

Knowledge Base Articles

Title:

Xian does not run properly when the database where Xian is installed is configured in case sensitive mode.

Revision:

Revision : T01-SLR01
Date : 08/19/05

Description:

Xian Network Manager can not execute queries to the database because the DB manager is configured in a case sensitive mode, which means that it makes a difference between lowercase and uppercase sentences. This causes the queries performed on it to refer to the database objects exactly as they are named. The problem which is created is then that the Xian Data Server executes queries to the database in a non sensitive mode and some tables and table elements are not reached. Finally, the Xian console can not be opened because it depends on the Data Server.

The problem appears when the user tries to open the Xian console and it is not possible. This problem can be seen by reading the Xian components log files located on the ...[PROGRAMFILES]\Jalasoft\Xian 2005 Network Manager\log\ directory:

The NMS and NSS display the following message: *"Failed to connect to Data Server, will try to reconnect in 30 seconds. Exception found was: No connection could be made because the target machine actively refused it"*, which means that there is a problem with the Data Server.

The Data Server displays the following error message: *"Exception found: System.Data.SqlClient.SqlException: Invalid column name 'Plugin_resources'..."*, which indicates that the Data Server receives an error from the SQL server stating that the column is invalid, which means that there is a problem with the format of the query performed.

Additionally the following query can be performed on the database where the problem occurs:

```
'select attribute_value from master.dbo.spt_server_info where attribute_id=18'
```

Verify that the sort_order parameter indicates nocase_iso for a case insensitive environment.

Solution:

The solution requires reinstalling the SQL server, selecting the case insensitive mode option. This is the only solution since it is not possible to change this property in SQL Server after installation and it may not be changed from within Xian Network Monitor.

Applies to:

All Xian Network Manager 2005 Builds up to revision date.

Status:

Workaround provided.

Additional Comments:

It is important to find out if the SQL Server is in a case sensitive mode before installing Xian Network Manager. If case sensitive mode is required for some reason it can be used, however, insensitive case mode is the best solution for most cases due its flexibility.