



erwin ER360

Frequently Asked Questions

Release 15.0

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## General Upgrade Questions

### Why should I upgrade from erwin Web Portal to erwin ER360?

You should upgrade to erwin ER360 as it overcomes:

- Current Web Portal Limitations
- Limited data modeling flexibility - Does not support NoSQL modeling
- Repository dependence - Requires a separate repository
- Restricted data grouping and security - Does not support catalog-level grouping and security permissions
- Limited feature support - Does not support newer erwin features, such as Enterprise Glossary and SDI
- Limited SSO support
- Performance issues during metadata harvesting

### What are some key features that erwin ER360 offers?

Some of the key features of erwin ER360 are:

- erwin Data Modeler integration - Harvest data models (including NoSQL) via erwin Mart Portal
- Metadata search and browse capabilities - Find and use metadata
- Metadata reporting - Generate metadata reports and export in multiple formats
- Harvesting automation - Configure and schedule harvest jobs via erwin Mart Portal
- Model visualization - View models at diagram level, subject area level, and object level
- User and role management - Manage users, user groups, and access permissions
- Enterprise architecture
- One click redirect from erwin Mart Portal to erwin ER360
- Collaboration - Use comments and attachments to collaborate

Read more about features [here](#).



## Compatibility and Requirements

### **Is erwin ER360 compatible with previous versions of erwin Mart Portal and erwin Data Modeler?**

No. erwin ER360 is part of erwin Mart Portal. Hence, it is always compatible to the current erwin Mart Portal and erwin Data Modeler versions. Note that you need a separate license for erwin ER360.

### **Do we have a migration path from erwin Web Portal to erwin ER360?**

No. There is no migration path from erwin Web Portal to erwin ER360.

### **Do I need to uninstall erwin Web Portal before installing erwin ER360?**

No. You do not have to uninstall erwin Web Portal to install erwin ER360.

## Installation and Configuration

### How do I upgrade to erwin ER360?

erwin ER360 is part of the erwin Mart Portal package. To install erwin ER360, follow these steps: [Install erwin Mart Portal](#).

### Will I need a new license key?

Yes. erwin ER360 is a separately licensed component of the erwin Mart Portal solution. It is available in two flavors, on-premises and on-cloud. For more information or queries about erwin ER360 on cloud, contact [erwin by Quest Support](#). You can also use erwin ER360 with an offline license. For more information on offline licenses, contact [license support](#).

### How can I get support during the upgrade process?

You can reach out to [erwin by Quest support](#).

### How do I procure and activate online/offline license?

You can refer to this [knowledge base article](#) or contact [license support](#).

### How do I change my password for ER360 account? How to setup SMTP Service for ER360

You can change your password via Settings under SMTP settings. Refer to the [technical documentation here](#).

### Do I need a different Active Directory for ER360 or can I use the one that I use for erwin Mart Portal?

You can use the same active directory for both erwin ER360 and erwin Mart Portal.

## **What kind of authentication mechanisms are supported? And how to set them up?**

erwin ER360 supports the following authentication mechanisms:

- Server User
- Windows user
- LDAP /AD
- SSO (SAML & OAuth)

For steps to set up authentication, refer to [technical documentation here](#).

## **What are the different profiles in erwin ER360? Are they similar to erwin Mart Portal? Will existing profiles from erwin Mart Portal work?**

Unlike erwin Mart Portal, erwin ER360 has only two default profiles, Admin and Viewer. Apart from these, you can also create custom profiles from scratch or based on the default profiles. Note that profiles in erwin Mart Portal are not carried over to erwin ER360 (They are entirely different).

For steps to work on profiles, refer to [technical documentation here](#).



## Troubleshooting

### What should I do if I encounter issues during the upgrade?

You can reach out to [erwin by Quest support](#).

### What should I do if I am unable to initialize erwin ER360?

You can refer to this [knowledge base article](#).

### What should I do if I get error java.lang.OutOfMemoryError: Java heap space?

You can refer to this [knowledge base article](#).

### How do I use VPN to connect to erwin ER360 with an online license?

To connect erwin ER360 via VPN, you need to configure proxy settings. Refer to [technical documentation here](#).

### How to extract the log file in DEBUG?

Follow these steps:

1. Stop the following services:
  - a. erwinApacheServer
  - b. erwinER360
  - c. erwinMartPortal
  - d. erwinVaultService
2. Navigate to C:\Program Files\erwin\Mart Portal\MartApp\config.
3. Edit the following files to change all instances of INFO to DEBUG:

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- a. log4j2-er360.xml
  - b. log4j2-portal.xml
  - c. log4j2-vaultservice.xml
4. Save the files.
5. Start the following services:
  - a. erwinApacheServer
  - b. erwinER360
  - c. erwinMartPortal
  - d. erwinVaultService
6. Reproduce the issue.
7. View the required log files at the following locations:
  - C:\Windows\System32\config\systemprofile\AppData\Local\erwin\Mart Portal\logs\martportal.log
  - C:\Windows\System32\config\systemprofile\AppData\Local\erwin\Mart Portal\logs\er360.log
  - C:\Windows\System32\config\systemprofile\AppData\Local\erwin\Mart Portal\logs\vaultservice.log

## What should I do if metadata harvesting fails?

You can reach out to [erwin by Quest support](#) with log files.

