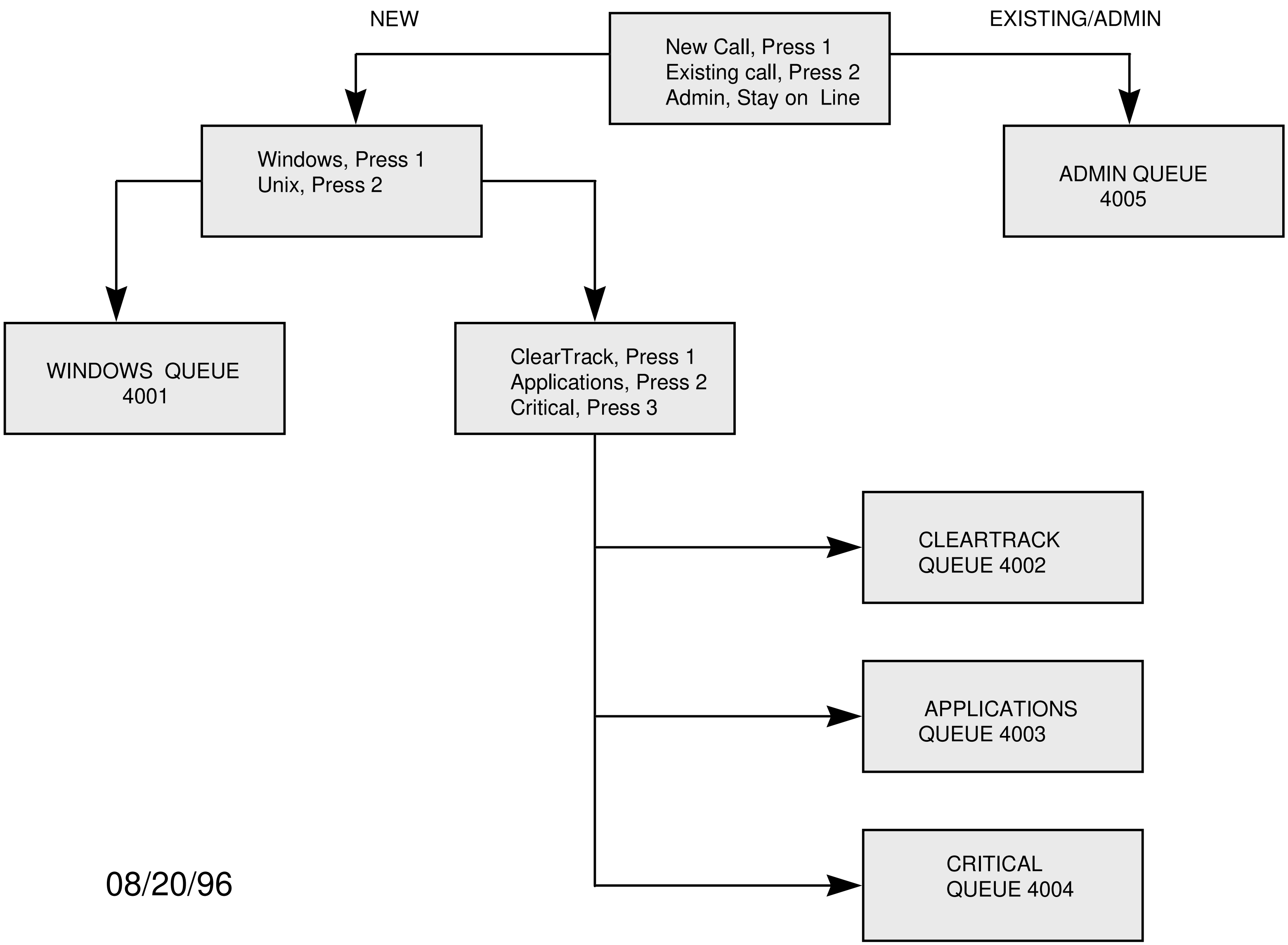
How to get the most out of Atria Technical Support

Leslie Lewis
Judy Hunt
Roger Paradis

ACD System Call Flow Diagram



Creating a call through email

- Send detailed description of problem to support@atria.com
- Include Product version information and Operating System version
- Email is distributed every hour.
- Email is sent back to you with a call id and the TSE's name.

