

A P P E N D I X B

Troubleshooting Guide

Overview

This Appendix describes some of the most common problems you are likely to encounter with using Spool-Explorer. Many of the issues that arise are related to the communications configuration settings, or to using the ZDWSPLF command, so those areas are our primary focus below.

Below is a list of possible problems you may encounter and their solutions. If you do not find a solution to your problem here, please do not hesitate to contact Technical Support, by phone or email. You can reach us at (250) 655-1766, or at support@excelsystems.com.

Problems with a Single Spool File

If everything in Spool-Explorer appears to be working fine, but you are having a problem with a specific spool file, you can use the ZCVTSPLF command in the library XL_PCSPL3 to save that file to a save file and send it to Tech Support.

If you aren't sure how to download the file to your PC, you can use the free utility called FTP123, available from the www.excelsystems.com web site.

The ZCVTSPLF command requires as parameters the spool file name, job and number, as well as the name of the save file to create.

After creating the save file and uploading it to your PC, email it as an attachment to support@excelsystems.com, with details on how you downloaded the file to your PC (did you use FTP123?), and what the anomaly is that you are running into with that spool file.

Communications Troubleshooting Tips

Below are some of the most common problems that come up when attempting to connect to your iSeries 400 (all communication is done using TCP/IP).

Problem

When you attempt to start up Spool-Explorer on the PC, to download some spool files, you get a 'Connection refused' error, or a '10061' error, or some other communications error.

Solution: These errors can be caused by many different factors. Here is a suggested pathway for getting to the bottom of your communications errors:

1. First of all, verify that the basic communications configuration for the software has been set up correctly. This is described in detail in Chapter 2, but you can do a quick check of the basics as follows:
 - On your PC, run the Communications Configuration option in the Spool-Explorer program group. In the TCP/IP tab, check that you have your 400 IP address listed there. If not, review the configuration instructions in the section Configuring Each PC for TCP/IP Support on page page17.
 - Make sure that you verify the IP address you have selected, and that it is the same IP that you used when configuring the Spool-Explorer iSeries 400 component. To check this, sign on to an iSeries 400 session (as QSECOFR, if possible), and add XL_EXODUS to your library list. Next run the ZDSPCFG command. Make a note of the IP and Port, and compare to the settings on your PC.
 - If the IP address and Port match in the above step do not match, run the CFGTCP command on the iSeries 400, then take an Option 1. The IP address produced when you ran the ZDSPCFG command must be in this list.
 - If your basic communications configuration looks good, proceed to the next steps below.
2. Check the status of the critical jobs on the iSeries 400.
 - Sign on to an AS/400 session, if possible as QSECOFR, and run the WRKACTJOB command.
3. First of all, is the EXODUS subsystem running?
 - If not, you need to run the STRSBS XL_EXODUS/EXODUS command to start the subsystem. However, if you have just finished installing, the subsystem should have been started automatically on completion of the install, so you may have run into a problem there (check the joblog of your interactive session to see if there are any relevant messages there).
 - If the subsystem starts when you run the command, try connecting with Spool-Explorer again.
 - If the subsystem doesn't start, or you get a message that it isn't found, then you may not have installed the server component of Spool-Explorer. Review the installation instructions and check for the libraries on the 400 using the WRKLIB command.

- If the libraries exist, try running the XL_EXODUS/ZCFGTCP command (with QSECOFR), and select *YES for the option to Create Exodus TCP/IP objects. After running the command, try starting the subsystem again.
 - If on starting the subsystem, you got a different error (other than the necessary objects not being found), then try and find as many details of the error as possible, and if you're not sure what the error means, contact Technical Support.
4. If (and when) the subsystem has started, is there a job in the subsystem called EXSERVER, in TIMW status?
 - If not, try ending and restarting the subsystem. When you restart it, monitor WRKACTJOB to see if EXSERVER starts and then ends, or if it never starts at all. Make a note of this to relay to Tech Support.
 - In either case, do a WRKSPLF EXODUS to see if there are any joblogs there that are relevant to the EXSERVER job ending.
 - Also, do an option 5, then 10, on the EXODUS subsystem, and check the joblog for relevant messages.
 - If you aren't sure how to interpret the joblog or the messages you find, make a note of them and contact Tech Support.
 5. If the subsystem is started, and the EXSERVER job is in TIMW status, are there any other jobs named EXODUS under either the EXODUS or QCMN subsystems?
 - If there are, what is their status? Are they in message wait (MSGW)?
 - If a job in QCMN is in MSGW, take an option 7 beside it the job to display message, and press F9 for message details. Record the message ID and contact BCD technical support, quoting the MSG ID.
 - If the message is an RNQ0202, it may be related to Spool-Explorer attempting to add an entry to your library list. This can happen if XL_EXODUS has been added to your system library list, or if the library list for your user profile is full. You can verify the first using the DSPLIBL command, and the second by signing on to a new session, and running EDTLIBL command. If XL_EXODUS exists in your system library list, you need to remove it. If your library list is full, you need to change your user profile to open up one or more entries.
 6. If there are no jobs in QCMN that are in MSGW, then check the EXLOGF file for connection attempt details.
 - There is a command in XL_EXODUS that will display this log file. The command is ZDSPERRLOG.
 - When you run the command, check if there are any messages. If so, go to the bottom of the file and look up for errors. The most recent errors will be at the bottom.
 - Record the error information and contact BCD technical support. Some errors are relatively obvious; for example, the most common is an 83 1A error, which indicates that an incorrect user profile or password was used.