## What should I do if I do not see catalogs structure?

To see catalogs in the application, you must harvest metadata.

## How to view logs in erwin ER360?

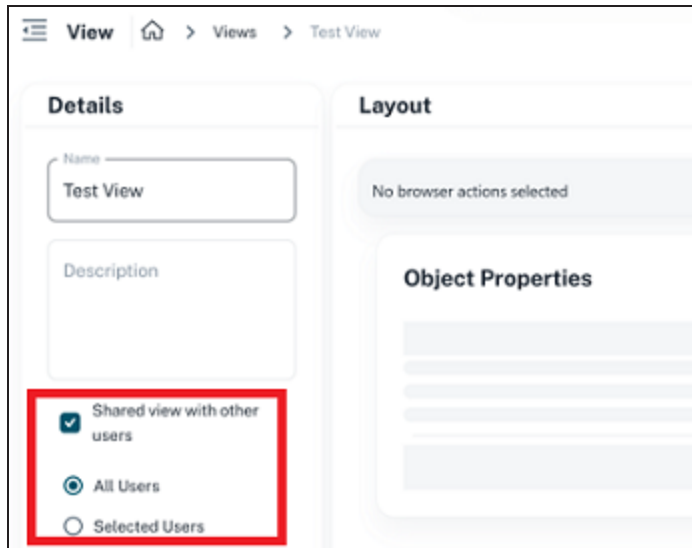
You can view logs for harvesting jobs via erwin Mart Portal > Job list.

## I created a view but it is not available to my team. How to fix this?

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By default, views are personal to the creator. For views to be available to your team, you must create shared views. Edit your view and select the **Shared view with other users** check box and then select the right users to share the view with.



**After upgraded erwin Data Modeler and erwin Mart Portal to 15.0, the previously harvested models are unavailable in erwin ER360. What should I do?**

After upgrading to the latest version, you must run a harvesting job. After a successful harvesting job, reload erwin ER360. This will display all previously harvested models.

**In Collections/Worksheet the last page in the results is blank. What should I do?**

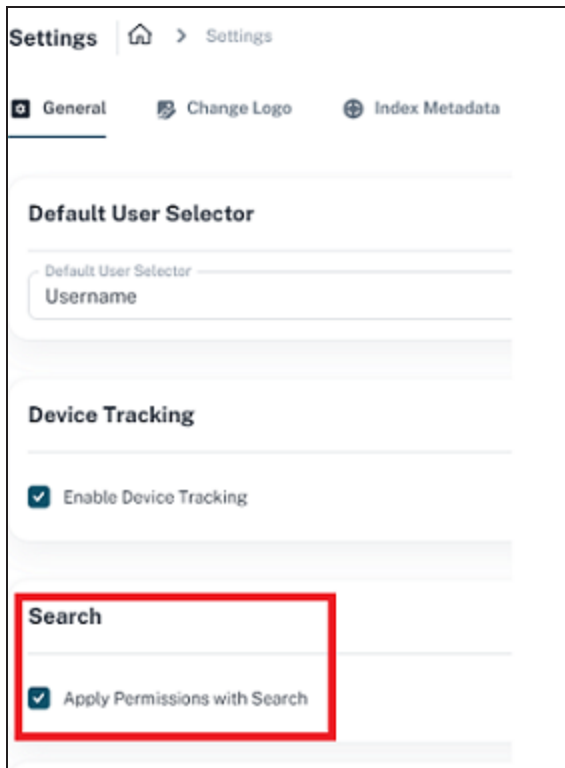
Run the indexing process again. For more information, refer to [technical documetation here](#).

**Although I have not granted access to any users, they can still view the models present in my collection/worksheet and objects related to restricted a model. How can I fix this?**

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To restrict access, open **Settings > General** and then select the **Apply Permissions with Search** check box. Then, save your settings.



The screenshot shows the 'Settings' page with the 'General' tab selected. The 'Default User Selector' section has a 'Username' input field. The 'Device Tracking' section has a checked checkbox for 'Enable Device Tracking'. The 'Search' section, highlighted with a red box, has a checked checkbox for 'Apply Permissions with Search'.

Settings > Settings

General Change Logo Index Metadata

**Default User Selector**

Default User Selector  
Username

**Device Tracking**

☒ Enable Device Tracking

**Search**

☒ Apply Permissions with Search