# Content Manager OnDemand

## *ODWEK collecting data – CGI*

IBM Information Management software

@business on demand.

This presentation covers collecting data for ODWEK CGI problems.

# ODWEK collecting data – CGI Crash/Hang

- Files and information to collect:
  - Any core dump files or user.dmps
    - User.dmp can be located by running Start->Run->drwtsn32, check the Dr. Watson Crash Dump directory at the top of the window
  - ODWEK Trace=4 file (arswww.trace*)
  - arswww.ini
    - Located in the same directory as the arswww.cgi file
  - For a hang situation; collect the OnDemand server System Log for a period of 10 minutes leading up to the hang

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Collecting the necessary data before opening a support ticket with IBM Software Support will speed the process and resolution to the problem being reported.

The items listed here will assist you in providing that information.

In a CGI abend or hang situation collect any core dump or user.dmp files. The user.dmp file is located running drwtson32 from Start -> Run. Check the Crash Dump directory specified for the user.dmp file. Also provide the ODWEK Trace=4 file (arswww.trace*) and the arswww.ini file, which is located in the same directory as the arswww.cgi file.

If this is a hang situation, collect the OnDemand server System Log for a period of 10 minutes leading up to the hang.

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# ODWEK collecting data – CGI Abend/Hang

- **Background information to request**
  - ▶ Is the abend reproducible at will?
    - If so, what are the specific re-create steps? Can the abend or hang symptom be re-created using the OnDemand Windows® client?
  - ▶ Is there a pattern to the abend or hang? Does it occur daily, weekly, intermittently?
  - ▶ Any changes made recently?
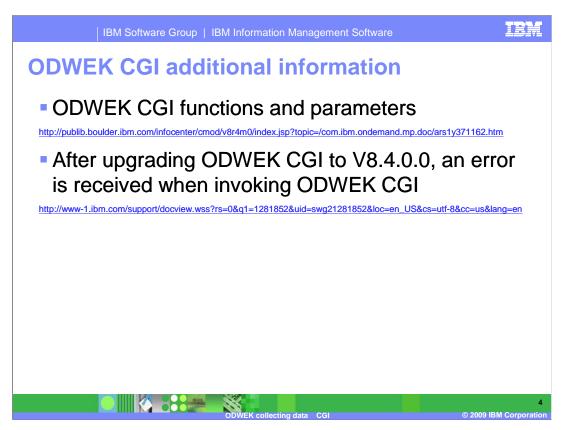    - OnDemand server
    - ODWEK application

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Important background information is very important to the resolution of the problem being reported. Is the problem reproducible? What are the steps to reproduce the problem? Can the abend or hang symptom be re-created using the OnDemand Windows Client?

Is there a pattern to the abend? How often does it occur? Daily, weekly, or intermittently?

Have there been any changes made to the OnDemand server or ODWEK application recently?

# ODWEK CGI additional information

- ## ODWEK CGI functions and parameters

  http://publib.boulder.ibm.com/infocenter/cmod/v8r4m0/index.jsp?topic=/com.ibm.ondemand.mp.doc/ars1y371162.htm

- ## After upgrading ODWEK CGI to V8.4.0.0, an error is received when invoking ODWEK CGI

  http://www-1.ibm.com/support/docview.wss?rs=0&q1=1281852&uid=swg21281852&loc=en_US&cs=utf-8&cc=us&lang=en

These links provide additional CGI information.

There is a known problem that can occur after upgrading to ODWEK CGI V8.4.0.0. The link provided gives additional information and the solution regarding the error that can be encountered.

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