

QDABRA DBXL RENDERING SERVICE TROUBLESHOOTING GUIDE

5/06/2020

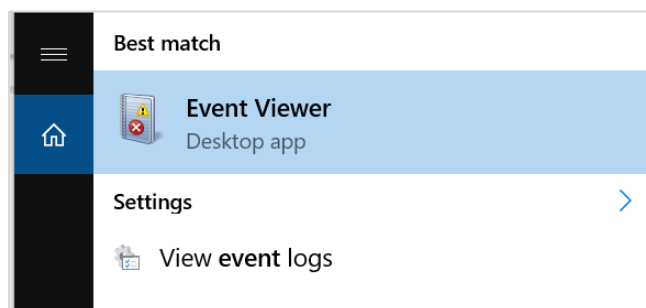
Overview

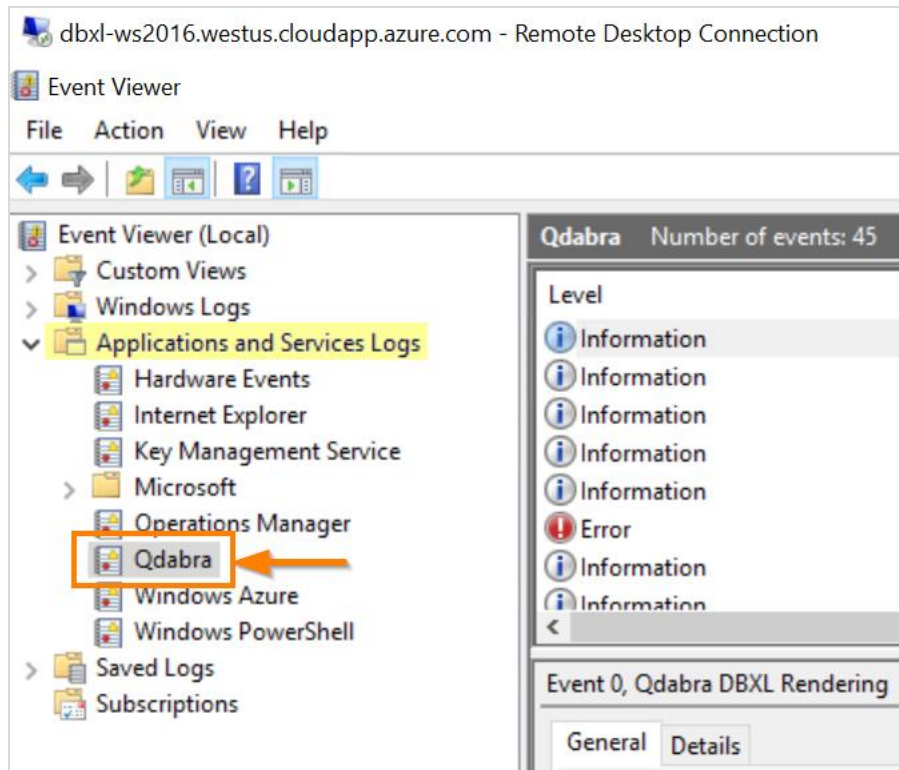
This document provides steps on troubleshooting errors as seen when running Qdabra’s DBXL Rendering Service. If you encountered an issue that is not discussed in this document, please contact support@qdabra.com for assistance.

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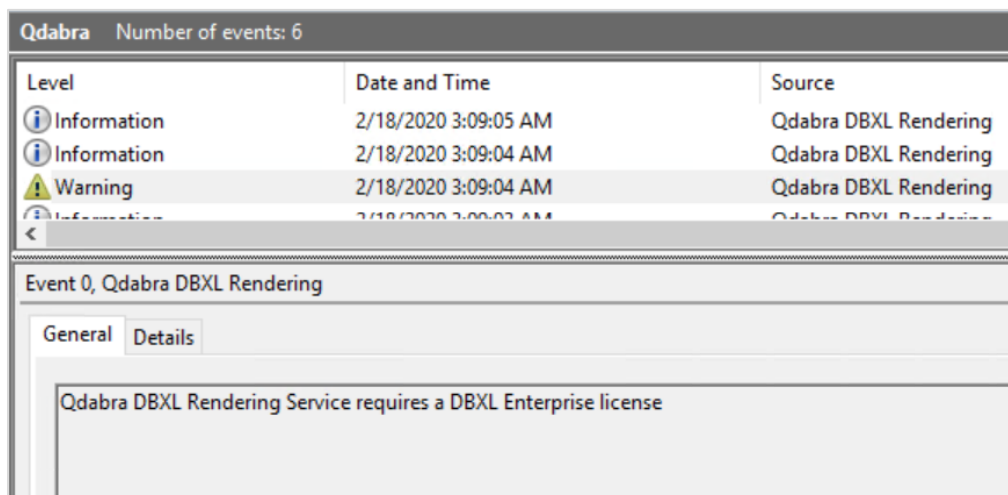
Normally, the Qdabra Event Log is the place to look for errors related to DBXL and its tools. In the server where DBXL is installed, open **Event Viewer** and locate the **Qdabra** event log under Applications and Services Logs:



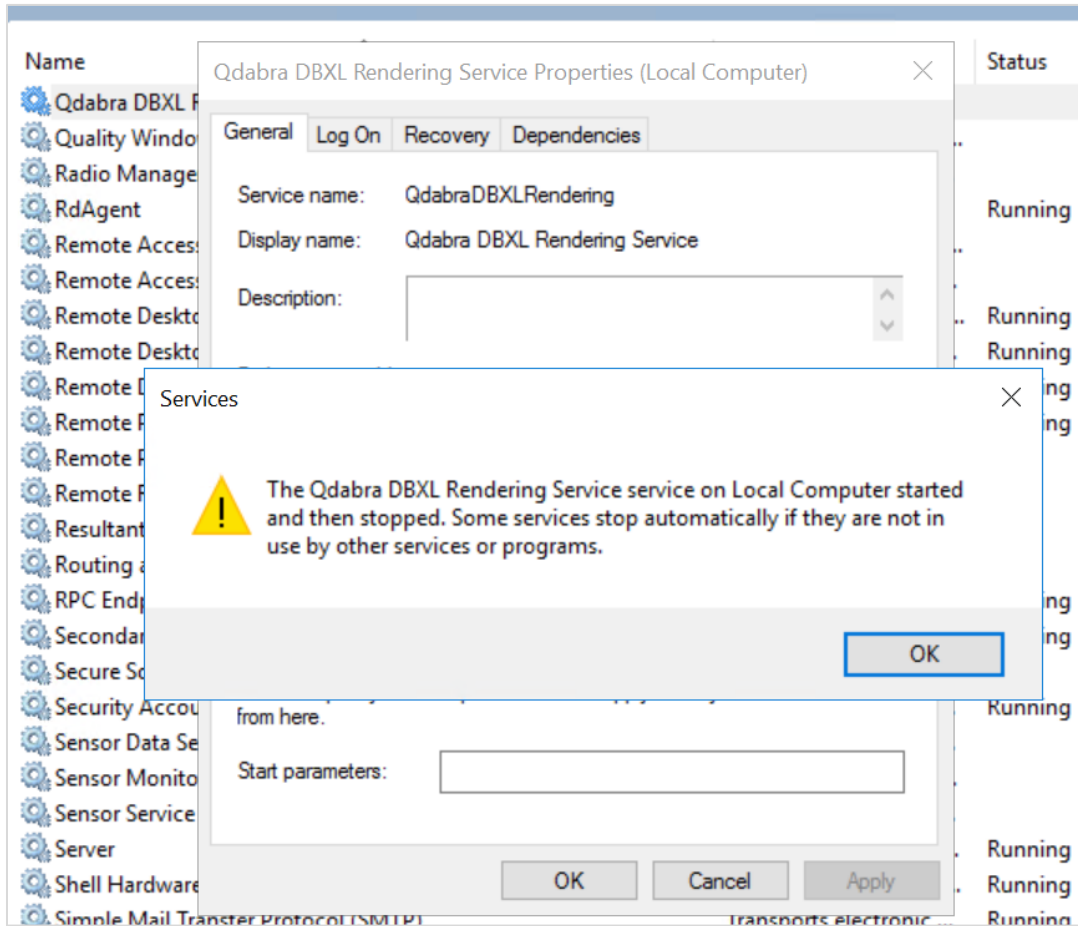


Qdabra DBXL Rendering Service requires a DBXL Enterprise license

After starting the rendering service, Qdabra’s event log will show this warning if DBXL doesn’t have an Enterprise License. Because this requirement has not been met, the service will fail to start.



You may also get this error when attempting to start the service:



To fix, an Enterprise License should be added in DBXL Administration Tool's License page.

Home Catalog DocType Tools **License**

Qdabra DBXL
Administration Tool Manage License

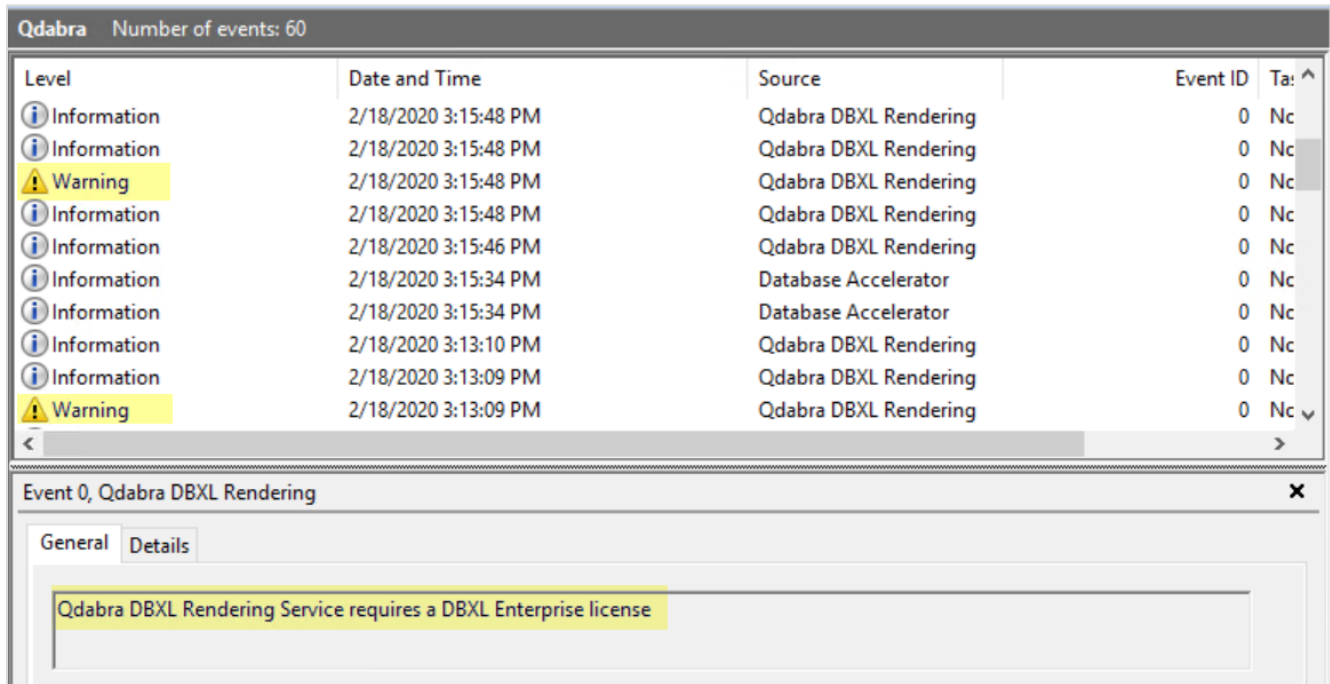
Add License Pack

License File Contact Email [Add License Pack](#)

Installed License Packs

Expires	Serial Number	Name	Contact Email	Doc. Types	Docs	ADWS	Del
2021-02-16	DBXL3.3-	Qdabra Software	Qdabra.Tester@Qdabra.com	1000000	1000000000	<input checked="" type="checkbox"/>	
				Total Installed:	1000000	1000000000	
				In Use:	7	207	
				Remaining:	999993	99999793	

If you've already added an Enterprise License and the warning issue persists (as seen in the screenshot below):



There could be an issue with the license file. You may ask Qdabra's Support to generate a new license for your DBXL instance.

