



Welcome

Troubleshooting Viz Graphic Hub



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Troubleshooting Viz Graphic Hub



Requirements for a proper environment:

- Version numbers must be identical
- No Antivirus Software running
- Firewall turned off
- Proper network driver (DL380)
- Main NIC should be first one
- Fixed IP Adresses

- GH Manager should NOT be installed on a Cluster environment
- Deploy Agent should NOT be installed on a Cluster environment

Troubleshooting Viz Graphic Hub

Standard tasks:

Make sure, each machine can see the opposite one (ping, tracert, etc)

Check NIC interfaces

Disable Antivirus system

Check Taskmanager for other processes

Backup any existing data directory

Deinstall any previous version

Move DataDirectory to d:\ Drive and install the software

NEVER share the data directory!!!





Replications means that every transaction performed on the primary server is immediately mirrored on the replication server.

Replication is based on Triggers based on changes. Do NOT expect that if you delete a file from the Replication server, it will be automatically restored.

This means, that a GH cluster is suitable for 24/7 environments but not 365 as a GH Cluster needs administrative tasks from time to time!



Failover means that the main server becomes unavailable and all clients will be redirected to the replication server.

This can be caused by...

hardware failure, software errors, power loss, network problems....

A regular Viz Art

After a failover a restart of the cluster
is recommended!

Troubleshooting Viz Graphic Hub

Keep an eye on your graphic hub:
Monitor your server
Journal entries and journal logs
Configure Alerts
Do Server Diffs



The screenshot shows the 'Journal' window for 'VizDbServer@FLORITZ(Admin)'. The interface includes a filter section on the left, a central table of log entries, and a 'Journal entry properties' panel on the right.

Journal filter: Server: VizDbServer@FLORITZ(Admin), Applicat.: any, UUID: (empty), Date: anytime, 28.02.2012 16:00, and 28.02.2012 17:00, Details: like: (empty), not like: (empty), Alerts: Filter by selected alerts?

Date	Application	Level	Subject
28.02.2012 15:55:47	SYSTEM	802	Warning: Client connection lost.
28.02.2012 15:54:46	SYSTEM	802	Warning: Client connection lost.
28.02.2012 15:33:09	SYSTEM	0	Action Log: VizDb Server Runtime...
28.02.2012 15:04:02	SYSTEM	910	FATAL ERROR: Corrupted File det...
28.02.2012 15:03:53	SYSTEM	10	Action Log: Create Object
28.02.2012 15:03:53	SYSTEM	10	Action Log: Create Object
28.02.2012 15:03:52	SYSTEM	10	Action Log: Create Object
28.02.2012 15:03:52	SYSTEM	10	Action Log: Create Object
28.02.2012 15:03:52	SYSTEM	10	Action Log: Create Object
28.02.2012 15:03:52	SYSTEM	10	Action Log: Create Object
28.02.2012 15:03:52	SYSTEM	10	Action Log: Create Object
28.02.2012 15:03:51	SYSTEM	10	Action Log: Create Object
28.02.2012 15:03:51	SYSTEM	10	Action Log: Create Object
28.02.2012 15:03:51	SYSTEM	10	Action Log: Create Object
28.02.2012 15:03:48	SYSTEM	10	Action Log: Create Object
28.02.2012 15:03:48	SYSTEM	10	Action Log: Create Object
28.02.2012 15:03:48	SYSTEM	10	Action Log: Create Object

30.747 journal entries found | VizDbServer@FLORITZ(Admin)

Journal entry properties: Server: VizDbServer@FLORITZ, Application: SYSTEM, Date: 28.02.2012 15:04:02, UUID: P 6F176E1D-E2D3-4180-830DE3509F6082E1, Subject: FATAL ERROR: Corrupted File detected!, Description: The system has a corrupted file detected. Please try to restore this file via VizDb Manager. Consequence: (empty), Details: Object information: Name: latomolleINV, Type: IMAGE, Affected Files: 9, Error information: (empty)



Troubleshooting Viz Graphic Hub



Testing replication



Make sure that no clients are working on

The main server has automatically taken over as the primary server in the cluster.

If everything went ok, your Cluster is ready to work in a real production environment.

