Team Platform troubleshooting

Enterprise Studio

You probably have not selected the model package or a component of the package in the model browser, so the focus is not on the model package.

Solution

You first need to click (a random component of) the model package, so the focus is on the model package. After that the tabs are also active.

You probably have not installed the Team Server yet.

Solution

1. Install the Team Server.

2. Register yourself with this Team Server.

3. Try to manually add a storage place again.

When starting up Enterprise Studio, a check is performed to determine if the team data location is accessible and writable. The team data location is the location where various data used in the Team Platform functionality are stored. If the team data location cannot be accessed, a message is shown indicating this. Example:

Solution

Choose one of the following options to proceed:

- Click **Stop** if you want to close Enterprise Studio so you can try to resolve the issue.
- Click **Retry** if you have already resolved the issue and want to retry to connect to the current location.
- Click **Select new location** if you want to select a new team data location, for example because the current location is not available (any more). Please note that selecting a new location will discard any model packages that are present in your personal storage, and any uncommitted work, or commits that are not yet synchronized with the Team Server will be lost as well.

Inviting users in Enterprise Studio is bound to the number of seats registered in your software license. If the number of seats of your software license is exceeded when inviting users, an error message appears on your screen.

Solution

Reduce the number of active users by removing the Designer or Lead Designer role from users. Make sure that these users have committed their work on model packages and projects they have been working on before you remove their role; by removing the role these users' invitations to model packages and projects will automatically be revoked, and any uncommitted work will be lost.

If you are not able to reduce the number of users, it is also possible to expand your software license with additional seats. You can contact BiZZdesign Sales for this.

For more information about your license seats, you can view the license settings in the Team Server (only available on a locally installed Team Server). You need the System Administrator role to view this page.

If a model has been taken offline by a contributing user and it cannot be put back for regular editing, the model stays blocked.
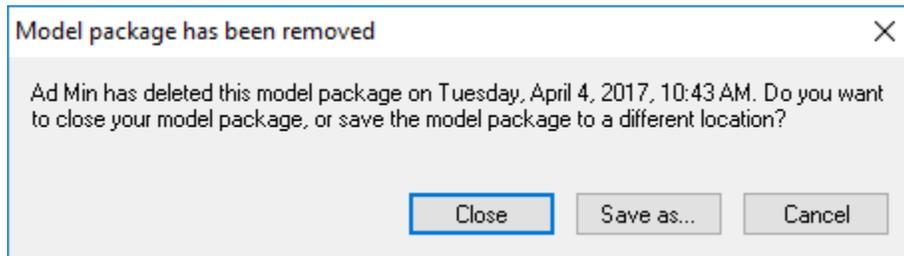
Solution

Release the model again, using one of the following options:

- If the user is temporarily unavailable to revert the offline editing (for example because of a holiday), you can retrieve the offline model by removing the user's claims on the model package or project in the Team Server. Go to the user's page in the Team Server and click the **Remove claims** button next to the model package or project with the offline model. The user's changes to the model will still be available locally on the user's computer.
- If the user is no longer working on model packages anymore, remove this user from the Team Server. By removing the user, any existing claims on the model packages and projects the user is working on will be removed too. Go to the user's page in the Team Server and click the **Remove user** button.
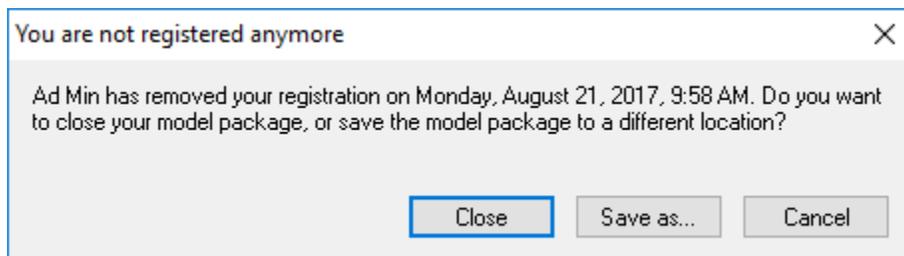
You see a message saying that your invitation to a model package or project you have been contributing to has been revoked:
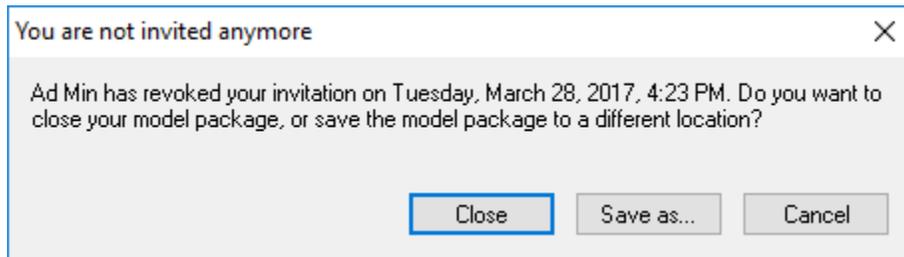
or that the model package or project has been removed:

or that you are not registered anymore, meaning that you have been removed from the Team Server:

Solution

Choose one of the following options to proceed.