Rendering Service does not start automatically

After the DBXL Rendering Service installation completes, you'll notice that it does not start automatically.

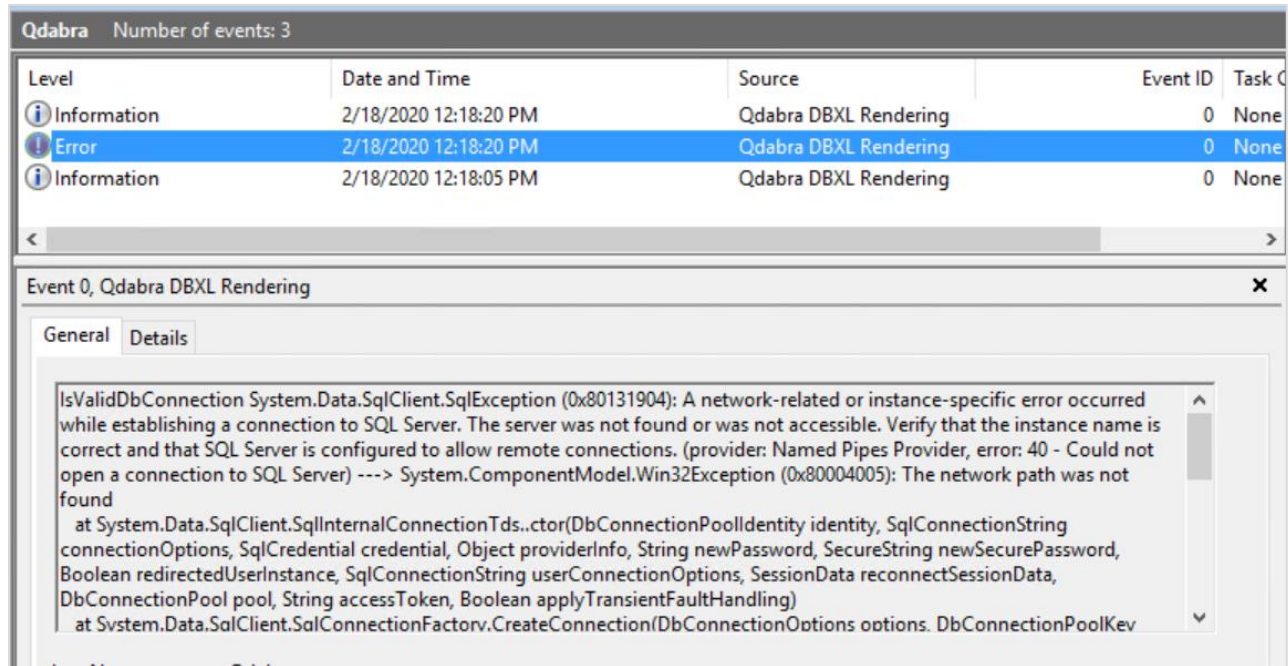
Name	Description	Status	Startup Type	Log On As
Qdabra DBXL Rendering Service			Automatic (Delayed Start)	Network Service
Quality Windows Audio Video Experience	Quality Windows Audi...		Manual	Local Service
Radio Management Service	Radio Management a...		Manual	Local Service
RdAgent		Running	Automatic	Local System

You can either start it manually from services or reboot the machine.

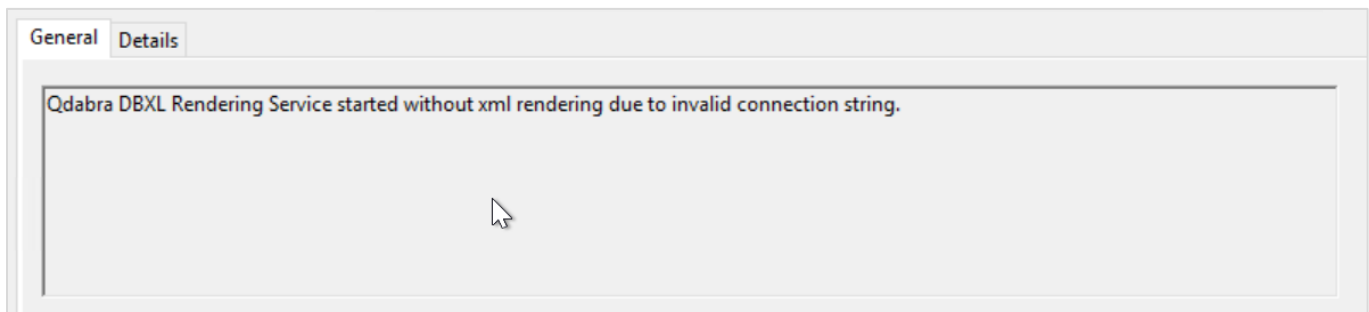
Network-related SQL Connection error

If you encountered a network-related error when the service connects to SQL:

"A network-related or instance-specific error occurred while establishing a connection to SQL Server. The server was not found or was not accessible. Verify that the instance name is correct and that SQL Server is configured to allow remote connections."



The error above means that the service is not able to connect to the SQL Server used by DBXL or the Data Source value in the connection string is invalid. The next information in the list will show:



Locate the **Qdabra.Dbxl.Rendering.exe.config** file and check that the Data Source name in the connection string is correct:

```
<?xml version="1.0" encoding="utf-8"?>
<configuration>
  <startup useLegacyV2RuntimeActivationPolicy="true">
    <supportedRuntime version="v4.0" sku=".NETFramework,Version=v4.5.2" />
  </startup>

  <connectionStrings>
    <clear />
    <add name="DBXLUtility" providerName="System.Data.SqlClient" connectionString="Data Source=
    DBXL-TEST\SQLEXPRESS;Initial Catalog=QdabraUtility;Integrated Security=TRUE" />
  </connectionStrings>
```

