

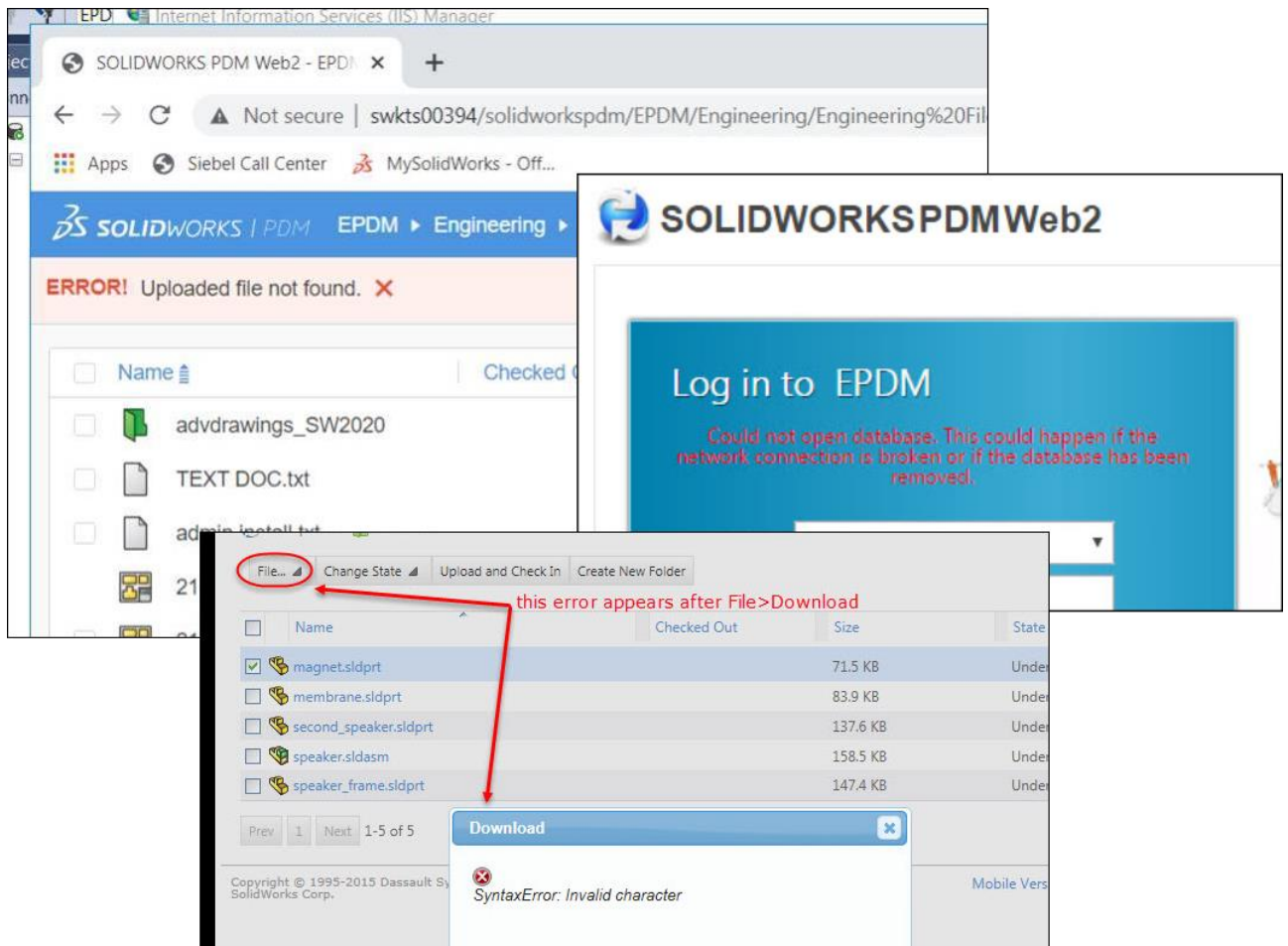
S-070903 – How to correctly configure the SOLIDWORKS PDM web2 application pool

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.

