

*Tessitura*



**EUROPEAN  
CONFERENCE 2015**

**5 & 6 NOVEMBER  
NOTTINGHAM**

# ENHANCED TROUBLESHOOTING IN V12

*NEW TOOLS FOR YOUR  
TESSITURA TOOLBOX*

**PRESENTER**

**Ben Magson : Tessitura Network**



# SESSION OVERVIEW

- ① **Basic Troubleshooting Techniques**
- ① **Overview of Tools**
- ① **Real-World Scenarios**
- ① **Other Resources**



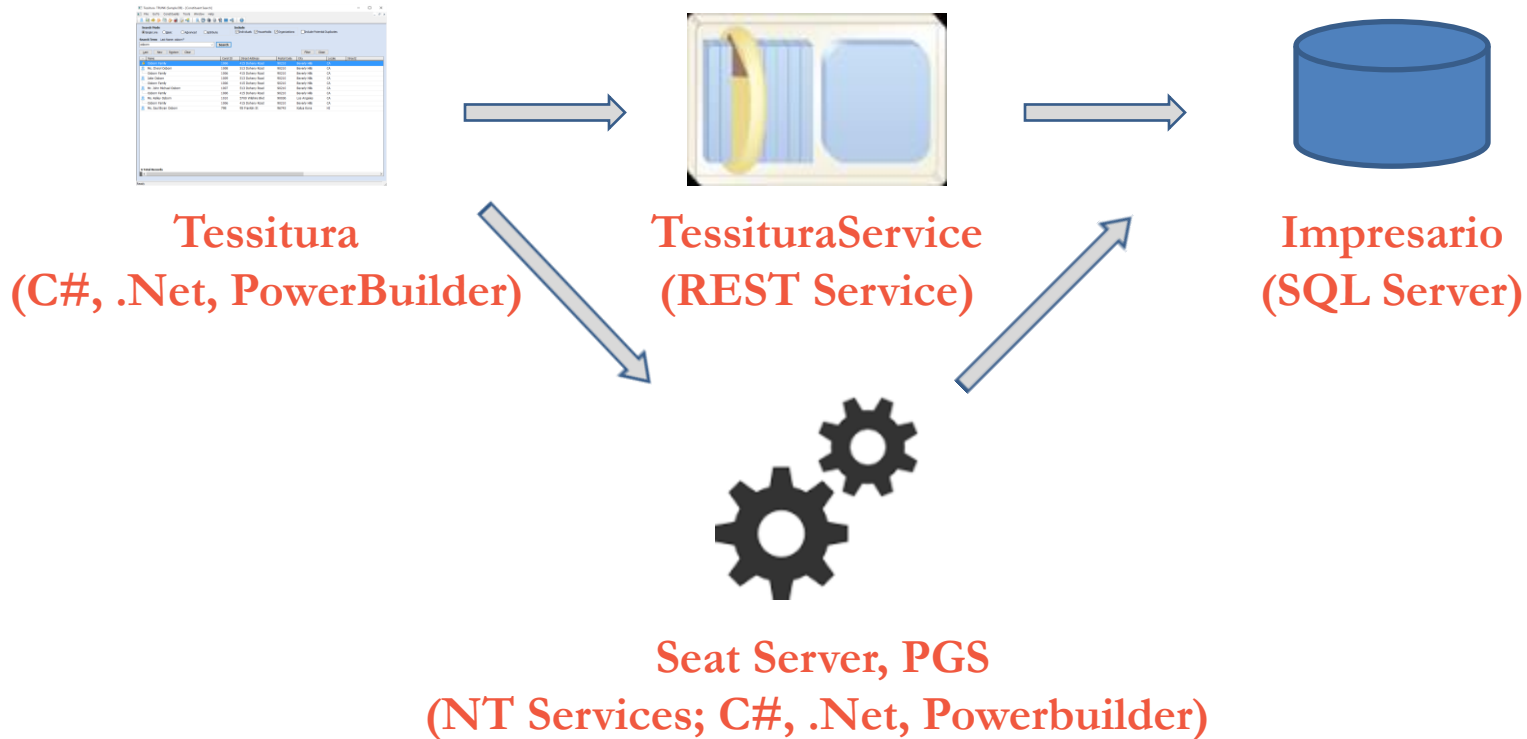
# Basic Troubleshooting Methodology

- 🎯 **Discovery** – Ask questions and gather relevant clues about the symptoms, scope, nature and severity of the issue
- 🎯 **Planning** – Which tools will you employ?
- 🎯 **Reproduction** - Make it happen again
- 🎯 **Isolation** – Distill repro to fewest number off steps and find the source of the issue
- 🎯 **Analysis** – Determine potential causes and possible solutions or workarounds



