

Resolving GG Issues:

A Debugging Guide



Revision Date

December 10, 2020

This document contains problems and solutions that have been seen in either the Curator Tool or the Public Website. The intended audience are GRIN-Global administrators.

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General Problem Solving Steps

Check the lookups - are the lookups "current"?

Important questions to ask with any error regarding its repeatability and scope:

1. Does it fail when you try again?
 2. Does it still fail after you restart the CT or reboot your PC?
 3. Does it fail for other records in the same table?
 4. Does it fail on other tables?
 5. Does it fail for other users?
 6. Does it fail on other servers?
 7. What version of Windows is being used?
 8. What version of the CT?
-

GRIN-Global Overview

The Curator Tool (CT) is a GRIN-Global application, a "client program," which is installed on the GRIN-Global user's PC. This application is used internally by genebank personnel who wish to add, edit, and manage data on the organization's GRIN-Global database (typically stored on a remote server). The CT needs a version of SQL Server Express (or SQL Server) to be actively running on the user's PC. (For the remainder of this document, we'll refer to either as "SQL Server.")

When SQL Server has not been previously installed, the CT installer attempts to download from a Microsoft webpage a fresh copy of SQL Server and begin installing SQL Server.

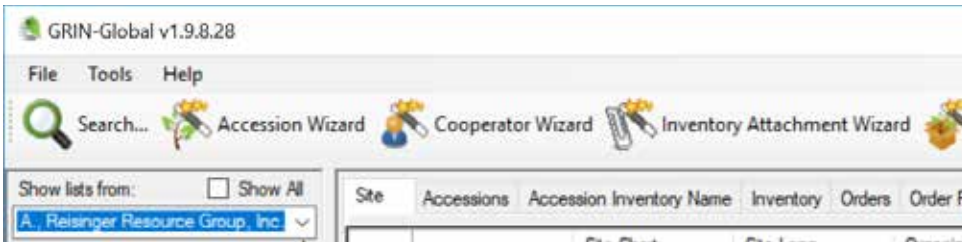


Microsoft provides a free SQL Server Management Studio (SSMS) Tool which is invaluable in resolving some of the Curator Tool issues. Google "SSMS" to download a copy.

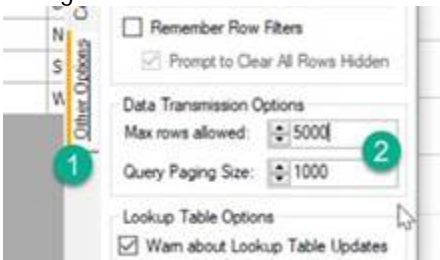
(External users, such as germplasm requestors or researchers reviewing GG taxonomy, do not need to install any programs to access GRIN-Global. Typically, organizations running a GRIN-Global database provide a publicly-available, browser-based GG webpage which connects to the organization's database. Internal genebank staff may also use the webpages for certain features.)

Top (~10) Things to Do when the CT Will not Run Properly

1. Check to see if the database is available via the Public Website. Use the GG URL that corresponds with the server the CT is accessing. For example, in the USDA, the PW address is <https://npgsweb.ars-grin.gov/gringlobal/search.aspx>
2. Try again. If the CT is open, but does not look "normal," (for example, no name is shown in the **Show lists from** dropdown box) close the CT, reboot the PC.



3. Check to see if [SQL Server is running](#). You may see messages such as "...the server was not found..."
4. Install SQL Server manually
5. When I log onto the curator tool, it displays okay, and seems to load okay, but when I try to access folders, all I get is the spinning blue circle. Solution: review the query paging size and change it to 1000.