If the SOLIDWORKS PDM Web2' application pool does not use the correct identity, using the Web2 client to log in to the file vault will result in random problems such as:

- Repeatedly show the login page
- Stop responding after entering the login credentials
- Open successfully upon log in, but then fails to navigate between folders or stops responding when viewing file details (such as previewing the file).
- Displays 'Sorry, no thumbnail preview available for this file' when previewing SOLIDWORKS files
- Displays 'Could not open database. This could happen if the network connection is broken or if the database has been removed'
- Displays 'SyntaxError: Unexpected token < in JSON at position 0'
- Displays 'SyntaxError: Invalid character'
- Displays 'Error! [object Object]'

- Displays 'Undefined' error when previewing non-SOLIDWORKS files (PDF, office, etc.)



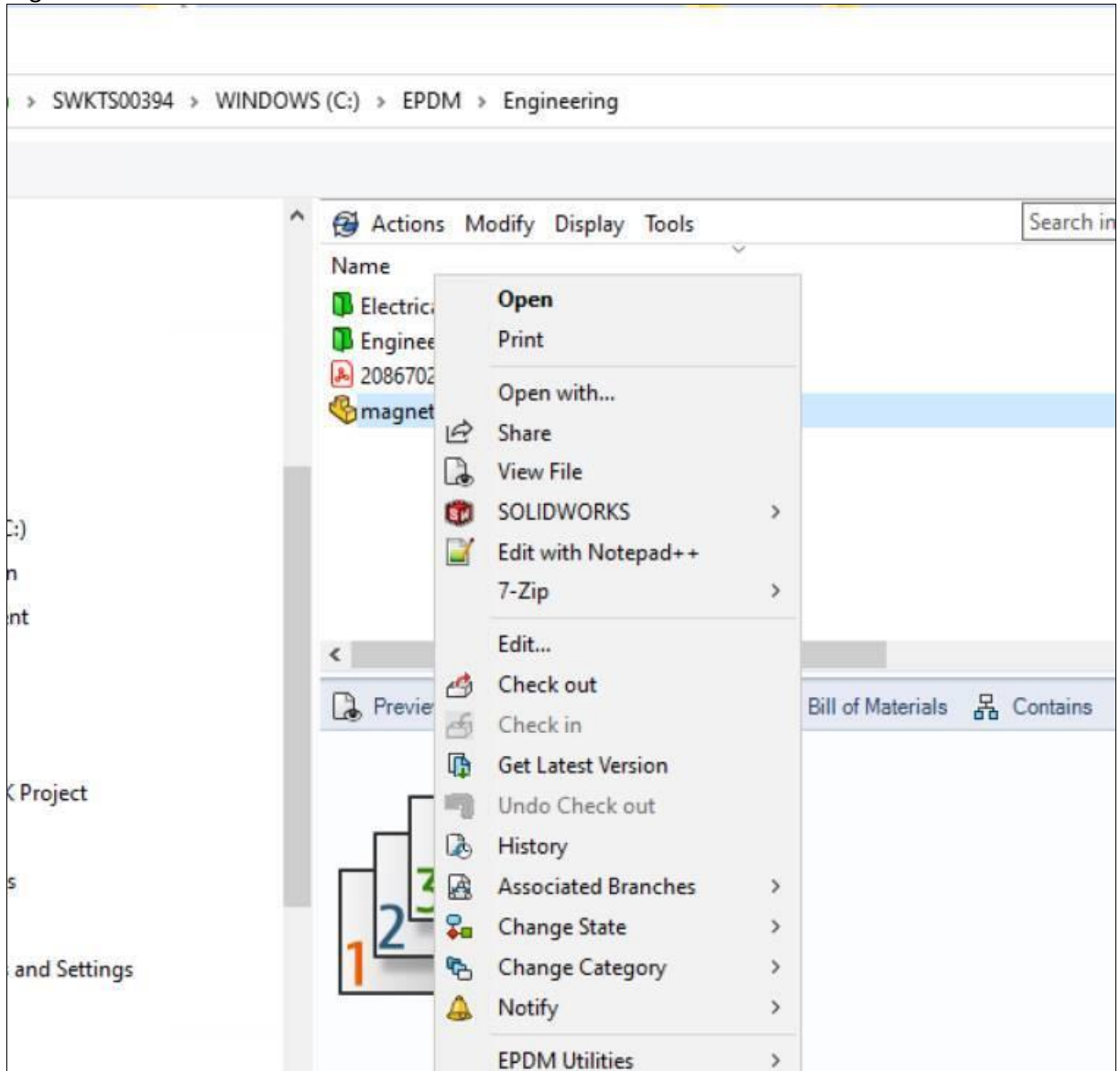
The Web2 application will use the SOLIDWORKS PDM client API to access file vault information on the IIS server. In order for the API to be able to access the file vault, the application pool MUST run under a Windows user profile that has sufficient local application data and registry entries required 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.

