



Troubleshooting CMS/LDRPS Log On Issues

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Overview

SunGard Software Support has created this document to offer a Best Practices approach to troubleshooting the specific issue named in the title of this document.

Scope

The procedures provided in this document are, wherever possible, not version specific. If a documented step varies from version to version, a special note will be displayed. The procedures documented in this guide are meant to provide a Best Practice approach to investigating, troubleshooting and ultimately resolving the specific issue named in the title of this document.

Further Assistance

If you have any questions regarding this material, please contact SunGard Software Support on the appropriate local country number or by email.

Email Address: as.softwaresupport@sungard.com.

USA: 1 (800) 478-7645

Argentina: 0800 266 4918

Brazil: 0800 891 0193

France: 08 05 54 01 82

Mexico: 01800 1233313

Netherlands: 0800 777 7710 or +31-202061408

Singapore: 1 800 622 1330 or +65-6622-1331

South Africa: 0800 981 902

United Arab Emirates: 800 0441 5520

United Kingdom: 0800 783 6244, or 0203-027-2751

Description of Issue

A CMS/LDRPS user attempts to log on and launch LDRPS. During this process, a problem is encountered. The problems can be displayed in a variety of formats including:

- A solid blue/gray screen. No errors are displayed on the screen. A small graphic anchor, in the form of an indented box, appears in the upper left corner of the screen.
- A proxy pop-up error stating, “An issue has occurred and is preventing communication with the application web server. If you are using a proxy server, please verify that the application has been granted enough rights to supply proxy credentials. Otherwise, please contact your application administrator.”

Potential Causes of Log On Issues

There are a variety of conditions that can trigger log on issues. The troubleshooting procedures in this document start with the least complex steps, to more advanced investigation techniques. For some of the steps, it may be necessary for an IT Administrator to be involved.

Conditions that will potentially cause log on problems:

- An incorrect or unsupported version of Internet Explorer is being used
- Too many open sessions of Internet Explorer
- Too many other open sessions of CMS/LDRPS
- A toolbar or other Internet Explorer add-on is preventing the display of the application
- The URL used to access CMS/LDRPS may need to be added to the Local Intranet zone in Internet Explorer
- IE settings may need to be adjusted for use with CMS/LDRPS
- The URL used to access CMS/LDRPS may need to be ‘white listed’ by an IT Administrator to bypass the use of a proxy server*
- The IP ranges for the SunGard Hosted environment may need to be ‘white listed’ by an IT Administrator*

* These steps are for SunGard Hosted clients only.

Procedures for Resolution

An incorrect or unsupported version of Internet Explorer is being used

Currently Internet Explorer 6 SP2, 7 and 8 (32 bit) are certified for use with CMS/LDRPS. Internet Explorer 9 (32 bit) is certified for use with CMS/LDRPS version 10.8 and higher.

Too many open sessions of Internet Explorer

Very simply, a solid blue screen preventing a successful log on to LDRPS can be triggered if there are too many other sessions of Internet Explorer opened on the workstation. Close any extraneous sessions, including any tabbed sessions (for Internet Explorer 7, 8 and 9), and try logging on to CMS/LDRPS again.

Too many open sessions of CMS/LDRPS

A solid blue/gray screen may be encountered if there are multiple active sessions of CMS/LDRPS opened on the workstation. To resolve, close any extraneous sessions of CMS/LDRPS.

A toolbar or other Internet Explorer add-on is preventing the display of the application

Certain Internet Explorer add-on toolbars such as MSN, Yahoo!, and Google have their own pop-up blocker mechanism that could interfere with CMS/LDRPS. Disable these toolbars through the Tools drop down menu in Internet Explorer. These settings can be reached by the following navigation: Tools → Manage Add-ons → Enable or Disable Add-ons...

Once the add-ons have been disabled, close that session of Internet Explorer and open a new session before attempting to logon to CMS/LDRPS.

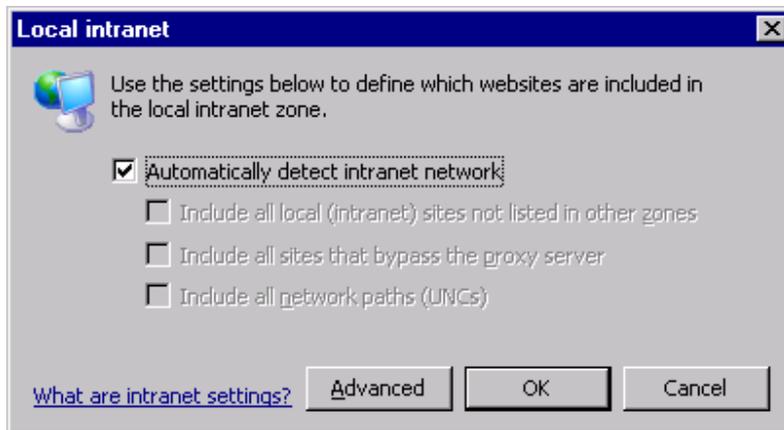
The URL used to access CMS/LDRPS may need to be added to the Local Intranet zone in Internet Explorer

Note: Some organizations may have security in place to prevent end users from changing the Internet Explorer settings on the workstation. Desktop Support may need to be contacted in order to effect these changes.

