



The Key to Product Configuration and Pricing

SilverMine Evaluation Program

Avenue from VC Wizard -

Troubleshooting the Java Webstart version

SilverMine extracts configurable product data from SAP to Avenue from VC knowledgebases that are then made available in Configit Software's VT-Distiller for SAP. SilverMine runs as a wizard that can be launched from a web link available at <http://www.espline.com/SilverMine.htm>.

The goal is to make it easy to enter SAP connection information and a KMAT, test the connection, run the extract, and upload the resulting output files to our secure website.

But sometimes, due to differences in versions of component software, SAP, middleware, operating systems, or SAP authorizations, there may be challenges. This document provides a set of prerequisites you should check when things don't go smoothly, and a set of symptoms and their remedies when you have a specific problem.

Prerequisites for a Successful SilverMine Model Extraction

If you encounter issues running [SilverMine](#), here are some things to check.

1. Double-check that all SilverMine prerequisites are satisfied:

- Java 1.6 or above is installed
 - To check which version of java is installed:

1. click **start** -> **run**



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2. type **cmd**
 3. in the window that pops up type **java -version**
- If you have an older Java version, or if Java is not installed, go to <http://www.java.com> and download the latest version
- a recent version of librfc32.dll must be in the Windows system directory (for Windows XP or 2000, this means c:\windows\system32)
 - If you don't have **SAP GUI 640.0.161** or above installed, SilverMine will need a later version of librfc32.dll; eSpline can furnish you with an up-to-date librfc32.dll via email.
 - Go to your C:\Windows\System32 directory and look for the librfc32.dll file. Rename it to "librfc32.dll.orig" in Windows/System32/librfc.dll
 - Extract the .zip file attached in the email into the same directory - this will install the latest librfc32.dll library as released by SAP.

Related Symptoms

- SilverMine stops at the third tab with a message similar to
 - "JCO.nativeInit(): Could not initialize dynamic link library librfc. Found version "620.0.1945" but required at least version "640.0.161".

2. Enable display of Java trace / error messages:

- Enable the Java console
 1. Go to: Start -> Control Panel -> Java -> Advanced -> Java console -> Show console
 2. re-run SilverMine
- With the Java console enabled, errors will be displayed. You can copy/paste them into an email to silvermine@espline.com for review and support.

3. Clear the java WebStart cache

- Go to Control Panel -> Java and click the View button in the Temporary Internet Files group
- Select the Silver Mine application and click on the large red X in the menu to remove SilverMine from the java cache. Next time you run SilverMine, it will re-download the latest application code from eSpline.



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4. Ensure these 3 SAP Java Connection (JCO) files are in the `java.library.path`

- ❑ `sapjcorfc.dll`
- ❑ `sapjco.jar`
- ❑ `librfc32.dll`

5. Ensure that you have sufficient authorizations on R/3 to call remote-enabled function modules.

- ❑ If you do not have sufficient authorizations, you will get an error message.
- ❑ Required authorizations are described in a separate document provided by eSpline upon request.

Related Symptoms

BAPI_MATERIAL_EXISTENCECHECK not released for 'remote' calls

- ❑ `com.sap.mw.jco.JCO$Exception: (104) RFC_ERROR_SYSTEM_FAILURE: The function module "BAPI_MATERIAL_EXISTENCECHECK" not released for 'remote' calls`
-



Symptoms and Remedies - SilverMine Wizard - Test Connection Issues

Case 1

Symptom: “could not load middleware layer ‘com.sap.mw.jco.rfc.MiddlewareRFC’”; Could not initialize dynamic link library librfc – found version “620.0.1945” but required at least version “640.0.161”

```
> Starting Silvermine 0.9.1
> java.lang.ExceptionInInitializerError : JCO.classInitialize():
Could not
> load middleware layer 'com.sap.mw.jco.rfc.MiddlewareRFC'
> JCO.nativeInit(): Could not initialize dynamic link library librfc.
> Found version "620.0.1945 " but required at least version
"640.0.161".
> at com.sap.mw.jco.JCO.<clinit>(JCO.java:776)
> at com.espline.avenue.o.a(o.java)
> at com.espline.avenue.o.<init>(o.java)
> at com.espline.avenue.o.a(o.java)
> at com.espline.avenue.SapConnection.<init>(SapConnection.java)
> at com.espline.avenue.SapConnection.a(SapConnection.java)
> at
> com.espline.avenue.AvenueFromVC_Common.getSapConnection
(AvenueFromVC_Common.java)
```

Diagnosis: Problem is due to an older version of SAP GUI already installed on your computer.

