

## **Appendix B Troubleshooting**

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Appendix A provided information about SiteMeter's advanced utilities. This appendix provides a listing of SiteMeter's error messages and their explanations as well as common troubleshooting tips.

## Error Messages

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The following error messages may display while using SiteMeter.

**A print destination must be chosen.**

Please select a printer in the printer setup dialog box to run a report.

**A report type must be selected.**

Please specify a report type in the reports dialog box to run a report.

**A server must be selected.**

Please specify a server in the reports dialog box to run a report.

**A source file must be indicated.**

Please specify an input source in the reports dialog box to run a report.

**A valid date range must be provided.**

Please specify a date range for filter criteria in the reports dialog box to run a report.

**Are you sure you want to export the data?**

Choose the Yes button to continue with the export of the data file.

**At least one filter criteria choice must be given!**

Please specify at least one of the filter criteria, either date, user, or application.

**File size exceeds 65,535 lines. Unable to export.**

The data file is too big to be exported any of the standard formats. Please try Btrieve as the export type.

**Invalid user name supplied.**

Please specify a valid user name in the attach dialog box.

**No additional servers can be found.**

SiteMeter capability could not detect additional servers.

**No default printer! Select a printer from PRINT SETUP menu.**

Please select a printer in the printer setup dialog box to run a report.

**No input file specified. Cannot continue.**

Please specify the name of the input file.

**No output file specified. Cannot continue.**

Please specify the name of the output file on the export dialog box for data output.

**No output type specified. Cannot continue.**

Please select one of the output formats specified in the drop down list.

**No server specified. Cannot continue.**

Please select a server to generate reports.

**No source type specified. Cannot continue.**

Please specify one of the four radio buttons on the export dialog box for input source.

**Please select or enter a server name before pressing the OK pushbutton.**

Please specify a server in the attach or detach dialog box.

**Report setup choices incomplete.**

All selections necessary to run reports have not been made in the reports dialog box.

**The 'sitedata' file has been corrupted. Please contact McAfee Technical Support for assistance.**

Cannot read the SITEDATA file. Please contact McAfee Technical Support for assistance at 908-530-9650.

**Unable to establish connection with DataLIB DLL. Cannot continue.**

Please check to see that the file DLWBC31.DLL is in the same directory as SREPORT.EXE.

**Unable to initialize Btrieve DLL file.**

Please check and make sure that the files WBTRCALL.DLL and WBHANDLE.DLL are in the same directory as SREPORT.EXE.

**Unable to initialize DataLIB DLL; export functions will be unreliable.**

Please check to see that the file DLWBC31.DLL is in same directory as SREPORT.EXE.

**Unable to open input file. Cannot continue.**

Please check to see that the input files SITEDATA or VIRUSDTA are in the directory you have selected.

**Unable to open output file. Cannot continue.**

Please check to see that the file DLWBC31.DLL is in the same directory as SREPORT.EXE.

**When 'File' is the print destination, a file type must be selected.**

Please specify an output file name to print a report to a file.

**Would you like to export new baseline source files for your report?**

Choose the Yes button to continue with the export of the data files. You may choose the No button if you have recently exported the data files. This will save some time in the report generation process.

**Unable to create Btrieve output file. File may be in use.**

The Btrieve data output file with extension .DAT may already be in use by another user. Ensure that no one else is using the file and try again. If the problem still persists, please use the Btrieve utility provided by NetWare. Type BUTIL -RESET filename.DAT.

**Unable to create peaks.dat file.**

The Btrieve data output file PEAKS.DAT may already be in use by another user. Ensure that no one else is using the file and try again. If the problem still persists, please use the Btrieve utility provided by NetWare. Type BUTIL -RESET PEAKS.DAT.

**Unable to initialize Btrieve requester.**

Btrieve requester Brequester may not be running. Please exit windows and run BREQUEST.EXE.

**Unable to insert Btrieve record.**

Btrieve was unable to insert one of the records in the export process. The original file may be corrupted, please call McAfee Technical Support.

**Unable to open peaks.dat file.**

The Btrieve data output file PEAKS.DAT may already be in use by another user. Ensure that no one else is using the file and try again. If the problem still persists, please use the Btrieve utility provided by NetWare. Type BUTIL -RESET PEAKS.DAT.

