1882326 - Error code: -8037 when connecting to DTW, DI API or DI Server

Version	7	Type	SAP Business One Notes
Language	English	Master Language	English
Priority	Recommendations/additional info	Category	FAQ
Release Status	Released for Customer	Released On	21.08.2015
Component	SBO-DTW (Data Transfer Workbench)		

Please find the original document at https://launchpad.support.sap.com/#/notes/ 1882326

Symptom

When trying to connect to a company via DTW or connect a DI API/Server add-on you get this error message or similar:

Error Code: -8037 Failed to connect or logon to SLD, please check connection parameters and configure file

(or)

Extension Property not found inSLD.

Cause

Consulting

Solution

1. Dynamic Key

Cause:

In SAP Business One version 9.0 an option to use a Dynamic Key was added.
You have enabled the Dynamic Key function in the License Server->Configure Security->Security Settings-> Encryption Key Management and then uninstalled the server tools or copied the DB to another server.
Enabling the use of dynamic keys is an irreversible process. So, if you need to transfer the DB to a different server or uninstall the server tools follow these steps:

1. Export the Configuration file from the old system.
2. Import the Configuration file into the new system.

Please see 7.4.3, 7.9.1 and 7.9.2 in the 9.0 AdministratorGuide_SQL for further instructions.

Workaround:

If the following query returns a result that is not null then the DB is affected by this issue:
selectDKeyIDfromCINF

Run the following query on the affected DB:
update CINFsetDkeyId=null

2. Inconsistent server name

Cause:

The exact server name is not being used consistently in the same way in all places.

Solution:

Go to Server Tools > License server > Settings > Configure Security
Make sure the server name you typed in the DTW/DI Add-on is the exact same as what is in the web control center. (If you are using IP Address to connect you must add the IP Address.)
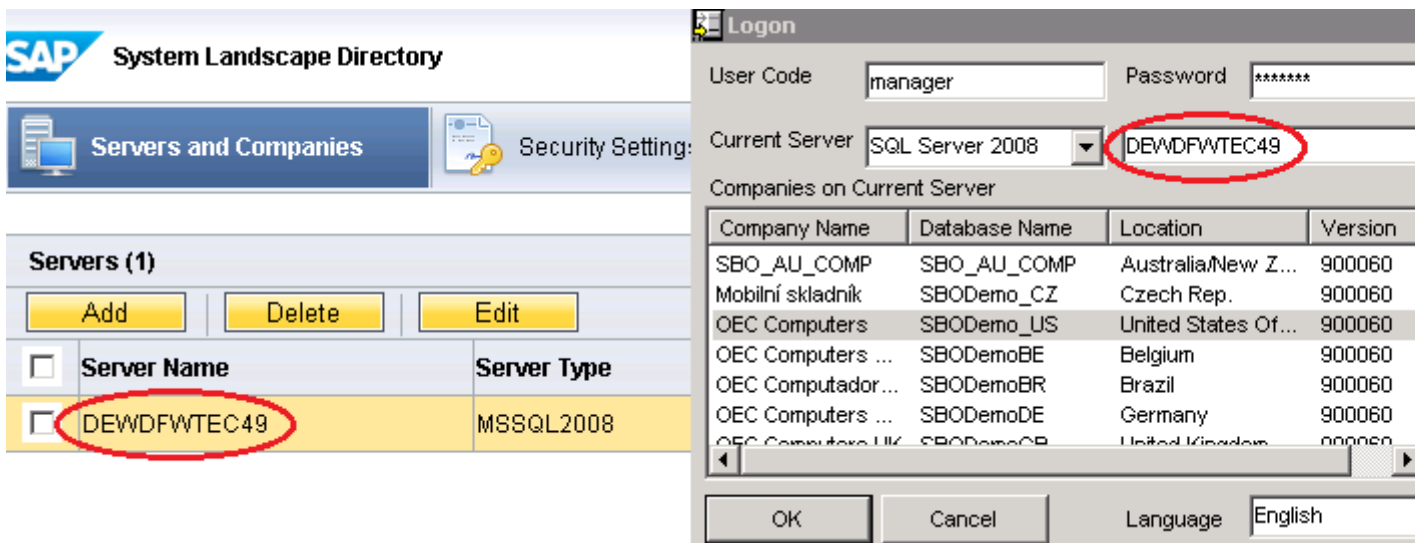
3. Inconsistency in DI API b1-local-machine.xml

Cause:

The file b1-local-machine.xml in DI API folder is not referring to the proper server.

Solution:

Copy this file "C:\Program Files (x86)\SAP\SAP Business One\Conf\b1-local-machine.xml" to "C:\Program Files (x86)\SAP\SAP Business One DI API\Conf".

4.Database should not be single-user mode.

Other terms

Internal error (-8037) occurred [131-183], connection failed, 9.0

Products

SAP B1 9.0 FOR SAP HANA

SAP B1 9.1 FOR SAP HANA

SAP B1 9.2 FOR SAP HANA

SAP BUSINESS ONE 9.0

SAP BUSINESS ONE 9.1

SAP BUSINESS ONE 9.2

This document is referenced by

SAP Note/KBA	Title
2077101	Troubleshooting Add-on Installation and Initialization

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