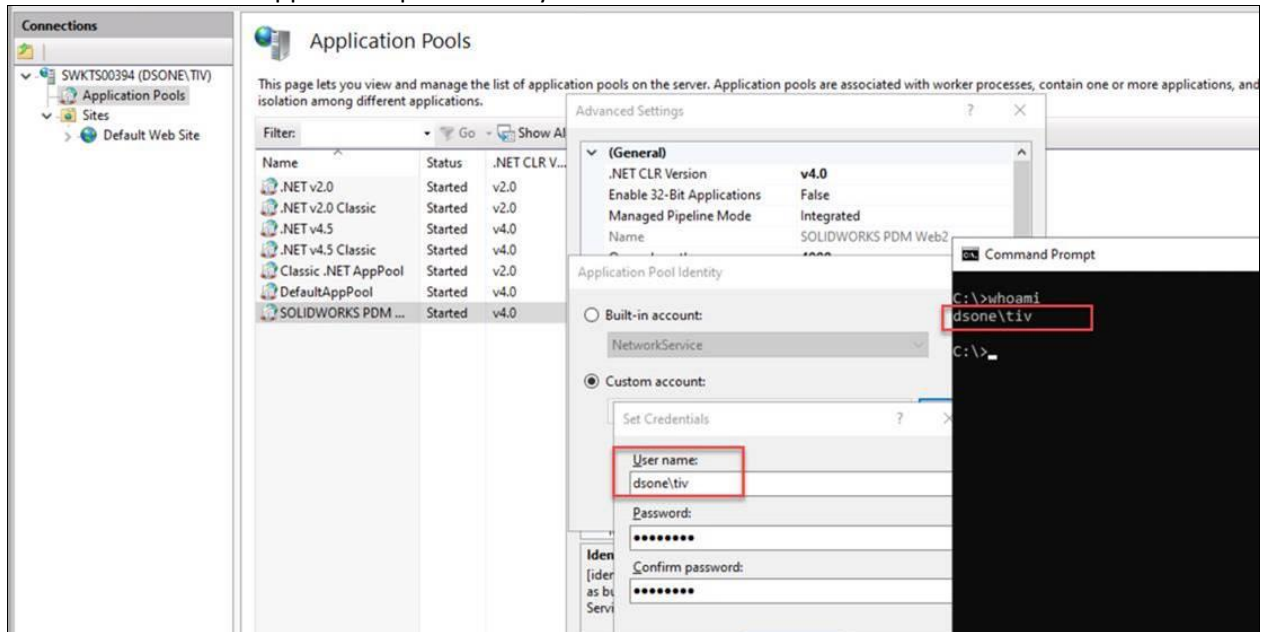
To set the correct application pool identity:

1. Log into the IIS server as a Windows administrator user profile.
2. Browse into the file vault view and right-click a file or folder to ensure the add-ins gets loaded and registered.



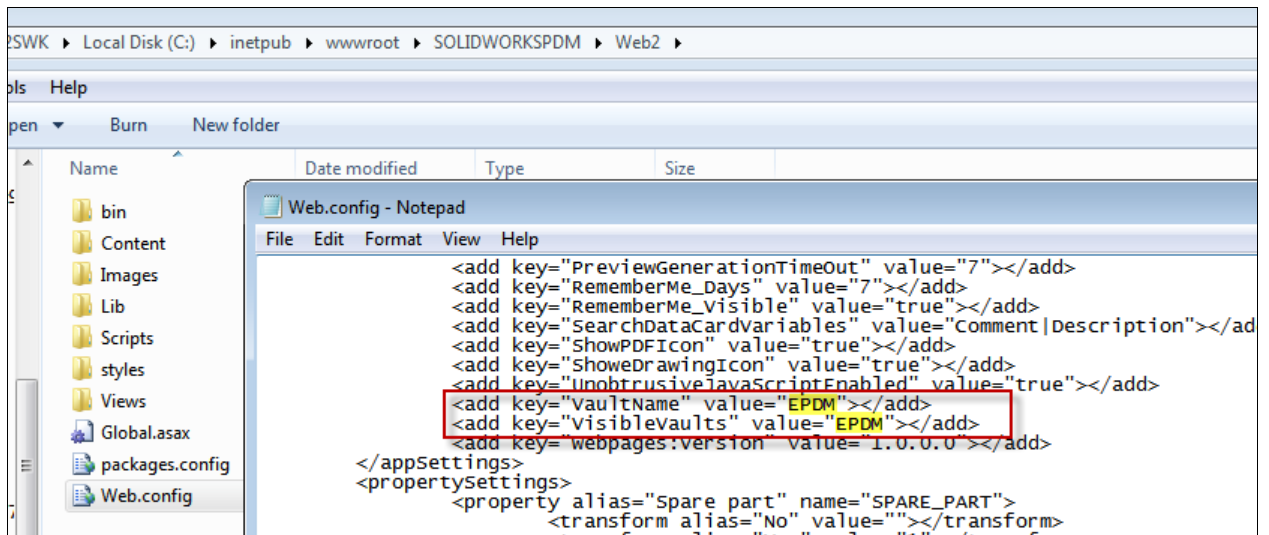
3. Open a command prompt and type: WHOAMI

- Make sure to set the application pool identity to this same account.



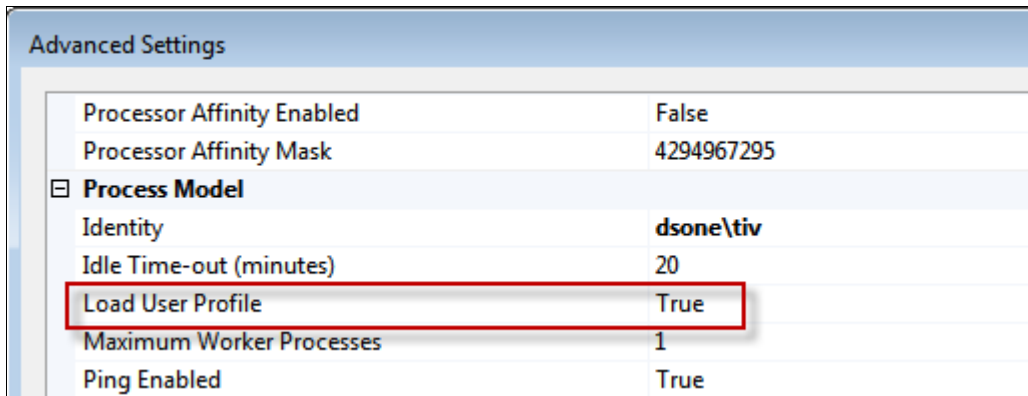
Additional troubleshooting tips:

- 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'.

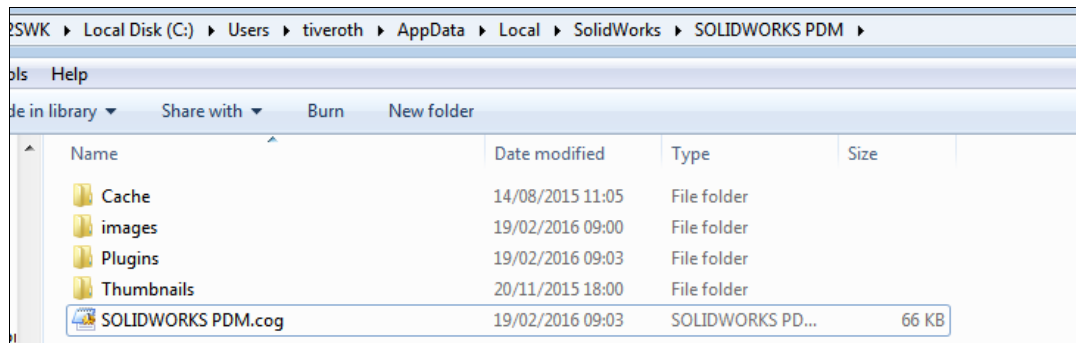


- Make sure that the option 'Load user profile' is set to 'True'. If this setting is set to false, the Web2 application will likely fail to log in if the user defined in the identity for the application pool not

