

Reading and Analyzing IIS logs

IIS logs format

- ◇ Fields
- ◇ date time c-ip cs-username s-ip s-port cs-method cs-uri-stem cs-uri-query sc-status cs (User-Agent)

Changing format and location of IIS logs

- ◇ Location: IIS -> Default Web Site -> Properties -> Active Log format (W3C Extended Log File Format) -> Properties à Log File directory
- ◇ Format: IIS -> Default Web Site -> Properties -> Active Log format (W3C Extended Log File Format) -> Properties -> Extended Properties tab

Errors in IIS logs

- ◇ Analyze for error codes for each http request represented.
- ◇ Typically IIS error codes include:
 - 403 (Forbidden Access)
 - 404 (Page Not Found)

Verifying IIS Configurations

- ◇ Verify existence of WebLogic IIS plug-in configuration file in <BEA install dir>/weblogic81/server/bin directory
- ◇ Verify existence of *.jsp, *.egain and *.controller application extension mappings in IIS management console
- ◇ If FS and Web Server are on separate machines, validate access permissions for each virtual directory created in IIS.

Eliminating Usage of JBoss Hypersonic Database

The default implementation of JBoss JMS MQ is that messages start getting persisted in the JBoss Hypersonic Database (HSQLDB) only when the JBoss JVM heap size exceeds 50 MB. Once the JVM heap size exceeds 60MB, all JMS messages are directly persisted in HSQLDB without maintaining any memory cache. Messages persisted temporarily in HSQLDB are purged when all the registered subscribers of these JMS messages have consumed the message. Intermittently, it has been observed that regardless of the size of HSQLDB, the state of HSQLDB could get corrupted under highly concurrent load scenarios. Therefore, in order to eliminate the usage of HSQLDB by JBoss, the following tasks need to be performed on the messaging server and all application servers.

◇ **To eliminate the usage of JBoss Hypersonic Database:**

- Make sure that the Cisco Interaction Manager application is stopped.
- Open the Cisco_Home\eService\bin\platform\windows\setenv_Server_Name.bat file in a text editor and note down the value of the property JBOSS_INSTANCE_NAME.
- Browse to the JBoss_Home > server folder. Do the following:
 - Delete the folder of the JBoss instance used by Cisco Interaction Manager. The name of the folder will be the same as the value of the property you noted in step 2.
 - Locate the folder default, right-click it, and select Copy
 - Paste the folder in the same location, JBoss_Home > server.

Web_Server_issues

- Rename the newly copied folder. Use the same name as the value of the property you noted in step 2.
- Browse to JBoss_Home > server > JBoss_Instance_Name > deploy > jms. Do the following:
 - Locate and delete the hsqldb-jdbc2-service.xml file.
 - From the 4.3(2) installation package, from the Post_Install\Null Persistence folder, copy and paste the null-persistence-service.xml file in this folder.
Repeat steps 2-4 on the messaging server and all application servers.
- Start the Cisco Interaction Manager application.

Few more links regarding JBoss issues:

- ◇ [Link 1](#)
- ◇ [Link 2](#)
- ◇ [Link 3](#)
- ◇ [Link 4](#)