**Unable to open sitedata.dat file.**

The Btrieve data output file SITEDATA.DAT may already be in use by another user. Ensure that no one else is using the file and try again. If the problem still persists, please use the Btrieve utility provided by NetWare. Type BUTIL -RESET SITEDATA.DAT.

## Troubleshooting

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This section describes solutions to some of the common difficulties encountered with SiteMeter.

### Installation and Set Up

Please see the Quick Start Guide in Chapter 3 for instructions on installation and setup. Chapter 2 provides detailed installation instructions and error messages.

### Cannot Meter

This section provides a checklist of things to do if you are unable to meter software on your network. An example of this problem would be when a user runs an application but SiteMeter does not show the software as active in View Application Usage or in the Usage.exe program.

Follow the items on this checklist:

1. **Check if the NLMs are loaded and active. Go into Administration, Metering, View Metering Status.**
2. **Try placing a full path into the filename field when defining the metered application. If that does not work, try without a path and just a filename.**
3. **Check if the NetWare drivers are up to date ( at a minimum they should be IPX v. 3.10, NETX v. 3.26, IPXODI v. 2.10, LSL v. 2.01).**
4. **If the user is loading SWATCHER, make sure it is loaded low. Swatcher is only designed to be loaded into conventional memory (640K).**
5. **Check for additional, interfering TSRs or drivers. Do a MEM /C | MORE to see what is loaded in memory and strip the PC of all TSR's and drivers besides the NetWare drivers and whatever is absolutely necessary for Windows.**

To do this, rename the autoexec.bat file to autoexec.old and remove from the config.sys file all unnecessary drivers. For instance, WordPerfect Office v. 3.1's Notify TSR may prevent a DOS application from releasing the lockset.

6. **Check the win.ini file's load= statement. Test with only NWPOPUP on the load= statement.**

**7. SPAWNING. Check if the file that is being metered is SPAWNING. A file that spawns opens up one file, closes it and then opens up a different file.**

For example, WordPerfect For Windows v. 5.1 first opens WPWIN.EXE. It then closes WPWIN.EXE and opens or spawns to WPWINFIL.EXE. This means that WPWINFIL.EXE is the file to meter for WordPerfect For Windows. To check for what file to meter, run RCONSOLE or walk over to the fileserver console. Run Monitor. Then List Active Connections and select Connection Information. Select the name of the user. Then have the user run the application. The files that remain open in Monitor for that user's PC will be displayed and you will be able to identify the files running for the application.

As of this writing, SiteMeter v. 4.1.1 or earlier requires that an .exe or .com file must be open in order to meter an application. The secondary file or files that are spawned may not have an .exe or .com extension and this sometimes results in the application not metering or the lockset not being released when the application is closed. If this is the case and the application is a DOS based program, SLOCK and SUNLOCK may be used to meter the program. SLOCK and SUNLOCK are metering utilities which shipped with SiteLock. Simply create a batch file which runs SLOCK, the DOS application and then SUNLOCK. For example, let's say the program is SYSCON. The .bat file that would be set up could be called SYSCON.BAT. The contents of the .bat file would be,

```
SLOCK SYSCON_UTIL
SYSCON.EXE
SUNLOCK SYSCON_UTIL
```

where SYSCON\_UTIL is the **Metered Application Name** in the Currently Metered Application under Metering. When the user types SYSCON, SYSCON.BAT will execute and SLOCK will run, manually placing a lock on the metered application. Then SYSCON.EXE will run. When the user exits SYSCON, SUNLOCK will run, manually releasing the lock in SiteMeter.

**NOTE:**

*Spawning will be addressed by an enhancement in a future release of SiteMeter/BrightWorks. Please see the appropriate sections in Appendix A for further information on Slock and Sunlock.*

Another workaround is to list all of the .exe or .com files under File[s] To Meter in the metered application. This sometimes gets the application to meter properly and/or release the lockset. Especially try this with Windows based applications because there is no workaround like Sunlock to catch a spawned Windows based application.

