

Manually Creating the Log Database

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The Log Database contains Internet activity data for use in web protection reporting tools. It is made up of the following databases:

- A catalog database (by default, wslogdb70) holds reference data, including category and protocol names, users, and risk class assignments.
- Standard logging partition databases (by default, wslogdb70_x) store log records forwarded to Log Server by Filtering Service.
- A threats partition database (by default, wslogdb70_amt_1) holds information about advanced malware threats used to populate the Threats dashboard.

You may need to create or upgrade the Log Database manually if:

- The following error appeared during installation:

```
The installer encountered an error attempting to create the Log Database. You can either exit the installer now, resolve the issue..., and then run the installer again; or continue installation and manually create the Log Database later....
```
- The Log Database has become corrupted.
- The Log Database was not upgraded properly when you upgraded your product.

This collection of articles includes instructions for using the database creation utility, as well as reference and troubleshooting material. See:

- [Running the database creation utility, page 1](#)
- [Database creation utility parameters, page 3](#)
- [Using SQL Server Management Studio to verify database creation, page 5](#)
- [Database creation utility errors, page 6](#)

Running the database creation utility

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A database creation utility (**createdbu**) is installed with the Log Server service. You can use this command-line utility to create or upgrade the Log Database manually.

To use the database creation utility, you must provide a database name and the IP address of the Microsoft SQL Server machine.

- If the database is not found on the SQL Server machine, a new Log Database is created.
- If the database name **is** found, the existing database is upgraded.
- If the database name is found but the database does not require upgrade, the utility takes no action.

To run the database creation utility:

1. Open a command prompt or PowerShell on the Log Server machine.
2. Navigate to the **SQL** directory (C:\Program Files\WebSense\Web Security\SQL, by default).
3. Enter the following command:

```
createdbu -ip <IP_address> -name <db_name> -user  
<user_name> -pass <password>
```

For example:

```
createdbu -ip 10.123.123.123 -name wslogdb70 -user sa  
-pass testpassword
```

This prompts the utility to create or upgrade the database “wslogdb70” on the SQL Server machine at 10.123.123.123. The SQL Server “sa” account is used, and the password is “testpassword.”

- Additional parameters can be used to customize database creation. See [Database creation utility parameters, page 3](#).
 - Each parameter must be preceded by a dash (-) and followed by a space and value (argument).
 - There is no mandatory order for parameters.
4. Wait for the database to be created. This process can take several minutes.
 - The catalog database is created first, followed (after a few minutes) by the partition database, and then the threats partition.
 - If an error occurs, see [Database creation utility errors, page 6](#).
 - If the process completes successfully, optionally use Microsoft SQL Server Management Studio to verify that the database and its jobs were created as expected. See [Using SQL Server Management Studio to verify database creation, page 5](#).
 5. Enter database connection information on the **Settings > Reporting > Log Server** page in the Web module of the TRITON Manager, then click **OK** and **Save and Deploy**.

Log Server creates the ODBC connection and provides connection information for the other reporting components.
 6. If Log Server stopped because of database problems, use the **Component List** tab of the **Status > Deployment** page to start Log Server.

Once product installation is complete and policy enforcement has started, data should begin to appear in your reporting tools. Use Real-Time Monitor, dashboard charts,

investigative reports, or presentation reports to verify that reporting data is being recorded. If no data or incomplete data appears in reporting tools, see [Incorrect or missing data in reports](#).

Database creation utility parameters

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The database creation utility can be run with the following parameters.

Note that this list omits parameters not used in this version (either preserved from legacy versions or reserved for future versions)

Parameter	Description
-debug	Values: true / false Set this parameter to true to send debug messages to the console. By default, debug messages are not displayed.
-help	Displays the list of valid parameters with a description of each. No values (arguments) are associated with this parameter.
-ip	Required. Used to specify the IP address of the Microsoft SQL Server machine that hosts or will host the Log Database. To specify an instance other than the default, use the format: IP_address\instance_name
-installdir	Specifies the directory on the Log Server machine that hosts the database creation utility (CreateDbU.exe) and its support files. If no value is specified, this is the SQL folder as recorded in the Windows registry during Log Server installation (default C:\Program Files\WebSense\Web Security\SQL).
-name	Provides the name of the database to create or upgrade (default wslogdb70). The name must begin with a letter (not a number or special character).
-pass	Specifies the password for the account defined via the -user parameter. Required when -user is used.
-path	Provides the full path to the location where database files will reside. If Microsoft SQL Server runs on a different machine than the database creation utility, the path must already exist. If no path is entered, the database files are created in the following default directory on the SQL Server machine: C:\Program Files\Microsoft SQL Server\MSSQL10.MSSQLSERVER\MSSQL\DATA
-port	Indicates the port used to connect to SQL Server. If this parameter is not specified, 1433 is used.

