# Performance Dashboard Errors

## Server Connection Errors

### Access is denied

* + - The user does not have remote access to the computer through DCOM
      * Ensure DCOM is enabled
        + DCOMCNFG
        + Expand Component Services and Computers
        + Right click on My Computer and select “Properties”
        + Click on “Default Properties” in My Computer Properties
        + Check mark “Enable Distributed COM on the computer”
      * Make sure the Relativity Service Account is an Administrator on the remote server

### The RPC server is unavailable

* + - The server is not found
      * Try to connect via WMI from a remote server
        + WMIMGMT.MSC
        + Right click WMI control (Local) and select “Connect to another computer …”
        + Enter IP address of the server
        + Right click WMI Control (*IPAddress*) and select “Properties”
      * Try to connect to WMI locally from the server that PDB cannot connect to
        + WMIMGMT.MSC
        + Right click WMI control (Local) and select “Properties”
      * Make sure WMI or port 135 is not blocked in a firewall rule
        + Check local server firewall and any intermediate firewalls
      * Check if the remote server is listening on port 135
        + NETSTAT –a | find “:135”
      * Look for any DNS conflicts
        + PDB connects via IP address, not FQDM
        + Make sure the DNS servers are set up correctly on the NIC
        + Check IP address mapping

NSLOOKUP *IPAddress*

## Workspace Connection Errors

### You can only specify the READPAST lock in the READ COMMITTED or REPEATABLE READ isolation levels.

* + - This is a transaction isolation level error but I have not been able to reproduce it. My research suggests this error can be thrown when a table is being replicated. I will have to look into their database closer to determine the cause.
    - <http://blogs.technet.com/b/claudia_silva/archive/2011/08/08/replication-error-quot-you-can-only-specify-the-readpast-lock-in-the-read-committed-or-repeatable-read-isolation-levels-quot-generated-when-altering-published-table-columns.aspx>
    - Error went away after the Relativity Service Account was added as a local administrator on the distributed SQL server.

### Login failed for user 'NT AUTHORITY\ANONYMOUS LOGON'.

* + - Caused by the LRQ metric gathering procedure due to the adding of ‘servername’ to the queries
    - This is due to windows authentication delegation to the distributed SQL server through the primary SQL server
    - Adding the Relativity Service account as a SQL admin does not resolve the issue
    - No known repair yet.
    - SQL Logs
      * Login failed for user 'NT AUTHORITY\ANONYMOUS LOGON'. Reason: Token-based server access validation failed with an infrastructure error. Check for previous errors. [CLIENT: 192.168.18.80]
      * Error: 18456, Severity: 14, State: 11.
      * <http://blogs.msdn.com/b/sqlserverfaq/archive/2010/10/27/troubleshooting-specific-login-failed-error-messages.aspx>
      * <http://msdn.microsoft.com/en-us/library/ms189580.aspx>

## Web Page Connection Errors

### Server Error in ‘/kCura.PDB.Web’ Application

* + - Log into the server hosting the website and navigate to <http://localhost/kCura.PDB.Web/ApplicationPerformance.aspx> for specific error

### Cannot open database "EDDSPerformance" requested by the login. The login failed. Login failed for user 'kIE\RelServ'.

### 401 Unauthorized -- Anonymous

* + - AD site not set to “Anonymous”