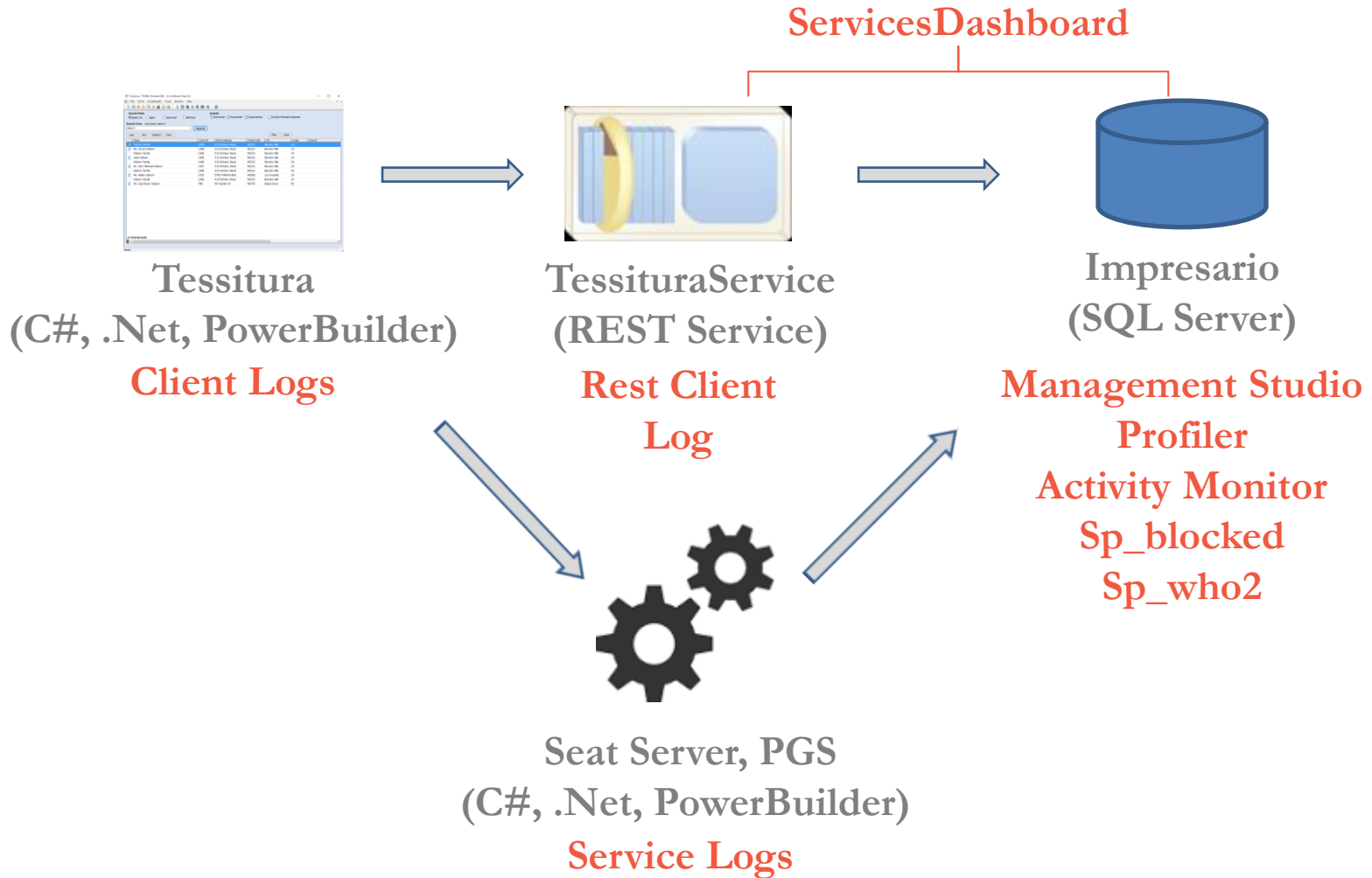
# Basic Troubleshooting

- Work from the back-end to the front





# Overview of Tools





# Services Dashboard

🎯 <https://servername/.../servicesdashboard>

✔ Tessitura Service		
Probe Name	Status	Message
Web Service Availability Probe	✔	Successfully connected to url - https://TESSITURA/V12/TessituraService/
Database Probe	✔	Successfully connected to database for service : Tessitura Service
Http Put Probe	✔	Server supports HTTP PUT Verb
Http Delete Probe	✔	Server supports HTTP DELETE Verb
Service Certificate Probe	✔	The certificate used by the service is valid.
Version Probe	✔	Version : 12.5.0.0, Build: 1234, Revision : 9876
Batch Probe	✔	Batch endpoint connected successfully.

✔ PaymentGateway Service		
Probe Name	Status	Message
PaymentGateway Socket Information	✔	Socket present at 127.0.0.1 with port 12002 is Active
PaymentGateway Version	✔	Build: 1234, Revision: 9876

✔ Seat Server		
Probe Name	Status	Message
SeatServer Probe	✔	Service Tessitura Seat Server is currently in the state Running
SeatServer Sockets	✔	Socket present at 127.0.0.1 with port 8094 is Active

✔ Payment Systems		
Probe Name	Status	Message
SecureCXL Service	✔	Successfully connected to Uri - https://bank.securecxl.com:4433/-x%>%
PaymentExpress WebPay	✔	Successfully connected to Uri - https://sec.paymentexpress.com/WS/PXWS.asmx
ElementExpress WebPay	✔	Successfully connected to Uri - https://certtransaction.elementexpress.com/express.asmx



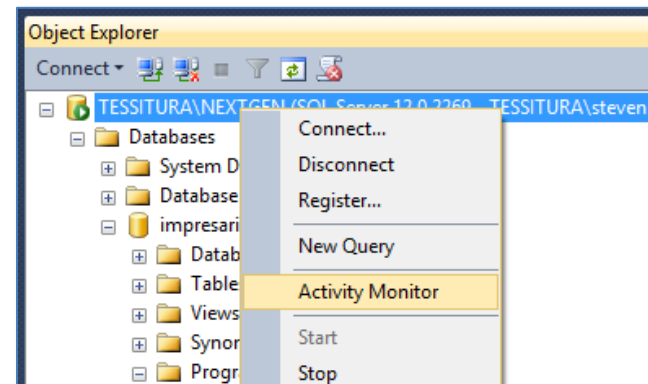
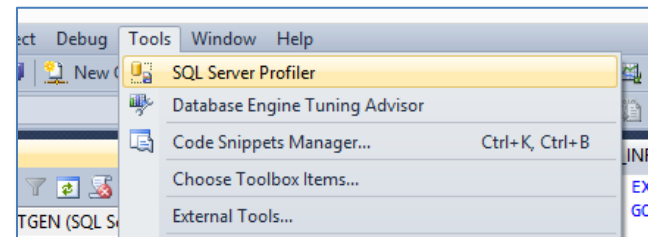
# SQL Server Management Studio

