

RPM Tips & Tricks:

Error – Error – Cdatabase: Cannot Find the Database!

Disclaimer

Many of the concepts and instructions described in this document are beyond the scope of AuctionRPM's Customer Support. Symmetric Software is providing these guidelines that will, most likely, help solve any networking problems that may be encountered. No liability is assumed for use of, or consequences of the use of, this document.

If you are unsure of what steps to take in case of a 'cdatabase' error, call Symmetric Software Customer Support for assistance.

Background

Note: 'Main Computer' is defined as the computer that holds the 'main' RPM database. Every other computer is known as a 'satellite'.

With AuctionRPM, if more than one computer is used, all 'satellite' computers report to a single database on the 'main' computer. To accomplish this, we 'share' a previously-created folder (named 'RPM_Data', located on the 'C:\ drive') on the main computer. After assuring that all satellite computers can see the shared folder, all AuctionRPM programs are pointed to the main computer's RPM database in the shared folder.

For more information and instruction on implementing the shared folder concept, please visit www.auctionrpm.com and click on 'Videos'. The video presentation 'Connecting Multiple Computers (Networking)' explains the entire process.

Occasionally, however, computers will present the user with a 'Cdatabase' error upon starting AuctionRPM. There is nothing wrong with AuctionRPM but rather with the network connecting satellites to the main computer, or an incorrect user login on Main. The following outlines steps to help recover from this error.

Types of Errors and Suggested Problem Solving

Scenario 1: Main Computer Cannot Connect to Database

This is the simplest problem to fix. Most likely, AuctionRPM was not installed by the currently logged in Windows user. Perform one of the following two options:

1. Log in as the user who originally installed AuctionRPM (simplest solution).
- or
2. Reinstall AuctionRPM as the currently logged in Windows user.

Scenario 2: Satellite Computer Cannot Connect to Database on Main Computer: Error Message - 'Database is Open Exclusively'

RPM Tips & Tricks:

Error – Error – Cdatabase: Cannot Find the Database!

Microsoft Windows (not AuctionRPM) has changed the main database into a 'read-only' file (or, more properly, has placed and not removed not removed 'exclusive access' status). This is a known Microsoft Windows problem but has not been repaired as of this writing. Possible reasons for this action include, but are not limited to the following:

1. Network error that caused the database (network) connection to drop unexpectedly.
2. Continual use of the 'X' (upper right-hand side of screen) to exit AuctionRPM. While not established as a problem, it is recommended that the 'exit' button (lower left-hand side of screen) be used to close RPM each time.
3. Compacting or repairing the database. On some computers, this action causes Windows to change the file to 'read-only'.

The fix is simple:

1. Make a copy of the database. 'auctionRPM.mdb' is copied to 'Copy (1) of auctionRPM.mdb'.
2. Rename the original to 'auctionRPM_Permissions.mdb'.
3. Rename the copy to 'auctionRPM.mdb'.
4. Turn on AuctionRPM on ANY satellite computer. Problem is fixed.

Scenario 3: Satellite Computer Cannot Connect to Database on Main Computer: Error Messages:

- **'AuctionRPM Detects That Normally-Used Database Is Not Visible'**
- **"It (database file name) Is Either Missing or 'Unknown' "**
- **'Disk or Network Error'**
- **Any other error that indicates that AuctionRPM cannot find the previously-entered database path**

Most likely, the network connection between satellite computer(s) and the main computer has suffered a temporary or permanent loss of connectivity. If you use mapped drives, equipment changes can cause this problem. Also, incomplete network setup may play a part.

Unless the 'power options' on the main computer are set for 'NEVER' shutting off drives and 'NEVER' entering Hibernation mode, the main computer may shut down, leaving the satellites without connectivity to the main database. The 'fix' is described below.

If the main computer is powered up, skip to "Problem 'Discovery' (diagnosis) – Satellite Computers", below.

Note: Use of mapped drives, unless there are no other available options, is not advised.

Problem 'Discovery' (diagnosis) – Main Computer:

First, Exit RPM by clicking 'End Program'.

Assure that the Main computer is running, prior to continuing.