An additional workaround is to modify the SITEMETR.EXT file. The Sitemetr.ext file exists in the Home Directory For Data Files (SYS:SYSTEM\SITEMETR). It contains a listing of the extensions of the files that can be accepted as the File[s] To Meter in a metered application. By editing this file, the Supervisor (or equivalent) will then be able to enter a filename with the new file extension as a File[s] To Meter. It may then be possible to meter an application without a .exe or .com extension. **In our experience, the only applications that were able to be metered this way were Micrographic programs. These programs include Designer, Draw and Charisma.** These programs spawn to a .BIN file which SiteMeter cannot normally meter. The workaround for the SITEMETR.NLMs is as follows:

- a. Edit the SYS:\SYSTEM\SITEMETR\SITEMETR.EXT file and add .BIN to the list of file extensions.
- b. Enter (DESIGNER).BIN as the File[s] To Meter in the Currently Metered Application under SiteMeter (SYS:\DESIGNER\DESIGNER.BIN).

**NOTE:**

*For **SWATCHER**, the workaround to meter Micrographics programs is quite different:*

*Delete the original Designer.exe file and rename the Designer.bin file to Designer.exe. Copy that new .EXE file into the <MGXLIBS> subdirectory. Within File[s] To Meter include the specific path and correct .EXE file to protect. Other programs such as Draw and Charisma can do the same. Rename or delete the .EXE file and copy the .BIN file to a .EXE file.*

8. Remove items from the Windows Startup group and test.
9. Reload the Sitemetr and Smrproxy NLMs.
10. If the SiteMeter NLMs are being loaded after Macintosh NLMs (AFP.NLM, ATPS.NLM), load the SiteMeter NLMs before the Macintosh NLMs. In the past, having the SiteMeter NLMs loaded after Macintosh NLMs sometimes caused the fileserver to crash and/or metering to fail.

- 11. Check if the old SiteLock NLM is simultaneously loaded with Sitemetr.nlm and Smrproxy.nlm. This could have disastrous, random results. If so, remove Sitelock.nlm.**
- 12. Recreate the lockset. Go Metering, Currently Metered Applications and delete the entry for the software package that will not meter. Then add the entry back into the metering database and retest.**

### **LockSet Does Not Release**

For example, a user enters Lotus 1-2-3. After exiting the program, View Application Usage or USAGE.EXE still shows the user in the application when they are not in the application.

To troubleshoot this situation, usually the affected PC must first release the lockset. To do this, have the user with the locked application either back out of Windows or log out of the network.

Follow this checklist to solve this problem:

#### **1. Do one of the following:**

- a. Place the full path into the File[s] To Meter field. For example, SYS:\PUBLIC\SYSCON.EXE. Go into Metering and Modify the currently metered application. 'Remove' the file that is already present and then 'Add' to Browse For Files To Meter. Make sure the Include Path box is marked. Then browse for the filename and it will appear in the File[s] To Meter window with the full path.
- b. If the path already exists in the File[s] To Meter field, remove the path and just leave the filename using similar steps as in 1a. For example, 123.EXE.

Make sure the Include Path box is blank.

- 2. If the user has loaded the SWATCHER TSR, make sure that Swatcher is NOT loaded high. Swatcher was designed to only be loaded in conventional memory (640 K).**
- 3. Check if the NLMs are loaded and active. Go Administration, Metering, View Metering Status.**
- 4. Ensure that the user has loaded the latest NetWare drivers (IPX, IPXODI, LSL and NETX).**
- 5. SPAWNING. Check if the application spawns other files.**

As of this writing, SiteMeter v. 4.1.1 or earlier requires an open .exe or .com file to meter an application. This will be addressed by an enhancement in a future release. The secondary file or files that are



spawned may not have an .exe or .com extension and this sometimes results in the lockset not being released when the application is metered. If this is the case and the application is a DOS based program, SUNLOCK may be used to release the lockset. SUNLOCK is a metering utility which shipped with SiteLock. Simply create a batch file which runs the DOS application and then runs SUNLOCK. For example, lets say the program is SYSCON. The .bat file that would be set up could be called SYSCON.BAT. The contents of the .bat file would be,

```
SYSCON.EXE
SUNLOCK SYSCON_UTIL
```

where SYSCON\_UTIL is the **Metered Application Name** in the Currently Metered Application under Metering. When the user types SYSCON, SYCON.BAT will execute and SYSCON.EXE will run. When the user exits SYSCON, SUNLOCK will run, manually releasing the lockset in SiteMeter. Please see Appendix A for further information.

