

Troubleshooting 116

- Stop all the Pervasive engines on their network
 - Close Pastel on all machines
 - Look for the Pervasive icon where the time displays on the screen, right-click on the icon and select Stop Engines and Exit
- Run a search for *.loc and delete all the loc files.
 - Go to Start...Search, select files and folders
 - When prompted on what you would like to search for select All files and folders
 - Where it says All or part of the file name type in the following:
*.loc
 - Make sure where it says Look in it is pointing to Local disk (c:)

The reason we do this is because the pvs.w.loc file could be pointing to a gateway machine that is not available anymore or the data was copied from one machine to another. You will notice that the loc file is a read only file, meaning that it does not dynamically change every time the gateway changes. So sometimes the loc file may be referring to a machine that is not the gateway. Therefore deleting the pervasive loc file is the first thing you should do. But ask the customer first if it worked properly before, so as to ascertain whether the problem is a network problem or a gateway problem. Do not set up another gateway until you can get all the machines to connect properly without a gateway. Resetting the gateway should be the last thing you do. (refer to setting up a gateway below)

- If the client has loaded Pastel and Pervasive for the first time or if the added new machines to the network, check the pinging of the machines on the network.

To ping a machine you will need to go to Start...Run

In the run box type in COMMAND (win98) or CMD (all other Windows) this will bring up the dos prompt box

In dos type

ping computername where computername is the name of the server or other workstation

test the pinging of the machines all round - from the server to the workstation from workstation to workstation and from workstations to the server. If the test pass then you should not have any network problems. If it does not then you definitely get an error 116. Our advice is to get this sorted out first before trying anything further.

- If you are using Windows 98 machines, try to refrain from using Realtek 8019 and 8129 network cards and drivers, these network cards have been tested and have been rated as being inconsistent with regard to network communication. If you have no alternative, try updating the network card driver to latest driver for the Realtek 8019 and 8129 and 8139 models. This could help, but we cannot guarantee the stability of the network. You can find the updates for the drivers on the following website www.realtek.com.tw you can check which network card a machine uses by
 - Right clicking My Computer

- Select Properties
- in Properties select Hardware
- Click on the Device Manager option
- Select Network Adapters
- This should show you which card you have on your machine.

- To see which protocol your machine uses:
 - Go to Start...Settings...Control Panel
 - Double click Network Connections
 - Right click on your local area connection
 - Go to properties
 - In the Properties box make sure that the machine has only one installed protocol and make that all the machines are using the same protocol. If the machine has more than one protocol enabled, you should get the network technician to reload the network card and this time install only one protocol, preferably TCP/IP. Remember that Netware and Linux machines can also use TCP/IP. But most times Netware (Novell) machines will run IPX/SPX.

- If you are using a protocol other than TCP/IP you will need to go into the pervasive control center on all your machines and enable the protocol that you use so that pervasive can use it as well.
 - Do this by going to Start...Programs...Pervasive...Utilities or Other Utilities
 - Select Pervasive Control Center. This will bring up the PCC dialogue box
 - On the right hand side double click on the icon until you get an option that reads configuration
 - Double click on configuration you will see Server and Client (ignore Client 16)
 - Double click on the Server option
 - Double click the option Communication protocols
 - Double click on Supported protocols
 - The protocol that you are using should be in the selected box and all others should be moved using the arrows to the available box.
 - On the left part of the screen click on the Client option
 - Select Communication protocols
 - Double click on Supported protocols. The protocol that you are using should be in the selected box and all others should be moved using the arrows to the available box.

Make sure that you do this on all the machines that are loaded with Pastel and Pervasive.

- If the client has DHCP enabled, explain to him the reason that he might be having a recurring 116 error is due to the fact that the pvsw.loc file does not dynamically change every time a new IP address is assigned.

- You may also experience a problem where the network only allows a specific machine in first then the others or one machine gets 116, while all others can get in fine. This normally occurs when a setting is out in the Pervasive Control Center. Once again check all machines. Open up the Pervasive Control Center. Expand the Options until you get to Configuration

Double click the Server Option

Select Access - make sure that the Accept remote request option is on.

If it is not then double click Accept Remote Request and set it to on.

There after go to the Client

Select Access - set the options Use Local Microkernel option to on and Use Remote Microkernel Engine to on.

- If the machines have more than one network loaded go into the Pervasive Control Center and expand until you get to the Configuration option
Select the Server option
Click the Supported Protocols Option
Set the TCP/IP Multihomed option to on.
- Check that the correct version of Pervasive Workgroup is loaded. If you are running Pervasive 2000i make sure that all the machines are running Workgroup and not the Workstation edition. If they are running Pervasive 8 make sure that the pervasive license reflects 5 user or 10 users depending on which you are licensed for.
- Terminal server users of Pastel should not receive a status 116, but if they do it is most probably due to the fact that the Pervasive Engine installed incorrectly or on more machines than just the terminal server. Make sure that Pastel and Pervasive is not loaded into each user profile. The correct way of installing it on terminal server is to load Pervasive and Pastel only the server and make both the application and the Pervasive available for the user to use. The users will have to have some registry access or he may encounter an error 20. If there are mixed users, some being terminal service users and some being workstations connecting to a terminal server, treat the workstations in the same way you would treat a peer to peer setup. Just remember that the setup, for those users that log via thin client or a terminal session stay the same.

Setting up a Gateway

A Gateway is a machine that acts as the machine which controls the transfer of the Pastel data over and across the network.

- Firstly shut down all the Pervasive Workgroup engines on all the machines. Then search for *.loc files on all the machines locally and delete every pvsw.loc file that is found.
- Then go to the machine that is going to be the gateway, on that machine go to Start...Programs...Pervasive...Utilities...Gateway locator
In the Target directory Option select the share for the Pastel data (not the data itself just the root directory), click OK
- Then go to the Change button at the bottom
 - Click change
 - Select the option Assign a Gateway
 - The computer name that you are currently working on should appear

- Click on OK and then Reresh
- .
- That will ensure that whenever any machine tries to access the shared data folder that it will read the pvsw.loc file which will tell the Pervasive Engine which machine to use as the Gateway.

Status 116

If all of the solutions in the existing KB article does not solve the problem, Let one user go into Pastel. Open the ~PVSW~.loc file in notepad. See what the computer names that are picked up are. It is a possibility that Pervasive picks up two PC's with the same name. If this is the case, the network technician needs to setup the entire network again.