Defines the password for the user name.

Initialize Oracle Mart



A password should fulfill the following criteria:

- ◆ Contains at least 1 lowercase character
- ◆ Contains at least 1 uppercase character
- ◆ Contains at least 1 number
- ◆ Is minimum 6 characters in length
- ◆ Is maximum 130 characters in length

Apart from the above criteria, special characters are optional.

Confirm Password

Confirms the password that you entered in the previous field.

Email Address

Defines the email address for the user account that you are creating.

Mart Role

Defines the role of the user for the Mart.

Table Tablespace

Defines the table tablespace in which the Mart tables are created.

Index Tablespace

Defines the index tablespace in which the Mart indexes are created.

4. Click Initialize.

The user name is added as an administrator of Mart, Mart is initialized, and the Login web page appears. Initializing is a one-time task. After Mart is initialized, the user who initialized must log in first. Later, any other user who wants to use erwin Mart Administrator can log in.



The user name that is entered here is an application level user and not a database user. Remember the password that you have entered here, because without the password you cannot log in to erwin Mart Administrator for the first time.

Initialize Oracle Mart

In the previous releases, only a server user was allowed to initialize a Mart. From release r9.6, a Windows-authenticated user can also initialize a Mart. Further, a Windows-authenticated user can log in to a Mart as a Windows user.

To initialize a Mart with a Windows-authenticated user, follow these steps:

1. Provide the Active Directory details with user credentials in the Active Directory Details section in the erwin Mart Configuration dialog.
2. Open erwin Mart Administrator, enter the user name in the <domain name>/<user name> format. For more information about how to initialize a Mart, see the Workgroup Edition Implementation and Administration Guide.

To log in as a Windows-authenticated user, follow these steps:

This procedure describes how to enable a Windows-authenticated user log in to a Mart that is already initialized. Use this procedure if the Mart is initialized with either a server user or a Windows-authenticated user.

1. Ensure that you have provided the Active Directory details with user credentials in the Active Directory Details section in the erwin Mart Configuration dialog.
2. Log in to the Mart as an administrator and add the required user as a Windows user in the Mart. Ensure that the user belongs to the Active Directory that was provided at the time of configuring the Mart.

Now the Windows-authenticated user can log in to erwin Mart Administrator by providing the user name in the <domain name>/<user name> format.



A local Windows user who does not belong to a domain or who is not part of an Active Directory cannot log in to the Mart as a Windows user.

[Back to Top](#)

Log In to erwin Mart Administrator and Configure Settings

After the Mart is initialized, the user who initialized must log in first.



If you enter an incorrect password five consecutive times, your account will be locked for five minutes (300 seconds) by default. You can change the time for which the account stays locked as follows:

1. From Windows Start menu, click All Programs, erwin, Mart Server 12.0 , Configure MartServer.

The erwin Mart Configuration dialog appears.

2. On the Mart Administrator tab, edit the value of the Account Lockout Duration (Seconds) field to an appropriate value. At the most, you can set it to 30 days (2592000 seconds).

When you log in to Mart for the first time, configure it per the requirements of your organization. You can configure the following settings:

- Default profile for the model creator
- Use default password
- Email notification

Follow these steps:

1. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , erwin Mart Administrator 12.0 .

The erwin Mart Administrator home page appears. If you have implemented SSL, HTTPS appears in the address bar.

2. Use the credentials with which you initialized the Mart and log in.
3. Click Settings.

4. Complete the following fields:

Default profile for model creator

Specifies the profile that is assigned to a user on a model. This profile is assigned whenever a user creates a model and saves it to Mart for the first time. The user inherits the permissions of the default profile selected here on the model that is saved. For example, suppose that User1 is assigned with Modeler profile and the System Administrator selects Architect as the default profile for model creator. If User1 creates Model1 and saves it to Mart, for Model1, User1 inherits the permissions of Architect. Now, suppose that the System Administrator selects Viewer as the default profile for model creator, and suppose that User1 creates Model2 and saves it to Mart. For Model2, User1 inherits the permissions of Viewer.

SMTP host name

Specifies the name of the SMTP host. Enter the name in the mail.domain.com format. Notification emails are sent from this server.

Port number

Specifies the port number of the SMTP server. The default port number is 25. If your company is using an alternate port number for the mail server, specify that port number.

Authenticate

Specifies whether transactions with the SMTP server are authenticated. Select the check box to authenticate.

User name

Specifies the user name to authenticate the SMTP server. Select the Authenticate check box to enable authentication.

Password

Specifies the password to authenticate the SMTP server. Select the Authenticate check box to enable authentication.

Administrator email

Specifies the email ID of the Mart administrator. Notifications to Mart users are sent from this ID.

No-reply email from

Specifies the email ID from which administrative emails such as the password reset email are sent.

Use TLS Connection

Specifies whether transactions with the SMTP server use a Transport layer Security (TLS). If you intend to use a TLS connection, ensure that the User name and Administrator email correspond to each other.




Select this option only if you want to use a TLS connection.

5. Click Save.

Mart options are configured.

You have installed and configured erwin DM Mart.



If SMTP server is not configured, an Administrator can reset a user's password manually via the Users Page. On the Users page, select a user and click . Enter a new password and click **Submit**.

Use a Pluggable Database

This information applies to Oracle 12c.

You can use the pluggable database concept of Oracle 12c and create multiple Marts of the same Mart release in a single Oracle instance. For example, you can create two pluggable databases `erwin_test` and `erwin_production` in an Oracle global database `erwin`. You can configure these databases with the Mart Server one after the other and connect to one of them at a time.

Follow these steps to use multiple pluggable databases:

Log In to erwin Mart Administrator and Configure Settings

1. Create multiple pluggable databases, for example, `erwin_test` and `erwin_production`.
2. Install erwin Mart Server for the first pluggable database, for example, `erwin_test`.
3. Initialize the Mart for the first pluggable database, `erwin_test`. For more information on how to initialize the Mart, see the Initialize an Oracle Mart topic.
4. Log in to the Mart and create the models that you want to store in the test Mart.
5. To use the second pluggable database, follow these steps:
 - a. Stop the Mart server or the Mart server service.
 - b. Repeat Steps 1, 2, and 3 for the second pluggable database, `erwin_production`.
 - c. Start the Mart server or the Mart server service.
 - d. Log in to the Mart and create the models as required.

Create a Pluggable Database

You can use the pluggable database concept in Oracle 12c and create multiple Marts of the same Mart release.

Follow these steps:

1. Create a pluggable database in Oracle 12c.

For example, provide the Global Database Name as `erwin` and the Pluggable Database Name as `erwin_test`.



For more information on how to create a pluggable database, see the Oracle documentation.

2. Run the following script on the computer where Oracle 12c is installed:

```
DROP TABLESPACE MMDATA INCLUDING CONTENTS AND DATAFILES
CASCADE CONSTRAINTS;

DROP TABLESPACE MMINDEX INCLUDING CONTENTS AND DATAFILES
CASCADE CONSTRAINTS;

DROP TABLESPACE marttemp INCLUDING CONTENTS AND DATAFILES
CASCADE CONSTRAINTS;

ALTER SESSION SET CONTAINER=erwin_test;

CREATE TABLESPACE MMDATA datafile 'c:\r9mart2\MMDATA.dbf'
size 300m autoextend on;

CREATE TABLESPACE MMINDEX datafile 'c:\r9mart2\MMINDEX.dbf'
size 300m autoextend on;

CREATE TEMPORARY TABLESPACE marttemp tempfile 'c:\r9-
mart2\tempdata.dbf' size 300m autoextend on;

DROP USER MMADMIN CASCADE;

CREATE USER MMADMIN IDENTIFIED BY MMADMIN DEFAULT TABLESPACE
MMDATA TEMPORARY TABLESPACE MARTTEMP QUOTA UNLIMITED ON
MMDATA QUOTA UNLIMITED ON MMINDEX;
```

Create a Pluggable Database

```
DROP ROLE MMINSTALL;  
  
CREATE ROLE MMINSTALL;  
  
GRANT CREATE SEQUENCE TO MMINSTALL;  
  
GRANT CREATE TABLE TO MMINSTALL;  
  
GRANT CREATE VIEW TO MMINSTALL;  
  
GRANT CREATE MATERIALIZED VIEW TO MMINSTALL;  
  
GRANT DROP PUBLIC SYNONYM TO MMINSTALL;  
  
GRANT CREATE PUBLIC SYNONYM TO MMINSTALL;  
  
GRANT CREATE PROCEDURE TO MMINSTALL;  
  
GRANT CREATE SESSION TO MMINSTALL;  
  
GRANT MMINSTALL TO MMADMIN;  
  
GRANT DBA TO MMADMIN;
```

Install erwin Mart Server with a Pluggable Database

The procedure to install erwin Mart Server for a pluggable database is same as the procedure for a normal database. This topic describes only those fields that need different values for a pluggable database. For more information on how to configure the erwin Mart Server, see the Install erwin Mart Server topic.

The following fields on the Configure the erwin Mart Server dialog need different values:

Server Name

Specifies the name of the database server where you have installed the Mart database. Enter the name of the computer where Oracle 12c is installed and the pluggable database `erwin_test` is created.

Database Name

Specifies the name of the pluggable Mart database. For example, `erwin_test`.

User Name

Specifies the user name to connect to the Mart database. Enter `mmadmin` or any other user account that you have created when you ran the script.

Password

Specifies the password to connect to the Mart database. Enter `mmadmin` or any other password that you have created when you ran the script.

Change the Mart Database Server

Sometimes, you may change the server on which the Mart database is installed, or you may restore the Mart database with a new name. When there is a change the server name or database name, reconfigure the MartServer.

Follow these steps:

1. Back up your Mart database.
2. Restore the database on the designated server.
3. If you use the same computer for Mart Server and restore the database in a different name, include the new database name in the erwin Mart Configuration dialog.

From the Windows Start menu, open the erwin Mart Configuration dialog. In the Mart Server tab, Database Name field, enter the new name with which the database is restored. Enter the current user name and password to access the database. If wrong information is provided here, you may be able to install the Mart, but you cannot log in and cannot use it.

4. If you use a different computer for Mart Server and restore the database in the same name, install the Mart Server on the new computer.

Use the Install erwin Mart Server procedure and install the Mart Server. In the Mart Server tab, Server Name field, enter the name of the new server where the database is restored. Enter the current user name and password to access the database. If wrong information is provided here, you may be able to install the Mart, but you cannot log in and cannot use it.

5. Stop the MartServer service and start it again.
6. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , erwin Mart Administrator 12.0 .

Enter the credentials of the Mart administrator and log in.

Troubleshooting

This section explains the errors that you can encounter while installing and configuring Mart, and how you can troubleshoot them.



The Mart Server log files are available in the following location:

```
Windows 7: {user.home}/AppData/Local/erwin/Mart Server-  
/logs/application.log
```

The latest version of Apache Tomcat does not support custom authorization-related error messages. Hence, a generic error message, "Unauthorized operation attempted. For more information, please review the log file.", is displayed. To understand the cause of the error, review the application.log file, which contains the description of the cause. Following is one such sample from the application.log file:

```
ERROR exception.MMEException.setException: java.lang.Exception: User "johndoe" does not  
have required "View Users" permission on "User Management". Please contact the Mart  
Administrator for required permission.
```

Unable to Create MartServer Service

Symptom:

If Mart Server is upgraded to the latest version without stopping and deleting the Mart Server service of the earlier version, creating a new Mart Server service does not work.

Solution:

Run the *sc Delete MartServer* command to delete the Mart Server Service from command prompt and then try to create a Mart Server Service in the new version.

Port out of range

Symptom:

Whenever I connect to the web server, I get the following error message:

```
java.lang.IllegalArgumentException: port out of range 80821.
```

Troubleshooting

Solution:

Type the correct port number in the Configure erwin Mart Administrator's Server dialog and then restart your web server.

[!\[\]\(3d8c13c92b853674f749aac6fa869926_img.jpg\) Back to Top](#)

Call failed on the server

Symptom:

When I try to connect to the Mart server, I get the following error:

```
500 The call failed on the server; see server log for details
```

Solution:

The probable reasons for this error could be one of the following reasons:

- The server name is not correct.
- The application name is not correct. By default, the application name is MartServer and it is case-sensitive.

Type the correct server name and application name in the erwin Mart Administrator's Server dialog and the Configure MartServer Details dialog. Restart the web server.

Application Internal Error

Symptom:

When I try to connect to the database, I get the following error:

```
Application Internal Error
```

Solution

You get this error when the MartServer application is unable to connect to the required database. The following reasons are probable for this error:

- The database details that are provided in the Configure MartServer Details dialog are incorrect.
- The username and the password for the database are incorrect.

Troubleshooting

- The database is not present.
- The port number for the database is incorrect.
- The network is down.

Ensure that you enter the correct details of your database in the Mart Server tab of the erwin Mart Configuration dialog.

ORA-12514 TNS listener does not currently know of service requested in connect descriptor

Symptom:

When I try to open the erwin Mart Administrator page, I get the Application Internal Error. The Tomcat windows shows the following error message:

```
ORA-12514, TNS:listener does not currently know of service requested in connect descriptor
```

Solution:

Use a fully qualified instance name when starting the Mart Server.

[▲ Back to Top](#)

Mart already exists. Specify another database name

Symptom:

When I try to connect to the Mart, I get the following error message:

```
An earlier mart is already present in the database you are trying to initialize. This process can not be continued. Please specify another database name to continue.
```

Solution:

You get this error when you connect to an old Mart that you have used for erwin DM Release r7 series, r8 series, or Beta release of any r9 series release.

Create a database and provide its details in the Configure MartServer Details dialog.

[▲ Back to Top](#)

Initialize page is not loading in Internet Explorer

Symptom:

When I type the URL to initialize my Mart in Internet Explorer, the Initialize Mart page is taking a long time to load.

Solution:

The Initialize Mart page does not load because the Active Scripting option in Internet Explorer is disabled.

To enable Active Scripting, follow these steps:

1. In Internet Explorer, click Tools, Internet Options.
2. In the Security tab, click the Custom Level button.
The Security Settings – Local Intranet Zone window opens.
3. From the list of options, locate Scripting, Active Scripting, and select Enable. Click OK.
4. Restart Internet Explorer and enter the URL to initialize Mart.

The Mart Initialize page opens.

[▲ Back to Top](#)

The Tomcat server is not starting properly. The Configure button is disabled.

Symptom:

My administrator has given me the Administrator rights and when I start the Tomcat server, I get a series of errors. Also, I cannot click the Configure button in the configuration dialog because it is disabled.

Solution:

Right-click Start Server, and click Run as Administrator.

The Tomcat server starts without any error, and the configuration button is enabled.

[▲ Back to Top](#)

A connection with the server could not be established

Symptom:

When I try to connect to the web server from erwin Data Modeler, I get the following error message:

```
A connection with the server could not be established
```

Solution:

Verify that you have provided the correct port number and then reconnect to the web server.

[!\[\]\(e474458956c9a37fbf9586ddb60a7fa1_img.jpg\) Back to Top](#)

The server name or address could not be resolved

Symptom:

When I try to connect to the web server from erwin Data Modeler, I get the following error message:

```
The server name or address could not be resolved
```

Solution:

Verify that the server name where the web server is installed is correct and then reconnect to the server.



If erwin Data Modeler and the web server are installed on the same computer, you can give the server name as localhost. Suppose that erwin Data Modeler and the web server are installed on different computers. The server name is the name of the computer where the web server is installed.

[!\[\]\(b64b40baaee5acddc1eab8538ba84754_img.jpg\) Back to Top](#)

Invalid user ID or password

Symptom:

When I try to connect to the server, I get the following error message:

Troubleshooting

Invalid user ID or password. Please try again to login.

Solution:

Type the correct user name and password.



The user must be an application level user and not a database user.

[▲ Back to Top](#)

Error 12029

Symptom:

When I connect to the web server, I get the following error message:

```
Error 12029
```

Solution:

Restart the web server.