Remedies

Install latest SAPGUI, if your company allows.

Temporarily install librfc32.dll in system folder

Please take the following steps:



1. Go to your Windows\System32 directory and look for the librfc32.dll file. Rename it to librfc32.dll.old
 2. Extract the attached .zip file into the same directory - this will install the latest librfc32.dll library as released by SAP.
 3. You can re-run SilverMine and you should be able to connect without problems.
-

Case 2

Symptom: Could not load middleware layer 'com.sap.mw.jco.rfc.MiddlewareRFC' JCO.nativeInit(): Could not initialize dynamic link library sapjcorfc

```
Starting Silvermine 0.9.1
java.lang.ExceptionInInitializerError: JCO.classInitialize():
Could not load middleware layer 'com.sap.mw.jco.rfc.MiddlewareRFC'
JCO.nativeInit(): Could not initialize dynamic link library
sapjcorfc [C:\Documents and Settings\user\Local
Settings\Application
Data\Sun\Cache\6.0\50\1bb00db2-1ed09fda-n\sapjcorfc.dll: Can't
find dependent libraries]. java.library.path [C:\Program
Files\Java\jre1.6.0\bin;.;C:\WINNT\Sun\Java\bin;C:\WINNT\system32;C:\WI
NNT;C:\Program
Files\Java\jre1.6.0\bin;C:\Program Files\Internet
Explorer;.;C:\Program Files\Microsoft Office\OFFICE11\;C:\Program
Files\CatPC\Bin;C:\Program
Files\CatPC\Windows\System32;C:\WINNT\system32;C:\WINNT;C:\WINNT\System
32\Wbem;C:\Program
Files\WinZip;C:\Program Files\SECUDE\;"C:\Program
Files\Java\jre1.6.0\bin"]
  at com.sap.mw.jco.JCO.<clinit>(JCO.java:776)
  at com.espline.avenue.o.a(o.java)
  at com.espline.avenue.o.<init>(o.java)
  at com.espline.avenue.o.a(o.java)
  at com.espline.avenue.SapConnection.<init>(SapConnection.java)
  at com.espline.avenue.SapConnection.a(SapConnection.java)
  at
com.espline.avenue.AvenueFromVC_Common.getSapConnection(AvenueFromVC_Co
mmon.java)
```

Remedies

Install latest SAPGUI, if your company allows.

SAP GUI 640 is perfectly fine, we have had many successful extracts with that version (the new librfc32.dll does not interfere with 640 SAP GUI).



Run SilverMine with the new librfc, but then back it out to use SAPGUI again

Every time you would need to run SilverMine you would have to swap the two dll's (cumbersome)

Yes, you can do the switching yourself easily. SilverMine itself does not write anything in your System32 folder. Please follow these steps:

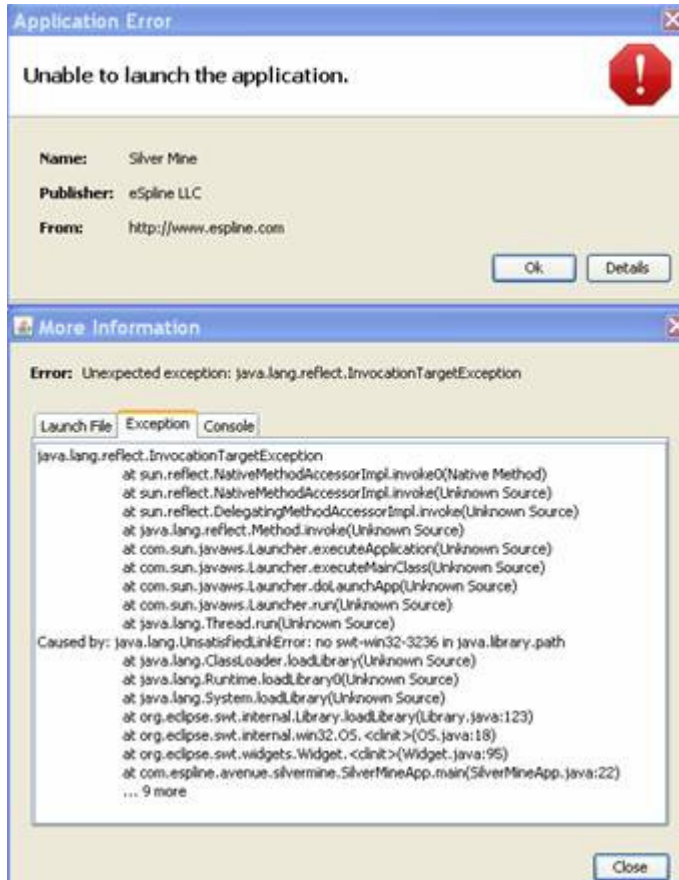
1. First, please clean up your SilverMine cache by going to Start Menu/Control Panel/Java - click on the View button under Temporary Internet Files. Select SilverMine and click on the big red X in the menu. This will make sure that your SilverMine installation is clean and will be freshly downloaded next time you connect to <http://www.espline.com/avenue/SilverMine.jnlp>
2. Second, please switch the librfc32.dll in the Windows\System32 directory, so that the ****new**** dll is now active (and the old one is renamed).
3. Third, run SilverMine from <http://www.espline.com/avenue/SilverMine.jnlp>
4. After the SilverMine extract has finished, please switch the librfc32.dll back to your previous one.

If the web-based version of SilverMine does not work after steps 1-3, please ask us for a standalone SilverMine application (not web-based install).

Future or custom development by request: eSpline could develop a custom version of SilverMine that works with SAP GUI 620

Case 3

Symptom: <http://www.espline.com/avenue/SilverMine.jnlp> shows its file contents in the browser



Diagnosis: This is typically a caching problem.

Remedy

Use shift-refresh to update the page in web browser, or clear the web cache (see above).

Case 4

Symptom: exception ("Caused by: java.lang.UnsatisfiedLinkError: no swt-win32-3236 in java.library.path").

Remedies

Check prerequisites, clear web cache.

Temporary fix: fallback to SilverMine.zip non-web version



Case 5

Missing DLLs on Windows XP

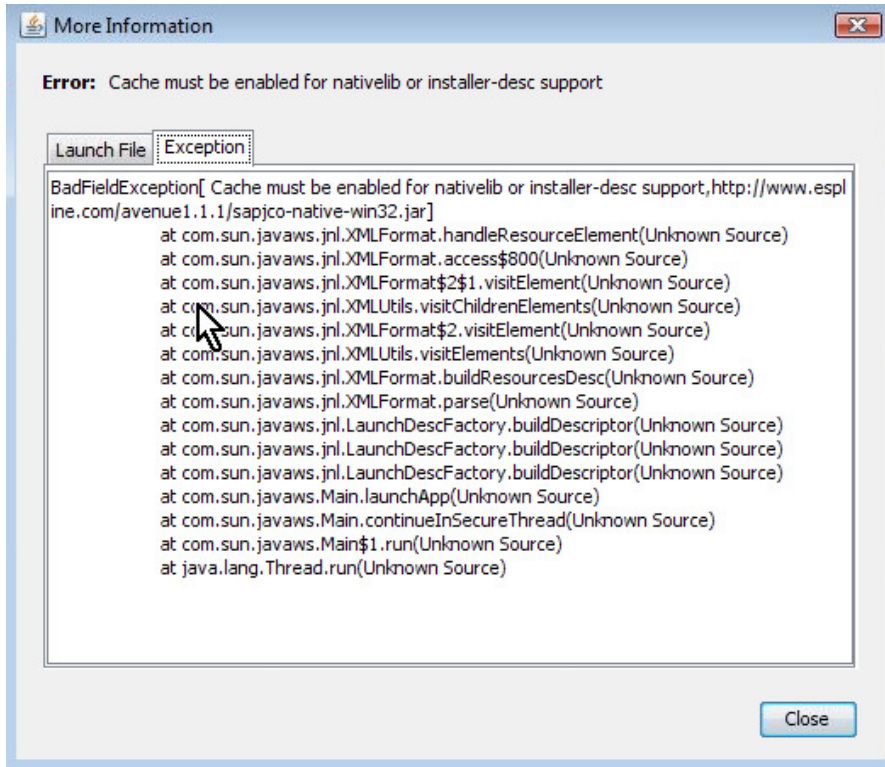
Symptom: java.lang.ExceptionInInitializerError: JCO.classInitialize(): Could not load middleware layer 'com.sap.mw.jco.rfc.MiddlewareRFC' JCO.nativeInit(): Could not initialize dynamic link library sapjcorfc [C:\Documents and Settings\usd06601\Application Data\Sun\Java\Deployment\cache\6.0\50\1bb00db2-39e9a0e4-n\sapjcorfc.dll: Can't find dependent libraries]