Another workaround is to list all of the .exe or .com files under File[s] To Meter in the metered application. This sometimes gets the application to meter properly and release the lockset. Especially try this with Windows based applications, because there is no workaround like Sunlock to catch a spawned Windows based application.

6. **Check for additional, interfering TSRs or drivers. Do a MEM /C | MORE to see what has been loaded into memory and strip the PC of all TSR's and drivers besides the NetWare drivers and whatever is absolutely necessary for Windows.**

To do this, rename the autoexec.bat file to autoexec.old and remove from the config.sys file all unnecessary drivers. For instance, WordPerfect Office v. 3.1's Notify TSR may prevent a DOS application from releasing the lockset.

7. **Remove items from the Windows Startup group and test.**
8. **Check the PC's win.ini file's load= statement. Test with only NWPOPUP on the load= statement.**
9. **Check if the old SiteLock NLM is simultaneously loaded with Sitemetr.nlm and Smrproxy.nlm.**

This could have disastrous results. If the Sitelock.nlm is loaded, REMOVE the Sitelock.nlm from the fileserver's memory and the autoexec.ncf file.

10. **Recreate the lockset.**

Go Metering, Currently Metered Applications and delete the entry for the software package that will not meter. Then add the entry back into the metering database and retest.

**11. QEMM v. 7.01. Can't release a lockset for an application that is called off an attached server due to QEMM v. 7.01.**

The workaround is to remove the LOADHI command from the SHELL= line in the workstation's CONFIG.SYS. QEMM's v7.xx of Optimize places this LOADHI command on the SHELL= line. Apparently, previous versions of Optimize did not do this.

**12. DR DOS v. 6.0. It is suspected that you can't release a lockset on a PC running DR DOS v. 6.0. Use a different type of DOS.**

**NOTE:**

*This problem also applied to DOS applications run under Windows.*

**13. NET-PROT. It is possible that with the NETPROT.NLM v. 1.23 loaded, intermittently locksets do not release or SiteMeter fails to meter.**

Results from in-house testing revealed that locksets on DOS applications are not released. This only seems to occur if an active virus scan is being performed by Net-Prot. Locksets on Windows applications seem to meter fine but will occasionally not be released. This does not seem to follow any pattern. However, if an active virus scan is being performed by Net-Prot, SiteMeter will NOT release locksets. This issue is currently under investigation.

## SMRUP Patches

This section describes the various patches available for SiteMeter.

### SMRNLM.EXE 73,092 6-02-94

SMRNLM.EXE only contains the current SiteMeter NLMs, current SMRAGENT.EXE file and the current SITEMETR.MSG file (along with a read me file SMRNLM.DOC). SMRNLM.EXE supports versions of SiteMeter v. 4.00 or greater. The updated version of SMRAGENT.EXE included here addresses an "out of memory" message that could display in Windows (Occurred with SMRAGENT 3-09-94). If a user needs only the current NLMs or SMRAGENT, SMRNLM.EXE is the file to use.

❑ 351108 05-04-94 12:12 SITEMETR.NLM

- ❑ 21168 04-01-94 13:26 SMRAGENT.EXE
- ❑ 74972 05-04-94 12:18 SMRPROXY.NLM
- ❑ 1439 02-10-94 10:29 SITEMETR.MSG
- ❑ 3557 06-02-94 SMRNLM.DOC

Other items SMRNLM.EXE addresses:

1. **Sometimes cannot meter or virus protect applications run from a map rooted drive.**
2. **SMRPROXY NLM cannot be loaded without first disabling NetWare Accounting.**
3. **The fileserver would sometimesabend upon a DOWN command.**
4. **Sometimes a SPX socket problem occurred with SMRAGENT 8-17-93.**

This sometimes occurred with other programs that open SPX sockets inside Windows such as a mail TSR or Windows For Workgroups. Symptoms include, "SiteMeter agent Error 7: There was an IPX Problem communicating with server" or "Wcnwlib error: Unexpected error opening socket" or PC lock ups. This problem also results in "Error 001: cannot communicate with VAP or NLM" with the SiteLock Swrap feature.

**5. IPX Traffic.**

Sometimes when the 7-20-93 Sitemetr.nlm and the 8-5-93 Smrproxy.nlm were loaded, fileserver utilization might increase and possibly no one could login.

