# DesignBais

**Problem Resolution Checklist** 

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# **Table of Contents**

Overview
DesignBais Licencing
Backup the DesignBais Licence4
DesignBais Licence becomes invalidated4
Database Component Issues5
System stops with all users receiving errors or running very slowly5
Data Component – Lock Table5
Database Licence Issue
DBISESSIONS Files
Check the &COMO& File7
Windows Operating System
Check Windows Task Manager8
Web Component Issues9
Web server basic troubleshooting9
Load Balancer and multiple web servers11
Finding your DBNET on the web server and browsing12
Reporting a problem to DesignBais
Results from a functioning DesignBais System

# **Overview**

This document outlines the steps to follow when a DesignBais system halts or performance slows to unacceptable levels. It is targeted at systems running UniVerse.

# **DesignBais Licencing**

## Backup the DesignBais Licence

Create a folder called LICENCEBACKUP in the DBINETLOGIN folder. In a standard installation the path to this backup location would be

drive:\HOME\DATA\DBINETLOGIN\LICENCEBACKUP

where *drive* may be C or any other drive letter.

Whenever a new DesignBais Licence is received make sure a copy is stored in LICENCEBACKUP. This copy can then be used if the DesignBais Licence record becomes corrupted.

## DesignBais Licence becomes invalidated

The DesignBais Licence is a file called LICENCE.NET that resides in the DBILICENCE file.

In a standard installation the path to the licence file is

*drive*:\HOME\DATA\DBINETLOGIN\DBILICENCE

where *drive* may be C or any other drive letter.

In the event of a licence corruption copy the LICENCE.NET record from the LICENCEBACKUP directory over the top of the actual licence record in the DBILICENCE directory.

# **Database Component Issues**

## System stops with all users receiving errors or running very slowly

The first step is to determine if the issue is in the web component or the database component.

## Data Component – Lock Table

Database Checks (UniVerse)

Log in to the Universe database server as an administrator and log to the UV account. It is recommended that a universe shell is always left on the database server logged in to the UV account since certain errors, such as Universe licence limit exceeded or lock table full, may preclude a new login.

Check the lock table for excessive locks, using a telnet session, by typing at TCL: LIST.READU EVERY

On a system running normally repeated LIST.READU EVERY commands will display a changing set of locks reflecting the activity of users. Check if there is a long list of locks, or an excessive number of locks for one user, or a set of locks that remain in the list.

If there is an indication that the lock table is full or the list of locks is ever increasing try typing at TCL:

UNLOCK ALL

#### **Database Licence Issue**

Check if there is a database licence issue where the system has consumed all the available Universe database licences by typing at TCL:

DOS

This will display the DOS prompt at which you can type the Universe licence display command:

...\uv\bin\uvlictool where ... is the directory path above the uv directory.

Check that Universe and uvcs licences are available. If all licences are being used then, at TCL, you may need to type:

MASTER OFF userno

to log some users off the system.

If there is a major issue that you cannot resolve then you may need to go to Universe Control and stop and then restart universe processes.

UniVerse Control Panel	? ×
Services License About	
Service	Status
UniVerse Resource Service UniVerse Telnet Service Uni RPC Service	Stopped Stopped Running
1	Chart All Services
	Stop All Services
ОК	Cancel Apply

## **DBISESSIONS Files**

Check Designbais Sessions Files DBISESSIONS and any others defined in System Parameters.

0	Session Files		Reporting Session File
X DBISESSI	ONS1	<u> </u>	Preserve DBSTORE
A X DBISESSI	ONS2		
X DBISESSI	ONS3	-	

These may have become corrupted. To verify each of the Sessions Files logto a Universe data account that uses DesignBais and at TCL enter:

#### COUNT DBISESSIONS

Repeat for all defined Sessions Files (DBISESSIONS1 to DBISESSIONS3 in the example shown above).

If this reveals a corruption then use the CLEAR-FILE DATA command to clear the sessions files. Clear the Sessions Files defined in the System Parameters first (DBISESSIONS1 to DBISESSIONS3 in the example shown above) before clearing the main DBISESSIONS file.

If you cannot clear a Sessions File then you may need to create a new file under a different name and change the VOC pointer of the corrupted Sessions File to point to this new file.

