S-070903 - What could cause Web2 login to hang or show "Could not open database"?

The most likely cause for these symptoms is that the Web2 application pool is not using the correct Windows profile for the 'identity' on the Internet Information Services (IIS) server.

With an incorrectly configured identity, logging in to the file vault via Web2 in a web browser will either:

- Show the login page trying to load or hang indefinitely after entering the credentials.
- Successfully log in, but fail to navigate between folders or hang when viewing file details.
- Show the following error (see example in attached 'web_login_databas_error.jpg'):

'Could not open database. This could happen if the network connection is broken or if the database has been removed'

	DMWeb2	🔞 Help 🔞 About
Log in to EPDM Could not open database. The twork connection is broken is emove License: Web Username: admin Password: Remember M	his could happen if the rif the database has been d.	
	Terms of use	

The Web2 application will use the SOLIDWORKS PDM client API to access file vault information on the IIS server. In order for the API to be able to access the file vault, the application pool MUST run under a Windows user profile that has sufficient local application data and registry entries required by the client API. For example the API needs access to the cached card images and potential add-ins etc.

When you log into Windows with a user profile on the IIS server and access the local file vault view, the local application data folders and HKEY_CURRENT_USER registry entries for the vault will be created under that profile. This allows the Windows user to work in the vault. The Web2 application must also have access to these same entries. This is why the set up instructions for Web2 outlines that you need to access the file vault view at least once with a Windows profile and then use this SAME profile as the application pool identity.

If you use another identity such as the default 'Network service' or a user that has not been physically logged in to the IIS server, then the appropriate application data and registry sections will not exist and the Web2 API calls may fail. This would appear as random hangs, navigation failing or problems logging in.

Troubleshoot this problem as follows:

Open the web.config file (normally under

'C:\inetpub\wwwroot\SOLIDWORKSPDM\Web2\Web.config' for the Web2 application and make sure that the file vault name is spelled correctly in the keys 'VaultName' and 'VisibleVaults'.



 In the IIS manager, open the advanced properties for the application pool (normally named 'SOLIDWORKS PDM Web2') and verify the 'Identity' setting. Make sure that the **identity** is set to a Windows profile (user) and password that has physically logged on to the IIS server and browsed into the local file vault view at least once. For example, if you are administering the IIS server, use the account that you are currently logged in as.

🝋 Internet Information Services (IIS) Manag	er					
G S Internet Sector Applie	ation Pools					
File View Help						
Connections	Application Per This page lets you view and ma applications, and provide isolat	DOIS mage the list tion among o	of application p different applica	pools on the server. tions.	Application pools are associa	ted with worker processes, con
	Filter:	Status	Show All Gr	Managed Pinel	ng •	Applications
	ASP.NET v4.0 ASP.NET v4.0 ASP.NET v4.0 Classic Classic .NET AppPool DefaultAppPool SOLIDWORKS PDM Web2	Started Started Started Started Started	v4.0 v4.0 v2.0 v2.0 v2.0 v4.0	Integrated Classic Classic Integrated Integrated	ApplicationPoolIdentity ApplicationPoolIdentity ApplicationPoolIdentity ApplicationPoolIdentity dsone\tiv	0 0 0 1 0
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	Processor Affinity Ma	sk		4294967295		*
	Identity			dsone\tiv		
	Idle Time-out (minute	es)		20		
	Load User Profile	COLLOS		True		
	Ping Enabled	(CESES		True		
	Ping Maximum Respo	onse Time (se	econds)	90		
	Ping Period (seconds)			30		

• Make sure that the option 'Load user profile' is set to 'True'. If this setting is set to false, the Web2 application will likely fail to log in if the user defined in the identity for the application pool not actively logged in to the IIS server.

٨d	vanced Settings					
	Processor Affinity Enabled	False				
	Processor Affinity Mask 4294967295					
E	Process Model					
	Identity dsone\tiv					
	Idle Time-out (minutes)	20				
	Load User Profile	True				
	Maximum Worker Processes	1				
	Ping Enabled	True				

- If you have created a new user account for using as an identity for the application pool, **you must also log into the actual IIS server as this user** and browse into the local file vault view to make sure the registry and application data section is created for this profile. This includes:
 - User profile specific registry keys under
 'HKEY_CURRENT_USER\Software\SolidWorks\Applications\PDMWorks Enterprise'.
 - Local application data folders under '%localappdata%\SolidWorks\SOLIDWORKS PDM'.

SWK 🕨 Local [Disk (C:) 🔸 Users 🕨	tiveroth 🕨	AppData 🕨	Local SolidWorks	SOLIDWORKS PDN	1 🕨
ols Help						
de in library 🔻	Share with 🔻	Burn	New folder			
 Name 	*			Date modified	Туре	Size
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📗 Thu	mbnails			20/11/2015 18:00	File folder	
🦓 SOLI	IDWORKS PDM.cog			19/02/2016 09:03	SOLIDWORKS PD	66 KB



• The user account that is defined as the application pool identity must also be included in the local "IIS_IUSRS" group on the IIS server.



• The account that is defined as the application pool identity must also have local administrative permissions.