[▲ Back to Top](#)

Unable to load the web page from my web browser

Symptom:

When I type the URL in Internet Explorer or Google Chrome to connect to the web server, I get the following error messages:

For Internet Explorer

```
Internet Explorer cannot display the webpage
```

For Google Chrome

```
Oops! Google Chrome could not connect to localhost:18170
```

Solution:

Restart the web server.

[▲ Back to Top](#)

Internet Explorer Redirects to a Different Link

Symptom:

Suppose that I install erwin Mart Server on a fresh machine. If I enable the SSL option and I invoke erwin Mart Administrator, Internet Explorer redirects the page to res://ieframe.dll/.

Solution:

Internet Explorer versions 8 through 10 have a security enhancement that blocks the following types of sites:

- Sites that have self-signed certificates
- Sites that have self-signed certificates where the certificate does not match the URL

Follow any of these steps:

- Install the certificate in the Trusted Root Certification Authorities store.
- Add the site to trusted sites.
- Set the Internet Explorer Security level to Medium Low.

I have a very long Windows user name and I cannot log in to the Mart through erwin Data Modeler

Symptom:

I have added a very long Windows user name similar to "Magdalena.Chalamalasetti" using the Mart Administrator. When the user tries to log in to the Mart through erwin Data Modeler, the name is truncated to "US\Magdalena.Chalamas" and the user cannot log in.

Solution:

The name is truncated due to a limitation with Windows. The Windows API returns the legacy user name that is limited to 20 characters. If the length of a user name exceeds 20 characters, for example, "US\Magdalena.Chalamalasetti", the name is displayed as "US\Magdalena.Chalamas" in the Connect to Mart dialog.

You can resolve this in one of the following ways:

Troubleshooting

- Type the first 20 characters of the user name when you add the user as a Windows User, in the Mart Administrator. For example, instead of typing "US\Magdalena.Chalamalasetti", type "US\Magdalena.Chalamalas".
- Use a Windows Group instead of the user's domain name. Using your Windows domain controller software, add the user to a Windows Group, and then add the group as a User Group in the Mart Administrator.

SSL Certificate Error

Symptom:

When you open Mart Administrator from Mart Server that is configured with an SSL certification, an SSL certificate error appears.

Solution:

1. Replace localhost in the Mart Server URL with your computer name.
`https://localhost:12345/MartAdmin/`
`https://<computer_name>:12345/MartAdmin/`
2. Use the updated URL to access the Mart Server

Unable to save a model to Mart with an existing model name

Symptom:

When you save a model to Mart with an existing model name, a dialog with the following text appears.

Model '<model name>' already exists in library '<mart name>'. Rename the new model name

Solution:

Save the model with a different name.

Install and Configure a PostgreSQL Mart

This section describes how you can install and configure a Mart on a PostgreSQL database.

This section contains the following topics

[How to Install and Configure a PostgreSQL Mart](#)

How to Install and Configure a PostgreSQL Mart

In the previous versions, erwin Data Modeler connected to the Mart server directly. Now, erwin Data Modeler connects to the Mart server through a web server.

The Mart comprises the following components:

Database

Stores the user data for the Workgroup Edition. You can use PostgreSQL through version 9.6.2 or either of the certified versions such as 9.6.21, 9.6.24, 10.16, 10.20, 11.11, 11.14, 12.6, 12.9, 13.2, 13.5, and 14.1 databases for the Mart database. Additionally, use PostgreSQL certified version 11.8 for Amazon RDS and Amazon Aurora.

Applications

Includes a web-based component named erwin Mart Administrator that helps you manage the Mart through a web console.

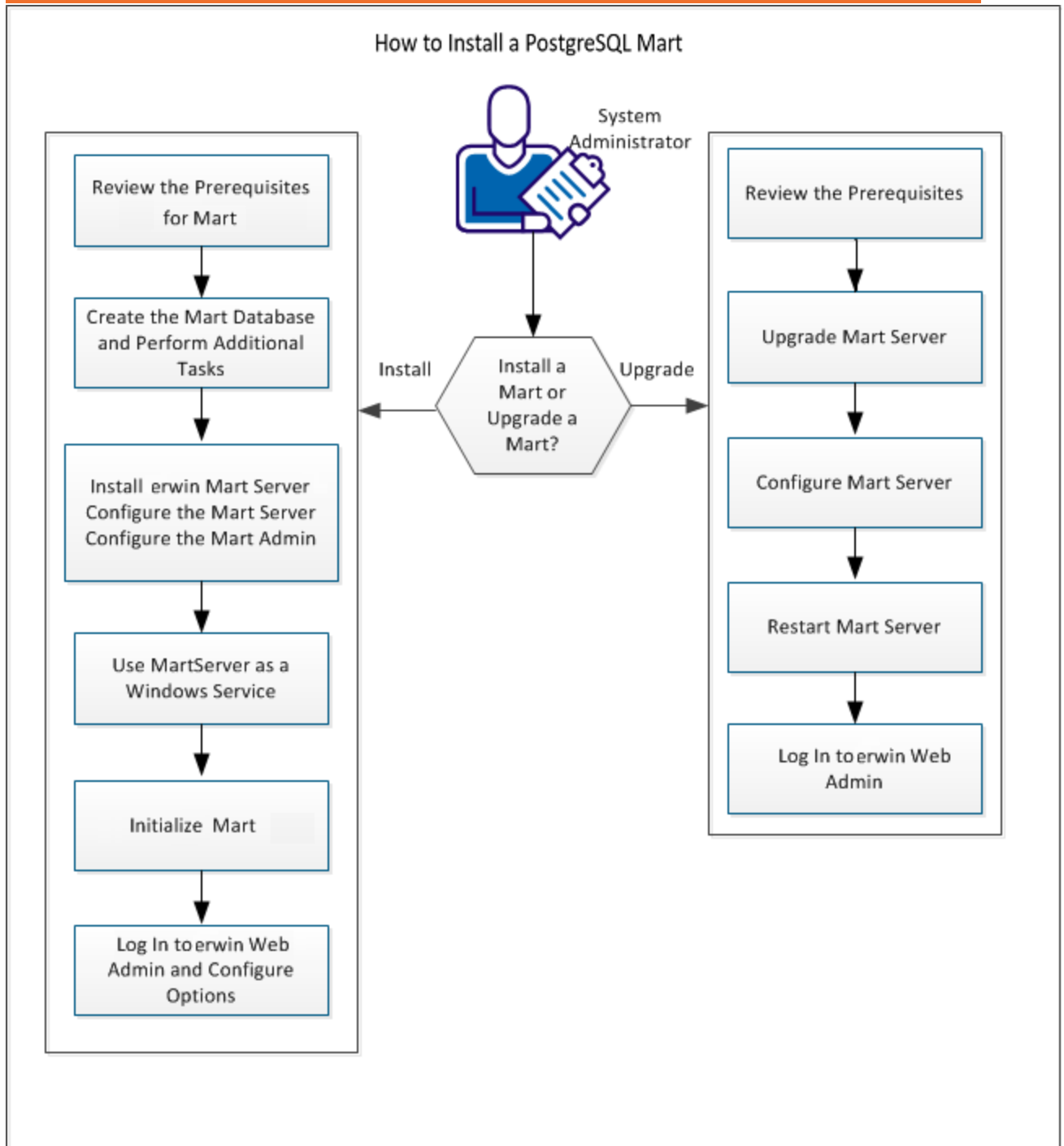
Web server

Hosts erwin Mart Administrator. You can use a web server of your choice. If you have not installed a web server, use the erwin Mart Server option and install Tomcat.

If you are using the Workgroup Edition, you must install and configure erwin Mart Administrator.

The following diagram illustrates how to install and configure a Mart:

How to Install and Configure a PostgreSQL Mart



Complete the following steps in the same order to install and configure the Mart:

How to Install and Configure a PostgreSQL Mart

1. [Review the Prerequisites for a PostgreSQL Mart](#)
2. [Create a PostgreSQL Database](#)
3. [Install erwin Mart Server](#)
4. [Use Mart Server as a Windows Service](#)
5. [Initialize a PostgreSQL Mart](#)
6. [Log in to erwin Mart Administrator and configure settings](#)

[▲ Back to Top](#)

Mart Architecture

In the previous versions, erwin DM connected to the Mart database through the database client software. Now, the application connects to the Mart database through a web server. The database client software is no longer required. The web server includes a web-based administration console erwin Mart Administrator. If you are using the Workgroup Edition, you must install and configure erwin Mart Administrator.

Database

Stores the user data for the Workgroup Edition. You can use PostgreSQL through version 9.6.2 or either of the certified versions such as 9.6.21, 9.6.24, 10.16, 10.20, 11.11, 11.14, 12.6, 12.9, 13.2, 13.5, and 14.1 databases for the Mart database. Additionally, use PostgreSQL certified version 11.8 for Amazon RDS and Amazon Aurora.

You must use a new database and not an existing database that was created for an older version of the data modeling tool.

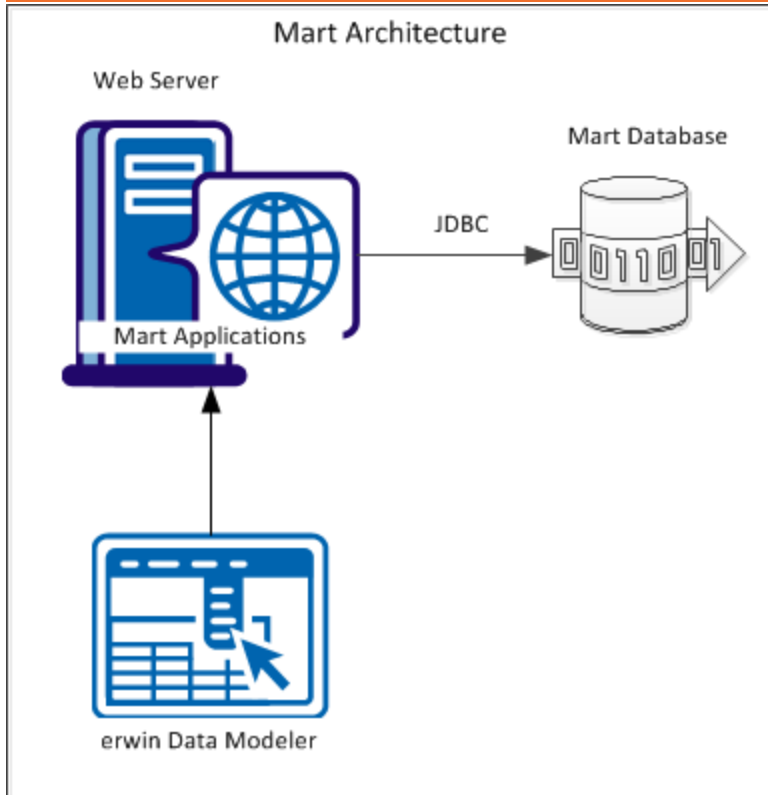
Applications

Includes a web-based component named erwin Mart Administrator that helps you manage the Mart through a web console.

Web server

Hosts erwin Mart Administrator. You can use a web server of your choice. If you have not installed a web server, use the erwin Mart Server option and install Tomcat.

The following diagram shows the new architecture:



The new architecture has the following benefits:

- **Separate logical and physical users:** In the previous versions, Mart (or Model Manager) users required database level privileges to access the Mart functionality. The Mart database administrators added or deleted users in the Mart database. This approach is changed now. The logical users are separated from physical users, so Mart Administrators can create the Mart users without creating the corresponding database users.
- **Authentication through Active Directory services:** Earlier, if you wanted to provide access to a user group, you added each user individually. Now, because of the new architecture, you can use the Active Directory services and can provide access to the group. Anyone who is part of the group gets access.
- **Mart administration outside erwin Data Modeler:** In the previous versions, Mart Administrators used erwin Data Modeler for administrative activities such as managing permissions. This required non-modelers to know how to use erwin Data

Mart Architecture

Modeler. In the new architecture, the administration component is built on a separate layer on top of erwin Data Modeler and is hosted on a web server. Mart Administrators can access erwin Web Admin from any computer and can perform administrative activities through a web console.

 [Back to Top](#)

Install a Mart or Upgrade a Mart?

Use the following guidelines to determine if you must install a Mart or upgrade a Mart:

- If you are new to erwin Data Modeler and have purchased the current version of Workgroup Edition, then install the current version of the Mart. Use the How to Install and Configure a Mart procedure that is appropriate for your Mart database.
- If you have any earlier release of r9 series Mart, then upgrade the Mart to the current version. Use the How to Upgrade any r9 Series Mart to the Current Version procedure to upgrade your Mart. The models that are created in any earlier release of r9 series are upgraded when a user connects to the current version Mart and opens the models.
- If you have an existing Mart and the version is r7.3 through r8.2.9, install the current version Mart. Use the How to Install and Configure a Mart procedure that is appropriate for your Mart database. After installing the Mart, use the Upgrade Mart utility to upgrade the Mart models from r7.3 through r8.2.9 to the current version.

Review the Prerequisites for a PostgreSQL Mart

Before you install the Mart components, help ensure that the minimum system requirements that are outlined in this topic are met.

You can use any of the following combinations to install erwin Data Modeler, the Mart database, and the MartServer application:

- Install erwin Data Modeler, the Mart database, and the MartServer application on the same computer.
- Install erwin Data Modeler, the Mart database, and the MartServer application on different computers.
- Install erwin Data Modeler and the Mart database on one computer, and install the MartServer application on a different computer.
- Install erwin Data Modeler on one computer, and install the Mart database and the MartServer application on a different computer.

Ensure that you always install the MartServer application on Windows operating system.

System requirements to install the MartServer application

Hardware requirements (based on physical hardware performance, not a virtual environment):

Hardware requirements (based on physical hardware performance, not a virtual environment):

- 2 GHZ or higher dual core processor
- 4 GB RAM (8 GB or more for large marts)
- 10 GB of disk space or more as required to support your specific mart

Operating system:

- Microsoft Windows 8.1
- Microsoft Windows 10
- Microsoft Windows 11

Review the Prerequisites

- Microsoft Windows Server 2012, R2
- Microsoft Windows Server 2016
- Microsoft Windows Server 2019
- Microsoft Windows Server 2022
- Microsoft .NET Framework 4.0 and above
- All current Microsoft Windows critical updates are applied

Database:

- The Mart Server can use a standalone or can share an existing database server for PostgreSQL through Release 9.6.2 database. Or, use either of the certified versions such as 9.6.21, 9.6.24, 10.16, 10.20, 11.11, 11.14, 12.6, 12.9, 13.2, 13.5, and 14.1 databases for the Mart database. Additionally, use PostgreSQL certified version 11.8 for Amazon RDS and Amazon Aurora.
- The database user account that is used to configure the Mart must have super user permissions.

erwin Mart Administrator web client:

Supported browsers:

- Microsoft Edge v97 or newer
- Mozilla Firefox v91 or newer
- Google Chrome v97 or newer
- Apple Safari 15 or newer



Ensure that your screen resolution is 1024 x 768 or higher. If your screen resolution is less than the minimum supported, some portions of the screen will not be visible.

Other requirements

Help ensure that the following additional requirements are met:

- If you want to use Microsoft IIS as the web server, you have configured it.
- The DBMS is installed and prepared for creating the Mart Database.

Review the Prerequisites

- The Mart database is created. At least one user with administrator privileges is present.
- If you want to add Windows Group users as Mart users, you have the Active Directory Server details.



You can add Windows Group users as normal Mart users, but not as Mart administrators. A Mart administrator must be a server or Windows user.

Important disclaimer notice on all requirements

1. The requirements that are mentioned previously define the minimum requirements which permit the application to run with reasonable performance based on a small business use case scenario. The actual requirements for an enterprise-wide use case based on larger models and configurations require significantly greater resources to obtain acceptable performance.
2. These requirements are based on actual physical hardware (no virtual environment) and the following assumptions:
 - Minimal to no network overhead (both the database and application servers are locally installed)
 - Vendor's default install of the current version of their software (with all current service or fix packs)
 - No other applications sharing the defined hardware configuration (for example, a clean machine)

Any other hardware/software configurations are acceptable as long as they provide the same (or better) performance characteristics identified.

