
Department of Army
BUSINESS INTELLIGENCE EXTRACTION
SERVICE (BIXTRACTOR)

User's Guide

VERSION 3.4

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1 Introduction

Welcome to the User's Guide for the Business Intelligence Extraction Service (BiXtractor). The maintenance and troubleshooting process begins here. The purpose of this document is to provide an overview on where to begin should system upgrades, passwords, hardware changes, or the need to troubleshoot the extraction of your PD² data or the execution of the schedule task for your BiXtractor site.

System Administrator privileges and DoD approved credentials are required.

Target Machine must run continuously - 24 hours a day, 7 days a week. Extractions will not run if machine is powered down, resulting in delayed reporting of PD² data to the VCE.

System Requirements: The system requirements vary in relation to other applications or services running on the target machine. The following are general guidelines:

- Microsoft Windows Server 2008 R2 or Microsoft Windows Server 2012 R2.
- Scheduled tasks are created using Microsoft Task Scheduler.
- Network connectivity to the NIPRNET and to target PD² database server(s) from which data will be extracted.
- 75 MB of available disk space.

It is assumed that the BiXtractor Service was installed using the default location of C:\Program Files\BiXtractor. If you installed this program using an alternate drive/location, please allow for this change by substituting your unique destination drive/location, where applicable, throughout this document.

To utilize the BiXtractor Service, system administrators must have the following three components installed:

- BiXtractor (Version 3.4, Build 7593) 32-bit or 64-bit.
- Microsoft .NET Framework 4.8 or greater.
- DoD issued certificate for your machine and installed within the Personal Certificates certificate store.

1.1 BiXtractor Version 3.2+ Requires a DoD Certificate

The BiXtractor Version 3.2+ requires a DoD certificate to be installed onto the server that will be running the BiXtractor application. Procedures for obtaining and installing the required DoD certificate onto your server can be found in the **Frequently Asked Questions** (FAQ) section and the **Download** section of the BiXtractor web page.

- Go to: <https://vce.army.mil/bixul>
- Select: FAQ or Document pertaining to **DoD Certificates**

1.2 First-Time/New Site Install Steps

The VCE office must first assign a unique site identifier to your PD² database before data will be accepted from your PD² database. After the unique site identifier is received, proceed to the BiXtractor web site (<https://vce.army.mil/bixul>).

Select: BiXtractor Version 3.4 (Build 7593) Installation Guide, dated October 15, 2020 for detailed instructions on downloading, installing, and configuring the BiXtractor application for initial PD² data extractions.

1.3 Changes in BiXtractor Version 3.3+.

The following changes were implemented in version 3.3+. The location of the Settings.xml file, the AutoScripts folder, the Output folder, and the Logs folder is different. These items will now be located in the C:\ProgramData\BiXtractor folder as noted below:

- ✓ Settings.xml file location and xml format.
 - C:\ProgramData\BiXtractor\Settings.xml
 - `<Settings xmlns="https://vcedata.army.mil/schema/Settings.xsd">`
- ✓ Base URL used for 'HTTPS Upload Settings'.
 - <https://vcedata.army.mil>

1.3.1 Retention of existing Settings (Settings.xml)

Existing sites that have been running Version 3.2+ will be mandated to perform an upgrade of the BiXtractor software in FY19. Before any upgrade or re-install of the BiXtractor software, create a copy of the Settings.xml file that is currently in use. The Settings.xml file holds unique BiXtractor settings that are specified during the initial setup/configuration. Reusing the Settings.xml file during an upgrade or re-install can reduce the setup/reconfiguration time of the software installation.

- For Version **3.1** users, the current Settings.xml will be located in the folder where the BiXtractor software is installed. For example the default install folder location is C:\Program Files\BiXtractor. Locate the Settings.xml and make a copy of the file into an alternate location.
- For Version **3.2+** users, the current Settings.xml will now be located in the folder C:\ProgramData\BiXtractor. If an alternate install location was chosen for the BiXtractor software, the Settings .xml file will still be placed in the C:\ProgramData\BiXtractor folder. Locate the Settings.xml and make a copy of the file in an alternate location.

1.3.2 Manual Update of Settings.xml Required in Version 3.3+

The **Settings.xml** file holds the unique BiXtractor settings that are specified during the initial setup/configuration at your site(s). After completing the configuration of the BiXtractor service, it is strongly recommended that you save a copy of the Settings.xml in a safe place. The Settings.xml file can be copied back to its original location, which may reduce setup/reconfiguration time if a reinstall is needed at your site.

VERY IMPORTANT: If you are performing the initial Version 3.3+ upgrade, locate your copy of the Settings.xml file and copy the file into its new destination, **C:\ProgramData\BiXtractor**.

If this step is skipped, the following error message will display:

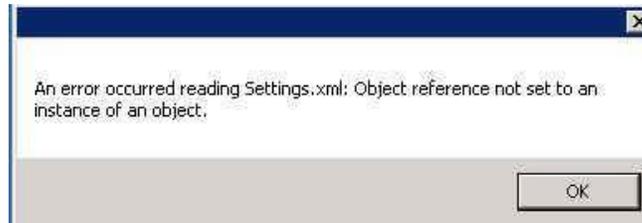


Figure 1 Modify Settings.xml File Error.

After copying the file into the C:\ProgramData\BiXtractor folder, modify the Settings.xml file by opening it using Windows Notepad or WordPad. Edit the <Settings> tag that appears on the second line, so that it reads:

<Settings xmlns="https://vcedata.army.mil/schema/Settings.xsd">

Do **NOT** edit the end tag </Settings> tag that appears on the last line of the Settings.xml file. **Save and close the file after editing.**

NOTE 1: Running bixconfig.exe will generate a default Settings.xml file in the folder C:\ProgramData\BiXtractor if one does not already exist. Therefore, it is important to copy your existing Settings.xml file into this folder and edit as instructed above, **before** running bixconfig.exe.

