

# QAD .NET UI Learn to Speak Error

MWUG Fall 2014

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## QAD .NET UI Learn to Speak ERROR

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President & Principal Consultant  
Dalo Consulting Inc.

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## Agenda

- Introduction
  - .NET UI Architecture
  - Database
  - Tomcat
    - Connection Manager
    - QADHOME
  - Embedded Telnet Screens
  - Webspool/AppServer Brokers
  - Questions

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## Dalo Consulting Inc.

- Implementing .NET UI since version 1.0
- Wrote the original System Admin course
- Performed specialized services at more than 50 QAD customer sites:
  - Progress Database Administration
  - Install/Upgrades/Migrations of Progress & QAD Applications (.NET UI, Qxtend, etc...)
  - Technical Audits / Performance Tuning
  - Business Continuity Strategies
- Key Member in a large ongoing QAD Implementation

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## Before We Start...

- *Your Mileage May Vary*
  - Information in this presentation may not necessarily apply to your environment
  - An overview on troubleshooting common .NET UI and “translating” the error messages, not a complete how-to guide
  - Assuming .NET UI is already installed and configured correctly
  - Demo done on .NET UI 2.9.4, QAD 2007, 10.2B08, Centos 5.5 Linux


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## ERROR Messages

- Information displayed when an unexpected condition occurs. Error messages are used when user intervention is required, to indicate that a desired operation has failed, or to relay important warnings.



Reference: [http://en.wikipedia.org/wiki/Error\\_message](http://en.wikipedia.org/wiki/Error_message) Image: [https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9CqTc0gMBAPkxv5wWlBpqaMhKv4qf9a2s\\_7j4q2725](https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9CqTc0gMBAPkxv5wWlBpqaMhKv4qf9a2s_7j4q2725)

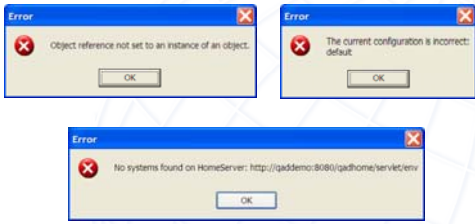
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## ERROR ERROR ERROR

- What do these mean?



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## .NET UI Architecture

The diagram illustrates the .NET UI Architecture. At the top, QAD .NET UI includes Log-in, Browse, Lookups, Help, NET UI Maintenance Programs, and Telnet Maintenance Programs. Below this is the Tomcat layer with catalina.out, JPSDK, WebApp Connection Manager, and QADHOME (with desktop.log). The Progress .NET UI AppServer layer includes WebSpeed Server, WebSpeed Broker, NameServer, and Agent Processes. The Telnet Server layer includes NET UI Progress Code, Desktop Progress Code, and QAD Standard Edition Application Code. The bottom layer includes Progress AdminServer, Progress RDBMS, and QAD Standard Edition Database. Log files like QAD Applications.log, qadhome-AS-server.log, qadhome-WS-server.log, and NS1.ns1.log are also indicated.

Reference: QAD .NET UI Installation Guide

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## Hidden Debug Screen

- `http://<TOMCAT HOST>:<PORT>/<UI NAME>/admin/?debug`

The screenshot shows the QAD admin interface. A red box highlights a 'debug' link in the top right corner of the page. The main content area shows the 'Connection Manager - Default/Desktop' configuration page with various options like 'Setup', 'Configuration Info', 'Dump Agents', 'Raise FID', 'Reset Configuration', 'More Tool Data', 'Print Header', 'Screen URL', 'Print Message', 'WebSpeed Progress', 'WebSpeed User', 'Config File', 'Setup File', and 'Other Log Files'. There are also buttons for 'Cancel', 'Desktop Log', 'User Count Log', 'Administration Log', and 'Apply URL'.