- If the error presented indicates that a user profile was provided, but no password information (or a variation on this), it is likely that the ZSETDFTUSR command has been executed with incorrect parameters. Sign on as QSECOFR and run the command ZSETDFTUSR *NO, then try again.
7. If there are no recent errors in EXLOGF, then try this:
- Sign onto the 400 as QSECOFR and run the WRKACTJOB command.
 - Select option 5 next to the EXSERVER job in the EXODUS subsystem, and then select option 10 to display job log. Press F10 to display detailed messages.
 - If you aren't sure what the error messages are telling you, or how to correct the problem, record the error ID and contact Technical Support.

Errors Using the ZDWNSPLF Command

Problem:

When attempting to run the ZDWNSPLF command, I get this message:
 PC xxxxxxxxxxx does not exist or does not have the Monitor active (C I R)
 (xxxxxxxxxxx is the PC Name specified on the PCNAME parm).

Solution 1: The Monitor is not active for the requested PC. Find the Monitor on the PC (usually it's in the same program group as Spool-Explorer). The Monitor's icon is a ghost waving it's arms. Double-click it to run it, and leave it running (you can minimize it).

Solution 2: The PC Name specified is incorrect. PCs are named and recognized in this manner: If a PC name has been specified in the Monitor Preferences, then that name is used, otherwise, the user profile is used.

If your PCs are attached to the iSeries 400 via a gateway, or if all your PCs use a generic Common User ID (such as PCS) to connect, then they will not intrinsically have unique names: you must assign the unique names using the Options menu item in Spool-Explorer.

Problem:

I run ZDWNSPLF, I get a message telling me that a task will attempt to be started on my PC, but nothing happens on my PC.

Solution 1: It is possible that your PC is configured incorrectly in the PC System Master file on the iSeries 400, or not at all. If no record exists for the PC, remember that the command will attempt to use *DEFAULT, which will expect to find a PC with the same name as your iSeries 400 user profile.

Solution 2: Another possibility is that you have two PCs set up with the same name, in which case one or the other would get the file, but not both. To check this, you could go to WRKACTJOB on the iSeries 400 and see how many EXODUS jobs were running (in the EXODUS subsystem, or QCMN), and if there was more than one with the same User ID, you could check the Monitor configuration on the PCs that those jobs were running on.

Solution 3: This problem could also happen if you have a long polling interval, and your PC had crashed, and you restarted the Monitor before the first iSeries 400 job ended.

Problem:

I'm using a distribution list (the DISTLIST parm) with ZDWNSPLF. Some PCs get their report, others don't.

Solution 1: Some of the PCs do not have the Monitor running, or they are not named correctly. Refer to Chapter 9 of this guide for detailed information on configuring and running the Spool-Explorer Monitor.

Solution 2: The PC are named with something other than the iSeries 400 User ID of the people using them, and they haven't been defined in the PC System Description Master file (GO SPLEXP, menu option 1). Make sure the correct name has been assigned to each PC.

Problem:

I select the option to run EZ-Pickin's with the ZDWNSPLF command. The report is downloaded successfully, but EZ-Pickin's does not launch.

Solution 1: The specified path to EZ-Pickin's is wrong. This is defined in the PC System Description Master file on the iSeries 400 (GO SPLEXP, menu option 1). If the PC name is not defined here, ZDWNSPLF will attempt to use the *DEFAULT PC name for the Path value. This may not match the actual path on the specified PC.

Solution 2: EZ-Pickin's is not installed on the specified PC.

Problem:

The ZDWNSPLF command runs successfully, but I can't find the PC file.

Solution 1: You probably specified a non-existent path for the Spool file (PCPATH parm). The download process may have automatically created the path under the location of the Spool-Explorer executable (Program Files/ESDI/SplExp3) Try to find the file name, using the Find features available in Windows.

Solution 2: If you used *PC as the path name, the command will attempt to derive the correct value by looking for a record in the PC System Description file on the iSeries 400. If it doesn't find one, it will get the *DEFAULT PC record, and use its path. If that path does not exist for your PC, then refer to Solution 1.

Spool-Explorer PC Application Issues

Problem:

When I attempt to email a spool file, it doesn't seem to work in any logical way.

Solution: By default, Spool-Explorer is set to use a MAPI compliant email software on your system. However, if your default email client isn't MAPI compliant, your PC may attempt to try and set up Microsoft Outlook, or otherwise behave unpredictably. If something like this happens, go to the Email tab under the Options/Configuration, and select the option to use a different email client. Press the Help on that window for a complete description of how to use the other two options.

Problem:

I'm using Spool-Explorer as my default email client, however it doesn't seem to work for external email. Internal email gets delivered successfully, but anything going outside doesn't.

Solution: The most frequent cause of this behavior is that your email server requires some sort of user validation. This will only be an issue if you are using the Spool-Explorer mail client to handle emailing your files. So one option is to change your email client (you can do this from the Email tab on the Options/Configuration menu), the other is to select the User Validation option on the same tab.

Press Help on that window for additional information and considerations when selecting which email client to use.

Problem:

You are saving a file as a PDF, and the resulting file has only one line of text in it, very densely packed.

Solution: This can happen if you override the default report font, and inadvertently set the leading to zero (which means that it would leave zero space between each line of text). Check your Save As options. As a general rule, the leading should be the same as the font size.

Problem

When I run Spool-Explorer, I get a version mismatch error

Solution 1: If the two versions mentioned are different releases of Version 3, go to the Options/Configuration AS/400 tab, and check that the option to download updates on connect is turned on. If not, check that option then exit Spool-Explorer and connect again.

Solution 2: If the two versions mentioned are different release (for example, version 2 and 3), then you can visit the www.excelsystems.com web site to download the latest version of the software.

Solution 3: If you have two iSeries 400s, and have upgraded your PC client, make sure that both 400s have also been upgraded, and that you are connecting to the one you expect to.