Technical Support Bulletin

Subject: **ER*win* Frequently Asked Questions (with answers)**
Authors: **Logic Works Technical Support Staff**

What are the Logic Works Technical Support hours?

Logic Works technical support hours are Monday to Friday, 9 AM to 7 PM, Eastern Time.

How do I contact Logic Works Technical Support?

Telephone: 1-609-514-2020   FAX: 1-609-514-2862
CompuServe Forum: GO LOGIC WORKS   Internet e-mail: SUPPORT@LOGICWORKS.COM
CompuServe e-mail: 70262,1135   Web: http://www.logicworks.com (goto VIP Site)

Which number is my serial number, and where is it located?

ER*win* 3.5 users will be prompted for the serial number at installation time. The serial number for Logic Works' ER*win* products can be found on a square label with a bar code printed on it. The label can be found on the bottom of the box, and on the inside right of the CD sleeve. The actual serial number is the immediately below the bar code. After installation, the serial number can be accessed by choosing **Help | About ER*win*** from the main ER*win* pull down menu.

When running the installation, the installation program told me it could not create the Program Items or Group.

Be sure you have sufficient rights to create a program group when installing ERwin on a system running Windows NT. If you do not have sufficient rights to create a program group, you will receive an error message from the installation program. Rights sufficient to create a program group are assigned to users in the Administrators, Power Users, and Server Operators groups.

If you have 40 program groups in Windows 3.x, which is the maximum allowed by Windows 3.x , the ERwin install program will place any icons created during installation in the Main program group. Delete an unused program group, create an ERwin Program Group, and then drag the ERwin icons out of the Main program group into the new group.

I've just upgraded to 3.5 from a 2.1 or a earlier version of ER*win* and now the layout has changed.

When you open an ERwin 2.1 or ealier version diagram in ERwin 3.5, you will find the model layout has changed. This is a result of changes made to support print scaling and other new layout features in recent versions. You may need to manually layout your diagram again and save it in the ERwin 3.5 file format. Similarly, if your 2.1 diagram was magnified, the magnification is discarded when you open the diagram in ERwin 3.5.

Technical Support Bulletin

Subject: **ER*win* Frequently Asked Questions (with answers)**
Authors: **Logic Works Technical Support Staff**

I've upgraded from a pre 3.0 version and the current Subject Area name is not visible on the screen in 3.5.
The drop down list box now displays whether you are in physical or logical level. The current Subject Area is displayed on the title bar.

Where are the options to create my reports via DDE, CSV (comma separated), or to RPTwin in ERwin 3.5?
After you have created your report, goto File|Export, and you will be presented with this option.

How do I turn off the migration of my foriegn keys in the logical model?

Right mouse click on the background of the logical model, select Display Options/Entities, uncheck show migrated attributes.

1996 Logic Works, Inc.   Page 2   2/5/96 2:53 PM

Technical Support Bulletin

Subject: **ER*win* Frequently Asked Questions (with answers)**
Authors: **Logic Works Technical Support Staff**

After changing the name of an object, the updated name is not shown on my model.

This usually happens after role naming a foreign key attribute. There are two ways to change what is displayed on the model. (**Note: Do not use the attribute definition editor to correct an attribute name. See the next question.)**

The first is to "reset the physical names". Reset physical names means that ER*win* will create a physical name for an object based on the current logical name of the object. The user can choose which objects to reset from the reset physical names dialog. (The **Reset Physical Names...** button is located on the target server dialog box).

The second is to use the database schema editor to individually change the physical name of an ER*win* object. This is the choice for users who do not use ER*win*'s default physical names.

ER*win* maintains separate locations for logical (entity-attribute) and physical (table-column-index-constraint) names. This allows ER*win* users to have descriptive names on the logical ER diagram while adhering to corporate naming standards on the physical side. ER*win* will automatically create physical names the first time the physical layer of the logical ER*win* object is accessed either by previewing or generating schema, changing the display to physical schema level or using the column property (database schema) editor.

Some of my printed diagram pages have a black background.

This particular problem has been traced to certain HP printer drivers which were shipped with HP LaserJet 4 printers. Please download a file named **L4WIN3.ZIP** from Hewlett Packard's HP Peripherals forum on CompuServe. This PKZIP file contains Windows 3.1 drivers for HP's LaserJet 4 printers which work with ER*win*. If CompuServe is not an option, please call Hewlett Packard at 1-208-323-2551. **Note:** Choosing **raster** rather than **HPGL/2** in the printer driver setup is a quick fix for this, but may slow printing.