GH Manager shows a red label on Main Server and it's Folder structure

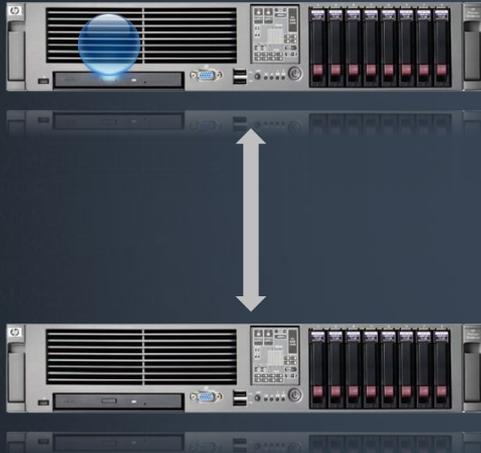
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Realtime Mode

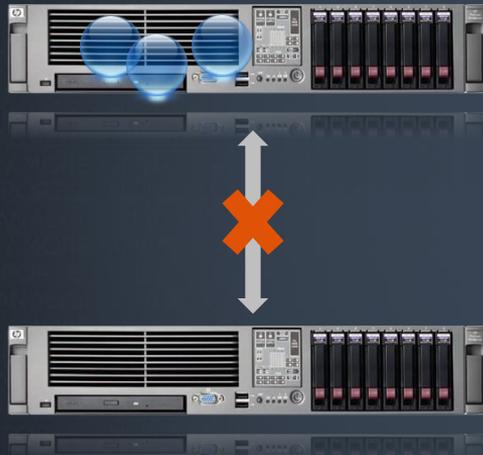


Every transaction performed on the primary server is immediately mirrored on the replication server

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Replication Mode



After 15 minutes, transactions are being buffered on the Viz Graphic Hub Server will switch to realtime replication again. These are **Open Transactions**. If clients were directed to another server than the primary during the down-time, the clients will be re-directed to the primary server again.

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How to shutdown

- ✓ Check if the transaction is completed
- ✓ Inform any users about the shutdown
- ✓ Perform shutdown

The screenshot shows the 'Overview of server' window for 'VizGraphicHub@VizGH-Matthias' (Main console). The 'Viz GH Terminal' window is open, displaying a menu with the following items:

- Options... Refresh Backup... Report...
- Server View Tools Extra Info
- Login... Ctrl+G / F7
- Logout... Ctrl+O / F8
- Terminals... Ctrl+T / F9
- Shutdown... Ctrl+W / F10** (highlighted)
- Check...
- Import
- Differences... Ctrl+Shift+F5
- Administer journal entries... Ctrl+Shift+F6
- Configure alerts... Ctrl+Shift+F7
- Exit Ctrl+Q

The 'Emergency shutdown' button is visible at the bottom of the terminal window, but it is crossed out with a red circle and a diagonal line, indicating it should not be used.

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How to start a cluster

✓ Terminal o
Replication

Main Server MUST be the first server started.

✓ "Autostart checked?"

The Replication server is started automatically by the Main Server.

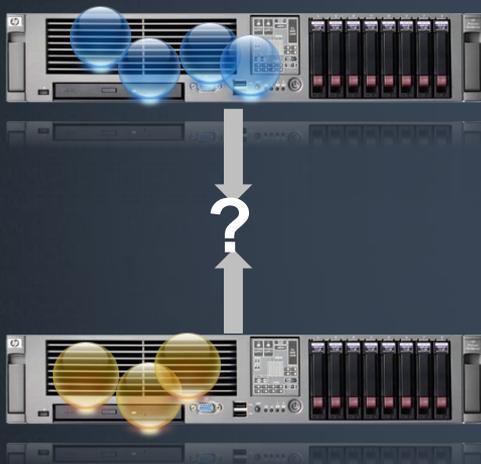
✓ Check con

✓ Click the Start Button

✓ Click the Start Button

Troubleshooting Viz Graphic Hub

Solve problems during startup



Startup fails, if both Main and Replication have open transactions, both machines will start as M



✓ Manual Folder transa recover Folder

✓ Startup Cluster

✓ Startup Cluster



Troubleshooting Viz Graphic Hub

- ✓ Create a Backup of your Database
- ✓ Close all Deploy and Rest Agent connections
- ✓ Select „Safe Mode“ in GH Terminal and confirm it after startup.
- ✓ Open GH Manager and deploy your restored files to an empty server

```
C:\Program Files\vizrt\VizGH 2.0\WizDb.exe
=====
[...]
```



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Troubleshooting Viz Graphic Hub

After switching from realtime to replication mode on a cluster rebuild, the files may differ. Then you need to do a manual sync.