[▲ Back to Top](#)

Create a PostgreSQL Database

If you are a DBA or a system administrator responsible for installing the software on a PostgreSQL database management system, perform the following tasks:

Use a graphical user interface (GUI) tool, such as pgAdmin or a similar tool, to create the erwin Data Modeler Workgroup Edition database. If a GUI tool is not available, you can use SQL Shell to type in the appropriate commands manually.

Configure PostgreSQL:

You can configure PostgreSQL database to accept any IP address.

Follow these steps:

1. Set the IP address to 0.0.0.0/0
2. Select the server.
3. Click Tools, Server Configuration, pg_hba.conf. Alternately, you can find the file at C:\Program Files\PostgreSQL\<version>\data.
4. Double-click the last empty column.
5. Complete the following fields:

Type

host

Database

all

User

all

Ip_Address

0.0.0.0/0

Method

md5

Create a PostgreSQL Database

6. Select Enable and click Ok.
7. Click Save.
8. Click Reload Server.

The PostgreSQL database configuration is complete.

[!\[\]\(4729e517bc6a7cd81c8025b9646574fb_img.jpg\) Back to Top](#)

Install erwin Mart Server

The Mart Server and Mart Admin war files are deployed on a Web server. You can either use an existing web server, or install the web server through the erwin MartServer 12.0 Installation Wizard. You must install erwin Mart Server and configure it regardless of whether you use Mart Server as a Windows service.



Ensure that you have reviewed the Install a Mart or Upgrade a Mart topic before proceeding.

Follow these steps:

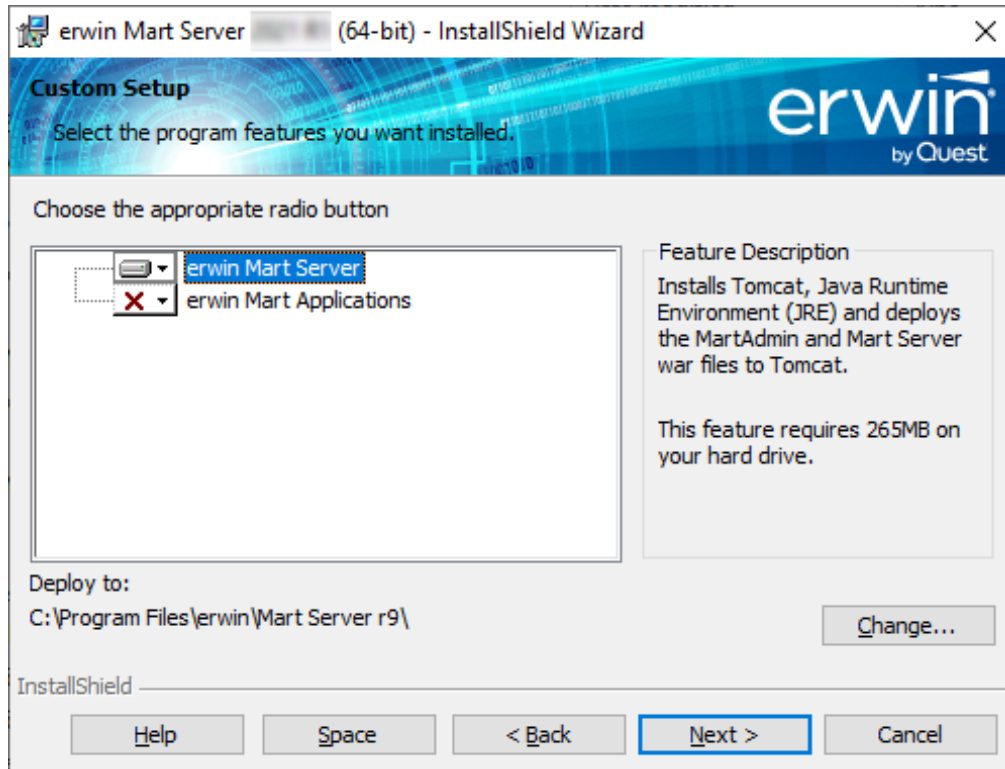
1. Download the EDMMS2021R1.exe file from the online erwin [product page](#) and run it.

The erwin MartServer 12.0 Installation Wizard appears.



Install erwin Mart Server

2. Go through the wizard steps to install erwin Mart Server.



Depending on the options you select, erwin Mart Server and/or Oracle OpenJDK and Tomcat are installed.

3. From the Windows Start menu, click All Programs, erwin, Mart Server 12.0 , Configure MartServer.

The erwin Mart Configuration dialog appears.

Configure the erwin Mart Server

The screenshot shows the 'erwin Mart Configuration' window with the 'Mart Server' tab selected. The window has three tabs: 'Mart Server', 'Mart Admin', and 'Advanced'. The 'Mart Server' tab contains the following fields and controls:

- Database Connection Method:** A dropdown menu set to 'ON-PREM'. To its right is a disabled dropdown menu showing 'CUSTOM JDBC URL'.
- Database Type:** A text field containing '2021R1'.
- Port No.:** A text field containing 'localhost'.
- Instance Name:** A text field containing '2021R1'.
- Password:** A text field containing 'password'.
- Enable SSL/Wallet:** A checkbox that is unchecked.
- Oracle Wallet Location:** A text field.
- Oracle Wallet Password:** A text field.
- Active Directory Details:**
 - Domain Controller Name:** A text field.
 - Domain\Username:** A text field.
 - Domain Password:** A text field.
- Buttons:** 'TEST', 'CONFIGURE', and 'CANCEL' buttons at the bottom right.

1. Complete the following fields in the Mart Server tab:

Database Connection Method

Specifies the connection method (On-Prem or Custom JDBC URL) used to connect to the Mart database. If you select Custom JDBC URL, the JDBC Connection String field appears. Enter your database connection string.

Database Type

Specifies the database server type.

Port No.

Install erwin Mart Server

Specifies the port number of the database server.

Server Name

Specifies the name of the database server where you have installed the Mart database. For example, suppose that you are using SQL Server as the Mart database. Enter the name of the computer where SQL Server is installed.

Instance Name

Specifies the name of the database instance.

Database Name

Specifies the name of the Mart database.



If you are installing the Mart for the first time, use a new database. Do not use an existing database that was created for r7.3 through r8.2.9 Mart. If you are upgrading the Mart from any earlier release of r9 series to the latest release, use the corresponding Mart database.

User Name

Specifies the user name to connect to the Mart database. Enter the name of a user that is authenticated by the Mart database.



Windows authentication (User Name field) is not supported for connecting to the Mart database from the Configure Mart Server window.

Password

Specifies the password to connect to the Mart database.



The following fields--Domain Controller Name, Domain/User Name, and Password are required only if you are using the Active Directory authentication. You can use the Active Directory authentication to initialize the Mart and to log in to erwin Mart Administrator.

Enable SSL/Wallet

Specifies whether SSL or Wallet (in case of Oracle database) is enabled. If you select this check box for Oracle database, the following fields are enabled:

- **Oracle Wallet Location:** Specifies the location where you downloaded the wallet file.
- **Oracle Wallet Password:** Specifies the password that you set for the wallet.

Domain Controller Name

Specifies the fully qualified name of the Active Directory Server (Domain Controller). Enter the name in the following format:

`LDAP://server/distinguished-name`

Example: `ldap://mktgna:3268/dc=abc, dc=com`

Here, *mktgna* is the server name. You can provide either the name of the server or the IP address. 3268 is the port number to which the server listens.

dc=abc, dc=com is the distinguished-name. The distinguished name is the full path of the object.



If you do not know the Domain Controller Name, use the *Nltest* command or talk to your System Administrator.

Domain/User Name

Specifies the domain name and user name in the `<domain name>/<user name>` format.

Domain Password

Specifies the password of the domain user.

To validate connection for active directory, click **Test**.

Install erwin Mart Server

You can also configure erwin Mart Server using the Command Line Interface. For example, use the following command to configure Mart Server with an Oracle database:

```
C:\Program Files\erwin\Mart Server r9\OpenJRE64\bin>java.exe
-jar
"C:\Program Files\erwin\Mart Server r9\MartUp-
grade\MartConfiguration.jar"
configure --dbuser=mmadmin --dbpwd=mmadmin --dbtype=ORACLE
--dcname=ldap://10.1.85.94:3268/DC=test-qa,DC=com --
martusessl=true
--domainuser=test-qa\Administrator --domainpwd=interOP@123
--dbserver=10.1.85.108 --dbport=1521 --dbinstance=
--dbname=mart200models
```

Once you run the above command, you can verify the configuration properties in the **MartConfiguration.properties** file located at C:\ProgramData\erwin\Mart Server. The same properties also reflect on the **Mart Server** tab of the erwin Mart Configuration dialog box.

Configure erwin Mart Administrator

The screenshot shows the 'erwin Mart Configuration' dialog box with the 'Mart Admin' tab selected. The dialog has three tabs: 'Mart Server', 'Mart Admin', and 'Advanced'. The 'Mart Admin' tab contains several input fields and checkboxes. The first input field is labeled 'localhost'. Below it are two more input fields, one containing '18170' and the other 'MartServer'. There are two checkboxes: 'Secure Sockets Layer(SSL) Enabled' and 'Use IIS', both of which are unchecked. Below these are two more input fields, one containing '80' and the other '300'. At the bottom of the dialog are three buttons: 'TEST', 'CONFIGURE', and 'CANCEL'.

1. Enter the following information in the Mart Administrator tab:

Server Name

Specifies the name of the computer where the Web Server is present. For example, if you are using Tomcat, enter the name of the computer where Tomcat is installed.

Default: localhost

Install erwin Mart Server

Port Number

Specifies the port number on which the Web Server is running.

Default: 18170

Application Name

Specifies the application name with which the Web Server is identified.

Default: MartServer

Secure Sockets Layer (SSL) Enabled

Specifies whether you want to connect to the Mart through a secured connection (SSL). Select this check box if you have implemented SSL.



If you use IIS with SSL, open server_ssl.xml file, which is available at C:\Program Files\erwin\Mart Server r9\Tomcat64\conf and un-comment Connector port="8009" protocol="AJP/1.3" allowedRequestAttributesPattern=".*" redirectPort="8443" secretRequired="false"/>.



Using a self-signed SSL certificate might result in an error about certificate authority while connecting to erwin Mart. In that case, click OK to continue connecting to erwin Mart.

Use IIS

Specifies whether IIS is used to run Mart Administrator. Select this check box only if you have configured IIS.



If you use IIS, open server.xml file available at C:\Program Files\erwin\Mart Server r9\Tomcat64\conf and un-comment <Connector port="8009" protocol="AJP/1.3" allowedRequestAttributesPattern=".*" redirectPort="8443" secretRequired="false"/>.

IIS Port

Install erwin Mart Server

Specify the IIS port number that you want to use. This field is enabled only if you select the Use IIS check box. The default is 80.

Account Lockout Duration (Seconds)

Specify the duration (in seconds) for which an account should be locked whenever an incorrect password is entered five consecutive times. By default, it is set to five minutes (300 seconds). At the most, you can set it to 30 days (2592000 seconds).

2. Click Configure.

The erwin Mart Administrator and the Mart Server are configured.

Enable SSL for Tomcat

SSL enables you to access the Mart through a secured connection. You can enable SSL for Tomcat--the default web server, when you are installing the Mart for the first time.

Follow these steps:

1. If the Mart Server service is running, stop it. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Stop MartServer Service to stop the web server.

2. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Enable SSL for Tomcat Webserver.

SSL is enabled for Tomcat and a security certificate is created. You must install this security certificate on all the computers from where you want to access the Mart.

3. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Configure MartServer.

The erwin Mart Configuration dialog appears.

4. Go to the Mart Administrator tab and select the Transport Layer Security check box.
5. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Start Mart Server Service.
6. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , erwin Mart Administrator 12.0 .

Install erwin Mart Server

The erwin Mart Administrator home page appears and displays HTTPS in the address bar. If a certificate error appears, click Proceed Anyway to begin the session.

Important! If you want to connect to an SSL enabled Mart through API, you must first install the security certificate on the corresponding computer. Install the certificate through the data modeling tool. If you do not install the security certificate, the API will not be able to connect to the SSL enabled Mart.

Disable SSL and Access the Mart Through a Normal Connection

You can disable SSL at any time and access the Mart through a normal connection.

Follow these steps:

1. If the Mart Server Service is running, stop it. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Stop Mart Server Service.
2. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Disable SSL.
3. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Configure MartServer.

The erwin Mart Configuration dialog appears.

4. Go to the Mart Administrator tab and clear the Transport Layer Security check box.
5. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Start Mart Server Service.
6. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , erwin Mart Administrator 12.0 .

The erwin Mart Administrator home page appears and displays HTTP in the address bar.

More information:

[Configure IIS Web Server](#)

[Implement SSL for IIS](#)

Use Mart Server as a Windows Service

The current version of the Mart provides two ways to start the web server that hosts Mart Server:

- Start the web server manually.
- Use a Windows service to start the web server.

For example, if you have used Tomcat as the web server to host Mart Server, you can start Tomcat in two ways:

- Start Tomcat through the startup.bat file or through a shortcut to this file.
- Use a Windows service to start Tomcat.

The benefits of using a Windows service to start a web server are as follows:

- Any user with administrative privileges on a computer can start the Windows service, whereas, only designated users can start a web server manually.
- A Windows service runs regardless of whether a user has logged in. A manually-started web server shuts down when the user who started it logs out.

Follow these steps:

1. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Create MartServer Service to create the MartServer Windows service.

Creating the service is a one-time task. After the service is created, you only have to start and stop the service.

2. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Start MartServer Service to start the web server.

You can find the log file, application.log, at C:\Windows\System32\config\systemprofile\AppData\Local\erwin\Mart Server\logs\.

Enable Logging in Local AppData

To enable logging in a user's AppData while using Mart Server as a Windows Service, do the following:

Use Mart Server as a Windows Service

1. Once the service is created, go to service properties.
2. On the Log On tab, click This Account.
3. Enter the credentials.
4. Start the service.

Logging is now enabled for your instance of Mart Server as a Windows service. The log file, application.log, will be created at {user account}/AppData/Local/erwin/Mart Server/logs.

Initialize a PostgreSQL Mart

When you access the Mart database through erwin Mart Administrator for the first time, you must initialize the database. You can initialize the database using a database authenticated user or a Windows authenticated user.



Before you proceed, verify that you have installed a DBMS, created the Mart database and run the initial queries. If the Mart is already initialized, the Login page appears.

Follow these steps:

1. If you are using MartServer as a Windows service, help ensure that the service is started. If not, from the Windows Start menu, click All Programs, erwin, Mart Server 12.0 , Start Mart Server to start the Mart Server.

A Windows command prompt window appears and indicates when the server starts.

2. From the Windows Start menu, click All Programs, erwin, Mart Server 12.0 , erwin Mart Administrator 12.0 .

erwin Mart Administrator opens in your default browser.

3. Complete the following fields:

Username

Defines the user name with which you want to access the Mart. If you are using a Windows-authenticated user, enter the name in the <domain name>/<user name> format.

Password

Defines the password for the user name.



A password should fulfill the following criteria:

- ◆ Contains at least 1 lowercase character
- ◆ Contains at least 1 uppercase character

Initialize PostgreSQL Mart



- ◆ Contains at least 1 number
- ◆ Is minimum 6 characters in length
- ◆ Is maximum 130 characters in length

Apart from the above criteria, special characters are optional.

Confirm Password

Confirms the password that you entered in the previous field.

Email Address

Defines the email address for the user account that you are creating.

4. Click Initialize.

The user name is added as an administrator of Mart, Mart is initialized, and the Login web page appears. Initializing is a one-time task. After Mart is initialized, the user who initialized must log in first. Later, any other user who wants to use erwin Mart Administrator can log in.