Technical Support Bulletin

Subject: ***ERwin* Frequently Asked Questions (with answers)**
Authors: **Logic Works Technical Support Staff**

After reverse engineering, my ER*win* diagram does not have relationship lines.

Reverse engineering from **SQL DDL** scripts requires explicit SQL commands which define the foreign keys. Just because a column in one table has the same name as a column in another table does not mean ER*win* will assume a relationship. Such commands are usually found in SQL ALTER TABLE statements. (The exception to this is **Sybase 4.X** and **Microsoft SQL Server 4.X** which do not have declarative referential integrity and require that the user define foreign keys through the execution of system stored procedure sp_foreignkey. ER*win* will use the sp_foreignkey statements in the DDL to draw the relationship lines.)

ER*win* 3.0 introduced the ability to infer relationships from indexes and same name keys. If you select this option, ER*win* 3.5 will infer the relationships by examining the column names and indexes of each table. If two tables have a column with the same name, and one table has a unique index but the other does not, ER*win* assumes the column with the uniqure index is a Primary Key. If a table has more than one unique index, ER*win* infers the Primary Key and Relationships based on the criteria list in the ER*win* help system. Search on "infer" to find this section.

Reverse engineering foreign keys through **ODBC** requires the **ODBC** driver to be **LEVEL 2** compliant. A **LEVEL 1 ODBC** driver will not retrieve foreign key information from the database catalog.
(Please contact the ODBC driver manufacturer for information regarding the availability of LEVEL 2 drivers).

Reverse engineering **Xbase** databases will not retrieve foreign key information. Most **Xbase** databases do not support referential integrity constraints. Such constraints are usually found in application code and ER*win* reverse engineers only the database catalog, not the application code.

I was generating an Access Database, but I got the message "Execution Failed".

When forward-engineering to a Microsoft Access 7 database, be sure all relationships are named. Otherwise, you will see an "Execution Failed" message.

SQL DDL generated by ER*win* result "table or view does not exist" errors from the server.

You are trying to DROP a table that doesn't exist.

Technical Support Bulletin

Subject: ER*win* Frequently Asked Questions (with answers)
Authors: Logic Works Technical Support Staff

SQL DDL generated by ER*win* result "<object> already exists" errors from the server.

You are trying to CREATE an object that already exists.

If this message appears after an ALTER TABLE statement which is defining a foreign key look at the statement that immediately precedes the offending statement. If it is identical to the problem statement, you must choose the **constraint name** option from the **"other options"** group on the schema generation dialog box. Choosing this option will use the relationship physical name to uniquely name the foreign key constraints. This also requires uniquely named verb phrases.

How do I get only part of my primary key to migrate?

ER*win* enforces the IDEF1X method of data modeling According to IDEF1X, the primary key of a reference table must migrate to the referencing table. A primary key is defined as an attribute or attributes which uniquely identify an entity, and a foreign key is a reference to a primary key. There is no provision for referencing only part of a primary key in IDEF1X.

If you need only a unique idenfitifier in one table, but do not need to migrate this key to any other child tables, make it an Alternate Key, of Inversion Entry.

Alternatively, you may mark the attribute as logical only in the column editor. The attributes will still migrate, but in your physical model, the column name will not appear. The schema is generated from the physical model so this column will not be generated.

How do I embed my ER*win* diagram into another application?

Choosing **Copy Picture** from ER*win*'s **Edit | Copy** pull down menu will copy the screen (including the copy picture / model dialog box!) into the Windows clipboard. The clipboard image can now be pasted into another Windows application. **Note:** The **Copy Model** choice is reserved for copying from one ER*win* model to another. Choosing **Copy Model** will **not** copy the model to the clipboard!

If you have a PostScript printer, the PostScript printer driver can be set up to print to an Encapsulated PostScript (EPS) file. The resulting EPS file can be embedded into Windows applications which have EPS import filters. **Note:** The embedded EPS file is not usually shown on the screen, and **must** be printed on a PostScript printer. Your word processing application will need the requisite Postscript filters to be able to deal with an EPS object.

How can I distribute my ER*win* diagram in read only mode?

Technical Support Bulletin

Subject: **ER*win* Frequently Asked Questions (with answers)**
Authors: **Logic Works Technical Support Staff**

LogicWorks ER*win* Web Publisher allows you to open ER*win* diagrams and create PDF file which can be read with the Adobe Acrobat Reader. This is by far the best solution as the Web Publisher has a number of unique features to annotate your document and the Acrobat Reader is widely available. Contact your LogicWorks sales person for more information.