🎯 Query tool for execution of

- Sp\_blocked
- Sp\_who2

🎯 Access to

- Profiler
- Activity Monitor





# SQL Server Profiler

## Configurable SQL logging

Trace Properties



General Events Selection

Review selected events and event columns to trace. To see a complete list, select the "Show all events" and "Show all columns" options.

Events	TextData	ApplicationName	NTUserName	LoginName	CPU	Reads	Writes	Duration	ClientProcess
<input type="checkbox"/> <b>Security Audit</b>									
<input checked="" type="checkbox"/> Audit Login	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Audit Logout		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> <b>Sessions</b>									
<input checked="" type="checkbox"/> ExistingConnection	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> <b>Stored Procedures</b>									
<input checked="" type="checkbox"/> RPC:Completed	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> <b>TSQL</b>									
<input checked="" type="checkbox"/> SQL:BatchCompleted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> SQL:BatchStarting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>

Security Audit  
Includes event classes that are used to audit server activity.

- Show all events  
 Show all columns

No data column selected.

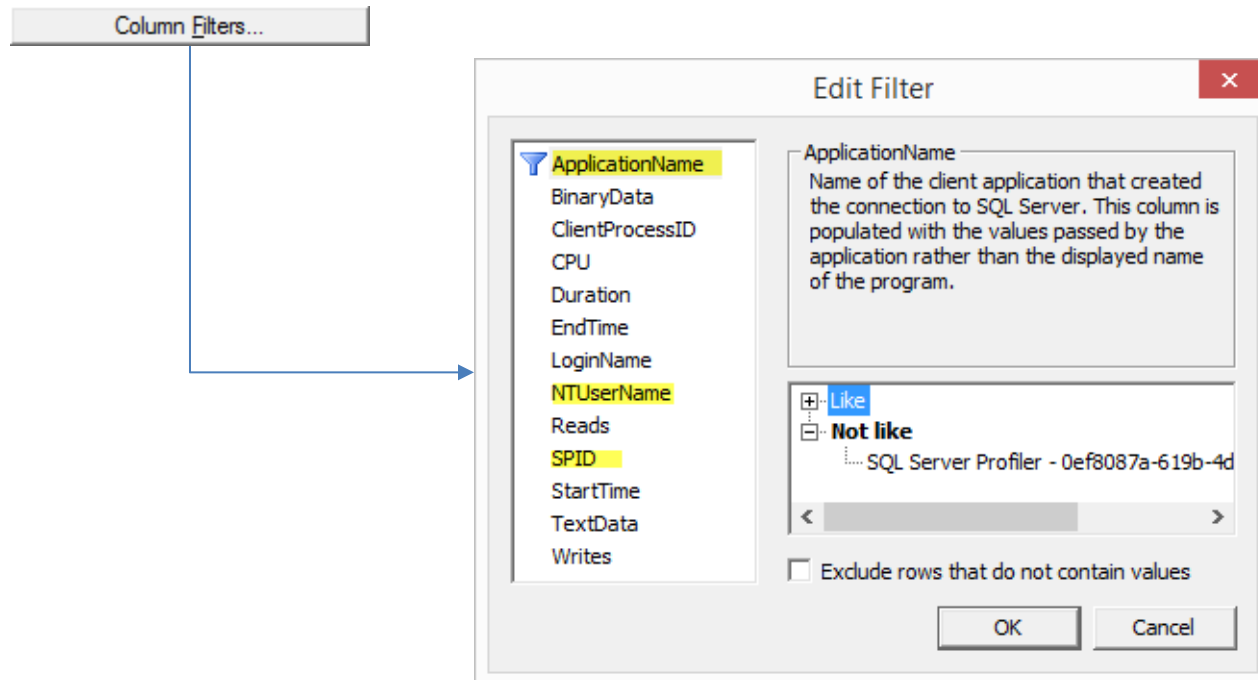
Column Filters...

Organize Columns...



# SQL Server Profiler

- Configurable SQL logging
  - By process, user, SPID





# SQL Server Profiler

## 🎯 Configurable SQL logging

### – By ApplicationName

- “.Net SqlClient Data Provider”=REST Service;
- “Tessitura(ug=groupname)”=Tessitura application not using service;
- “Report Server”



# SQL Server Activity Monitor

- View of current state of SQL Server
  - Processes
  - Resource Waits
  - Data File I/O
  - Recent “Expensive” Queries

51	1	TESSIT...	impresario		Microsoft...	0	
52	1	TESSIT...	tempdb	RUNNING	SELECT	Microsoft...	0
53	1	TESSIT...	impresario		Microsoft...	0	
54	1	TESSIT...	ReportS...		Report S...	0	
55	1	IIS APPP...	impresario		.Net Sql...	0	
56	1	IIS APPP...	impresario		.Net Sql...	0	
57	1	NT AUT...	impresario		.Net Sql...	0	
59	1	TESSIT...	master		Microsoft...	0	
60	1	TESSIT	ReportS		Report S	0	