NOTE 2: For 32-bit USERS: When a site reinstalls/moves the BiXtractor service, it may be necessary to manually run the install.bat for the aseoledb. To resolve the following error message, **“The ‘Sybase .ASEOLEDBProvider’ provider is not registered on the local machine. Extract aborted at mm/dd/yyyy hh:mm:ss pm.”**, go to the aseoledb folder (C:\Program Files\BiXtractor\aseoledb). Locate the install.bat file. Click on install.bat to run.

1.3.3 Uninstall existing software

All previous versions of the BiXtractor software must be uninstalled first before upgrading or re-installing. Uninstall software using the ‘Programs and Features’ option from the Windows ‘Control Panel’.

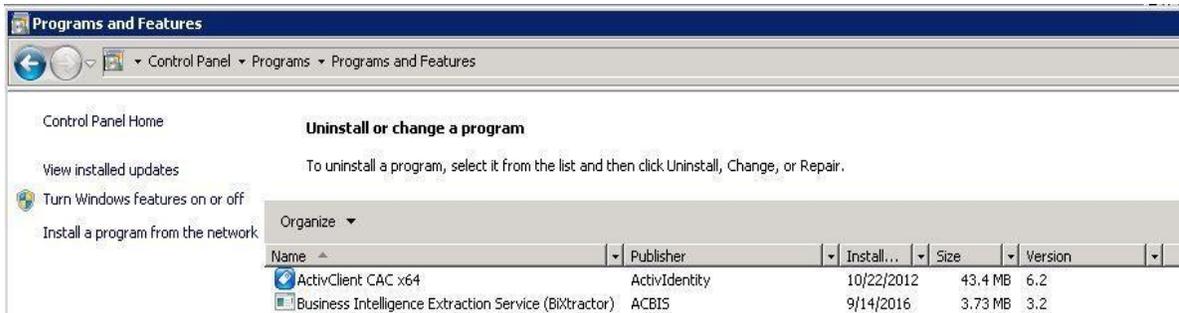


Figure 2 Uninstall BiXtractor Screen.

After software has been uninstalled, including the removal of the BiXtractor folder and original contents from the **C:\Program Files** location (or an alternate location, if it was used), you will be ready to proceed to with the download and installation of the BiXtractor files.

1.4 Download the BiXtractor Files.

The VCE offers both a 64-bit .msi install file and a 32-bit .msi install file. To download the BiXtractor files:

Visit: <https://vce.army.mil/bixul>

Select: **BiXtractor v3.4 Build 7593 64-bit Install**
For installing on a Windows 64-bit operating system.

BiXtractor v3.4 Build 7593 32-bit Install
For installing on a Windows 32-bit operating system.

To download the files to a separate location on your machine for later use, select the Save option and specify the destination for the .msi file.

1.5 Verify Contents of BiXtractor Folders.

Using Windows Explorer, navigate to the **C:\ProgramData\BiXtractor** folder and verify the contents of the BiXtractor folder. The following folders should be seen:

AutoScripts: SQL scripts used by the extraction service.

Output: Briefly holds .xml result files until extracted data is sent to the VCE. The output folder should be automatically created during the install process. Version 3.4(Build 7593) will zip the xml result files before moving from the temp folder to the output folder. If files do not get released from the output folder, test the **HTTP Upload Settings** and perform a **Stop** and **Start** of the BiXtractor service to refresh the BI configuration.

Logs: Results of the latest extraction attempt is recorded in the bixde.Default.{site id}.debug.txt file and placed in the logs folder. The debug file will be overwritten with each new extraction attempt. This is a good place to check for the status of an extraction and for troubleshooting a failed extraction.

Settings.xml Hold the BiXtractor configuration settings.

The following fourteen (14) files should also be seen under **C:\Program Files\BiXtractor** or the alternate location of your choice

Acbis.Security.dll	bixconfig.exe	bixconfig.exe.config
bixde.exe	bixde.exe.config	bixlib.dll
BiXtractor.exe	BiXtractor.exe.config	Bixtractor.InstallState
ICSharpCode.SharpZLib.dll	install_service.bat	InstallUtil.exe
Settings.xsd	Sybase.AdoNet4.AseClient.dll	

2 Verify and Troubleshoot the BiXtractor Configuration

2.1 Windows Service Status

2.1.1 Is the Machine Powered On?

The machine must stay powered up 24 hours a day, seven days a week. When the machine is turned off, the scheduled task will not execute the extraction.

2.1.2 Is the BiXtractor Service Turned On?

To check the status of the Windows Service:

- Go to: **C:\Program Files\BiXtractor\bixconfig.exe**
- Or go to: **BiXtractor\BIXtractor 3 Configuration**
- Select: **Windows Service Status** (on left)

The Windows Service (Business Intelligence Extraction Service) should display the word "Running" and be accompanied by a "Green" light. If the word "Stopped" and "Red" light are displayed, select the "Start" button to turn the BiXtractor service on. Please wait while the service starts.