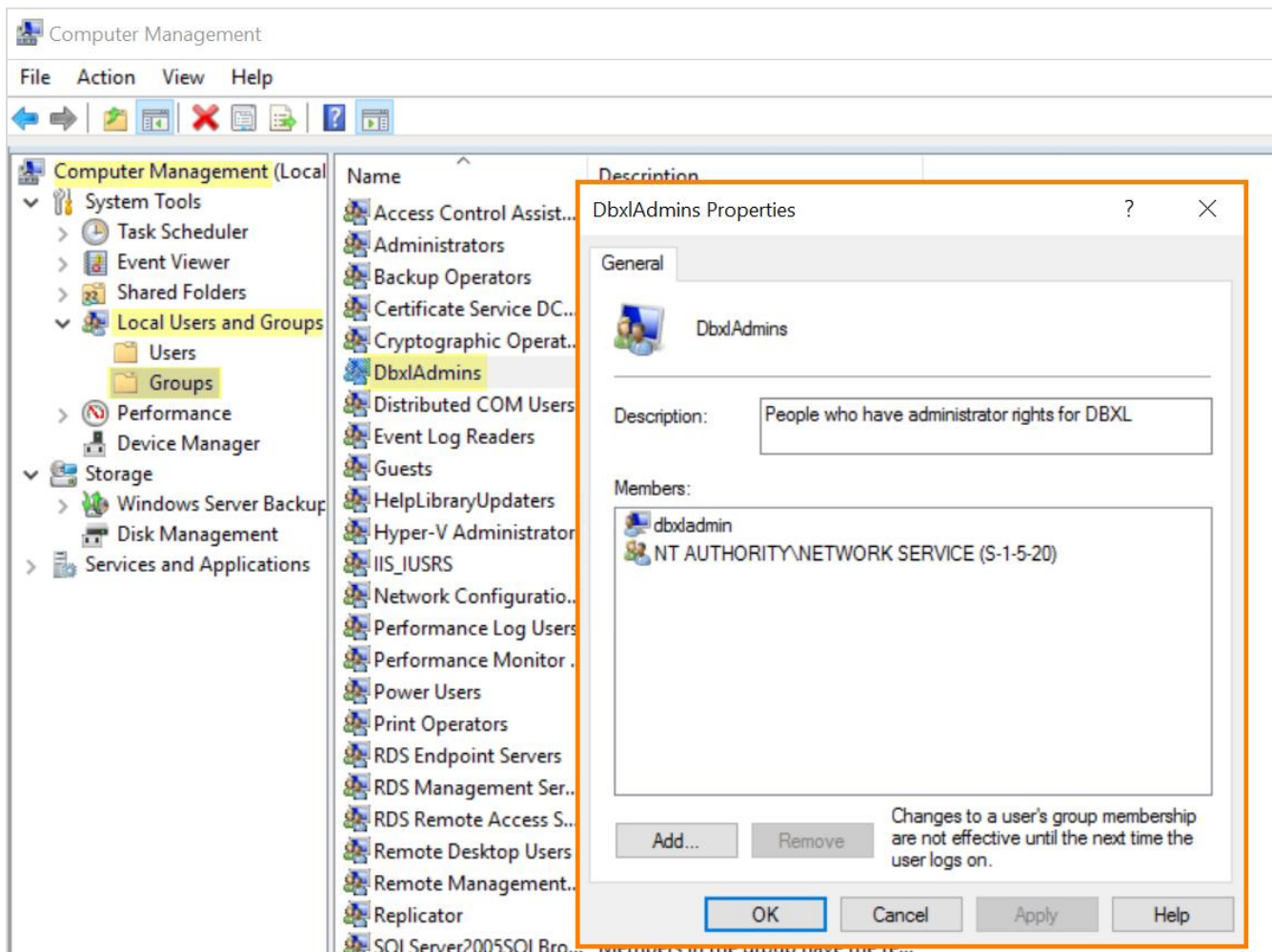
Cannot open database "QdabraUtility"

The DBXL Rendering Service connects to DBXL's default database called "QdabraUtility" to render the forms in PDF. If you're getting an error below, this means that the account used to run the rendering service is not in the DbxlAdmins group, thus, it can't access the database.

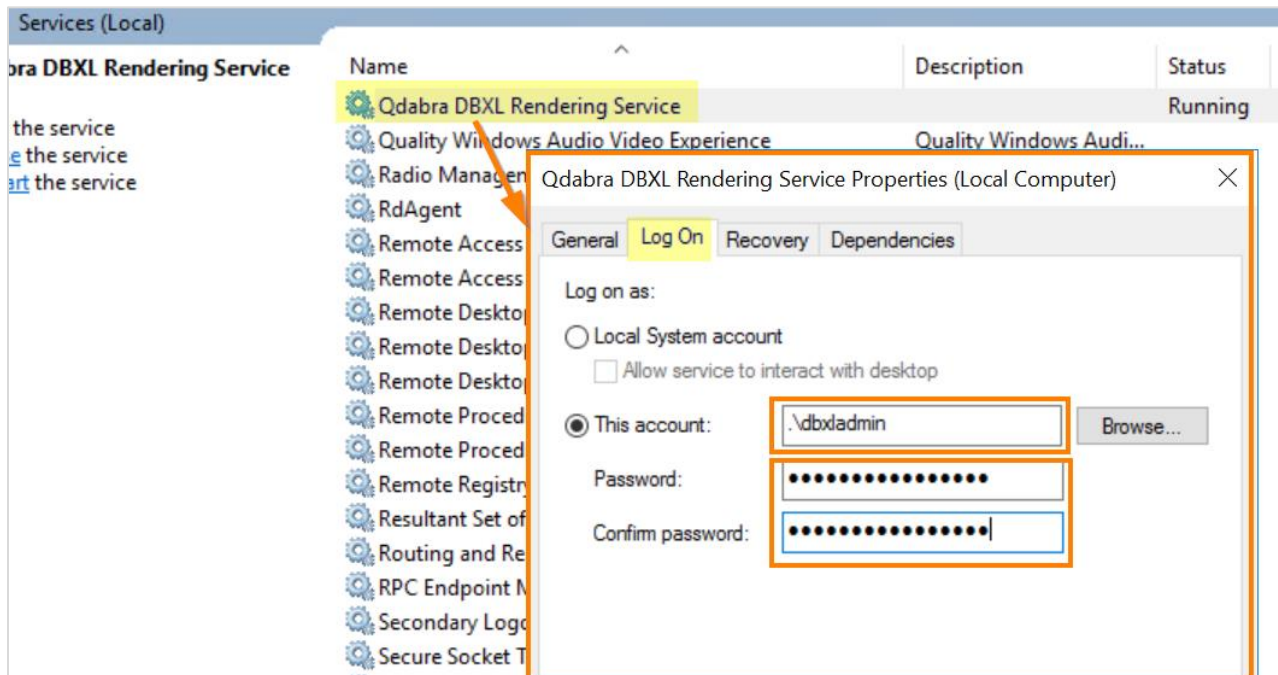
Cannot open database "QdabraUtility" requested by the login. The login failed.
Login failed for user 'NT AUTHORITY\NETWORK SERVICE'.

In the error above, the DBXL Rendering Service is installed using a Predefined account, which is usually the Network Service account. You'll need to add the Network Service account in the DbxlAdmins group, or change the account that runs the service and use an existing DBXL admin account.

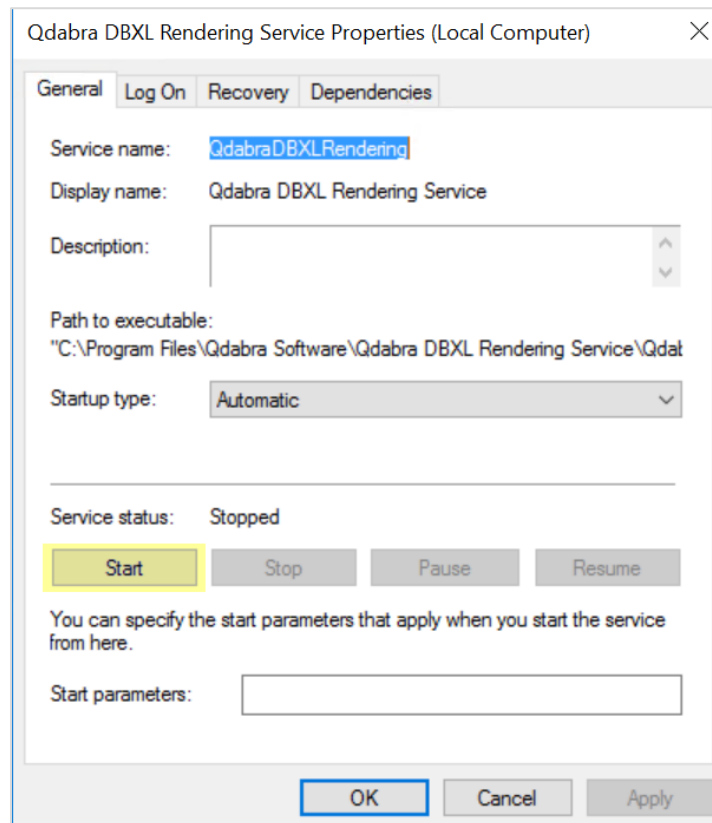
Option 1: Add the Network Service account to the **DbxlAdmins** group:



Option 2: Run the service using an existing DBXL admin account (Right-click on the service, select **Properties**, and change the Account under the **Log On** tab):



After doing option 1 or 2, restart the service.



If you have corrected the issue using option 1 or 2, and the error persists, make sure that the connection string in the **Qdabra.Dbxl.Rendering.exe.config** is using the correct QdabraUtility database. Sometimes, DBXL is installed using a different QdabraUtility database name. There is an option provided in the DBXL installation wizard to rename it. If that is the case in your DBXL install, ask your DBXL admin to get the correct QdabraUtility database name, and replace the value of the Initial Catalog in the connection string below:

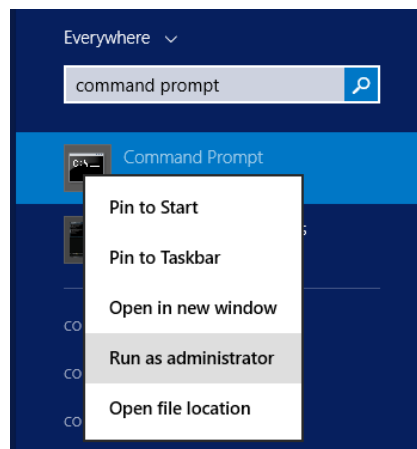
```
<?xml version="1.0" encoding="utf-8"?>
<configuration>
  <startup useLegacyV2RuntimeActivationPolicy="true">
    <supportedRuntime version="v4.0" sku=".NETFramework,Version=v4.5.2" />
  </startup>

  <connectionStrings>
    <clear />
    <add name="DBXLUtility" providerName="System.Data.SqlClient" connectionString="Data
    Source=DBXL-TEST\SQLEXPRESS;Initial Catalog=QdabraUtility;Integrated Security=TRUE" />
  </connectionStrings>
```

Error 1001 during DBXL Rendering Service Install

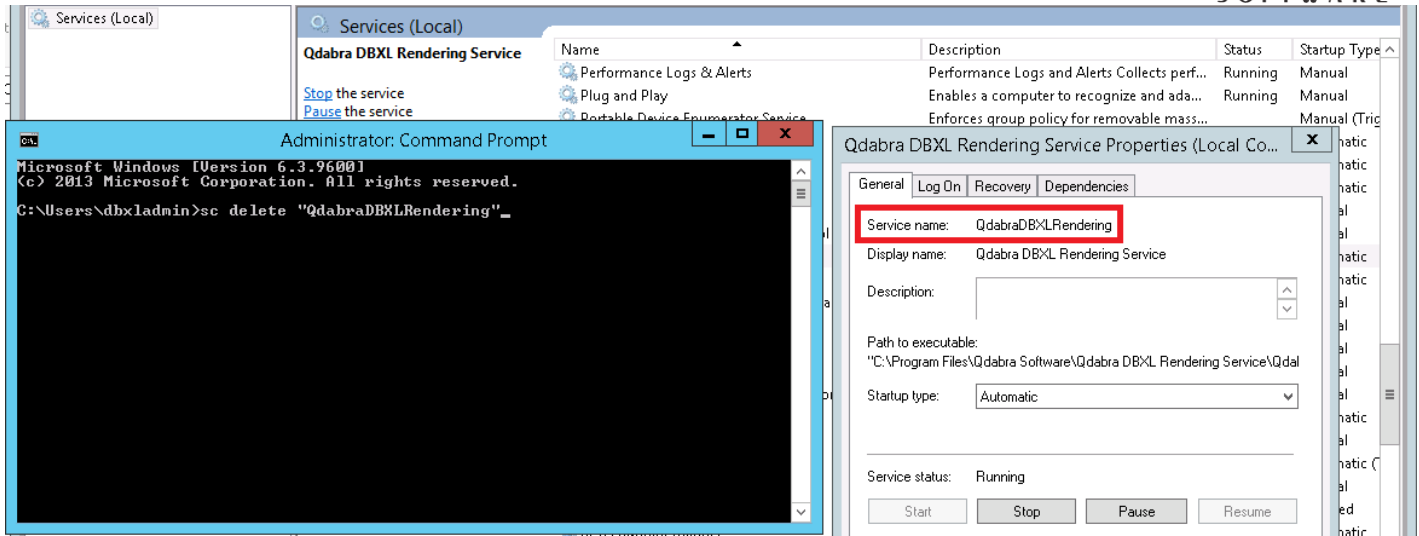
If you get "Error 1001" during installation of the Qdabra PDF Rendering Service, this error usually occurs if there was a previous installation which failed to uninstall properly. To fix, please follow these steps:

1. Go to the Start menu, search for the Command Prompt. Right-click and select Run as administrator.



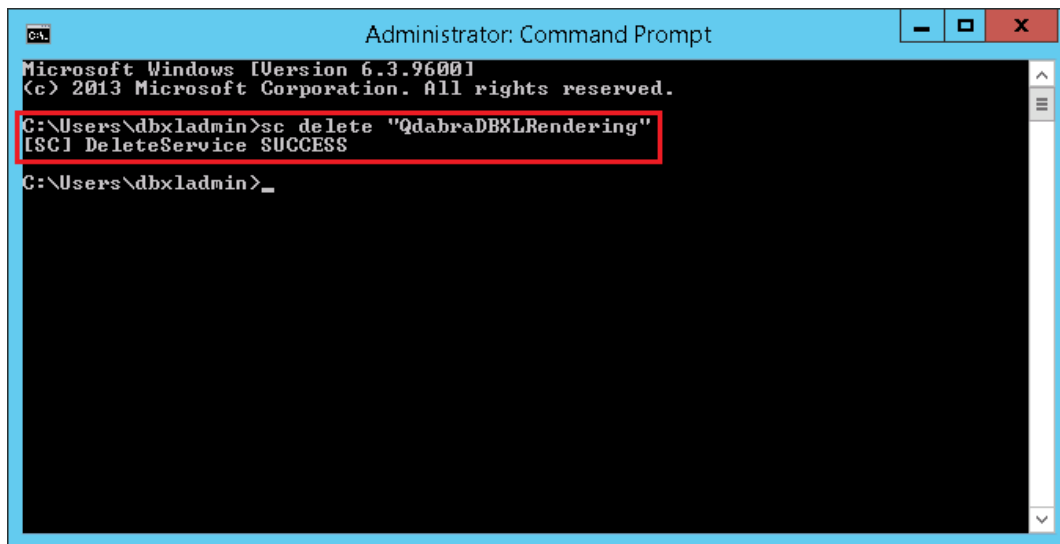
2. In the Command Prompt window, type the following command, and then press Enter.


```
sc delete "QdabraDBXLRendering"
```



To make sure you are using the correct name of the service you are attempting to delete, open *Services.msc* and check the *Service Name* at the property settings of Qdabra DBXL Rendering Service.

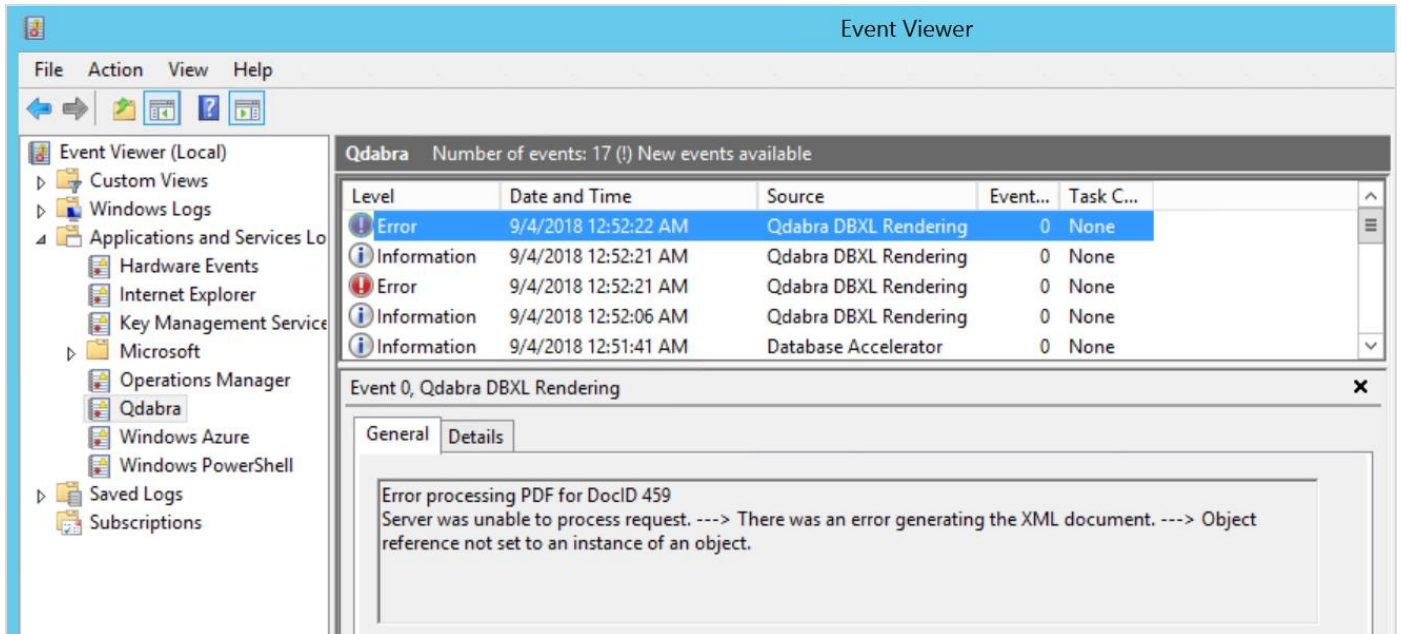
3. You should see a success message that verifies that the service has been deleted successfully.



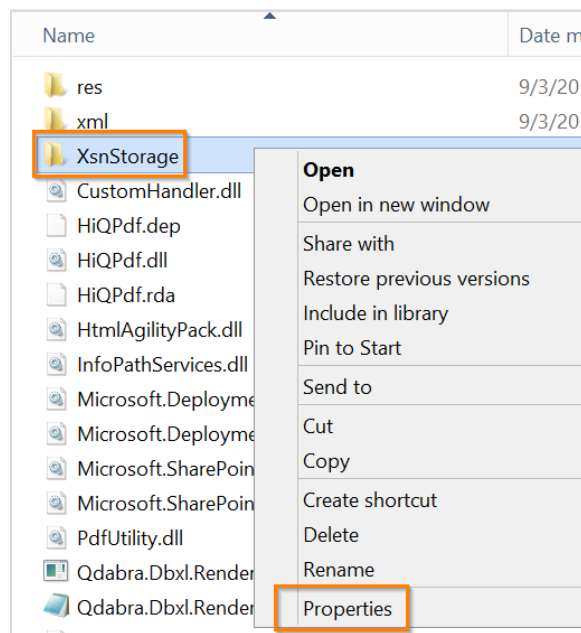
You should now be able to install the DBXL Rendering Service. Follow all the steps to install DBXL Rendering Service as described in the installation document guide.

Error Processing PDF for DocID

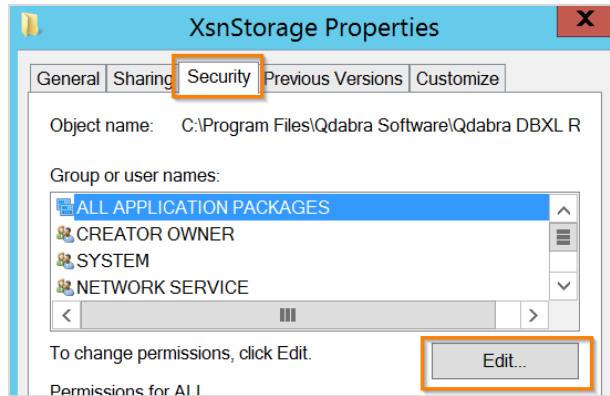
If you get the error message "Error Processing PDF for DocID", please perform the following steps:



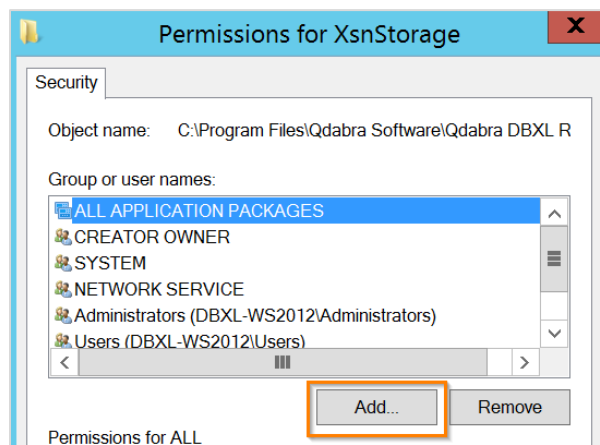
1. In Windows Explorer, go to C:\Program Files\Qdabra Software\Qdabra DBXL Rendering Service
2. Right-click the **XsnStorage** folder and select **Properties**.



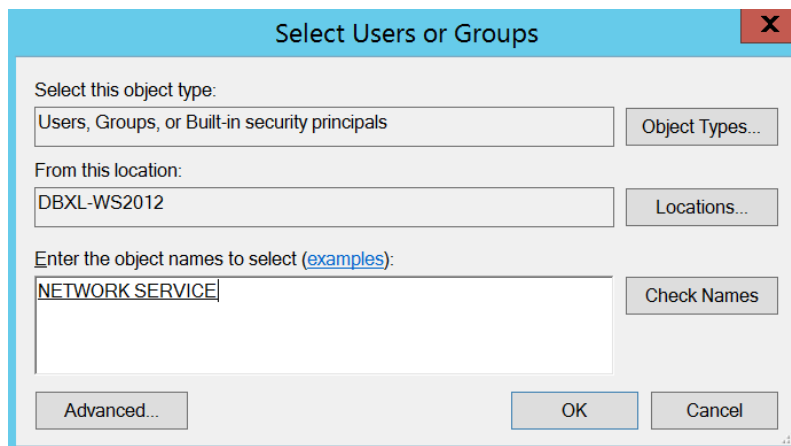
3. In the **Properties** window, click *Security* tab and click **Edit**.



