

Logger_Checklist

Observations / Issues	Initial Analysis CheckList	Resolution Steps/Data Collection Inputs
Logger	Recovery Issue + Purge Issues + Historical data missing/deleted	1) Check for the ICM Version 2) Any ES/ET applied 3) Is there a crash, if yes, pass on the exe and pdb files from icm\ search if there are previous TAC cases and defects associated to it. 5) Collect and analyze Tracing: EMSTraceMask should be set to 'FFFF'. 6) If there is a problem with the copyi other, we've to analyze the Hlgr logs also with EMSTraceMask set to 'FFFF'. 7) If there check for the purge settings from the registry/run through the set up to check the purge s some particular historical/half hour data, we've have to collect the OPC and Router logs missing (Eg: TCD missing, we've to enable closedcall tracing in OPC) 8) If the custome limit (Eg: 80%), they have to increase the Database size and the Log size. 9) Data Holes
	Replication Issue+Data not replicating from Logger to HDS+Replication process crashing	1) Check for the ICM Version 2) Any ES/ET applied 3) Is there a crash, if yes, pass on the exe and pdb files from icm\ search if there are previous TAC cases and defects associated to it. 6) Collect the Replic distributor. Tracing: EMSTraceMask should be set to 'FFFF' Note: If we want to check 1 have to collect the OPC and Router logs also. Tracing should be corresponding to the da closedcall tracing in OPC)+Hlgr logs with EMSTraceMask set to 'FFFF'
	Historical logger Issue	1) Check for the ICM Version 2) Any ES/ET applied 3) Is there a crash, if yes, pass on the exe and pdb files from icm\ search if there are previous TAC cases and defects associated to it with the stack trace. 5 'FFFF' Note: If we want to check for some particular historical/half hour data, we've hav should be corresponding to the data missing (Eg: TCD missing, we've to enable closedc FileTimeToSystemTime fail - CSCsm84234 & lb-hlgr Fail: ICRDb::ParseECCBinData FileTimeToDosDateTime() failed - CSCtf45693.
	Configuration Logger Issue. Configuration data	1) Check for the ICM Version 2) Any ES/ET applied 3) Is there a crash, if yes, pass on the exe and pdb files from icm\ search if there are previous TAC cases and defects associated to it. 5) Collect Clgr logs corresponding to some configuration update, check the status of Router and collect the E Delivery' traces enabled. 7) To synchronize the configuration data between the side A and ICMDBA. 8) If the foreign data is getting garbled in the database, check the registry HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\MSSQLServer\Client\DB-Lib\Au on. Reference 613499361.
	CICM Replication Issue	1) Check for the ICM Version 2) Any ES/ET applied 3) Is there a crash, if yes, pass on the exe and pdb files from icm\ search if there are previous TAC cases and defects associated to it. 5) Collect Crpl logs NAM Side. <ul style="list-style-type: none"> • Application Gateway • Instance Explorer • Routing client should match in the NIC explorer In CICM Side. <ul style="list-style-type: none"> • INCRP NIC. • Routing client should match in the NIC explorer

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Distributor Replication Issue	2) Any ES/ET applied 3) Is there a crash, if yes, pass on the exe and pdb files from icmV search if there are previous TAC cases and defects associated to it. 5) Collect the Replic EMSTraceMase set to 'FFFF' 6) If the customer wants to move HDS from one drive the
Others	1) Problem: Updateaw process keeps crashing when attempting to connect to Logger DI CC router memory, awcontrol table in awdb database, and the max(RecoveryKey) in Co 2) Problem: UAW assertion failure in module CCDatabase::GetHostIPAdresses. Solution to IP addresses instead of hostname.