Process that a call goes through

- Calls are either opened by email, phone or phonemail
- Calls remain in the ‘pending’ state until there is a satisfactory resolution
- Calls can be re-opened at any time
- Calls are considered ‘closed’ by support if the customer ran into a defect

Calls that end as Defects

- A call is closed in support once a defect is opened in engineering
- Defect/Enhancement number is given to a customer
- Defect stays open in engineering until it is either 'fixed' or 'rejected'
- Customer support will notify customer if their defect has been fixed by a patch

Clearmake - wink in questions

- Send us the output of clearmake -d
- Send us the output of diffcr on both derived objects
- Sometimes we may need the Makefile
- Let us know what version of ClearCase you are using (and OS)

Clearmake - build problems

- Send us output of clearmake -d
- Tell us if this ever worked, or if you are trying this for the first time
- Create a small test case (if possible)
- Let us know if you are using any of our compatibility modes
- Does make work?

Clearmake - compatibility questions

- Send us the output of clearmake -d
- Send us the output from /usr/atria/bin/Gmake (for -C gnu)
- Send us the output from make on your Sun (for -C sun)
- Let us know what version of ClearCase you are using

Database Corruption Calls

- Let us know the Cleartool version on the VOB server and what OS it's running
- Make sure you have the mandatory database patch installed
- Tar up all log files and put on ftp site (include /usr/adm/messages)
- Give history of machine (recent crashes, hardware problems, etc)

Database Corruption Calls (cont)

- If requested, send us the output of the dbcheck command
- Get your backups ready and dbcheck the db directory from the backups
- Keep VOB locked while we are working on the issue so as not to cause further problems

Application Questions

- Explain the problem as best as you can
- Let us know what version you are working with (cleartool -version)
- Send us any error messages (either on the screen or in log files)
- Try to send us a detailed description of what you were trying to do

Merge Questions

- Tell us if you were using ‘merge’ or ‘findmerge’
- Tell us what version of Cleartool you are using (cleartool -ver)
- What is the error you are receiving
- What did or didn’t we do that you thought we should or shouldn’t have

Questions about the GUI

- Tell us what version of the GUI you are using (xclearcase -version)
- Tell us if you have customized the GUI in any manner
- Tell us what window manager you are using

Backing up vobs and views

- Make sure vobs are locked, otherwise we can’t guarantee it’s integrity
- If your view is not expendable, back it up too.
- Check backup mechanism to make sure it’s working
- Using tar as backup methodology can affect vob_scrubbing

Check log files

- Check atria logs on a daily basis
- Scrubber is a good early detector
- Don’t send just the error, send entire log file
- Give background as to what was happening at the time the error was logged

How to get large files to us

- For large files, we have an area on our ftp site in /pub
- Log on to ftp.atria.com as anonymous
- Go into binary mode, cd /pub
- Put the call number in the filename
- Contact TSE and let them know the files are there

How to obtain Patches from Atria

- Access them from our ftp site ftp.atria.com
- Access them from the WWW
- Contact Technical Support and request a patch to be emailed to you

Atria’s Patch Mechanism

- Patches are created on a component level
- Patches are re-generated as new defects are fix
- All previous fixes are in the “new” patch

Patch numbers
What do they mean

- Contain product version information and patch revision number
- Patches are generated for all platforms in numeric order
- Patch lists for each product explain what the current patch revision is
- Mandatory patches are sent to cc-patch-info

When or when not to send email

- To help further describe the problem
- When requested to send exact error message and debugging information
- Don’t send email to open a critical call

How to escalate a call

- Ask the TSE to speak with a manager
- Contact the administrator and explain the situation
- Call the support manager directly

When to escalate a call

- If you don’t think the answer that was given is acceptable
- You feel the call is taking too long to reach a resolution
- Your site is completely down due to the problem you are having

MultiSite
syncreplica -import failure

- Set to a view
- Run the syncreplia -import again
- Send us all screen output
- Send all atria logs that were updated at the time of the failure
- Remember: on NT, all logged errors go to the Event Viewer - Application Log

Attache
Where errors are logged

- Client errors go to the Attache window
  - Copy and Paste them into an email
- Helper errors
  - UNIX - ws_helper_log in atria log directory
  - NT - Event Viewer - Application Log

Windows NT Tips

- All ClearCase NT errors are logged to Event Viewer - Application Log
- Setup machine to produce a dump file in event of a “blue screen”
  - Control Panel ⇨ System ⇨ Recovery
  - “Write debugging information to:”

Windows NT Tips (cont'd)

- Setup Dr. Watson program as the PMD (Post Mortem Debugger) to create a "core" file in event of an application crash (access violation)
  - \HKEY_LOCAL_MACHINE\Software\Microsoft\Windows NT\Current Version\AeDebug
    - Debugger: REG_SZ: drwtsn32 -p %ld -e %ld
  - In DOS cmd.exe shell, type "drwtsn32"
    - Specify pathname of file for "Crash Dump"

Windows NT Tips (cont'd)

- Download "ClearCase Doctor" from Pure Atria Technical Support web page
  - Helps detect installation and configuration problems