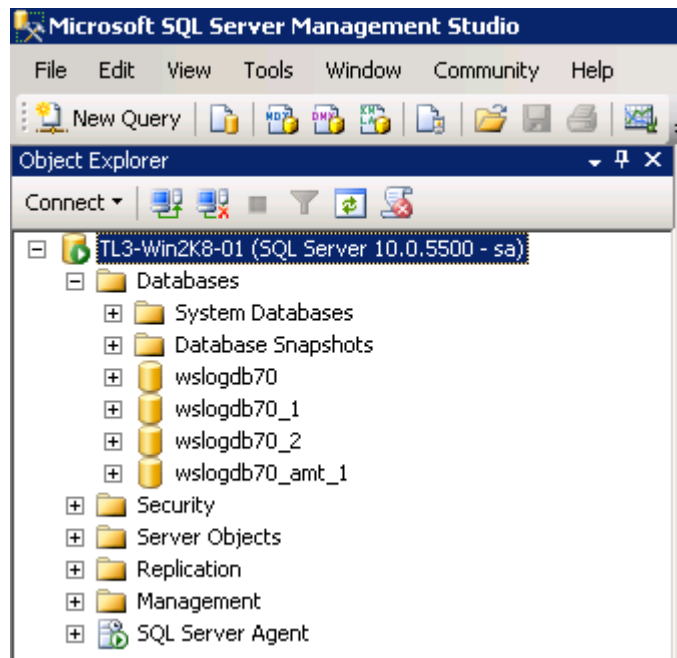
Parameter	Description
-ssl	<p>Values: true / false</p> <p>Determines whether SSL encryption is used to connect to the database.</p> <p>If the parameter is set to true, encryption must already be configured in SQL Server for database creation to succeed.</p>
-trusted	<p>Values: true / false</p> <p>Indicates whether to use Windows Authentication (a trusted connection) to connect to the database.</p> <p>If this parameter is set to true, do not include the -user or -pass parameters.</p> <p>By default, this parameter is set to false, and SQL Server authentication is used.</p>
-user	<p>Specifies which SQL Server account to use to connect to the database. (Required with SQL server authentication.)</p> <p>This user becomes the database owner, and the owner of the database jobs associated with it.</p> <p>If you are using a trusted connection, do not include the -user parameter.</p>

Using SQL Server Management Studio to verify database creation

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To verify the databases, go the Microsoft SQL Server machine, then do the following:

1. Launch SQL Server Management Studio.
2. Select or enter the IP address and instance name.
3. Enter the user name and password specified during Log Database creation.
4. Open the **Databases** folder and verify that the catalog, standard logging partition, and threats partition databases are listed:
 - wslogdb70
 - wslogdb70_1
 - wslogdb70_amt_1



Database creation utility errors

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If the database creation utility is unable to create or upgrade the database, it may return errors. The error message is often descriptive enough to clearly identify the problem, which may be as simple as a typo in the command line.

If you are not able to identify the problem from the error:

- Make sure the Microsoft SQL Server machine is running.
- Make sure that the SQL Server, SQL Server Browser, and SQL Server Agent services are running.
 - SQL Server Express 2008 R2 does not require the SQL Server Agent service.
 - If you are using named instances, make sure the SQL Server and SQL Server Agent service for the correct instance are running.
- Make sure the path you entered for the location of the database files exists, and that folder permissions allow SQL Server services to create new files.

Optionally, try using the location where the SQL Server master database files reside.

- If you are using a trusted connection, double-check the user permissions for both the database and the path to the database files.
- Make sure there is enough free disk space to hold the Log Database files.