

Installation Tips

This section contains information on resolving problems you may encounter after installing Natural Business Services. The following topics are covered:

- Troubleshoot EntireX and SPoD Connections
 - Resolve IIS (Internet Information Server) and ASP.NET Issues
-

Troubleshoot EntireX and SPoD Connections

There are only two types of connections: EntireX or SPoD. If you installed Natural Business Services using the defaults, you should only need to supply the Broker ID or Host name to configure these connections. Select **Test** to confirm that the connection is working. If the connection is not working, verify the following:

1. Try to ping the Broker ID from the command line in Windows (for example, `Ping MyBrokerId`). If you still cannot establish the connection, modify the hosts file in `C:\WINDOWS\system32\drivers\etc.` or contact the network administrator.
2. Ask your Natural Business Services administrator to confirm that the attach server can be pinged from the server in the Business Service Administration subsystem. If you still cannot establish a connection, the attach server may not be initiated, or when it was initiated, the JCL may have failed. After issuing the INITIATE command, a message indicates which batch job was started. Ask the administrator to review the output of this batch job.

Note:

If the attach server is being initiated successfully, the batch job will run continuously.

Note:

The batch job is created using a JCL template supplied in the SYSBIZ library.

You can determine which template was used by displaying the attach server settings in System Administration. Display the Maintain Servers panel and edit the attach server. The JCL template should be listed in the Server Start Parameters section (for example, `JCL=mytemplate`). Next, logon to SYSBIZ and edit the template (for example, `mytemplate`).

Natural Business Services supplies default templates (`BATCHJCL`, for example). These templates must be customized for each site. We recommend that you copy `BATCHJCL` to another text module, modify it appropriately, and then reference the modified text member.

Tip:

The easiest way to determine what the template should look like is to find an existing Natural batch job and customize the template to have similar references.

3. Ensure that the EntireX attribute file has the same class/server/service references as the server definitions in the Business Service Administration system.

4. Natural Business Services initiates the dispatch and security servers as they are required. If there are problems, it is also helpful to have the administrator initiate these servers from the Business Service Administration server. If this is successful, both servers will be initiated and can be pinged from within the Business Service Administration system. If not, possible reasons are:
 - The dispatch server is defined as a subtask, but the Natural nucleus being used has not been set up for subtasking (for information on how to do this, see Activate the Business Service Administration Subsystem). If the nucleus is set up for subtasking, start the dispatch server as a batch job instead of a subtask. It is easier to find the dispatch errors in a batch job.
 - The user ID to bring the dispatch server up has not been defined to security.
 - The dispatch server listed on the second Maintain Servers panel points to the security server that will be used. Ensure that the security server is the one the dispatch server is pointing to.
5. If the attach, dispatch, and security servers can be pinged on the server and the Broker ID can be pinged on the client, the EntireX settings may not be set up correctly. For example, is the user ID set up for EntireX security. Is EntireX security turned on?

Resolve IIS (Internet Information Server) and ASP.NET Issues

If your ASP.NET applications will not run (including the Web Service Engine), verify the following:

- ASP.NET is installed

Select **Home directory > Configuration** from **IIS manager** and verify that the .ASPX extension is in list.
- ASP.NET permissions are allowed on Windows 2003

Select **IIS admin > Web Service Extensions**.
- IIS was installed after .NET

Run `C:\WINDOWS\Microsoft.NET\Framework\v1.1.4322\aspnet_regiis.exe` to install ASP.NET.
- If you are trying to debug ASP.NET, ensure that integrated Windows security is turned on

Select **directory security** from **IIS manager**.