

# Tools for Troubleshooting Tessitura



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# Agenda

- Troubleshooting Methodology
- Tools
- Putting the Method into Practice

# Troubleshooting Methodology

- What is it?
  - ▶ A systematic approach to solving a problem
- Many different varieties, but all essentially do the same thing

# Steps

5 Steps:

1. Discovery
2. Planning
3. Reproduction
4. Isolation
5. Analysis

# Step 1 - Discovery

- Do you understand the issue and what person reporting the issue is wanting to achieve?
- Can be further broken down into 3 stages
  - ▶ Verify
  - ▶ Probe
  - ▶ Evaluate

# Step 2 and 3 – Planning and Reproduction

- Planning
  - ▶ Which tools will you employ?
- Reproduction
  - ▶ Can you make the issue happen again?

# Step 4 - Isolation

- Distill reproduction to fewest number of steps and find the source of the issue

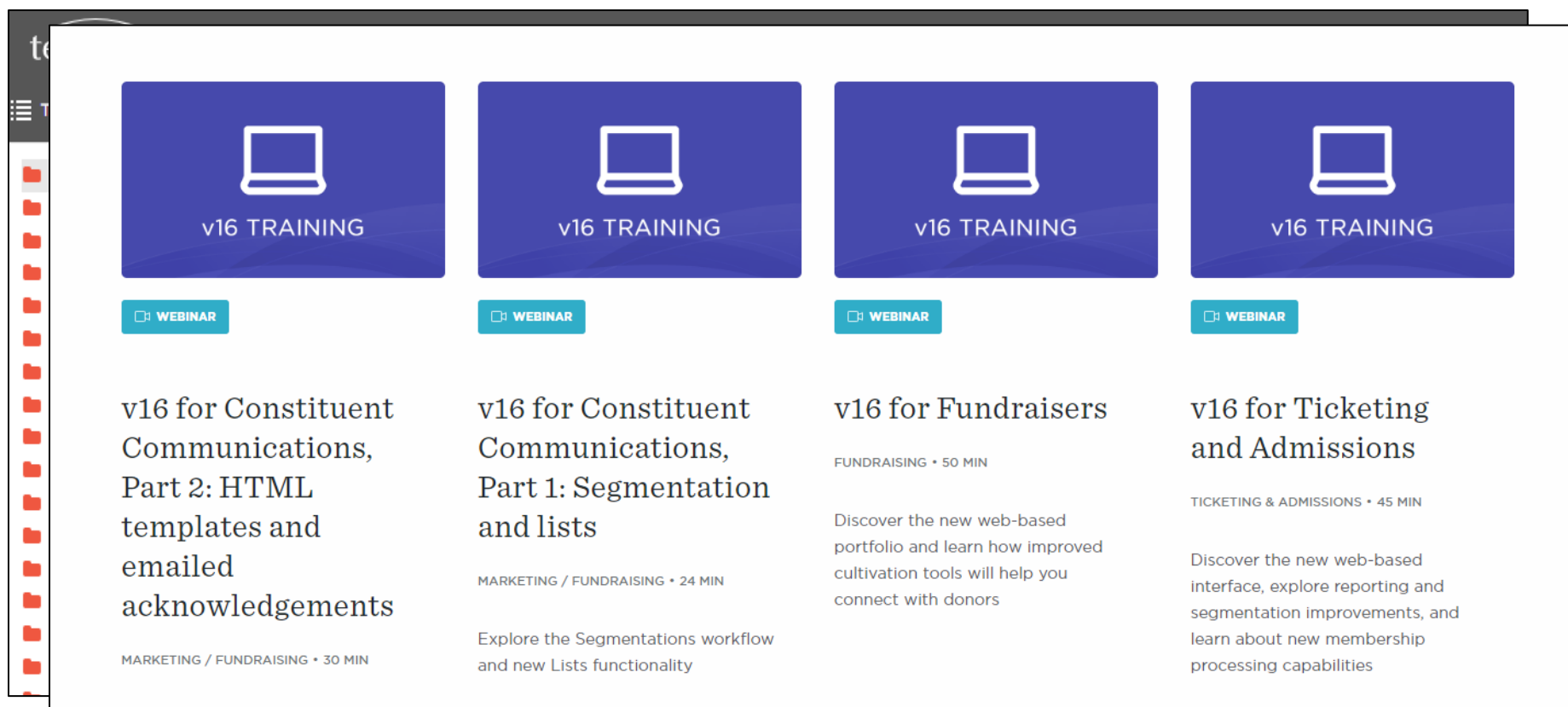
# Step 5 - Analysis

- Determine potential causes and possible solutions or workarounds

Tools

# General Tools

- TessituraNetwork.com

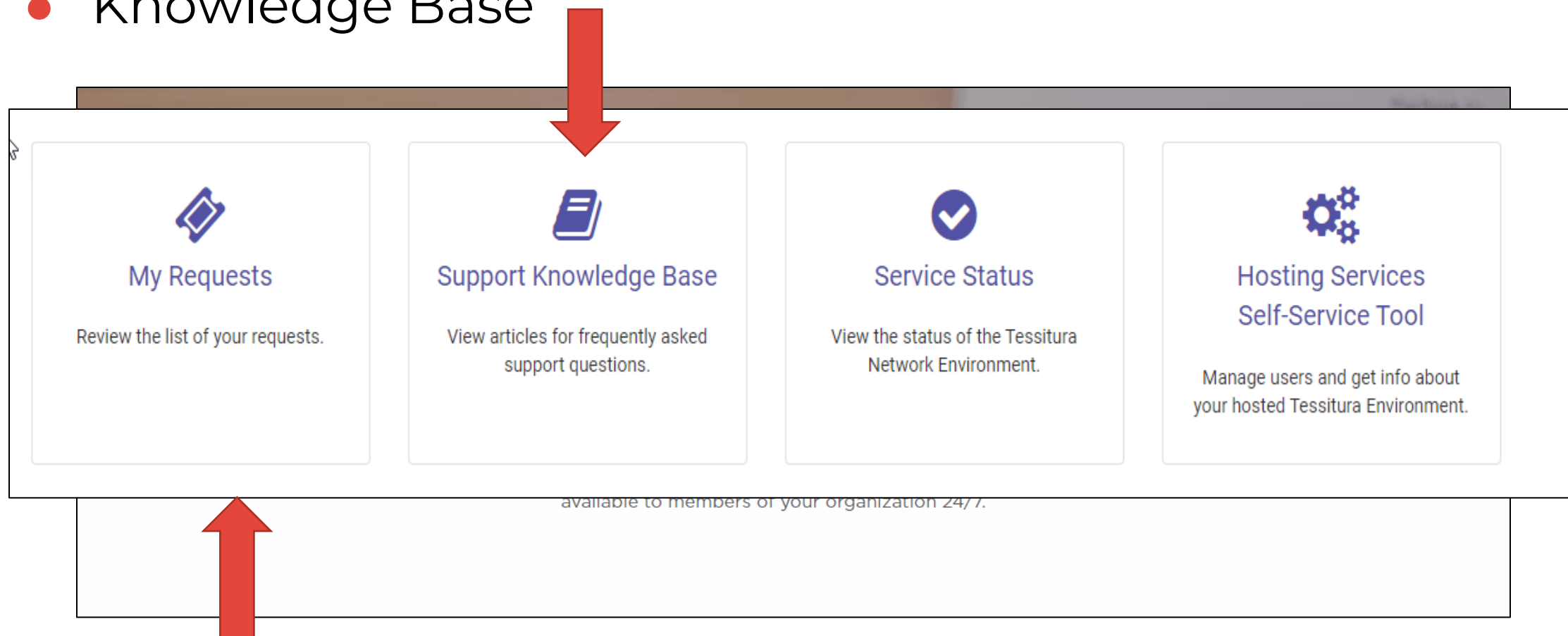


The screenshot displays a grid of four webinar cards on the TessituraNetwork.com website. Each card features a blue header with a white laptop icon and the text 'v16 TRAINING'. Below the header is a teal 'WEBINAR' tag. The main content of each card includes a title, a category and duration, a brief description, and a detailed description.