There is a read only version of ER*win* called ERwin Navigator which is available for use with ModelMart. You can read and create reports on models in the same way as regular ERwin, but you cannot Forward Engineer, or save files.

You can also set up a Postscript driver and print your model to an EPS file. The resulting EPS file can then be transmitted and read by any application which supports this format.

Where did my ER*win* toolbox go?

Turn it on using the **Window | Toolbox** choice or press **CTRL-T (press the control and T key simultaneously)**.
If you recently changed your video driver from a higher (i.e. 800 x 600) to a lower (i.e. 640 x 480), or changed from running Windows NT to Windows 3.11 on a dual boot machine, you may have to edit your ERWIN.INI file. The ERWIN.INI file is located in the \WINDOWS directory The TOOLBOX = X,Y entry determines the location of the toolbox. Exit ER*win* and open then ERWIN.INI file using NOTEPAD. Change the X value to 100 and the Y value to 100, save ERWIN.INI and restart ER*win*. The toolbox should appear.

When I open my model, I see a message stating that my file is read only.

Whenever ER*win* opens a file, that file is marked as read only. This is to prevent a second user from editing and saving a file that the first user has opened. If ER*win* does not exit cleanly (e.g. shutting off the computer with ER*win* and Windows still running), the file will remain marked as read only. To recover, close the file, go to File Manager, highlight the read only file, choose **File | Properties** and clear the checkbox next to the read only attribute. Alternatively you can do this with the DOS Attrib command.

How Does ER*win* Connect to my Database?

ER*win* connects to your database via native DBMS connection software or through Windows ODBC standard drivers. Which software is required for which database can be found in the ER*win* on-line Help|Topic Index

Technical Support Bulletin

Subject: **ER*win* Frequently Asked Questions (with answers)**
Authors: **Logic Works Technical Support Staff**

---

section "Connecting ERwin to a Target Server". Native client connection software is typically supplied by the manufacturer of your DBMS. ODBC drivers may be obtained from your DBMS manufacturer, Microsoft, or a third party driver manufacturer such as Intersolv. Please note in this section odbc.dll indicates that you will be connecting via ODBC. The actual required odbc file ion your system will will be a different name. Those drivers used in testing ER*win* can be found below.

Does ER*win* include connection software?

ER*win*, like most SQL enabled products, relies on external "middleware" to connect to your DBMS. Because ER*win* supports up to 19 different DBMSs, because each DBMS may have several methods of connection (each with different advantages and disadvantages), because most connection software is proprietary, and because many shops already own the connection software necessary to connect to their DBMS, ER*win* itself does not ship with connection software for supported databases.

Do I need to install the 16 or 32 bit connection software?

Most Logic Works products are shipped in both 16 bit and 32 bit versions. 16 bit versions of ER*win* require 16 bit connection software. 32 bit versions of ER*win* require 32 bit connection software. Though you may be running a 32bit platform such as Windows 95 or Windows NT, and have other software installed which will connect to your database with 32 bit connection software, if you are using a 16 bit version of ERwin, you will still need 16 bit connection software. Most 32 bit connection software is installed into different directories with different files names and can coexist with 16 bit client connection software if you need both versions installed on your system.

How do I install the connection software?

<u>Use the install program</u> supplied by the manufacturer of the client connection software. Like most Windows software, <u>trying to make it work by simply copying files to this or that directory in response to error messages is almost always frustrating and ineffectual</u>.

How can I tell if the connection software is already installed?

Guidelines to help you diagnose whether or not your connection software is installed can be found below. If you are having difficulty connecting to your database with ER*win*, if you do not remember installing the client software previously, if you have not connected previously, or if you cannot find these key files in the appropriate directories, then you probably need to install client connection software. The guidelines below, however, are no substitute for the documentation supplied by the manufacturer of your connectivity software,

Technical Support Bulletin

Subject: **ER*win* Frequently Asked Questions (with answers)**
Authors: **Logic Works Technical Support Staff**

---

a bonafide installation, or the invaluable help which can be provided by your DBA or System Administrator.

If you find your connection software is not installed, please **use the installation program** which comes with the connection software. **Attempting to install connection software by copying files to this or that directory in response to error messages from ER*win* is almost always ineffectual and frustrating.**

To What DBMS does ER*win* connect natively (direct)?