- Details
- Kill Process
- Trace Process in SQL Server Profiler

### Resource Waits

Wait Category	Wait Time (ms/sec)	Recent Wait Time (ms/sec)	Average Waiter Count	Cumulative W...
Buffer I/O	0	0	0.0	
Buffer Latch	0	0	0.0	
Latch	0	0	0.0	
Lock	0	0	0.0	
Logging	0	0	0.0	
Memory	0	0	0.0	
Network I/O	0	0	0.0	
Other	0	0	0.0	

### Data File I/O

Database	File Name	MB/sec Read	MB/sec Written	Response Time (ms)
tempdb	C:\Program Files\Microsoft SQL Server\MSSQL12.NEXTGEN\MSSQL\...	0.0	0.0	1
master	C:\Program Files\Microsoft SQL Server\MSSQL12.NEXTGEN\MSSQL\...	0.0	0.0	0
master	C:\Program Files\Microsoft SQL Server\MSSQL12.NEXTGEN\MSSQL\...	0.0	0.0	0
tempdb	C:\Program Files\Microsoft SQL Server\MSSQL12.NEXTGEN\MSSQL\...	0.0	0.0	0
model	C:\Program Files\Microsoft SQL Server\MSSQL12.NEXTGEN\MSSQL\...	0.0	0.0	0
model	C:\Program Files\Microsoft SQL Server\MSSQL12.NEXTGEN\MSSQL\...	0.0	0.0	0
msdb	C:\Program Files\Microsoft SQL Server\MSSQL12.NEXTGEN\MSSQL\...	0.0	0.0	0
msdb	C:\Program Files\Microsoft SQL Server\MSSQL12.NEXTGEN\MSSQL\...	0.0	0.0	0
ReportServer\$NE...	C:\Program Files\Microsoft SQL Server\MSSQL12.NEXTGEN\MSSQL\...	0.0	0.0	0
ReportServer\$NF	C:\Program Files\Microsoft SQL Server\MSSQL12.NEXTGEN\MSSQL\...	0.0	0.0	0

### Recent Expensive Queries

Query	Executio...	CPU (ms...	Physical ...	Logical ...	Logical ...	Average...	Plan Co...	Dat...
WITH merged_query_stats AS ( SELECT ...	3	1	0	1	107	27	1	tempdb
Insert[dbo].[t_sub_lineitem ( sli_no, li_seq_no, d...	0	0	0	0	0	21	1	impresario
UPDATE [Event] WITH (TABLOCKX) ...	6	0	0	0	0	0	1	ReportS...

Session Details - TESSITURA\stevenbras ...

Last Transact-SQL command batch

```
exec tp_get_gc_info 'ABCD-EFG'
```

Kill Process   Refresh   Close   Help



# SP\_WHO2

## View of current processes w/blocks

Results		Messages											
SPID	Status	Login	HostName	BlkBy	DBName	Command	CPUTime	DiskIO	LastBatch	ProgramName	SPID	REQUESTID	
39	39	sleeping	sa	.	.	master	TASK MANAGER	0	0	07/24 09:42:19		39	0
40	41	BACKGROUND	sa	.	.	master	FT FULL PASS	0	0	07/24 09:38:42		41	0
41	42	sleeping	sa	.	.	master	TASK MANAGER	0	0	07/24 09:48:19		42	0
42	51	sleeping	TESSITURA\stevenbras	TESSITURA	.	Report...	AWAITING COMMAND	0	0	07/24 09:47:51	Report Server	51	0
43	52	sleeping	TESSITURA\stevenbras	TESSITURA	.	master	AWAITING COMMAND	77	254	07/24 09:38:06	Microsoft SQ...	52	0
44	53	SUSPENDED	TESSITURA\stevenbras	TESSITURA	.	impres...	WAITFOR	500	1222	07/24 09:46:36	Microsoft SQ...	53	0
45	54	sleeping	TESSITURA\stevenbras	TESSITURA	.	Report...	AWAITING COMMAND	0	0	07/24 09:48:15	Report Server	54	0
46	55	sleeping	NT AUTHORITY\SYSTEM	TESSITURA	.	impres...	AWAITING COMMAND	0	0	07/24 09:47:49	.Net SqlClien...	55	0
47	56	SUSPENDED	IIS APPPOOL\TessituraV125	TESSITURA	.	impres...	DELETE	93	366	07/24 09:47:22	SqlQueryNoti...	56	0
48	57	sleeping	Admin	TESSITURA	.	impres...	AWAITING COMMAND	531	1131	07/24 09:39:29	Tessitura(ug...	57	0
49	58	SUSPENDED	IIS APPPOOL\TessituraV125	TESSITURA	53	impres...	SELECT	0	319	07/24 09:48:14	.Net SqlClien...	58	0
50	59	RUNNABLE	TESSITURA\stevenbras	TESSITURA	.	impres...	SELECT INTO	31	1	07/24 09:47:57	Microsoft SQ...	59	0
51	63	sleeping	IIS APPPOOL\TessituraV125	TESSITURA	.	impres...	AWAITING COMMAND	0	0	07/24 09:48:00	.Net SqlClien...	63	0
52	64	sleeping	IIS APPPOOL\TessituraV125	TESSITURA	.	impres...	AWAITING COMMAND	0	0	07/24 09:48:00	.Net SqlClien...	64	0



# SP\_BLOCKED

## View of blocks only

Results		Messages	
(No column name)	(No column name)	(No column name)	(No column name)
1	There are NO blocks at this time.	23 Jul 2015 14:39:35:777	

