

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 log_bin_trust_function_creators enabled.	Enable log_bin_trust_function_creators by following the explanations of the AWS Guide .
While installing the Process Mining database you get an error like: SYSTEM (R); added in 8.0.3 (reserved)	You are trying to install Process Mining on MySQL 8.x. A newly added MySQL keyword 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 Prerequisites).

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Related Documentation:

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- [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 Scheer PAS BRIDGE are not correct.	Check the Oracle Adapter preferences on the Preferences tab of the BRIDGE. For more information on how to configure database access to an Oracle database, refer to page Installing and Configuring Database Access for Oracle .
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 Scheer PAS BRIDGE are not correct.	Check the MySQL Adapter preferences on the Preferences tab of the BRIDGE. For more information on how to configure database access to a MySQL database, refer to page Installing and Configuring Database Access for MySQL .
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 MyISAM as your storage-engine with MySQL to avoid these limitations.