



File #217

Platform: Windows

## Troubleshooting Initialization Failure (DDMSTools.dll) for eNsite and eNsite Pro



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### What It Does

If you are installing or re-installing eNsite or eNsite Pro, you may get the following initialization error when you try to start the program on the client PC (also known as the workstation):



This error means that your client is not communicating with your DDMS server. There are several things that could cause this problem:

- TBL Server may not be up and running on the DDMS server. If this is the case, the initialization error may occur on all clients that run DDMS.
- Some offices allow different people to log on to a single workstation; if the user is not logged on as a

DDMS-authorized user, your client PC will not have access to the DDMS server.

- The name and password (used to log in to Windows and the network when the user starts up the client PC) may not match the login information that the DDMS server has listed under TBL User Definitions. If the login information doesn't match, the DDMS server will not allow the user's client PC to have access to the necessary files.
- The user may be logged in to Windows, but not properly logged on to the network domain or workgroup that has access to DDMS.
- Cables may be loose or disconnected from either the client PC or the DDMS server.
- The client PC's SetServer Utility may be pointing to the wrong network location for your DDMS server.

### How to Do It

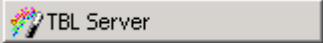
To troubleshoot the initialization error, follow these steps:


#### Ensure TBL Server Is Running on the DDMS Server

If TBL Server is not running on the DDMS Server, none of the clients will be able to run eNsite or eNsite Pro. Please

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follow these steps *on the DDMS server*:

- 1 On your DDMS server's Windows Task Bar, look for the  button.
  - a If it's there, go to **Make DDMS Login Match Client Network Login**.

- b If it's *not* there, double-click the  icon on


the DDMS server's Desktop and make sure the TBL Server program runs.

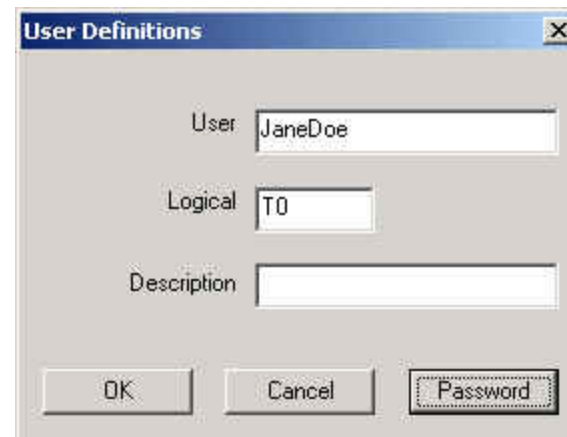
Then, go to the client PC and double-click the eNsite or eNsite Pro icon on the client Desktop.

- If the program starts properly, you're done.
- If the initialization error still occurs, go to **Make DDMS Login Match Client Network Login**.

### Make DDMS Login Match Client Network Login

The authorized DDMS user login information (that the DDMS server lists under TBL User Definitions) must include the user's network login name and password (entered at startup to get into Windows and connect to the network). Follow these steps *on the DDMS server*:

- 2 From your DDMS server's Desktop, double-click the **TBL Configuration**  icon.
- 3 On the left side of the window under Settings, click **User Definitions**.
- 4 On the right side of the window in the User column, right-click the user name and select **Modify**.



- 5 At User, type the name used to log in to the network when starting up the client PC.
- 6 Click the **Password** button.


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- 7 At New Password, type the password used to log in to the network when restarting the client PC.

**Note:** The password is case-sensitive. Capitalization must match whatever the user enters at login.


- 8 At Confirm Password, re-type the password.



- 9 Click **OK**.
- 10 Exit TBLConfig, by clicking the  button at the top right corner of the window.
- 11 Go to the client PC where the initialization error occurred. *On the client PC's* Desktop, double-click the **eNsite** or **eNsite Pro** icon.
  - If the program starts properly, you're done.
  - If the initialization error still occurs, go to **Verify Access to the Client Share Files on the Server**.

### Verify Client Access to DDMS Server's Share Files

To check whether your client PC can access the DDMS server's shared files, follow these steps *on the client PC*:

- 12 From your client PC's Desktop, double-click the (Windows NT) **Network Neighborhood** or (Windows 2000) **My Network Places**  icon.
- 13 Double-click **Entire Network**. (In Windows 2000, you may have to click the "entire contents" link on the left side of the window to view the network.)
- 14 Double-click **Microsoft Windows Network**.
- 15 Locate and double-click the icon for the domain or workgroup that contains your DDMS Server.
- 16 Locate and double-click the icon for your DDMS Server.
- 17 Double-click **support**.
- 18 At this point, you have two options:
  - a If you can see the files within the shared Support folder, you are properly logged into the network and have access to DDMS. Go to **Verify SetServer Utility Points to DDMS Server**.
  - b If you can't find the DDMS server, or if you can't

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open up the shared support folder, follow these three steps:


- Your cables may have gotten loose. Make sure the network cables are firmly connected on the client PC, the DDMS server, and any connections that lie between them.
- You may not be properly logged into the network. Restart the client PC. When you log in, *make sure you select the network domain or workgroup that gives you access to DDMS.*
- Repeat **steps 12-18**. After repeating these steps, if you still can't find the DDMS server or open up the shared support folder, then call Support.

### Verify SetServer Utility Points to DDMS Server

To verify that the client PC's SetServer Utility points to the DDMS server, follow these steps *on the client PC*:

**19** From the client PC's Desktop, double-click the



**20** At MTS Server, click the Browse...  button.

**21** At Search for Server, browse through Network

Neighborhood to locate the DDMS server.



**a** Click the + box by **Entire Network**.

**b** Click the + box by **Microsoft Windows Network**.

**c** Click the + box by the icon for the domain or workgroup that contains your DDMS Server.

- 4** Click to highlight the name of your DDMS server, and click **OK**.
- 5** Exit SetServer Utility, by clicking **OK**.
- 6** On the Desktop, double-click the *eNsite* or *eNsite Pro* icon.
  - If the program starts properly, you're done.
  - If the initialization error still occurs, call Support.