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## Database

- Database set
  - QADDB, QADADM, QADHLP, etc.
- Ground zero
- First component to start
- Lost connection or interruption often requires a restart on all other dependant .NET UI components:
  - WebSpeed/AppServer
  - Connection Manager

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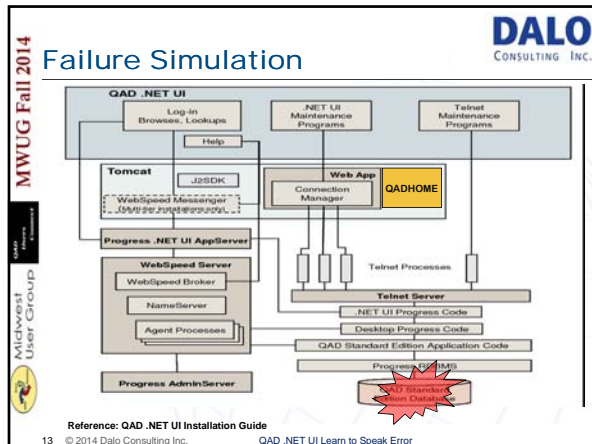
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## Startup Sequence

- Terminal Server (Started by OS)
- Progress Admin Server
- Progress Naming Server
- QAD Database Set**
- Tomcat
  - .NET UI Webapp (Connection Manager)**
  - QADHOME
- Webspeed & Appserver Brokers**

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# QAD .NET UI Learn to Speak Error



**Troubleshooting**

- Launch client script from back-end to reveal possible DB or code issues:

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**Troubleshooting the DBs**

- Check database log files <dbname>.lg
- Some common issues
  - BI Growth
  - AI extents full
  - Unable to grow extent
  - File System full
  - User count reached (-n)

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**Monitoring the DBs**

- Use monitoring tool such as:
  - OpenEdge Management
  - QAD Monitoring Framework
  - Other...
- Use scripts to check status
  - Promon
  - Proutil <dbname> -C dbpics
  - Trap .lg file for error messages such as SYSTEM ERROR

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**Tomcat Webapps**

- QADHOME**
  - Contains .NET UI Install Package:
 

```
<TOMCAT>/webapps/qadhome/client:
background.jpg Graphics options.js Setup.htm setup.ocx
container index.jsp QAD.Applications.exe setup.html setup.zip
data1.cab install.bat setupapplet.jar setup.ini SVGView.exe
data1.hdr ISSetup.dll _Setup.dll setup.inx version.xml
data2.cab layout.bin setup.exe setup.isn
```
  - Configuration Store:
    - Stored in <TOMCAT INSTALL>/webapps/qadhome/configurations/<UI NAME>/client-session.xml
    - Client state
    - Favorites


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# QAD .NET UI Learn to Speak Error

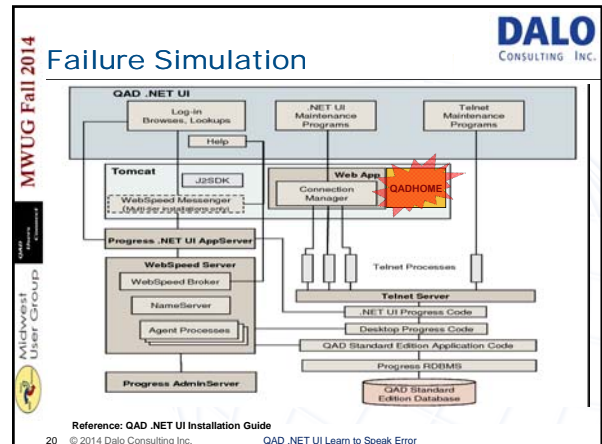
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**QADHOME**

**Configuration store is what displays drop down list:**



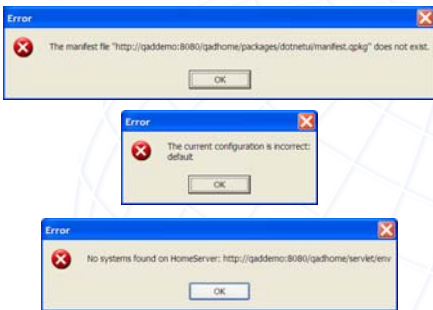
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**QADHOME Trouble**