The user name that is entered here is an application level user and not a database user. Remember the password that you have entered here, because without the password you cannot log in to erwin Mart Administrator for the first time.

In the previous releases, only a server user was allowed to initialize a Mart. From release r9.6, a Windows-authenticated user can also initialize a Mart. Further, a Windows-authenticated user can log in to a Mart as a Windows user.

To initialize a Mart with a Windows-authenticated user, follow these steps:

1. Provide the Active Directory details with user credentials in the Active Directory Details section in the erwin Mart Configuration dialog.
2. Open erwin Mart Administrator, enter the user name in the <domain name>/<user name> format. For more information about how to initialize a Mart, see the Workgroup Edition Implementation and Administration Guide.

To log in as a Windows-authenticated user, follow these steps:

Initialize PostgreSQL Mart

This procedure describes how to enable a Windows-authenticated user log in to a Mart that is already initialized. Use this procedure if the Mart is initialized with either a server user or a Windows-authenticated user.

1. Ensure that you have provided the Active Directory details with user credentials in the Active Directory Details section in the erwin Mart Configuration dialog.
2. Log in to the Mart as an administrator and add the required user as a Windows user in the Mart. Ensure that the user belongs to the Active Directory that was provided at the time of configuring the Mart.

Now the Windows-authenticated user can log in to erwin Mart Administrator by providing the user name in the <domain name>/<user name> format.



A local Windows user who does not belong to a domain or who is not part of an Active Directory cannot log in to the Mart as a Windows user.

[Back to Top](#)

Log In to erwin Mart Administrator and Configure Settings

After the Mart is initialized, the user who initialized must log in first.



If you enter an incorrect password five consecutive times, your account will be locked for five minutes (300 seconds) by default. You can change the time for which the account stays locked as follows:

1. From Windows Start menu, click All Programs, erwin, Mart Server 12.0 , Configure MartServer.

The erwin Mart Configuration dialog appears.

2. On the Mart Administrator tab, edit the value of the Account Lockout Duration (Seconds) field to an appropriate value. At the most, you can set it to 30 days (2592000 seconds).

When you log in to Mart for the first time, configure it per the requirements of your organization. You can configure the following settings:

- Default profile for the model creator
- Use default password
- Email notification

Follow these steps:

1. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , erwin Mart Administrator 12.0 .

The erwin Mart Administrator home page appears. If you have implemented SSL, HTTPS appears in the address bar.

2. Use the credentials with which you initialized the Mart and log in.
3. Click Settings.

4. Complete the following fields:

Default profile for model creator

Specifies the profile that is assigned to a user on a model. This profile is assigned whenever a user creates a model and saves it to Mart for the first time. The user inherits the permissions of the default profile selected here on the model that is saved. For example, suppose that User1 is assigned with Modeler profile and the System Administrator selects Architect as the default profile for model creator. If User1 creates Model1 and saves it to Mart, for Model1, User1 inherits the permissions of Architect. Now, suppose that the System Administrator selects Viewer as the default profile for model creator, and suppose that User1 creates Model2 and saves it to Mart. For Model2, User1 inherits the permissions of Viewer.

SMTP host name

Specifies the name of the SMTP host. Enter the name in the mail.domain.com format. Notification emails are sent from this server.

Port number

Specifies the port number of the SMTP server. The default port number is 25. If your company is using an alternate port number for the mail server, specify that port number.

Authenticate

Specifies whether transactions with the SMTP server are authenticated. Select the check box to authenticate.

User name

Specifies the user name to authenticate the SMTP server. Select the Authenticate check box to enable authentication.

Password

Specifies the password to authenticate the SMTP server. Select the Authenticate check box to enable authentication.

Administrator email

Specifies the email ID of the Mart administrator. Notifications to Mart users are sent from this ID.

No-reply email from

Specifies the email ID from which administrative emails such as the password reset email are sent.

Use TLS Connection

Specifies whether transactions with the SMTP server use a Transport layer Security (TLS). If you intend to use a TLS connection, ensure that the User name and Administrator email correspond to each other.




Select this option only if you want to use a TLS connection.

5. Click Save.

Mart options are configured.

You have installed and configured erwin DM Mart.



If SMTP server is not configured, an Administrator can reset a user's password manually via the Users Page. On the Users page, select a user and click . Enter a new password and click **Submit**.

Change the Mart Database Server

Sometimes, you may change the server on which the Mart database is installed, or you may restore the Mart database with a new name. When there is a change the server name or database name, reconfigure the MartServer.

Follow these steps:

1. Back up your Mart database.
2. Restore the database on the designated server.
3. If you use the same computer for Mart Server and restore the database in a different name, include the new database name in the erwin Mart Configuration dialog.

From the Windows Start menu, open the erwin Mart Configuration dialog. In the Mart Server tab, Database Name field, enter the new name with which the database is restored. Enter the current user name and password to access the database. If wrong information is provided here, you may be able to install the Mart, but you cannot log in and cannot use it.

4. If you use a different computer for Mart Server and restore the database in the same name, install the Mart Server on the new computer.

Use the Install erwin Mart Server procedure and install the Mart Server. In the Mart Server tab, Server Name field, enter the name of the new server where the database is restored. Enter the current user name and password to access the database. If wrong information is provided here, you may be able to install the Mart, but you cannot log in and cannot use it.

5. Stop the MartServer service and start it again.
6. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , erwin Mart Administrator 12.0 .

Enter the credentials of the Mart administrator and log in.

Troubleshooting

This section explains the errors that you can encounter while installing and configuring Mart, and how you can troubleshoot them.



The Mart Server log files are available in the following location:

```
Windows 7: {user.home}/AppData/Local/erwin/Mart Server-  
/logs/application.log
```

The latest version of Apache Tomcat does not support custom authorization-related error messages. Hence, a generic error message, "Unauthorized operation attempted. For more information, please review the log file.", is displayed. To understand the cause of the error, review the application.log file, which contains the description of the cause. Following is one such sample from the application.log file:

```
ERROR exception.MMEException.setException: java.lang.Exception: User "johndoe" does not  
have required "View Users" permission on "User Management". Please contact the Mart  
Administrator for required permission.
```

Unable to Create MartServer Service

Symptom:

If Mart Server is upgraded to the latest version without stopping and deleting the Mart Server service of the earlier version, creating a new Mart Server service does not work.

Solution:

Run the *sc Delete MartServer* command to delete the Mart Server Service from command prompt and then try to create a Mart Server Service in the new version.

Port out of range

Symptom:

Whenever I connect to the web server, I get the following error message:

```
java.lang.IllegalArgumentException: port out of range 80821.
```

Solution:

Troubleshooting

Type the correct port number in the Configure erwin Mart Administrator's Server dialog and then restart your web server.

[▲ Back to Top](#)

Call failed on the server

Symptom:

When I try to connect to the Mart server, I get the following error:

```
500 The call failed on the server; see server log for details
```

Solution:

The probable reasons for this error could be one of the following reasons:

- The server name is not correct.
- The application name is not correct. By default, the application name is MartServer and it is case-sensitive.

Type the correct server name and application name in the erwin Mart Administrator's Server dialog and the Configure MartServer Details dialog. Restart the web server.

[▲ Back to Top](#)

Application Internal Error

Symptom:

When I try to connect to the database, I get the following error:

```
Application Internal Error
```

Solution

You get this error when the MartServer application is unable to connect to the required database. The following reasons are probable for this error:

- The database details that are provided in the Configure MartServer Details dialog are incorrect.
- The username and the password for the database are incorrect.
- The database is not present.

Troubleshooting

- The port number for the database is incorrect.
- The network is down.

Ensure that you enter the correct details of your database in the Mart Server tab of the erwin Mart Configuration dialog.

[▲ Back to Top](#)

Mart already exists. Specify another database name

Symptom:

When I try to connect to the Mart, I get the following error message:

```
An earlier mart is already present in the database you are trying
to initialize. This process can not be continued. Please specify
another database name to continue.
```

Solution:

You get this error when you connect to an old Mart that you have used for erwin DM Release r7 series, r8 series, or Beta release of any r9 series release.

Create a database and provide its details in the Configure MartServer Details dialog.

[▲ Back to Top](#)

Initialize page is not loading in Internet Explorer

Symptom:

When I type the URL to initialize my Mart in Internet Explorer, the Initialize Mart page is taking a long time to load.

Solution:

The Initialize Mart page does not load because the Active Scripting option in Internet Explorer is disabled.

To enable Active Scripting, follow these steps:

1. In Internet Explorer, click Tools, Internet Options.
2. In the Security tab, click the Custom Level button.

The Security Settings Local Intranet Zone window opens.

Troubleshooting

3. From the list of options, locate Scripting, Active Scripting, and select Enable. Click OK.
4. Restart Internet Explorer and enter the URL to initialize Mart.

The Mart Initialize page opens.

[▲ Back to Top](#)

The Tomcat server is not starting properly. The Configure button is disabled.

Symptom:

My administrator has given me the Administrator rights and when I start the Tomcat server, I get a series of errors. Also, I cannot click the Configure button in the configuration dialog because it is disabled.

Solution:

Right-click Start Server, and click Run as Administrator.

The Tomcat server starts without any error, and the configuration button is enabled.

[▲ Back to Top](#)

A connection with the server could not be established

Symptom:

When I try to connect to the web server from erwin Data Modeler, I get the following error message:

```
A connection with the server could not be established
```

Solution:

Verify that you have provided the correct port number and then reconnect to the web server.

[▲ Back to Top](#)

The server name or address could not be resolved

Symptom:

When I try to connect to the web server from erwin Data Modeler, I get the following error message:

```
The server name or address could not be resolved
```

Troubleshooting

Solution:

Verify that the server name where the web server is installed is correct and then reconnect to the server.



If erwin Data Modeler and the web server are installed on the same computer, you can give the server name as localhost. Suppose that erwin Data Modeler and the web server are installed on different computers. The server name is the name of the computer where the web server is installed.

[▲ Back to Top](#)

Invalid user ID or password

Symptom:

When I try to connect to the server, I get the following error message:

```
Invalid user ID or password. Please try again to login.
```

Solution:

Type the correct user name and password.



The user must be an application level user and not a database user.

[▲ Back to Top](#)

Error 12029

Symptom:

When I connect to the web server, I get the following error message:

```
Error 12029
```

Solution:

Restart the web server.

[▲ Back to Top](#)

Unable to load the web page from my web browser

Symptom:

Troubleshooting

When I type the URL in Internet Explorer or Google Chrome to connect to the web server, I get the following error messages:

For Internet Explorer

Internet Explorer cannot display the webpage

For Google Chrome

Oops! Google Chrome could not connect to localhost:18170

Solution:

Restart the web server.

[▲ Back to Top](#)

Internet Explorer Redirects to a Different Link

Symptom:

Suppose that I install erwin Mart Server on a fresh machine. If I enable the SSL option and I invoke erwin Mart Administrator, Internet Explorer redirects the page to res://ieframe.dll//.

Solution:

Internet Explorer versions 8 through 10 have a security enhancement that blocks the following types of sites:

- Sites that have self-signed certificates
- Sites that have self-signed certificates where the certificate does not match the URL

Follow any of these steps:

- Install the certificate in the Trusted Root Certification Authorities store.
- Add the site to trusted sites.
- Set the Internet Explorer Security level to Medium Low.

Chinese characters are replaced with question marks

Symptom:

I type Chinese characters in the Version Description dialog in erwin Mart Administrator. If I open erwin Data Modeler and go to the Catalog Manager window, I see that the Chinese characters are replaced with ????.

Solution:

Follow these steps:

1. Select Chinese for the Format, Location, and Locale fields in the computer where you have installed erwin Data Modeler, Mart server, and Mart database. (You can access these settings through the Control Panel.)
2. Open the Database Properties dialog for the Mart database and verify the value for the Collation field.
3. If the value is other than SQL_Latin1_General_CP1_CI_AS, create a database and assign this value for Collation. Initialize the Mart again.

I have a very long Windows user name and I cannot log in to the Mart through erwin Data Modeler

Symptom:

I have added a very long Windows user name similar to "Magdalena.Chalamalasetti" using the Mart Administrator. When the user tries to log in to the Mart through erwin Data Modeler, the name is truncated to "US\Magdalena.Chalamas" and the user cannot log in.

Solution:

The name is truncated due to a limitation with Windows. The Windows API returns the legacy user name that is limited to 20 characters. If the length of a user name exceeds 20 characters, for example, "US\Magdalena.Chalamalasetti", the name is displayed as "US\Magdalena.Chalamas" in the Connect to Mart dialog.

You can resolve this in one of the following ways:

- Type the first 20 characters of the user name when you add the user as a Windows User, in the Mart Administrator. For example, instead of typing "US\Magdalena.Chalamalasetti", type "US\Magdalena.Chalamalas".
- Use a Windows Group instead of the user's domain name. Using your Windows domain controller software, add the user to a Windows Group, and then add the group as a User Group in the Mart Administrator.

SSL Certificate Error

Symptom:

Troubleshooting

When you open Mart Administrator from Mart Server that is configured with an SSL certification, an SSL certificate error appears.

Solution:

1. Replace localhost in the Mart Server URL with your computer name.

`https://localhost:12345/MartAdmin/`

`https://<computer_name>:12345/MartAdmin/`

2. Use the updated URL to access the Mart Server

Unable to save a model to Mart with an existing model name

Symptom:

When you save a model to Mart with an existing model name, a dialog with the following text appears.

Model '<model name>' already exists in library '<mart name>'. Rename the new model name

Solution:

Save the model with a different name.

Install and Configure a SQL Server Mart

This section describes how you can install and configure a Mart on a SQL Server database.

This section contains the following topics

[How to Install and Configure a SQL Server Mart](#)

[Change the Mart Database Server](#)

[Troubleshooting](#)

How to Install and Configure a SQL Server Mart

In the previous versions, erwin Data Modeler connected to the Mart server directly. Now, erwin Data Modeler connects to the Mart server through a web server.

The Mart comprises the following components:

Database

Stores the user data for the Workgroup Edition. You can use a Microsoft SQL Server 2014 SP3, 2016 SP2, or certified versions 2017 and 2019 database for the Mart database. You can also use Microsoft SQL Azure 12 and Amazon RDS SQL Server 2019. You must use a new database and not an existing database that was created for an older version of the data modeling tool.

Applications

Includes a web-based component named erwin Mart Administrator that helps you manage the Mart through a web console.

