

Integration Support Request



Please note, that the quality of your report plays a significant role in reducing time that we need to fix the problem.

Installation Problems

Item	Information
Problem with Bridge Installation	If you have got a problem with installing Scheer PAS Bridge, refer to Troubleshooting the BRIDGE Installation in our online documentation. If this does not help, and you want to create a support ticket, please provide us with - the name of the Bridge installer file, e.g. BridgeInstaller-win32-64-7.1.0.jar - the installation log file you can find at <code><user home>\e2ebuilder\console.install.log</code>
Problem with Builder Installation	If you have got a problem with installing the Scheer PAS Builder, please provide us with - the name of the Builder plug-in file, e.g. BuilderPlugin18.0-7.2.0.x64.zip - the Service Pack version of MagicDraw 18 you tried to install the Builder to If you have got problems installing MagicDraw, please refer to the MagicDraw documentation and NoMagic support.
Problem with Analyzer Installation	If you have got a problem with installing the Scheer PAS Analyzer, please provide us with - the name of the Analyzer installer file, e.g. AnalyzerInstaller-7.2.0.x64.exe - the operating system you tried to install the Analyzer on - On Windows systems: Open a Command Prompt and start the installer with <code>AnalyzerInstaller-7.x.x.x64.exe >install.log</code>. This will route all error messages of the installer to a separate log file. Attach this log file to your support request.

On this Page:

- [Installation Problems](#)
- [General Problem with Bridge Operating](#)
- [xUML Service Problem](#)
 - [Specific Problems](#)
- [Compile Problems With the Builder](#)
- [Problems with the Analyzer](#)

Related Pages:

- [Support Portal](#)
- [Contact Support](#)
- [NoMagic Support](#)

Related Documentation:

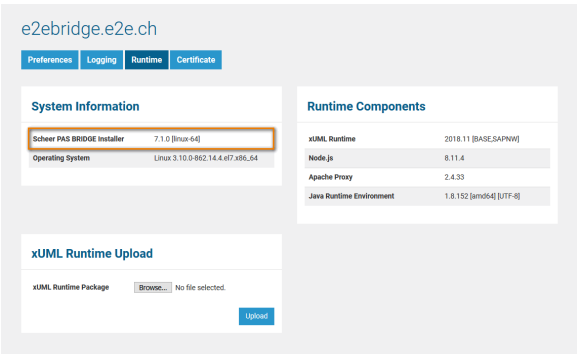
- [Scheer PAS | BRIDGE Documentation](#)
 - [Managing a Bridge Node Instance](#)

General Problem with Bridge Operating

If you have got Bridge operating problems like e.g. with creating users or groups, proxy management, uploading the firmware, etc. continue reading to find a list of information we need to work on your problem.

If you have got service related problems, refer to [xUML Service Problem](#) further below.

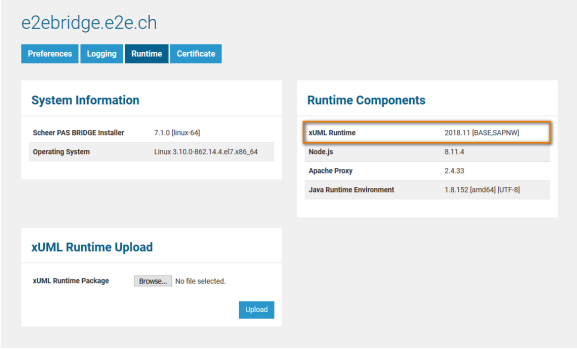
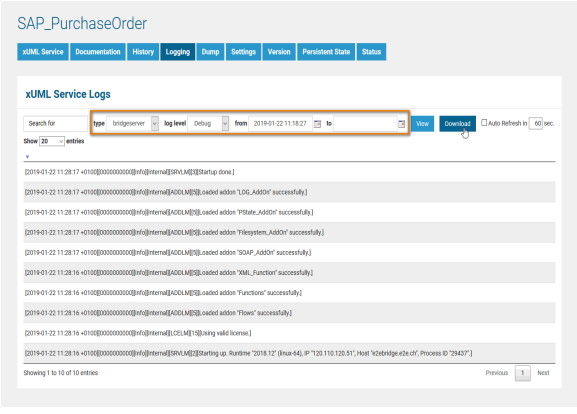
Item	Information
------	-------------

