

RECOVERY /INBOUND /PREPROCESSING

TO TRANSMIT "CREATED MISSING FILES" FROM THEATRE TMW

INSTRUCTIONAL FLOW CHART (Procedures, with Debugging at Stages/Items
(See LARS Overview / Total Flowchart for complete context.)

MISSING FILES (NOT ARRIVED):

CREATED IN TMW OUTBOUND

(The missing units report signals all missings-- which allows you to proceed to recovery process)

Missing Unit
Report

(DEBUGGING STAGE)
Causes of Missing Files checked
in OUTBOUND:

Theatre closed before
transmission?
Router? Cable Power?
Push.com? avaxec?

* A) STEPS FOR RECOVERY-ALL PROCESS (XCELLENET: OUTBOUND TO INBOUND)

This process is required first thing daily, to grossly expedite recovery of "missing files/created in outbound" into the inbound directory-- following an earlier lapse or persistent problem, and as a part of the overall debugging process. The recovery-all process thus should occur before knowing which missing files are "created". (Uncreated created are not affected. Note: Without this process some created files may have later arrived on their own, but need this process. All unrecoverable files (created or uncreated) will need manual recovery after debugging- see below). Follow up tomorrow to verify debugging.

(Requires prior identify all missing units that you wish to recover from the Missing Units Report)

* This recovery procedure can be done only from special BSC NT WORKSTATION:

- 1) "Connect" (BSC NT WORKSTATION ICON (2x)). (or Log of main "user/password"; "Remote" connect)
- 2) "Session Editor" (2x). (This displays all sessions on server; scroll to "GC Recover All")
- 3) "GC Recover All" (1x)
- 4) "Clients" (1x)
- 5) "Unassign All" (1x) (This step applies only if any previous clients listed)
- 6) "Assign" (1x) (Shows all clients (units));
- 7) Hold "Ctrl", Select-highlight unit names (taken from Missing File Report); "OK" (1x)
- 8) (Recover schedule shows: If previous date listed: "Delete Date"
- 9) "Add Date" (1x) (System default lists current date/time). Add 5 minutes to time. "OK" (1x)
- 10) (Default of 5 retries should be set). CLOSE the session editor box
- 11) Verify (after 15 minutes): "SESSION LOG" ICON; (Shows completed vs not completed).
- 12) If process fails: Use Step A' Manual Recovery Process (Backdoor Method)-- and debug list.

+ For more detailed instructions, see screen shots at end of this document

(DEBUGGING STAGE)
Cause of files that not recover
after BSC attempt-- and
remain in outbound:

Locked Router?
(User & home routers)
Nobuy phone line at Theatre
Theatre TMW offline or off
"Remote Connect Client"
software not running?
Internal network problem?
(Fix & then do manual
recovery)

* A') STEPS FOR MANUAL RECOVERY PROCESS (XCELLENET: OUTBOUND TO INBOUND)

"Backdoor Method" (Use independently, after the morning recovery-all, as needed for individual files or to test backup files.

- 1) LOG ON TO TMW (See PCAnywhere instructions).
- 2) (Proceed in their TMW): Press "Load File Transfer" ICON (At top left toolbar):
- 3) On rt (HOST) side of Tmsf directory, scroll root arrow to C: MAXMAN (2x); OUTBOUND (2x)
- 4) Check OUTBOUND for Current File: If yes, skip to step 7-9 below (to execute recovery).
- 5) If there is no current file in outbound: Open, check maxman/ BACKUP.
(If no current file, close out and debug as as ("not created"). If yes, proceed steps 6-11:
- 6) On file transfer menu, copy backup (from rt side host) TO tirsxnetserver/tirsnet/xnetdata (on lft side). (ie drag from rt to lft; re drag left to rt for security. (CHECK "INBOUND" for file)
- 7) At bottom (TMW): "Start", "Programs", "Theatre Operations", "Remote 32 bit client"
- 8) (Remote 32 bit client directory shows): be sure your current file is listed
- 9) Top left of 32-bit client directory Press 'lego-like' Run ICON to recover current (outbound or backup) file to INBOUND.
- 10) For backup file cases only: You must also add notation of the backup file on to bsc's "My X-NET" INBOUND "Wordpad" (for the preprocessor to read), Skip this step if you had used an outbound file.
- 11) Close out by using minimizing and then disconnect (plug icon); * Verify w Missing Units rpt.

AFTER RECOVERY PROCESS (and verification through Session Log and/or later Missing Units Report):
For recovered files, see step E-- check data.

For still unrecovered files: proceed to step b & c, and then use PCAnywhere to see TMW outbound files.
(If found in outbound proceed to debugging list missing/created files:
(If not found in outbound (uncreated?) proceed see debugging list for uncreated (and return later to recover).

B) CONFIRM RECOVERY OF FILES INTO INBOUND

(See \TIRSXNET\xnetdata\inbound)

NOTE: Files moved out of TMW outbound are also verifiable by null Tmw outbound file; and a copy of file in TMWbackup

Report

(DEBUGGING STAGE)
Cause of Files that stay in
inbound and will not reach
preprocessing:

File is not Listed?

C) CONFIRM PREPROCESSOR

(See \TIRSXNET\xnetdata\not processed and/or
\TIRSSXNET\xnetdata\ processed)

Report

Report

Selection of
confirmation
steps b-d)
by BSC is
discretionary

4/25 - 7/2 cont

*** (Optional): STEPS TO MANUALLY EXECUTE PREPROCESSOR**

Use when needed for an individual file, to expedite process so to confirm debugging resolution.)

- 1) PCAnywhere 017; B1
- 2) You log in/gct; personal password
- 3) "Ctrl d" (not delete); to unlock workstation
- 4) "Oracle7"; (Password: "Oraclemaster"; "OK"
- 5) METZSCHEDULER (maximize); Highlight "PREPROCESSOR"; "RUN NOW" (1x);
"SUMMARIZE" (1x)
- 6) To close: Minimize; "Ctrl d" lock workstation; disconnect (use plug icon).

(DEBUGGING STAGE)
Cause Preprocessor not run

Server down?
Peoplesoft?
Work being done?
Closing?

D) CONFIRM ARRIVAL INTO TIRS

See "Missing Units Report" (Check for future compounded problems)

Report

(Please Return to Help System)

RECOVERED FILES SHOULD BE CHECKED FOR DATA QUALITY

Report

*** REVIEW LARS HELPSYSTEM TO DEBUG AS TO WHY CREATED FILES ORIGINALLY NEEDED TO BE RECOVERED ***

For still missing files use PcAnywhere to see TMW outbound files.
If found in outbound proceed to debugging list missing/ create files.