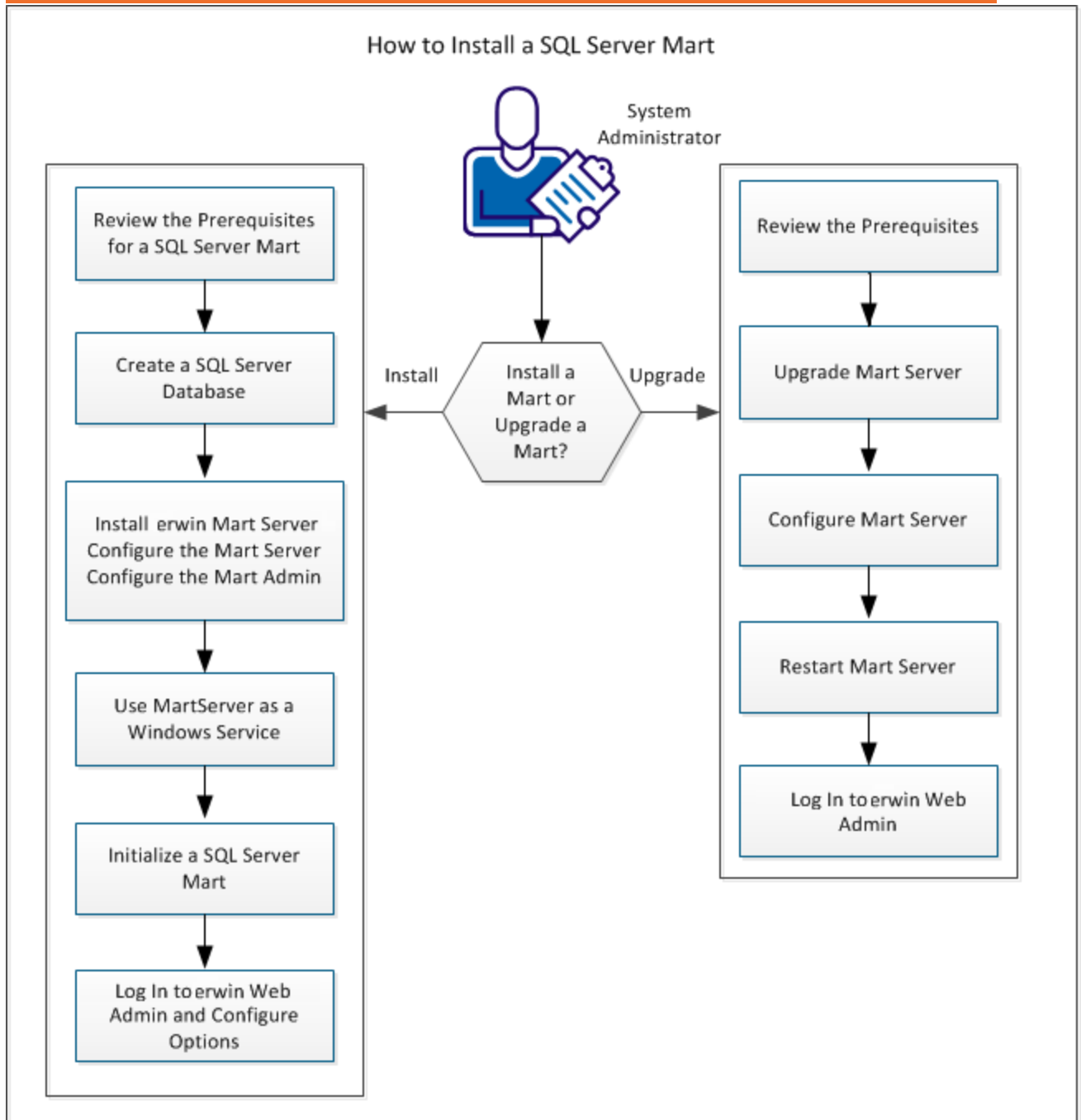
Web server

Hosts erwin Mart Administrator. You can use a web server of your choice. If you have not installed a web server, use the erwin Mart Server option and install Tomcat.

If you are using the Workgroup Edition, you must install and configure erwin Mart Administrator.

The following diagram illustrates how to install and configure a Mart:

How to Install and Configure a SQL Server Mart



Complete the following steps in the same order to install and configure the Mart:

How to Install and Configure a SQL Server Mart

1. [Review the Prerequisites for an SQL Server Mart](#)
2. [Create an SQL Server Database](#)
3. [Install erwin Mart Server](#)
4. [Use Mart Server as a Windows Service](#)
5. [Initialize a SQL Server Mart](#)
6. [Log in to erwin Mart Administrator and configure settings](#)

[▲ Back to Top](#)

Mart Architecture

In the previous versions, erwin DM connected to the Mart database through the database client software. Now, the application connects to the Mart database through a web server. The database client software is no longer required. The web server includes a web-based administration console erwin Mart Administrator. If you are using the Workgroup Edition, you must install and configure erwin Mart Administrator.

Database

Stores the user data for the Workgroup Edition. You can use a Microsoft SQL Server 2014 SP3, 2016 SP2, or certified versions 2017 and 2019 database for the Mart database. You can also use Microsoft SQL Azure 12 and Amazon RDS SQL Server 2019. You must use a new database and not an existing database that was created for an older version of the data modeling tool.

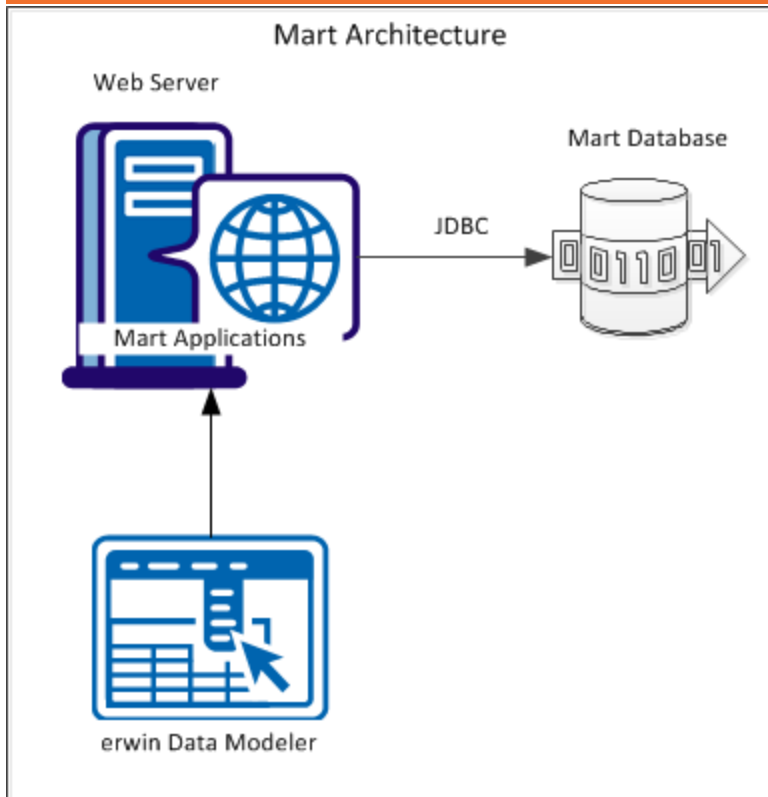
Applications

Includes a web-based component named erwin Mart Administrator that helps you manage the Mart through a web console.

Web server

Hosts erwin Mart Administrator. You can use a web server of your choice. If you have not installed a web server, use the erwin Mart Server option and install Tomcat.

The following diagram shows the new architecture:



The new architecture has the following benefits:

- **Separate logical and physical users:** In the previous versions, Mart (or Model Manager) users required database level privileges to access the Mart functionality. The Mart database administrators added or deleted users in the Mart database. This approach is changed now. The logical users are separated from physical users, so Mart Administrators can create the Mart users without creating the corresponding database users.
- **Authentication through Active Directory services:** Earlier, if you wanted to provide access to a user group, you added each user individually. Now, because of the new architecture, you can use the Active Directory services and can provide access to the group. Anyone who is part of the group gets access.
- **Mart administration outside erwin Data Modeler:** In the previous versions, Mart Administrators used erwin Data Modeler for administrative activities such as managing permissions. This required non-modelers to know how to use erwin Data

Mart Architecture

Modeler. In the new architecture, the administration component is built on a separate layer on top of erwin Data Modeler and is hosted on a web server. Mart Administrators can access erwin Web Admin from any computer and can perform administrative activities through a web console.

 [Back to Top](#)

Install a Mart or Upgrade a Mart?

Use the following guidelines to determine if you must install a Mart or upgrade a Mart:

- If you are new to erwin Data Modeler and have purchased the current version of Workgroup Edition, then install the current version of the Mart. Use the How to Install and Configure a Mart procedure that is appropriate for your Mart database.
- If you have any earlier release of r9 series Mart, then upgrade the Mart to the current version. Use the How to Upgrade any r9 Series Mart to the Current Version procedure to upgrade your Mart. The models that are created in any earlier release of r9 series are upgraded when a user connects to the current version Mart and opens the models.
- If you have an existing Mart and the version is r7.3 through r8.2.9, install the current version Mart. Use the How to Install and Configure a Mart procedure that is appropriate for your Mart database. After installing the Mart, use the Upgrade Mart utility to upgrade the Mart models from r7.3 through r8.2.9 to the current version.

Review the Prerequisites for a SQL Server Mart

Before you install the Mart components, help ensure that the minimum system requirements that are outlined in this topic are met.

You can use any of the following combinations to install erwin Data Modeler, the Mart database, and the MartServer application:

- Install erwin Data Modeler, the Mart database, and the MartServer application on the same computer.
- Install erwin Data Modeler, the Mart database, and the MartServer application on different computers.
- Install erwin Data Modeler and the Mart database on one computer, and install the MartServer application on a different computer.
- Install erwin Data Modeler on one computer, and install the Mart database and the MartServer application on a different computer.

Ensure that you always install the MartServer application on Windows operating system.

System requirements to install the MartServer application

Hardware requirements (based on physical hardware performance, not a virtual environment):

Hardware requirements (based on physical hardware performance, not a virtual environment):

- 2 GHZ or higher dual core processor
- 4 GB RAM (8 GB or more for large marts)
- 10 GB of disk space or more as required to support your specific mart

Operating system:

- Microsoft Windows 8.1
- Microsoft Windows 10
- Microsoft Windows 11

Review the Prerequisites

- Microsoft Windows Server 2012, R2
- Microsoft Windows Server 2016
- Microsoft Windows Server 2019
- Microsoft Windows Server 2022
- Microsoft .NET Framework 4.0 and above
- All current Microsoft Windows critical updates are applied

Database:

- The Mart Server can use a standalone or can share an existing database server for a Microsoft SQL Server 2014 SP3, 2016 SP2, or certified versions 2017 and 2019 database, Microsoft SQL Azure 12, and Amazon RDS SQL Server 2019.
- The SQL Server 2014 SP1, 2016, 2017, and 2019 TRUSTWORTHY database property is no longer required for the mart. After you install this product, you can optionally reset this property to OFF.
- The database user account that is used to configure the Mart must have the dba_owner role assigned.
- (Optional) To use the Korean language, use the Korean_wansung_CI_AS character set. Select the character set while creating the Mart database (in the Collation field). For more information, see the SQL Server documentation.

erwin Mart Administrator web client:

Supported browsers:

- Microsoft Edge v97 or newer
- Mozilla Firefox v91 or newer
- Google Chrome v97 or newer
- Apple Safari 15 or newer



Ensure that your screen resolution is 1024 x 768 or higher. If your screen resolution is less than the minimum supported, some portions of the screen will not be visible.

Other requirements

Review the Prerequisites

Help ensure that the following additional requirements are met:

- If you want to use Microsoft IIS as the web server, you have configured it.
- The DBMS is installed and prepared for creating the Mart Database.
- The Mart database is created. At least one user with administrator privileges is present.
- If you want to add Windows Group users as Mart users, you have the Active Directory Server details.



You can add Windows Group users as normal Mart users, but not as Mart administrators. A Mart administrator must be a server or Windows user.

Important disclaimer notice on all requirements

1. The requirements that are mentioned previously define the minimum requirements which permit the application to run with reasonable performance based on a small business use case scenario. The actual requirements for an enterprise-wide use case based on larger models and configurations require significantly greater resources to obtain acceptable performance.
2. These requirements are based on actual physical hardware (no virtual environment) and the following assumptions:
 - Minimal to no network overhead (both the database and application servers are locally installed)
 - Vendor's default install of the current version of their software (with all current service or fix packs)
 - No other applications sharing the defined hardware configuration (for example, a clean machine)

Any other hardware/software configurations are acceptable as long as they provide the same (or better) performance characteristics identified.

[▲ Back to Top](#)

Create a SQL Server Database

If you are a DBA or a system administrator responsible for installing the software on a Microsoft SQL Server database management system, perform the following tasks:

1. Use a graphical user interface (GUI) tool, ISQL (all versions), SQL Administrator, or Enterprise Manager to create the Mart database. If a GUI tool is not available, you can use ISQL to type in the appropriate commands manually.

Your database should meet the following criteria:

- The initial size of the database file should be set to 60 MB.
- The initial size of the transaction log file should be set to 50 MB.
- Set the maximum file size to unrestricted file growth for both files (recommended, but not required).
- Increase the Set Auto grow file by 10 percent (recommended, but not required).

The new database is *owned* by the user who created it.

Set the Truncate Log on Checkpoint option and have the server generate checkpoints frequently. By selecting this option, the log is emptied periodically and should not fill up and cause rollbacks.



For best performance ensure that separate devices are used to store the data and the transaction log.

2. Verify tempdb size.

Significant temporary space is required for installation and use. The temporary segments need at least 16 MB of available space. You should also increase available space as the number of concurrent users increase.

[Back to Top](#)

Microsoft SQL Server 2005 Permissions

For a SQL Server 2005 Mart, you must have the *bulkadmin* permission designated. The ability to do bulk inserts (which the public permission permitted previously) is no longer part of the public permission. As the administrator, you explicitly define this permission. Assign the bulkadmin permission to the physical user that connects to the database. If you do not define the permission, when you create a mart using a SQL Server 2005 database, and save it, an error appears.

 [Back to Top](#)

Specify Use of Foreign Characters With Microsoft SQL Server

For Microsoft SQL Server modify your registry settings to have certain foreign language characters in your models recognized.

Follow these steps:

1. Click Run on the Start menu.
2. Enter *regedit*.

The Registry Editor opens.

3. Verify or add the following registry entry:

[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\MSSQLServer\Client\DB-Lib]

"AutoAnsiToOem"="ON"

"UseIntlSettings"="ON"

4. Click File, Exit.

Your configuration is set to recognize foreign language characters in your models.

 [Back to Top](#)

Install erwin Mart Server

The Mart Server and Mart Admin war files are deployed on a Web server. You can either use an existing web server, or install the web server through the erwin MartServer 12.0 Installation Wizard. You must install erwin Mart Server and configure it regardless of whether you use Mart Server as a Windows service.



Ensure that you have reviewed the Install a Mart or Upgrade a Mart topic before proceeding.

Follow these steps:

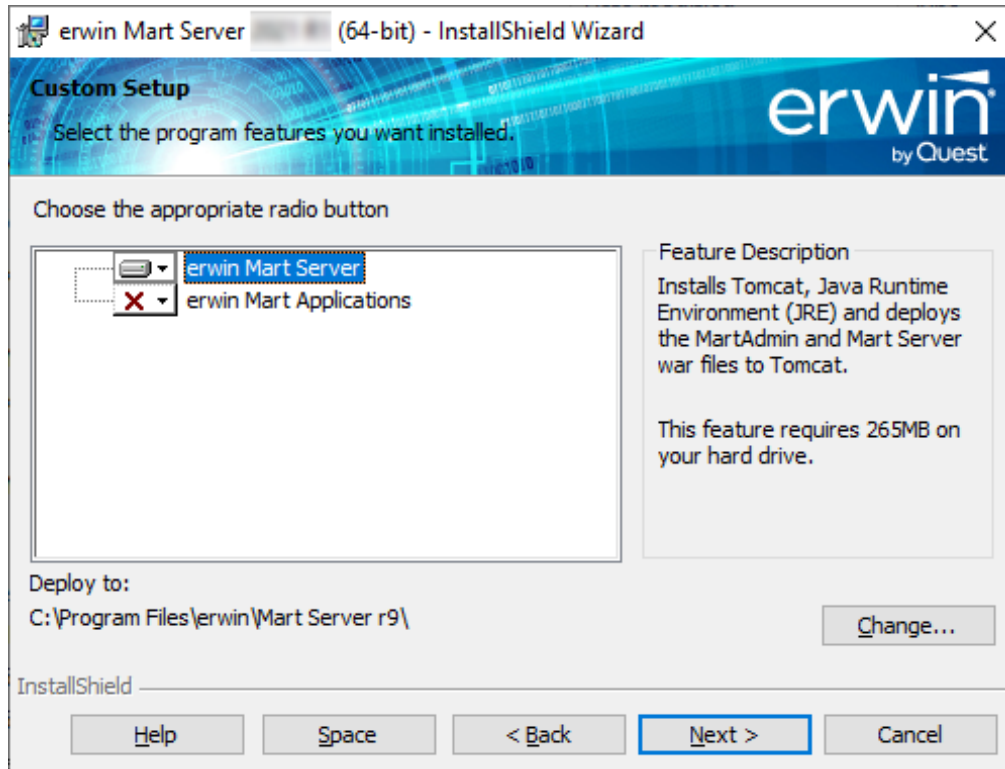
1. Download the EDMMS2021R1.exe file from the online erwin [product page](#) and run it.