Webinar Title	Category & Duration	Description
v16 for Constituent Communications, Part 2: HTML templates and emailed acknowledgements	MARKETING / FUNDRAISING • 30 MIN	
v16 for Constituent Communications, Part 1: Segmentation and lists	MARKETING / FUNDRAISING • 24 MIN	Explore the Segmentations workflow and new Lists functionality
v16 for Fundraisers	FUNDRAISING • 50 MIN	Discover the new web-based portfolio and learn how improved cultivation tools will help you connect with donors
v16 for Ticketing and Admissions	TICKETING & ADMISSIONS • 45 MIN	Discover the new web-based interface, explore reporting and segmentation improvements, and learn about new membership processing capabilities

# General Tools

- Knowledge Base



# General Tools

- Phone a Friend

GET IN TOUCH  
OTHER RESOURCES

**CREATE OR MANAGE TICKETS**

## Contacting Support

Support is always available 24x7. Please call our 24-hour support hotline if you need immediate assistance.

Use the number appropriate for your region:

- Asia Pacific  
+61 (0)2 8005 6635
- Europe  
+44 (0) 800 048 7048
- North America  
+1 888-643-5778 x201

Submit all non-urgent issues through the [helpdesk](#). Click the link in the left sidebar to create or manage tickets. The helpdesk is monitored during normal support business hours.

**CHAT WITH US**

Normal support business hours for your region:

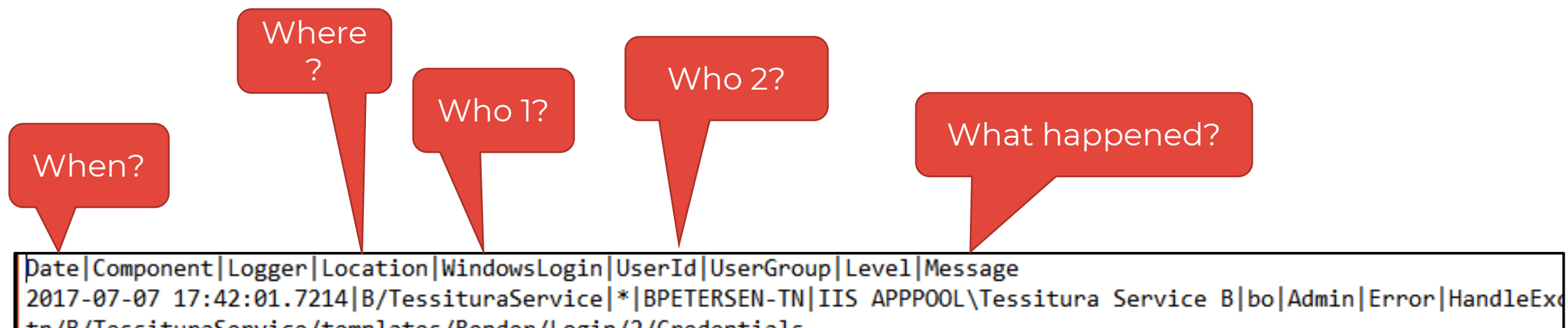
It's Log

(it's big, it's heavy, it's wood)

# Logs

- TessituraProcessingService
- Payment Gateway Logs
- Tessitura Log Viewer
- Debug Tools
- EMV Logs
- TNEW Admin logs

# How to Read Logs



Putting the Method to the Madness

# It's Running Slow

- Issue:
  - ▶ Tessitura is running slow

# It's Running Slow

- Discovery
  - ▶ What is?
  - ▶ Prod, test or both?
  - ▶ When did it start?
  - ▶ Does this start coincide with something happening - eg. A big on-sale

# It's Running Slow

- Planning – what tools will you use?
  - ▶ Sp\_blocked
  - ▶ SP\_who2 or SP\_Whoisactive
  - ▶ Long running queries – extended events
  - ▶ Support

# It's Running Slow

- Reproduction
  - ▶ Is the slowness on going and are you able to see that?
  - ▶ Can you repro with a certain process?

# It's Running Slow

- Isolation - Narrow down to what you see
  - ▶ If the slowness only occurs during a certain process, you know you can take a closer look at what that process is doing vs. should be doing
  - ▶ If you have Database blocking, there is a good chance that's the cause of the issue, so you know to focus on clearing that up first. Note: once you clear up the blocking, if it goes away completely, then you won't be able to reference what was doing the blocking. Possibly take a screenshot for future reference prior to clearing.

# It's Running Slow

- Analysis
  - ▶ Take information gathered back to your team
  - ▶ Put into practice what you have discovered and what you believe to fix

Questions?