



NET REPORT

Your Question

Article 00040

Problem or Question:

How to Deal with the Net Report Web Portal \d7web Page Error Code 5 Message and the Second License Installation Problem?

Quick Info

Found In:

Net Report

Article Last Updated:

October 6, 2004

Product Information

The Information in this article applies to:

Product:

Net Report

Version:

3.0 and Later

[Device or Interface]:

Net Report Web Portal \d7web Page

Symptoms

Problem Type:

When you try to access the Net Report Web Portal web site \d7web page you receive the following error:

Error code: 5, can't generate temporary file name

Replication Context:

This Error occasionally appears when the License is installed more than once.

Error Message:

Error code: 5, can't generate temporary file name

Net Report Answer

Cause:

This problem occurs on certain machines when the Default Users Rights Definitions may have been modified in several places.

Possible causes for this error include the following:

Error Cause 1: The TEMP directory is missing in the following path:

C:\Program Files\NetReport\WebPortal

Error Cause 2: A missing Rights problem.

Error Cause 3: A missing Rights issue in the Registries Key:
HKEY_LOCAL_MACHINE/Software/DataSet **(or in a sub-key)**
without the READ right for Everybody



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Resolution or Work Around:

To solve this error, please follow the steps below:

Resolving Error Cause 1:

To resolve the fact that the TEMP directory is missing in the following path:
C:\Program Files\NetReport\WebPortal

Please follow the steps below:

Steps

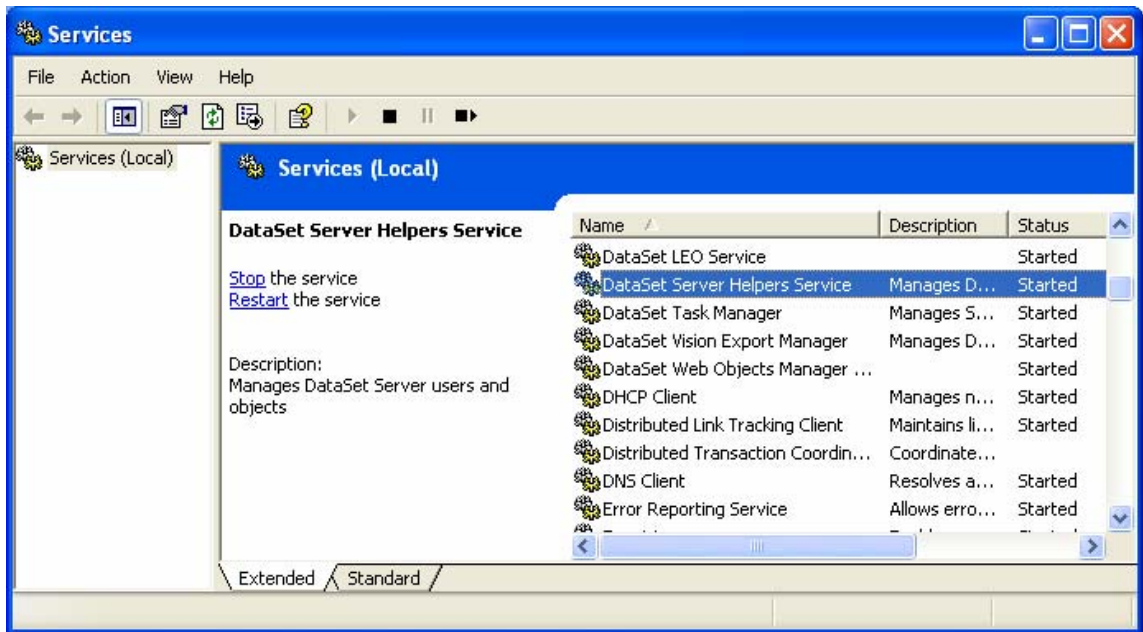
1. Start the **DataSet Server Helpers Service**.
2. Select **Start > Control Panel > Administrative Tools**. The Administrative Tools window appears.



3. Select **Services**. The **Services** window occurs



4. Scroll to locate **DataSet Server Helpers Service**.



5. Start the **DataSet Server Helpers Service**.
6. Note the **Started** Status in the **Services** central pane **Status** column.

Note: this will create that temporary directory.



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Resolving Error Cause 2:

To resolve a missing Rights problem, please follow the steps below:

Steps

1. Ensure you have the following rights on the Server:

Read and Write for Everyone

For the following directories:

C:\Program Files\NetReport\WebPortal\web\publication\temp

C:\Program Files\NetReport\WebPortal\temp



Note: in most cases, the missing rights are for the TEMP directory.

2. Check if you have the following rights in the following directory:

Read rights for Everyone

For the following directories:

C:\Program Files\NetReport\WebPortal

C:\Program Files\NetReport

C:\Program Files\



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Resolving Error Cause 3:

To resolve a missing Rights issue in the Registries key, please follow the steps below:

Steps

1. Ensure you have the following rights in the Registries Key:

Read Right for Everyone

For the following Registries Key:

HKEY_LOCAL_MACHINE/Software/DataSet

2. Ensure you have the following rights in the following sub-keys:

Read Right for Everyone

For the following sub-keys:

HKEY_LOCAL_MACHINE\SOFTWARE\DataSet\DataSelect Connect

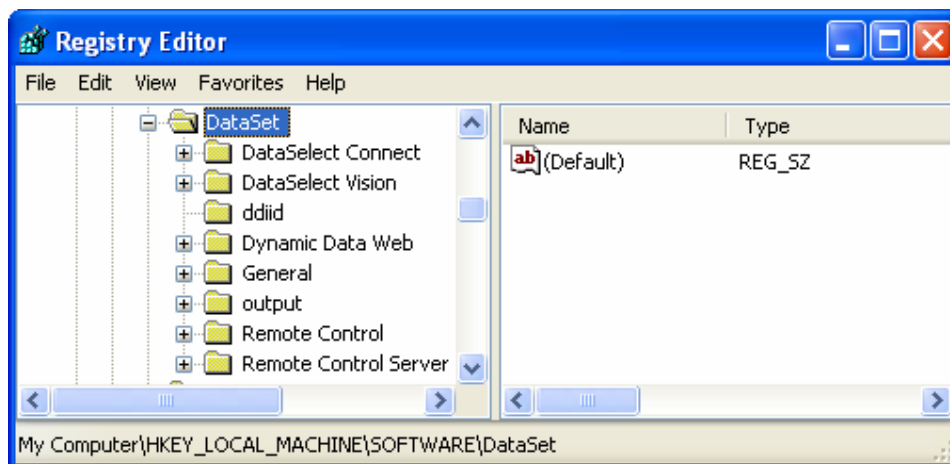
HKEY_LOCAL_MACHINE\SOFTWARE\DataSet\DataSelect Vision

HKEY_LOCAL_MACHINE\SOFTWARE\DataSet\ddiid

HKEY_LOCAL_MACHINE\SOFTWARE\DataSet\Dynamic Data Web

HKEY_LOCAL_MACHINE\SOFTWARE\DataSet\General

HKEY_LOCAL_MACHINE\SOFTWARE\DataSet\output



Status:

This behavior is by design.

See Also:

Net Report Knowledge Base at:

http://www.netreport.fr/us/support/sup_knowledgebase.asp