

IBM InfoSphere DataStage
Version 8 Release 7

Troubleshooting Guide



IBM InfoSphere DataStage
Version 8 Release 7

Troubleshooting Guide



Note

Before using this information and the product that it supports, read the information in “Notices and trademarks” on page 25.

Contents

Troubleshooting InfoSphere DataStage 1

Troubleshooting problems when starting an InfoSphere DataStage and QualityStage client . . .	1
Failure to connect to services tier: invalid host name	1
Failure to connect to services tier: invalid port . . .	2
IBM WebSphere Application Server fails to start: AIX and Linux.	4
Cannot authenticate user	5
Troubleshooting scheduled jobs	6
Resolving scheduling problems on Windows engine tier hosts	6
Resolving scheduling problems on UNIX and Linux servers	9
Resolving job termination problems	10
Resolving problems with database stages on 64-bit systems.	11
Resolving ODBC connection problems on UNIX and Linux systems	11
Testing ODBC driver connectivity	11

Checking the shared library environment	12
Checking symbolic links	13
Resolving configuration problems on UNIX systems	13
Running out of file units	14
Running out of memory on AIX computers. . . .	14
Troubleshooting Designer client errors	15
Handling exceptions in the Designer client . . .	15
Viewing log files and error reports	17

Contacting IBM 19

Accessing product documentation. . . 21

Product accessibility 23

Notices and trademarks 25

Index 29

Troubleshooting InfoSphere DataStage

These topics contain troubleshooting information for IBM® InfoSphere® DataStage®. Some of the information is also useful for QualityStage users.

Troubleshooting problems when starting an InfoSphere DataStage and QualityStage client

If you cannot start your client and connect to the services tier (domain), the problem might be due to an invalid host name or invalid port, a startup script error, or incorrect user credentials.

The following table gives a list of the possible error messages, and tells you where to look for solutions.

Table 1. Error messages when starting an InfoSphere DataStage and QualityStage client

Error message	Related topic
Failed to authenticate the current user against the selected Domain: Server [servername] not found.	"Failure to connect to services tier: invalid host name"
Failed to authenticate the current user against the selected Domain: Could not connect to server [servername] on port [portnumber].	"Failure to connect to services tier: invalid port" on page 2
Failed to authenticate the current user against the selected Domain: Invalid user name (username) or password.	"Cannot authenticate user" on page 5

Failure to connect to services tier: invalid host name

You can verify whether the IBM WebSphere® Application Server has started, and test whether the host name that you are using is valid.

Symptoms

When you attempt to start one of the InfoSphere DataStage and QualityStage™ clients, the following message is displayed:

Failed to authenticate the current user against the selected Domain: Server [servername] not found.

Causes

You might be specifying an incorrect name for the computer that is hosting the services tier.

Diagnosing the problem

You can check whether the application server is running by attempting to connect to the application server using an Internet browser.

Connect to the application server by using a web browser:

1. Open a web browser.

2. Type the application server address in the form: `http://isserver:portnumber/ibm/iis/console`, where *isserver* is the name of the computer where the services tier is installed (or its IP address), and *portnumber* is the port for connecting to the services tier (by default, 9080).

If the application server has started, the login screen is displayed; otherwise an error message is displayed.

You can test whether you specified the correct name for the *isserver* by attempting to ping the computer that is hosting the services tier.

Resolving the problem

You can try to fix the problem by specifying a fully qualified path name for the computer that is hosting the application server. For example, instead of `isserver:9080`, you might have to type `isserver.mycompany.com:9080`.

If the application server is not running, attempt to start the service.

To start the application server where the services tier is installed on a Microsoft Windows computer, click **Start > All Programs > IBM WebSphere > Application Server v6 > Profiles > default > Start the server**

To start the application server where the services tier is installed on a UNIX or Linux computer, you must have root authority. To start the application server, do the following steps:

1. From a terminal window, change to the `WASInstDir/ASBServer/bin/` directory. *WASInstDir* is the installation directory for the application server. The default installation directory is `/opt/IBM/InformationServer/`.
2. Run the following command:
`./MetadataServer.sh start`

Failure to connect to services tier: invalid port

You can verify that the IBM WebSphere application server has started, test whether the port number is valid, and confirm that you specified the correct port number.

Symptoms

When you attempt to start one of the InfoSphere DataStage and QualityStage clients, the following message is displayed:

```
Failed to authenticate
the current user against the selected Domain: Could not connect to
server [servername] on port [portnumber].
```

Causes

The port number is incorrect or is unavailable.

Diagnosing the problem

You can check whether the application server is running by attempting to connect to the application server by using an Internet browser.

Connect to the application server by using a web browser:

1. Open a web browser.

2. Type the application server address in the form: `http://isserver:portnumber/ibm/iis/console`, where *isserver* is the name of the computer where the services tier is installed (or its IP address), and *portnumber* is the port for connecting to the services tier (by default, 9080).

