

**TO 56 Integrated Technical Architecture (ITA) Management
Architecture Management September 2001 SLA Metrics Report
(Deliverable 56.1.4j)**

**APPENDIX A
Help Desk Request Details**

System Support

Help Desk Request Details

Total Records: 7

ID: 239 - Autonomy is returning broken links for SFA Schools Portal

Request	Bug Fix	Priority	Low	Assigned	Johney Tam
Open Date:	9/5/2001 11:00:00 AM	Requestor	Dorothy Pan		
Target Date:		Estimated Effort	0		
Closed	9/6/2001 12:00:00 PM	ApplicationType:	Tech/Arch		

Description

When conducting a search in Schools Portal site and narrowing down to "IFAP Database" on the dropdown; typing in the search term "education" brings back about 11,000 search results. The first search result titled "IFAP-Default Rate Materials" was returning a broken link at times and returning a page at other times.

Resolution:

Upon investigating the source of the file on the E10 and E12 servers for IFAP, it was discovered that the file was on the E12 server and not the E10 server. Thus, once this file was migrated to the other server, this "broken link" problem was no longer evident.

Activity

ID: 242 - My SFA sign-in on Schools Portal site is not working

Request	Prod. Support	Priority	High	Assigned	Johney Tam
Open Date:	9/7/2001 10:20:00 AM	Requestor	Johney Tam		
Target Date:		Estimated Effort	0		
Closed	9/7/2001 11:50:00 AM	ApplicationType:	Tech/Arch		

Description

The Schools Portal signin (MySFA) is not working on the Schools Portal site.

Resolution:

Called the command center to report this. At the same time, CFO Datamart was having problems running reports off the HPV2 server. They had networking people looking into this as well as the administrators. About an hour after calling the command center, the login returned a different error page and said Viador service was down. Viador and Jrun were restarted and the login worked. See activity log for more details and pending resolution type.

Activity

10:20 - Identified that Schools Portal Log-in not working
10:25 - Verified that the Viador service is running
10:30 - Verified that the HPV2 database VIC is up for the SP
10:45 - Called the VDC command center to report this problem - could be a Networking Router problem
11:45 - VDC command center called back and had 3 - way call with command center; Rich Ryan DBA; Johney Tam Upon trying to sign-in, a new page is returned - 503 error Viador service is down.
11:50 - Restarted Jrun and Viador. The sign-in worked after this. Still waiting on answers as to what happened at the VDC during that hour; networking people were working on this as well

ID: 245 - JRUN and Viador cannot be restarted for Schools Portal

Request	Prod. Support	Priority	High	Assigned	Johney Tam
Open Date:	9/7/2001 2:20:00 PM	Requestor	Johney Tam		
Target Date:		Estimated Effort	0		
Closed	9/7/2001 10:30:00 PM	ApplicationType:	Tech/Arch		

Description

JRUN and Viador cannot be restarted for Schools Portal, thus the SFA Calendar, the SFA Headlines cannot be displayed properly, and the MySFA Login does not allow for logins.

Resolution:

Had to restore a backup of the E8 server from Wednesday, September 8, because, there were missing directories from production (/opt/IBMHTTPD/cgi-bin, and /opt/oracle). Once this was restored, JRUN and Viador was able to start back up. Please see Activity log for all the details

Activity

02:20PM - Attempted to restart JRUN and Viador by running scripts - did not work. Error message :
GRSqlWkr 0 failed to login to Oracle as comm will try again after 30 sec
02:38PM - Paged Dorothy Pan to see what type of Oracle DB issue this is.
03:00PM - Dorothy was not sure, so called Rich Ryan of VDC. According to Rich, VIC DB is up and running and can be SQLed.
03:30PM - Called up Fred Giannetto and began to troubleshoot with him on the telephone, investigating logs to see what the problem is. On phone with him for over 5 hours. Discovered that an error in the log file was looking for cgi-bin folder under /opt/IBMHTTPD/cgi-bin. However, this folder was not on the E8 server. We checked E1 dev server, and indeed this cgi-bin folder was there. We migrated this folder over. Problem still existed w/ the inability to connect to the HPV2 Oracle DB.
07:00PM - Called Viador support to get some insight as to what the problem might be. They said check the Oracle client on E8. There was no Oracle client on E8. Viador says this is impossible for Viador to work without Oracle on the server to call out to main Oracle DB.
07:35PM - Called back Fred at the VDC to have him check the backup tapes; indeed Oracle folder under /opt directory as of Wed, September 5. Somehow the Oracle folder disappeared from the E8 production machine.
08:00PM - Made decision to get a tape backup from Wed. Sept 5 and restore the E8 production box, since didn't know if there are anymore missing directories
10:30PM - Fred called Johney Tam and Johney tested the restored Schools Portal site. The JRUN was working, since headlines and calendar were back up. Viador was working too, since Johney could login using his ID of Jtam. VDC will provide RCA as to why directories were missing.