Check at the windows level that the files have not hit a 2GB limit if they have not been created as 64BIT files.

CLEARFILE DATA DBISESSIONS and DBISESSIONSn will clear and at a future point convert to 64bit.

FILE.STAT filename will also show whether the files are 64BIT

## Check the &COMO& File

On your own user or a user you know make sure logging is turned on. Logging is on if there is a Y or a C in attribute 10 of the DBIUSERS record.

Delete the &COMO& records *userid* and *userid.1* where *userid* is the DesignBais user id with logging enabled.

Then generate the error by running the DesignBais application. Check the two &COMO& records userid and userid.1 for any details of errors such as file access issues or programs not catalogued.

# Windows Operating System

Check if there is a Windows OS issue.

Check the windows event viewer for system errors and Universe application errors.

## **Check Windows Task Manager**

If the system is running slowly view the task manager details tab and verify which process/processes are using available CPU.

The CPU time is the best column to sort by. For runaway processes this will have climbed to a high value.

Check this along with the current CPU usage.

- Tlserver.exe are telnet sessions
- *uvsh.exe* universe phantoms
- *uvapi\_slave.exe* are designbais uvcs connections.

Also use the performance tab from Task Manager to check disk performance. A queue of greater than 1.0 on a disk will show excessive disk usage.

Problem processes can be killed using MASTER OFF from the UV account at TCL or end task from windows.

19 C		Task Manager								-		
File Options	View											
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System		4	Runni	ing	SYSTEM	00	645:13:22	28 K	3,177	552		
uvapi_slave.	exe	17420	Runni	ing	SYSTEM	00	201:32:48	16,824 K	373	2	F:\u	
Sperfmon.exe		4124	Runni	ing	Administra	00	170:43:57	776,844 K	363	15	"C:\	
🔝 uvapi_slave.e	exe	12516	Runni	ing	SYSTEM	00	145:16:41	16,648 K	376	2	F:\u	

# Web Component Issues

## Web server basic troubleshooting

On the web server (assuming that your dbnet is at <a href="http://localhost/dbnet">http://localhost/dbnet</a> ):

Open IIS (Internet Information Services) Manager

To determine the application pool used by a website:

- Click on machine in left column
- Click and expand *Sites* (if your dbnet is not shown click and expand *Default Web Site*)
- Click on your site
- In the Actions column on the right click on Basic Settings
- The popup will show the name of the application pool for the website
- On the left hand column click and expand Application Pools
- Right click the application pool required and here you can action the stop and start

