

Verifying Observatory Operation

Overview

This chapter outlines a simple test procedure that will verify that the observatory database is functioning.

Mail Bounce Test

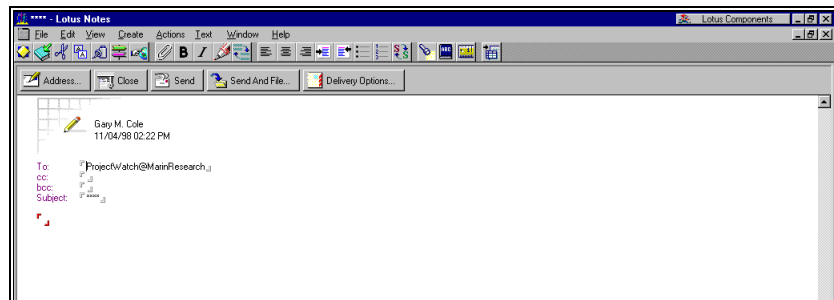
Using your email client, compose a message as follows

Set the "Send To" as the mailin name of the observatory.

Set the "Subject" as "*****".

Set the From (if necessary) as your email address.

Send the message.



When the Observatory processes a message with the subject containing "*****" it will respond by replying back with the SendTo as the "From" address and the subject as "Observatory Reply from:"Database Title"

Depending upon the scheduling of the XMLMessageProcessing agent, you may see a response within a few hours or not until tomorrow.

This test can be done at any time and does not modify the existing projects in the database. It is a good way to test connectivity from remote sites and mail systems.

Project Reporting Test

The following test procedure will take overnight to complete and will create a project report and other documents, it should only be done if the database is brand new and contains no projects.

Do this test only after you have seen the previous test work successfully.

Create Message

Starting from a mail client, create an email.

Set the "To" address using the mailin address of the observatory.

Set the "Subject" to be "Project Reporting Test"

Place a file attachment using the file "TESTOBS.TXT" that you will find on the installation CD.

Send the mail and come back tomorrow.

Evaluate Operation

1. Open the observatory.

2. Click on *Projects by Name*.

This should display one line labeled "Observatory Test Project." Click View refresh just to be sure.

..if not, then goto the instructions entitled "Problem A"

3. Click on *Programs with Projects*

This should display "Default Program" followed by "Observatory Test Project"

..if not, goto the instructions entitled "Problem B"

3. Click on *Organizations w/ Project Commitments*

This should display "Default Organization" followed by two rows "person a in observatory test project" and "person b in observatory test project"

..if not, goto the instructions entitled "Problem C"

4. If you have reached this point, then the observatory processing test is successful.

5. Java Test.

Using the "Programs" view on the Project Observatory navigator, double click to open the Program Report for "Default Program".

At the top of the form, a "Graphs" button will be displayed.

If the Graphs button does not appear, then the Notes client that you are using is earlier than Notes 4.6 and cannot use Java applets.

If the Graphs button appears, press it. This should load the graphics browser and display a bar chart. Press OK to dismiss the dialog window, and Close to close the Program Report.

If you see the message "Java not executing (did you enable Java applets?) then close the dialog, goto Tools, User Preferences, Advanced, and check "Enable Java Applets." Close and exit Notes, reload Notes, reopen the observatory database and the Default Program report and try the Graphs button again.

6. Cleanup

With this test completed, manually delete all of the documents we have just looked at so that nothing is showing in any of the dashboard views. This is not a proper procedure for any other time, but will be OK for this test.

Problem A:

The symptom is that the project report has not been created.

The possible problems are:

- a) The message was not received
- b) The Report Processing agent has not processed the message
- c) The message generated an error, rather than a project report.

From the main navigator, click on "Management".

On the Management Navigator, click on the view "processed reports." If a message is listed, then your mail was received and processed.

If the processed reports view is empty, click on the view "reports waiting for processing." If this view is empty, the mail has not yet arrived. If this view shows a message, then the Report Processing agent has not yet run.

If Report Processing is set to run on "new mail" then it should run within the hour. If set to run daily, then it won't run until evening, so continue your work tomorrow.

Note, if the Administration form has the default checkbox settings and your email address, you should receive an email from the Report Processing Agent as soon as the message is processed. It is possible that you will receive this before you open the database.

Problem B:

If the project report is shown, but the "Default Program" is not shown, then the possible problems are:

- a) The Maintain Programs agent is not scheduled to run.

Look at the agent list to ensure that the checkbox is set next to "Maintain Programs".

- b) The Maintain Programs agent has not run.

On the agent list, click the right mouse button. At the bottom of the list is the item "log," select it. This will display the log produced by the agent. If you get a dialog box "This agent has never been run" then talk with your server administrator to determine the cause.

- c) The Maintain Programs agent has not run since the report processing agent finished or has encountered some fatal error.

Again, examine the agent log and note the time of execution. Compare this with the log for the Report Processing Agent.

Note, if the administration form has the default checkbox settings, you should receive an email from the Maintain Programs Agent each time it

runs. This message will tell you how many documents were processed and the total run time.

Problem C:

If the project report is shown, but the "Default Organization" is not shown, then the possible problems are:

a) The Maintain Commitments agent is not scheduled to run.

Look at the agent list to ensure that the checkbox is set next to "Maintain Commitments".

b) The Maintain Commitments agent has not run.

On the agent list, click the right mouse button. At the bottom of the list is the item "log," select it. This will display the log produced by the agent. If you get a dialog box "This agent has never been run" then talk with your server administrator to determine the cause.

c) The Maintain Commitments agent has not run since the report processing agent finished or has encountered some fatal error.

Again, examine the agent log and note the time of execution. Compare this with the log for the Report Processing Agent.

Note, if the administration profile has the default checkbox settings, you should receive an email from the Maintain Commitments Agent each time it runs. This message will tell you how many documents were processed and the total run time.

Direct Submission

A useful feature for administrators is the ability to submit a project abstract directly into the observatory database without going through the email system. This is particularly convenient for testing.

Select the "Postbox" icon at the bottom of the Observations Navigator to display the Observatory Abstract Submission Form. Attach the abstract file and save the form. This document will be processed the next time the XML Report Processing Agent runs just as if it had been received via mail.

Abstracts must have the .txt file extension and be less than 1MB in size to be used with this function.

You can do direct submission from a web browser by clicking on the sun-flash in the banner of the observations navigator.