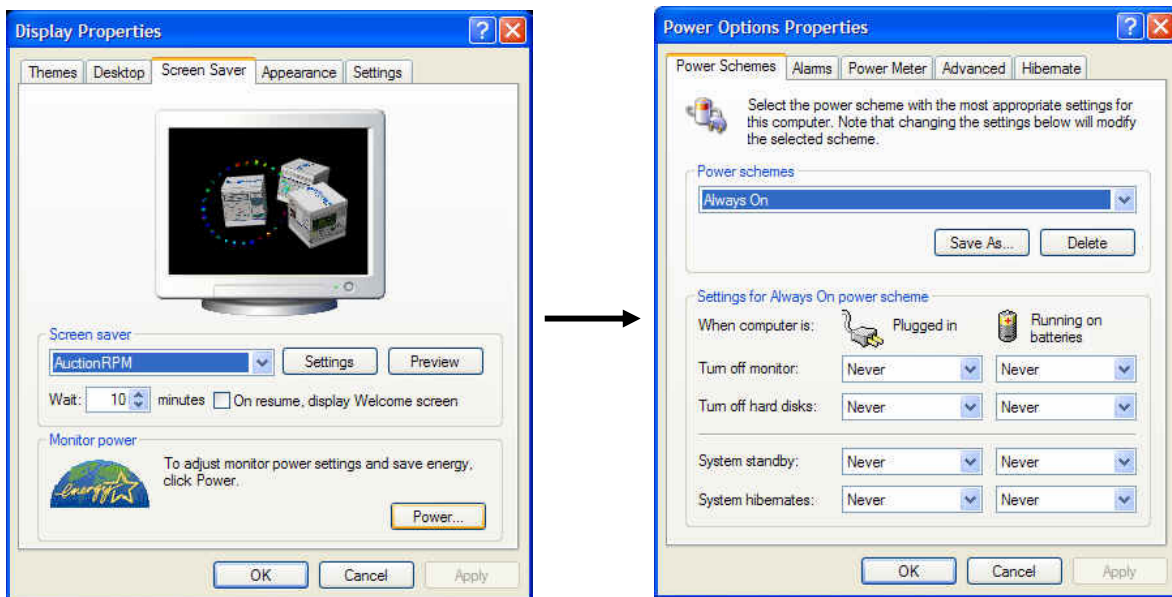
RPM Tips & Tricks:

Error – Error – Cdatabase: Cannot Find the Database!

Note: Use the 'First On – Last Off' plan for the Main computer. Turn it on first, prior to any satellites, and turn it off last, after satellites have been turned off. If the Main computer is turned off while AuctionRPM is started on the satellite(s), RPM will give the 'cdatabase' error. In this case, simply start Main, then restart AuctionRPM on the satellite.

If the problem still exists on a satellite computer, another possibility exists. The Main computer's 'Power settings' may be configured for the hard disk drive and/or monitor to shut down after a certain number of minutes. If the main computer's hard disk shuts down, the satellite(s) will not be able to access the RPM database and, thus, give the 'cdatabase' error. Here's the fix:

Go to 'Start – Control Panel – Display'. Click on 'Screen Saver'. You may also use 'Start – Control Panel – Power Options'.



Examine the Power Scheme that is listed. Change all settings to reflect 'Never' as seen in the illustration above. Click on 'Save As...' and name the scheme 'Always On'.

Use of this setting ('Always On') will assure that the Main computer will never shut down at the wrong time, leaving the satellite(s) stranded.

Problem 'Discovery' (diagnosis) – Satellite Computers:

Next, verify whether or not the Satellite Computer can see the Main Computer's AuctionRPM database. (The ability for computers to see and communicate with each other is referred to as 'connectivity'.) Here's how:

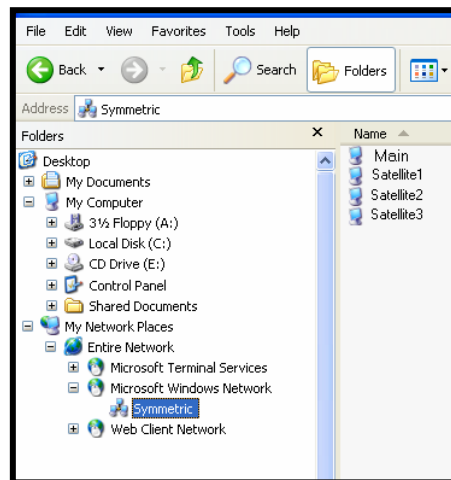
RPM Tips & Tricks:

Error – Error – Cdatabase: Cannot Find the Database!

- Right-click 'Start'. Left-click 'Explore'.
- Right-click 'My Network Places'. Left-click 'Explore'.
- Double-click 'Entire Network'. Double-click 'Microsoft Windows Network'.
- Double-click on the Workgroup Name (examples: 'MSHOME', 'WORKGROUP', 'AUCTION', etc.)
- Look for one or more Computer Names to be displayed on right side of screen.