If the application server has started, the login screen is displayed; otherwise an error message is displayed.

Test whether the port is accessible from the client computer by typing at the command line:

```
telnet hostname port
```

If you get an error message, then the port is inactive. If you get no response, then the port is active.

You can also test which ports are listening on the server computer by typing the following command:

```
netstat -a
```

Look for an entry in the form: *isserver:port_number*

You can check whether you are specifying the correct port number in the WebSphere Administrative Console. To look up the port number:

1. From the start menu, select **IBM WebSphere > Application Server v6 > Profiles > default > Administrative console** to start the WebSphere Administrative Console.
2. Log in using the websphere user name and password that was specified when IBM InfoSphere Information Server was installed.
3. In the left pane, select **Servers > Application servers**
4. Click the server1 link.
5. Select **Communications > Ports**.
6. Look for the port number for WC_defaulthost. This is the port number you should use when connecting to the application server.

Resolving the problem

If the application server is not running, attempt to start the service.

To start the application server where the services tier is installed on a Microsoft Windows computer, click **Start > All Programs > IBM WebSphere > Application Server v6 > Profiles > default > Start the server**

To start the application server where the services tier is installed on a UNIX or Linux computer, you must have root authority. To start the application server, do the following steps:

1. From a terminal window, change to the *WASInstDir*/ASBServer/bin/ directory. *WASInstDir* is the installation directory for the application server. The default installation directory is /opt/IBM/InformationServer/.
2. Run the following command:

```
./MetadataServer.sh start
```

You can also check whether there is a firewall between the client and the server. If there is a firewall, temporarily disable it to verify that all inbound and outbound ports are open.

IBM WebSphere Application Server fails to start: AIX and Linux

If the WebSphere application server has not started, you can try to fix the problem by changing one of the startup scripts.

Symptoms

The application server fails to start after system is restarted. No messages are generated in the application server logs.

Causes

The Metadata server startup script fails to finish. You must issue the **nohup** command for the Metadata server startup script.

Environment

IBM AIX® or Linux systems.

Diagnosing the problem

Check to ensure that WebSphere Application Server is running.

Connect to the application server by using a web browser:

1. Open a web browser.
2. Type the application server address in the form: `http://isserver:portnumber/ibm/iis/console`, where *isserver* is the name of the computer where the services tier is installed (or its IP address), and *portnumber* is the port for connecting to the services tier (by default, 9080).

If the application server has started, the login screen is displayed; otherwise an error message is displayed.

Resolving the problem

1. Run the following command to locate the WebSphere Application Server startup scripts on your computer:

```
cd /etc
find . -name "*" -print | xargs grep -i InformationServer
```

This command might return multiple files with various prefixes in the name. Some files might be links to other files and could reflect the change you made in the original file without needing to edit each file that was found. If you have multiple instances of WebSphere Application Server installed, unique files might exist for each WebSphere Application Server instance. You only have to modify the files that reference the instances of WebSphere Application Server that you have configured to start as non-root.

2. Identify the files that you need to modify. Typically, you must modify the following files:

Operating system	Files
AIX	/etc/rc#.d/S99ISFServer The number symbol (#) can have the value of 0 through 6. For example: /etc/rc0.d/S99ISFServer /etc/rc2.d/S99ISFServer /etc/rc5.d/S99ISFServer
Linux	/etc/init.d/ISFServer

3. In each file, change the following content.

Locate the following text, where *IS_install_path* is the directory where you installed InfoSphere Information Server. The default installation path is /opt/IBM/InformationServer:

```
"IS_install_path/ASBServer/bin/MetadataServer.sh"
"$@"
```

Change the text to match this example:

```
nohup "IS_install_path/ASBServer/bin/MetadataServer.sh"
"$@"
```

4. Save the modified files and restart your system.

Cannot authenticate user

You can verify whether the failure to start the client is due to a problem with the user credentials.

Symptoms

When you attempt to start one of the InfoSphere DataStage and QualityStage Administrator clients, the following message is displayed:

```
Failed to authenticate
the current user against the selected Domain: Invalid user name (username)
or password.
```

Causes

There are several possible causes of this problem.

- The user name is invalid.
- The password is invalid or has expired.
- The user has no suite user role.
- Credential mapping is required, but has not been defined for this user.
- The user has no DataStage role or has the incorrect DataStage role.

Diagnosing the problem

You can diagnose the likely cause of your problem by identifying where the problem occurs:

- InfoSphere Information Server authentication is performed when you retrieve a list of available projects in the Attach to Project window. If you get an error when retrieving the project list, then the user name or password are invalid, or the user has no suite user role, or credential mapping is required, but has not been performed.

- DataStage role checking is performed when you attach to the project. If you can retrieve the list of projects but you cannot attach to a project, then the problem lies with the DataStage role for this user.

