

# Database Mapper Troubleshooting

Last Modified on 28 February 2023

**EOL:** An [end of life](#) announcement has been made for Database Mapper on February 28, 2023. See the [Solarwinds End of Life Policy](#) for more information.

## In this article:

- [Remote Agents](#)
  - [Trouble installing remote agents](#)
  - [Remote agent log files](#)
- [Software \(On-Premises\)](#)
  - [Log File](#)
    - [Logging Level](#)
  - [Snapshot Log Files](#)
  - [Solution ID](#)
  - [Data Storage](#)
    - [SQL Server](#)
    - [File System](#)
  - [HTTP Error 401.2 - Unauthorized](#)

## Remote Agents

### Trouble installing remote agents

If you are having trouble installing the Database Mapper Remote Agent, enter the following command in the command prompt:

```
C:\Users\<Username>\Downloads>SentryOne.Document.Installer.msi /! *v Installer.log
```

This command creates a log file at the installer.log location. Proceed through the installation process, and once you reach an error, send the log file to SolarWinds support for further assistance with your installation.

### Remote agent log files

The **general log file** (used during the startup and initialization of remote agents):

```
%ProgramData%\SentryOne\SentryOneDocumentRemoteAgentLog.log
```

The **main log file**, which is specific to the installed remote agent (friendly/service instance name):

```
%ProgramData%\SentryOne\SentryOneDocumentRemoteAgentLog_{Remote Agent Name}.log
```

# Software (On-Premises)

## Log File

A log file for Database Mapper Software can be found under the installation directory:

```
%PROGRAMFILES(x86)%\SentryOne\SentryOne  
Document\SentryOneDocumentApi\App_Data\SentryOne.Document.Web.API.log
```


## Logging Level

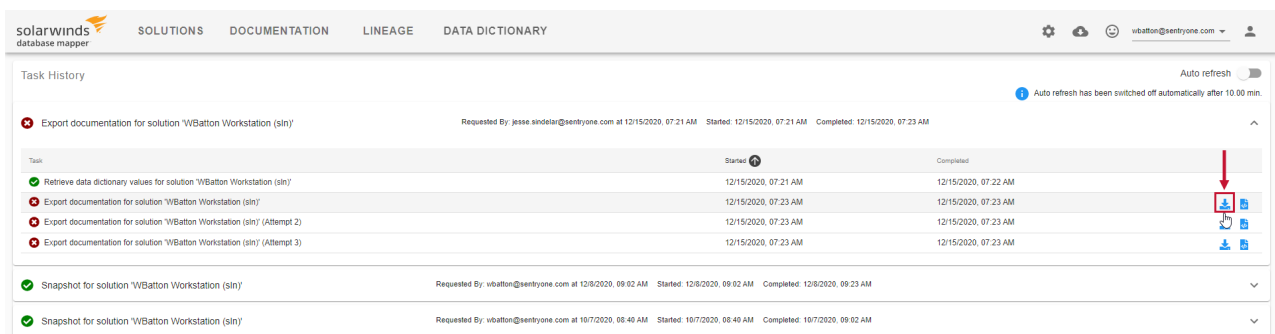
Logging is set to record any error by default. If you want your log to record more detailed data, you can change the configuration file to debug mode. To adjust the config file, go to:

```
C:\Program Files (x86)\SentryOne\SentryOne Document Remote  
Agent\SentryOne.Document.RemoteAgent.exe.config
```

**Note:** This is the config file for all remote agents.

## Snapshot Log Files

A log file for a failed snapshot can be found in the Solution's Task History page. Select the  button to download the log file.



The screenshot shows the 'Task History' page in the SolarWinds Database Mapper interface. The page has a navigation bar with 'SOLUTIONS', 'DOCUMENTATION', 'LINEAGE', and 'DATA DICTIONARY'. The main content area displays a list of tasks. The first task is 'Export documentation for solution 'WBatton Workstation (sin)'' with a status of 'Failed'. Below this, there is a table with columns for 'Task', 'Started', and 'Completed'. The table contains three rows of failed tasks and two rows of successful snapshot tasks. A red arrow points to a download icon in the right-hand column of the first failed task row.