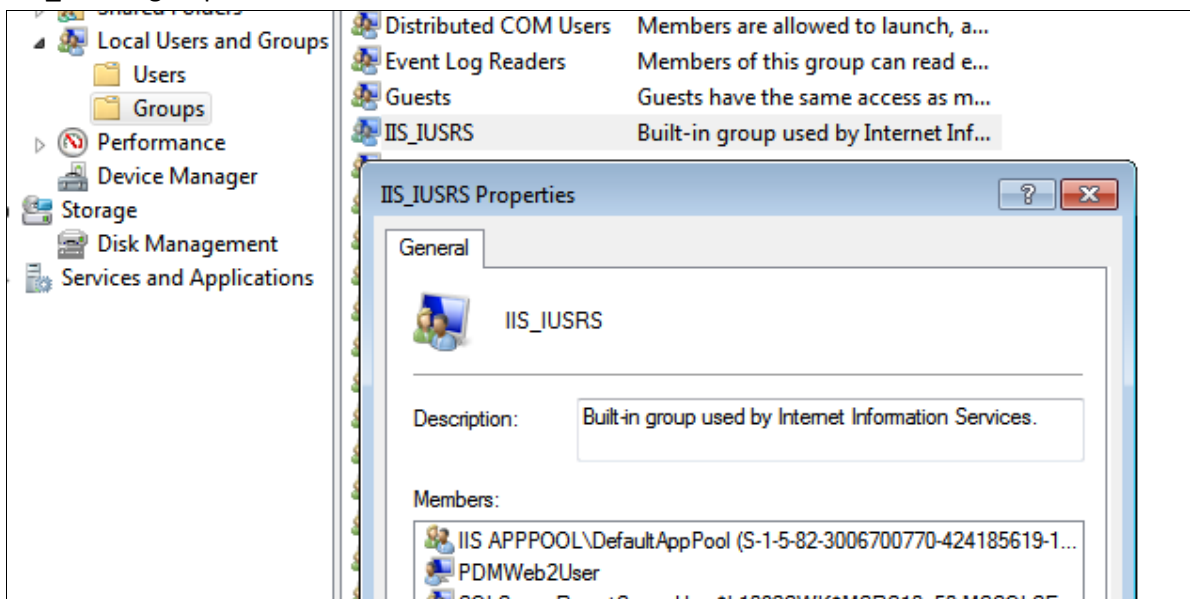
actively logged in to the IIS server.



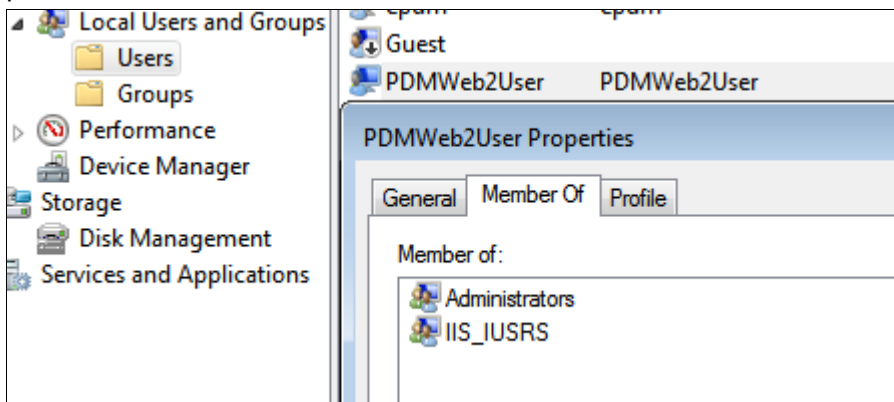
- If you have created a new user account for using as an identity for the application pool, **you must also log into the actual IIS server as this user** and browse into the local file vault view to make sure the registry and application data section is created for this profile. This includes:
 - User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