ER*win* can connect directly to Oracle, Sybase SQL Server, Microsoft SQL Server, Informix, and Gupta SQL Base.

For all native (direct) connections, the appropriate networking software, such as TCP/IP or other, must be installed on the workstation. DBMS client software is available from the DBMS manufacturer and must also be installed. DBMS client software is not packaged with ER*win*. Some key .DLL files and directories which result from a successful client software installation are listed below. However, this information is to be used as a diagnostic only and does not represent an exhaustive list of what is necessary for your client software to perform properly. If you find you are missing any or all of these key files, the client software has probably not been installed on your PC and you must install the DBMS's client software. Simply copying .DLL files from one workstation to another will probably result in an incomplete installation

What do I need to connect to Oracle?
SQL*NET version 1.x or SQL*NET 2.x (Note: Oracle version 7.3 works only with SQL*NET 2.x - installed and configured along with all support files and network adapters)
The $ORACLE_HOME/BIN for your operating system should be in the path. For example, , for Windows (16bit) it is \ORAWIN\BIN, for Win95 it is \ORAWIN95\BIN, for NT it is \ORANT\BIN.
An [ORACLE] section in the WIN.INI file which points to the ORACLE.INI file in the \WINDOWS directory.
For more information refer to the Oracle SQL*NET manuals and/or your system administrator.

What do I need to connect to Sybase?
ER*win* 3.5 supports connections via CTLIB and DBLIB
Sybase Net-Lib for PC/Windows.
The \SYBASE\BIN directory in the path.
A [SQLSERVER] section in the WIN.INI which defines the servers and their network locations. The [SQLSERVER] section is created when the Sybase Net-Lib software is initially set up.
WCTLIB.DLL

Technical Support Bulletin

Subject: **ER*win* Frequently Asked Questions (with answers)**
Authors: **Logic Works Technical Support Staff**

Sybase Open Client DB-Library for PC/MS Windows.
The directory which inclues WDBLIB.DLL must be in the path.
For more information refer to the Sybase manuals and/or your system administrator.

Technical Support Bulletin

Subject: **ER*win* Frequently Asked Questions (with answers)**
Authors: **Logic Works Technical Support Staff**

What do I need to connect to MS SQL Server?

Microsoft's Open Client Software

The /SQL60/BIN for 16bit or /SQL60/BINN for 32bit in the path.

For 16bit the SQL Server Client Software can be found on their SQL server disk in /CLIENT/WIN16.

32bit can be installed by running setup for NT or 95 and choosing the proper options from the installation choices.

What do I need to connect to Informix?

ER*win* 3.5 16 bit can connect via the Informix native connection software or ODBC.

ERwin 3.5 32 bit can connect only through ODBC.

The ERwin dictionary can only be used when connecting through ODBC.

Informix-Net for Windows v 5.01 or later.

Informix ODBC drivers

For more information refer to the Informix manuals and your system administrator.

Technical Support Bulletin

Subject: **ER*win* Frequently Asked Questions (with answers)**
Authors: **Logic Works Technical Support Staff**

What do I need to connect to Gupta SQLBase?
GUPTA SQL Base Client Software

What native connection software was used during the testing of ER*win* 3.5, 16-bit**?**

DBMS	DBMS Version	Client Version	DLL File	Date	Size
MS SQL Server	6.0	6.00.121	w3dblib.dll	6/7/95	204,048
Sybase	10	Open Client 10.0.3	wctlib.dll	7/26/95	292,929
		Open Client 10.0.1	w3dblib.dll	3/1/94	179,348
		Open Client 10.0.3	w3dblib.dll	7/26/95	36,299
Sybase	11	Open Client 10.0.3	wctlib.dll	7/26/95	292,929
		Open Client 10.0.1	w3dblib.dll	3/1/94	179,248
		Open Client 10.0.3	w3dblib.dll	7/26/95	36,299
Sybase11/10		SQLEDIT/10.0.3/P/PC	3.1/2/Nov 16 1995 17:55:08		
Oracle	7.2.3	SQL*Net 1.1			
Oracle	7.3.2	SQL*Net 2.2			

Note: ERwin/ERX for ModelMart does not work with Sybase connectifity software version 10.0.2

What native connection software was used during the testing of ER*win* 3.5 32-Bit**?**

DBMS	DBMS Version	Client Version	DLL File	Date	Size
MS SQL Server	6.0	6.00.121	ntwdblib.dll	6/7/95	261,120

