

AD18 Troubleshooting Tips, Error Messages, Getting Help

I. Purpose:

This document describes some tips on troubleshooting the RMS (Section IV), illustrates some error messages (Section V), and describes the process used to get assistance from Ovitax (Section VI).

II. Who this is for:

RMS Administrators

III. Prerequisites

The users of this procedures are expected to be expert in the RMS application design and to be expert users of the application. The users should be good technical problem solvers.

IV. Troubleshooting Tips

As of December, 2014, RMS version 2.2.1.10786.8852 has been relatively well tested. The main errors that will arise will likely come from data entry actions (i.e. opening, progressing through, and then closing workflows). Nearly all the techniques for troubleshooting the RMS are the same as what might be used to verify changes or actions performed.

- Use Browser looking from different perspectives.
 - Look not only at the concept type (for example, Requirement), but also the associated workflow (for example, Requirement Job)
 - Look at RMS status (under Version) – to see if the workflow or concept is released or still in progress (work state).
- For a concept or workflow, look at the state of associated workflows/jobs. The concatenated descriptor should include “/complete” at its end.

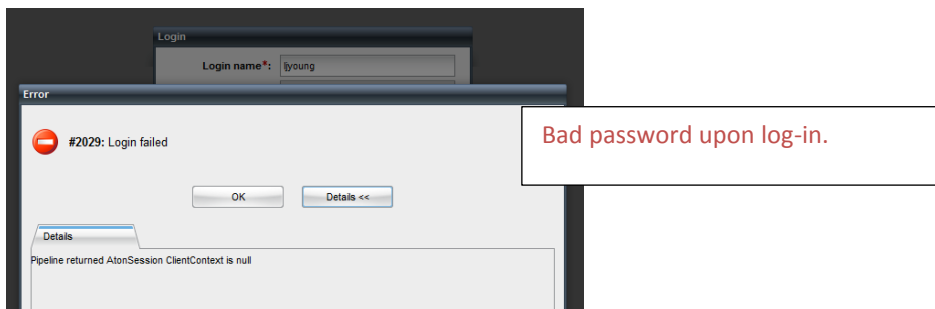
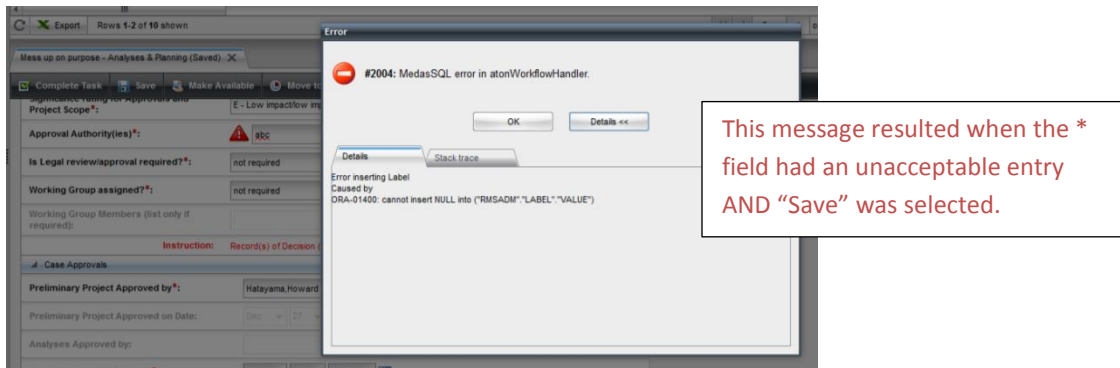
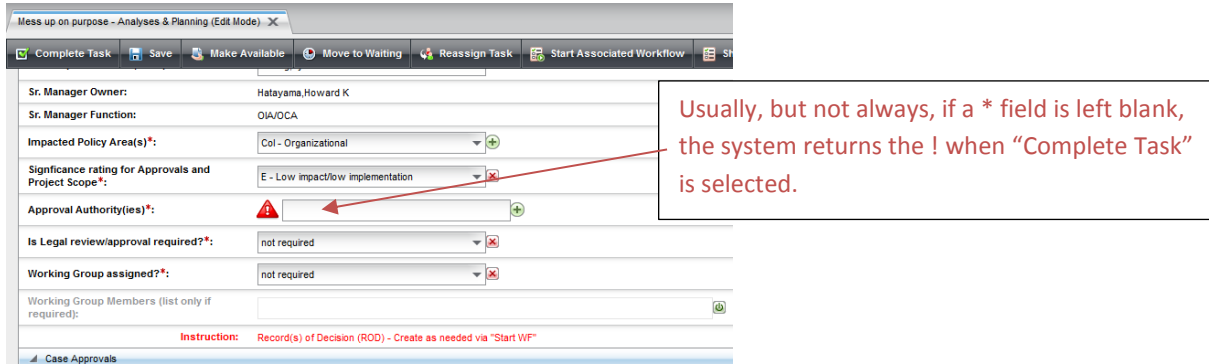
	Problem	Likely Causes/Guidance to Remedy
Workflows (How-to DC04, DC05, DC07, DC31, AD02, AD03, etc.)	A. Case is still open, even though the user believed he/she closed it.	1. An associated workflow (for example, Doc, Req or ROD) is still open. Find open workflow and complete it, or see tip for Problem D or E below. 2. Selected “Save” instead of “Complete Task”. [Note: “Save” only saves, it does not progress the flow.] 3. For Case/RMC Review step/Status (Quality Review), forgot to select radio button with “OK to proceed”. 4. Case/RMC Rep Review Completed – forgot to check that date is entered.
	B. Case workflow does not progress to next step.	1. Forgot to select Status field radio button = “OK to proceed” 2. Selected “Save” instead of “Complete Task”. [Note: “Save” only saves, it does not progress the flow.]
	C. Document workflow returns to “Develop” step.	Review step: Did not select “Review Doc info...ok?” = Yes Mgmt approve step: Did not select “Doc Approver” = approved RMC Review step: Did not select “RMC Rep” = approved

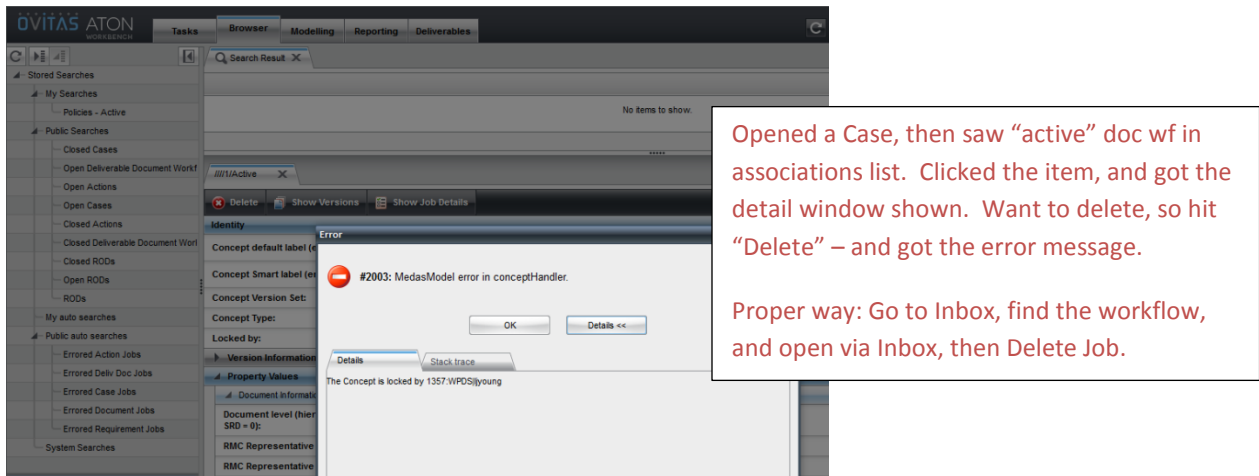
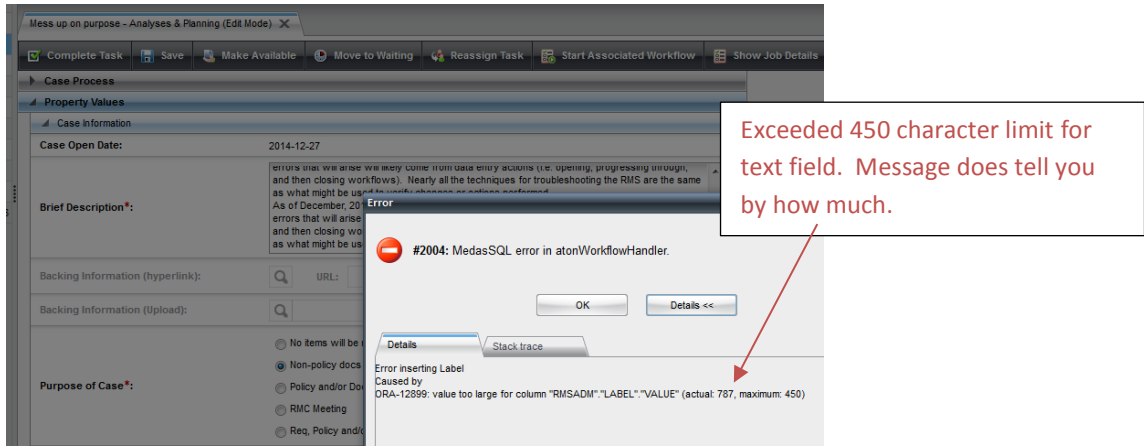
	Problem	Likely Causes/Guidance to Remedy
		See also Job diagram at bottom of workflow: Trace dotted lines that will cause return.
	D. Doc wf – made a mistake midstream, don’t like the wf; can’t close Case	Remedy: Get rid of it by deleting Job workflow (How-to #DC31)
	E. Case has active workflow, but can’t find in Inbox.	Possible remedy: 1. Search <u>workflow</u> via Browser. (Go to Req Workflow type rather than “Req”, or Doc Workflow and not “Doc”) 2. Find the open workflow by searching all, and then sorting by Version. 3. Open details of the unfinished workflow. Select “View Job”, then open the last job step, THEN select “Delete Job”.
Search (How-to #V01, VO2, VO3, VO3A)	F. Search results in nothing found	1. A field in search mask is enabled, but no value. Disable (make the red button turn green) 2. Too many filter fields (overconstrained problem) 3. Too precise string. Use few words and/or intersperse with wild cards.
	G. Search results in too long a list	1. Did not apply any filter. Narrow search to shorten list.
	H. Search results show duplication	1. Might indeed be a duplicate (verify, then deprecate per How-to #AD12 – be careful.) 2. One item might be retired. Look at Status column
	I. Exported or generated file does not come up	1. Browser may need to allow popup (usually for Firefox). Allow but then re-request the export.
System	No log-in window	LBNL server is down. Contact LBNL IT
	Log-in window appears, but application won’t work	RMS app has a problem. Contact LBNL IT first to make sure who owns resolution; then if IT can’t guide, contact Ovitass
	System response time is consistently slow (>15 seconds) for all interactions with RMS.	Contact LBNL IT – there may be something interfering with data paths (with app, or between app and database, etc.) Note: Dev RMS system is KNOWN to be exceedingly slow.
	App display not clean looking	Could be mismatch between Browser and RMS. Ovitass does not update RMS interfaces to Browsers very often. Firefox usually auto-updates.
	App not working smoothly on Internet Explorer.	RMS is not tuned for IE. Better to use Firefox or Chrome