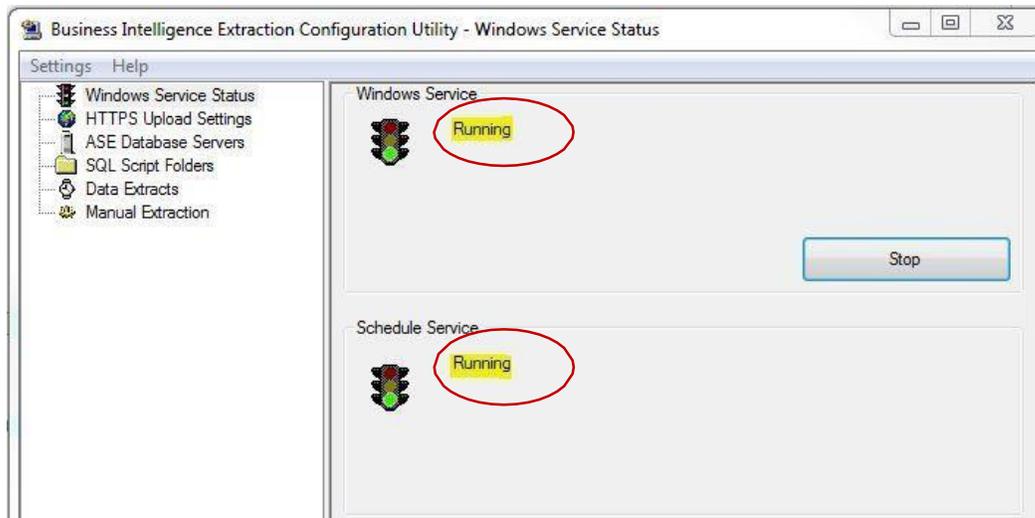


Figure 3 Start BiXtractor Service.

2.1.3 Is the Task Scheduler Turned On?

- Go to: **C:\Program Files\BiXtractor\bixconfig.exe**
- Select: **Windows Service Status (on the left)**

The Schedule Service (Windows Task Scheduled) should display the word “Running” and be accompanied by the “Green” light. If the word “Stopped” and a “Red” light are displayed, select the “Start” button to turn the Task Scheduler on. Please wait while the service starts.

NOTE: To verify that both the Task Scheduler and the Business Intelligence Extraction Service are set to ‘automatic’ startup, go to:

Start → Control Panel → System and Maintenance → Administrative Tools → Services
 Check each service. From the ‘General’ tab, ensure the Startup type is set to ‘Automatic’ on both services. This will allow for an automatic restart of the task(s) after a system reboot is performed. If there is a need to manually stop a service, the Startup type can be set to ‘Disabled’

2.2 HTTPS Upload Settings

The Base URL (<https://vcedata.army.mil>) needs to be open for both incoming and outgoing traffic.

2.2.1 Check for Connectivity

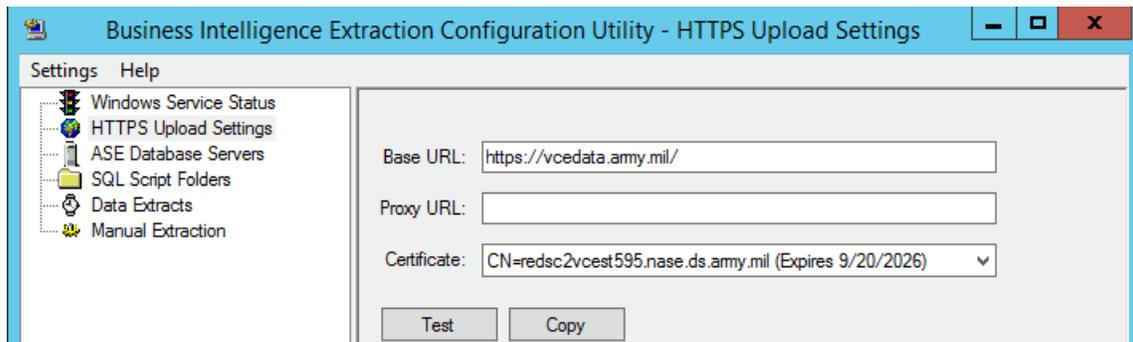


Figure 4 Base URL for HTTPS Upload.

- Select: **‘HTTPS Upload Settings’** (on the left)
- Enter Base URL: **https://vcedata.army.mil/**
- Proxy Address/Port: If your site uses a proxy, enter the proxy address:port (e.g; 111.222.33.4:8080). If your site does not use a proxy, please leave this field blank.
- Certificate: Select the DoD issued certificate that is installed on the machine.
- Click: **Test** button and look for the ‘Test Passed’ message.

NOTE: If the “**Test Passed**” message is not received, verify the URL information entered correctly, and ensure the proper certificate is installed and selected. Connectivity is not possible without a DoD certificate. Certificate Check Procedures, to check your system for certificates, are provided on the BiXtractor web page (FAQ and Downloads). Also, have your staff confirm that HTTPS connectivity to <https://vcedata.army.mil> is open for both incoming and outgoing traffic on Port 443.

2.3 ASE Database Servers

2.3.1 Has the Server Password, IP Address, Port, etc. changed recently?

Whenever changes are made to your server address, port, PD² database name, or password, these changes must be applied to the ASE Database Servers section of the BiXtractor service. To change the server password or the IP Address/Port for the server:

- Go to: **C:\Program Files\BiXtractor\bixconfig.exe**
- Select: **'ASE Database Servers'** (on the left)
- Select: The database icon for the database that requires the change.
(i.e., 222 - SPS_STEW00_DB - 155.154.###.###:5000)

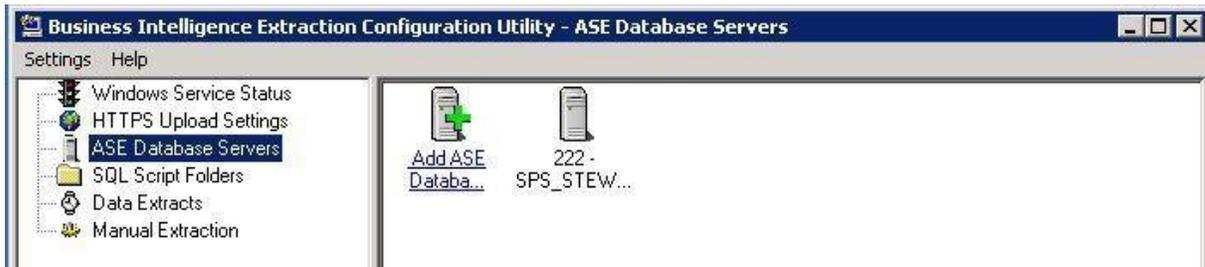


Figure 5 ASE Database Servers.