Results		Messages								
(No column name)	(No column name)	(No column name)	(No column name)							
1	24 Jul 2015 09:45:26:840									
1	Blocker(s) causing the problem.									
ID	Status	Blk	Station	UserName	DbName	Program	Command	CPU	IO	
1	53	suspended	0	TESSITURA	NULL	impresario	Microsoft	WAITFOR	375	1044
1	Victims of the above blocker(s).									
ID	Status	Blk	Station	UserName	DbName	Program	Command	CPU	IO	
1	58	suspended	53	TESSITURA	NULL	impresario	.Net SqlCl	SELECT	15	319



# REST Client

🎯 Makes direct calls to service endpoints and displays results

The screenshot shows the 'REST Client' section of the Tessitura API interface. It features a navigation bar with 'Tessitura API', 'Resources', 'Operations', 'Change Log', 'Rest Client', and 'Plugins'. A search bar is located on the right. Below the navigation bar is a grid of service endpoints organized into columns: CRM, TXN, Finance, Reference Data, and a partially visible 'Sec' column. The 'CRM' column includes endpoints like Accounts, Actions, Addresses, Affiliation Info, Affiliations, Aliases, Associations, Attributes, Constituencies, **Constituents**, and Contact Point Purpose. The 'TXN' column includes Artists, Contribution, Email Responses, Facilities, Fees, Hold Codes, Mode Of Sale Categories, Mode Of Sale Offers, Mode Of Sale Price Types, and Mode Of Sale Survey Questions. The 'Finance' column includes Appeals, Batch Maintenance, Batch Type User Group, Campaign Designations, Campaign Funds, Campaigns, Contributions, Documents, Funds, Gift Certificates, and List Contents. The 'Reference Data' column includes Account Types, Action Types, Activity Categories, Activity Types, **Address Types**, Affiliation Types, Alias Types, Appeal Categories, Asset Types, Association Types, and Batch Type Groups. The 'Sec' column is partially visible on the right.

CRM	TXN	Finance	Reference Data	Sec
Accounts	Artists	Appeals	Account Types	Aut
Actions	Contribution	Batch Maintenance	Action Types	Co
Addresses	Email Responses	Batch Type User Group	Activity Categories	Ob
Affiliation Info	Facilities	Campaign Designations	Activity Types	Re
Affiliations	Fees	Campaign Funds	<b>Address Types</b>	Gr
Aliases	Hold Codes	Campaigns	Affiliation Types	Sec
Associations	Mode Of Sale Categories	Contributions	Alias Types	Use
Attributes	Mode Of Sale Offers	Documents	Appeal Categories	Use
Constituencies	Mode Of Sale Price Types	Funds	Asset Types	Val
<b>Constituents</b>	Mode Of Sale Survey Questions	Gift Certificates	Association Types	Re
Contact Point Purpose		List Contents	Batch Type Groups	Aut



# REST Client

Constituents		
Constituents resource supports the following methods.		
Http Verb	Resource URL	
GET	CRM/Constituents/{constituentId}/Detail?includeAffiliations={includeAffiliations}	Test
	Get constituent details with addresses, electronicAddresses, salutations and phones. To exclude information about visible affiliations pass includeAffiliations="false"	
GET	CRM/Constituents/PrimaryHousehold?constituentId={constituentId}	Test
	Get primary household constituent details for a provided constituentId.	
GET	CRM/Constituents/{constituentId}/Header/Flex/{headerId}	Test
	Get the details of a flex header for a constituent	
GET	CRM/Constituents/Search?type={type}&q={q}&constituentGroups={constituentGroups}&dup={dup}&includeAffiliates={includeAffiliates}&constituencies={constituencies}&listNumber={listNumber}&ln={ln}&fn={fn}&constituentId={constituentId}&street={street}&post={post}&atype={atype}&op={op}&value={value}&key={key}&page={page}&pageSize={pageSize}	Test
	Constituent search	
GET	CRM/Constituents/{constituentId}/Snapshot	Test
	Get constituent details along with primary address, primary salutation, primary electronic address, primary & general phones and affiliates information.	
GET	CRM/Constituents/{constituentId}/DevelopmentInfo	Test
	Get constituent information for fundraising.	
GET	CRM/Constituents/{constituentId}	Test
	Get the details of a Constituent using id.	



# REST Client

Test

Constituents

CRM/Constituents/Search?type={type}&q={q}&constituentGroups={constituentGroups}&dup={dup}&includeAffiliates={includeAffiliates}&constituencies={constituencies}&listNumber={listNumber}&ln={ln}&fn={fn}&constituentId={constituentId}&street={street}&post={post}&atype={atype}&op={op}&value={value}&key={key}&page={page}&pageSize={pageSize}

Constituent search

Http Verb	GET
Resource URL	https://tessitura/V12/TessituraService/CRM/Constituents/Search?type={type}&q={q}&constituentGroups={constituentGroups}&dup={dup}&includeAffiliates={includeAffiliates}&constituencies={constituencies}&listNumber={listNumber}&ln={ln}&fn={fn}&constituentId={constituentId}&street={street}&post={post}&atype={atype}&op={op}&value={value}&key={key}&page={page}&pageSize={pageSize}

Request    Sample Requests    Response    Sample Responses

## URI Parameters

Parameter Name	Data Type	Required	Length	Notes
type	string			One of basic, advanced, attribute or fluent.
q	string			Use for fluent search.
constituentGroups	string			One of individuals, organizations, households or comma separated combination. Leave blank to include all.
dup	string			
includeAffiliates	string			
constituencies	string			
listNumber	string			
ln	string			
fn	string			
constituentId	string			



# REST Client

## Constituents

Constituents resource supports the following methods.