The erwin MartServer 12.0 Installation Wizard appears.



Install erwin Mart Server

2. Go through the wizard steps to install erwin Mart Server.



Depending on the options you select, erwin Mart Server and/or Oracle OpenJDK and Tomcat are installed.

3. From the Windows Start menu, click All Programs, erwin, Mart Server 12.0 , Configure MartServer.

The erwin Mart Configuration dialog appears.

Configure the erwin Mart Server

The screenshot shows the 'erwin Mart Configuration' window with the 'Mart Server' tab selected. The window has three tabs: 'Mart Server', 'Mart Admin', and 'Advanced'. The 'Mart Server' tab contains the following fields and controls:

- Database Connection Method:** A dropdown menu set to 'ON-PREM'. To its right is a disabled dropdown menu showing 'CUSTOM JDBC URL'.
- Database Type:** A text field containing '2021R1'.
- Port No.:** A text field containing 'localhost'.
- Instance Name:** A disabled text field.
- Password:** A disabled text field.
- Enable SSL/Wallet:** An unchecked checkbox.
- Oracle Wallet Location:** A disabled text field.
- Oracle Wallet Password:** A disabled text field.
- Active Directory Details:**
 - Domain Controller Name:** A disabled text field.
 - Domain\Username:** A disabled text field.
 - Domain Password:** A disabled text field.

At the bottom of the window are three buttons: 'TEST', 'CONFIGURE', and 'CANCEL'.

1. Complete the following fields in the Mart Server tab:

Database Connection Method

Specifies the connection method (On-Prem or Custom JDBC URL) used to connect to the Mart database. If you select Custom JDBC URL, the JDBC Connection String field appears. Enter your database connection string.

Database Type

Specifies the database server type.

Port No.

Install erwin Mart Server

Specifies the port number of the database server.

Server Name

Specifies the name of the database server where you have installed the Mart database. For example, suppose that you are using SQL Server as the Mart database. Enter the name of the computer where SQL Server is installed.

Instance Name

Specifies the name of the database instance.

Database Name

Specifies the name of the Mart database.



If you are installing the Mart for the first time, use a new database. Do not use an existing database that was created for r7.3 through r8.2.9 Mart. If you are upgrading the Mart from any earlier release of r9 series to the latest release, use the corresponding Mart database.

User Name

Specifies the user name to connect to the Mart database. Enter the name of a user that is authenticated by the Mart database.



Windows authentication (User Name field) is not supported for connecting to the Mart database from the Configure Mart Server window.

Password

Specifies the password to connect to the Mart database.



The following fields--Domain Controller Name, Domain/User Name, and Password are required only if you are using the Active Directory authentication. You can use the Active Directory authentication to initialize the Mart and to log in to erwin Mart Administrator.

Enable SSL/Wallet

Specifies whether SSL or Wallet (in case of Oracle database) is enabled. If you select this check box for Oracle database, the following fields are enabled:

- **Oracle Wallet Location:** Specifies the location where you downloaded the wallet file.
- **Oracle Wallet Password:** Specifies the password that you set for the wallet.

Domain Controller Name

Specifies the fully qualified name of the Active Directory Server (Domain Controller). Enter the name in the following format:

`LDAP://server/distinguished-name`

Example: `ldap://mktgna:3268/dc=abc, dc=com`

Here, *mktgna* is the server name. You can provide either the name of the server or the IP address. 3268 is the port number to which the server listens.

dc=abc, dc=com is the distinguished-name. The distinguished name is the full path of the object.



If you do not know the Domain Controller Name, use the *Nltest* command or talk to your System Administrator.

Domain/User Name

Specifies the domain name and user name in the `<domain name>/<user name>` format.

Domain Password

Specifies the password of the domain user.

To validate connection for active directory, click **Test**.

Install erwin Mart Server

You can also configure erwin Mart Server using the Command Line Interface. For example, use the following command to configure Mart Server with an Oracle database:

```
C:\Program Files\erwin\Mart Server r9\OpenJRE64\bin>java.exe
-jar
"C:\Program Files\erwin\Mart Server r9\MartUp-
grade\MartConfiguration.jar"
configure --dbuser=mmadmin --dbpwd=mmadmin --dbtype=ORACLE
--dcname=ldap://10.1.85.94:3268/DC=test-qa,DC=com --
martusessl=true
--domainuser=test-qa\Administrator --domainpwd=interOP@123
--dbserver=10.1.85.108 --dbport=1521 --dbinstance=
--dbname=mart200models
```

Once you run the above command, you can verify the configuration properties in the **MartConfiguration.properties** file located at C:\ProgramData\erwin\Mart Server. The same properties also reflect on the **Mart Server** tab of the erwin Mart Configuration dialog box.

Configure erwin Mart Administrator

The screenshot shows the 'erwin Mart Configuration' dialog box with the 'Mart Admin' tab selected. The dialog has three tabs: 'Mart Server', 'Mart Admin', and 'Advanced'. The 'Mart Admin' tab contains the following fields and options:

- A text field for the server name, containing 'localhost'.
- A text field for the port number, containing '18170'.
- A text field for the server name, containing 'MartServer'.
- Two checkboxes: 'Secure Sockets Layer(SSL) Enabled' and 'Use IIS', both of which are unchecked.
- A text field for the port number, containing '80'.
- A text field for the port number, containing '300'.
- Three buttons at the bottom: 'TEST', 'CONFIGURE', and 'CANCEL'.

1. Enter the following information in the Mart Administrator tab:

Server Name

Specifies the name of the computer where the Web Server is present. For example, if you are using Tomcat, enter the name of the computer where Tomcat is installed.

Default: localhost

Install erwin Mart Server

Port Number

Specifies the port number on which the Web Server is running.

Default: 18170

Application Name

Specifies the application name with which the Web Server is identified.

Default: MartServer

Secure Sockets Layer (SSL) Enabled

Specifies whether you want to connect to the Mart through a secured connection (SSL). Select this check box if you have implemented SSL.



If you use IIS with SSL, open server_ssl.xml file, which is available at C:\Program Files\erwin\Mart Server r9\Tomcat64\conf and un-comment Connector port="8009" protocol="AJP/1.3" allowedRequestAttributesPattern=".*" redirectPort="8443" secretRequired="false"/>.



Using a self-signed SSL certificate might result in an error about certificate authority while connecting to erwin Mart. In that case, click OK to continue connecting to erwin Mart.

Use IIS

Specifies whether IIS is used to run Mart Administrator. Select this check box only if you have configured IIS.



If you use IIS, open server.xml file available at C:\Program Files\erwin\Mart Server r9\Tomcat64\conf and un-comment <Connector port="8009" protocol="AJP/1.3" allowedRequestAttributesPattern=".*" redirectPort="8443" secretRequired="false"/>.

IIS Port

Install erwin Mart Server

Specify the IIS port number that you want to use. This field is enabled only if you select the Use IIS check box. The default is 80.

Account Lockout Duration (Seconds)

Specify the duration (in seconds) for which an account should be locked whenever an incorrect password is entered five consecutive times. By default, it is set to five minutes (300 seconds). At the most, you can set it to 30 days (2592000 seconds).

2. Click Configure.

The erwin Mart Administrator and the Mart Server are configured.

Enable SSL for Tomcat

SSL enables you to access the Mart through a secured connection. You can enable SSL for Tomcat--the default web server, when you are installing the Mart for the first time.

Follow these steps:

1. If the Mart Server service is running, stop it. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Stop MartServer Service to stop the web server.

2. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Enable SSL for Tomcat Webserver.

SSL is enabled for Tomcat and a security certificate is created. You must install this security certificate on all the computers from where you want to access the Mart.

3. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Configure MartServer.

The erwin Mart Configuration dialog appears.

4. Go to the Mart Administrator tab and select the Transport Layer Security check box.
5. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Start Mart Server Service.
6. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , erwin Mart Administrator 12.0 .

Install erwin Mart Server

The erwin Mart Administrator home page appears and displays HTTPS in the address bar. If a certificate error appears, click Proceed Anyway to begin the session.

Important! If you want to connect to an SSL enabled Mart through API, you must first install the security certificate on the corresponding computer. Install the certificate through the data modeling tool. If you do not install the security certificate, the API will not be able to connect to the SSL enabled Mart.

Disable SSL and Access the Mart Through a Normal Connection

You can disable SSL at any time and access the Mart through a normal connection.

Follow these steps:

1. If the Mart Server Service is running, stop it. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Stop Mart Server Service.
2. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Disable SSL.
3. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Configure MartServer.

The erwin Mart Configuration dialog appears.

4. Go to the Mart Administrator tab and clear the Transport Layer Security check box.
5. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Start Mart Server Service.
6. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , erwin Mart Administrator 12.0 .

The erwin Mart Administrator home page appears and displays HTTP in the address bar.

More information:

[Configure IIS Web Server](#)

[Implement SSL for IIS](#)

Use Mart Server as a Windows Service

The current version of the Mart provides two ways to start the web server that hosts Mart Server:

- Start the web server manually.
- Use a Windows service to start the web server.

For example, if you have used Tomcat as the web server to host Mart Server, you can start Tomcat in two ways:

- Start Tomcat through the startup.bat file or through a shortcut to this file.
- Use a Windows service to start Tomcat.

The benefits of using a Windows service to start a web server are as follows:

- Any user with administrative privileges on a computer can start the Windows service, whereas, only designated users can start a web server manually.
- A Windows service runs regardless of whether a user has logged in. A manually-started web server shuts down when the user who started it logs out.

Follow these steps:

1. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Create MartServer Service to create the MartServer Windows service.

Creating the service is a one-time task. After the service is created, you only have to start and stop the service.

2. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Start MartServer Service to start the web server.

You can find the log file, application.log, at C:\Windows\System32\config\systemprofile\AppData\Local\erwin\Mart Server\logs\.

Enable Logging in Local AppData

To enable logging in a user's AppData while using Mart Server as a Windows Service, do the following:

Use Mart Server as a Windows Service

1. Once the service is created, go to service properties.
2. On the Log On tab, click This Account.
3. Enter the credentials.
4. Start the service.

Logging is now enabled for your instance of Mart Server as a Windows service. The log file, application.log, will be created at {user account}/AppData/Local/erwin/Mart Server/logs.

Initialize a SQL Server Mart

When you access the Mart database through erwin Mart Administrator for the first time, you must initialize the database. You can initialize the database using a database authenticated user or a Windows authenticated user.



Before you proceed, verify that you have installed a DBMS, created the Mart database and run the initial queries. If the Mart is already initialized, the Login page appears.

Follow these steps:

1. If you are using MartServer as a Windows service, help ensure that the service is started. If not, from the Windows Start menu, click All Programs, erwin, Mart Server 12.0 , Start Mart Server to start the Mart Server.

A Windows command prompt window appears and indicates when the server starts.

2. From the Windows Start menu, click All Programs, erwin, Mart Server 12.0 , erwin Mart Administrator 12.0 .

erwin Mart Administrator opens in your default browser.

3. Complete the following fields:

Username

Defines the user name with which you want to access the Mart. If you are using a Windows-authenticated user, enter the name in the <domain name>/<user name> format.

Password

Defines the password for the user name.



A password should fulfill the following criteria:

- ◆ Contains at least 1 lowercase character
- ◆ Contains at least 1 uppercase character

Initialize SQL Server Mart



- ◆ Contains at least 1 number
- ◆ Is minimum 6 characters in length
- ◆ Is maximum 130 characters in length

Apart from the above criteria, special characters are optional.

Confirm Password

Confirms the password that you entered in the previous field.

Email Address

Defines the email address for the user account that you are creating.

4. Click Initialize.

The user name is added as an administrator of Mart, Mart is initialized, and the Login web page appears. Initializing is a one-time task. After Mart is initialized, the user who initialized must log in first. Later, any other user who wants to use erwin Mart Administrator can log in.



The user name that is entered here is an application level user and not a database user. Remember the password that you have entered here, because without the password you cannot log in to erwin Mart Administrator for the first time.

In the previous releases, only a server user was allowed to initialize a Mart. From release r9.6, a Windows-authenticated user can also initialize a Mart. Further, a Windows-authenticated user can log in to a Mart as a Windows user.

To initialize a Mart with a Windows-authenticated user, follow these steps:

1. Provide the Active Directory details with user credentials in the Active Directory Details section in the erwin Mart Configuration dialog.
2. Open erwin Mart Administrator, enter the user name in the <domain name>/<user name> format. For more information about how to initialize a Mart, see the Workgroup Edition Implementation and Administration Guide.

To log in as a Windows-authenticated user, follow these steps:

Initialize SQL Server Mart

This procedure describes how to enable a Windows-authenticated user log in to a Mart that is already initialized. Use this procedure if the Mart is initialized with either a server user or a Windows-authenticated user.

1. Ensure that you have provided the Active Directory details with user credentials in the Active Directory Details section in the erwin Mart Configuration dialog.
2. Log in to the Mart as an administrator and add the required user as a Windows user in the Mart. Ensure that the user belongs to the Active Directory that was provided at the time of configuring the Mart.

Now the Windows-authenticated user can log in to erwin Mart Administrator by providing the user name in the <domain name>/<user name> format.



A local Windows user who does not belong to a domain or who is not part of an Active Directory cannot log in to the Mart as a Windows user.

[Back to Top](#)

Log In to erwin Mart Administrator and Configure Settings

After the Mart is initialized, the user who initialized must log in first.

If you enter an incorrect password five consecutive times, your account will be locked for five minutes (300 seconds) by default. You can change the time for which the account stays locked as follows:

1. From Windows Start menu, click All Programs, erwin, Mart Server 12.0 , Configure MartServer.

The erwin Mart Configuration dialog appears.

2. On the Mart Administrator tab, edit the value of the Account Lockout Duration (Seconds) field to an appropriate value. At the most, you can set it to 30 days (2592000 seconds).

When you log in to Mart for the first time, configure it per the requirements of your organization. You can configure the following settings:

- Default profile for the model creator
- Use default password
- Email notification

Follow these steps:

1. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , erwin Mart Administrator 12.0 .

The erwin Mart Administrator home page appears. If you have implemented SSL, HTTPS appears in the address bar.

2. Use the credentials with which you initialized the Mart and log in.
3. Click Settings.

4. Complete the following fields:

Default profile for model creator

Specifies the profile that is assigned to a user on a model. This profile is assigned whenever a user creates a model and saves it to Mart for the first time. The user inherits the permissions of the default profile selected here on the model that is saved. For example, suppose that User1 is assigned with Modeler profile and the System Administrator selects Architect as the default profile for model creator. If User1 creates Model1 and saves it to Mart, for Model1, User1 inherits the permissions of Architect. Now, suppose that the System Administrator selects Viewer as the default profile for model creator, and suppose that User1 creates Model2 and saves it to Mart. For Model2, User1 inherits the permissions of Viewer.

SMTP host name

Specifies the name of the SMTP host. Enter the name in the mail.domain.com format. Notification emails are sent from this server.

Port number

Specifies the port number of the SMTP server. The default port number is 25. If your company is using an alternate port number for the mail server, specify that port number.

Authenticate

Specifies whether transactions with the SMTP server are authenticated. Select the check box to authenticate.

User name

Specifies the user name to authenticate the SMTP server. Select the Authenticate check box to enable authentication.

Password

Specifies the password to authenticate the SMTP server. Select the Authenticate check box to enable authentication.

Administrator email

Specifies the email ID of the Mart administrator. Notifications to Mart users are sent from this ID.

No-reply email from

Specifies the email ID from which administrative emails such as the password reset email are sent.

Use TLS Connection

Specifies whether transactions with the SMTP server use a Transport layer Security (TLS). If you intend to use a TLS connection, ensure that the User name and Administrator email correspond to each other.




Select this option only if you want to use a TLS connection.

5. Click Save.

Mart options are configured.

You have installed and configured erwin DM Mart.



