Technical Information

Use of Anti-Virus software

When running the CAST AIP setup

Before launching the CAST AIP setup, please make sure that you disable your Anti-Virus software. Once the setup has completed, remember to enable it again.

Using CAST AIP

Some anti-virus software applications may interfere with Java processes that CAST AIP requires. If you find that you are having trouble using the **CAST Delivery Manager Tool**, or **generating a snapshot** (for example) you may wish to exclude the following items from real-time protection:

- java.exe
- javaw.exe

Long path support

When using CAST AIP, the path of some log files and other internal files may exceed the total number of characters permitted for a path in Microsoft Windows (260 characters by default). This is especially true when enabling the **User Input Security** feature for .NET and JEE techologies. When a path exceeds 260 characters, the analysis (or feature) would usually crash, for example the User Input Security would crash with the errors "System.IO. PathTooLongException" or "System.InvalidOperationException".

To avoid crashes due to situations where the long path limitation is exceeded, two changes need to be made:

- **Enable long path support** in Microsoft Windows (Windows 10/Windows Server 2016 or above only) - see **https://docs.microsoft.com/en-us /windows/win32/fileio/naming-a-file#enable-long-paths-in-windows-10-version-1607-and-later** for more information.
- Use **CAST AIP 8.3.13** and, where appropriate:
  - **JEE Analyzer extension 1.0.21**
  - **Security for Java extension 1.4.5**

CAST AIP no longer installs any files to the %COMMONPROGRAMFILES% location

Starting from CAST AIP 8.1.x, the setup no longer installs any files to the **%COMMONPROGRAMFILES%\CAST\CAST** location. All files (principally CAST predefined Environment Profiles) that were installed to this location in previous releases of CAST AIP are now installed to the **<install_folder>\EnvProf** folder.

Impact of Microsoft Update KB2962872 on CAST Enlighten

If your Windows machine has the Microsoft KB2962872 security update installed on it, you may find that CAST Enlighten crashes at random points during use. This crash is entirely due to the presence of the Microsoft KB2962872 security update for Internet Explorer on the machine: CAST Enlighten uses Internet Explorer to display some of its interface. This is NOT a CAST issue. You can read more about it here.

If you encounter this issue, CAST recommends uninstalling KB2962872. CAST Enlighten will then function as expected.

Update September 2014: Microsoft has recently released a new batch of Windows Updates, including KB2976627, which correct the issues created by KB2962872. As such, if you uninstalled KB2962872 to be able to use CAST Enlighten, you can now re-install the update and ensure that KB2976627 is also installed on your PC. CAST Enlighten should then function as expected.

Trusted Connections for CAST Server Manager, CAST Enlighten, CAST Report Center

In CAST AIP 7.2 a change was made to the connection process for "trusted connections" for Microsoft SQL Server that will impact connection profiles for CAST Server Manager, CAST Enlighten and CAST Report Center. If you previously created your connection profiles using the **Trusted Connection** option and you also filled in the username and user password fields in the CAST Connection Profile dialog box, then you will find that doing the same thing in CAST AIP 7.2 will prevent you from testing or establishing a connection. In CAST AIP 7.2, the username and user password fields in the connection profile are no longer passed to the server when the **Trusted Connection** option is set to true, and therefore you must ensure that your current Windows user name is declared in the target MS SQL Server, otherwise the connection will fail.

In addition, if you are using a defined ODBC data source for your target server, you must ensure that the **With Windows NT authentication using the network login ID** option is set to "True" in the ODBC data source and that your current Windows user name is declared in the target MS SQL Server (this is because the "Login ID" and "Password" defined in the ODBC data source are not provided to the connectivity layer when **Trusted connection** is set to True)

Content of .CHM help files cannot be viewed

After installing the Microsoft security update #896358, the content of .CHM files (CAST uses this format for some of its legacy applications such as CAST Enlighten) can no longer be viewed if the .CHM file is stored on a remote server - an error entitled "Navigation to the webpage was cancelled" will be displayed in the content window of the .CHM file.

Please see http://support.microsoft.com/kb/896358 for more information.

Files with the same name

As with Microsoft Windows, CAST products cannot support files with the same name in the same directory. However, identical names written with different cases are supported.

Daylight Saving Time <-> Standard Time

To minimize any potential errors and side-effects, please make sure that you avoid executing an analysis during a time change from Daylight Saving Time to Standard Time or from Standard Time to Daylight Saving Time.

MS SQL Server Error 913 while re-installing CAST databases

If you get the following error:

```
SQL Error: [Microsoft][ODBC SQL Server Driver][SQL Server]Could not find database ID <number>.
Database may not be activated yet or may be in transition. (Severity 1, Msg No 913).
```

in the following situation, this error can be safely ignored: You have dropped a CAST database (Analysis/Dashboard/Management Services) and you are currently re-installing it using the name of the dropped database.

Long tooltips are truncated with "..." when using older versions of Mozilla Firefox to view the CAST Engineering Dashboard

When using older versions of Mozilla Firefox (pre version 3.0) long tooltips in the CAST Engineering Dashboard are truncated with "...".

See: https://bugzilla.mozilla.org/show_bug.cgi?id=218223 for more information. This bug is fixed in Firefox 3.0b2 and above.

Blank page displayed in some CAST Engineering Dashboard pages when using specific versions of Oracle Server to host the Analysis Service

When the Analysis Service is installed on the following CAST supported Oracle Server versions:

- 11.2.0.2
- 11.2.0.1
- 10.2.0.5
- 10.2.0.4

a blank page will be displayed when attempting to access the following two pages in the CAST Engineering Dashboard:

- FRAME_PORTAL_PROJECT_VIEW
- FRAME_PORTAL_COMPLIANCE_VIEW

This is due to an Oracle bug (10103086) present in Oracle Server in the versions listed above. If these pages are critical to your organization, CAST recommends migrating to Oracle Server version 11.2.0.3 in which Oracle has fixed this bug.

Placeholder icons displayed in CAST Enlighten for accented characters

When working with the results of an Oracle SQL analysis stored in CAST databases hosted on a Microsoft SQL Server, and when using the **Properties window** in **CAST Enlighten** to view information on an object, you may find that the **object name** contains accented characters (such as é, à, ç etc.) then square placeholder icons will be displayed in place of the accented characters in the Properties window.

Running CAST applications from the Windows Search results

CAST does not recommend running CAST applications direct from the Windows Search results. When running an application in this way, Windows changes the application's working folder to the "Search Results" instead of the original installation folder and therefore all references to other applications or required resources are lost.