Resolving the problem

Information on resolving issues concerned with user roles is available in IBM InfoSphere DataStage and QualityStage Administrator Client Guide.

Information on creating users when configuring InfoSphere Information Server is available in IBM InfoSphere Information Server Planning, Installation, and Configuration Guide.

Information on credential mapping is available in IBM InfoSphere Information Server Administration Guide.

Troubleshooting scheduled jobs

You can schedule jobs to run when the system is less busy.

You schedule jobs from the Job Schedule view in the InfoSphere DataStage and QualityStage Director client window.

InfoSphere DataStage does not have its own separate scheduling program. Instead, whenever an InfoSphere DataStage user schedules a job, the underlying operating system controls the job. If scheduled jobs do not run correctly, the problem is usually with the operating system configuration on the engine.

Resolving scheduling problems on Windows engine tier hosts

On Microsoft Windows engine tier hosts, job scheduling is carried out by the Schedule service.

If your scheduled job did not run, there are a number of steps that you can take to identify the cause.

Viewing the schedule log

You can view the schedule log to diagnose problems with job scheduling.

Symptoms

Scheduled jobs do not run when expected.

Environment

This advice applies to the Windows environment.

Diagnosing the problem

The schedule log is a text file named dsr_sched.log. It is located in the project directory (by default: c:\IBM\InformationServer\Server\Projects). This file records any problems that occurred before control was transferred from the scheduler to InfoSphere DataStage. (After that point, messages are written to the appropriate job log file.) The schedule log contains a message if, for example, the server password that you specified has expired.

Testing user name and password

If you specified a user name and password to run all scheduled jobs in a project, you can test the user name and password.

Symptoms

Scheduled jobs do not run when expected.

Causes

The user ID used to run the schedule service has invalid user name or password details.

Environment

This advice applies to the Windows environment.

Diagnosing the problem

If the test works correctly but scheduled jobs still do not run, check that the user name you specified has permission to read and write the project directory.

If the test fails, there might be a problem with the user rights for the user name you specified. In which case, check the user rights.

To test the user name and password:

1. Open the Administrator client and attach to the engine that you are scheduling jobs for.
2. Click the **Projects** tab and select a project from the list.
3. Click **Properties**.
4. Click the **Schedule** tab.
5. Enter the user name and password to test.
6. Click **Test**.
7. Wait for the user name and password to be verified (this might take some time).

Checking user rights

If the Windows Schedule service on the engine tier host does not run under the default user name, try this procedure to ensure that the Schedule service has the correct user rights:

Symptoms

Scheduled jobs do not run when expected.

Causes

The user running the schedule service does not have sufficient user rights.

Environment

This advice applies to the Windows environment.

Resolving the problem

To check user rights and allocate new rights, if required:

1. From the Windows engine tier host, select **Start > Programs > Administrative Tools > Local Security Policy**.
2. Open the Local Policies folder and select **User Rights Assignment**.
3. In the list on the right of the Local Security Settings window, double-click **Act as part of the operating system**.
4. In the Properties window, check if the user name for the schedule server is included in the list.
5. If the user name is missing, click **Add User or Group**, add the user name in **Enter the object name to select** field and click **OK**.
6. In the list on the right of the Local Security Settings window, double-click **Replace a process level token**.
7. In the Properties window, check if the user name for the schedule server is included in the list.
8. If the user name is missing, click **Add User or Group**, add the user name in **Enter the object name to select** field and click **OK**.
9. In the list on the right of the Local Security Settings window, double-click **Increase scheduling priority**.
10. In the Properties window, check if the user name for the schedule server is included in the list.
11. If the user name is missing, click **Add User or Group**, add the user name in **Enter the object name to select** field, and click **OK**.

Resolving problems using the scheduler on non-English language systems

You might need to localize the names of the days of the week if you schedule jobs on a non-English language system.

Symptoms

Scheduled jobs do not run when expected.

Causes

The AT command, which performs the Windows scheduling, only accepts day names in the local language.

Environment

This advice applies to the Windows environment.

Resolving the problem

If you run IBM InfoSphere DataStage on a system with a language other than English, and encounter problems when scheduling jobs to run on specific days of the week, you can try localizing the days of the week for each project.

To localize the names of the days:

1. Navigate to the project directory for your first project, which is located on the engine. By default the project directory is the folder `C:\IBM\InformationServer\Server\Projects`.
2. Edit the file `DSParams` by using a text editor such as Notepad.

3. Add the localized days of the week to the end of the file. The following example shows what you might add for a French system:

```
[SCHEDULER]
MONDAY=L
TUESDAY=M
WEDNESDAY=ME
THURSDAY=J
FRIDAY=V
SATURDAY=S
SUNDAY=D
```

You might have to experiment with which day names the local AT command will accept. If in doubt, enter the full name (for example, LUNDI, MARDI, and so on).