To verify a running cluster:
Check Checksum
Server Diff

For minor differences:

- ✓ Do a "Diff all"
- ✓ Sort by size and then delete all files with a size of 0.00 KB.
- ✓ Click the Diff All button again
- ✓ Sort by missing types
- ✓ Manually DDC
- ✓ Manually DDC

Properties for server "VizGraphicHub@VizGH-Mother"

General | Checksum

Name: VizGraphicHub@VizGH-Mother

Health: ✔
Disk: ✔
Memory: ✔
License: ✔

Checksum
4C02DFFA506AC9B4
14EB7AE6D4F344E8
E26F129971B1245A
D8E70A1ADC35A22B
93FB95EFE699366C

Server(s) where logged in: Refresh

@FLORITZ
VizGraphicHub@VizGH-Father
Server checksum (4C02DFFA506AC9B4)
Structure only (14EB7AE6D4F344E8)
Structure incl. filedata (E26F129971B1245A)
Filedata only (D8E70A1ADC35A22B)
Licenses only (93FB95EFE699366C)

Operation may take a long time depending on the database size!

OK Cancel Apply



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For major differences:

- ✓ Shut down both servers main & replication.
- ✓ Back up and then delete the replication server's data directory.
- ✓ Copy the main server's data directory to the replication server
- ✓ Delete in both data directories the VizDbRecover folder
- ✓ Start up the main server first.
- ✓ Check the Journal for error messages.

Troubleshooting Viz Graphic Hub

Troubleshooting

Deploy Agent
server to other

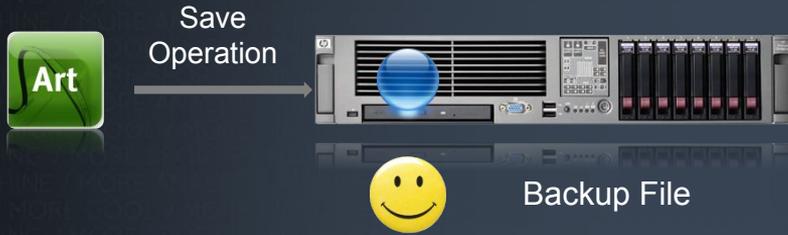
- ✓ Make sure the service is started (Check Account settings)
- ✓ Make sure all network connections and destinations are reachable
- ✓ Clean the "Open Tasks" folder on the deploy agent machine
- ✓ Delete any deploy tasks and start again.
- ✓ Try login with IP numbers and not hostname
- ✓ Check journal log
- ✓ Check System Clock



Troubleshooting Viz Graphic Hub



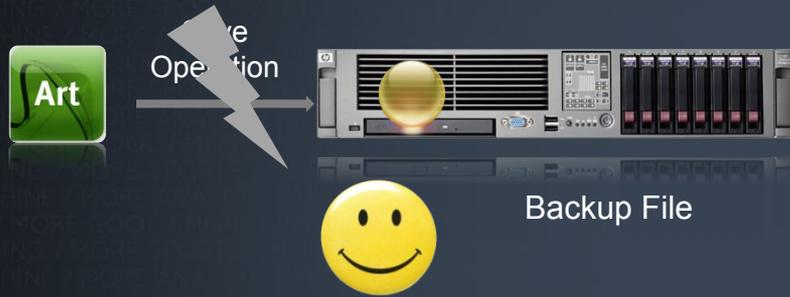
Restore corrupted Files



Before overwriting any file of the GH, a backup file will be created.

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Restore corrupted Files



- ✓ Log on using GH Manager
- ✓ Search for entry in Journal Log and click on “P” button.
- ✓ Doubleclick file and restore it
- ✓ Confirm that file's checksum!= 0

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checksum!= 0



Troubleshooting Viz Graphic Hub

Backup GH and Restore Points

The Terminal can be configured to create a Backup, everytime the GH is shut down. These Backups can be used as Restore Points

This can be useful for taking regular backups every time you shut down Viz Graphic Hub.





Backup GH and Restore Points

To roll back to previously stored Restore Point:

Do not restore into the actual
datadirectory, create a new one!

Limit the number of maximum restore
points to save disk space

Now”



What is needed for a proper problem report/case?

- ✓ Create a case in CRM
- ✓ Create a Report on ALL Graphic Hubs involved. At least Main/Replication
- ✓ Screenshots of GH Manager showing Tasks, Folder Structure
- ✓ If necessary a copy of the GH Content



Thank You!

Questions?



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