

# Troubleshooting the Process Mining Installation

## Installation Problems

Problem	Possible Reason	Solution
While installing the Process Mining database you get the following error: You do not have the SUPER privilege and binary logging is enabled	You are installing the Process Mining database on a MySQL Database using Amazon Web Services RDS, and you do not have <code>log_bin_trust_function_creators</code> enabled.	Enable <code>log_bin_trust_function_creators</code> by following the explanations of the <a href="#">AWS Guide</a> .
While installing the Process Mining database you get an error like: <code>SYSTEM (R);</code> added in 8.0.3 (reserved)	You are trying to install Process Mining on MySQL 8.x. A <a href="#">newly added MySQL keyword</a> conflicts with a Process Mining table schema having the same name.	Use a MySQL version below MySQL 8. MySQL 8 is not supported at the moment (see <a href="#">Prerequisites</a> ).


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### Related Documentation:

- [BRIDGE](#)
- [Process Mining](#)

## Problems Concerning TrxLogsETL

 Applicable for Process Mining up to version 19.1.x.

Problem	Possible Reason	Solution
The service throws the following error: [2013-11-15 09:46:45 +0100][0000000002] [Error][External][SQLSM][3][Can not connect: -1 "oci.dll: The specified module could not be found.	The Oracle Adapter preferences on the <b>Scheer PAS BRIDGE</b> are not correct.	Check the Oracle Adapter preferences on the <b>Preferences</b> tab of the BRIDGE.  For more information on how to configure database access to an Oracle database, refer to page <a href="#">Installing and Configuring Database Access for Oracle</a> .
The service throws the following error: [2013-11-15 09:46:45 +0100][0000000002] [Error][External][SQLSM][3][Can not connect: -1 "libmysql.dll: The specified module could not be found.	The MySQL Adapter preferences on the <b>Scheer PAS BRIDGE</b> are not correct.	Check the MySQL Adapter preferences on the <b>Preferences</b> tab of the BRIDGE.  For more information on how to configure database access to a MySQL database, refer to page <a href="#">Installing and Configuring Database Access for MySQL</a> .
The service throws the following SQL error: [2014-01-10 10:14:17 +0100][0000000000] [Error][Internal][BESM][12][SQLAPI dbms api error while calling "Execute SQL" on "PSTATE": 1071 Specified key was too long; max key length is 767 bytes.]	You ran into MySQL database limitations.	Make sure that you use <a href="#">MyISAM</a> as your storage-engine with MySQL to avoid these limitations.