



eChange TECHNICAL SUPPORT

Topic:

New Vault Fails to Initialize: description, and work around.

Product/Version: eChange, all versions

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Symptoms:

After adding a database in SQL, and adding the IDMDS Document services, the next step is to add the vault into eChange so that the system can utilize these resources. On some occasions, and under circumstances that do not seem to be predictable, the eChange system will display an error when you try to initialize the vault. It will state that it cannot initialize the vault, and that perhaps the user name and password for SQL or IDMDS is incorrect.

Cause:

This is a defect.

Resolution:

1. Make sure you have good backups of all your data.
2. Using the Motiva Administrator, view the properties of each vault, and record all the information about them.
3. Delete the existing vaults. Don't worry; this does not delete the data, only the references to the vaults in the system registry.
4. Once all the existing vaults are deleted add the new vault. You will find that the system will allow you to add it and initialize it at this point.
5. Add the other vaults back to the system **WITHOUT** initializing them. If you initialize them, you will destroy all your data. Be warned, the only way to recover the data at that point is from a back up. So make sure that when you have the "New Vault" window open, both the "Initialize Motiva Database," and "Initialize Panagon IDM System" boxes are **UNCHECKED**. When you restore

the vaults, add them taking care to restore the properties that you had recorded earlier.

Comments:

Keywords:

Vault, Failure, Initialize, Initialization