If SMTP server is not configured, an Administrator can reset a user's password manually via the Users Page. On the Users page, select a user and click . Enter a new password and click **Submit**.

Change the Mart Database Server

Sometimes, you may change the server on which the Mart database is installed, or you may restore the Mart database with a new name. When there is a change the server name or database name, reconfigure the MartServer.

Follow these steps:

1. Back up your Mart database.
2. Restore the database on the designated server.
3. If you use the same computer for Mart Server and restore the database in a different name, include the new database name in the erwin Mart Configuration dialog.

From the Windows Start menu, open the erwin Mart Configuration dialog. In the Mart Server tab, Database Name field, enter the new name with which the database is restored. Enter the current user name and password to access the database. If wrong information is provided here, you may be able to install the Mart, but you cannot log in and cannot use it.

4. If you use a different computer for Mart Server and restore the database in the same name, install the Mart Server on the new computer.

Use the Install erwin Mart Server procedure and install the Mart Server. In the Mart Server tab, Server Name field, enter the name of the new server where the database is restored. Enter the current user name and password to access the database. If wrong information is provided here, you may be able to install the Mart, but you cannot log in and cannot use it.

5. Stop the MartServer service and start it again.
6. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , erwin Mart Administrator 12.0 .

Enter the credentials of the Mart administrator and log in.

Troubleshooting

This section explains the errors that you can encounter while installing and configuring Mart, and how you can troubleshoot them.



The Mart Server log files are available in the following location:

Windows 7: {user.home}/AppData/Local/erwin/Mart
Server/logs/application.log

The latest version of Apache Tomcat does not support custom authorization-related error messages. Hence, a generic error message, "Unauthorized operation attempted. For more information, please review the log file.", is displayed. To understand the cause of the error, review the application.log file, which contains the description of the cause. Following is one such sample from the application.log file:

ERROR exception.MMEException.setException: java.lang.Exception: User "johndoe" does not have required "View Users" permission on "User Management". Please contact the Mart Administrator for required permission.

Unable to Create MartServer Service

Symptom:

If Mart Server is upgraded to the latest version without stopping and deleting the Mart Server service of the earlier version, creating a new Mart Server service does not work.

Solution:

Run the *sc Delete MartServer* command to delete the Mart Server Service from command prompt and then try to create a Mart Server Service in the new version.

Port out of range

Symptom:

Whenever I connect to the web server, I get the following error message:

```
java.lang.IllegalArgumentException: port out of range 80821.
```


Troubleshooting

Solution:

Type the correct port number in the Configure erwin Mart Administrator's Server dialog and then restart your web server.

[▲ Back to Top](#)

Call failed on the server

Symptom:

When I try to connect to the Mart server, I get the following error:

```
500 The call failed on the server; see server log for details
```

Solution:

The probable reasons for this error could be one of the following reasons:

- The server name is not correct.
- The application name is not correct. By default, the application name is MartServer and it is case-sensitive.

Type the correct server name and application name in the erwin Mart Administrator's Server dialog and the Configure MartServer Details dialog. Restart the web server.

[▲ Back to Top](#)

Application Internal Error

Symptom:

When I try to connect to the database, I get the following error:

```
Application Internal Error
```

Solution

You get this error when the MartServer application is unable to connect to the required database. The following reasons are probable for this error:

- The database details that are provided in the Configure MartServer Details dialog are incorrect.

Troubleshooting

- The username and the password for the database are incorrect.
- The database is not present.
- The port number for the database is incorrect.
- The network is down.

Ensure that you enter the correct details of your database in the Mart Server tab of the erwin Mart Configuration dialog.

[▲ Back to Top](#)

ORA-12514 TNS listener does not currently know of service requested in connect descriptor

Symptom:

When I try to open the erwin Mart Administrator page, I get the Application Internal Error. The Tomcat windows shows the following error message:

```
ORA-12514, TNS:listener does not currently know of service requested in connect descriptor
```

Solution:

Use a fully qualified instance name when starting the Mart Server.

[▲ Back to Top](#)

Mart already exists. Specify another database name

Symptom:

When I try to connect to the Mart, I get the following error message:

```
An earlier mart is already present in the database you are trying to initialize. This process can not be continued. Please specify another database name to continue.
```

Solution:

You get this error when you connect to an old Mart that you have used for erwin DM Release r7 series, r8 series, or Beta release of any r9 series release.

Create a database and provide its details in the Configure MartServer Details dialog.

[▲ Back to Top](#)

Initialize page is not loading in Internet Explorer

Symptom:

When I type the URL to initialize my Mart in Internet Explorer, the Initialize Mart page is taking a long time to load.

Solution:

The Initialize Mart page does not load because the Active Scripting option in Internet Explorer is disabled.

To enable Active Scripting, follow these steps:

1. In Internet Explorer, click Tools, Internet Options.
2. In the Security tab, click the Custom Level button.
The Security Settings – Local Intranet Zone window opens.
3. From the list of options, locate Scripting, Active Scripting, and select Enable. Click OK.
4. Restart Internet Explorer and enter the URL to initialize Mart.

The Mart Initialize page opens.

[▲ Back to Top](#)

The Tomcat server is not starting properly. The Configure button is disabled.

Symptom:

My administrator has given me the Administrator rights and when I start the Tomcat server, I get a series of errors. Also, I cannot click the Configure button in the configuration dialog because it is disabled.

Solution:

Right-click Start Server, and click Run as Administrator.

The Tomcat server starts without any error, and the configuration button is enabled.

[▲ Back to Top](#)

A connection with the server could not be established

Symptom:

When I try to connect to the web server from erwin Data Modeler, I get the following error message:

```
A connection with the server could not be established
```

Solution:

Verify that you have provided the correct port number and then reconnect to the web server.

[▲ Back to Top](#)

The server name or address could not be resolved

Symptom:

When I try to connect to the web server from erwin Data Modeler, I get the following error message:

```
The server name or address could not be resolved
```

Solution:

Verify that the server name where the web server is installed is correct and then reconnect to the server.



If erwin Data Modeler and the web server are installed on the same computer, you can give the server name as localhost. Suppose that erwin Data Modeler and the web server are installed on different computers. The server name is the name of the computer where the web server is installed.

[▲ Back to Top](#)

Invalid user ID or password

Symptom:

Troubleshooting

When I try to connect to the server, I get the following error message:

```
Invalid user ID or password. Please try again to login.
```

Solution:

Type the correct user name and password.



The user must be an application level user and not a database user.

[▲ Back to Top](#)

Error 12029

Symptom:

When I connect to the web server, I get the following error message:

```
Error 12029
```

Solution:

Restart the web server.

[▲ Back to Top](#)

Unable to load the web page from my web browser

Symptom:

When I type the URL in Internet Explorer or Google Chrome to connect to the web server, I get the following error messages:

For Internet Explorer

```
Internet Explorer cannot display the webpage
```

For Google Chrome

```
Oops! Google Chrome could not connect to localhost:18170
```

Solution:

Restart the web server.

Internet Explorer Redirects to a Different Link

Symptom:

Suppose that I install erwin Mart Server on a fresh machine. If I enable the SSL option and I invoke erwin Mart Administrator, Internet Explorer redirects the page to `res://ieframe.dll/`.

Solution:

Internet Explorer versions 8 through 10 have a security enhancement that blocks the following types of sites:

- Sites that have self-signed certificates
- Sites that have self-signed certificates where the certificate does not match the URL

Follow any of these steps:

- Install the certificate in the Trusted Root Certification Authorities store.
- Add the site to trusted sites.
- Set the Internet Explorer Security level to Medium Low.

I have a very long Windows user name and I cannot log in to the Mart through erwin Data Modeler

Symptom:

I have added a very long Windows user name similar to "Magdalena.Chalamalasetti" using the Mart Administrator. When the user tries to log in to the Mart through erwin Data Modeler, the name is truncated to "US\Magdalena.Chalamas" and the user cannot log in.

Solution:

The name is truncated due to a limitation with Windows. The Windows API returns the legacy user name that is limited to 20 characters. If the length of a user name exceeds 20 characters, for example, "US\Magdalena.Chalamalasetti", the name is displayed as "US\Magdalena.Chalamas" in the Connect to Mart dialog.

You can resolve this in one of the following ways:

Troubleshooting

- Type the first 20 characters of the user name when you add the user as a Windows User, in the Mart Administrator. For example, instead of typing "US\Magdalena.Chalamalasetti", type "US\Magdalena.Chalamalas".
- Use a Windows Group instead of the user's domain name. Using your Windows domain controller software, add the user to a Windows Group, and then add the group as a User Group in the Mart Administrator.

SSL Certificate Error

Symptom:

When you open Mart Administrator from Mart Server that is configured with an SSL certification, an SSL certificate error appears.

Solution:

1. Replace localhost in the Mart Server URL with your computer name.
`https://localhost:12345/MartAdmin/`
`https://<computer_name>:12345/MartAdmin/`
2. Use the updated URL to access the Mart Server

Unable to save a model to Mart with an existing model name

Symptom:

When you save a model to Mart with an existing model name, a dialog with the following text appears.

Model '<model name>' already exists in library '<mart name>'. Rename the new model name

Solution:

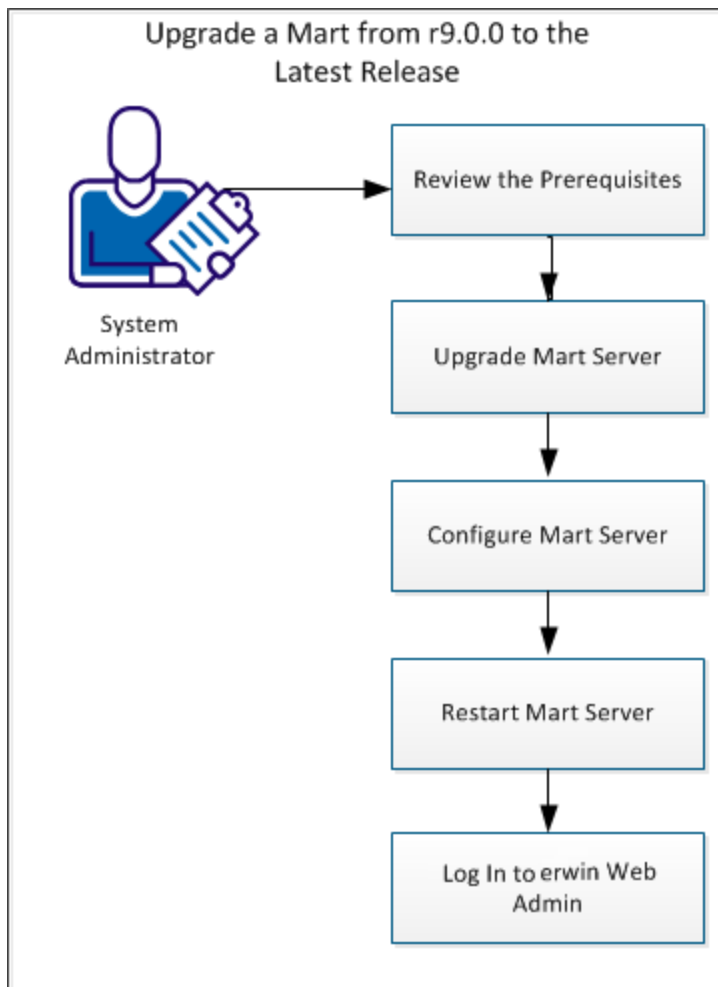
Save the model with a different name.

How to Upgrade any r9 Series Mart to the Current Version

If you are using any earlier release of r9 series and you want to upgrade it to the latest release, upgrade the Mart Server application and the Mart database. Once the Mart server program is upgraded, you must implement the upgraded software.

Important! The current Mart is designed to work with only the current version of erwin Data Modeler. If you try to connect the current Mart with an older version erwin Data Modeler such as r9.0.0, it may corrupt the Mart and cause unexpected behavior.

The following diagram illustrates how System Administrators can upgrade a Mart from any earlier release of r9 series to the latest release:



How to Upgrade any r9 Series Mart to the Current Version

Complete the following tasks to upgrade a Mart of any earlier release of r9 series to the latest release:

1. [Review the prerequisites](#)
2. [Upgrade the Mart Server application](#)
3. [Configure the Mart Server](#)
4. [Restart the Mart Server service](#)
5. [Log in to erwin Web Admin](#)

▲ [Back to Top](#)

Upgrade Performance Considerations

Ensure that you consider mart size, model count, and associated versions while upgrading a Mart from an earlier version to the latest version. The following table provides sample data of the upgrade process. You can use this information as a guideline.

Mart Database	Machine Configuration	Time Taken (Upgrade from lower version to erwin Mart 2021 R1 and above)
Oracle 12c R2 (1221 Models , 42108498 million rows present M9Object Table)	8 GB RAM 1 CPU	50 minutes
SQL Server 2017 (1277 Models, 44294824 million rows present in M9Object Table)	8 GB RAM 1 CPU	142 minutes
Postgresql 9.6.15 (1020 Models, 33594468 million rows present in M9Object Table)	16 GB RAM 4 CPUs	15 minutes
Oracle 12c R1 (10784 Models, 505178719 million rows present in M9Object Table)	32 GB RAM AWS Machine	15 hours
Oracle 12c R1 (11980 Models, 520732699 million rows present in M9Object Table)	32 GB RAM 4 CPU	20 hours 40 minutes

Following are a few tips to ensure a smooth upgrade:

- Before upgrading, ensure that you double the number of data files in tablespaces for MMDATA and MMINDEX in an Oracle mart.
- Check the Report Upgrade status in the MartServerUpgrade.log file.
- If the M9Object Table has high volume of data and models over 100 MB, run the upgrade on a machine that has 64 GB or more RAM.

Upgrade Performance Considerations

- For 64-bit operating system, based on the following parameters, change the number of threads from the default 8 to 3 in the user.config file located at C:\Users\<user name>\AppData\Local\erwin\MartConfiguration.exe_Url_<xxx>\2.0.0.0\:

Mart	Machine Configuration	Update
Rows in M9Object table: 42108498 million Model size: More than 100 MB	RAM less than 8 GB	Current: <setting name="REPORTEXPORT_THREADS" serializeAs="String"> <value>8</value> </setting> Updated: <setting name="REPORTEXPORT_THREADS" serializeAs="String"> <value>3</value> </setting>
Rows in M9Object table: 520732699 million Model size: More than 100 MB	RAM less than 32 GB	Current: <setting name="REPORTEXPORT_THREADS" serializeAs="String"> <value>8</value> </setting> Updated: <setting name="REPORTEXPORT_THREADS" serializeAs="String"> <value>3</value>

Upgrade Performance Considerations

		</setting>
--	--	------------

- In case of failures in upgrade, before you rerun the upgrade, ensure that you select the following check boxes on the Advanced tab on the erwin Mart Configuration dialog:
 - Rerun Count Upgrade
 - Rerun Report Upgrade

For more information, refer to the [Configure the Mart Server](#) topic.

Review the Prerequisites

Review the following prerequisites before you start the upgrade process:

If the Mart database is an Oracle database, the default tablespaces that were used for initializing any earlier release of r9 series Mart are available for the latest release.

▲ [Back to Top](#)

Upgrade the Mart Server Application

If you are upgrading a Mart from any earlier release of r9 series to the latest release, upgrade the Mart Server application.



Refer to the Install a Mart or Upgrade a Mart topic before proceeding.

Follow these steps:

1. If you are running MartServer as a Windows service, stop the service and delete it.



If you upgrade the Mart Server application without stopping the service, it may not start after you complete the upgrade process.

2. Download and run the EDMMS2021R1.exe file from the erwin Support site.

The erwin Mart Server 12.0 Install Shield Wizard dialog appears.

3. Follow the wizard.

The Mart Server application is upgraded.

4. Restart your computer.

[▲ Back to Top](#)

Configure the Mart Server

To connect to the latest Mart, you must configure the Mart Server. Use the same database that you have used for the r9.0.0 Mart (or any earlier release of r9 series Mart).



Refer to the Upgrade Performance Considerations topic before proceeding.

