



Note #004 - Login Errors

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Note #004 - Login Errors

There are several different Login Errors that can occur. Many are listed below with possible reason(s) and solutions.

Several of the reasons refer to the registry key for PcFiles. The location of the key is based on the version of Expandable that you are on. Version **1.6 and below** it is located in

HKEY_CURRENT_USER\Software\Expandable\Main\General. For versions **1.7 to 8.1** it is located in **HKEY_LOCAL_MACHINE\Software\Expandable\Expandable II**. For versions **8.1.1 and higher** it is located in **HKEY_LOCAL_MACHINE\Software\Expandable**. Do not attempt to modify the registry if you are not familiar with this process.

Beginning with Version 8.4 an ADO connection is used to connect to the Expandable database. Prior to 8.4 an ODBC connection was used.

Review Technical Note #015 – “Overview of Logging into Expandable” for more details on the login process.

1. Error

"Login Error: Error reading superuser file: File not found" -or-

"Login Error: Error reading superuser file: I/O Error 123" -or-

"Login Error: Error reading superuser file: Invalid filename"

- The registry key for PcFiles does not exist
- The registry for PcFiles points to a valid folder but it does not contain esi.set
- The path in the registry does not have a \ at the end, for example: **\\server\esi\pcfiles** instead of **\\server\esi\pcfiles**
- The registry for PcFiles has a folder that doesn't exist, for example: **\\server\esi\pcfiles2** instead of **\\server\esi\pcfiles**.
- 64bit OS: Verify the **HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Expandable PcFiles** registry key is correct.

Solution

Open the appropriate registry (based on Expandable version). Compare to a workstation that is working. Edit by double clicking PcFiles in the 'Name' column and typing the correct path. If the PcFiles key is wrong, the others may be also – fix them all. If the key does not exist, check to see if the client has been installed by looking in Add/Remove Programs. If the client has not been installed, follow the directions in the Client Installation Guide and be sure to install the correct version for your system.

2. Error

"Login Error: Error reading superuser file: File access denied"

- The user has no access (or Read-Only access) to the folder specified in the registry.

Solution

Open the appropriate registry (based on Expandable version). Look at the folder for PcFiles. Work with the system administrator to review permissions on that folder – Write access is required.

3. Error

"Login Error: Error reading superuser file: Alias Name entered is not valid, check ESASET file."

- The Data Source Name entered on the Expandable Login screen is not in the list of valid databases in the ESI.SET or ESI.ADO file.



Solution

Compare what was entered in the login screen at this workstation to what is normally entered on other workstations. Most likely problem – CAPS were not used. The entry must match exactly. Beginning with version 8.0 passwords became case sensitive.

4. Error

"Login Error: Invalid alias name ESI"

- The Data Source Name entered matches an entry in ESI.SET, but there is not an ODBC on the machine with that name.
- The Data Source Name does not match *exactly* an entry in ESI.SET or ESI.ADO.

Solution

See the client install guide for instructions on setting up an ODBC for Expandable. Be sure to use the same ODBC name that is in use on other workstations.

ESI.SET and ESI.ADO are encrypted files that hold the login credentials for these connections. See Technical Note# 016 on how to view the contents of these files.

5. Error

"Login Error: Unknown user name or password. [Microsoft][ODBC SQL Server Driver][SQL Server]Login failed for user 'SYSDBA'. Alias: ESI"

- The Data Source Name entered matches an entry in ESI.SET or ESI.ADO, but the superuser login or the password in these files is invalid.

Solution

If users were previously able to login, something must have changed at the SQL server, most likely the password for SYSDBA was changed or the SYSDBA login no longer has permissions to the database specified in the ODBC or ADO. For more information on changing the SYSDBA password, see Technical Note# 016 - *Changing the SYSDBA Password*. The SYSDBA login should be the owner of the Expandable databases – for more information on checking this, see page 7 of Technical Note 012 Moving to a New Server.

6. Error

"Login Error: This workstation has not been upgraded to the current release."

- A comparison of the version of the database to the version of the executable found a mismatch.
- The License database is not at the same version as the Expandable database.

Solution

Check the ODBC configuration for the Data Source Name entered to confirm the SQL server and database being accessed. Use SQL Query Analyzer to run **SELECT * FROM ESIDAT** against the Expandable database to determine the database's version and build. Look at the shortcut being executed to see what copy of Esimpr.exe is being run. Compare that modified date/version information to the data found in the ESIDAT table. If the version is different, you cannot login. If the version is the same but the build is different, you will only be able to login if the System Setting for 'XXFPRM.CP_VALIDATE' is set to 'N'. If logging in on a Terminal Server (or Citrix Server) and an upgrade has been performed, the old EXE may be in that server's memory. Reboot the Terminal Server to clear the memory.

To determine the version of the License database run the following command against **Expandable_Site_License** database:

EXEC spSITE_LICENSE_GET_VERSION 0



7. Error

"Login Error: Invalid User Name or Password."

- Expandable Login information is invalid.

Solution

Confirm that the information being used is valid. Try a different login if needed.

NOTE: Additional Login Errors related to network and SQL problems can be found in Technical Notes #005, #102 and #103.

8. Error

"Login Error: Range Check Error"

Version 8.4 of Expandable became more stringent on the integrity of the Rights table. If any Rights records exist with a **Rights Type = "S"** and a blank **Stores Code**, or a **Rights Type = "P"** and a blank **Program ID** you will receive the error, "Range check error".

Solution

Since access into Expandable is denied the Rights Editor cannot be used to correct the data. Thus a backdoor edit is required. Following are SQL scripts that can be used to identify and correct the data. Knowledge of SQL is required to utilize them. As always Expandable recommends backing up the database before making any database modifications through SQL.

--1. ID the problem Rights

```
SELECT user_or_group,name_type,program_id,stores_code,rights_type
FROM xxfrts
WHERE (rights_type = 's' AND stores_code = '')
      OR (rights_type = 'p' AND program_id = '')
```

--2. Clear them out by Deleting them

```
BEGIN TRAN
DELETE xxfrts
WHERE (rights_type = 's' AND stores_code = '')
      OR (rights_type = 'p' AND program_id = '')
--COMMIT
--ROLLBACK
```