ID: 246 - Viador login not allowing users to log into Schools Portal

Request Prod. Support **Priority** High **Assigned** Chi-Yen Yang
Open Date: 9/10/2001 8:45:00 AM **Requestor** Johny Tam
Target Date: **Estimated Effort** 0
Closed 9/20/2020 1:05:50 PM **ApplicationType:** Tech/Arch

Description

The Viador login is not allowing users to log in other than Jtam.

Resolution:

Updated Time2_ fields with value 100000000000. Current users can now sign-in.

Activity

09/10/01

8:45 AM - It was discovered that Viador is not allowing any users to log in, other than Jtam.

9:15AM - Called Command center and talked to Rich Ryan - says VIC DB is up, so out of his hands.

10:00AM - Called Naveen Patlola of Viador to open up case number 25482.

12:06PM - Set up debugging file on E8 to capture new Infologs. Sent infologs back to Naveen. Requested a Repository dump from the VDC as requested by Naveen.

2:40PM - Installed patch recommended by Viador to resolve expiring password issue. Did not work, and restored old file.

4:00PM - sent off Repository dump to Naveen. He has engineers looking into the log files to decipher deeper

7:00PM - Naveen is loading dump into computer to recreate situation that we are facing with Schools Portal to try to understand what is causing our errors. Johny Tam will provide phone support and whatever else is needed for Naveen. Naveen will send out a status before leaving for the night. He realizes this is a production issue and has put this at the top of his list.

09/12/01

10:00AM - Called up Viador support and worked with different engineer, Kei Tai, for about 6 hours total. He helped analyze the results that Viador was pulling back from the HPV2 repository.

03:00PM - Kei saw that there is a field in our rpuser table (time2_) that was not being populated. This field needs a value in there as it is compared to Time1_ and needs to have a value larger than that in Time1_. Otherwise, passwords will not be able to authenticate. Only Jtam and a couple of other Ids had a value in Time2_.

03:30PM - Updated the rpuser table Time2_ value to 10000000000 for all values that were originally zero. After this was done, existing Ids were able to log back in once again.

09/18/2001

03:30PM - Solved the problem of not being able to create new user. The problem was due to port conflict with other application. Changed registry port number from 1099 to 2199 for stg environment and from 1099 to 2299 for tst environment. Log-in problem still persists. In the process of solving port conflict issue, it is found that TIME2_ field of rpuser table used by Viador is not populating correctly. Decided to call Viador tech support for help.

04:30PM - Called Viador tech support to request help on log-in problem. Tech support contact is not able to solve the TIME2_ field of rpuser table problem. The contact will pass the utility that is used for populating the table to the creator for problem solving. Waiting for call back.

09/20/2001

11:40AM

Populated rpuser table in stg environment with records from production environment. Users can log-in with existing accounts. Sign-up is still not working correctly.

02:25PM

Tuesday, October 02, 2001 12:55:34 PM

Type/ID: 250 - Interwoven giving off errors for some users and not others

Request	Prod. Support	Priority	High	Assigned	Johney Tam
Open Date:	9/10/2001 1:00:00 PM	Requestor	Dorothy Pan		
Target Date:		Estimated Effort	0		
Closed	9/10/2001 4:30:00 PM	ApplicationType:	Tech/Arch		

Description
It has been reported that some users get the following error when logging into Teamsite for IFAP/SP:

Log: Pop up: Internet Explorer cannot open the Internet site http://su35e4.ed.gov:1080/iw/blank.html. A Called Viador to request update. Viador is currently trying to find the creator of the script to trouble shoot. connection with the server could not be established.

Resolution:

Todd Baker at the VDC rebooted the server and this resolved the iwproxy problem. Per Interwoven support, that is also what they recommended to fix problem. See email clipping below from Eirik Oeyo of Interwoven support:

How long has this been an issue? Has the server been rebooted or TeamSite restarted since? The error usually indicates a proxy problem, and restarting it has remedied most situations like this. If you did this, and the problem persists, can you please stop the iwproxy process and restart it from the command line in debug mode: iwproxy -d. Try inducing error on affected client and capture output.

Activity

09/10/01

1:00 PM - Tried to reproduce error on Johney Tam, Josh Stauffer, and Mark Mandrellas' computers. Could not reproduce. Error was coming up on CSCC user computers as well as Dorothy Pan's.

1:30 PM - Called Interwoven to open up a case (#20771).

2:30 PM - Notified Fred Giannetto of VDC of what is happening.

3:45 PM - Todd Baker suggests rebooting of server. Tom tried to get permission from SFANet, but no one there, so rebooted server at about 4:15. This problem was no longer evident after rebooting.

ID: 251 - Need to add SFAPin to Schools Portal Autonomy Database

Request	Enhancement	Priority	Low	Assigned	Johney Tam
Open Date:	9/10/2001 4:30:00 PM	Requestor	Dorothy Pan		
Target Date:		Estimated Effort	0		
Closed	9/13/2001 10:00:00 AM	ApplicationType:	Tech/Arch		

Description

The following work to Autonomy configuration files resulted from an IFAP request.

Please add the following links to the "SFA Links" area of the School Portal under the "Reference Library" heading, in the appropriate alphabetical order. Please also include these links on the "My SFA" customization page AND on the advanced search page.

SFAPin Registration <http://www.pin.ed.gov/>

Resolution:

Updated the DRE.INI files for all environments to include new SFAPin Autonomy database.
Updated the HTTPFetch configuration files for all environments to include a new link for Autonomy to perform its spider-fetch on. The SFAPin link is now registered for Autonomy to pick up.

Activity

09/10/01 - 4:30 PM - received 1 link to add to advanced search page Autonomy configuration
09/13/01 - 10:00 AM - Finished updating HTTPFetch configuration files for dev, tst, stg, and production

ID: 256 - Viador not allowing new users to sign up in Schools Portal

Request	Prod. Support	Priority	High	Assigned	Chi-Yen Yang
Open Date:	9/20/2001 5:54:00 PM	Requestor	Chi-Yen Yang		
Target Date:		Estimated Effort	0		
Closed	9/27/2001 3:30:00 PM	ApplicationType:	Tech/Arch		

Description

Viador can't register new users in schools portal. Error occurs when submitting new user information.

Resolution:

Changed to viador ioraconn8is database driver.

Activity

Sept. 21, 2001

Contracted Viador tech support to help solve sign-up issue.

Sept. 24, 2001

1:46PM--Viador contractor is able to test on the createUserServlet. The contractor is trying to recreate the same problem that SFA has. Two issues were raised: Is there an additional process that is used to populate Time2_ field and Why does SFA get "Mon Sep 17 10:37:36 EDT 2001 The above error occurred while trying to

populate USER_PROFILE or USER_SFA_LINKS

Mon Sep 17 11:01:17 EDT 2001 ORA-02291: integrity constraint (COMM.SYS_C00951) violated - parent key not found" error message.

1:52PM--Talked to Viador contractor. The contractor requested information on database. E-R diagram of the database was sent to the contractor.

Sep. 26 2001

Trouble shoot with Viador contractor. Updated UserCreationServlet to include createDefaultFolder() and setPasswdCreatedTime() methods call. createDefaultFolder() creates virtual folder for users. setPasswdCreatedTime() sets Time2_ field in rpuser table. Time2_ field must be larger than Time1_ and Time0_ fields.

Decided to restore backed up database from the day before on stage environment. Restarted Viador with the new version of UserCreationServlet. Stage started to work properly.

Decided to ask VDC DBA to reestablish database connection between viador server and oracle server on production environment.

Sep. 27, 2001

1:00pm -- Reestablished connection between Viador and Oracle. Attempt didn't work on production environment.

1:30pm -- Tested manual insert record into database from Viador server (E8) in VDC. Test past, determined not Oracle issue.

2:30pm -- Found stage and production environments were not the same. Production environment had different version of Viador database driver than stage. Determined that production driver was the older version. Changed to the viador oracle8i driver. Production environment started to function normally.

Tuesday, October 02, 2001 12:55:35 PM