V. Sample Error Messages

Ovitas RMS error messages are very cryptic. We had asked Ovitas for (Issue Tracker #270), but did not receive the list of error message codes and roughly what they mean.

Here are some of the common errors:





VI. Getting Help

During the development of the RMS, LBNL IT-Business Systems engineers played a very limited role. The assigned IT engineer has since left LBNL (August, 2014). The original RM PM has also left LBNL (August, 2014).

1. As of December, 2014, the most expert LBNL users of the RMS reside in RM Program. No one in LBNL IT Business Systems is familiar with the usage of the RMS application.
2. As of August, 2014, **no** LBNL person is expert in the RMS application design details or the Ovitass Workpoint Designer.
 - a. For any problem with the application, errors, lockups, stuck workflows, contact Ovitass.
 - b. For any changes to set up or application definitions, contact Ovitass.
3. LBNL IT Business Systems can help with:
 - a. Server system issues: down, poor performance
 - b. Coverage of annual Ovitass maintenance/license fees (IT issues PO – should double check with IT Business Systems group lead)
 - c. Coverage of RMS improvement costs: OIA/OCA may pay the costs, but IT will set up the PO and arrangements (talk to IT Business Systems group lead).

Methods of communications with Ovitass: With completion of development of the RMS, Ovitass prefers that LBNL purchase a “Service Package”, which is payment for an agreed-to block of time to provide consultation and assistance. To date, LBNL has not purchased blocks of time. For the several upgrades, a time-material PO was set up, based on a request for quote for a specific list of upgrades or fixes. Completion of an upgrade included full test of the changes by the RM PM.

- Minor fixes that are known to be Ovitass responsibility: If it is possible to prove that the RMS design is at fault, then Ovitass will respond and fix. LJY note: there are very few of these, if any at all. The RMS (at least through September 2014) has been pretty well tested.
- Minor fixes due to LBNL user error: On occasion, LBNL users have entangled workflows and only Ovitass can clear these. If the fix is quick, Ovitass has sometimes not charged.
- General recommendation:
 - Upgrades/changes to definitions:
 - Picklist items, instructions, wording of field labels, wording of alerts: these are quick and have no impact on workflows, require almost no testing – very low cost. [How-to #AD30 captures the simple stuff – however, as noted in AD30, no one at LBNL is qualified to perform the steps.]
 - Workflow changes: Only Ovitass can do these. Because workflows have intertwining steps, dependencies, triggers (for example: alerts), Ovitass must test thoroughly – usually half a day or more. Further, LBNL must also verify. To minimize cost, best is to bundle several changes requiring full system test together.
 - Use Issues Tracker to log in problems or requests. Collect a bunch and then request quote from Ovitass to fix, update, etc. As of 2014, the charges were approximately \$250/hr. The Issues Tracker is helpful to record history and should be kept up to date.

- For the longer term, it may be worthwhile for LBNL IT Business Systems to become fluent in the basics of the Ovitax technology and the RMS application. The alternative is to continue purchasing the services of Ovitax, whether annually (via the service package program) or as needed via individual POs.

VI. Revision History

Revision	Date	Who	Description
0	12/28/2014	L.J. Young	Initial