4. Repeat these steps for each of your projects.

You might find that you get an error message equivalent to 'There are no entries in the list' when you use the scheduler on a non-English language system. This message is output by the AT command and passed on by the Director client. To prevent the Director client from passing on the message:

1. Identify a unique part of the message that the AT command is outputting (for example, 'est vide' in French).
2. For each project, add the following line to its DSParams file:

```
NO ENTRIES=est vide
```

The AT command usually accepts other keywords besides days of the week in English. If your system does not accept other keywords, you can add localized versions of the additional keywords NEXT, EVERY, and DELETE to your projects by doing the following tasks:

1. Edit the DSParams file for each project.
2. For each keyword, add a line of the form:

```
KEYWORD=localized_keyword
```

For example:

```
NEXT=Proxima
```

Resolving scheduling problems on UNIX and Linux servers

On UNIX servers, the scheduling of IBM InfoSphere DataStage jobs is handled by the at and cron commands.

If your scheduled job did not run, there are a number of steps that you can take to identify the cause.

Viewing scheduled jobs

On UNIX servers, you can view only jobs that you scheduled yourself.

Symptoms

Administrator cannot see all the jobs that the users have scheduled.

Environment

This advice applies to the UNIX environment.

Diagnosing the problem

For an IBM InfoSphere DataStage administrator, the problem means that it is not possible to get a quick overall view of all the InfoSphere DataStage jobs that are scheduled to run over a particular period. The only way to find out which jobs are scheduled is to examine the files in the cron directory for each user ID. The naming and location of these files varies from system to system. For more information, see the reference page for the cron command on your system.

Dealing with scheduled jobs not running

If a scheduled job does not run, check that the user who scheduled the job has permission to use the cron command.

Symptoms

Scheduled job does not run when expected.

Environment

This advice applies to the UNIX environment.

Resolving the problem

To check user permissions, examine the cron.allow and cron.deny files which contain lists of users who can and cannot use the command. The location of these files varies from system to system. For more information, see the reference page for the cron command on your system.

Scheduled jobs do not run on an AIX server

If scheduled jobs are not running on your IBM AIX server, check your file permissions.

Symptoms

Scheduled jobs do not run.

Environment

This advice applies to AIX servers.

Resolving the problem

To schedule jobs on an AIX server, change the permissions of /usr/spool/cron/atjobs from 770 to 775 (rwxrwxr-x).

Resolving job termination problems

If you experience delays in the termination of an IBM InfoSphere DataStage job when it is run, clear the &PH& directory.

Symptoms

Jobs take too long to terminate.

Causes

Each InfoSphere DataStage project directory contains a &PH& directory. The &PH& directory contains information about active stages that is used for diagnostic purposes. The &PH& directory is added to every time a job is run, and needs to be cleared periodically.

Resolving the problem

To clear the directory:

1. Ensure that there are no jobs running anywhere on the system.
2. Open the Administrator client, go to the Projects page, select the project whose file you want to clear, and click **Command**.
3. In the Command Interface window, type the following command:
`CLEAR.FILE &PH&`
4. Click **Execute** to run the command and clear the file.

Resolving problems with database stages on 64-bit systems

If you are running jobs in a 64-bit environment, you must ensure that any database clients that are required by connectivity stages match the installed version of InfoSphere DataStage.

Symptoms

Failure of the stage with symptoms such as a memory fault and corresponding core dump.

Causes

If you are running a 64-bit version of InfoSphere DataStage, you must ensure any database clients you use are also 64-bit. If you are running a 32-bit version of InfoSphere DataStage, you must ensure any database clients you use are also 32-bit. For example, Oracle 9i is available with both 32- and 64- bit clients. You must use the 32-bit client with 32-bit InfoSphere DataStage, and the 64-bit client with 64-bit InfoSphere DataStage.

Environment

Applies to 64-bit UNIX, Linux, or Windows environments.

Resolving ODBC connection problems on UNIX and Linux systems

IBM InfoSphere DataStage relies on third-party ODBC drivers to connect to ODBC data sources. There are various steps to take to diagnose and fix problems.

Testing ODBC driver connectivity

You can test the whether your ODBC drivers can successfully connect to your data sources.

Symptoms

If a job fails to connect to a data source using an ODBC connection, test the connection outside the job to see if the ODBC connection is the source of the problem.

Environment

The procedure applies to ODBC connections in a UNIX environment.

Diagnosing the problem

To test the connectivity of your ODBC connections:

1. Change directory to \$DSHOME and set up the IBM InfoSphere DataStage environment by running dsenv:
`. ./dsenv`
2. Start the engine shell:
`./bin/dssh`
3. In the engine shell, log to the project:
`LOGTO project_name`
4. Get a list of available DSNs by typing:
`DS_CONNECT`
5. Test the required connection by typing:
`DS_CONNECT DSN`

Where *DSN* specifies the connection that you want to test.