Subject: **ER*win* Frequently Asked Questions (with answers)**
Authors: **Logic Works Technical Support Staff**

MS SQL Server 6.5

SQL Server	DBLibrary Ver. 6.50.201 DB DLL V		erntwdblib.dll	DB DLL Date
4/3/96				
Sybase	10	Open Client 10.0.3	libsybdb.dll	8/11/95
371,712				
Sybase	11	Open Client 10.0.3	libsybdb.dll	8/11/95
371,712				
Oracle	7.2.3	SQL*Net 1	ora72.dll	(Windows 95 only)
			orant71.dll	(Win95 & NT 3.51)
Oracle	7.2.3	SQL*Net 2	ora72.dll	(Windows 95 only)
			orant71.dll	(Win95 & NT 3.51)
Oracle	7.3.2.3	SQL*Net 2	ora72.dll	(Windows 95 only)

Technical Support Bulletin

Subject: **ER*win* Frequently Asked Questions (with answers)**
Authors: **Logic Works Technical Support Staff**

---

orant71.dll   (Win95 & NT
3.51)

What DBMS does ER*win* connect to using ODBC middleware?
ER*win* connects to the following targets through an ODBC driver:

DB2	Rdb	Watcom	INGRES	AS/400	Netware SQL
Clipper	FoxPro	dBase		Paradox	Teradata
Red Brick	Interbase				

Once an ODBC driver is installed, an ODBC data source must be created. An ODBC data source is a logical name for a specific database location. The ODBC data source is the database name chosen from the drop down list box in the ER*win* connection dialog box.

Complete instructions for creating an ODBC data source can be found in the ER*win* Reference Guide which is a paper manual included with ER*win*.

For more information concerning installing and configuring ODBC please refer to the ODBC driver installation manual and/or your system administrator.

Technical Support Bulletin

Subject: ER*win* Frequently Asked Questions (with answers)
Authors: Logic Works Technical Support Staff

What ODBC drivers were used in the Logic Works Quality Assurance Test Laboratory during the ER*win* 3.5 test cycle?

Logic Works does not endorse any particular manufacturer's ODBC drivers. You do not necessarily need these particular manufacturer's ODBC drivers to establish successful connections with ER*win*. You may already have ODBC drivers which are perfectly functional and Logic Works may be using different drivers in its current testing. This matrix is intended as a diagnostic aid only and represents some of the ODBC drivers Logic Works successfully used during the core ER*win* 3.5 test cycle in Q1, 1998.

Datasource	Vendor	Driver	File Size	Date
AS/400	IBM	EHNODBC3.DLL	221584	8/4/95
Clipper 5.3	Intersolv 2.11	QEDBF07.DLL	173504	9/6/95
DB2 MVS	IBM	DB2CLIW.DLL	378784	6/29/94
DB2/2	IBM	DB2CLI.DLL	778240	4/22/96
dBase III	Intersolv 2.11	QEDBF07.DLL	173504	9/6/95
dBase IV	Intersolv 2.11	QEDBF07.DLL	173504	9/6/95
dBase V	Intersolv 2.11	QEDBF07.DLL	173504	9/6/95
Foxpro 3.0	Microsoft	ODBCJT16.DLL	246928	11/13/94
Informix 5.1	Intersolv 2.11	IVINF509.DLL	123568	1/30/96
Informix 7.1	Intersolv 2.12	IVINF709.DLL	151104	8/8/96
INFORMIX-CLI 2.5 (32bit)	2.12.0000 INTERSOLV, Inc.	IVINF709.dll		8/8/96
Ingres 6	Intersolv 2.11	QEING407.DLL	53376	9/8/95
OpenIngres 1.x	-- INTERSOLV	OpenIngres ODBC 2.12.0001 IVOING09.DLL		
InterBase	Visigenic 4.1	ISCDRV32.DLL	151552	5/7/96
Paradox 4	Microsoft	ODBCJT16.DLL	246928	11/13/94
Paradox 5	Intersolv 2.11	QEIDPO7.DLL	70736	9/1/95
Progress 7	Progress	PROGODBC.DLL	181760	4/8/95
Progress 8	Intersolve 3.01	IVPRO12.DLL		6/19/97
Rdb	DEC	SQRDB.DLL	181152	11/11/94
Rdb	Oracle ODBC Driver for Rdb version 2.10.1100 SQLDB32.DLL			
Red Brick 4.0	Red Brick	RBODBC.DLL	205740	12/2/95
Red Brick 4.0	Red Brick	RBODBC32.DLL	190976	2/20/96
Red Brick 5.0	Red Brick 3.13.0001	RBODBC32.DLL		
SQL Anywhere	Sybase	WOD5OT.Dll	118272	12/1/95

