

# Web Interface Troubleshooting

This section provides information on known problems:

Error	Description	Recommended Action
<p><b>NWW0003</b> .ini File not found.</p>	<p>NWW initialization file not found.</p>	<p>Check your server extension initialization file:</p> <ul style="list-style-type: none"> <li>● It has to have the same name as the executable with the extension .INI</li> <li>● The server extension initialization file has to be placed at the same directory as the server extension executable.</li> <li>● If the server extension can be started from the command prompt and does not run when called by the HTTP Server, check whether the .INI file can be found if it is copied to the same directory your HTTP server is started from.</li> </ul>
<p><b>NWW0011</b> ERX error 00000000 occurred. Severity = Success</p> <p>Message:... 9999 NAT0935 Conflicting number of parameters (Subprogram...). Lib=... Pgm=D3MENU.</p>	<p>Wrong subprogram called, or wrong Steplib used</p>	<p>Check your Call:</p> <ul style="list-style-type: none"> <li>● Check if the called subprogram uses the parameter data area W3PARAM.</li> <li>● Check if the RPC Server uses the Steplib SYSWEB if called from a nww* interface.</li> <li>● Check if the RPC Server uses the Steplib SYSWEB3 if called from a nww3* interface.</li> <li>● Check if the called program is compiled with the correct SYSWEB/SYSWEB3 Library - Call NAT-DIR (see docu) to see what interface has been used during compile time.</li> </ul>

Error	Description	Recommended Action
<p><b>NWW0011</b> ERX error 80010014 occurred. Severity = Error Facility = 65536 Returncode = 20 Subfacility = 3 Location = 0</p> <p>Message: ERX_E_SERVICE_NOT_AVAILABLE - ETB error code 00070007</p>	<p>Natural RPC Server not started/found.</p>	<p>Check your RPC Server:</p> <ul style="list-style-type: none"> <li>● Start your Natural RPC Server.</li> <li>● or check your RPC_SERVER_NAME at the NWW initialization file.</li> </ul>
<p><b>NWW0011</b> ERX error 80010014 occurred. Severity = Error Facility = 65536 Returncode = 20 Subfacility = 3 Location = 0</p> <p>Message: ERX_E_SERVICE_NOT_AVAILABLE - ETB error code 02150148</p>	<p>Broker not started/found.</p>	<p>Check your Broker:</p> <ul style="list-style-type: none"> <li>● Start your Broker and Natural RPC Server.</li> <li>● or check your RPC_SERVER_NAME and RPC_ETB_ID at the NWW initialization file.</li> </ul>
<p>Processing of subprogram TEST in library W3RPCDMO failed.</p> <p>Message: Status = O, Library = W3RPCDMO, Program = NATSRVD , Level = 01, Error = 00082, Line = 4190 Subfacility = 255 Location = 0</p>	<p>The program you have called does not exist or is not accessible.</p> <p>At the moment it is not possible to switch dynamically the Natural libraries.</p>	<p>Check your Natural:</p> <ul style="list-style-type: none"> <li>● Does the program really exist?</li> <li>● If the program exists, check your logon library or the steplibs or your NATPARM if the given library is included.</li> </ul>
<p>Natural RPC Server crash.</p> <p>Test with WEB-ONL on the same subprogram gets: WEB-ONL 1420 NAT0937 Conflicting array def.in parm.3 (Subprogram ..).</p>	<p>Natural RPC does not check the boundaries of arrays.</p>	<p>Recatalog your Programs.</p>
<p>Demonstration application does not work.</p>	<p>You use different file numbers.</p>	<p>Recatalog the library SYSWEB3 (or SYSWEB respectively).</p>
<p><b>NAT3048</b> File/USERID not available at open time.</p>	<p>Natural uses same ETID for different sessions.</p>	<p>Set your ETID parameter to \$\$\$. This generates a new ETID for every running Natural.</p>