Task	Started	Completed
Retrieve data dictionary values for solution 'WBatton Workstation (sin)'	12/15/2020, 07:21 AM	12/15/2020, 07:22 AM
Export documentation for solution 'WBatton Workstation (sin)'	12/15/2020, 07:23 AM	12/15/2020, 07:23 AM
Export documentation for solution 'WBatton Workstation (sin)' (Attempt 2)	12/15/2020, 07:23 AM	12/15/2020, 07:23 AM
Export documentation for solution 'WBatton Workstation (sin)' (Attempt 3)	12/15/2020, 07:23 AM	12/15/2020, 07:23 AM
Snapshot for solution 'WBatton Workstation (sin)'	12/8/2020, 09:02 AM	12/8/2020, 09:23 AM
Snapshot for solution 'WBatton Workstation (sin)'	10/7/2020, 08:40 AM	10/7/2020, 09:02 AM

## Solution ID

The Solution can be found in the URL of the Solution's Task History. Provide the Solution ID to support so they can identify the Solution where you are having issues. The Solution ID is in the URL as displayed below:

Task	Started	Completed
Export documentation for solution 'vBatton Workstation (sin)'	12/15/2020, 07:21 AM	12/15/2020, 07:23 AM
Retrieve data dictionary values for solution 'vBatton Workstation (sin)'	12/15/2020, 07:21 AM	12/15/2020, 07:22 AM
Export documentation for solution 'vBatton Workstation (sin)'	12/15/2020, 07:23 AM	12/15/2020, 07:23 AM
Export documentation for solution 'vBatton Workstation (sin)' (Attempt 2)	12/15/2020, 07:23 AM	12/15/2020, 07:23 AM
Export documentation for solution 'vBatton Workstation (sin)' (Attempt 3)	12/15/2020, 07:23 AM	12/15/2020, 07:23 AM
Snapshot for solution 'vBatton Workstation (sin)'	12/15/2020, 09:02 AM	12/15/2020, 09:23 AM
Snapshot for solution 'vBatton Workstation (sin)'	10/7/2020, 08:40 AM	10/7/2020, 09:02 AM

## Data Storage

**⚠ Important:** The following data stores contain data that is important to the functioning of Database Mapper Software.

### SQL Server

After the initial installation, the database is empty. The schema itself is created dynamically, as needed.

### File System

Some content is stored to disk in the following location:

```
%ProgramData%\SentryOne\Document\_blobStorage\
```

**📌 Note:** Full read and write access to this location will be required by the account under which the site is running in IIS.

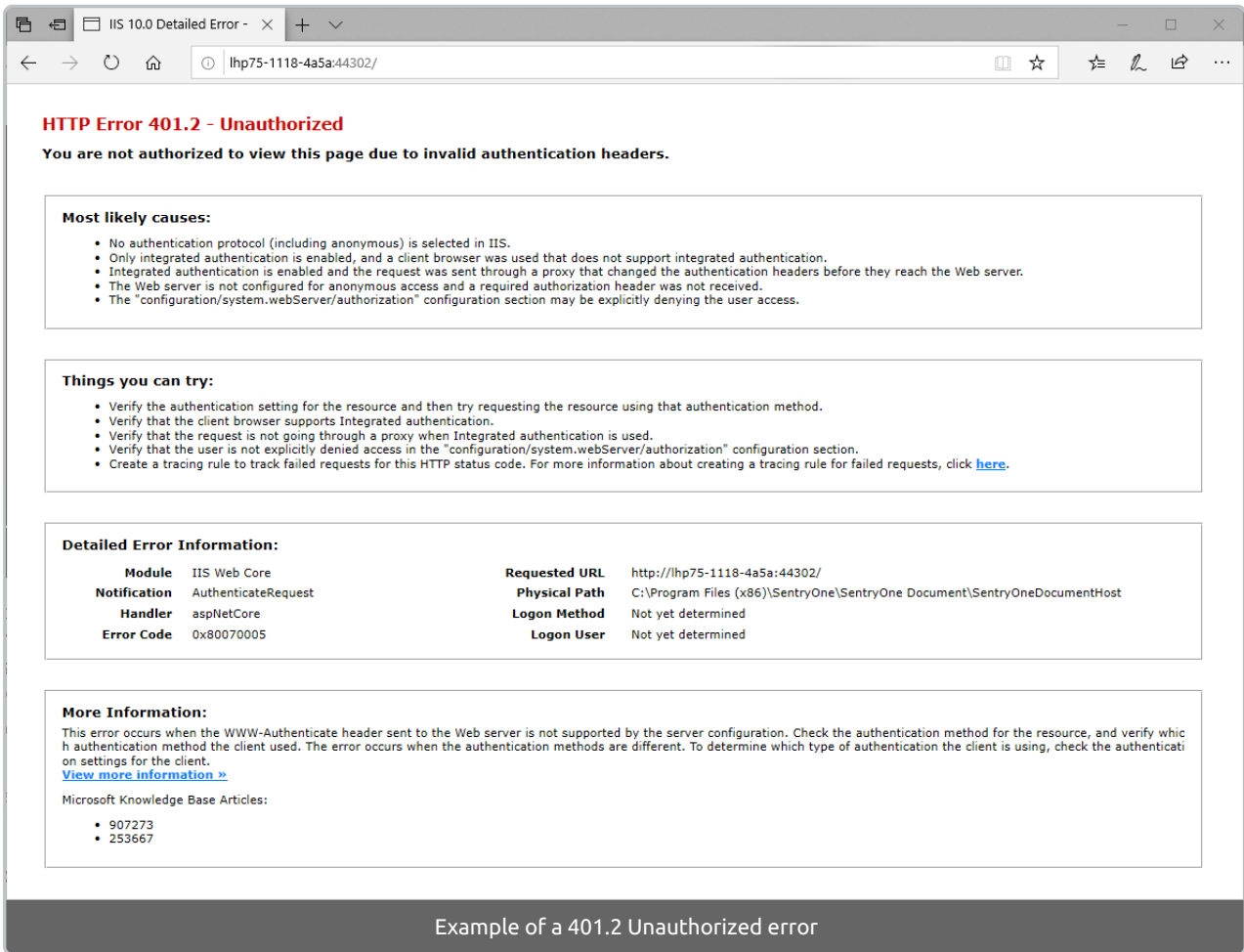
## HTTP Error 401.2 - Unauthorized

*You are not authorized to view this page due to invalid authentication headers.*

### Most likely causes:

- *No authentication protocol (including anonymous) is selected in IIS.*
- *Only integrated authentication is enabled, and a client browser was used that does not support integrated authentication.*
- *Integrated authentication is enabled and the request was sent through a proxy that changed the authentication headers before they reach the Web server.*
- *The Web server is not configured for anonymous access and a required authorization header was not received.*
- *The "configuration/system.webServer/authorization" configuration section may be explicitly denying*