Technical Support Bulletin

Subject: **ER*win* Frequently Asked Questions (with answers)**
Authors: **Logic Works Technical Support Staff**

SQL Any55	Sybase SQL Anywhere 5.0 5.05.011333 Notmarked W0d50T.dll 12/18/96			
SQLBase	Intersolv 2.11	QEGUP07.DLL	62768	9/1/95
SQLBase	Intersolv 2.11	GPGUP08.DLL	105472	9/14/95
Teradata	ATT	TDATA.DLL	321728	3/1/95
Watcom 3.0a	Watcom	WSQLODBC.DLL	67998	12/3/93
Watcom 4.0	Watcom	WOD40W.DLL	76040	11/15/94

Microsoft Accees now connects through OLE as opposed to ODBC as in earlier version of ERwin.

Technical Support Bulletin

Subject: **ER*win* Frequently Asked Questions (with answers)**
Authors: **Logic Works Technical Support Staff**

I believe I've done a successful installation of my client software, but ER*win* still cannot find the connection software when I try to connect.

ER*win* finds the connection software via the operating system's path. Check your path by going to a DOS prompt and typing "PATH".

Most software installation programs usually put their location at the beginning of the path in the environment. Though this may be in your AUTOEXEC.BAT file, your path may have changed when you logged in to your network and the location is no longer available to ER*win*. Checking the path with the "PATH" command will show you exactly what your path is at that time.

You may have installed the connection software to a network drive. The network drive needs to be available so ER*win* can find the connection software.

Did you exit from all other software when you ran the installation? If some .DLL files were being used by another program, such as MS Office, they may not have been overwritten with newer .DLLs your connection software might need. If this is the case, exit from all other software and run the installation again.

Did you just install a new software package since you last connected? By installing any new software on your system, the name of your client connection software may have been pushed off the end of your path when the new software installed its location information at the beginning. DOS only see the first 128 characters or the PATH statement. Go to a DOS prompt and type PATH to see what is "live" in the path.

I hit F1 for Help, but nothing happened.

If you attempt to use Help from ERwin but receive no response, you may be out of segments in memory. Shut down other applications and then try again.

I'm having difficulty generating the Dictionary Manager.

The Informix Dictionary Manager only supports ODBC drivers connectivity. Native support is not available in this release for the Dictionary Manager.

An ERwin 3.5 Dictionary database cannot be stored on AS/400, Progress, CA Open Ingres, RDB, Interbase, Paradox, or Red Brick target servers. Choose a different target server to store the ERwin 3.5 models.

Technical Support Bulletin

Subject: **ER*win* Frequently Asked Questions (with answers)**
Authors: **Logic Works Technical Support Staff**

What are some other tips and techniques which might be useful?

When Reverse Engineering Red Brick 4.0 Major Table physical storage parameters, the segment specification is not in the same order as when forward-engineered. Red Brick 4.0 does not store any information regarding the order of the storage segments. Therefore, ERwin does not have enough information to determine the segment order. You should verify the segment order prior to Forward Engineering.

When generating to Oracle with the index storage option OPTIMAL, the following error occurs: ora-02143, Invalid Storage Option. Oracle documentation states that OPTIMAL is only a valid storage option for Rollback Segments.

When using ERwin on a platform with an ATI graphics card that supports higher color and resolution options (e.g., 32k colors and/or 800x600 resolution), ERwin may drop characters from the display. We recommend that you use a 256-color display driver.

When you drop a Clipper table using an ODBC connection, ERwin does not drop the indexes defined for the table. The DROP TABLE statement generated by ERwin does not drop Clipper indexes. You must drop the indexes manually in Clipper.

Because of limitations in the current Paradox 5.0 ODBC driver, ERwin cannot forward engineer the following Paradox 5.0 datatypes: Autoincrement, BDC, BDC(), Binary, Formatted Memo(), Logical, Long Integer, Memo(), OLE(), Time and Time Stamp. To remedy this problem, use ERwin to generate the schema with alternative datatypes and then manually change the datatypes in Paradox.