6. **Locksets were not released with SMRAGENT 2-14-94, byte count 29,776.**
7. **When INSTALL is loaded at the fileserver, the fileserver would sometimesabend (occurred with SITEMETR.NLM 2-13-94 and SMRPROXY.NLM 2-14-94).**

**SMRUP3.EXE 05-25-94 1,788,902 11:48a**

On 5-25-94 the SMRUP2.EXE patch was released. IT IS ONLY APPLICABLE TO SITEMETER v. 4.10 USERS. IT IS NOT APPLICABLE TO SITEMETER v. 4.00 USERS. SMRUP3 is a self-extracting file dated 5-25-94 and contains the following files:

- ❑ READ1ST.TXT 9,714 05-18-94 11:27a

❑ SITEMTR.EXE 1,774,855 05-17-94 5:17p

SITEMTR.EXE consists of the following files:

- ❑ DPRODREG.EXE 77,437 03-18-94 2:10p; used for serialization only
- ❑ FIELD .DDF 55,296 04-28-94 11:27a
- ❑ FILE .DDF 7,680 04-28-94 11:27a
- ❑ SITEMETR.EXE 1,175,568 05-09-94 5:54p
- ❑ FUSION .CFG 55 11-15-93 7:05p; used for serialization only
- ❑ INDEX .DDF 11,776 04-28-94 11:27a
- ❑ NWCALLS.DLL 146,544 11-02-93 2:30p
- ❑ NWIPXSPX.DLL 38,544 11-02-93 5:47p
- ❑ NWLOCALE.DLL 38,576 11-02-93 6:12p
- ❑ NWNET .DLL 205,104 11-02-93 5:12p
- ❑ NWNETAPI.DLL 106,884 01-07-93 1:31p
- ❑ SERIAL .BAT 32 03-17-94 4:33p; used for serialization only
- ❑ SITEMETR.NLM 351,108 05-04-94 12:12p
- ❑ SMRAGENT.EXE 21,168 04-01-94 1:26p
- ❑ SMRPROXY.NLM 74,972 05-04-94 12:18p
- ❑ US\_AD .RPT 17,008 03-22-94 4:57p
- ❑ VENDOR .LIS 1,745 03-31-93 11:36a
- ❑ UFLBWRKS.DLL 32,640 05-03-94 05:03p
- ❑ CHISHWSV.RPT 25,951 05-04-94 02:51p
- ❑ CHISHWMC.RPT 23,809 05-04-94 03:03p
- ❑ CHISHWPC.RPT 25,423 05-04-94 11:05a
- ❑ UPF .RPT 9,562 03-22-94 04:39a
- ❑ US .RPT 14,949 03-22-94 04:44p
- ❑ US\_AS .RPT 15,853 03-24-94 04:05p
- ❑ SPA .RPT 7,942 03-22-94 04:35p
- ❑ SWINAPP.EXE 49,680 05-04-94 12:06p
- ❑ SREPORT.EXE 116,752 05-09-94 05:30p
- ❑ SYSMOD .EXE 44,192 05-04-94 12:08p
- ❑ USAGE .EXE 130,064 05-04-94 01:44p
- ❑ SDUPDATE.EXE 136,736 05-04-94 11:55p
- ❑ SA\_EQUIP.EXE 272,421 05-02-94 04:35p

- ❑ WSDUPD .EXE 21,504 05-04-94 12:03p
- ❑ EQUIP .EXE 174,607 05-02-94 04:17p
- ❑ CRW .EXE 1,768,448 05-04-94 04:56p
- ❑ QUICKST .WRI 17,536 05-09-94 10:37a; a guide to getting started
- ❑ DELID .EXE 16,318 05-04-94 11:35a
- ❑ SPF .RPT 9,622 03-22-94 04:38p
- ❑ AS\_UD .RPT 18,218 03-22-94 03:36p
- ❑ AS .RPT 14,318 03-22-94 03:38p
- ❑ AS\_US .RPT 16,592 03-22-94 04:13p
- ❑ WSREPOT .RPT 26,961 04-22-94 04:51p
- ❑ METERDEF.RPT 7,416 03-23-94 05:03p
- ❑ BDIABOUT.DLL 424,464 05-11-94 12:34p
- ❑ SMRXPOT.DLL 67,628 04-17-94 04:46p
- ❑ README .TXT 36,144 05-13-94 01:37p; updated with the new changes
- ❑ SMR .BAT 158 05-17-94 02:26p; to remove old files

