

DataExchange fails using Scheduler due to RPC error

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Symptom

When running a DataExchange script using Scheduler, the Receive process fails with the following error:

"Execution Error: Unable to execute an RPC call to DataExchange"

The cause of this error is a lack of network permissions for the user account running the script or the server name for the DataExchange server host is incorrect.

Resolution

Check the server name for DataExchange in System Administration > System Options > in the DataExchange server host field. If correct, then perform the below steps.

- 1) Run a DataExchange script via FormsDesigner. The script must run successfully before you can proceed to the next step.
- 2) In Control Panel, select **Administrative Tools** and then **Services**.
- 3) Right-click on the LS DataExchange Server service and select **Properties**.
- 4) Click the Log On tab.
- 5) Deselect **Local System account**, and then select **This Account**.
- 6) Populate **This Account** with a domain account that has administrative rights.
- 7) Click [OK].
- 8) Repeat steps 3 - 7 for the LS Linkage Server service.
- 9) Run the DataExchange script using Scheduler. The error will no longer occur and the script will run successfully.

Applies To

OnGuard (All versions)

Additional Information

If the resolution steps above do not resolve the issue, verify whether there are source records to be processed. The error referenced in this article may occur if there are zero (0) source records to process.

To verify this, open the DataExchange.log file on the computer running the LS DataExchange Server service. If an entry similar to the following exists, then no source records are available to process.

```
[7/19/2010 11:30:02 AM] ModifyBadge: Estimated 0 records to do  
[7/19/2010 11:30:02 AM] ModifyBadge: Execution completed.  
[7/19/2010 11:30:02 AM] ModifyBadge: Total records processed: 0, Successful records: 0, Warnings: 0, Failed records: 0  
[7/19/2010 11:30:02 AM] ModifyBadge: All done
```