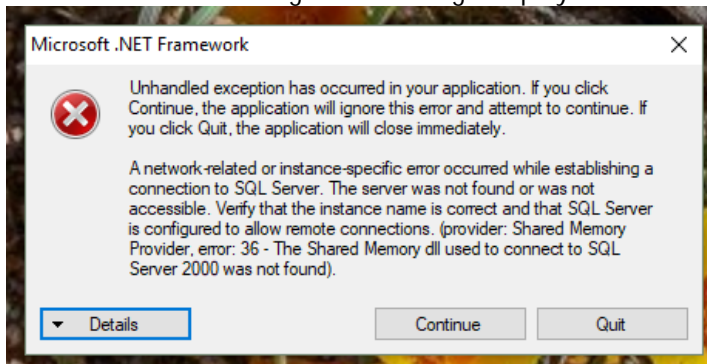


6. Error 36: Server Not Found

SQL Server Requirement

A PC must have the MSSQLSERVER service running for the Curator Tool to work with the GG database. For some reason, this service may fail to be running. In that case, the CT will not start.

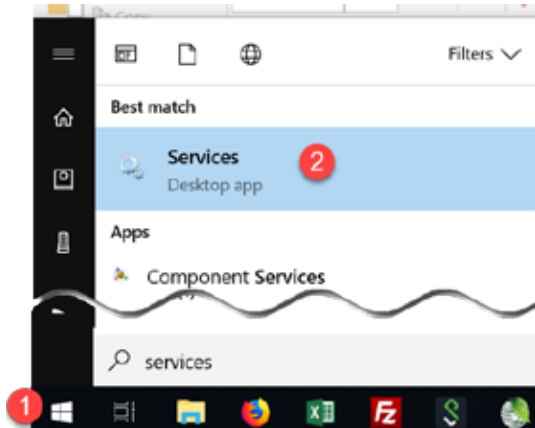
Sometimes the following error message displays:



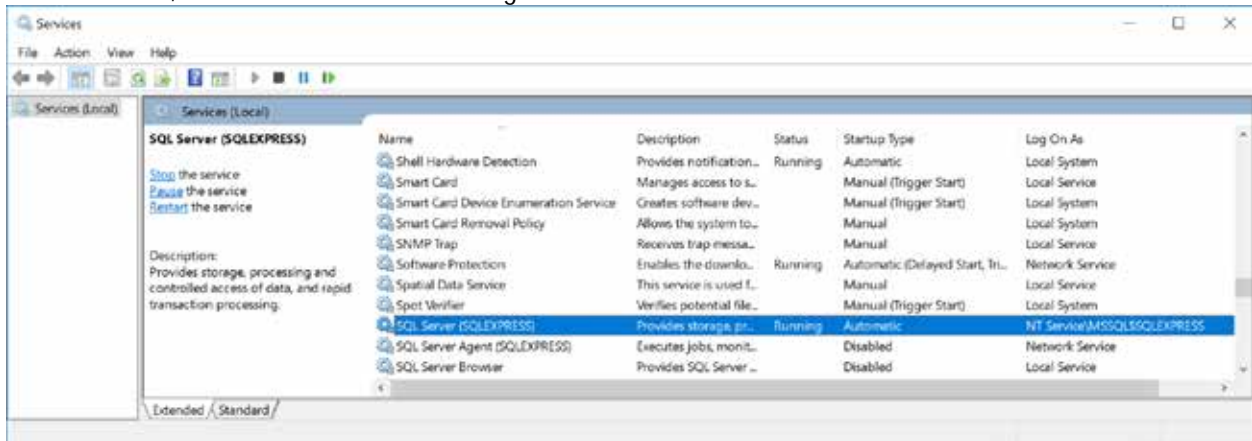
For whatever reason, the SQL Server which is usually set to **Automatic**, may have changed to **Manual**.

Access the Services Window to Check for SQL Server - is it Running?