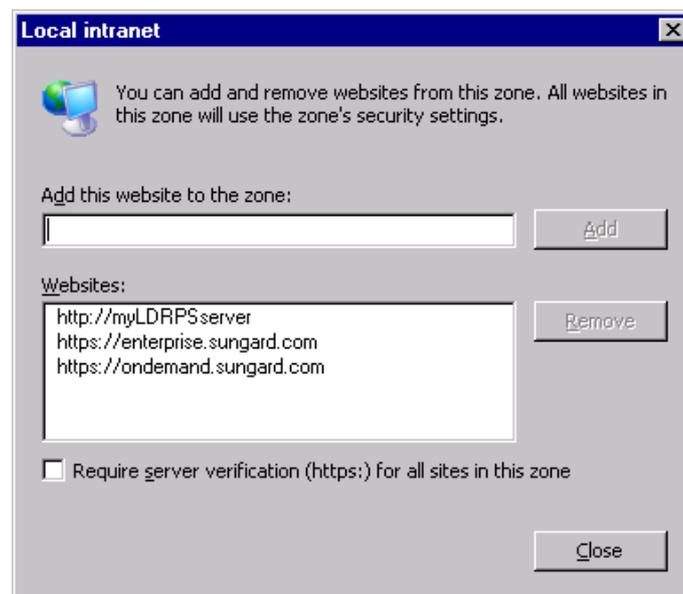
Open a new session of Internet Explorer. Navigate to Tools → Internet Options → Security (tab). Click once on the **Local intranet** icon to select it, and then press the **Sites** button.



A small window labeled **Local intranet** will open. Press the **Advanced** button on this window.



Add the appropriate URL for CMS/LDRPS (example: **https://enterprise.sungard.com** or **https://ondemand.sungard.com**) and press the **Add** button. Close all the Internet Options windows once this is done.

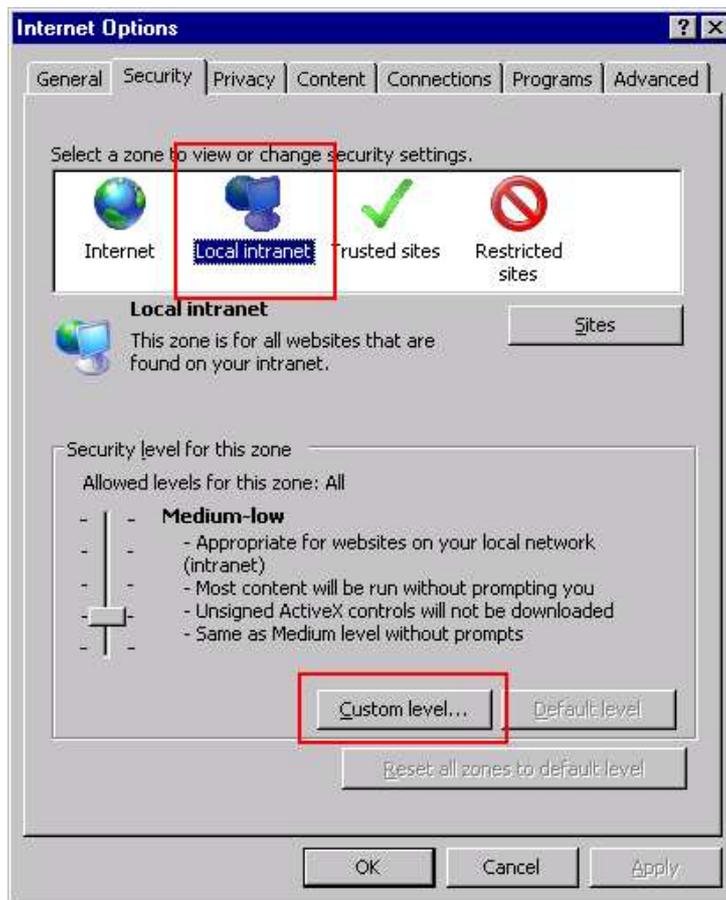


Once the Internet Explorer settings have been adjusted, close that session of Internet Explorer and open a new session before attempting to log on to CMS/LDRPS.