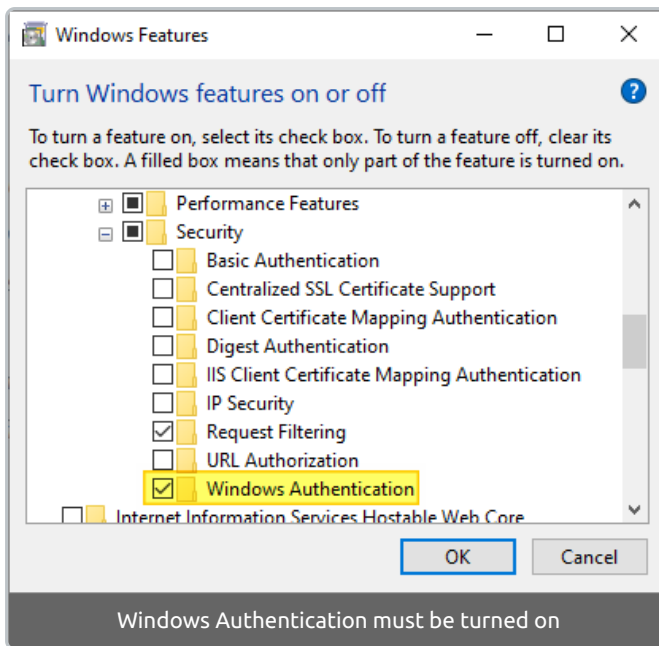
the user access.



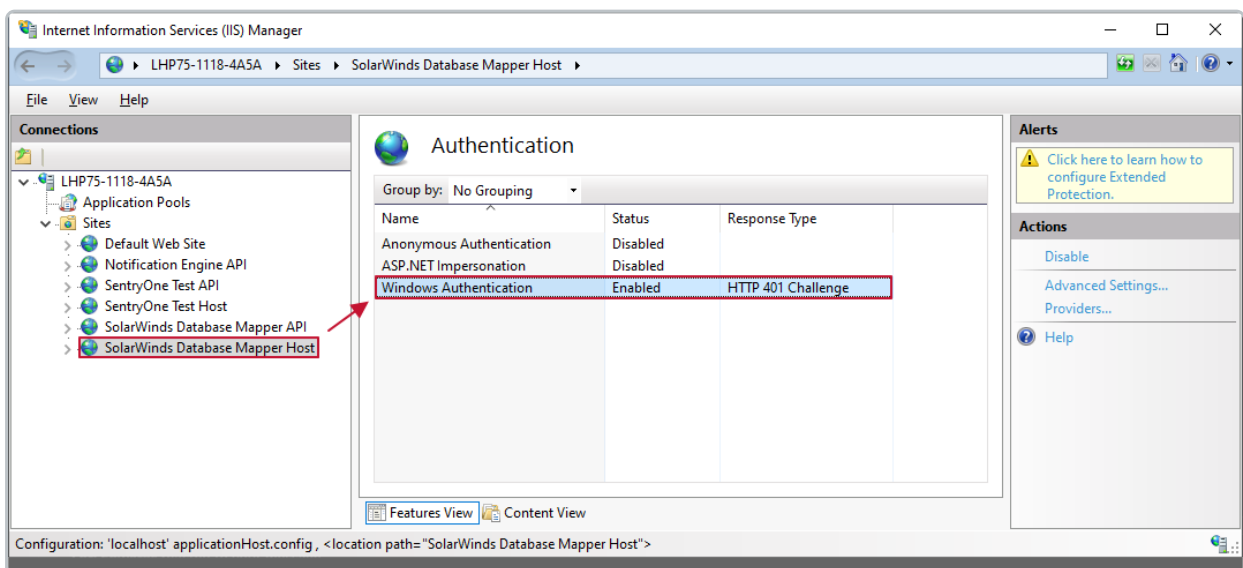
### What we've seen this mean:

This error has shown up when the **Windows Authentication** feature for **IIS** has been turned off or disabled. **Windows Authentication** is a requirement for the self-hosted version of Database Mapper. There are some examples below, but always check with the official Microsoft documentation for up-to-date information on these features and settings.

Step 1. Ensure that Windows Authentication is *turned on* under Windows Features:



Step 2. Ensure that **Windows Authentication** is *enabled* for the **Database Mapper API** and **Database Mapper Host** Sites in **Internet Information Services (IIS) Manager**.



**⚠ Important:** Windows Authentication must be enabled for the Database Mapper Sites