SITEMETR.EXE contains updated NLMs, DLLs, and EXEs for BrightWorks v1.0.1, LAN Automatic Inventory 3.1.1 and SiteMeter v4.1.1. (Please note that the NLMs and SMRAGENT.EXE included here are the same versions of those files that are contained within FUSUP3.EXE of PCVEND LIB3). The updated version of SMRAGENT.EXE included here addresses an "out of memory" message that could display in Windows (Occurred with SMRAGENT 3-09-94). Also included in SITEMETR.EXE are updated Data Dictionaries (DDFs). These DDFs now combine Inventory and Metering data structures into the same group of definition files. In addition, an update to the canned Metering report "Application Use with User Detail" (US\_AD.RPT) addresses an issue wherein the Date could appear in the Time Out field.

It also includes an updated message file for the SiteMeter NLMs. The following list details what other fixes are included in this patch. These errors sometimes occurred with SiteMeter v. 4.0 and the patches released up to, but not including, SiteMeter v. 4.1:

1. **Sometimes cannot meter or virus protect applications run from a map rooted drive.**
2. **SMRPROXY NLM cannot be loaded without first disabling NetWare Accounting.**
3. **The fileserver would sometimes abend upon a DOWN command.**

**4. Sometimes a SPX socket problem occurred with SMRAGENT 8-17-93.**

This sometimes occurred with other programs that open SPX sockets inside Windows such as a mail TSR or Windows For Workgroups. Symptoms include, "SiteMeter agent Error 7: There was an IPX Problem communicating with server" or "Wcnwlib error: Unexpected error opening socket" or PC lock ups. This problem also results in "Error 001: cannot communicate with VAP or NLM" with the SiteLock Swrap feature.

**5. IPX Traffic. Sometimes when the 7-20-93 Sitemetr.nlm and the 8-5-93 Smrproxy.nlm were loaded, fileserver utilization might increase and possibly no one could login.****6. Locksets were not released with SMRAGENT 2-14-94, byte count 29,776.****7. When INSTALL is loaded at the fileserver, the fileserver would sometimes abend (occurred with SITEMETR.NLM 2-13-94 and SMRPROXY.NLM 2-14-94).**

SiteMeter v. 4.1.1 contains these updated files:

- ☐ SMRPROXY.NLM 74,972 5-04-94
- ☐ SITEMETR.NLM 351,108 5-04-94
- ☐ SMRAGENT.EXE 21,168 4-01-94
- ☐ SITEMETR.MSG 1,439 2-10-94

**SiteMeter Reports (Sreport.exe)**

As of this writing, SREPORT.EXE 5-9-94, 116,752 bytes is the current SiteMeter Report file. It ships with SiteMeter v. 4.1.1. It is available in a patch file **SMRRPT3.EXE** which is on Compuserve, GO BRIGHT, LIB 3.

**1. "Sreport caused a GPF in module DLWBC31.DLL".**

A General Protection Fault error occurs when a user Exports a 65K or greater Sitedata file to non-btrieve format (i.e., Excel, etc.). This is an open issue currently under investigation. To workaroud the issue, rename the Sitedata file before it reaches 65K in size.

**2. Btrieve error code 20, cannot run Sreport".**

This means that SREPORT.EXE detected that Btrieve was not loaded properly.

- a. Local Btrieve or brequest.exe are INDEED not loaded.