**When QADHOME is down**

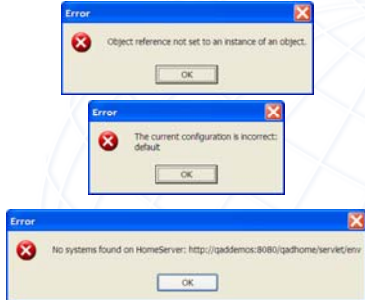


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**QADHOME Trouble**

**When QADHOME is unreachable**



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**QADDEMO Unreachable**

**Possible Causes:**

- Tomcat is down:
  - Check `http://<TOMCATHOST>:<PORT>`
- Network is down / Tomcat server is down or unreachable from client:
  - Ping Tomcat Host from .NET UI User:
 

```
C:\Documents and Settings\Nectar>ping qaddemo
                    Pinging qaddemo [10.167.3.2] with 32 bytes of data:
                    Reply from 10.167.3.2: bytes=32 time=2ms TTL=64
```



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**Possible Failures**

- java.lang.outofmemory
  - Resolution: Increase heap size in `<TOMCAT Install>/bin/setenv.sh`:
 

```
CATALINA_OPTS="-Djava.awt.headless=true -server -Xms256m -Xmx256m -Dfile.encoding=utf-8" export CATALINA_OPTS
```
- Other possible causes:
  - File system full
  - Network or VPN connection broken from client to server


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**MWUG Fall 2014** **Tomcat Monitoring** **DALO CONSULTING INC.**

- Tomcat Status: `http://<server>:<Tomcat Port>`
  - Example: `http://serv456.com:8086`



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**MWUG Fall 2014** **Tomcat Monitoring cont'd** **DALO CONSULTING INC.**

- Tomcat Status: Other Methods:
  - Check if process is running:
    - `PID= cat $TOMCAT/logs/tomcat.pid`
    - `PID_STATUS= ps -ef | grep SPID | grep -c $TOMCAT[/]`
  - Use port monitor: (OE Management, Monitoring Framework or other tool)

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**MWUG Fall 2014** **Connection Manager / UI Webapp** **DALO CONSULTING INC.**


- Component that hosts .NET UI Maintenance Screens
- Shows up as your <UI NAME> in the Tomcat Manager screen:
 

Host	URI	Access	Auth	Role	WebApp
serv236	/QAD Desktop 2.76 N6 18	allow	all		QAD Desktop
- Can be accessed through `http://<Tomcat Host>:<Port>/<UI NAME>`. Uses QAD login

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**MWUG Fall 2014** **Connection Manager / UI Webapp** **DALO CONSULTING INC.**

- Uses a pool of connections to launch a screen on behalf of the user

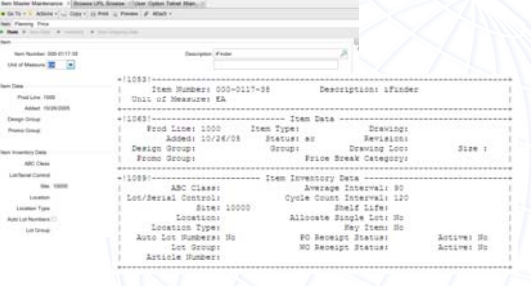


Status	ID	Process ID	User ID	Device	User ID	Maximum Connections	Program
Idle	1	0	null		null	0	null
Idle	2	0	null		null	0	null
Idle	1	0	null		null	0	null
Idle	0	0	null		null	0	null
Idle	4	0	null		null	0	null
Idle	0	0	null		null	0	null

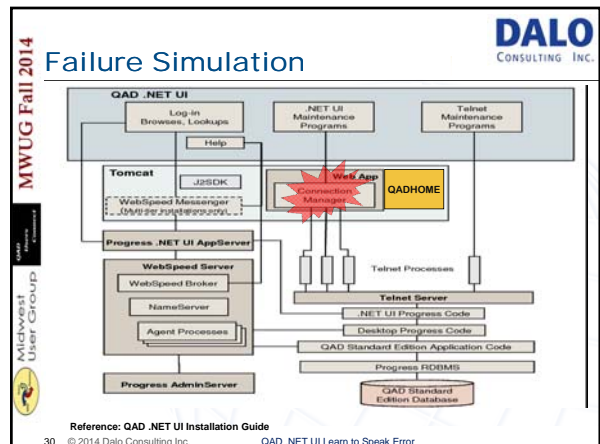
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- Actually a CHUI session in the back end:



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## Connection Manager Trouble

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## Connection Manager Trouble

- When websp is down:**

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## Connection Manager Trouble

- When user has opened too many maintenance screens:**
- Does not apply to Terminal-Mode or Browse Screens**

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## Max Connections

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## Connection Manager Trouble

- When MAX connection manager settings have been reached and no more idle sessions:**

Status	ID	Process ID	User ID	Device	User IP
Busy	7	11903	mfg	/dev/tty1	10.167.3.5
<b>Total</b>	<b>1</b>				

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## Connection Manager Trouble

- Connection Manager reached maximum attempts to add an idle session:**

Status	ID	Process ID	User ID	Device	User IP	Maximum Connections	Program
<b>Total</b>	<b>1</b>						

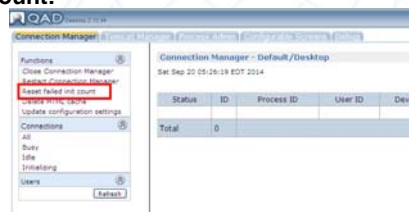
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## Connection Manager Trouble

- Often caused by a temporary DB failure such as a BI stall or a login failure
- Can be resolved by resetting max failed init count:

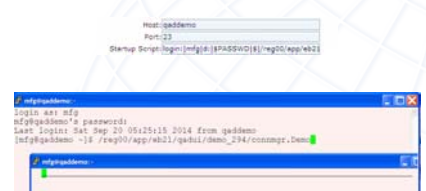


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## CM Troubleshooting

- Open a terminal and manually copy/paste settings from "Update Configuration Settings" to terminal

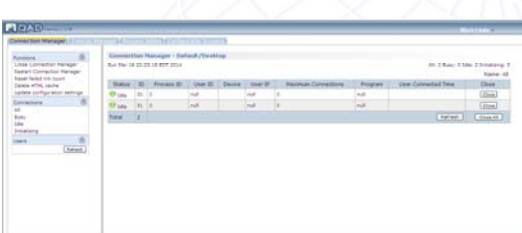


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## Connection Manager Monitoring

- `http://<Tomcat Host>:<Port>/<UI Name>`
  - Example: `http://serv456.com:8086/PROD_294`



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## Connection Manager Pool Monitoring

- Connection Manager Heartbeat URLs:
  - idle.jsp:
    - Returns number of idle sessions
  - status.jsp:
    - Returns total/busy/initializing/idle status:
      - All: 3
      - Busy: 1
      - Init: 0
      - Idle: 2
  - busy.jsp:
    - Returns number of busy sessions

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## Connection Manager Pool Monitoring cont'd

- Connection Manager Heartbeat URLs:
  - init.jsp:
    - Returns number of sessions initializing
  - list.jsp:
    - Returns detailed info on busy sessions:

PID	USER	DEVICE	IP	MAX	PROGRAM	TIME
15421236	mfrjmk	/dev/tty30	136.18.203.4	5	gpcv932.p	Sun Mar 16 22:26:41 EDT 2014
8764960	mfrjmk	/dev/tty37	136.18.203.4	5	gpcv932.p	Sun Mar 16 22:26:47 EDT 2014
8226098	mfrjmk	/dev/tty17	136.18.203.47	5	mqshb.p	Sun Mar 16 22:13:19 EDT 2014
3596294	mfrjmk	/dev/tty131	136.18.203.188	5	mqshb.p	Sun Mar 16 22:13:42 EDT 2014
9922298	mfrjmk	/dev/tty13	136.17.87.66	5	mqshb.p	Sun Mar 16 22:15:01 EDT 2014

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## Connection Manager Pool Monitoring cont'd

- Connection Manager Heartbeat URLs:
  - Can be accessed via web browser:
    - `http://<Tomcat Host>:<Port>/<UI-name>/heartbeat/idle.jsp`
  - Can also be accessed by using a command line browser such as "lynx": <http://lynx.isc.org/>
  - With "lynx", we can incorporate web commands into scripts for monitoring, starting and stopping the connection pool
  - Can also be used by monitoring tool