IE settings may need to be adjusted for use with CMS/LDRPS

SunGard recommends the following options be reviewed and adjusted if needed on workstations that will be used to access CMS/LDRPS.

These settings can be reached by the following navigation on the Internet Explorer toolbar: Tools → Internet Options → Security (tab). Select the **Local intranet** zone and then press the **Custom level...** button near the bottom of the window.

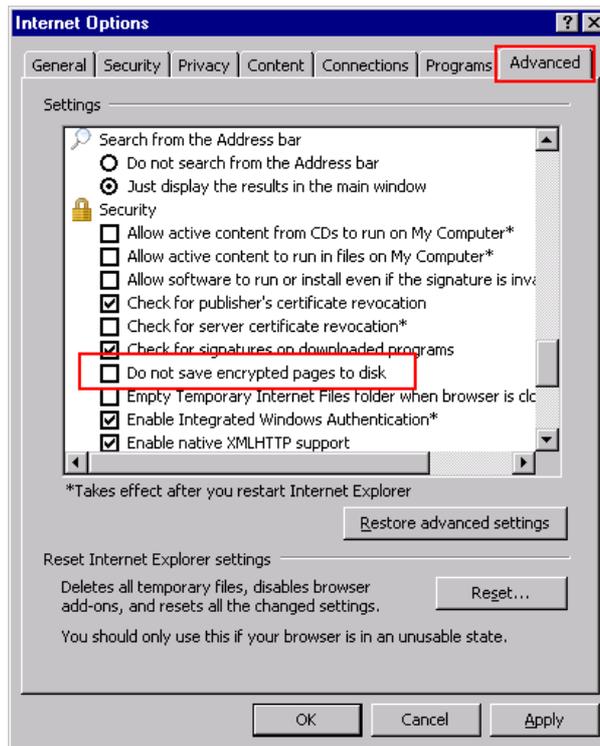


The settings are grouped by Section (.NET Framework, .NET Framework-reliant components, etc.). Scroll through the Sections looking for the Items listed in the below table and make any appropriate changes for the workstation.

Section	Item	Recommended Setting
.NET Framework-reliant components	Run components not signed with Authenticode	Enable or Prompt
ActiveX controls and plug-ins	Download unsigned ActiveX controls	Enable or Prompt
ActiveX controls and plug-ins	Run ActiveX controls and plug-ins	Enable or Prompt
Downloads	File download	Enable or Prompt
Scripting	Active scripting	Enable or Prompt

If you make any changes, press the **OK** button on the **Security Settings – Local Intranet Zone** dialog box, but keep the Internet Options window open for the next step.

Click on the **Advanced** tab of the Internet Options window. Scroll down to the **Security** section (marked with a padlock icon). In this section, look for an option labeled “*Do not save encrypted pages to disk*”. This option should be **unchecked**.



Note: Some organizations may have security in place to prevent end users from changing the Internet Explorer settings on the workstation. Desktop Support may need to be contacted in order to effect these changes.

Once the Internet Explorer settings have been adjusted, close that session of Internet Explorer and open a new session before attempting to logon to CMS/LDRPS.

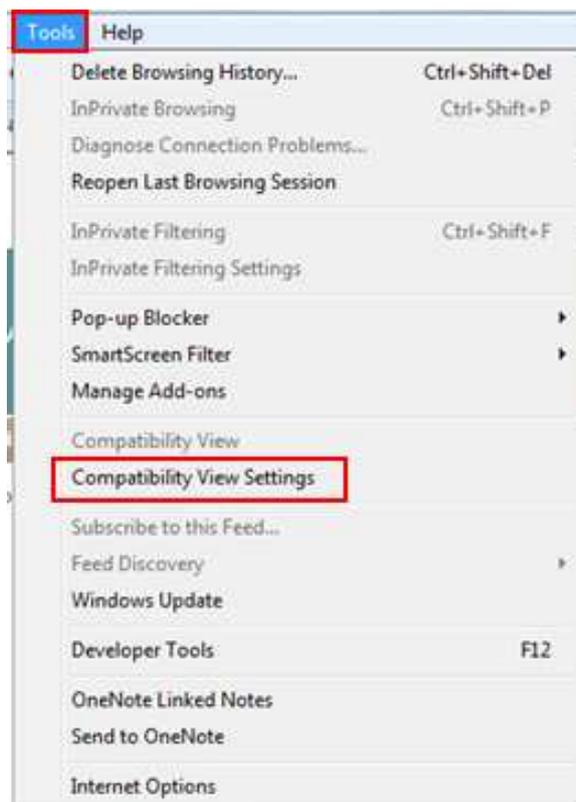
Additional Settings for Windows 7 Users

Some users running Windows 7 have reported receiving a message which states:

The .NET Framework version 2.0 is not installed on your machine. You must install the .NET Framework version 2.0 to be able to run this application. The .NET Framework version 2.0 is available for download at Microsoft's website [here](#).

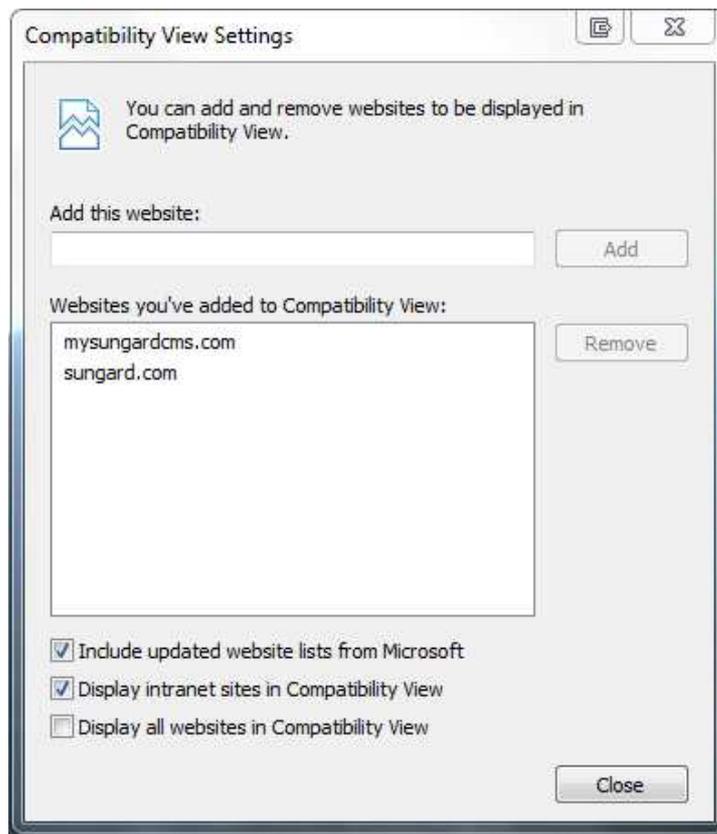
To correct, you will need to add the CMS/LDRPS URL to the list of Compatibility View Settings in Internet Explorer.

These settings can be reached by the following navigation on the Internet Explorer toolbar: Tools → Compatibility View Settings.



On the Compatibility View Settings pop-up window, enter in the appropriate URL (example: **https://enterprise.sungard.com**) in the “Add this website” field and press the **Add** button.

You will see the URL listed as “sungard.com”. Close out of this window and all close Internet Explorer sessions.



Launch a new session of Internet Explorer and attempt to log into CMS.

Advanced Troubleshooting

The following steps should be considered if none of the previous troubleshooting steps resolved the log on issue. Please ensure that every suggestion appearing previously in this document has been tried before undertaking these procedures.

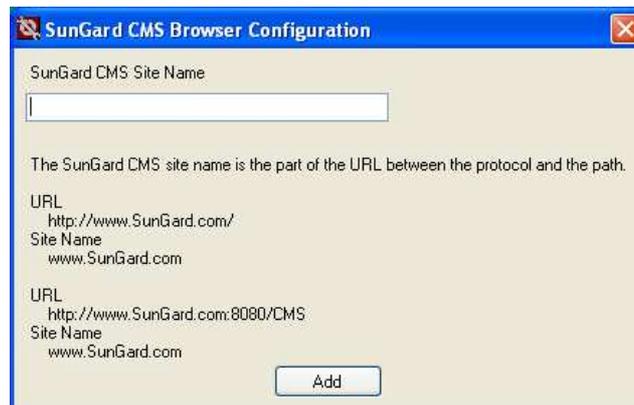
Download and run the Browser Config Utility

SunGard provides a small utility called the Browser Config Utility that can be used to troubleshoot logon issues such as the Blue Screen issue or Proxy Credential pop-up errors. In brief, the Browser Config Utility creates a Code Group on the workstation that provides Web Permission rights to the specified CMS/LDRPS website. For more information about the Browser Config Utility please see the *LDRPS 10 Client Environment* guide available for download from SunGard's Software Support website.