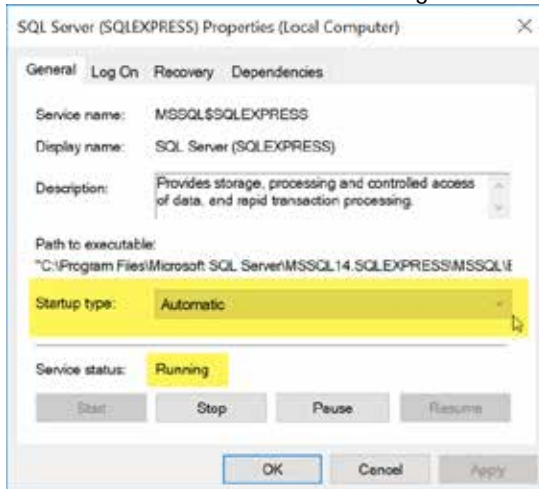
To access the Service window, click on the Windows icon and type Services:



Scroll to display the SQL Server service. Shown here it is set to Automatic. That is what you want; if it is set to manual, double-click on it and change to **Automatic**.



Start the service if hasn't started again already.

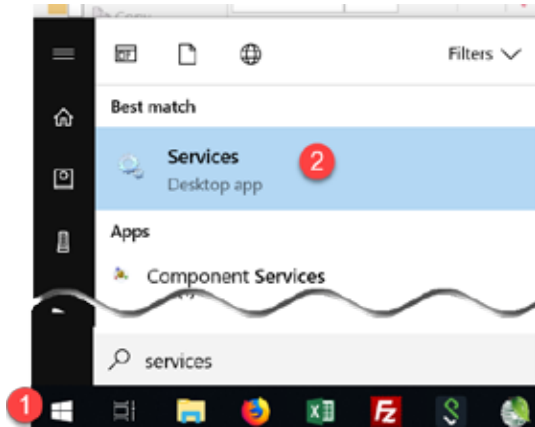


Error: 1069: "...service did not start due to a logon error."

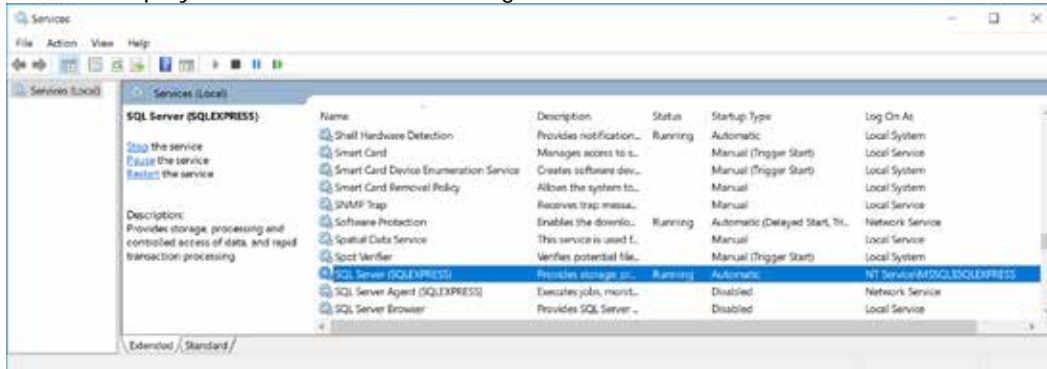
SQL Server Password Issue

"I just tried to manually start SQL and received this error: Error 1069: The service did not start due to a logon error."

To access the Service window, click on the Windows icon and type **Services**:



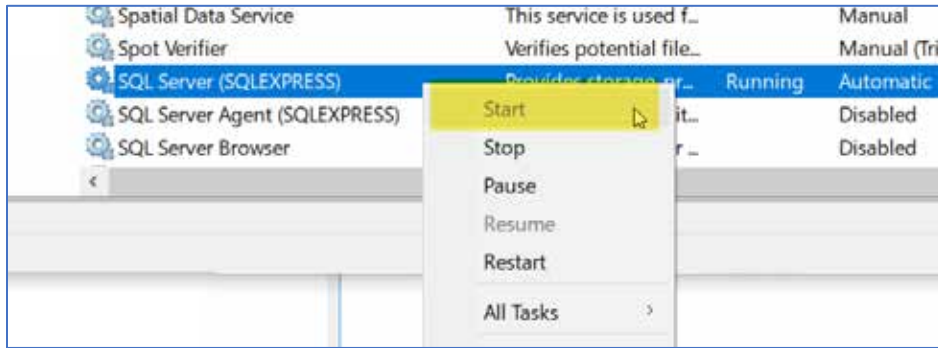
Scroll to display the SQL Server service. Right-click.



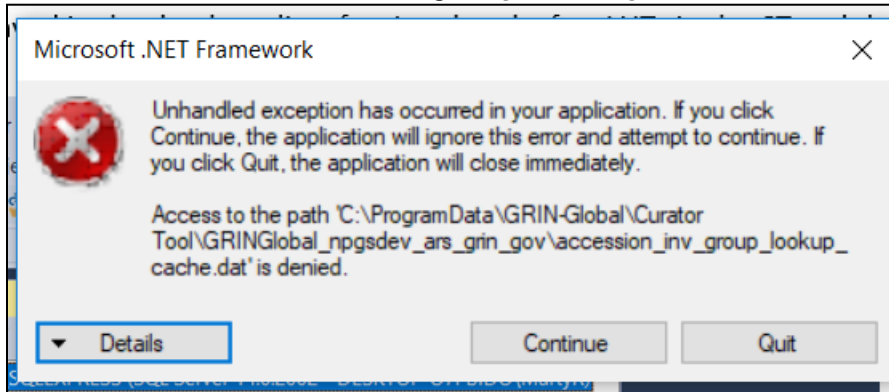
On the **Properties** window, select the **Log On** tab. Clear the password and confirm password fields and leave them blank; click OK.



Start SQL Server.

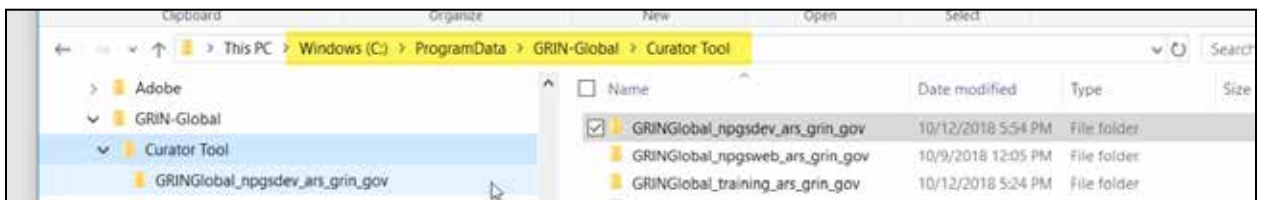


Access to "...accession_inv_group_lookup_cache.dat" is denied

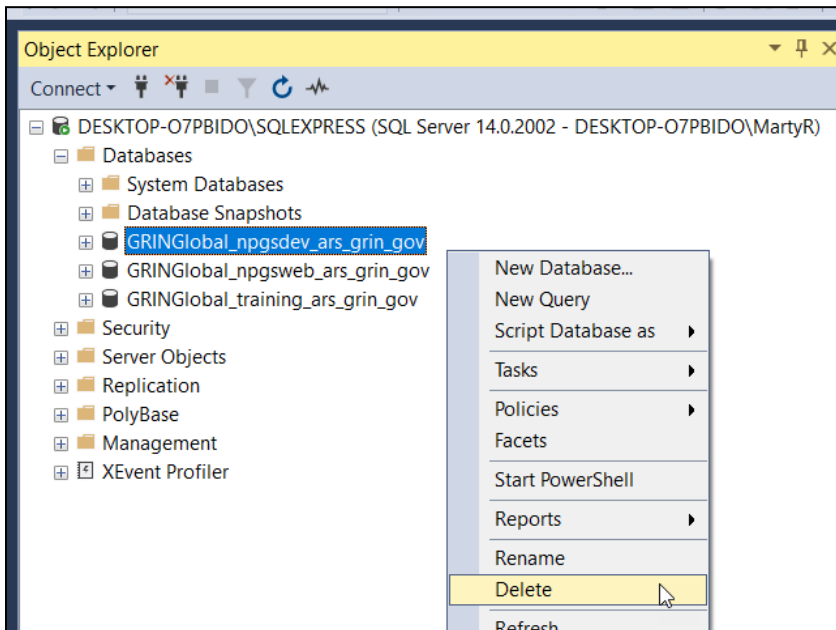


Solution:

(a) Delete the folder in Explorer



(b) In SSMS, delete the database:

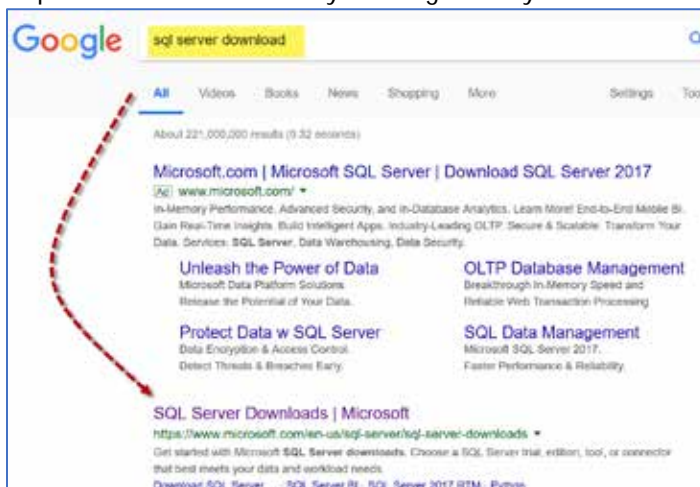


(c) Restart the CT. Rebuild the Lookup Tables. (Several ways to do this; you may get prompted to update the Lookup Tables.) In the CT, select the **Other Options** tab. Click the **Lookup Table Maintenance** button; click the **Load All** button.

Install SQL Server Manually

It is not required that the Curator Tool installation install SQL Server Express. In fact, the CT now is satisfied when either Express or a full version of SQL Server is installed on the user's PC.

You can go directly to Microsoft webpages to download and install a fresh copy of SQL Server. Google "sql server download" and you will get many hits.





Express

SQL Server 2017 Express is a free edition of SQL Server, ideal for development and production for desktop, web, and small server applications.

[Download now ↓](#)

from the Microsoft webpage: <https://www.microsoft.com/en-us/sql-server/sql-server-downloads>

Which version of SQL Server Should be Used? any greater than 2008R2

DLL wouldn't work – CT starts with error and no login occurs.

is PC > Windows (C:) > Program Files > GRIN-Global > GRIN-Global Curator Tool > Wizards

Name	Date modified	Type	Size
AccessionWizard.dll	3/16/2020 11:27 P...	Application extens...	750 KB
CooperatorWizard.dll	3/16/2020 11:27 P...	Application extens...	150 KB
CropTraitWizard.dll	6/10/2020 9:17 AM	Application extens...	170 KB
InventoryAttachmentWizard.dll	3/16/2020 11:27 P...	Application extens...	334 KB
CropTraitWizard.dll		Application extens...	1,060 KB
		Application extens...	161 KB
		Application extens...	284 KB

CropTraitWizard.dll Properties

General Security Details Previous Versions

CropTraitWizard.dll

Type of file: Application extension (.dll)

Opens with: Unknown application [Change...](#)

Location: C:\Program Files\GRIN-Global\GRIN-Global Curator T...