6. Enter the user name and password to connect to the required data source.
7. After you have connected to the data source, enter `.Q` to close the connection.

Checking the shared library environment

Connection errors can be caused by incorrect environment settings.

Symptoms

Cannot connect to database using ODBC connection.

Environment

This problem occurs when using ODBC connections in a UNIX environment.

Diagnosing the problem

If you see a message similar to the following message:

```
ld.so.1: uvsh: fatal: libxxxx: can't open file: errno=2
```

check that the ODBC driver shared library has been added to the environment variable used to locate shared libraries

Resolving the problem

When the ODBC access is configured for DataStage, entries specifying the environment are added to the file \$DSHOME/dsenv. Check the dsenv file to ensure that your environment is configured correctly.

The name of the shared library environment variable that you need to check depends upon the type of UNIX system. The required entry depends upon the type of database that you are attempting to connect to. The environment variables for the UNIX platforms are in the following table. Consult your database documentation for the location of the shared libraries.

Table 2. Library path environment variables

Platform	Environment variable
Solaris	LD_LIBRARY_PATH
HP-UX	SHLIB_PATH
HP-UX Itanium	LD_LIBRARY_PATH
AIX	LIBPATH
Linux	LD_LIBRARY_PATH

Checking symbolic links

If your ODBC connection does not work, check your symbolic links.

Symptoms

Cannot connect to database using ODBC connection.

Causes

If you have moved shared libraries to a new directory or have installed a new ODBC driver manager, you might have broken symbolic links that the engine uses to access the shared libraries for the source database.

Environment

This problem occurs when using ODBC connections in a UNIX environment.

Resolving the problem

To reset the symbolic links to a new directory, run this command at the UNIX prompt:

```
# $DSHOME/bin/dspackinst relink.uvlibs pathname
```

\$DSHOME is the home directory of the server engine. *pathname* is the full path name of the directory that contains the shared libraries.

To reset links for a new ODBC driver manager:

1. Install the ODBC driver manager according to the vendor's instructions.
2. Determine where the ODBC shared library `libodbc.xx` resides. For example, the library for the Intersolv driver is in `$ODBCHOME/ dlls`, and the library for the Visigenics driver is in `$ODBCHOME/ libs`.
3. Close all InfoSphere DataStage clients.
4. Run the **relink.uvlibs** command as described above.
5. Restart the InfoSphere DataStage clients.

Resolving configuration problems on UNIX systems

There are various problems that you might encounter when running IBM InfoSphere DataStage on a UNIX system.

Running out of file units

If you receive notification that jobs fail because they run out of file units you can increase the allocation of file units.

Symptoms

Jobs fail because they run out of file units.

Environment

This advice applies to UNIX systems.

Resolving the problem

The engine uses the parameter MFILES and the kernel parameter NOFILES to determine the number of open files allowed. The number of open files allowed is NOFILES - MFILES. If you encounter problems and run out of file units, you can decrease the value of MFILES in the server engine file uvconfig or increase the value of NOFILES for your operating system. The uvconfig file resides in the DSEngine directory.

If you change the value of MFILES, you must stop and restart the engine as follows:

1. To stop the engine:
`$DSHOME/bin/uv -admin -stop`
2. To upgrade configuration information for the engine:
`$DSHOME/bin/uv -admin -regen`
3. To start the engine:
`$DSHOME/bin/uv -admin -start`

Ensure that you allow at least thirty seconds between executing stop and start commands.

Running out of memory on AIX computers

You can tune IBM InfoSphere DataStage to increase the configured memory on IBM AIX systems.

Symptoms

Jobs with large memory requirements cause unable to locate memory errors.

Environment

This advice applies to AIX systems.

Resolving the problem

Increase the memory allocation by doing the following steps:

1. Edit the `$DSHOME/.uvconfig` file in the engine directory. Make the following changes:
 - Change DMEMOFF to 0x90000000
 - Change PMEMOFF to 0xa0000000

2. Ensure that there are no active InfoSphere DataStage users on the system, then shut down the engine:
`$DSHOME/bin/uv -admin -stop`
3. To upgrade configuration information for the engine, run the command:
`$DSHOME/bin/uv -admin -regen`
4. Add the following line to the dsenv file (in the \$DSHOME directory):
`LDR_CNTRL=MAXDATA=0x30000000;export LDR_CNTRL`
5. Run the dsenv command to apply the new environment settings.
6. Restart the engine:
`$DSHOME/bin/uv -admin -start`

Troubleshooting Designer client errors

Use the information provided by the Designer client to handle errors.

Handling exceptions in the Designer client

The Designer client collects the relevant information for error reporting when an exception occurs.

Exception handling modes

The Designer client handles exceptions in one of these modes:

Automatic error report mode

Automatic error report mode is used when an exception is unexpected for the current operation.