If the character set on your client workstation is different than the character set on your server and you create the ModelMart when you install ERwin/ERX for ModelMart, the Setup program may unexpectedly quit and return to the ModelMart dialog box. If this is the case, be sure that you use the same character set in the DBMS configuration on the client and the server so that the ERwin Setup program can translate the information it needs to create the ModelMart.

If you are saving a ModelMart diagram, ERwin might display the message "invalid access id presented on object unlock request." If this is the case, be sure that you are the only user who logs on to ModelMart with your login name.

Technical Support Bulletin

Subject: **ER*win* Frequently Asked Questions (with answers)**
Authors: **Logic Works Technical Support Staff**

When you share a data model with other users, be sure that the same fonts are installed on everyone s workstation. Otherwise, ERwin chooses a font on the current workstation that closely matches the font selected by the user who last updated the ModelMart master diagram. For example, if User1 and User2 are working on copies of the same ModelMart diagram and User1 changes the point size of a text block in the diagram and saves the change back to ModelMart, then User2 refreshes his diagram, ERwin shows the new point size on the font and color toolbar but the actual text object (CUSTOMER) remains unchanged.

Technical Support Bulletin

Subject: **ER*win* Frequently Asked Questions (with answers)**
Authors: **Logic Works Technical Support Staff**

ModelMart displays a message indicating that an "illegal cycle" has occurred when you merge two diagrams (i.e. Diagram 1 and Diagram 2) which both include the MOVIE and MOVIE-COPY entities connected by a relationship, but in Diagram 1, the MOVIE entity is the parent and in Diagram 2, the MOVIE-COPY entity is the parent. ERwin does not support recursive relationships between two entities (i.e. an entity cannot be both the parent and a child). ERwin completes the merge, but keeps only the relationship that existed in the target (i.e. MOVIE-COPY is the parent). If you are not satisfied with the results of the merge, you can delete the existing relationship and create a new one after the merge is complete.

If you save your ModelMart diagram as an ER1 file and choose the PVCS Version Management option in the ERwin "Save As" dialog, you ll find the PVCS check box is unavailable. ERwin/ERX for ModelMart does not support the PVCS Version Management feature. You can access the PVCS application directly and use its features to select and manage ER1 files.

The "Save As" dialog box may not display properly when you choose Report from the ModelMart Security Report and the ModelMart Change Control Report dialog boxes if the available resources on your workstation are less than 60%. To correct this condition, close all non-essential Windows 3.11 applications and then try to generate the report again.

When you save a diagram to ModelMart with attribute names longer than 130 characters, ERwin automatically truncates attribute names when you open the diagram. Before you save a data model to ModelMart, shorten the name of any attribute greater than 130 characters.

When you save a diagram to ModelMart and receive error messages that interrupt the save, none of your changes are saved. Try again to save the diagram to ModelMart.

Starting with this release of ERwin, you may only work with one PowerBuilder library (PBL file) at one time. If you need to work with another library, you must exit ERwin, restart, and then specify another PBL.

When specifying field size in ERwin as part of PowerBuilder extended attributes, be sure the length is no longer than 25". Creating a field longer in size field will cause problems during synch with PowerBuilder.

You'll notice that a Type field appears in the Visual Basic Display Format Editor in Open for ModelMart. Visual Basic does not define display formats as being of a certain data type. Please ignore this field when a

Technical Support Bulletin

Subject: ER*win* Frequently Asked Questions (with answers)
Authors: Logic Works Technical Support Staff

Visual Basic client is selected. The data it contains is not used when Open for ModelMart generates forms in Visual Basic.

ERwin does not recognize the target client of a PowerBuilder 2.1 or Visual Basic 2.1 ER1 file. To work around this problem, open a new diagram and set its target client to that of the 2.1 ER1 file that you wish to open, and then open the 2.1 ER1 file. ERwin will open the 2.1 ER1 file with the proper target client selected.

When the Reset option is selected in the Target Client dialog, only client extended attributes are reset. Consequently, attributes that apply to both the server and the client could be out of sync. To avoid this problem, after using the Reset option, access the Column Property editor and verify that client and related server attributes are in sync.

Technical Support Bulletin

Subject: **ER*win* Frequently Asked Questions (with answers)**
Authors: **Logic Works Technical Support Staff**

When running a form containing both parent and child tables with Informix as the target server, after entering information in the ODBC connection dialog box and clicking on the OK button, Visual Basic becomes inactive. This is problem related to the INTERSOLV 2.12 ODBC driver for Informix.