Size: 170 KB (174,080 bytes)

Size on disk: 172 KB (176,128 bytes)

Created: Wednesday, June 10, 2020, 9:45:24 AM

Modified: Wednesday, June 10, 2020, 9:17:46 AM

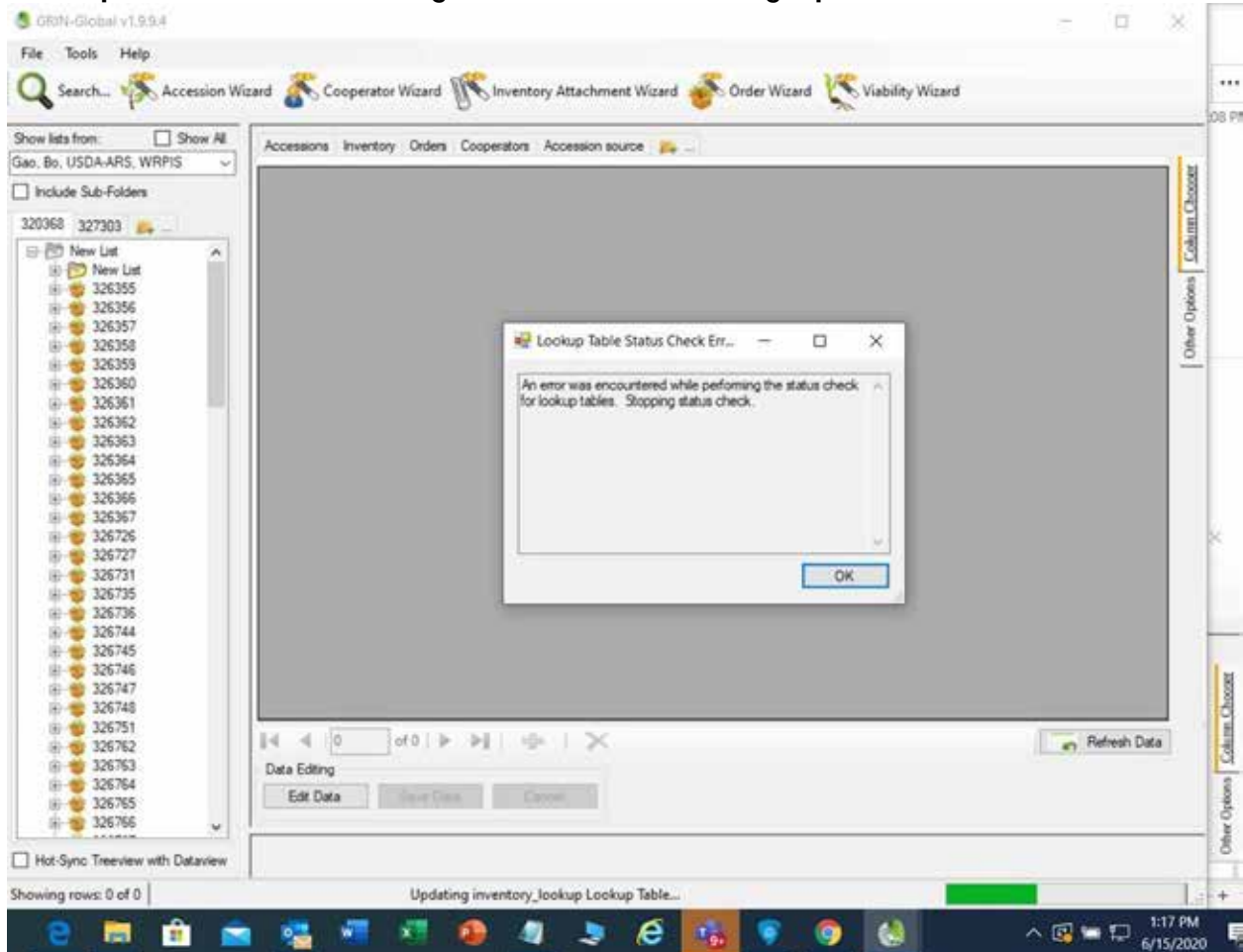
Accessed: Today, June 10, 2020, 9:45:31 AM

Attributes: Read-only Hidden [Advanced...](#)

Security: This file came from another computer and might be blocked to help protect this computer. Unblock

OK Cancel Apply

Lookup Status Check Message Error When Starting Up



Solution:

Delete the files in the following folder – before starting up the CT. Then these files will be rebuilt as the CT install is, ensuring that you have fresh lookups.