Optional error report mode

Optional error report mode is used when an exception might be unexpected for the current operation. Optional error report mode is also used when it is not possible to determine if an exception is unexpected.

No error report mode

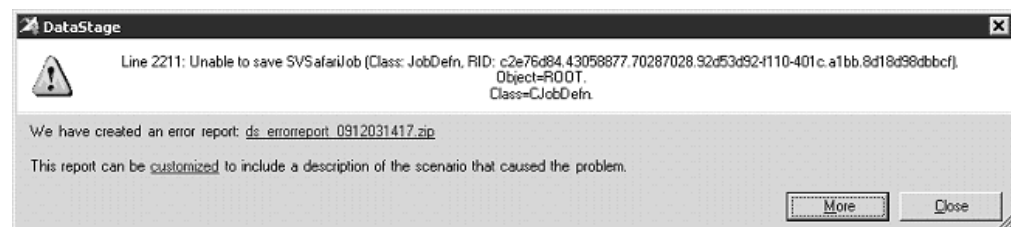
No error report mode is used when an exception is expected, or when a message is just a warning.

Automatic error report mode

Automatic error report mode is used when an exception is unexpected for the current operation.

The Designer client creates an error report containing all the information relating to the error. The error report is a .zip file called `ds_errorreport_YYMMDDHHmm.zip`, where YYMMDDHHmm is the date and time of the error.

The Designer client displays an Automatic error report message:



You can do the following actions on the Automatic error report message:

- Click **ds_errorreport_YYMMDDHHmm.zip** to view the directory containing the error reports using the Windows File Explorer.
- Click **customized** to open the Customize Report window where you can add a description of the scenario that caused the problem.
- Click **More** to display details of the exception and the client machine.

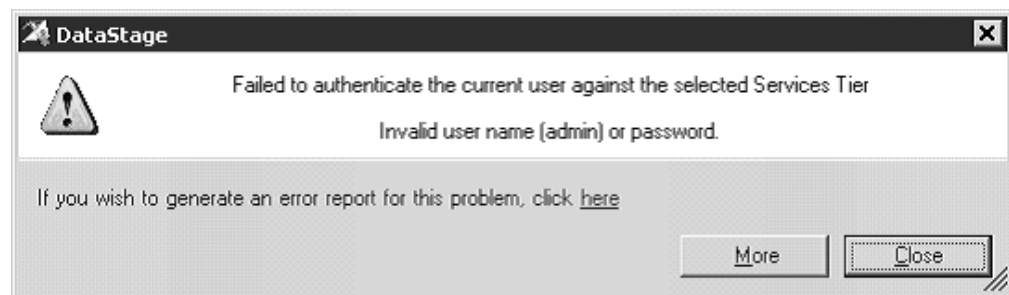
The ds_errorreport_YYMMDDHHmm.zip file contains the following information:

- the original error message
- the stack trace and exception details
- the client machine details
- the Client Version.xml file
- the associated dstage_wrapper_trace_NN.log file
- an optional user-defined description, entered on the Customize Report window

Optional error report mode

Optional error report mode is used when an exception might be unexpected for the current operation. Optional error report mode is also used when it is not possible to determine if an exception is unexpected.

The Designer client displays an Optional error report message:



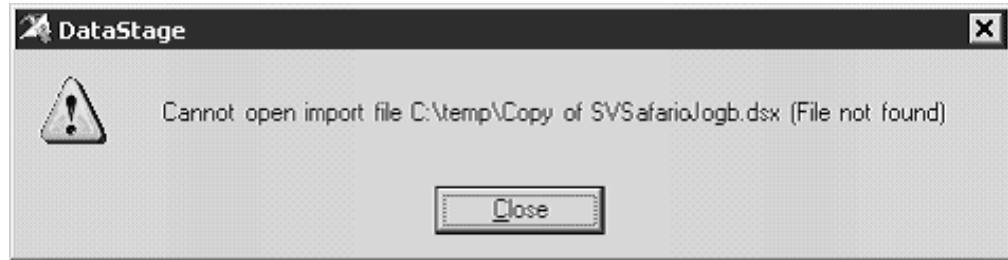
You can do the following actions on the Optional error report message:

- Click **here** to create an error report for the exception. The Customize Report window opens, where you can add a description of the scenario that caused the problem.
- Click **More** to display details of the exception and the client machine.

No error report mode

No error report mode is used when an exception is expected, or when a message is just a warning.

The Designer client displays an No error report message:



Viewing log files and error reports

View the log files and error reports that are created by the Designer client.

Viewing the current log file

Click **Help > Support > View Current Log** to view the contents of the current log file. The application that is registered to .log files is used.

Viewing the directory that contains the log files

Click **Help > Support > Open Log/Trace Folder** to view the directory containing the log files using the Windows File Explorer.