To optimize response time when you merge two diagrams that are significantly different in size, choose the smaller diagram as the source and the larger diagram as the target.

When you add users who will be using ERwin/Navigator for ModelMart, be sure to assign them to guest profile. Otherwise, they will be counted against your maximum user license.

If you need your license code, you can find it in your ModelMart database. You can retrieve the code from the table erw_License using SQL or any database reporting tool.

To maintain fast and reliable performance in your ModelMart, we suggest you update statistics on your ModelMart database on a regular basis.

You can improve performance in ModelMarts you created in previous versions of this product by recreating them after installing this version rather than upgrading..

Occasionally when you and another user try to access ModelMart at exactly the same time, you may receive a message indicating that a dead lock has occurred. If the message displays while you are saving, none of your changes are saved. Wait a short while and try to save again. If you receive the message again, check with your ModelMart Administrator.

When you merge two data models, the unique name option set in the target diagram determines how an object is named in the merged diagram.

If you are the ModelMart Administrator, when you add users to ModelMart, do not use generic user names (e.g., user1, modeler1, etc.). ERwin uses the actual user s name that you assigned in the server s administration program to determine the number of concurrent users allowed to log on to ModelMart.

When running ERwin/ERX for ModelMart on either Sybase or SQL Server the tempdb should be set to at least 8 MB.

Technical Support Bulletin

Subject: **ER*win* Frequently Asked Questions (with answers)**
Authors: **Logic Works Technical Support Staff**

When using Windows for Workgroups, to avoid dropped connections to SQL Server, set FILES=90 in config.sys file.

When using Windows NT, to avoid dropped connections to SQL Server, set System Tasking to Foreground and Background Applications equally Responsive.

When running ERwin/ERX for ModelMart on either Sybase or SQL Server, make sure that the database and log for the ModelMart are on different devices.

When running ERwin/ERX for ModelMart on Oracle, install the ModelMart tables and indexes to different table spaces for improved response time.

Technical Support Bulletin

Subject: ER*win* Frequently Asked Questions (with answers)
Authors: Logic Works Technical Support Staff

When running ERwin/ERX for ModelMart on SQL Server and using international characters, make sure that the character set on the client workstation and the DBMS are identical and select the Automatic ANSI to OEM option on the client configuration utility.

Visual Basic Client Application FAQs

When I add the ER*win*.vbx file to the Visual Basic (4.0) project, why does the ER*win* FormWizard not appear?

In Visual Basic 4.0 and 5.0 you do not load the ER*win*.vbx file into the project. You only need to go to the **add-ins** menu and select the ER*win* Form Wizard. If ER*win* is not one of the options then refer to the question below.

When I try to create a form using the ER*win* Form Wizard, why does ER*win* not appear on the add-ins drop down list?

The Visual Basic registry has not been updated. The registry is where VB keeps track of what third party products can be launched or used within Visual Basic. If ER*win* ERX was installed before you installed Visual Basic, the requisite portion of the VB.ini file, where registry information is kept, would not have been updated.

Reinstalling ER*win*, so the registry is updated, is probably the easiest fix. Alternatively, you could edit the VB.INI (for VB 4.0) or VBADDIN.INI (for VB 5.0) file directly. The line, "VBObjTest.Application.1=1" must appear under the [Add-Ins32] section.

ERwin 3.5 now supports 32bit VB only. 16bit VB is not supported.

When I run the form I keep getting the error: "User-defined datatype not defined".

The two .BAS files, ERWIN40.BAS and CONST40.BAS from the ER*win* directory have not been added to your Visual Basic Project. The .BAS files are code module files that contain all of the information Visual Basic needs to create the ER*win* form. Information about this procedure is described in th ER*win* on-line help. Goto ERwin Help|Index and search on "VB,starting". The xxxxx40.BAS files need to be used for both VB 4.0 and VB 5.0

Technical Support Bulletin

Subject: **ER*win* Frequently Asked Questions (with answers)**
Authors: **Logic Works Technical Support Staff**

I'm using Access as the back end. When I and try to run a form, I get a "Run-time error '3075' (syntax error in query expression)".

This error is caused by spaces in the table name or attribute name. All spaces need to be replaced with underscores. The generation of these names with spaces is acceptable syntax for Access, but Visual Basic will not allow spaces.

Does the ER*win* for Visual Basic support any third party OCX/VBX controls?

Not at this time, but these features may be included in future versions of ER*win* for Visual Basic.