- Click **Close** if you want to close the model package or project. The model package or project will be removed from your list of Team Server packages and projects, so you will not be able to open it again and work on the model package or project.
- Click **Save as** if want to keep the model package or project for your own use. After clicking the button, you can save the model package or project locally in a different location. The model package or project will also be removed from your list of Team Server packages and projects.
- Click **Cancel** if you want to do nothing (yet). When trying to open the model package or project again, or change it if it is already open, the message will appear again until you have made a choice about what to do with it.

> ⓘ If you close the model package or project, or save it locally after your invitation has been revoked, and the model package or project remains in your list, it means that you have also been invited otherwise to this model package or project. In that case, you can continue working on the shared model package or project.

An example of a collaboration conflict message is shown below. The message may appear if another user has made changes to a model package or project on that affect the element you are trying to edit in your model package or project, and these changes have not yet been committed by this user.

Solution

Depending on the situation, you can do the following to solve the conflict:

- If you are both working on the same shared model package or project, the other user's changes first need to be committed. After synchronizing your Activity Console you can update your model package or project with the other user's contributions. After that you can make your changes.
- If you are working on a project, and the other user is working on this project's master model package, the other user's changes first need to be committed to the master model package to make them available to others. After synchronizing your Activity Console you first need to update your project with the contributions of the master model package. After that you can make your changes.
- If the other user is working on a project, and you are working on this project's master model package, the other user's changes first need to be committed to the project. After that the user's contributions need to be applied to the master model package. After synchronizing your Activity Console you first need to update your master model package with the contributions of the other user. After that you can make your changes.

In any of the above situations, if the other user's changes should not be made available to other users, the user's claims on the (master) model package or project (generated by the changes made) can be removed to release the blockage on the element. That can be done on the user's page in the Team Server. Removing another user's claims can only be done if you have the Administrator or System Administrator role in the Team Server. After the claims have been removed, and synchronizing your Activity Console, you can make your changes.

An example of a collaboration conflict message is shown below. The message may appear if you are working in a master model package and the package has not been updated with the latest committed changes in a project of the package. These changes in the project may have been made by you or by another user.

Solution

The changes that have been made to the project need to be manually applied to its master model package. They are not automatically included in the master model package. Apply the changes made in the project to the master model package (this is done in the project). Do it yourself or let the user do it who made the changes. Once the changes have been applied, synchronize your Activity Console and update your master model package with the latest changes. After that you can make your own changes.

An example of a collaboration conflict message is shown below. The message may appear if you are working in a project and changes made in its master model package have not been updated to the project. These changes in the master model package may have been made by you or by another user.

Solution

Apply the changes made in the master model package to the project by updating your project with contributions from the master model package. Once updated, you can make your changes.

Activity Console

The Activity Console synchronizes the activities every five minutes. The activities will therefore appear in the Activity Console within a few minutes.

Solution

Synchronize the Activity Console manually.

- Right-click the Activity Console icon in the system tray and click **Sync all**, or click **Synchronize all** at the top of the open console window.

If the Activity Console cannot synchronize a certain storage place, it will post an activity with the reason. The reason for this could be a network failure, authentication failure, license failure, or another, unknown reason. An authentication failure could be caused by a failing automatic login.

Solution

Check the next problem on this page for more information, or consult your application administrator for this.

As soon as synchronization succeeds again, the Activity Console will post an activity telling so.

Your password for authentication with the Team Server is not stored by Enterprise Studio or the Activity Console. Instead, the Activity Console stores cookies received by the Team Server. These cookies stay valid for two weeks. Every time the Activity Console authenticates with these cookies, it will receive new cookies, which are valid for another two weeks again. However it is possible that the cookies expire. If that is the case, you get the message in the Activity Console saying that it could not sign in to the Team Server.

Solution

1. In Enterprise Studio, on the **File** tab, click **Options**, and then click the **Storage Places** tab.

2. In the available storage places, select the Team Server, and click **Change**.

3. Re-type your username and password for the Team Server and click **Finish**.

Team Server

Adding new users and inviting users in the Team Server is bound to the number of seats registered in your software license. If the number of seats of your software license is exceeded when adding new users or inviting users, an error message appears on your screen.

Solution

Reduce the number of active users by removing the Designer or Lead Designer role from users. Make sure that these users have committed their work on model packages and projects they have been working on before you remove their role; by removing the role these users' invitations to model packages and projects will automatically be revoked, and any uncommitted work will be lost.

If you are not able to reduce the number of users, it is also possible to expand your software license with additional seats. You can contact BiZZdesign Sales for this.

For more information about your license seats, you can view the license settings in the Team Server (only available on a locally installed Team Server). You need the System Administrator role to view this page.

Related articles

- Possibilities and limitations in editing model elements while working together