To obtain the Browser Config Utility, please log on to SunGard's Software Support website at <https://www.mysungardcms.com> and perform the following navigation:

- 1) Mouse over the **Support** drop-down menu and select **Downloads**
- 2) Select **Utilities** under Downloads on the left side of the web site window
- 3) Click the **Browser Config Utility** hyperlink from the Utilities table
- 4) Click the hyperlink to download the file
- 5) Save the file to a convenient location on your workstation

Run the Browser Config Utility. In the field at the top of the utility, enter the site name based on the URL you use to access CMS/LDRPS and press the **Add** button.



See below for examples of the information to enter in the SunGard CMS Site Name field.

If the URL for CMS/LDRPS is...	Then enter this...
https://enterprise.sungard.com/...	enterprise.sungard.com
https://ondemand.sungard.com/...	ondemand.sungard.com
http://fileserv01/sungard.cms/cms/default.aspx	fileserv01
https://ondemanduk.sungardcms.com	ondemanduk.sungardcms.com

Close the Browser Config Utility once the Site Name has been added, close all sessions of Internet Explorer and open a new session before attempting to log on to CMS/LDRPS.

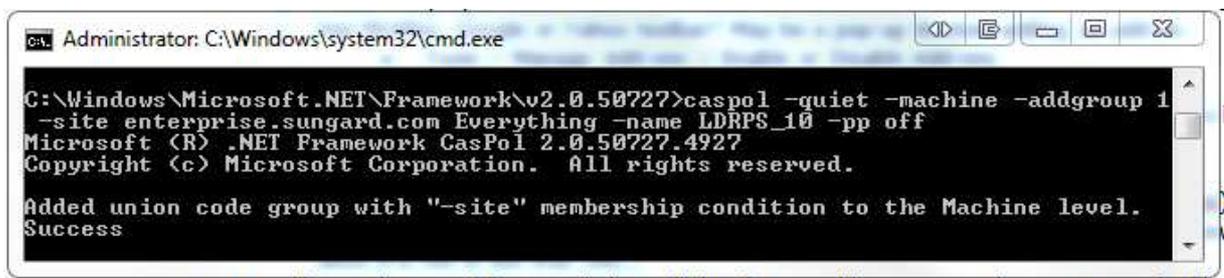
Run the Caspol Statement

In some instances, when the configuration settings mentioned above do not work, some users have found success in running the Caspol Statement.

To run this, go to Start > Run > enter 'cmd' > the Command Prompt window will open. Here you will manually enter the following (copy and pasting will not work):

```
%windir%\Microsoft.NET\Framework\v2.0.50727\caspol -quiet -machine -addgroup 1 -site
sitenamehere Everything -name LDRPS_10 -pp off
```

Where 'sitenamehere' is located in the statement, enter your CMS/LDRPS URL but do not include the 'https://' (example: enterprise.sungard.com).



```
Administrator: C:\Windows\system32\cmd.exe
C:\Windows\Microsoft.NET\Framework\v2.0.50727>caspol -quiet -machine -addgroup 1
-site enterprise.sungard.com Everything -name LDRPS_10 -pp off
Microsoft (R) .NET Framework CasPol 2.0.50727.4927
Copyright (c) Microsoft Corporation. All rights reserved.
Added union code group with "-site" membership condition to the Machine level.
Success
```

'White List' URL to bypass Proxy Server

An IT Administrator may need to allow or 'white list' the CMS/LDRPS URL. This would need to be done primarily by organizations using a proxy server if the Browser Config Utility does not resolve the problem.

'White List' IP Ranges to bypass Proxy Server

In some instances, an IT Administrator may need to specify the IP ranges for the SunGard Hosted environment. Below are the IP Network Ranges and the Translated IP Addresses that need to be allowed.

If Hosted by SunGard US Hosting Facility		If Hosted by SunGard UK Hosting Facility	
IP Network Ranges	Translated IP Addresses	IP Network Ranges	Translated IP Addresses
216.203.12.240/28	216.203.12.240 - 216.203.12.254	213.212.97.16/28	213.212.97.16 - 213.212.97.30
67.202.239.192/27	67.202.239.192 - 67.202.239.222	213.212.125.64/28	213.212.125.64 - 213.212.125.78
67.202.195.240/28	67.202.195.240 - 67.202.195.254		
67.202.230.192/27	67.202.230.192 - 67.202.230.222		
67.20.174.0/27	67.20.174.1 - 67.20.174.30		
67.20.163.208/28	67.20.163.209 - 67.20.163.222		

If you have any questions regarding this material please contact SunGard Software Support, details can be found under the Further Assistance section on Page 3