Follow these steps:

1. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Configure MartServer.

The erwin Mart Configuration dialog appears.

Configure the erwin Mart Server

Complete the following fields on the Mart Server tab:

Database Type

Specifies the database server type.

Port No.

Specifies the port number of the database server.

Server Name

Specifies the name of the database server where you have installed the Mart database. For example, suppose that you are using SQL Server as the Mart database. Enter the name of the computer where SQL Server is installed.

Instance Name

Specifies the name of the database instance.

Database Name

Specifies the name of the Mart database.

Configure the Mart Server



If you are installing the Mart for the first time, use a new database. Do not use an existing database that was created for r7.3 through r8.2.9 Mart.



If you are upgrading the Mart from any earlier release of r9 series to the latest release, use the corresponding Mart database. Also, for an Oracle mart, ensure that appropriate permissions for a materialized view are assigned to the installer role (GRANT CREATE MATERIALIZED VIEW TO MMINSTALL;). For more information, refer to the [Prepare Your DBMS Environment](#) topic.

User Name

Specifies the user name to connect to the Mart database. Enter the name of a user that is authenticated by the Mart database.



Windows authentication (User Name field) is not supported for connecting to the Mart database from the Configure Mart Server window.

Password

Specifies the password to connect to the Mart database.



The following fields--Domain Controller Name, Domain/User Name, and Password are required only if you are using the Active Directory authentication. You can use the Active Directory authentication to initialize the Mart and to log in to erwin Mart Administrator.

Domain Controller Name

Specifies the fully qualified name of the Active Directory Server (Domain Controller). Enter the name in the following format:

LDAP://server/distinguished-name

Example: ldap://mktgna:3268/dc=abc, dc=com

Configure the Mart Server

Here, *mktgna* is the server name. You can provide either the name of the server or the IP address. 3268 is the port number to which the server listens.

dc=abc, dc=com is the distinguished-name. The distinguished name is the full path of the object.



If you do not know the Domain Controller Name, use the *Nltest* command or talk to your System Administrator.

Domain/User Name

Specifies the domain name and user name in the <domain name>/<user name> format.

Password

Specifies the password of the domain user.

To validate connection for active directory, click **Test**.

Configure erwin Mart Administrator

Complete the following fields on the Mart Administrator tab:

Server Name

Specifies the name of the computer where the Web Server is present. For example, if you are using Tomcat, enter the name of the computer where Tomcat is installed.

Default: localhost

Port Number

Specifies the port number on which the Web Server is running.

Default: 18170

Application Name

Specifies the application name with which the Web Server is identified.

Default: MartServer

Configure the Mart Server

Secure Sockets Layer (SSL) Enabled

Specifies whether you want to connect to the Mart through a secured connection (SSL). Select this check box if you have implemented SSL.



If you use IIS with SSL, open server_ssl.xml file, which is available at C:\Program Files\erwin\Mart Server r9\Tomcat64\conf and un-comment Connector port="8009" protocol="AJP/1.3" allowedRequestAttributesPattern=".*" redirectPort="8443" secretRequired="false"/>.



Using a self-signed SSL certificate might result in an error about certificate authority while connecting to erwin Mart. In that case, click OK to continue connecting to erwin Mart.

Use IIS

Specifies whether IIS is used to run Mart Administrator. Select this check box only if you have configured IIS.



If you use IIS, open server.xml file available at C:\Program Files\erwin\Mart Server r9\Tomcat64\conf and un-comment <Connector port="8009" protocol="AJP/1.3" allowedRequestAttributesPattern=".*" redirectPort="8443" secretRequired="false"/>.

IIS Port

Specify the IIS port number that you want to use. This field is enabled only if you select the Use IIS check box. The default is 80.

Account Lockout Duration (Seconds)

Specify the duration (in seconds) for which an account should be locked whenever an incorrect password is entered five consecutive times. By default, it is set to five minutes (300 seconds). At the most, you can set it to 30 days (2592000 seconds).

Configure Advanced Settings

Configure the Mart Server

Only in case of failures in upgrade, before you rerun the upgrade, ensure that you select the following settings on the Advanced tab:

Rerun Count Upgrade

Specifies that the model count upgrade should run while running the Mart database upgrade.

Rerun Report Upgrade

Specifies that the report upgrade should run while running the Mart database upgrade.

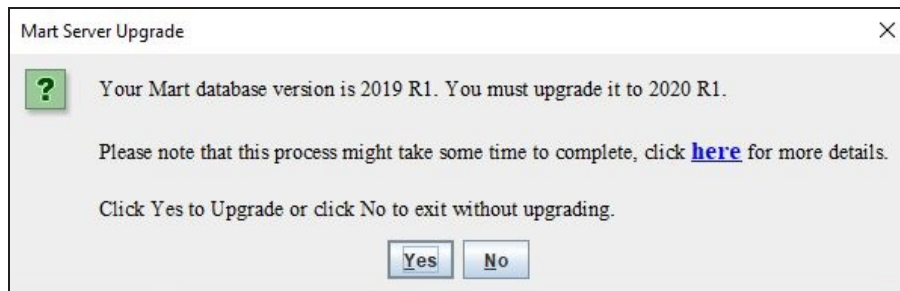
Ensure that the Mart database has the following:



- m9reportUpgrade and m9ReportListData tables
- m9Catalog table with entcnt, attcnt, relcnt, and countblob columns

2. Click Configure.

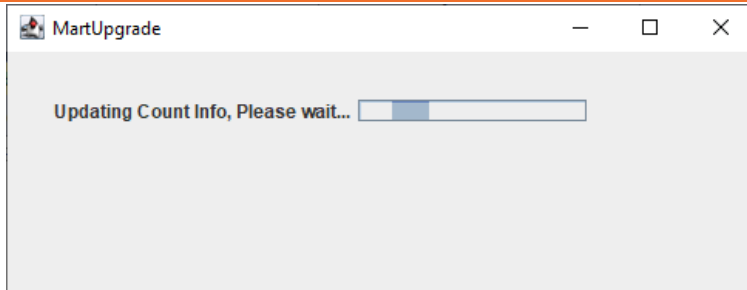
The Mart Server Upgrade dialog box appears.



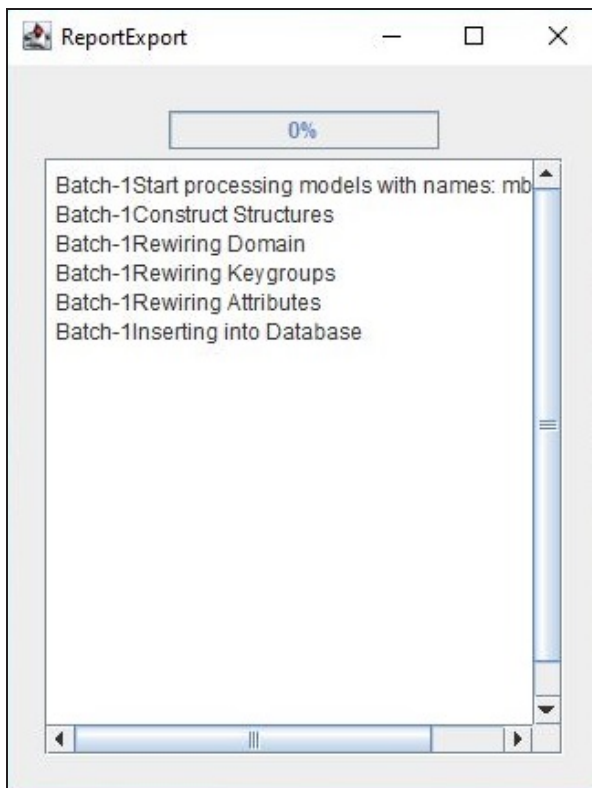
3. Click **Yes**.

The MartUpgrade screen for count upgrade appears.

Configure the Mart Server



Once the count upgrade process is complete, the ReportExport screen appears.



This screen does not appear when you upgrade from 2020 R1 Mart to higher versions.

On completion of report export process, the upgrade process is complete. erwin Mart Administrator and the Mart Server are configured.

[▲ Back to Top](#)

Restart the Mart Server Service

When you modify the details of the Mart Server and Mart Administration programs, restart the Mart Server service.

Follow these steps:

1. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Stop MartServer Service to stop the Mart Server service.
2. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Start MartServer Service to start the Mart Server service.

[▲ Back to Top](#)

Log In to erwin Mart Administrator

Log in to erwin Mart Administrator to verify if you have successfully upgraded the Mart Server from any earlier release of r9 series to the latest release.

Follow these steps:

1. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , erwin Mart Administrator 12.0 .

The erwin Mart Administrator log in page appears. If you have implemented SSL, HTTPS appears in the address bar.

2. Use the credentials with which you initialized the Mart and log in.

The erwin Mart Administrator home page appears.

The models that are created in any earlier release of r9 series are upgraded when a user connects to the latest release Mart and opens the models.

▲ [Back to Top](#)

Create a Customized Security Message

As the administrator, you can add a custom message on the Connect to Mart dialog. The message appears whenever one of the client applications (erwin Mart Server or erwin Mart Server Navigator Edition) connects to the mart. The message appears after your connection to the desired mart is authenticated and before the connection dialog closes.

Follow these steps:

1. After you install and configure the Mart, locate and open the *privacy.message* file.
If you are using the default web server Tomcat, the file is available in the following folder:
`<installation folder>\erwin Mart Server r9\Tomcat64\Webapps\MartServer\WEB-INF`
2. Type the message that you want to display and save the file.
The message can be up to 2000 characters long, anything beyond 2000 characters is not displayed. Insert line-breaks manually after every 80 characters, for the message to display properly. If there are no manual line-breaks, Windows automatically inserts line-breaks in the security message. These line-breaks are based on the specific version of Windows you use.
3. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Stop MartServer Service to stop the web server.
4. From the Windows Start menu, click All Programs, erwin, erwin Mart Server 12.0 , Start MartServer Service to start the web server again.

When a user connects to the Mart the next time, the security message is displayed.

To suppress the security message, open the *privacy.message* file and delete the contents. Do not delete the file.

Prepare to Use IIS with Mart

If you want to use Microsoft Internet Information Services (IIS) as the web server, configure it before deploying Mart Server.

This section contains the following topics

[Configure IIS Web Server](#)

[Implement SSL for IIS](#)

Configure IIS Web Server

The Mart Server is built using Java technology. Therefore, if you want to connect to Mart through IIS, configure IIS to use the JK ISAPI redirector plugin. Using this plugin, IIS sends servlet and JSP requests to Tomcat.



This procedure describes how to configure IIS 6.0 for Microsoft Windows Server Enterprise 2008. For more information about configuring other versions of IIS for other operating systems, see the respective vendor documentation.

Follow these steps:

1. Help ensure that Tomcat is working properly. Open a browser and type the following in the Address bar:

```
http://<servername>:18170/MartAdmin
```

The default Tomcat home page appears. <servername> is the name of the computer where you have installed Tomcat. 18170 is the default port number where Tomcat is running. If you are using a different port number, use that port number here. In addition, help ensure that the port number you are using is included in the server.xml file. Typically, the server.xml file is available in the <Tomcat_Home>/conf folder.

2. Install IIS.



For more information about how to install IIS on Windows Server 2008, see Microsoft documentation.

Unlike IIS 6, for IIS versions 7, 8, and 10, the following Application Development role services are not installed by default:

- ASP
- CGI
- ISAPI Extensions
- ISAPI Filters

To select these role services explicitly while configuring IIS:

- a. Under Server Roles, select Web Server.
 - b. Click Add Features.
 - c. Next, go to Web Server (IIS) > Role Services.
 - d. Under Application Development, select ASP, CGI, ISAPI Extensions, and ISAPI Filters check boxes.
3. Create a folder, for example *Native_IIS* on the computer where you have installed IIS. Download the `isapi_redirect.dll` file for Windows from the Apache Tomcat website and copy to *Native_IIS*. If the name of the DLL file is not `isapi_redirect.dll`, rename it.
 4. Create the `workers.properties`, `isapi_redirect.properties`, `uniworkers.properties`, `uri-workormap.properties`, and `isapi_redirect.reg` files in the *Native_IIS* folder.



See the Appendix for sample `workers.properties`, `uniworkers.properties`, `isapi_redirect.reg`, `isapi_redirect.properties`, and `uri-workormap.properties` files.

5. Create a folder named `Logs` under *Native_IIS*. Create two empty files `isapi.log` and `isapi_redirect.log` under `Logs`.
6. Go to the *Native_IIS* folder, right-click the `isapi_redirect.reg` file, and click Merge.

Prepare to Use IIS with Mart

7. Click Yes on the message.

The registry file is updated.

8. Follow these steps and create an IIS filter for the DLL placed in Step 5:

- a. From the Windows Start menu, click Run, and then type inetmgr.

The Internet Information Services (IIS) Manager window opens.

- b. Click the computer name and expand Sites.

- c. Right-click Default WebSite and select Add Virtual Directory.

The Add Virtual Directory dialog appears.

- d. Enter jakarta for Alias. Enter the path for the isapi_redirect.dll file in the Physical Path field and click OK.

- e. Click Default Web Site.

- f. Double-click ISAPI filters and click Add under Action.

- g. Enter Tomcat for Filter name. Enter the path for the isapi_redirect.dll file in the Executables field.

- h. Click OK and the new ISAPI filter is added.

- i. Click Default Web Site and then double-click Handler Mappings.

- j. Click Edit Features and Permissions.

The Edit Features and Permissions dialog opens.

- k. Select Execute and then click OK.

- l. Click the computer name and then double-click ISAPI and CGI Restrictions.

- m. Click Add under Actions.

- n. Select the path for the isapi_redirect.dll file in the ISAPI or CGI Path field.

- o. Select *Allow extension path to execute* and then click OK.

9. Restart the IIS web server.

10. Stop the MartServer service and start it again.

Prepare to Use IIS with Mart



See the Appendix for sample `workers.properties`, `uniworkers.properties`, `isapi_redirect.reg`, `isapi_redirect.properties`, and `uriworkermap.properties` files.

Implement SSL for IIS

If you have deployed Mart Server on IIS, you can implement SSL on IIS. SSL lets you access the Mart through a secured connection.



This procedure describes how to enable SSL for IIS 6.0. If you are using a different version of IIS, see the relevant document on the Microsoft website for more information about installing IIS.

Follow these steps:

1. Open Internet Information Services (IIS) Manager.
2. Double-click Server Certificates and then click Create Self-Signed Certificate.
3. Enter a name for the certificate and click OK.
4. Right-click Default Web Site and click Edit Bindings.
5. Click Add and select https in the Type drop-down menu.
6. Select the certificate name that you have added in the SSL Certificate drop-down menu and click OK.
7. Select Default Web Site and then double-click SSL Settings.
8. Select the Require SSL check box and click Apply.
9. Restart IIS and then restart Tomcat.



If the validity of the certificate expires, create another certificate.

Mart Server Log Files

Mart Server can now generate log files (application.log) when there are errors. You can find the log file at the following locations:

- **Mart Server as a Tomcat server:** {user.home}/AppData/Local/erwin/Mart Server-/logs/application.log
- **Mart Server as Windows service:** C:\Windows\System32\config\systemprofile\AppData\Local\erwin\Mart Server-/logs/application.log

You can configure how the log is generated. For more information about how to configure logging, see the erwin Mart Administrator Help.



The latest version of Apache Tomcat does not support custom authorization-related error messages. Hence, a generic error message, "Unauthorized operation attempted. For more information, please review the log file.", is displayed. To understand the cause of the error, review the application.log file, which contains the description of the cause. Following is one such sample from the application.log file:

```
ERROR exception.MMEException.setException: java.lang.Exception:
User "johndoe" does not have required "View Users" permission on
"User Management". Please contact the Mart Administrator for
required permission.
```

Documentation Formats and Deliverables

The following documents are provided for Mart Server:

Deliverable Name	Format Provided
erwin Mart Administrator Online Help	HTML
Release Notes	HTML and PDF