At the time of any upgrade or reinstall, please verify that information in each field is still current. All necessary revisions should be applied during the upgrade. The PD² Database Name and Password fields are case sensitive. Please use caution to enter upper and lower case characters exactly.

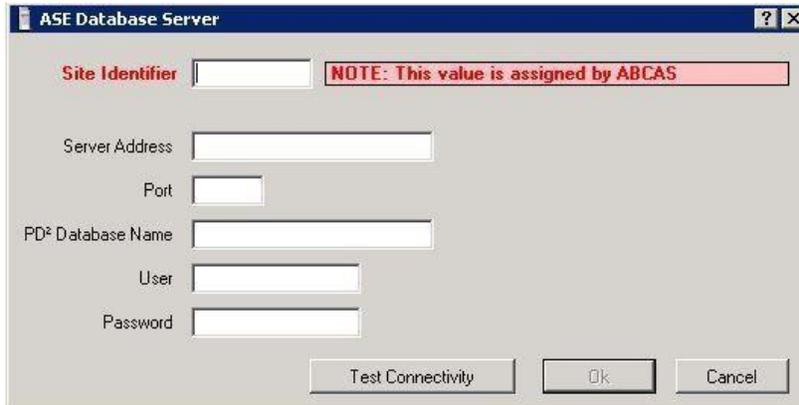


Figure 6 PD² Database Information.

- Enter: New server password and/or system information, as needed.
- Click: **“Test Connectivity”** button to verify connectivity using new information.
- Click: **Ok** and then, click **Ok** again. If the test was not successful, verify the data you have entered. Fields are case-sensitive.

2.3.2 Do you have the Required DoD Certificate?

Reference the FAQ section and the Download section of the BiXtractor web page for information on checking the status of the DoD certificate, procedures for obtaining a DoD certificate, and steps for installing a DoD certificate onto your server.

2.4 SQL Script Folders

2.4.1 Synchronize Script Folders

Occasionally, an extraction may hang or take longer to run a particular script when pulling multiple days of data. Sometime, an extraction may be unable to access a particular table due to the number of users on the system at that exact time. If the hanging is NOT due to sharing the tables and number of users, a manual Synchronization of the Script Folders may eliminate the hanging by refreshing the scripts in the AutoScripts folders. To manually synchronize the script folders:



Figure 7 SQL Script Folders.

- Go to: C:\Program Files\BiXtractor\bixconfig.exe
- Select: SQL Script Folders (on the left)
- Click: Synchronize All Script Folders
- Click: Yes' when prompted with, 'Do you wish to continue?'

When the hourglass disappears the synchronization is finished

Double Click: **'Default'** folder. Check the **'Path'** to ensure that it is set to **'C:\ProgramData\BiXtractor\AutoScripts\Default'** Use the **'Browse'** button to select the correct path.

NOTE: This will automatically download the necessary SQL scripts from our servers and place them into the 'Default' folder. The 'Default' folder should be visible in the lower right windowpane. If the synchronization fails, have your staff confirm that HTTPS connectivity to <https://vcedata.army.mil/> is open for both incoming and outgoing traffic on Port 443. If you need assistance, please submit a Help Desk ticket to VCE Tier 2 support, through the AESD website along with any additional information for example contents of screen messages that can assist in troubleshooting. Refer to the end of these procedures for details on submitting a Help Desk ticket. If updated scripts are available for your site, the updates are automatically sent at the beginning of an extraction attempt.

NOTE: If an extraction appears to be hanging on a particular script, performing the manual script synchronization may help eliminate the problem. To refresh your script folders at any time, simply perform a manual "Synchronize All Script Folders". This will refresh the current group of scripts being used by your site.

2.5 Data Extracts

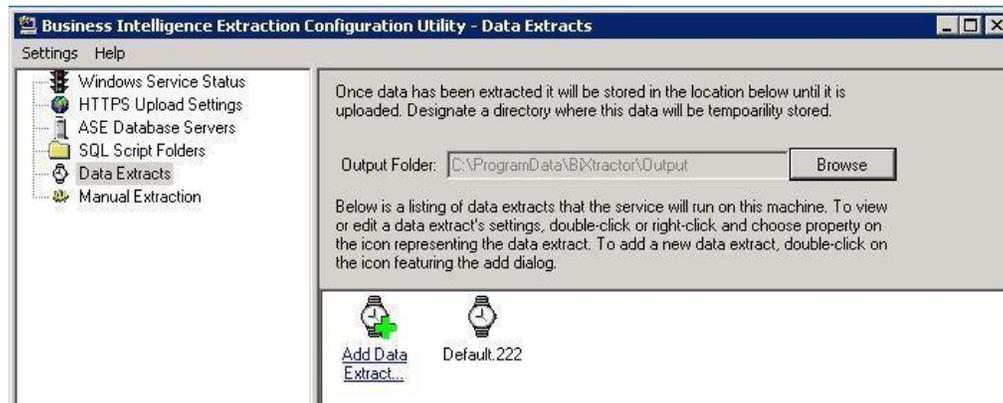


Figure 8 Data Extracts.

2.5.1 Verify the Output Folder location

- Go to: **C:\Program Files\BiXtractor\bixconfig.exe**
- Select: **'Data Extracts'** (on the left)
- Click: **Browse** button (upper right pane)
- Output Folder: **C:\ProgramData\BiXtractor\Output**
- Click: **OK**

NOTE: If performing an initial upgrade to version 3.4, the Output Folder may not be set correctly. Use the 'Browse' button to select the correct folder (C:\ProgramData\BiXtractor\Output)

2.5.2 Check, Set, or Reset the Pickup Date

Sites are responsible for setting the initial pickup date during the installation process. After the successful completion of an extraction, this date will automatically advance and be ready for the next scheduled extraction. Usually, the Pickup Date does not require adjustment by site POCs. Should an extraction attempt result in the generation of an error, the Pickup Date does not advance. The Pickup Date will reset itself and any data missed due to extraction errors will automatically be captured during the next successful extraction. However, if a site has been experiencing problems, or requires a reinstall of the BiXtractor service, specific guidance would be forwarded from the VCE as to the required start date that should be used.

To manually adjust the Pickup Date:

- Go to: **C:\Program Files\BiXtractor\bixconfig.exe**
- Select: **Data Extracts** (on the left)
- Select: **Default.{site-id}** (on the right) double click

Using the dropdown calendar on the Data Extract screen, specify the Pickup Date. During initial setup of your BiXtractor service, the Pickup Date is usually set to the first day of the current fiscal year quarter (i.e. 10/1/2018, 1/1/2019, 4/1/2019, 7/1/2019, etc.). Do not specify an End Date. Let the End Date option remain grayed-out so it defaults to the current date. This will allow data to be pulled from the Pickup Date through the current date of your extraction attempt.

- Click **Ok** and then click **Ok** again.

NOTE: If instructed by the VCE to pull a selected range of data, both a starting date (Pickup Date) and an ending date would be specified to allow a range of data to be capture. Again, specific guidance would be forwarded from the VCE office if this was necessary.

NOTE: Version 3.3 restricts the Pickup Date range to one year segments for any one repull attempt. This forces smaller, segmented data pulls and eliminates the possibility of extraction lockups due to data volume.

2.5.3 Create the Daily Default Data Extract

Each PD² database is assigned a unique site identifier. Although most sites have only one ASE database server for the BiXtractor, consolidated database server locations support multiple sites/databases. For multiple ASE database servers, only one server may be selected at a time. The Extract Name will be entered automatically for the server that is selected, and should reflect the Site number that is assigned to that particular ASE Database Server (Example: Default.222).

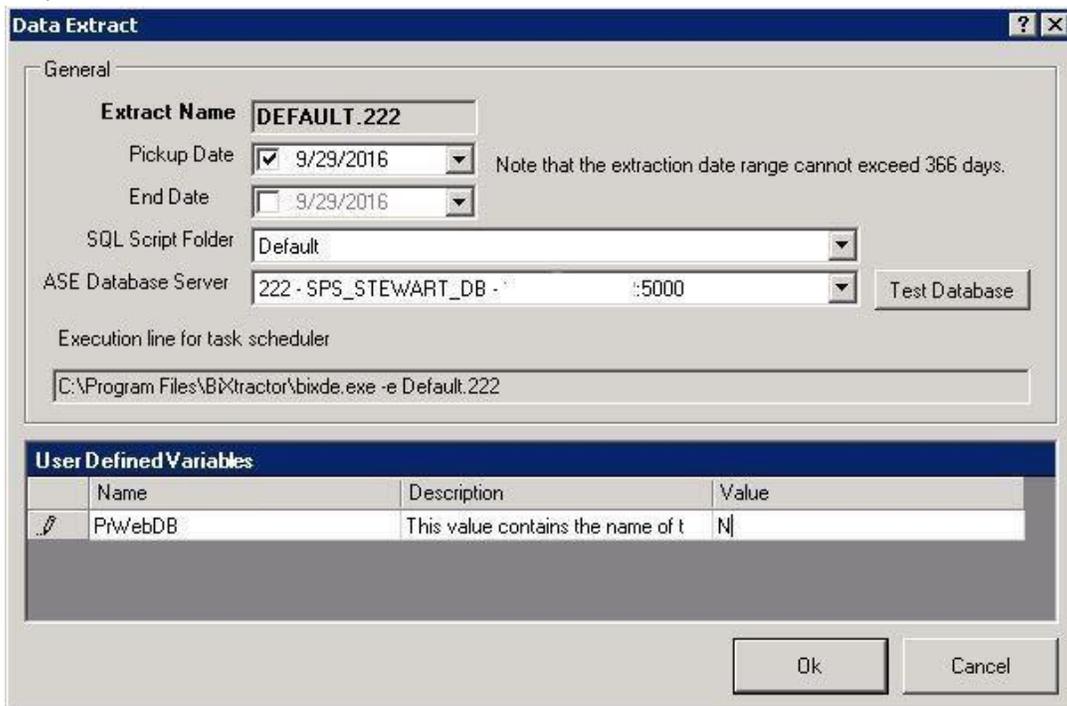


Figure 9 Data Extract Properties Screen.

- Select: **'Add Data Extract...'** (lower right pane).
- Access: drop-down list for **'SQL Script Folder'** (fourth item)
- Select: **'Default'** from drop-down menu.
- Access: drop-down list for **'ASE Database Server'** (fifth item)
- Select: The ASE Database Server for your Site Identifier number.

- Pickup Date: The Initial Pickup Date is assigned by the VCE and issued by
 - Operations Support. Pickup date can be set to the current date for a one-day test. Pickup date automatically advances for subsequent daily extractions. If an extraction generates an error, the date will not advance until the error is corrected, which prevents data from being missed.
- End Date: Leave blank (grayed-out). Current date/time will be used automatically.
- Click: **Test Database** button
- Click: **OK** (if connected successfully)

2.6 Manual Extraction

Manual extractions are used to force an extraction to execute without the use of the Task Scheduler and a predetermined scheduled task. Manual extractions can instantly extract and report PD² data to our data warehouse. It is recommended that caution be used when deciding to run manual extractions during peak work times when contention between large volumes of users may be highest. Performing manual extractions during peak login periods may slow the system down for all users, as well as cause the extraction to hang, abort, or error out.

2.6.1 Two Methods for Performing Manual Extractions

There are two methods for executing manual extractions. Although both methods perform the exact same action, each method plays an important part in troubleshooting extraction issues when they arise. When a site is experiencing problems, it is important to determine if the root of the problem resides in the actual BiXtractor service or if the problem is strictly related to the Task Scheduler.

- If a manual extraction can be successfully executed from inside the BiXtractor service, then the BiXtractor settings are okay. The problem would reside within the Task Scheduler.
- However, if a manual extraction can be successfully executed from inside the Task Scheduler, but the scheduled task does not execute by itself, as scheduled, then the actual scheduled task is okay. The problem resides within the User account information that was used to create/schedule the task and the account information entered into the Run as: field.

2.6.1.1 Perform a Manual Extraction from Inside the BiXtractor service:

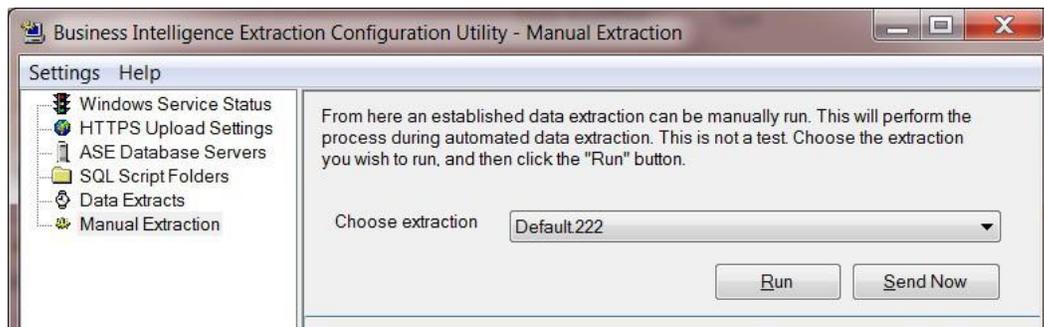


Figure 10 Data Extract Properties Screen.

- Go to: C:\Program Files\BiXtractor\bixconfig.exe
- Select: Manual Extraction (on the left)
- Select: Default.{site-id} (from the drop-down list of data extracts)
- Click: Run

When the hourglass disappears:

- Click: Send Now
- Click: Yes to 'Upload Files Now'

2.6.1.2 Perform a Manual Extraction from Inside the Task Scheduler:

- Go to: Start → Control Panel → System and Security → Administrative Tools →
- Select: Task Scheduler and then from the Task Scheduler Library...
- Right click: **Default.{your site-id}**
- Select **Run**

3 Verify or Troubleshoot Schedule Task Settings.

To verify or troubleshoot the scheduled tasks settings for the BiXtractor sites, please reference the detailed instructions provided in the BiXtractor Installation Guide, available on the BiXtractor web page.

3.1 Multiple Tasks verses Multiple Extraction Times.

There should be only one scheduled task for each PD² Site/Data Extract. Each scheduled task should be scheduled to run an extraction at least once a day (every 24 hours). However, a task can be set to run multiple times per day to extract PD² data more often, making it available for BusinessObjects reporting. Keep in mind that the VCE reports are only as current as the last PD² data extraction received by the VCE data warehouse. VCE users usually request that additional daily extractions are executed at FY end.

4 Monitor Daily Extractions

4.1 Understanding the debug.txt File

Each extraction that attempts to run will create a debug.txt file. A copy of each debug file automatically accompanies the extracted dataset that is sent from your site each day. Your latest **bixde.Default.###.debug.txt** file will be placed into your BiXtractor 'Logs' folder until your next extraction attempt. The copy that accompanies your dataset will be archived in the VCE warehouse. The debug file can be found in the **C:\ProgramData\BiXtractor\Logs** folder.

(i.e., **C:\ProgramData\BiXtractor\Logs\bixde.Default.222.debug.txt**).

- The debug.txt file can be used to verify if all SQL scripts have processed successfully and if each of the corresponding .xml data files were created from the scripts that ran. To determine if your last extraction attempt was successful, check the debug.txt file for extraction details such as:
 - Beginning date and time of extraction
 - Current Pickup Date
 - Number of SQL scripts found
 - Details of each SQL script that run
 - Number of Results Written, Errors Written, and Total Scripts
- Check the debug file if a problem is suspected and troubleshooting is necessary. If your last extraction attempt stalled on a particular script, generated an error, or aborted, this information will be available in the debug.txt file.

4.1.1 Did the Default Extraction Start?

Good indicators that an extraction started would include entries similar to those found in the bixde.Default.###.debug.txt file. For example, if you scheduled an extraction to start on 10/14/2016 @ 5:00 am, you should see something similar to the following at the beginning of the debug.txt file:

```
beginning 10/14/2016 5:00:02 AM
Version: 3.2 build 5968
CLR Version: 4.030319.34209
OS Version: Microsoft jWindows NT 6.1.7601 Service Pack 1
Machine Name: LEEE.....
Run ID: 458e2....
Attempting to update scripts!
Current Pickup Date: 10/13/2016 5:00:17 AM
Extract beginning 10/14/2016 5:00:18 AM
73 SQL scripts found in "C:\ProgramData\BiXtractor\AutoScripts\Default"
Process Begin Time: 10/14/2016 5:00:30 AM
Processing e000_droptables.sql
Results written to
"C:\Users\DoD_Admin\ppData\Local\Temp\Default\Default.222\Default.222.14102016050002
.0000.D.xml"
File Creation Date: 10/14/2016 5:00:30 AM File
Size: 997
```

4.1.2 Did all of the .SQL Scripts Get Processed?

For each .sql script that runs, details are captured and added to the debug.txt file. Each process will log:

- Process Begin Time
- Name of the script being processed
- 'Results written to' line
- File Creation Date
- File Size.