Local Users and Groups Users	🚛 Guest
Groups	PDMWeb2User PDMWeb2User
Performance	PDMWeb2User Properties
 Device Manager Storage Disk Management 	General Member Of Profile Member of:
Services and Applications	Administrators

- The local file vault view on the IIS server must be created as a "Shared" view if you are using an identity other than the currently logged in Windows user. A shared view will create the view connection details in the HKEY_LOCAL_MACHINE registry which is accessible to all profiles on the system.
- If all of the above steps are verified and you still see a database error trying to log in via Web2, make sure that you can actually log into the local file vault view on the IIS server with the 'Admin' login. If you cannot log into the local vault view on the server, the Web2 application will not be able



to access the vault either.

EPDM		19/02/2016 09:03	File folder	
EPDM			×	
		SOLIDWORKS PDM	1	— ×
User name:	admin	Could r	not open database "EPDM_2	2".
Password:			0	к
Work Offline		Log	In 🔁	
퉬 Program Files (x86)		02/02/2016 14:26	File folder	

 Verify that the server and database name that are defined in the view connection details are valid and can be reached from the physical IIS server system. Check the 'DbName' and 'DbServer' values under

'HKEY_LOCAL_MACHINE\SOFTWARE\SolidWorks\Applications\PDMWorks Enterprise\Databases\<vault>'.

📸 Registry Editor						
File Edit View Favorites Help						
	•	Name	Туре	Data		
⊳ - <mark>III</mark> Vaults		(Default)	REG SZ	(value not set)		
	_	ab DbName	REG_SZ	EPDM		
		ab DbServer	REG_SZ	L1082SWK		
	Ψ.	ab ServerLoc	REG SZ	L1082swk		
Computer\HKEY_LOCAL_MACHINE\SOFTWARE\SolidWo	orks\Ap	plications\PDMWorks En	nterprise\Databases\8	EPDM		

 Check for connection errors from the local file vault view in the client log via the administration tool.

Description: The following database error h	has occured:	n	Module	Function
The following database error has occured: State:37000,Native:4060,Origin:[Microsoft][ODBC SQL Server Driver] [SQL Server] Location: Db::mbOpen() Description: Cannot open database "EPDM_2" requested by the login. The login failed. The login failed. The following database is a server of the login. The login failed. The login fa		necting database connec sing new messages in dat ing query in SpDbOdbc St mecting database connec sing new messages in dat in "logged in on file vault " in "logged in on file vault " in "successfully checked o connect to 10.200.4.135: connect to 10.200.4.135:	EdmServer.exe EdmServer.exe EdmServer.exe EdmServer.exe EdmServer.exe EdmServer.exe explorer.exe viewServer.exe ViewServer.exe ViewServer.exe	SpDb::mhReconnect SpJashDig::mvChedForNotif hGetErrCode SpDb::mhReconnect SplashDig::mvChedForNotif SplashDig::mvChedForNotif LoginMgr::mbVerifyUserLogin LoginMgr::mbVerifyUserLogin CWinSocket::mvConnect CNotificationServer::mhAd CWinSocket::mvConnect
Error code:	E_EDM_DATABASE_ACCESS	connect to 10.200.4.135:	ViewServer exe	CWinSocket::mvConnect
Error code general description:	he database	connect to 10.200.4.135 connect to 10.200.4.135	ViewServer.exe	CNotificationServer::mhAdd CWinSocket::mvConnect
Prev Next	Сору ОК	connect to 10.200.4.135: ing database error has oc in" logged in on file vault " in" successfully checked o in" logged in on file vault "	ViewServer.exe explorer.exe explorer.exe explorer.exe explorer.exe	CNotificationServer::mhAdd Db::mbOpen() LoginMgr::mbVerifyUserLogin LoginMgr::mbVerifyLogin LoginMgr::mbVerifyUserLogin

 Check for connection errors from the Web2 IIS server application. You can find the application log under:

'C:\Windows\System32\config\systemprofile\AppData\Local\SolidWorks\SOLIDWORKS PDM\SOLIDWORKS PDM.cog'. Look for errors from the 'w32p.exe' module.

				,		
😵 Error	2016-02-19 16:20:07	E_EDM_DATABASE_AC	The following data	base error has oc	w3wp.exe	Db::mbOpen()
S Error	😢 Error		×	in SpDbOdbc St	ArchiveServerServi	hGetErrCode
Cito Cito	Description: The following database error I State:37000,Native:4060,Or [SQL Server] Location: Db::mbOpen() Description: Cannot open database "EPD	has occured: igin: [Microsoft] [ODBC SQL Serv M_2" requested by the login. Th	er Driver]	in SpDbodbc St in SpDbodbc St	ArchiveServerServi ArchiveServerServi ArchiveServerServi ConisioDbServer.exe ArchiveServerServi ConisioDbServer.exe ArchiveServerServi ArchiveServerServi ArchiveServerServi	hGetErrCode hGetErrCode hGetErrCode hGetErrCode hGetErrCode hGetErrCode hGetErrCode hGetErrCode
	Date:	2016-02-19 16:20:07				
J	Module:	w3wp.exe				
	Function:	Db::mbOpen()				
	Error code:	E_EDM_DATABASE_ACCESS				
	Error code general description:					
	Could not access the item in the	he database.	*		i so	DLIDWORKS PD

• Use ODBC test to verify that the IIS server can reach the SQL server and vault database – see KB solution S-042701.