- b. SPX is not loaded (when using brequest and server btrieve. IPXODI has the option of disabling SPX. Enable SPX). Make sure IPXODI is NOT loaded with a /d or /a switch. /d prevents IPXODI from loading SPX.
  - c. BSPXCOM.NLM is not loaded.
  - d. Ensure that VIPX.386 is version 1.17 or later if IPXODI is being loaded high. If VIPX.386 is version 1.1 and IPXODI is loaded high, the SPX could fail and cause the BTRIEVE error 20.
  - e. Make sure the NOVDB.INI file exists in the \Windows directory.
  - f. If the user is attached to multiple file servers, have them log into just the one server where SiteMeter/BrightWorks is installed.
- 3. Sreport caused a GPF in module CRPE.DLL @ 0026:0A03".**
- Resolved by SREPORT 5-9-94, byte count 116,752. Get SMRUP3.EXE file from Compuserve.
- 4. No information shows in a SiteMeter report done for a date range of one day.**
- For a workaround, do a report with a date range greater than one day. This is an open issue that is currently being investigated.
- 5. Peaks calculation problem.**
- Resolved by SREPORT 5-9-94, byte count 116,752. Get SMRUP3.EXE file from Compuserve.
- 6. "Unanticipated Btrieve Error #1".**
- User gets this error if they use Brequest v. 6.10d. This error also occurs with BREQUEST.EXE v6.10e. Use Brequest v. 6.10c, or later, instead. Btrieve v. 6.10c is available on Compuserve. GO NOVLIB, Library 7 and download the file BTR61.EXE.
- 7. Negative number problem.**
- User gets negative numbers in the report data. First addressed by SREPORT 3-24-94. Get SMRUP3.EXE file from Compuserve.
- 8. An update to the "canned" report file US\_AD.RPT resolved an issue wherein the Date could appear in the "Time Out" field of the "Application Use with User Detail" report.**
- First addressed on 3-15-94. Get SMRUP3.EXE file from Compuserve.
- 9. The "Defined Limit" field of the Metering Definitions could reflect an incorrect value.**

First resolved with 3-24-94 Sreport. Get SMRUP3.EXE file from Compuserve.

**10. A GPF that could be caused by UFLSAMP1.DLL.**

First resolved with Sreport 3-24-94. Get SMRUP3.EXE file from Compuserve.

**11. The SMRPT2.EXE file included updated .dll files so as to be in sync with the same files that existed in the Fusion v1.00 package and in FUSUP2.EXE patch file on Compuserve, LIB3, PCVEND. SMRUP3.EXE patch contains these files as well.**

**12. GPF caused by UNIDRV.DLL.**

SiteMeter reports would give a GPF in UNIDRV.DLL when the Printer Icon was used to print from an open report window and the user then exited and re-entered the SiteMeter reports. This is an OPEN issue. The workaround is to either close all of the open report windows before exiting SiteMeter Reports or to have the user downgrade to an earlier version of UNIDRV.DLL.

**13. Corrupt Sitedata file?**

When the SiteMeter Reports fail, another possibility is that the SITEDATA file has become corrupt (or SITEDATA does not exist because no one has been metered yet and caused SITEDATA to be created by the NLMs). A quick method of verifying this is to divide the byte size of the Sitedata file by 49. If the result is not a round number, the file is corrupt. The Sitedata Debugger program may be used to fix the file. To have the Debugger come up in SREPORT, create a SREPORT.INI file in the \WINDOWS directory. It should contain,

```
[Debug]
Enabled=1
file type=10
```

An alternative is to send the Sitedata file to McAfee East Tech Support by Compuserve or the mail so we can fix it with the Sitedata Debugger program.

## BTRIEVE

This section contains common SiteMeter Btrieve errors and solutions.

**1. "Btrieve record manager inactive".**



Have the user type PATH. This will show all of their search drives. Then have the user do a dir on WBTRCALL.DLL in each of the search drives. If they come across another copy of WBTRCALL.DLL it means the user may be loading the wrong WBTRCALL.DLL file for Btrieve.

**2. User runs the SiteMeter reports and gets "Unable to allocate memory for Btrieve".**

This error is caused by not having enough free conventional memory.

- a. Load BREQUEST in the WINSTART.BAT file so it does not load in conventional memory.
- b. Free up some conventional memory and restart (i.e. remove TSRs, etc.). It has been reported that about 508K of free memory is needed to run the SiteMeter Reports.

**3. User runs the SiteMeter Reports and gets "Page Size Error - Btrieve error 24".**

- a. The user must run BREQUEST or BTRIEVE at the workstation.
- b. Free up memory. Load items high (LSL, NIC driver, etc.) and/or load BREQUEST into high memory by loading it in the WINSTART.BAT file.

### Changing the SiteMeter Messages

A user may request to change the text of a message in SiteMeter. The method to do this is to go into the SYS:SYSTEM\SITEMETR directory (or wherever the Home Directory For Data Files are located. Go Administration, Metering, Configuration Options). Then have the user make a backup of the SITEMETR.MSG file. They can then use a text editor to change the messages. Then the user must reload the SiteMeter NLMs.

## Notes

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