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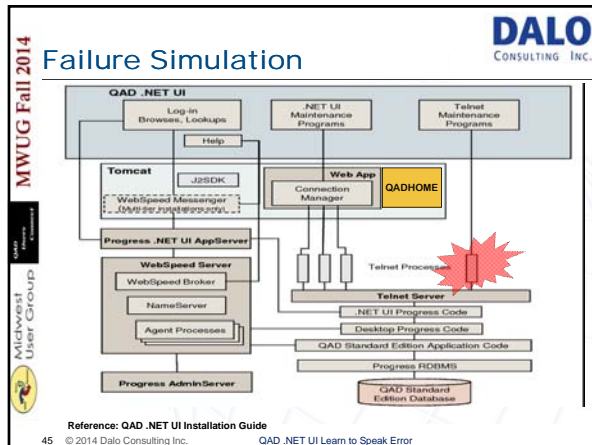
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## Embedded Telnet Screen

- AKA Terminal Mode
- A CHUI screen inside .NET UI

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## Terminal Mode Failure

- Error message comes up after timeout is exceeded:

- Possible causes:
  - Failed to connect the DB
  - Failed to login to the server and launch the telnet mode script

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## Terminal Mode Troubleshooting

- Open a terminal and manually copy/paste settings from 36.20.10.3 to terminal:

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**Admin Server and Name Server**

- WebSpeed & Appserver brokers dependant on the Nameserver and Admin server
- Must be started/stopped in sequence
- Admin Server: Used to start/stop unified brokers and the Name Server
  - `proadsv -start <or -stop>`
- Name Server: Acts as a conduit for assigning client application requests
  - `nsman -i NS1 -start <or -stop>`

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**Failure Simulation**

Reference: QAD .NET UI Installation Guide

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**Admin Server Trouble**

- .NET UI will still work but cannot start/stop or check status of NameServer, AppServer and Webspeed Brokers

```

inf@qademo:~$ nsman -i NS1 -q
OpenEdge Release 10.2B08 as of Tue Nov 12 19:07:10 EST 2013
Connecting to Progress AdminServer using rmi://localhost:20931/Chimesa (8287)
Unable to connect to Progress AdminServer at rmi://localhost:20931/Chimesa (8287)
Unable to find NS1 (8281)
inf@qademo:~$ nsman -i demo_294 -q
OpenEdge Release 10.2B08 as of Tue Nov 12 19:07:10 EST 2013
Connecting to Progress AdminServer using rmi://localhost:20931/Chimesa (8287)
Unable to connect to Progress AdminServer at rmi://localhost:20931/Chimesa (8287)
Unable to find demo_294 (8281)
inf@qademo:~$
    
```

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**Failure Simulation**

Reference: QAD .NET UI Installation Guide

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**Name Server Trouble**

- Cannot get to the AppServer or Webspeed broker without it
- Similar symptoms/error messages will occur as if the Webspeed or AppServer brokers are down

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**Admin & Name Server Monitoring**

- Admin Server:
  - Use `proadsv -query` command
  - Check for admin process using `ps -ef`:
 

```

ps -ef|grep admin
mfg 3723 1 45 17:38 pts/0 00:00:26 /usr/jdk1.5.0_22/jre/bin/java -
Djava.class.path=/reg00/app/progress/dlc102b/java/ext/mgmt.jar:/reg00/app/progress/dlc102b/java/ext/mgmt_agent.jar:/reg00/app/progress/dlc102b/java/ext/mgmt_cli
                    
```
- Name Server:
  - Use `nsman -i NS1 -query`
  - Check for NS1 process using `ps -ef`:
 

```

mfg 3788 1 1 17:38 ? 00:00:02 /usr/jdk1.5.0_22/jre/bin/java -classpath
/reg00/app/progress/dlc102b/jre/i18n.jar:/usr/jdk1.5.0_22/lib/tools.jar:/reg00/app/progress/dlc102b/java/progess.jar/
                    
```

