

Using the Database Validation Tool

Using the Database Validation Tool

Legal Notice

Copyright © 2008 Symantec Corporation. All rights reserved.

Symantec and the Symantec Logo are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

The Database Validation tool

This document includes the following topics:

- [The Database Validation tool](#)

The Database Validation tool

If you encounter a problem with your database, Symantec Support may ask you to run the Database Validation tool to assist in diagnosing the problem. The batch file, dbvalidator.bat, is located by default in C:\Program Files\Symantec\Symantec Endpoint Protection Manager\Tools. This tool creates a log file called dbvalidator.log, which is placed in the C:\Program Files\Symantec\Symantec Endpoint Protection Manager\tomcat\logs folder.

You can run the dbvalidator.bat file with or without the Y option. If you use the Y option, the entire database XML file is inserted into the log file. This XML provides much more diagnostic information, but it may contain passwords to the servers and Enforcers in your network. For example, it may contain the passwords to your mail server, LDAP server, or RADIUS server. If you do not want to provide this information to Symantec, you should run the batch file without the Y option.

To run the Database Validation tool

- 1 Open a command prompt.
- 2 Change directory to your tools installation folder, by default C:\Program Files\Symantec\Symantec Endpoint Protection Manager\Tools.
- 3 Type one of the following commands to run the batch file:
 - **dbvalidator.bat**
 - **dbvalidator.bat Y**

If you add the Y option, the entire database XML file is also put into the log file. This file may contain server and Enforcer passwords.

One of the following messages is displayed at the command prompt to tell you whether the database has passed or failed validation:

- If the database is valid, you see the following message:
Database validation passed.
- If the database is invalid, you see the following message:
Database validation failed. Please check the log file for more details.
- If an error occurs, you see the following message:
Some error occurred. Please check the log file for more details.