



IBM Software Group

Content Manager OnDemand

ODWEK collecting data – Servlet

IBM Information Management software



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Updated June 22, 2009

This presentation covers collecting data for ODWEK Servlet problems.

Collecting data - ODWEK servlet abend

- Files and information to collect:

- ▶ Collect the WebSphere® Crash MustGather

<http://www-1.ibm.com/support/search.wss?rs=180&tc=SSEQTP&tc1=SSCYP8L&q=MustGatherDocument>

- ▶ Collect the corresponding ODWEK Trace=4 file

- arswwww.trace*

- ▶ arswwww.ini

- Referenced in the ConfigDir directory in ODWEK application's web.xml

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.

Collect all of the data referenced in the WebSphere Crash MustGather document link, the ODWEK Trace=4 file and the arswwww.ini file.

Collecting data - ODWEK servlet abend

- Optional items - if requested:
 - ▶ HTTP server's access and error logs
 - Good for viewing requests and query strings passed to the servlet
 - Located in \$HTTP_server/logs directory

Optionally, the HTTP server's access and error logs might be requested for viewing requests and query strings passed to the servlet. The HTTP server's access and error logs are located in the \$HTTP_server/logs directory.

Collecting data - ODWEK servlet abend

- Good background information to provide
 - ▶ Is the abend reproducible at will?
 - If so, what are the specific re-create steps
 - ▶ Is there a pattern to the abend? Does it occur daily, weekly, intermittently?
 - ▶ Has the volume of users or ODWEK activity increased recently?

Additionally, good information to have ready for the IBM Software Support Engineer is; is the abend reproducible at will? If so, what are the steps to re-create the problem?

Is there a pattern to the abend? How often does it occur? Daily? Weekly? Is it intermittent?

Has the volume of users or ODWEK activity increased recently?

Collecting data - ODWEK servlet abend

- ▶ Any changes made recently?
 - OnDemand server
 - ODWEK application
- ▶ Is there only a single ODWEK application deployed on the application server?
 - If more then one, is it another ODWEK servlet or Java™ API application?
 - [Technote 1303470](#)

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

Is there only one ODWEK application deployed on the application server?

If there is more than one, is it another ODWEK servlet or Java API application? If so, see Technote 1303470

Collecting data - ODWEK servlet hang

- Files and information to collect:

- ▶ Collect the WebSphere Hang MustGather

<http://www-1.ibm.com/support/search.wss?rs=180&tc=SSEQTP&tc1=SSCMPB9&q=MustGatherDocument>

- ▶ Collect the corresponding ODWEK Trace=4 file

- arswwww.trace*

- ▶ arswwww.ini

- Referenced in the ConfigDir directory in the ODWEK application's web.xml

- ▶ OnDemand server System Log for a period of 10 minutes before the hang

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.

Collect all of the data referenced in the WebSphere Hang MustGather document link, the ODWEK Trace=4 file and the arswwww.ini file. Also collect the OnDemand server System log for a period of 10 minutes before the hang.

Collecting data - ODWEK servlet hang

- Optional items - if requested:
 - ▶ HTTP server's access and error logs
 - Good for viewing requests and query strings passed to the servlet
 - Located in \$HTTP_server/logs directory

Optionally, the HTTP server's access and error logs might be requested for viewing requests and query strings passed to the servlet. The HTTP server's access and error logs are located in the \$HTTP_server/logs directory.

Collecting data - ODWEK servlet hang

- Good background information to provide
 - ▶ Can the hang symptom be re-created using the OnDemand Windows® Client
 - ▶ Is there a pattern to the hang? Does it occur daily, weekly, intermittently?
 - ▶ Has the volume of users or ODWEK activity increased recently?
 - ▶ Any recent changes made?
 - OnDemand Server
 - ODWEK Servlet application

Additionally, good information to have ready for IBM Software Support; can the hang symptom be reproduced using the OnDemand Windows client? Is there a pattern to the hang? How often does it occur? Daily? Weekly? Is it intermittent?

Has the volume of users or ODWEK activity increased recently?

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

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