BUSINESS OBJECTS®

Document Agent Server
Error Messages

Version 4.1

Windows

BusinessObjects ™

Version 4.1

Document Agent Server Error Messages

Error Messages

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Introduction

BUSINESSOBJECTS and DOCUMENT AGENT SERVER (DAS) version 4.1 provide text error and information messages. This document provides message descriptions and, where possible, solutions to the situation.

Audience

This document is intended for the administrator who uses DAS. An administrator can be a system or network administrator.

About Error Messages

When BUSINESSOBJECTS exits, it returns a value to the DOCUMENT AGENT SERVER (DAS). Every four seconds, DAS polls the system to check whether any tasks have finished. If they have, DAS gets the exit code fromBUSINESSOBJECTS and updates the security domain with this value for the current BatchId. Each task has a unique BatchId.

BUSINESSOBJECTS, when launched in blind mode, creates a text file in the temp folder on the DAS machine just before it exits. The name of the text file is the task's BatchId with a .tmp extension. This text file is deleted when the corresponding task is deleted or purged.

When you refresh DAS by pressing F5, an SQL order is executed that retrieves all the data from the DS_PENDING_JOB table in the security domain. The DS_PENDING_JOB table contains such information as scheduling, owner, priority, task frequency. For each completed task, DAS first translates the integer into a text file that contains the full error, then opens it and inserts it in the error column.

In version 4.1, Business Objects preferred not to modify the repository, therefore text file cannot be exported to the repository: its contents are visible only on the primary DAS machine. Thus, only the primary DAS has a complete error description. A secondary DAS has a short error description: rather than the string stored in the text file, it has only the integer that represents the error, which is stored in the JOB_STATUS column in the DS_PENDING_JOB table.

Note: A DAS document is a temporary document that exists only during document processing. It is extracted from the document domain and is stored in BusinessObjects UserDocs folder in a temporary folder that has a BatchId number. When processing is finished, both the folder and the document are automatically deleted.

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Cannot close document

Description

BUSINESSOBJECTS cannot correctly close a document that contains a custom script.

Solution

- Replay the script in interactive mode on the DAS machine.
- Send the script to the Technical support.

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Cannot complete job execution

Description

If the DAS machine (or the primary DAS machine if more than one DAS is running) fails or is rebooted, tasks that have the status Running or Delayed execution become Failed tasks.

Task processing is independent of DAS, so the tasks are processed, but because no DAS is running to update the security domain, the status appears as Failed.

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Cannot copy document to the file system folder specified

Description

The folder the user selected is not available.

Solution

Check whether:

- The folder exists.
- There is already a file with the same name in the folder and the file is locked. Duplicate file names in a folder may occur when you distribute documents via the file system and send the document with the default folder on the same machine where DAS is running.
- You have Write access to the folder.

Cannot export document

Description

You selected "Distribute via the repository." The task was processed successfully but there is not enough space in the document domain to add the document.

Solution

• Create some space in the document domain by deleting old or unused documents.

• Ask your database administrator to extend the document domain table space.

Cannot fetch document

This error message applies to two situations, as described below.

First situation:

Description

The document cannot be extracted from the document domain.

Solution

• Check that the connections on the DAS machine are properly defined, especially the document domain connections.

• Check that there is enough space on your file system.

• If there is enough space on the file system, then check the repository, using "Scan and Repair" on both the security and document domains.

• Delete the document and send it again.

Second situation:

Description

If you send a task and if you delete the document using the Supervisor module "Tools/Delete Document…" command, the document Binary Large Objects (BLOBS) stored in the OBJ_X_DOCUMENTS table in the document domain are no longer available.

The next time the document is processed, DAS tries to extract the BLOBS from the document domain and this error message appears. If you run "Scan and Repair," after the scan, a window appears that is similar to the one shown below. In this case, the task pertaining to document 19 cannot run. Notice "Pending job 271 has been checked" on the next to the last line.
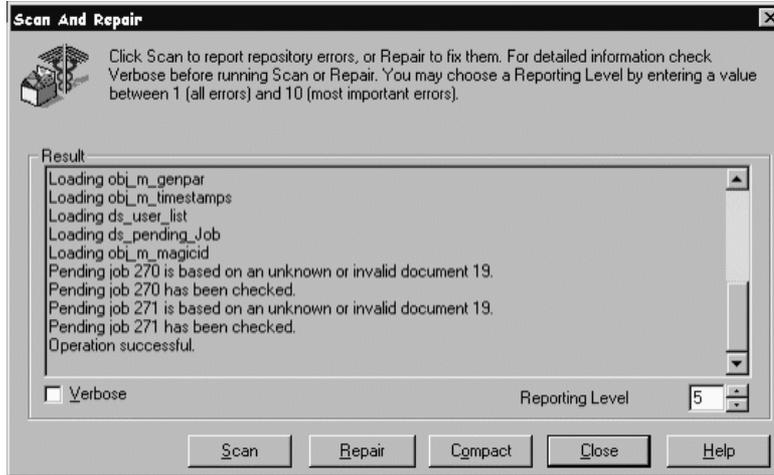
If you run Repair , a window appears that is similar to the one shown below. When you press F5 (refresh) in the DAS, the tasks will disappear because they have been automatically deleted by the Repair. Notice "Pending job 271 has been deleted" on the next to the last line.
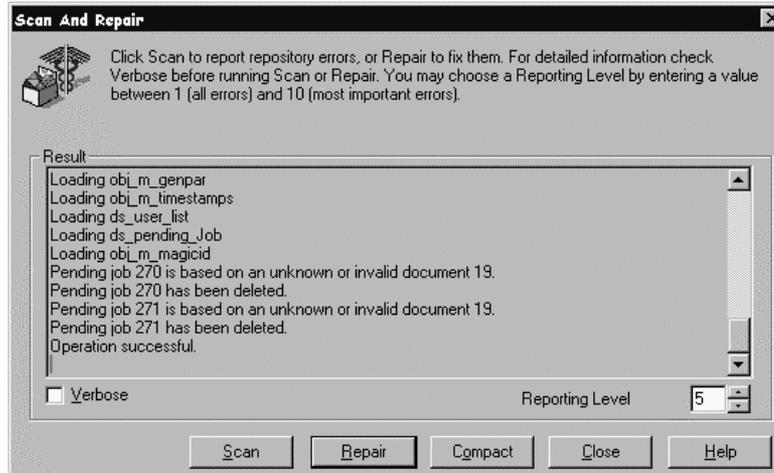
Solution

Send the task again.

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Cannot get document last modification date

Description

When you select Refresh, the document should be modified because the data has changed. This message appears because it is not possible to extract the document's last modification date.

Solution

• Run ScanDisk on the DAS machine.

• Resend the document.

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Cannot launch the User module

Description

DAS is not able to start BUSINESSOBJECTS from the Run command using busobj.exe in the command line.

Solution

• Check the busobj.exe file for size, creation date, modification date. Try to run it interactively on the DAS machine.

• Check that it is possible to run BUSINESSOBJECTS in interactive mode on the DAS machine.

• Reboot the DAS machine if necessary.

• Run ScanDisk on the DAS machine.

• Check that the DAS machine has enough resources left. Quit some active applications if necessary.

• Reinstall BUSINESSOBJECTS if necessary.

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Cannot load BatchClient Agent

Description

Either kbatclib.dll or kagtbcli.dll cannot be loaded on the DAS machine.

Solution

• Reboot the machine.

• Reinstall BUSINESSOBJECTS.

• Check the files access.

• Run ScanDisk.

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Cannot load document

This error message applies to two situations, as described below.

First situation:

Description

The document that DAS extracted from the document domain and sent to BUSINESSOBJECTS may be corrupted. For example, the machine configuration may not be correct and some DLLs are not found on the DAS machine. Notice if the problem occurs for a specific report or for all the reports.

Solution

• Verify the configuration.

Second situation:

This message may appear if you send the document to the repository, the Supervisor deletes the document from the repository, then you send the document to DAS from your local machine.
DAS extracts the document from the document domain, which is possible because the Binary Large Objects exist in the document domain, and tries to open the newly extracted document using BUSINESSOBJECTS. DAS cannot open the document because the document is secured. Since the original no longer exists in the repository, DAS cannot load the document. Likewise, you cannot open the document in BUSINESSOBJECTS even in interactive mode.

Solution

• Delete the document in DAS and resend it to DAS.

• Send the document to Business Objects technical support.

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Cannot load scripter

Description

The script cannot be loaded. Since DAS is based on the scripting language, it cannot run the scripts you selected when you sent the document for processing.

Solution

• Run BUSINESSOBJECTS on the DAS machine. From the Tools menu, select Report Script Editor. If nothing appears on the screen, check whether the sbi.dll and sbl.dll files exist and can be found.

• If the editor appears on the screen, check whether the secured command "Execute scripts" is enabled.

• Reboot the DAS machine.

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Cannot load the scripts dll: sbi.dll and sbl.dll

Description

This message can appear when you submit a document to DAS and BUSINESSOBJECTS cannot load some DLLs used by the scripting language.

Solution

• Run BUSINESSOBJECTS. From the Tools menu, select ReportScript Editor. If the editor appears, the DLLs exist.

• If the editor does not appear on the screen:

Check that the DLLs exist on the DAS machine.
Check the DLL attributes: size, creation date, modification date.
Run ScanDisk on the DAS machine.
Reboot the DAS machine.
Reinstall BUSINESSOBJECTS.

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Cannot print the document

Description

It is not possible to print the document.

Solution

- In the Supervisor module, check if the secured command "Print Documents" is disabled for the user who sent the document. The right may have been removed after the user sent the document.

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Cannot refresh document

Description

The document cannot be refreshed. A more detailed error message appears in the DAS log.

A document may not be refreshed for several reasons:

- The secured command "Refresh Documents" has been disabled or hidden.
- The document contains contexts or prompts, and the secured command "Do not always regenerate SQL" command has been disabled.
- The universe parameters are overloaded, that is, the document exceeds the row and/or time limits set in the SUPERVISOR.
- The document contains contexts, and the universe was exported after the document was sent to DAS.
- The document contains objects defined with prompts in the universe, and the universe was exported after the document was sent to DAS.

Solution

- Enable the secured command "Refresh Documents."
- Resend the document.

Cannot reschedule task

Description

It is not possible to compute the date on which the task should run again, which may result from a problem with the scheduling options.

Solution

- In BUSINESSOBJECTS, from the Tools menu, select Console. Highlight the task then click Properties. Select the Scheduling tab, modify the options, and save the modifications.
- In the SUPERVISOR, run a Scan on the security domain.
- On the DAS machine, check that the time zone, date, and time of day are correct.
- Check that the RDBMS security domain is up-to-date.

Cannot retrieve the user list

Description

The document was processed but not distributed.

Solution

- In the SUPERVISOR, run Scan and Repair on the security domain.
- In the task Properties Distribution tab, check that all the users appear on the distribution list.
- If necessary, delete the user list, and recreate it.
- If necessary, delete the task and send the document again.

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Document was not saved by the user module

This error message applies to two situations, as described below.

First situation:

Description

When DAS launches the task, it gets the document's last modification date before and after the script is run. These dates should be different.

This message appears when you select Refresh because you chose a custom script that does not have a Refresh action either in the script or selected with the interface, and the name of the custom script contains a "1" (the number One).

Solution

- Resubmit the document.
- Rename the custom script so it does not contain "1" (the number One) and/or insert a Refresh action before the custom script with the interface.
- Send the DAS document to technical support.

Second situation:

Description

This message may appear when the Supervisor has disabled the "Save Document" command.

When DAS starts processing a document, it extracts the document from the document domain and stores it on the server file system. Then, DAS runs BUSINESSOBJECTS in blind mode, extracts the script(s) from the document, and runs them. Once the scripts are run, the document is saved to keep the modifications and closed. If the" Save Document" command is disabled, BUSINESSOBJECTS cannot save it and sends this error to DAS.

Error executing Script

Description

This message appears if your script is not correct, for example, if you script Outlook on a machine where it is not installed.

Solution

• If you are using a custom script, replay the script on the DAS machine using the document you sent.

• If necessary, modify the script and resubmit the document.

Error executing Script [Command failed (...)]

The script could not be executed because a specified command could not be executed properly.

Example: You try to send a mail via Outlook to a user, and Outlook is not installed on the server machine. In this case, play the script in interactive mode on the server machine.

Example: You gave an incorrect path when you select SaveAs. In this case, if a folder does not exist, it is not created, and the error message appears as shown in the illustration on the next page. In this example it is easy to identify the reason the task failed. The script called BADSAVEAS.spt is trying to perform an invalid operation on a SaveAs method.
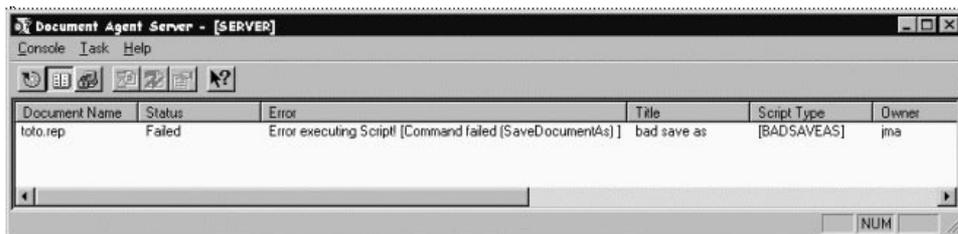
Solution

Use the ReportScript Editor and run the script on the DAS machine.

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Interrupted

The DAS administrator interrupts the task manually. Task processing terminates while the task is running. Interrupting a task does not affect any future processing for which the task is scheduled.

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Invalid file descriptor

Description

If BUSINESSOBJECTS is launched in blind mode and one of the arguments is the file descriptor of the document to be processed, this message appears if the file descriptor is not valid.

Solution

- Delete the task and send the document again.
- Run ScanDisk on the DAS machine.

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Memory error

Description

This message appears if BUSINESSOBJECTS is launched in blind mode and the document extracted from the document domain cannot be opened. This may occur if the Binary Large Objects (BLOBS) in the document domain are not valid.

Solution

- Check the free space in your local file system. You need at least enough space to accommodate the document's size.
- Run ScanDisk.
- Contact technical support to verify that BUSINESSOBJECTS supports your software configuration.
- If this error occurs for all the tasks:
    1. Open a document interactively in BUSINESSOBJECTS and send it to a user.
    2. Open BUSINESSOBJECTS interactively on the DAS machine.
    3. Run the "Retrieve from Users…" command.
    4. Store the DAS document on the server file system, and try to open it in BUSINESSOBJECTS.

No file found

Description

BUSINESSOBJECTS cannot get the document file descriptor.

Solution

• Check the amount of space available on the DAS machine. If necessary, create more space.

• Run ScanDisk on the DAS machine.

No more disk space or memory

Description

The DAS machine has insufficient disk space or memory.

Solution

• Check the DAS machine and reboot it if necessary.

• Close some applications.

• Run ScanDisk.

• Empty the Recycle bin.

• Purge the temp folder on the DAS machine.

Script compilation error

Description

The script could not be compiled on the server machine.

• A statement may not contain valid scripting language.

• The script may include another script that is not found on the machine where it is processed.

BUSINESSOBJECTS does not preprocess the scripts when they are sent to DAS. It does not compile them on the client side before sending them, thus it is possible to send a script that does not compile.

Solution

Open and compile the script on the DAS machine.

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Scripter had to quit

Description

The custom script performed an "Application.Quit" operation.

Solution

Open the script and check whether it contains "Application.Quit."

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The user '%s' cannot connect to the security domain

Description

This message appears if a timestamp is created for the user that sent the document or if too many tasks are running at the same time. All the tasks are concurrently trying to update the objects.lsi file, which is used in offline mode.

Solution

- In the SUPERVISOR, change the timestamp.
- In the DAS Console menu, Options selection, Advanced tab, reduce the number of tasks allowed to run concurrently.

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The User module ran successfully

Description

This message appeared in DAS version 4.0.5, but should not appear in version 4.1.

Solution

If the message appears:

- Rerun the script on the DAS machine.
- Send the universe, the DAS document, and the script to technical support.

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Time Limit exceeded

Description

The time limit specified in the DAS options has been exceeded and processing for this task has been terminated. The task status becomes Failed. The message. "Time limit exceeded" appears in the Error column.

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User module failed

Description

The end-user module launched in blind mode has had a General Protection Fault (GPF). This may be linked to a special custom script.

Solution

- If the user selected a custom script, send the script to the technical support.
- If the user did not select a custom script, try to replay the same action on the server machine where DAS is running, rather than on the client machine.
- Sent the universe, document, and script to technical support.

Need More Information?

Document Agent Server Error Messages

Business Objects welcomes your comments and suggestions on the quality and usefulness of this document.

If you encounter an error message that does not appear in this guide, please contact us at:

documentation@businessobjects.com

We will make every effort to include your request in the next revision of this document.