Each 'Results written to' entry will contain the name of the temporary holding location and the name of the .xml data file that will be sent to us. File naming convention is as follows: Each file will be prefixed with Default.{your site-id}, where {your site-id} is replaced with the unique Site Identifier assigned to your site. Next will be a unique date/timestamp, followed by the letter 'D'. Each file ends with the .xml file extension (i.e., Default.222.30102006134556.0000.D.xml).

Process Begin Time: 10/14/2016 5:00:30 AM

Processing e000_droptables.sql

Results written to

"C:\Users\DoD_Admin\ppData\Local\Temp\Default\Default.222\Default.222.14102016050002 .0000.D.xml"

File Creation Date: 10/14/2016 5:00:30 AM

File Size: 997

4.1.3 Did the Extraction Finish?

As the .xml files are created, the files are placed in a temporary folder. After the extraction has completed, the files are moved to the output folder and the temp folder is then deleted.

- Output folder is located at: **C:\ProgramData\BiXtractor\Output**
The files will sit here briefly, until pushed to our office. To verify completion of an extraction, scroll to the bottom of the debug.txt file and look for statistics similar to the following:

Extract ends at 10/14/2016 5:01:11 AM

----- Summary -----

Total Time : 65.109375 seconds

Results Written : 73

Errors Written : 0

Total Scripts : 73

Peak Memory : 58,392,576

Under the Summary, if the 'Results Written:' matches the number of 'Total Scripts:', and the 'Errors Written:' is equal to 0, the extraction completed successfully. If the debug.txt file looks like the example above, and the output folder is empty, we should have your files. If we do not receive daily extractions from your site, the VCE Operations Support will contact you.

NOTE: After an extraction completes, the .xml files are moved to the output folder. Occasionally, the files do not leave the output folder. A simple **Stop** and **Start** of the **Windows Service (BiXtractor)** should refresh the BiXtractor settings and release the files from the output folder. If files remain in the output folder after the restart, please check with your network support staff to ensure <https://vcedata.army.mil> is open for both incoming and outgoing traffic.

NOTE: When the end of any of the .xml file names contains '**.E.xml**', instead of '**.D.xml**', there is a problem. The '**E**' signals an error of some type and will be reflected in the Summary information under the 'Errors Written' total. When the extraction arrives at the VCE data warehouse, the data set will not get loaded. Instead, the data files will be placed in a holding area for review and appropriate action. When a dataset contains an error, any missed data will be captured during the next successful extraction.

4.2 Check the Output Folder

This file is located at: **C:\ProgramData\BiXtractor\Output**

- If files are sitting in this folder, the extraction completed, but files did not get pushed to us.
 1. Check connectivity of the HTTPS Upload Settings.
 2. Perform a Stop and Start of the Windows Service (BiXtractor).
- If no files are present in the output folder, and the debug.txt file (scroll to the bottom) does NOT show the Summary information or an extraction end time, the extraction has either gotten hung, aborted, or did not kick off as scheduled.
 1. If an extraction hung on a particular script, perform a 'Synchronize All Script Folders' to refresh the existing scripts.
 2. If an extraction aborted, check the debug.txt file for a specific error message.
 3. If the scheduled extraction did not start, check the scheduled task settings.
- If no files are present in the output folder, but the debug.txt file (scroll to the bottom) indicates an extract end time, the files may already have been pushed to our office. Please contact our office and we will verify receipt of the files.

4.3 Troubleshoot Using the debug.txt File

The debug.txt file is located at: **C:\ProgramData\BiXtractor\Logs**

4.3.1 No debug.txt file found.

For sites that have just installed the BiXtractor, if the debug.txt file does not exist in the Logs folder, then the initial extraction never executed.

4.3.2 Successful Extraction Statistics in the debug.txt File.

If the debug.txt file is present, the beginning of the text should look similar to the following:

```
beginning 10/14/2016 5:00:02 AM
Version: 3.2 build 5968
CLR Version: 4.030319.34209
OS Version: Microsoft jWindows NT 6.1.7601 Service Pack 1
Machine Name: LEEE.....
Run ID: 458e2....
Attempting to update scripts!
Current Pickup Date: 10/13/2016 5:00:17 AM
Extract beginning 10/14/2016 5:00:18 AM
73 SQL scripts found in "C:\ProgramData\BiXtractor\AutoScripts\Default"
```

And, the following text lines, located at the very bottom of the debug.txt file would indicate that the extraction completed.

```
Extract ends at 10/14/2016 5:01:11 AM
----- Summary -----
Total Time : 65.109375 seconds Results
Written : 73
Errors Written : 0
Total Scripts : 73
Peak Memory : 58,392,576
```

If the 'Errors Written' is equal to 0, and the number of 'Results Written' matches the 'Total Scripts' counted, the extraction was successful.

4.3.3 Incorrect Run Path Entry for Scheduled Task.

If you see a message similar to the following, please verify that the name of your Scheduled Task matches the Data Extract name (i.e., Default.222). Also verify that the Schedule Task settings include the complete Run Path in quotation marks **"C:\Program Files\BiXtractor\bixde.exe"**, including the argument field entry **-e Default.222**. Verify that the extraction name has been entered correctly.

```
beginning 10/14/2016 5:00:02 AM
Version: 3.2 build 5968
CLR Version: 4.030319.34209
OS Version: Microsoft jWindows NT 6.1.7601 Service Pack 1
Machine Name: LEEE.....
Run ID: 458e2....
Attempting to update scripts!
Error while attempting to download scripts:
A data extract by the name of, "Default.222" was not found. at ...
Or
A data extract by the name of, "" was not found. at ...
```

Reason for Error: The Data Extract name does not match the scheduled task name either in the BiXtractor settings or the Schedule Task settings.

4.3.4 Connection Error: Remote Name Could Not be Resolved.

Occasionally, due to system maintenance and disruptions at your site, the BiXtractor settings may need to be refreshed. If the following connection error is generated during an extraction attempt, please test your HTTPS connectivity and perform a Stop and Start of the BiXtractor (Windows Service).

Attempting to update scripts!

Error while attempting to download scripts: The underlying connection was closed: The remote name could not be resolved.

Resolution Steps:

- Access the BiXtractor (bixconfig.exe), select the 'HTTPS Upload Settings' and click the 'Test' button. Base URL should be <https://vcedata.army.mil/>
- Select 'Windows Service Status' and perform a **Stop** and **Start** of the BiXtractor (Windows Service).

4.3.5 Error Code 4002: 'Login Failed. Check for valid user ID, server name and password

If your site/database has recently experienced a change to the ASE Database Server information (server address, port, PD² database name, or password).

Unable to connect to the database. The error returned was: Login Failed. Check for valid user ID, server name and password. [Native Error code: 4002] [DataDirect ADO Sybase Provider] Login failed. Unspecified error. Extract aborted at 10/14/2016 11:00:35 PM

Resolution Steps:

- Apply the change to the 'ASE Database Servers' settings in your BiXtractor service.
- Perform a Stop and Start of the BiXtractor (Windows Service) to ensure the BiXtractor configuration settings are refreshed. This should restore connectivity to your ASE database and the BiXtractor.

4.4 Common Install/Uninstall Error Message

4.4.1 Reinstall Error Messages

After the initial attempt to install the BiXtractor (Ver 3.4), attempts to reinstall the BiXtractor Service over an existing service may generate one of the following error messages.

NOTE: Attempts to reinstall over the current program is not possible. If you need to reinstall the BiXtractor software, first remove the current version by selecting the Remove option from the Repair/Remove window or use the Control Panel to remove a previously installed version of the Business Intelligence Extraction Service (BiXtractor).

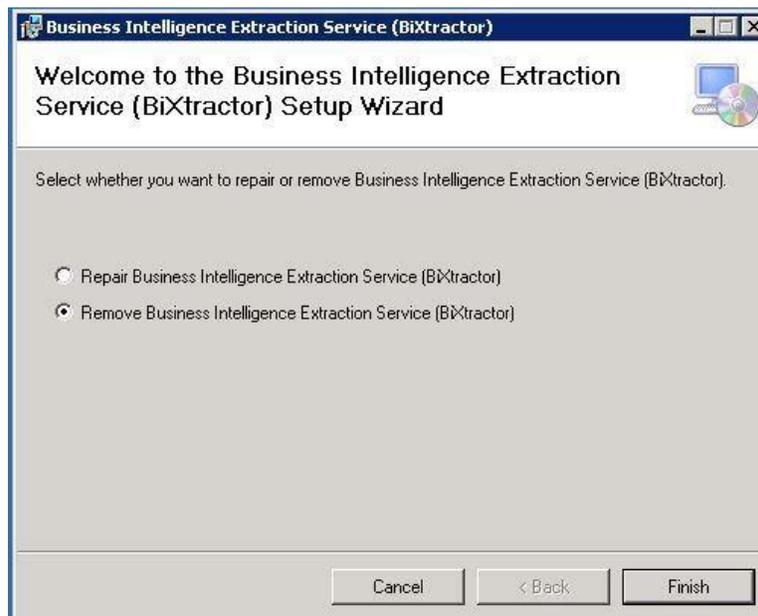


Figure 11 Repair/Remove BiXtractor Screen.

4.5 Windows Service Start Failure

The “Windows Service Start Failure” error message may display if the user selects BiXtractor.exe instead of bixconfig.exe when attempting to access the BiXtractor Service.

Resolution:

To start the BiXtractor Service, go to **C:\Program Files\BiXtractor\bixconfig.exe**.

4.5.1 bixde.exe Application Errors

Usually, error messages similar to the bixde.exe application error, shown below, can be cleared by synchronizing the SQL script folders and refreshing the existing scripts.

Then, select the ‘**Window Service Status**’ and perform a **Stop** and **Start** of the **Windows Services (BiXtractor)**. If this does not resolve the error, a reboot of the system may be necessary.

5 Document History and Maintenance.

Version	Description of Version	Date Completed
01	BiXtractor User’s Guide for Version 3.0	10/17/2004
02	BiXtractor User’s Guide for Version 3.0	11/3/2006
03	BiXtractor User’s Guide for Version 3.1	8/21/2007
04	BiXtractor Upgrade (Version 3.2 Build 5968) User’s Guide, supersedes previous versions dated 8/21/2007. This version requires certificates.	10/14/2016
05	BiXtractor Upgrade (Version 3.3 Build 6704) User’s Guide, supersedes previous versions dated 10/14/2016.	10/9/2018
06	BiXtractor Upgrade (Version 3.4 Build 7593) User’s Guide, supersedes previous versions dated 10/9/2018.	10/15/2020

6 Request for Assistance.

Please contact the Army Enterprise Help Desk (AESD) with any questions, concerns, problems, or comments regarding the BiXtractor installation, maintenance, or troubleshooting assistance. Follow the below steps to create a Help Desk ticket to ‘VCE Tier 2’.

Go to the AESD Website: https://army-esd.army.mil/app/ask_2

Enter your contact information.

Subject: **‘VCE Tier 2: Site #- BiXtractor’** (i.e., Site 222 - BiXtractor).

Question: Enter a brief problem description or need for assistance.

Product: **VCE**

The BiXtractor webpage (<https://vce.army.mil/bixul>) also contains a Frequently Asked Questions section as well as a BiXtractor Installation Guide, on the ‘BiXtractor’ web page, to assist you.

Report any downtime that you have scheduled for your system, through the AESD Help Desk, so that ‘VCE Tier 2’ is aware of any possible delays in the arrival of your PD² data extractions.