# DCOM ISSUES

## Purpose

This wiki page is intended to help you when analyzing problems related to DCOM configuration. It describes symptoms of error situations, their causes, and how to solve them.

## Overview

DCOM is a network-distributed object protocol. It defines the remote procedure call that enables the DLL’s objects to be run remotely over the network, regardless of their location. These objects can be located on the same domain as the client program or on another domain in the network.

In SAP Financial consolidation, DCOM protocol is used to communicate between all servers (application servers, the broker server, ...) and all clients machines. For the version 10.0, the DCOM configuration Authentication Level is now set by default to Packet Privacy. It is no longer possible to run SAP BusinessObjects Financial Consolidation application servers and clients that are not in the same domain. You need to manually change the DCOM Configuration to "None" to allow it.

If you experience a connection problem, the first thing to do is to check the DCOM settings. This verification should be performed on the client computers as well as on the application servers.

## Local security policies configurations

### DCOM Errors and Solutions

Before installing, you must have the following valid Windows domain accounts with the Log on as a batch job and Log on as a service privileges, with a password that never expires. This account must be part of the DCOM user group.

To avoid including the DCOM user to an administrator group, you can only ensure that it had the write access rights on the following folders:

- the SAP BusinessObjects Financial Consolidation installation folder
- the folder where the ApplicationDataSource.xml file is stored
- folders where the logs are stored

<table>
<thead>
<tr>
<th>SYMPTOMS</th>
<th>CAUSES AND RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unable to connect To FC application from a client machine.</td>
<td>For Financial consolidation 10.0, it is mandatory to install the support package 06 before upgrading the platform to a recent support package (higher than SP06).</td>
</tr>
<tr>
<td>Error displayed: The datasource manager cannot be started on &lt;servername&gt;. Check that the machine name and the DCOM configuration are correct.</td>
<td>If the SP06 is not installed under the application server and under ALL client machines, the build of FC on those machine will be different and leads to the DCOM error.</td>
</tr>
<tr>
<td>For more information, please refer to the note: 1717264 - The data source manager cannot be started - FC 11 717264 - The data source manager cannot be started - FC 10.0 0.0 1848736 - FC : DCOM problem after installing the support package 08 2031848 - FC10 : “Check that the machine name and the DCOM configuration are correct.</td>
<td></td>
</tr>
</tbody>
</table>

---
Cannot connect to the BOFC application through the Windows Client and the Web client.
Cannot start a new instance.
Cannot start the data source

Several errors can be displayed

- Error: The application could not be launched
- Error: This computer is not authorized to access the datasource manager
- Error: "Failed to create a server instance: -2147467259. Could not start the server because your configuration is incorrect. Please check your DCOM configuration."
- Error: "Failed to initialize data source manager. Machine XXXXX failed to access the data source manager for an unknown reason."
- Check the DCOM configuration based on the KBA 1222126 - "Best practice": Setting-up DCOM protocol on a Finance (Magnitude) platform and Wiki: http://wiki.scn.sap.com/wiki/x/qQqIfQ
- Check the DCOM user properties. Ensure that the option "Password never expires" is ticked
## Failed to initialize the datasource manager

Failed to initialize the datasource manager is being generated when attempting to login to Finance consolidation.

## Check the system event logs

Check the system event logs, the following error should appear: "Event 1069 : The service did not start due to a logon failure"

## The possible cause of the error are:

- The password for the DCOM user was recently changed.
- The DCOM user was corrupted
- The DCOM user was disabled

## To resolve the issue:

- Check if the DCOM user is enabled. If needed, you can create a new DCOM user. This user should be member of Administrator group and IIS_WPG

## Failed to start data source XXXX.

Could not start the server because your configuration is incorrect. Please check your DCOM configuration

### Error

<table>
<thead>
<tr>
<th>Failed to start data source RFC75</th>
<th>OK</th>
<th>Copy</th>
<th>&lt;&lt; Details</th>
</tr>
</thead>
</table>

### Detail on error

Failed to start server instances on machine [machine name].
Could not start the server because your configuration is incorrect. Please check your DCOM configuration.

## The error can occur when:

- The users using Financial consolidation application are not defined on the same domain as the servers. A local user (on a client machine) must be created with the same login and password of the DCOM user defined on application server.
- The authentication level of DCOM object "Financial Consolidation" on the client machine / application server should also be set to "none". To do, please check the related KBA: 1717264 - The data source manager cannot be started - FC 10.0
- There is a GPO (Group Policy Object) applied on the privileges "Log on as batch job" and "Log on as service". To resolve the issue, you need to delete the group policy object applied on the privileges "Log on as batch job" and "Log on as a service". 1869942 - FC: Cannot launch the Windows application

## Related SAP Notes/KBAs

- 1717264 - The data source manager cannot be started - FC 11717264 - The data source manager cannot be started - FC 10.0 0.0
- 1848736 - FC : DCOM problem after installing the support package 08
- 2031848 - FC10 : "Check that the machine name and the DCOM configuration are correct"
- 1222126 - "Best practice" : Setting-up DCOM protocol on a Finance (Magnitude) platform
- 1717264 - The data source manager cannot be started - FC 10.0
- 1869942 - FC: Cannot launch the Windows application

---

**Use this structure to help you compose your contributions for WIKI and at the same time will ensure spelling and grammar.**