



## Common GTAC Rich Client Issues

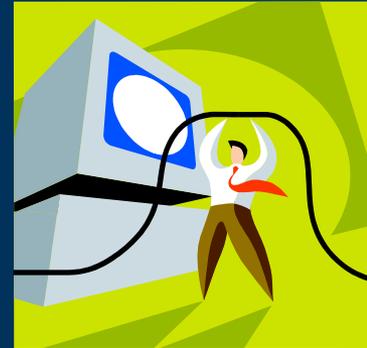
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# Teamcenter Enterprise Rich Client



- Heterogeneous CAD data manager
- Connector with many CAD systems
- Visualization possible ootb
- Web-access to data

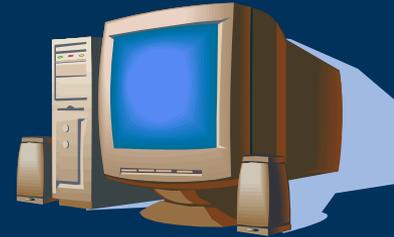




# What we will cover:



- Installation issues
- Usage issues
- Translation issues





# Installation Issues:



- Rich client install manual issue on the customization steps.
  - SFB 1954
- Silent install procedure
  - 2 way install option for 4.0.2
- War file too large resulting in timeout
  - 500mb or over



# Rich client install manual issue



- Manual misleading
  - Not customizing at this point
- May result in error
  - Error 500 –Internal Service Error
- MUST follow the Installation guide Chapter 4, “Generating a customizable WAR file”
- SFB-TC\_Enterprise-1954





# Silent install procedure



- 2 install procedures
  - Web install
  - “Silent” Admin install
- Provide required inputs via a text file
  - -options <filename> -silent
- Not documented
- Document ID: 001-5119813



# War file too large



- Results in timeout at deployment
- Too large = exceeds 500M
- Add init-param to web.xml

```
<init-param id="InitParam_1037062312313">  
  <param-name>maxFileSize</param-name>  
  <param-value>700m</param-value>  
</init-param>
```

- Document ID: 002-7000189



# Rich client usage issues



- Error in browser after login
  - Error 404—Not found
- Error when checking into RC
  - “Could not find file”
- General questions on CADwgDoc
  - Many questions in RC 4.0.2





# Error in browser after login



- Error 404 – Not found
  - From RFC 2068 Hypertext Transfer Protocol
- Workaround
  - War file not deployed with correct URL
    - `http://{host}:{port}/Tcdc`
  - Note: WebLogic, URL name (Tcdc) = War filename
  - Oracle9i URL name can be different than war filename
- Document ID: 002-0004082



# Error when checking into RC



- “Could not find file: (filename)”
- Solution: modify context parameters in Insweb to match the TranslationServer.config file
  - Checkin.Dir
  - Checkout.Dir
  - Reference.Dir
- Regenerate Tcdc.war and redeploy
- Restart client
- Document ID: 002-0004071



# General questions on CADwgDoc



- Why is the dwg document not placed under the part object as the other documents?
  - Answer: The CADwgDoc is the describing document for the Part.
  - The dwg is not considered to be the “child” of the part.
- Why is the dwg never expanded?
  - Answer: Working as designed.
  - Cannot expand part to dwg only dwg to part.
- How should the user see, if a part or an asm has a drawing or not?
  - Answer: To find the dwg associated to a specific part, use the “Where Used” relationship.
- Why doesn't the setting “Always Generate Enterprise Key Values” work for CADwgDoc?
  - Answer: It is not supported for Dwgs.
- Document ID: 001-1411656



# Translation Issues



- Ugotpv translator service
  - RC 4.0.2 and 5.0 do not support this ootb
- Assignment of RC user id during translation
  - Where does it get the id
- Translation not initiating from RC
  - Everything is set correctly , what's wrong?



# Ugtopv translator Service



- RC 4.0.2 and RC 5. 0 do no support this ootb
- Workaround does exist.
- See SFB-TC\_Enterprise-2224





# Assignment of RC user id during translation



- Each task submitted receives id
  - Displayed in translation scheduler log file
- With Debug parameters set
  - Debug setting for 60
  - Gives id of PDM username
- Without Debug parameters set
  - Lack of support for all locales for this parameter
  - Fixed to RC401
- Document ID: 001-5068808



# Translation not initiating



- Module and Scheduler are running
- No information on the translation action showing in module
- Check the following on the options server tab
  - Translation server name
  - Translation port number

Should be set to the location of the  
TranslationServer.war is deployed.

- Document ID: 001-5431214



# Q and A



- Call GTAC for questions
  - 1-800-955-0000
- Visit our support page
  - [Support.ugs.com](http://Support.ugs.com)





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Thank you!