Http Verb	Resource URL	
GET	CRM/Constituents/{constituentId}/Detail?includeAffiliations={includeAffiliations}	Test
	Get constituent details with addresses, electronicAddresses, salutations and phones. To exclude information about visible affiliations pass includeAffiliations="false"	
GET	CRM/Constituents/PrimaryHousehold?constituentId={constituentId}	Test
	Get primary household constituent details for a provided constituentId.	
GET	CRM/Constituents/{constituentId}/Header/Flex/{headerId}	Test
	Get the details of a flex header for a constituent	
GET	CRM/Constituents/Search?type={type}&q={q}&constituentGroups={constituentGroups}&dup={dup}&includeAffiliates={includeAffiliates}&constituencies={constituencies}&listNumber={listNumber}&ln={ln}&fn={fn}&constituentId={constituentId}&street={street}&post={post}&atype={atype}&op={op}&value={value}&key={key}&page={page}&pageSize={pageSize}	Test
	Constituent search	
GET	CRM/Constituents/{constituentId}/Snapshot	Test
	Get constituent details along with primary address, primary salutation, primary electronic address, primary & general phones and affiliates information.	
GET	CRM/Constituents/{constituentId}/DevelopmentInfo	Test
	Get constituent information for fundraising.	
GET	CRM/Constituents/{constituentId}	Test
	Get the details of a Constituent using id.	



# REST Client

Rest Client

User: admin:allright:stras Password: ..... Content Type: XML

CRM/Constituents/123 GET

Request Response **Response Status : 200 : OK, Response Time : 107 ms.** Copy To Request

```
<Constituent xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
  <ConstituentType>
    <ConstituentGroup>
      <Description>Individual</Description>
      <Id>1</Id>
      <Inactive>>false</Inactive>
    </ConstituentGroup>
    <Description>Individual</Description>
    <Id>1</Id>
    <Inactive>>false</Inactive>
  </ConstituentType>
  <CreateLocation>ROB-TESSITURA</CreateLocation>
  <CreatedBy>pmeacham</CreatedBy>
  <CreatedDateTime>2006-07-27T16:40:25</CreatedDateTime>
  <DisplayName>Mr. Skeets Almondo Slavec</DisplayName>
  <EmarketIndicator i:nil="true" />
  <FirstName>Skeets</FirstName>
  <Gender i:nil="true" />
  <Id>123</Id>
</Constituent>
```



# Logs

```
2015-07-23 14:00:51.1263|Error|There was an error processing this request in the background worker for
PaymentProcessingHandler.
2015-07-23 14:00:51.1263|Error|Authentication failed because the remote party has closed the transport stream.  at
System.Net.Security.SslState.StartReadFrame(Byte[] buffer, Int32 readBytes, AsyncProtocolRequest asyncRequest)
    at System.Net.Security.SslState.StartReceiveBlob(Byte[] buffer, AsyncProtocolRequest asyncRequest)
    at System.Net.Security.SslState.ForceAuthentication(Boolean receiveFirst, Byte[] buffer, AsyncProtocolRequest asyncRequest)
    at System.Net.Security.SslState.ProcessAuthentication(LazyAsyncResult lazyResult)
    at Tessitura.PaymentGateway.WindowsService.PaymentProcessingSSLHandler.DoProcessSsl(Object state)

2015-07-23 14:00:51.1263|Error|There was an error sending response in PaymentProcessingHandler.TrySendResponse()
2015-07-23 14:00:51.1388|Error|Authentication failed because the remote party has closed the transport stream.  at
System.Net.Security.SslState.CheckThrow(Boolean authSuccessCheck)
    at System.Net.Security.SslStream.Write(Byte[] buffer)
    at Tessitura.PaymentGateway.WindowsService.PaymentProcessingSSLHandler.TrySendResponse(SslStream sslStream,
ITessituraLogger logger)

2015-07-23 14:00:51.1713|Info|Request to PaymentGatewayServer: $BOT$VERSION|$EOT$
2015-07-23 14:00:51.1713|Info|Response from PaymentGatewayServer: $BOT$Build: 1234, Revision: 9876|$EOT$
2015-07-23 14:01:54.1212|Error|There was an error processing this request in the background worker for
PaymentProcessingHandler.
```



# Logs

- Written by “Nlog”
  - Tessitura REST service
  - Payment Gateway Service
  - PrintServer service
  - Tessitura application
  - Controlled by “Nlog.config” file
- Non-Nlog
  - SeatServer
  - “TessituraSeatServer.exe.config”



# Nlog.Config/Targets

```
<targets>
  <target name="file" xsi:type="File"
    fileName="C:\Tessitura\Services\PrintServer\Logs\${shortdate}.log"
    layout="${longdate}|${level}|${message}"
    createDirs="true"
    fileAttributes="Normal"
    archiveFileName="C:\path\Loggs\${shortdate}.{#####}.log"
    archiveEvery="Hour"
    maxArchiveFiles="200"
    archiveNumbering="Sequence"
    concurrentWrites="true"
    keepFileOpen="false" />
</targets>
```



# Nlog.Config/Rules

```
<rules>
```

```
  <!-- minlevel could be one of Trace, Debug, Error or Fatal. Should be Error or Fatal  
  for production -->
```

```
    <logger name="*" minlevel="Trace" writeTo="file" enable="true"/>
```

```
</rules>
```



# Debug Tools

Tessitura TRUNK (Sample DB). - [Constituent Search]

File GoTo Constituents Tools Window Help

Search Mode  
 Single Line  Basic  Advanced

Search Term

Last New Restore Clear

Name

Help F1  
About Tessitura  
Session Information  
Notifications Alt+F1  
**Debug Tools Ctrl+Shift+D**  
Log Viewer Ctrl+Shift+L

Debug Tools

Main Utility

Logging  Enabled  
File: Error

LogPath: c:\Tessitura\y12.5\Logs\Client\\${shortdate}.log  
Config: C:\Tessitura\Trunk\Src\PB\WorkingCopy\Client\application\_main\nlog.config

Tools

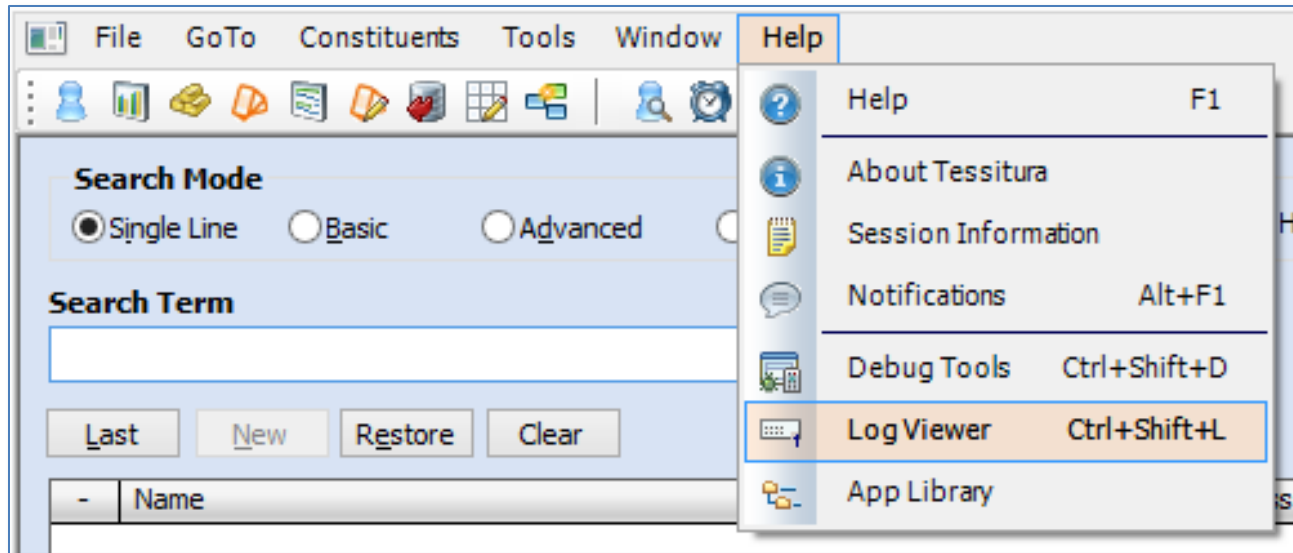
Set Frame to Standard Size  
Clear Defaults Cache  
Apply Browser Registry Fix

Debug Level: [ ] Debugger

OK Cancel



# Tessitura Log Viewer





# Tessitura Log Viewer

Tessitura Client Log Viewer

Clear Copy to Clipboard Save Level **Trace**

```
2015-07-23 15:12:50.6620|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Debug|RESPONSE|OK|GET|https://tessitura/V12/TessituraServ
2015-07-23 15:12:50.6711|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Trace|RESPONSE|<?xml version="1.0" encoding="UTF-16LE" >
2015-07-23 15:12:51.5140|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Trace|SELECT|Select d_object From t_metusergroup a JOIN t
2015-07-23 15:12:51.7650|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Debug|RESPONSE|OK|GET|https://tessitura/V12/TessituraServ
2015-07-23 15:12:51.7650|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Trace|RESPONSE|<?xml version="1.0" encoding="UTF-16LE" >
</Inactive></PhoneType><UpdatedBy>dbo</UpdatedBy><UpdatedDateTime>2013-12-11T23:05:44.367</UpdatedDateTime></Phone><Phone><Address><AddressType><D
2015-07-23 15:12:51.9871|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Debug|RESPONSE|OK|GET|https://tessitura/V12/TessituraServ
2015-07-23 15:12:51.9871|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Trace|RESPONSE|<?xml version="1.0" encoding="UTF-16LE" >
2015-07-23 15:12:51.9871|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Trace|SELECT|Select top 1 c.id From dbo.V_CUSTOMER_WITH_H
2015-07-23 15:12:52.0811|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Trace|OTHERS|ap_set_context 'CT', 123
2015-07-23 15:12:52.4140|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Debug|RESPONSE|OK|GET|https://tessitura/V12/TessituraServ
2015-07-23 15:12:52.4140|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Trace|RESPONSE|<?xml version="1.0" encoding="UTF-16LE" >
</PhoneType><PhoneType><AllowMarketing>>true</AllowMarketing><ControlGroup><Description>(Default Control Group)</Description><Id>-1</Id><Inactive>f
2015-07-23 15:12:52.4340|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Trace|SELECT|select id from tr_salutation_format where 1
2015-07-23 15:12:52.4340|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Trace|SELECT|SELECT TR_SALUTATION_FORMAT.id, TR_SALUTATIO
2015-07-23 15:12:52.4570|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Trace|SELECT|SELECT pt.id, pt.description, inactive = dbo
2015-07-23 15:12:52.5070|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Trace|SELECT| SELECT TR_INACTIVE_REASON.id ,
2015-07-23 15:12:52.9321|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Trace|SELECT|SELECT pt.id, pt.description, inactive = dbo
2015-07-23 15:12:52.9400|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Trace|SELECT| SELECT TR_INACTIVE_REASON.id ,
2015-07-23 15:12:52.9400|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Trace|SELECT|SELECT TR_ORIGINAL_SOURCE.id , TR_ORIGINAL_S
2015-07-23 15:12:52.9400|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Trace|SELECT| SELECT tr_mail_ind.id , tr_mail
2015-07-23 15:12:52.9490|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Trace|SELECT| SELECT tr_phone_ind.id , tr_pho
2015-07-23 15:12:52.9490|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Trace|SELECT|SELECT tr_emrkt_ind.id, tr_emrkt_ind.descrip
2015-07-23 15:12:52.9641|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Trace|SELECT|SELECT TR_PREFIX.id, TR_PREFIX.description,
2015-07-23 15:12:52.9641|TESSITURA|TESSITURA\stevbras|Admin|allright|ApplicationLogger|Trace|SELECT|SELECT TR_SUFFIX.id, TR_SUFFIX.description,
```