File View Help Consections Start Page Start Page Start Page Start Page Application Pools Sites Default Web Site Default Method	/bawebdev Filter: Festure Name ASP.NET ASP.NET NET Compilation NET Compilation NET Fror Pages NET Globalization NET Profile NET Profile NET Profile Edit A Default Web Site	net Home • The Go - Show All Gr Description Configure rules for authorizin Configure properties for com Configure pages to return wh Configure globalization prop Configure options that track Cantigure user groups for use Application	roup by: ng users to access websites and spiling managed code hen errors occur verties for managed code user-selected preferences in AS a with .NET Users and Forms au a with .NET Users and Forms au	Actions  Explore Edit Permissions  Besic Settings View Virtual Directones Manage Application Browse Application Browse *180 (http:) Browse *1443 (http:) Advanced Settings  Help Help
Connections Start Page BADEVNEW (BA/S\Administrator) Application Pools Carbon Default Web Site Default Web Site D	/bawebdev Filter: Feature Name ASP.NET ASP.NET NET Authorization R NET Compilation NET Error Pages VET Globalization NET Profile NET Profile NET Roles Edit A	net Home • * Go - Show All Gr Description Configure rules for authonisin Configure properties for com Configure pages to return wh Configure globalization prop Configure options that track Configure options that track Configure user groups for use	roup by: ng users to access websites and spiling managed code hen errors occur letties for managed code user-selected preferences in AS a with .NET Users and Forms as	Actions Child Explore Edit Permissions Child Permissions View Virtual Directories Manage Application Browse Application Browse 1483 (https) Advanced Settings E Help
Start Page BADEVNEW (BAIS\Administrator) Application Pools Sites Default Web Site Default Web Site	Filter: Feature Name ASP.NET ASP.NET NET Authorization R NET Compilation NET Error Pages V.NET Globalization NET Profile NET Profile Default Web Site	Go - Show All Gr Description Configure rules for authonisin Configure properties for com Configure globalization prop Configure globalization prop Configure user groups for use Canfigure user groups for use	roup by: ng users to access websites and spiling managed code hen errors occur letties for managed code user-selected preferences in AS e with .NET Users and Forms as ? X st level ns auth	Copier Edd Permissions      Copier Edd Permissions      Copier Sections     View Virual Directories      Manage Application     Browse Application     Browse %80 (http)     Browse %443 (https)     Advanced Settings      Help
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Cefault Web Site     Cefa	NET Authorization R NET Compilation NET Error Pages NET Globalization NET Profile NET Profile NET Roles Edit Default Web Site	Configure rules for authorizin Configure properties for com Configure pages to return wh Configure globalization prop Configure options that track Configure user groups for use Application	ng users to access websites and opling managed code hen errors occur rerties for managed code user-selected preferences in AS e with .NET Users and Forms as ? X st level ns auth	Manage Application Browse Application Browse 120 (http) Browse 1443 (https) Advanced Settings Help
Bavebdevnet     Bavebdevnet     Bavebdevnet     Bavebdevn     Baveb	Edit /	Application	? X st level ns auth	E 😯 Help
A COLORADO A	/ Appl			
Connect as 'd     Surrise	s inet ibnetuser in Test Settings load		sations specify g	
leady		ОК	Cancel	

Navigate to <u>http://localhost/dbnet</u> to check if the application is running – if this fails continue with the following checks:

Navigate to <u>http://localhost/dbnet/test.html</u> to make sure that the web server is running. This page displays the line "DesignBais HTML test".

l l l l dbnet								
File Home Share View								
Copy Paste shortcut	Nove Copy to v to v	New item ▼ The sy access ▼ Folder	Properties	Select all Select none				
Clipboard	Organize	New	Open	Select				
🍥 💿 🔻 🖺 ► Computer ► Local Disk (C:) ► dbnet								
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Navigate to <u>http://localhost/dbnet/test.aspx</u> to check if the ASP engine is running. This page displays the current server time.

If any of these don't work, then:

- In IIS, find the application pool associated with your DBNET and click on it.
- On the right-hand side, click the *Stop* link.
- Wait for the *Start* link to appear and click to restart the application pool.

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If this action fails then:

• Restart IIS (command shell: >IISRESET) and test again.

If this fails then:

• Reboot the web server

Navigate to <a href="http://localhost/dbnet/">http://localhost/dbnet/</a> to see if your application is running.

If this fails:

• Check the DBNET/debug folder for the most recent errors.

If the application is failing, bring the application to the point just before that failure. Delete all files in your dbnet/debug folder after taking a backup. Proceed with the action that generates the failure and examine the files recreated in that folder.

## Load Balancer and multiple web servers

Perform the webserver tests on all webservers serviced by your load balancer. If these tests are successful then the issue is most likely your load balancer.

# Finding your DBNET on the web server and browsing

Connect (RDP etc. if required) to your web server and on the web server:

- Open IIS (Internet Information Services) Manager
- Click on machine in left column
- Click and expand Sites (if your DBNET is not shown click and expand web sites until you see your DBNET)
- Right click the found DBNET and select Manage Application > Browse. This will open your DBNET in a browser.

Installing Chrome or Edge on the web server and setting it as the default browser will help in fault finding.

# Reporting a problem to DesignBais

- Always start with a URL and login+password for that URL (even if this is an internal URL)
- Web server RDP details; IP/URL, and login+password
- Database server RDP details; IP/URL, and login+password
- Physical location (directory) of your DBNET on the web server
- Database account name and location
- Indicate if you have followed the procedures set out in this document
- Steps to reproduce the problem

# **Results from a functioning DesignBais System**

Expected results from running *uvlictool*:



Example of FILE.STAT DBISESSIONS:



Expected results from running *test.html* and *test.aspx*:

