

## Dow 2018 SI Upgrade Issue

Outlined below are the original issue and the solution that DOW had when upgrading from SPI 2013 on Oracle to SI 2018 on MSSQL that was submitted to the LTUG Forum:

John,

Dow just recently upgraded from SPI 2013 to SI 2018 and also moved from Oracle to MSSQL 2016. Our structure includes 23 databases on a single instance with 363 domains.

Currently we have 12 databases (151 domains) that have developed some kind of access issue where we can no longer successfully create domains that pass being updated with triggers (passes) and procedures (fails). In those 12 databases, once we create a domain, we can not delete it via System Administration. We also can no longer run any major workflows in those domains, such as Import.

Hexagon is currently working with one of our databases in their environment. They were easily able to see the issue in our database in their environment. After over a week, they have no recommendation and are even moving towards suggesting we recreate these 12 databases and move/recreate our 151 domains into those new databases, with no guarantee this issue won't come up or happen again.

To complicate things even further, we can use DBSetup to create a completely new database and not see the issues we currently see in those 12 databases. The big concern? We end up having more databases fail and have to keep making this shuffle.

One major thing to note is Hexagon removed/replaced one of the major database accounts called SPISuper, created during the DBSetup process. This change started with SI 2018. As they explained, SPISuper had a hard coded password associated with it and customers no longer felt that was secure. I suspect whatever this issue is we are experiencing has something to do with the removal/replacement of this account. I thought it was prudent to mention this change in case someone else has information they can share regarding this major change.

I was curious if you could possibly distribute this email to other LTUG members, to see if anyone else has possibly experienced something like this? Or similar to this?

Appreciate the help!

Regards,

**Ron Williams**

SPI Product SME

Technical Lead

**Operations IT/OT**

On assignment to Dow Chemical Company

Kelly Services, Inc.

1254 Enclave Parkway

Houston, TX. 77077

Phone: 281-966-2301

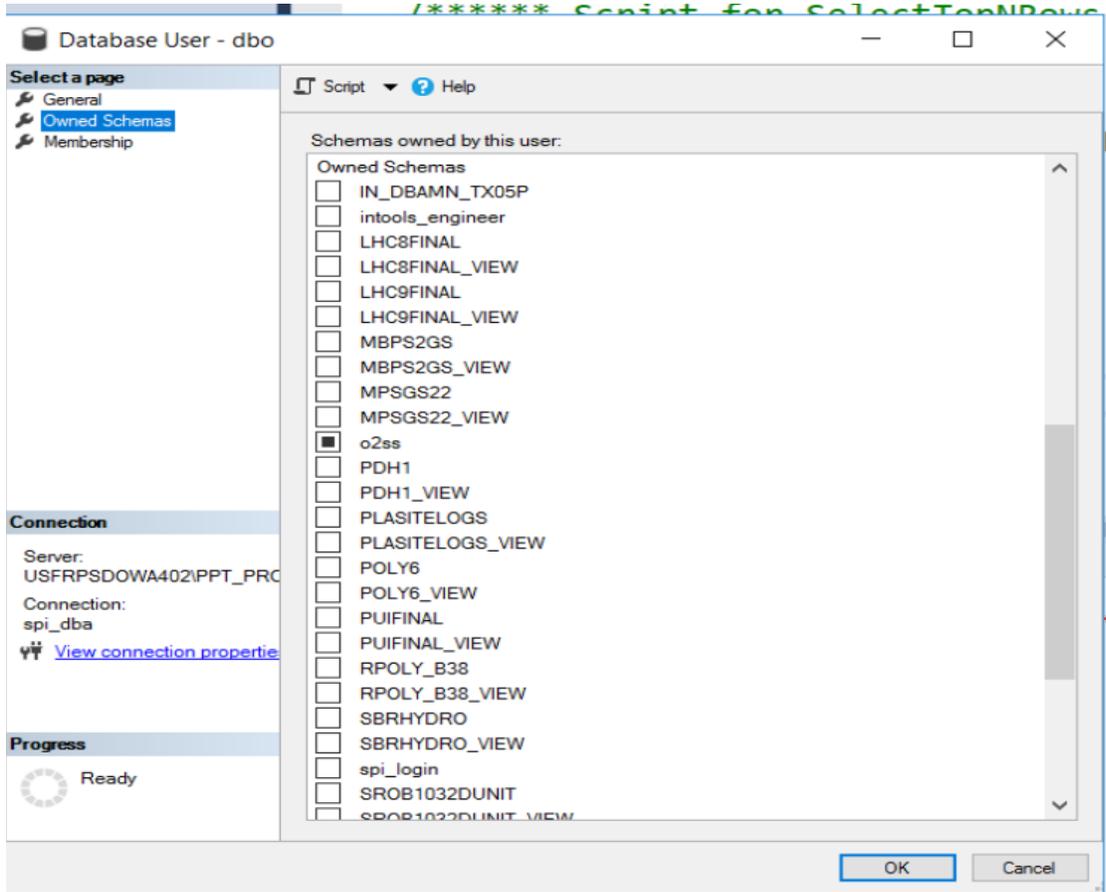
Fax: 281-966-2401

Email: [rwilliams10@dow.com](mailto:rwilliams10@dow.com)

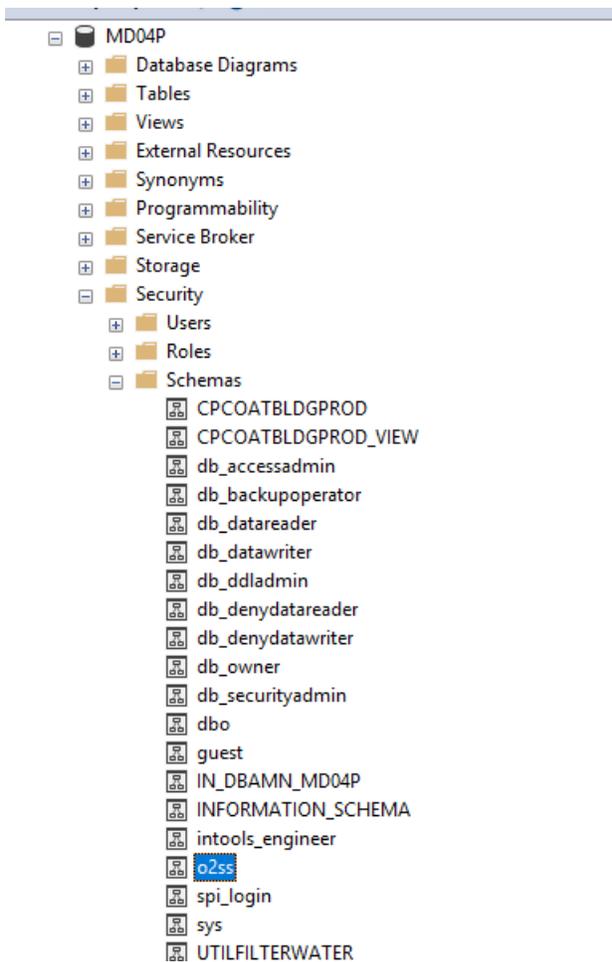
John,

As promised, here are the details regarding what was done to resolve our database issue. Note we are using Engineering Company domains, and not Owner Operator.

First we identified the following schema existed and owned by user "DBO"



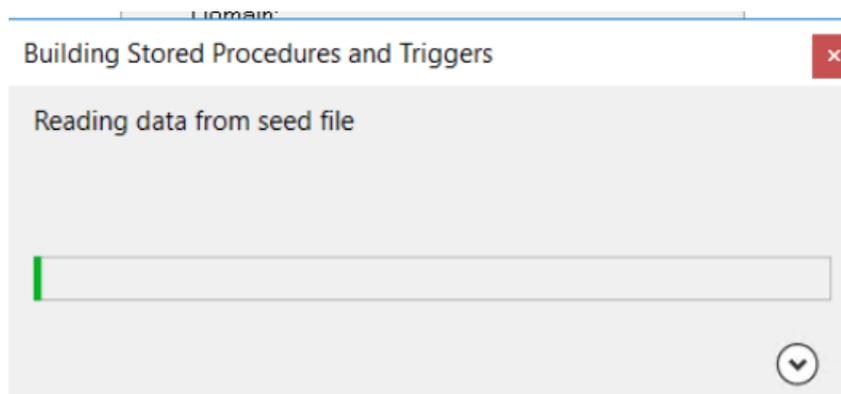
At the database level in an MSSQL instance, you can see the schema listed as shown

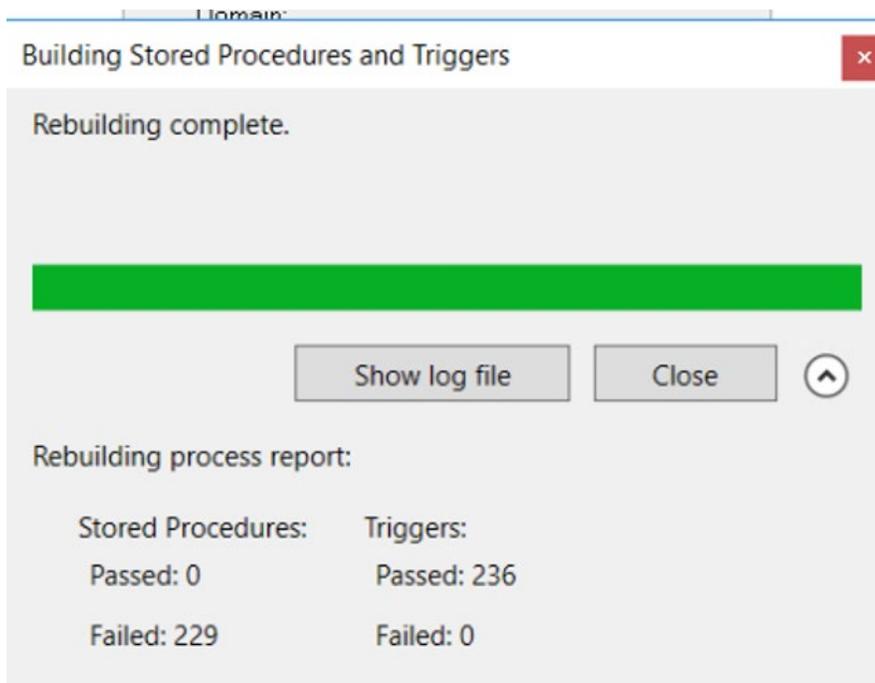


## ISSUES:

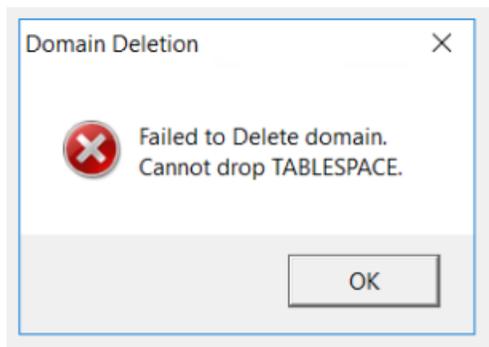
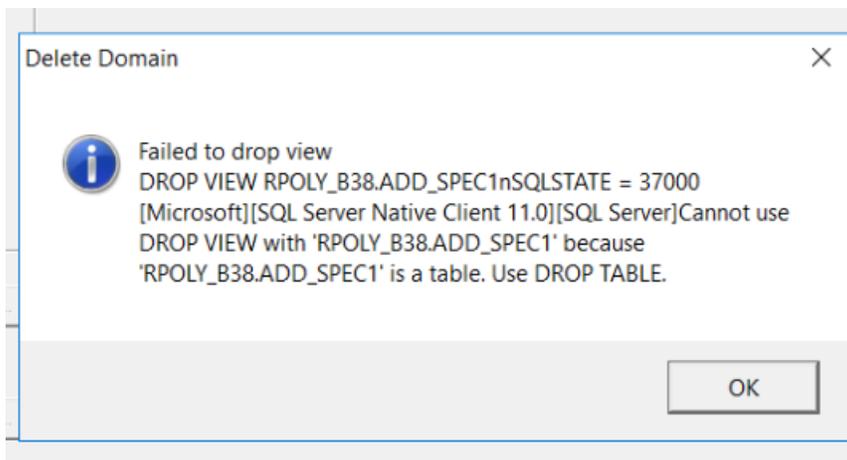
1. After initializing a new blank domain, we received the message the domain had been successfully created with no issues, but we actually had a **failure of building Procedures** in the “Rebuild Stored Procedures and Triggers (RSPT)” phase.

**WARNING:** The user will ONLY see RSPT partially failed if they expand the message.





2. When trying to delete the Domain, we received the following message:



3. A major Tell Tale sign is an incomplete listing of available fields to map to, after opening any Import Links.

## **SOLUTION:**

1. Confirm you have a reliable backup of the database, in case you need to restore it.
2. Drop the schema o2ss.
3. ANY domains created AFTER the schema o2ss existed, make a backup of those domains using System Administration. Those domains are still viable and can be replaced after dropping the o2ss schema. They may be identified by a failure of RSPT.
4. For domains identified in step 3, manually remove them from the database (remove views, tables, procedures, database users) . Contact Hexagon for guidance to create this process.

### **Points to Consider:**

- Any domains created in the database prior to o2ss existing, they do not need to be removed. You can test those domains by determining if they fully pass RSPT.
  - Any domains created for testing, just manually remove them with no other actions.
5. For good measure, create a test domain and determine if you are back to normal with RSPT and deletion.
  6. If step 5 is successful, then recreate your domains you need to keep, using the source backup files created in Step 3. It's advisable to still confirm what happens during RSPT, by expanding the form at the end of the domain creation process. If you happen to miss the results at that time, you can still go to the DBA menu and initiate RSPT again.

Hope this helps!

**Regards,**

***Ron Williams***

SPI Product SME

Technical Lead

**Operations IT/OT**

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Houston, TX. 77077

Phone: 281-966-2301

Fax: 281-966-2401

Email: [rwilliams10@dow.com](mailto:rwilliams10@dow.com)