- ❑ This is a rare error, only encountered one time so far, on Windows XP. In that case, it was fixed by downloading the missing dependent library files - DLLs not .jars, despite the misleading printout of java.library.path in the error message (see below).
- ❑ MSVCR71.DLL <http://www.dll-files.com/dllindex/dll-files.shtml?msvcr71>
- ❑ MSVCP71.DLL <http://www.dll-files.com/dllindex/dll-files.shtml?msvcp71>

```
Starting Silvermine 0.9.1
java.lang.ExceptionInInitializerError: JCO.classInitialize(): Could not
load middleware layer 'com.sap.mw.jco.rfc.MiddlewareRFC'
JCO.nativeInit(): Could not initialize dynamic link library sapjcorfc
[C:\Documents and Settings\usd06601\Application
Data\Sun\Java\Deployment\cache\6.0\50\1bb00db2-39e9a0e4-
n\sapjcorfc.dll: Can't find dependent libraries]. java.library.path
[C:\Program
Files\Java\jre1.6.0_01\bin;.;C:\WINDOWS\Sun\Java\bin;C:\WINDOWS\system3
2;C:\WINDOWS;C:\Program Files\Java\jre1.6.0_01\bin;C:\Program
Files\Java\jre1.6.0_01\bin;C:\Program
Files\Notes\;C:\WINDOWS\system32;C:\WINDOWS\System32\Wbem;C:
\Application_Data\Notes;"C:\Program Files\Java\jre1.6.0_01\bin"]
at com.sap.mw.jco.JCO.<clinit>(JCO.java:776)
at com.espline.avenue.o.a(o.java)
at com.espline.avenue.o.<init>(o.java)
at com.espline.avenue.o.a(o.java)
at com.espline.avenue.SapConnection.<init>(SapConnection.java)
at com.espline.avenue.SapConnection.a(SapConnection.java)
at
com.espline.avenue.AvenueFromVC_Common.getSapConnection(AvenueFromVC_Co
mmon.java)
```

Case 6

Symptom: JNLP error "cache must be enabled for nativelib or installer-desc support" when launching SilverMine.jnlp or AvenueWizard.jnlp:

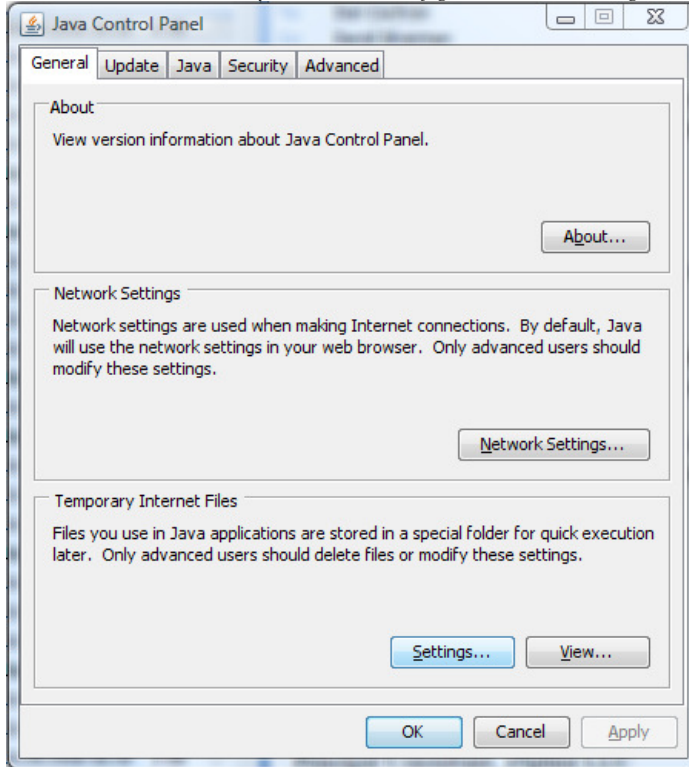


Diagnosis: Cache is not enabled in Java Control Panel settings.

Remedies:

In the JAVA control panel you need to allow temporary files to be stored locally. This is normally the default.

1. start the Java control panel and click the "General" tab:



2. then near the bottom under "Temporary Internet Files" click the "Settings" button. Make sure "Keep temporary files on my computer." is set, and that the location where temp files are kept exists:

