

Introduction

This document is intended to be used by the PDM/Works Reseller when handling both installations and support calls involving the PDM/Works vault and vault related issues.

PDM/Works Vault Installation

Please note that the installation or an update of the PDM/Works vault does require a reboot of the computer. This reboot cannot be avoided or ignored in order to have a successful vault installation or update. If the customer has other applications running on the same machine and a reboot cannot be done in the middle of the workday, then arrangements must be made to do the installation or upgrade “off hours”.

The installation of the PDM/Works vault is usually a straightforward and trouble-free event, especially when both the vault software and the folder containing the vault data are both on the same Windows machine. In the event that a customer wants to put the software and the vault data folder on different computers over a network, please note the following from our FAQs located on our web site, www.pdmworks.com, in both the Support and Channel areas:

To configure the vault storage folder on a computer within your Local Area Network, you must enter the full UNC (Universal Naming Convention) path when prompted for the installation destination. For example, to configure the vault storage folder on a computer named “server” within a folder called “pdmworks”, enter the UNC path as follows: \\server\pdmworks.

Note: The PDM/Works program files must be installed on a computer running a Windows Operating System.

Occasionally after the computer reboots, the **PDMWorks Server** service does not start automatically. In order to verify that the vault installation itself is okay and it is only a problem with the service, start the vault manually. The PDM/Works vault can be started manually by using Windows Explorer to navigate to the Vault installation directory, typically C:\Program Files\DesignSource\PDMWorks\Vault, and double clicking on the **pdmVault.exe** executable. If the vault starts up with no errors, then there is an issue with the service only.

The VaultAdmin tool should always be installed on the vault computer. This allows you to run it and log into the vault verifying that it is “up” and running correctly.

“PDMWorks Server” Service Not Starting

If the vault software is located on a different machine than the vault data folder, make sure that the above instructions for using the UNC path were followed. If the data folder was entered using a mapped drive, the **PDMWorks Server** service will not start. Update the vault installation by running the setup again using the UNC path for the data folder. If the service still does not start, then it is most likely a permissions problem for the service.

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The majority of the time that the **PDMWorks Server** service will not start involves a permissions problem for the service. This happens often when the software and data folder are on different machines, but can also happen on the same machine. Correct the permissions issue by using a different logon for the service than the default “Local system account.” Use a logon that you know has Write permissions into the folder that has been indicated as the vault data folder. You can either use the Administrator account or create a specific account for this use. In the case where the data folder is on a different machine, it is important that this account exist on that machine.

PDM/Works Client Indicates Vault is Down or Unavailable

If the vault is known to be up and the client gets the following message when trying to login: “ERROR: Could not login to PDM/Works. (vault may be down)”, then the client is having problems connecting to the vault.

The first thing to check is that there are no network issues between the client and the vault machines. If the client is unable to ping the vault server machine at all, there is a network connectivity issue that needs to be resolved. If the client cannot ping the server by name, but can do it with the IP address of the vault computer, use the IP address in the client login window instead of the vault machine name.

There are rare instances when the ports being used by PDM/Works for communication between the client and the vault are unavailable on the client machine or have conflicts. Please refer to the PDM/Works User’s Guide for a list of the ports used and how to correct conflicts.

PDM/Works Vault Errors

The following table contains all of the possible error codes for the PDM/Works vault:

| PDM/Works Server Error Codes | |
|-------------------------------------|--------------------------------|
| Updated: | 1/24/2002 |
| Code # | Description |
| 0 | NONE (No error) |
| 1 | UNKNOWN |
| 2 | NOT IMPLEMENTED |
| 3 | SERVER MULTIPLE INSTANCES |
| 4 | SERVER CORRUPTED STRUCTURE |
| 5 | NO SPACE ON DISK VOLUME |
| 6 | NON FATAL ERRORS |
| 7 | VAULT INSUFFICIENT PERMISSIONS |
| 8 | INTERRUPT CALL |
| 9 | SEH EXCEPTION |

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| PDM/Works Server Error Codes | |
|-------------------------------------|------------------------------|
| Updated: | 1/24/2002 |
| Code # | Description |
| 10 | SERVER LOCKED |
| 11 | PROJECT LOCKED |
| 12 | DOCUMENT LOCKED |
| 20 | SERVER NOT FOUND |
| 21 | PROJECT NOT FOUND |
| 22 | DOCUMENT NOT FOUND |
| 23 | USER NOT FOUND |
| 30 | USER INVALID PASSWORD |
| 31 | USER INVALID SYNTAX |
| 32 | USER EXISTS |
| 33 | USER NOT IN GROUP |
| 34 | USER NO ACCESS |
| 35 | USER GROUP WITH SAME NAME |
| 40 | NETWORK UNKNOWN |
| 41 | NETWORK SERVER DOWN |
| 42 | NETWORK BUILD CLIENT TOO OLD |
| 43 | NETWORK BUILD CLIENT TOO NEW |
| 44 | NETWORK FILE EXCEPTION |
| 45 | NETWORK ARCHIVE EXCEPTION |
| 46 | NETWORK MEMORY EXCEPTION |
| 50 | FILESYSTEM UNKNOWN |
| 60 | GROUP UNKNOWN |
| 61 | GROUP INVALID GROUP |
| 62 | GROUP EXISTS |
| 63 | GROUP USER WITH SAME NAME |
| 100 | DOCUMENT INVALID SYNTAX |
| 101 | DOCUMENT READ DENIED |
| 102 | DOCUMENT WRITE DENIED |
| 103 | DOCUMENT OWNERSHIP DENIED |
| 104 | DOCUMENT NOT OWNER |
| 105 | DOCUMENT REVISION USED |
| 106 | DOCUMENT IS REFERENCED |
| 107 | DOCUMENT NO PREVIEW |
| 200 | REVISION INVALID SYNTAX |
| 201 | REVISION REV TAKEN |
| 202 | REVISION LAST REVISION |
| 203 | REVISION BAD PRIMARY FILE |
| 204 | REVISION BAD SECONDARY FILE |
| 205 | REVISION BAD TERTIARY FILE |
| 206 | REVISION BAD OPTIONS FILE |

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| PDM/Works Server Error Codes | |
|---|----------------------------------|
| Updated: | 1/24/2002 |
| Code # | Description |
| 207 | REVISION REV OLD |
| 208 | REVISION DUPLICATE |
| 300 | PROJECT UP TO DATE |
| 301 | PROJECT IS REFERENCED |
| 302 | PROJECT WRITE DENIED |
| 303 | PROJECT UNKNOWN |
| 304 | PROJECT NO PROJECTS |
| 400 | TREE NOT FOUND |
| 401 | TREE CORRUPTED |
| 500 | TREEINFO NOT FOUND |
| 501 | TREEINFO CORRUPTED |
| 600 | EXT REFERENCE NOT FOUND |
| 601 | EXT REFERENCE INCORRECT |
| 700 | REFERENCE NOT FOUND |
| 701 | REFERENCE INCORRECT |
| 702 | REFERENCE REDUNDANT |
| Local errors occur when there is a problem on the client side | |
| 800 | LOCAL FILESYSTEM |
| Admin specific problems and errors | |
| 1000 | ADMIN REVISION UPDATE |
| 1001 | ADMIN REG CODE INVALID |
| 1002 | ADMIN SERIAL NUMBER INVALID |
| 1003 | ADMIN PROJECT DESCRIPTION EXISTS |
| 1004 | ADMIN PROJECT EXISTS |
| 1005 | ADMIN NOT AN ADMIN |
| 1006 | ADMIN PORT LOCKED |
| 1007 | ADMIN PORT NOT LOCKED |
| 1008 | ADMIN PORT UNLOCK FAILED |

Some of the error codes are self-explanatory, such as #5 - NO SPACE ON DISK VOLUME. This error indicates that the disk for the vault data folder is full and some action must be taken to rectify the situation.

Some errors are not so straightforward, such as #1 – UNKNOWN and #10 – SERVER IS LOCKED. If a customer is encountering an error that is not self-explanatory, the first thing to try in order to clear the vault error is to stop and restart the **PDMWorks Server** Service on the vault machine. It is not necessary to reboot the vault machine, just stop and restart the service.

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Note: It is not unusual for a large vault to take some time before it is available for access after a system reboot or service restart. Even though the **PDMWorks Server Service** says it is started, it takes time for the vault data to be rebuilt into memory.

If a stop and restart of the **PDMWorks Server Service** does not resolve a vault error, then the customer needs to send an e-mail to their reseller and/or support@pdmworks.com and attach the **err.log** and **app.log** files from the vault folder so that the issue can be reviewed by the staff here at DesignSource Technology. Neither the customer nor the Reseller needs to attempt to interpret either of these log files without the assistance of the staff at DesignSource Technology.

Any e-mail for support should include the versions of software being used, both SolidWorks and PDM/Works, as well Operating System information for the both the client and the vault computers. In addition, information about the scope of the issue – such as all users or one user, consistently or randomly occurring, all files or only certain files – should also be included.

Vault Error 1 and Projects and/or Files Gray in Vault View Tree

If a customer is receiving a VAULT ERROR 1 and Projects and/or Files that have Write access are instead grayed-out and a stop and restart of the **PDM/Works Server** service does not resolve the issue, a file may have been put into the vault data folder directory structure without using the PDM/Works software. A real “give-away” that this is what is wrong with the vault, is when the “graying-out” of Projects and/ or Files begins at a certain point in the vault view tree and persists below that point.

Sometimes a quick look at the **err.log** file will indicate what file the vault software is objecting to in the vault data folder. Another method is to use Windows Explorer to navigate into the vault data folder. Start looking in the **projects** directory and see if instead of only folders for projects, there is a file of some sort located here. If the “graying-out” of files occurred in a specific Project, navigate to that project folder in the **projects** directory and again look to see if there is a file located in the directory instead of just folders for files in the project.

If you do manage to find the offending file in the vault data folder, remove it and stop and restart the **PDMWorks Server Service**. If there isn't an obvious file that is causing the issue, follow the directions above for contacting DesignSource and providing the appropriate information for support.

Files Disappear from PDM/Works Vault View Window

Any type of display error in the PDM/Works Vault View Window in the client software including the disappearance of files known to exist in the Vault, should be cleared by a stop and restart of the **PDMWorks Server Service** on the vault machine.

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Again, if the stop and restart of the service does not correct the display issue, have the customer send along the above mentioned log information for review at DesignSource Technology.

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