

# Troubleshooting Database Access

Error	Possible Reason	Solution
The button to <b>Apply</b> the xUML service preferences is not enabled.	The user that has logged into the BRIDGE has no administration rights.	Login with another user that has administration rights (for instance the pre-defined user <b>admin</b> ).
The button to Apply the deployment settings of an xUML service is not enabled (tab <b>Settings</b> of the xUML service).	The user that has logged into the BRIDGE does not belong to a group with role <b>ADMIN</b> or <b>MODELER</b> .	Login with another user that has sufficient access rights (for instance the pre-defined user <b>admin</b> ).
	The xUML service is still running.	Stop the xUML service.
An xUML service using the SQL adapter cannot be started.	User and password have not been defined in the deployment settings. The logging file of the xUML service may read: <b>No authorization data for connection "Oracle:: e2eora"</b> .	Enter the database user and password on tab <b>Settings</b> of the xUML service.
Running a test case with a database example in the xUML Debugger reports an error.	<b>DB2</b> Error message: " <b>Can not connect. DBMS API Library 'db2cli.dll' loading fails. ...</b> "	Either the DBMS client libraries have not been installed, or the path of the library file cannot be found. Check the DBMS client installation.  If the DBMS client has been installed, make sure the preferences are set correctly in the BRIDGE (tab <b>Preferences</b> of xUML Services).
	<b>Oracle</b> Error message: " <b>Can not connect. DBMS API Library 'ociw32.dll' loading fails. ...</b> "	Either the DBMS client libraries have not been installed, or the path of the library file cannot be found. Check the DBMS client installation and install the missing libraries. Make sure file tnsnames.ora includes all necessary parameters for the database connection.  If the DBMS client has been installed, make sure the preferences are set correctly in E2E Bridge (tab <b>Preferences</b> of xUML Services). Reference the root directory of the Oracle installation, for instance <b>D:\Oracle\ora11g</b> . Do not directly refer to the directory like <b>bin</b> containing the executables or DLLs.
	<b>Linux:</b> Error message: "... Library `libaio.so.1` loading fails..."	
	<b>MySQL</b> Error message: " <b>Can not connect. DBMS API Library `libmySQL.dll` loading fails...</b> "	Either the DBMS client libraries have not been installed, or the path of the library file cannot be found. Check the DBMS client installation.  If the DBMS client has been installed, make sure the preferences are set correctly in the BRIDGE (tab <b>Preferences</b> of xUML Services).
Cannot connect to database via ODBC. Error:  Can not connect: 444 "HY000 [01000 The driver returned invalid (or failed to return) SQL_DRIVER_ODBC_VER: 03.80 HY000 [ "	The problem may be caused by missing entries in the PATH environment variable. The variable might have been set by the driver installer and will be propagated to all newly-started applications (thus the third-party tools will be able to connect), but not to the windows services (regardless if they are restarted). Since BRIDGE services inherit the environment of the Console windows service, they also end up with missing entries.	Reboot after driver installation.