4. In the next window click **Add**.

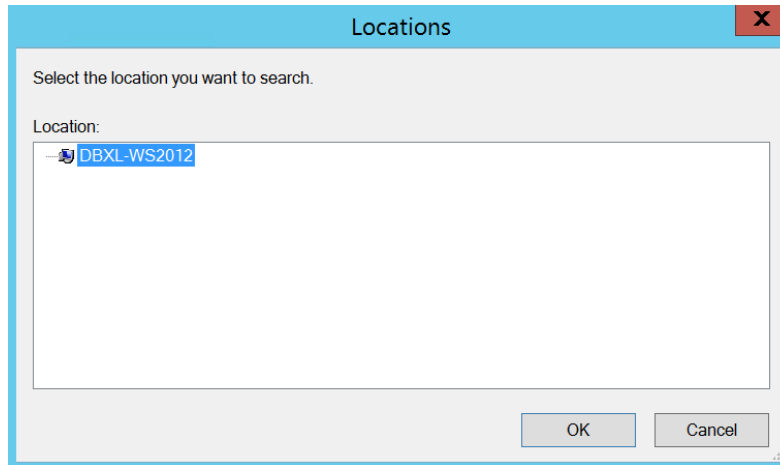


5. In the next window, type *Network Service* and click **Check Names**.

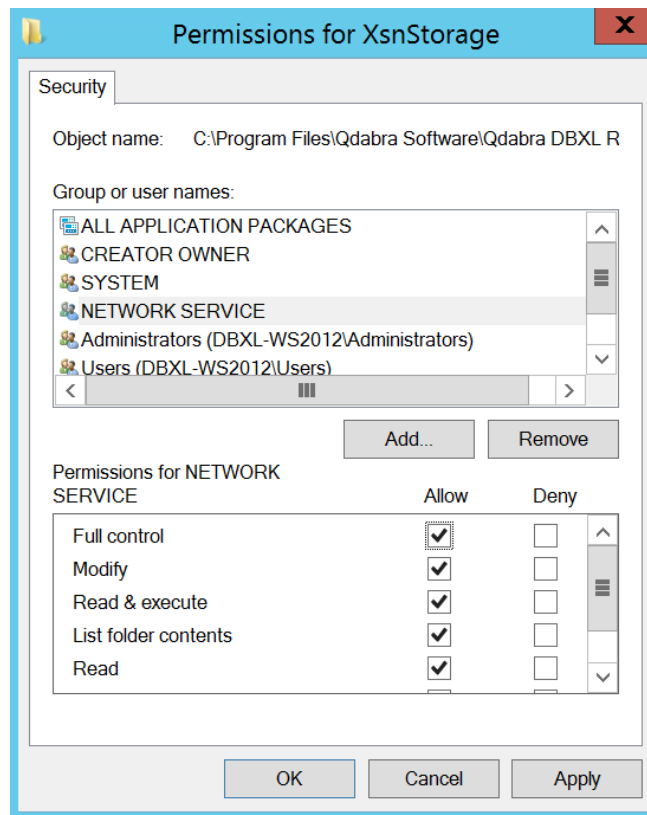


6. Click **Locations**.

7. Change the location to your local machine. Click **OK** twice.



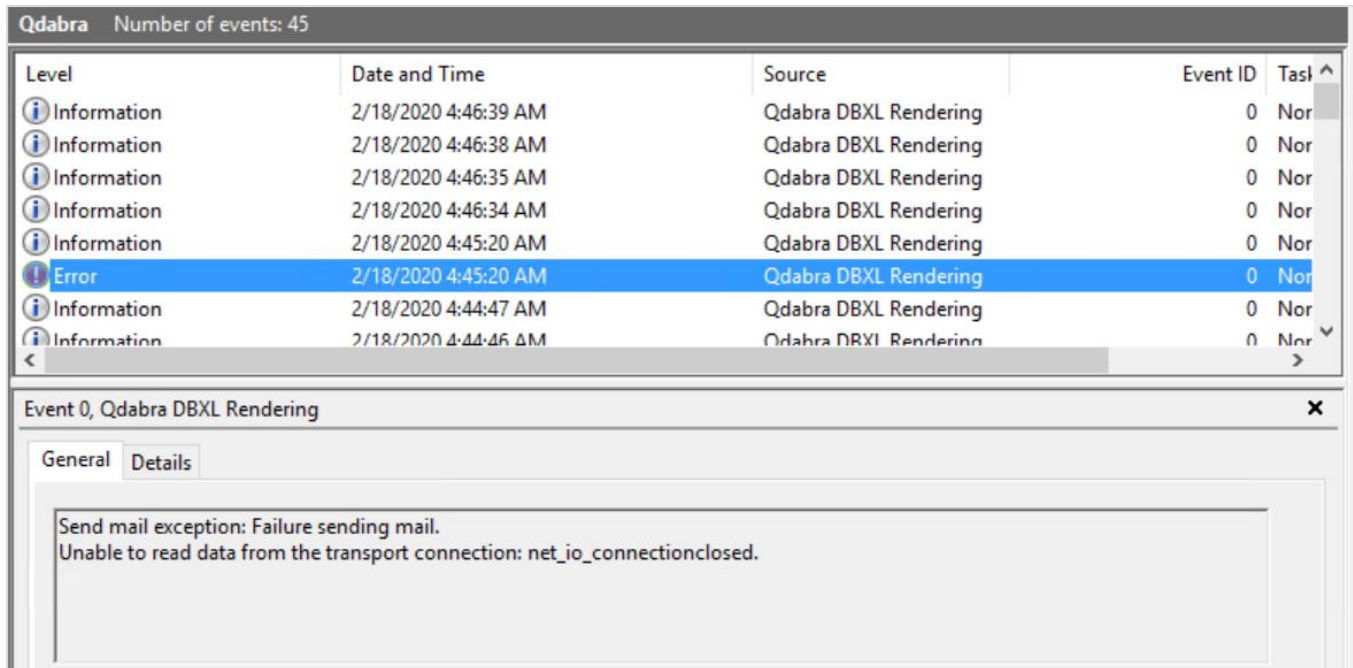
8. Select NETWORK SERVICE and check the *Full Control* box. Click **Apply**. Click **OK** twice.



9. Click **OK** to close all the windows.

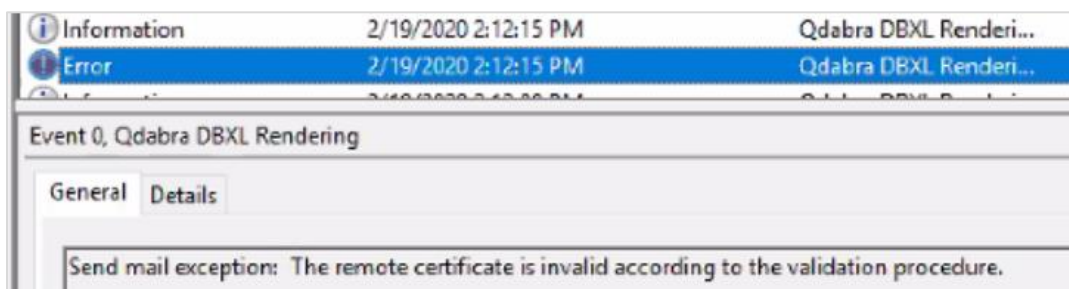
Send mail exception

If the email mapping has been correctly setup but users are not getting the emails, you might be getting a *Send email exception error: Failure sending email* in the Qdabra event log:



Or, if DBXL is running on HTTPS, you might get this error if SSL is not set to true:

Send email exception error: The remote certificate is invalid according to the validation procedure.



To fix this, verify that the SMTP username/password, server and port number in the Qdabra.Dbxl.Rendering.exe.config (C:\Program Files\Qdabra Software\Qdabra DBXL Rendering Service\Qdabra.Dbxl.Rendering.exe.config) are correct. If not, please replace with correct values.

When DBXL runs on HTTPS, make sure the Enable SSL is set to true.