Viewing the directory that contains the error reports

Click **Help > Support > Open Error Reports Folder** to view the directory containing the error reports using the Windows File Explorer.

Contacting IBM

You can contact IBM for customer support, software services, product information, and general information. You also can provide feedback to IBM about products and documentation.

The following table lists resources for customer support, software services, training, and product and solutions information.

Table 3. IBM resources

Resource	Description and location
IBM Support Portal	You can customize support information by choosing the products and the topics that interest you at www.ibm.com/support/entry/portal/Software/Information_Management/InfoSphere_Information_Server
Software services	You can find information about software, IT, and business consulting services, on the solutions site at www.ibm.com/businesssolutions/
My IBM	You can manage links to IBM Web sites and information that meet your specific technical support needs by creating an account on the My IBM site at www.ibm.com/account/
Training and certification	You can learn about technical training and education services designed for individuals, companies, and public organizations to acquire, maintain, and optimize their IT skills at http://www.ibm.com/software/sw-training/
IBM representatives	You can contact an IBM representative to learn about solutions at www.ibm.com/connect/ibm/us/en/

Providing feedback

The following table describes how to provide feedback to IBM about products and product documentation.

Table 4. Providing feedback to IBM

Type of feedback	Action
Product feedback	You can provide general product feedback through the Consumability Survey at www.ibm.com/software/data/info/consumability-survey

Table 4. Providing feedback to IBM (continued)

Type of feedback	Action
Documentation feedback	<p>To comment on the information center, click the Feedback link on the top right side of any topic in the information center. You can also send comments about PDF file books, the information center, or any other documentation in the following ways:</p> <ul style="list-style-type: none"> • Online reader comment form: www.ibm.com/software/data/rcf/ • E-mail: comments@us.ibm.com

Accessing product documentation

Documentation is provided in a variety of locations and formats, including in help that is opened directly from the product client interfaces, in a suite-wide information center, and in PDF file books.

The information center is installed as a common service with IBM InfoSphere Information Server. The information center contains help for most of the product interfaces, as well as complete documentation for all the product modules in the suite. You can open the information center from the installed product or from a Web browser.

Accessing the information center

You can use the following methods to open the installed information center.

- Click the **Help** link in the upper right of the client interface.

Note: From IBM InfoSphere FastTrack and IBM InfoSphere Information Server Manager, the main Help item opens a local help system. Choose **Help > Open Info Center** to open the full suite information center.

- Press the F1 key. The F1 key typically opens the topic that describes the current context of the client interface.

Note: The F1 key does not work in Web clients.

- Use a Web browser to access the installed information center even when you are not logged in to the product. Enter the following address in a Web browser: `http://host_name:port_number/infocenter/topic/com.ibm.svg.im.iis.productization.iisinfsv.home.doc/ic-homepage.html`. The `host_name` is the name of the services tier computer where the information center is installed, and `port_number` is the port number for InfoSphere Information Server. The default port number is 9080. For example, on a Microsoft® Windows® Server computer named `iisdcs2`, the Web address is in the following format: `http://iisdcs2:9080/infocenter/topic/com.ibm.svg.im.iis.productization.iisinfsv.nav.doc/dochome/iisinfsv_home.html`.

A subset of the information center is also available on the IBM Web site and periodically refreshed at `http://publib.boulder.ibm.com/infocenter/iisinfsv/v8r7/index.jsp`.

Obtaining PDF and hardcopy documentation

- A subset of the PDF file books are available through the InfoSphere Information Server software installer and the distribution media. The other PDF file books are available online and can be accessed from this support document: `https://www.ibm.com/support/docview.wss?uid=swg27008803&wv=1`.
- You can also order IBM publications in hardcopy format online or through your local IBM representative. To order publications online, go to the IBM Publications Center at `http://www.ibm.com/e-business/linkweb/publications/servlet/pbi.wss`.

Providing feedback about the documentation

You can send your comments about documentation in the following ways:

- Online reader comment form: www.ibm.com/software/data/rcf/
- E-mail: comments@us.ibm.com

Product accessibility

You can get information about the accessibility status of IBM products.

The IBM InfoSphere Information Server product modules and user interfaces are not fully accessible. The installation program installs the following product modules and components:

- IBM InfoSphere Business Glossary
- IBM InfoSphere Business Glossary Anywhere
- IBM InfoSphere DataStage
- IBM InfoSphere FastTrack
- IBM InfoSphere Information Analyzer
- IBM InfoSphere Information Services Director
- IBM InfoSphere Metadata Workbench
- IBM InfoSphere QualityStage

For information about the accessibility status of IBM products, see the IBM product accessibility information at http://www.ibm.com/able/product_accessibility/index.html.

Accessible documentation

Accessible documentation for InfoSphere Information Server products is provided in an information center. The information center presents the documentation in XHTML 1.0 format, which is viewable in most Web browsers. XHTML allows you to set display preferences in your browser. It also allows you to use screen readers and other assistive technologies to access the documentation.

IBM and accessibility

See the IBM Human Ability and Accessibility Center for more information about the commitment that IBM has to accessibility.

Notices and trademarks

This information was developed for products and services offered in the U.S.A.

Notices

IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing
IBM Corporation
North Castle Drive
Armonk, NY 10504-1785 U.S.A.

For license inquiries regarding double-byte character set (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

Intellectual Property Licensing
Legal and Intellectual Property Law
IBM Japan Ltd.
1623-14, Shimotsuruma, Yamato-shi
Kanagawa 242-8502 Japan

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law:

INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web

sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you.

Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

IBM Corporation
J46A/G4
555 Bailey Avenue
San Jose, CA 95141-1003 U.S.A.

Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

Any performance data contained herein was determined in a controlled environment. Therefore, the results obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurements may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

All statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only.

This information is for planning purposes only. The information herein is subject to change before the products described become available.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to the names and addresses used by an actual business enterprise is entirely coincidental.

COPYRIGHT LICENSE:

This information contains sample application programs in source language, which illustrate programming techniques on various operating platforms. You may copy, modify, and distribute these sample programs in any form without payment to

IBM, for the purposes of developing, using, marketing or distributing application programs conforming to the application programming interface for the operating platform for which the sample programs are written. These examples have not been thoroughly tested under all conditions. IBM, therefore, cannot guarantee or imply reliability, serviceability, or function of these programs. The sample programs are provided "AS IS", without warranty of any kind. IBM shall not be liable for any damages arising out of your use of the sample programs.

Each copy or any portion of these sample programs or any derivative work, must include a copyright notice as follows:

© (your company name) (year). Portions of this code are derived from IBM Corp. Sample Programs. © Copyright IBM Corp. _enter the year or years_. All rights reserved.

If you are viewing this information softcopy, the photographs and color illustrations may not appear.

Trademarks

IBM, the IBM logo, and ibm.com are trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at www.ibm.com/legal/copytrade.shtml.

The following terms are trademarks or registered trademarks of other companies:

Adobe is a registered trademark of Adobe Systems Incorporated in the United States, and/or other countries.

IT Infrastructure Library is a registered trademark of the Central Computer and Telecommunications Agency which is now part of the Office of Government Commerce.

Intel, Intel logo, Intel Inside, Intel Inside logo, Intel Centrino, Intel Centrino logo, Celeron, Intel Xeon, Intel SpeedStep, Itanium, and Pentium are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries.

Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both.

Microsoft, Windows, Windows NT, and the Windows logo are trademarks of Microsoft Corporation in the United States, other countries, or both.

ITIL is a registered trademark, and a registered community trademark of the Office of Government Commerce, and is registered in the U.S. Patent and Trademark Office

UNIX is a registered trademark of The Open Group in the United States and other countries.

Cell Broadband Engine is a trademark of Sony Computer Entertainment, Inc. in the United States, other countries, or both and is used under license therefrom.

Java and all Java-based trademarks and logos are trademarks or registered trademarks of Oracle and/or its affiliates.

The United States Postal Service owns the following trademarks: CASS, CASS Certified, DPV, LACS^{Link}, ZIP, ZIP + 4, ZIP Code, Post Office, Postal Service, USPS and United States Postal Service. IBM Corporation is a non-exclusive DPV and LACS^{Link} licensee of the United States Postal Service.

Other company, product or service names may be trademarks or service marks of others.

Index

A

- at command 9
- authentication errors 5

C

- cron command 9
- customer support
 - contacting 19

D

- Designer client
 - handling exceptions 15
 - viewing error reports 17
 - viewing log files 17

F

- Failed to authenticate 1, 2, 5
- failure to authenticate user 5
- failure to connect 1, 2

J

- job termination problems 10

L

- legal notices 25

O

- ODBC connections
 - checking symbolic links 13
 - shared library environment 12
 - UNIX and Linux systems 11
- ODBC drivers
 - UNIX and Linux systems 11

P

- product accessibility
 - accessibility 23
- product documentation
 - accessing 21

R

- running out of file units 14
- running out of memory on AIX computers 14

S

- schedule log
 - dsr_sched.log 6
 - viewing 6
- scheduled jobs 6
 - AIX servers 10
 - checking user rights 7
 - localizing days of week 8
 - testing user name and password 7
 - UNIX and Linux servers 9, 10
- scheduling
 - Windows servers 6
- software services
 - contacting 19
- support
 - customer 19

T

- trademarks
 - list of 25

U

- UNIX and Linux configuration problems 14

V

- viewing scheduled jobs 9

W

- WebSphere application server 1, 2, 5
 - fails to start 4
 - on AIX and Linux 4



Printed in USA

SC19-3473-00