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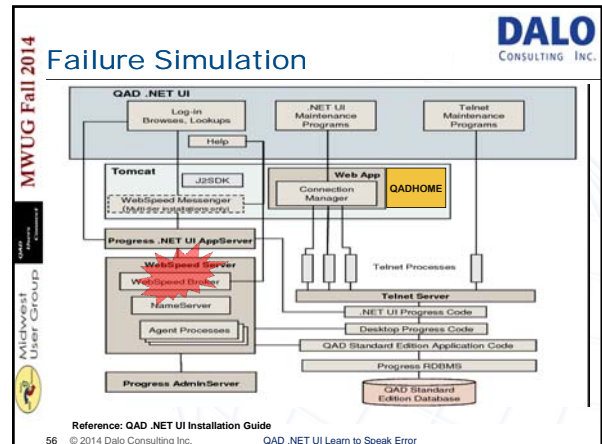
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**Webspeed**

- Takes care of HTML components such as:
  - Widgets
  - Connection Manager Login
- Also keeps track of .NET UI session

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**Webspeed Trouble**

- Maintenance/Report screens will not launch

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**Webspeed Trouble**

- Connection Manager will not authenticate

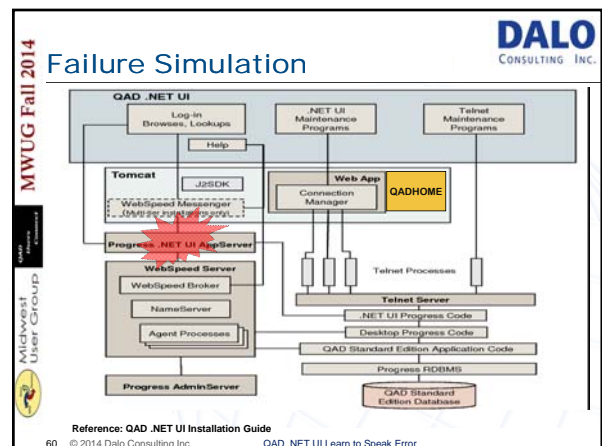
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**AppServer Agents**

- Used for Login
- .NET UI Program (Such as Browse Maintenance)
- Browses



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**AppServer Trouble: Existing Connections**

- Existing Browse Connections will produce an error:
- Existing Maintenance Screens will produce error messages and "Program not found" Warnings:





WARNING: Program pt\_ms#qssypub r not found.

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**AppServer Trouble: New Connections**

- New connections when launching .NET UI, login:



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**Webspeed & AppServer Monitoring**

- OpenEdge Management
- QAD Monitoring Framework
- Name Server query: nsman -i NS1 -q
  - Provides a listing of running brokers:

Application Service	UUID	Name	Host	Port	Weight	Timeout
AS.demo_294_AS	9069ca78e7450a28:be53130:1487d9393ed:-8000	AS.demo_294_AS	qaddemo/10.167.3.2	21200	0	30
WS.demo_294_WS	9069ca78e7450a28:3bbfead:1487d9392f4:-8000	WS.demo_294_WS	qaddemo/10.167.3.2	21201	0	30

- Webspeed: wtbman -i <broker name> -query
- AppServer: asbman -i <broker name> -query

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**Webspeed & AppServer Monitoring**


- OpenEdge Management
- QAD Monitoring Framework
- Name Server query: nsman -i NS1 -q
  - Provides a listing of running brokers:

Application Service	UUID	Name	Host	Port	Weight	Timeout
AS.demo_294_AS	9069ca78e7450a28:be53130:1487d9393ed:-8000	AS.demo_294_AS	qaddemo/10.167.3.2	21200	0	30
WS.demo_294_WS	9069ca78e7450a28:3bbfead:1487d9392f4:-8000	WS.demo_294_WS	qaddemo/10.167.3.2	21201	0	30

- Webspeed: wtbman -i <broker name> -query
- AppServer: asbman -i <broker name> -query

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**Bonus: Blank Screen After Running a Report**



- Cause: Recent IE upgrade increased security settings

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**Questions?**

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## Questions

- Questions or comments? Feel free to e-mail me:

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## Thank You!

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