Version number of the Bridge installer	Open the Bridge administration console, go to the Bridge node and copy&paste the text displayed on the Runtime tab (see Managing a Bridge Node Instance for more information). 
Operating system	Operating system the Bridge is running on
log files	log files of the day, the error occurred For each day, the Bridge creates a new log file. Each part of the Bridge writes his own log file, so you have to collect the files named <error date>.log from the following directories: • <bridge data directory>\servlets\logs\admin • <bridge data directory>\servlets\logs\bridge • <bridge data directory>\servlets\logs\console • <bridge data directory>\servlets\logs\domain • <bridge data directory>\servlets\logs\proxy  If you can reproduce the problem, then 1. Activate log level Debug. For information on how to set the log level of a service, refer to Bridge Log Level . 2. Reproduce the problem. 3. Reset the log level to Info. Collect the log files after you have done this.
Bridge does not start at all	If the Bridge does not start at all, send the log files from <bridge data directory>/servlets/logs/sta rt* . log

xUML Service Problem

If you have got problems with one or more xUML services, find below a list of information we need to work on your request.

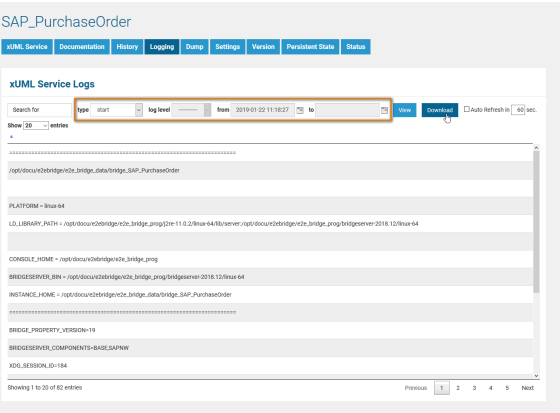
Item	Information	Example
------	-------------	---------

Version number of the xUML Runtime	If you do not know your Runtime version number, open the Bridge administration console, go to the Bridge node and look at the Runtime tab (see also Managing a Bridge Node Instance). 	2022.1 [BASE, SAPNW]
Operating System	Operating system the Bridge is running on	
Configuration of the service	The configuration of a service consists of xUML Service Settings Preferences of an xUML Service	
bridgeserver log file	bridgeserver log file of the day the error occurred For each day, the Bridge creates a new log file in the following directory: <bridge_data_directory>\bridge_name of the service\logs\bridgeserver_<date>.log You can collect the log file from this location or download it directly from the Bridge (see Logging of xUML Services). 	
Problem concerns a specific functionality	If your problem touches specific functionality, please prepare a minimal project that reproduces the problem and attach it to your support request. We need: the XML model file, the compiled repository, test case(s)  Providing us with a model that requires additional backends slows down the work significantly! If you cannot reduce your project, send the complete Bridge project including model, compiled repository and test cases.	
Step-by-step description	Provide us with a detailed, step-by-step description of how to reproduce the problem.	