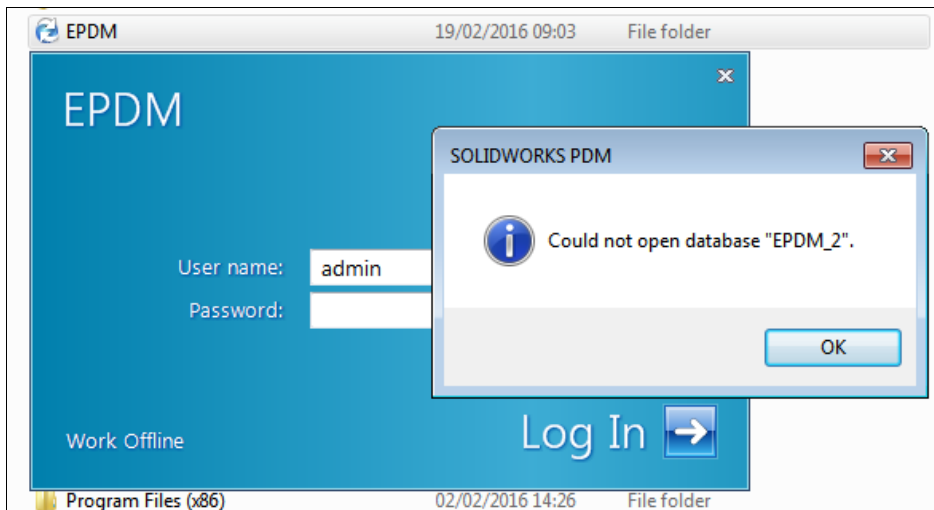
- The user account that is defined as the application pool identity must also be included in the local "IIS_IUSRS" group on the IIS server.



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



- If you want to use a non-administrative windows user account you will need to configure that account following instructions in S-073130.
- 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.



- 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

The screenshot shows the Windows Registry Editor with the following structure:

- File Edit View Favorites Help
- Left pane: Tree view showing the path **Computer\HKEY_LOCAL_MACHINE\SOFTWARE\SolidWorks\Applications\PDMWorks Enterprise\Databases\EPDM**.
- Right pane: List of registry values:

Name	Type	Data
(Default)	REG_SZ	(value not set)
DbName	REG_SZ	EPDM
DbServer	REG_SZ	L1082SWK
ServerLoc	REG_SZ	L1082swk

The **DbName** and **DbServer** values are highlighted with a red rectangle.

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- Error**
- Description:
- The following database error has occurred:
 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.
- Date: 2016-02-19 16:17:15
- Module: explorer.exe
- Function: Db::mbOpen()
- Error code: E_EDM_DATABASE_ACCESS
- Error code general description:
 Could not access the item in the database.
- Prev Next Copy OK
- | n | Module | Function |
|----------------------------------|--------------------------|--|
| connecting database connec... | EdmServer.exe | SpDb::mhReconnect |
| adding new messages in dat... | EdmServer.exe | SplashDlg::mvCheckForNotif... |
| adding query in SpDbOdbc St... | EdmServer.exe | hGetErrCode |
| connecting database connec... | EdmServer.exe | SpDb::mhReconnect |
| adding new messages in dat... | EdmServer.exe | SplashDlg::mvCheckForNotif... |
| adding new messages in dat... | EdmServer.exe | SplashDlg::mvCheckForNotif... |
| in" logged in on file vault "... | explorer.exe | LoginMgr::mbVerifyUserLogin |
| in" successfully checked o... | explorer.exe | LoginMgr::mbVerifyLogin |
| connect to 10.200.4.135... | ViewServer.exe | CWinSocket::mvConnect |
| connect to 10.200.4.135... | ViewServer.exe | CNotificationServer::mhAdd... |
| connect to 10.200.4.135... | ViewServer.exe | CWinSocket::mvConnect |
| connect to 10.200.4.135... | ViewServer.exe | CNotificationServer::mhAdd... |
| connect to 10.200.4.135... | ViewServer.exe | CWinSocket::mvConnect |
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| in" successfully checked o... | explorer.exe | LoginMgr::mbVerifyLogin |
| 2016-02-19 16:17:15 | E_EDM_DATABASE_ACCESS... | The following database error has occurred... |

- [illegible]

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