**Scenario 1:**

**Client is Slow or Hung**



## What Questions Do You Ask First?

- Is it slow for just you or everyone?
- Is everyone hung on the same action?
- Is network connectivity good?

## Are The Services Responding?

- Services Dashboard
- Respond to any entries with a red X

On to the SQL Server...



# SQL Server Troubleshooting

- ① SP\_who2
- ① Activity Monitor
- ① Profiler (in this case, capture events on Lock:Deadlock, Lock:Deadlock Chain to see the resource in contention)
- ① If Activity Monitor turns up disproportionately expensive queries, filter Profiler on that ObjectName with the Performance>Showplan XML to capture runtime query plan



Scenario 2:

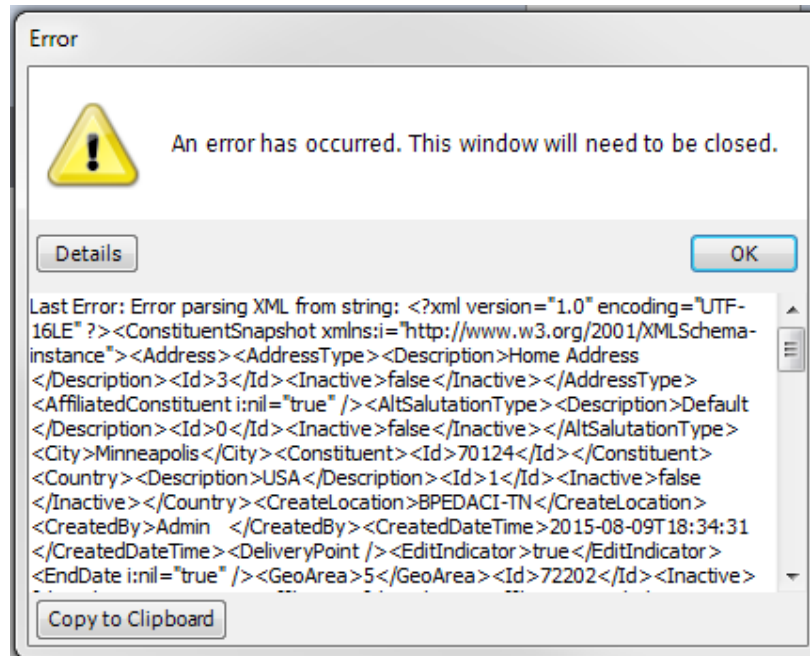
# XML Parsing Error When Searching For a Constituent



## User Complaint:

“When I search for a customer with a particular last name, I get an error message and get kicked out”

## When Reproducing, You See This:





# Scenario 3: Discrepancy between Tessitura and Payment Processor



## User Report:

“When balancing Tessitura payment reports to bank deposits, it looks like there’s a payment registered by our processor that doesn’t exist in Tessitura”



# Troubleshooting Steps

- ① Boost verbosity in Nlog.config for PGS
- ① Review XML in log for requests to/from processor
- ① T\_CC\_SERVER\_LOG
  - Key fields are
    - Transaction Type
      - P (sometimes A) for Authorization
      - B - Finalized/Complete
      - V – Reversal (void when order cancelled)
      - D – Refund requested
      - C – Refund finalized/complte
      - S – Refund Reversal



## Why Was There No Completion (or Reversal?)

- ⦿ Did Tessitura crash before the order was saved (or did the user exit ungracefully?)
- ⦿ Check the `T_APPLICATION_ERRORS` table or run the Application Error Report
- ⦿ Compare the processor response in the log with a successful transaction.
  - There may be a successful authorization matched with a processor response that caused the Payment Gateway to interpret it as a failure.



# Resources

- 🎯 Knowledgebase
- 🎯 Technical Support & Escalation
- 🎯 Forums

# Jessitura



**EUROPEAN  
CONFERENCE 2015**

**5 & 6 NOVEMBER  
NOTTINGHAM**

## QUESTIONS?

- Tell us who you are and where you are from.....

# Jessitura



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NOTTINGHAM**

## WHAT'S NEXT?

- Venue Tour starts at 6.05pm - meet in the Royal Concert Hall foyer
- Content Planning Committee meet up is 7 - 7.30pm in RED at the Crowne Plaza Hotel
- Evening Networking welcome drinks served from 7.30pm and food served at 7.45pm - don't forget your dancing shoes!