Note: If only one Computer Name is displayed, then there is a problem with the network. The displayed computer name is most likely the name of the satellite computer that you are working on. See 'Not Enough Computers', below, for troubleshooting information.

- If more than one Computer Name is seen, double-click on the Main Computer name.



If a screen pops up, stating that you may not have permission to access the Main Computer, have a network consultant troubleshoot and correct the problem.

If a screen pops up asking for passwords, check the Main Computer. There may be zero (0) shared folders on Main (RPM_Data folder must be shared, allowing all users to have Full Control).

Note: Do not share the entire C-Drive, only the RPM_Data folder.

If the folder is properly shared, and the problem remains, have a network consultant troubleshoot and correct the problem.

If the shared folder exists, double-click on it. Look for the AuctionRPM.mdb file (or other filename that it may have been renamed to). If the file exists, see 'Total Reconnection Using Data Sources (ODBC)', below. If the file does not exist, it must be found and placed in the RPM_Data folder.

Not enough computers

There is a problem somewhere between the Satellite and Main computers.

RPM Tips & Tricks:

Error – Error – Cdatabase: Cannot Find the Database!

- 1. If other satellite computers on the network are working correctly, look for the following:**
 - Check the network cables. Follow the network cable from the Satellite Computer to the Network Hub/Switch/Router (will be referred to as 'Hub').
 - Where the computer plugs into the hub are some green lights. These lights should be blinking or, at the very least, acting like lights for the other computers on the network.
 - If lights are not blinking, or not acting in a similar fashion as the others, disconnect and reconnect the entire cable (both at computer as well as hub ends). If nothing changes, replace the cable with either a new cable or a known good one.
 - If all is now OK, replace the cable and start AuctionRPM. If not, have a network consultant troubleshoot and correct the problem.
- 2. If none of the satellite computers are working correctly:**
 - Look at the network connection between Main and Hub. Use the procedure listed above to determine whether the cable is at fault. If not, have a network consultant troubleshoot and correct the problem.

Total Reconnection Using Data Sources (ODBC)

1. Connect to local AuctionRPM database

- Click on 'Start', 'Control Panel', 'Administrative Tools', 'Data Sources (ODBC)'.

Note that both 'AuctionRPM' and 'AuctionRPM_Resources' should appear in the pane. If they do not, you are probably not logged onto this computer as the user who installed the AuctionRPM program, and must either log into Windows as that user (in which case AuctionRPM will most likely operate properly), or reinstall AuctionRPM with the current user's Windows login.

- 'AuctionRPM' is already highlighted in the pane. Click on 'Configure'.
- Next window, click on 'Select'
- Next window, right side pane: double-click on the 'C:' drive folder icon. Then double-click on the RPM_Data folder.
- In the left-hand pane, click on (and highlight) 'AuctionRPM.mdb'. Click 'OK'.
- Continue clicking 'OK' to exit back to 'Control Panel'. 'Exit' the rest of the way out.
- Start AuctionRPM. RPM will start normally (and may ask for your registration code. Please enter it now, using upper case letters for all 'registration code' letters).

2. Connect to AuctionRPM database on Main

- Click on 'Tools – Advanced tab – Select Active Database'. Answer 'Yes'.

RPM Tips & Tricks:

Error – Error – Cdatabase: Cannot Find the Database!

- Important: Even if you see the correct folder and/or database file at this point, do not choose it! We will use the actual full database path, without using 'mapped drives'.

Note: To ensure continued success, please refrain from the temptation to use mapped drives. Not that mapped drives necessarily cause problems, but when problems are reported, mapped drives have made themselves be known.

After the 'full path' fix is in place, service calls for the 'cdatabase' problem seem to disappear.

- Click on 'My Network Places' (lower left side of screen).
- Double-click 'Entire Network' (top of screen).
- Double-click 'Microsoft Windows Network'.
- Double-click Workgroup Name.
- Double-click Main Computer name.
- Double-click 'RPM_Data'.
- Click on and highlight 'AuctionRPM.mdb' (or whatever the database name is).

Caution: Due to activity in this folder, there may be more than one database file name. Assure that the correct file is used. Click on (top of screen, right side) the icon that looks like a calculator. It is located just to the right of 'Search' and 'Folders' icons. Pointing at the 'calculator' shows that it is named 'Views'. Click on it and choose 'Details'. File name, size, type and date modified are shown. Date Modified will help you choose the proper file.

Note: If Microsoft Windows errors are displayed, please have a network consultant troubleshoot and correct the problem.

- Click on 'Save', or simply double-click on the file name. Answer 'Yes'.
- Have a cup of coffee. You are done!