Add additional information about the problem / error.	The problem / error occurs • always • sometimes only
--	--

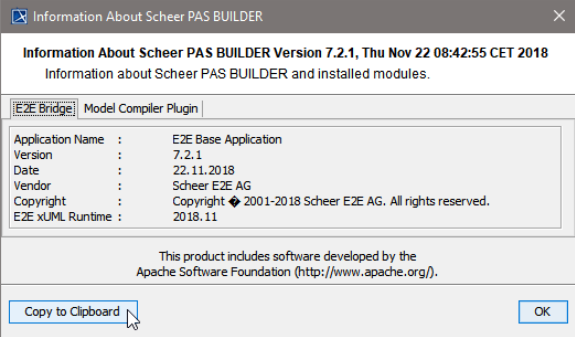
Specific Problems

If you have a specific problem, we may need additional information:

Item	Information
xUML service does not start	If an xUML service does not start, we need the start log of the service. The Bridge logs startup information to a file in the following directory: <bridge data directory>\bridge_<name of the service>\logs\start.log You can collect the log file from this location or download it directly from the Bridge (see Logging of xUML Services). 
xUML services crashes	If an xUML service crashes (✖ sign in the Bridge), we need the start log (see above) and the Bridge project including model, compiled repository and test cases. If you can not reproduce the error: • If the Java adapter is used in the service, send file <bridge data directory>\bridge_<name of the service>\hs_err_pid<process_number>.log. • On Windows, enable full user-mode dumps in Windows Error Reporting and install the symbol xUML Runtime packages for the dump file to be created next time the service crashes. You can request the symbol packages from our support. • On Unix, enable core dumps. You have got two possibilities to do this: ◦ Log in as Bridge user and manually start the xUML service using the command: <pre data-bbox="329 1514 1234 1612"><bridge data directory>/bridge_<name of the service>/bin/start.sh <bridge prog directory></pre> ◦ Enable core dumps on the BRIDGE by editing file <bridge prog directory>/bin/e2e_console.sh. Find the line <pre data-bbox="329 1724 1234 1797">echo ulimit -S -c 0 >> \$TOMCAT_SCRIPT</pre> add a #-sign in front of the line (to comment this line out) it and restart the BRIDGE.

Compile Problems With the Builder

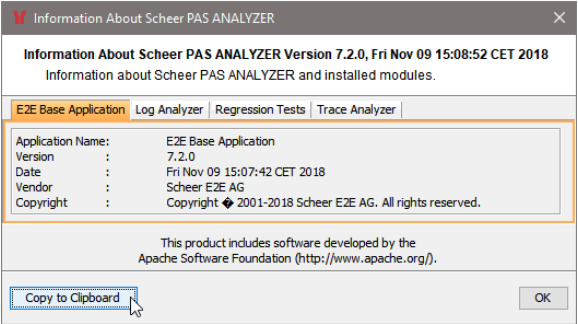
If you have got problems with compiling a model with the Builder, find below a list of information we need to work on your request.

Item	Information
Builder version	You can easily find the version number by going to the Builder > About menu.  There you can copy the whole version information by clicking Copy to Clipboard.
Exceptions	If exceptions occurred, send the MagicDraw log file too: <pre><user home>\AppData\Local\.magicdraw\<version number>\magicdraw.log</pre>
Operating System	Operating system the Builder is running on
Builder project	If possible, zip the Builder project folder and send us the whole project this way or send us all involved UML files and all required resources. Don't forget the XMI files in the import-directory. If it is not possible to send the sources, send us the bxmi.wi file. To find this file: 1. Go into the .\$work directory in your Bridge project. 2. Open the .xmi.id file and search for the UML file causing the issues. Copy the content of the id attribute (e.g. 950939989). 3. In .\$work, open the directory having the same name as the id attribute found in the previous step. 4. Look for file <id attribute>.bxmi.wi. 5. Zip this file and send it to our support.

Problems with the Analyzer

If you have got problems with the Analyzer, find below a list of information we need to work on your request.

Item	Information
------	-------------

Analyzer version	You can easily find the version number by going to the Help > About menu.  There you can copy the whole version information by clicking Copy to Clipboard.
Operating System	Operating system the Analyzer is running on
Builder project	If possible, zip the Builder project folder and send us the whole project this way or send us all involved repositories and all required resources.