AdServer Miscellaneous

When the update nag page turns up blank

- Restart the apache server on fatboy using the following commands
- sudo /vhosts/apachectl stop
- sudo /vhosts/apachectl start
- You do need sudo permissions to stop and start the apache server
- Note: a simple restart doesn't do the trick, you need to explicitly stop and start the server

Generating the taxreport

- Generate the tax report on fatboy using the following command
  /taxreport.pl --start_date=2003-10-27 --end_date=2003-11-23
- If you don't have the taxreport.pl script in your home directory,
  You can grab it from
  //depot/projects/eudora/adserver/live/tools/taxreport/taxreport.pl

When the registration webpage doesn't display correctly

- Restart the secure & regular apache servers on fatboy using the following commands
  sudo /vhosts/httpsdctl stop
  sudo /vhosts/httpsdctl start
  sudo /vhosts/apachectl stop
  sudo /vhosts/apachectl start
- You do need sudo permissions

When the ad stats webpage images don't display correctly

- Restart the apache server on pipes using the following commands
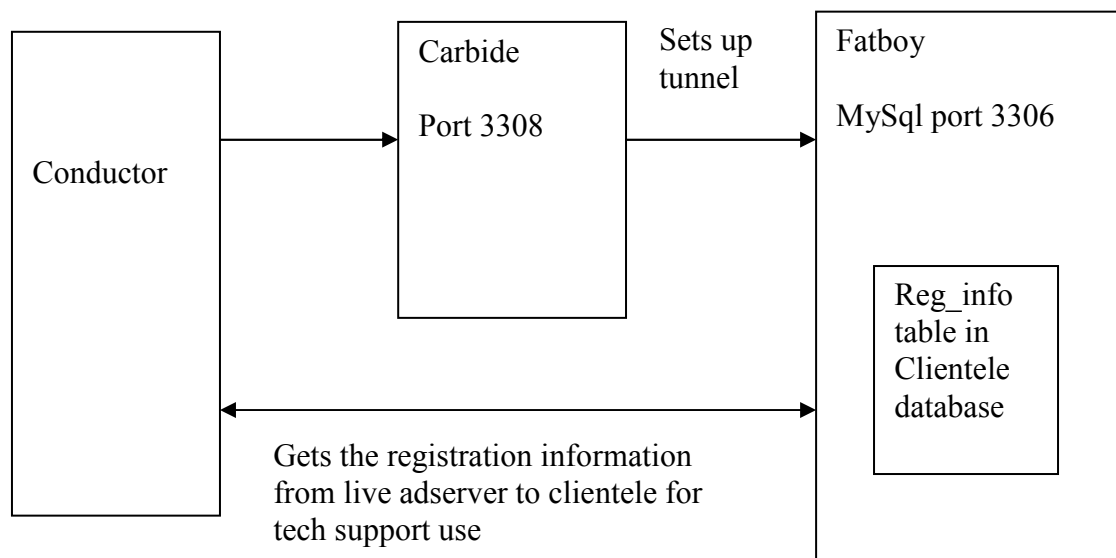- sudo /vhosts/apachectl stop
- sudo /vhosts/apachectl start

When users complain that they are not getting sponsored mode ads

- Check the link **MRTG summary** link in
  http://pipes.qualcomm.com/adserver/webtools/
- The above link displays all ad statistics including impressions served for the ads and the playlist request and response stats as well.
- It might very well turn out that the AdServer just ran out of impressions and hence the clients are not getting enough ads

- If that is indeed what happened, just increase the impressions count for the ads on using the adjoin webpage

When conductor cannot get registration information from fatboy

- Conductor grabs the registration information from fatboy
- We set up a tunnel from conductor to fatboy (mysql port 3306) through carbide (port 3308)
- Most times when conductor is unable to get the registration information, we need to bring up the tunnel
- To bring up the tunnel on carbide, use the following command
  $ cd /usr/bin
  $ ./SetupSSHtonewE450
  username - adslive
  password - eudora_adware
- test to see if the tunnel is up on carbide
  ps -aef | grep adslive

```
+-------------+        +-------------+  Sets up   +----------------------+
|             |        | Carbide     |  tunnel    | Fatboy               |
|             |------->|             |----------->|                      |
|             |        | Port 3308   |            | MySql port 3306      |
|  Conductor  |        |             |            |                      |
|             |        |             |            |   +--------------+   |
|             |        +-------------+            |   | Reg_info     |   |
|             |<----------------------------------|-->| table in     |   |
|             |  Gets the registration information |   | Clientele    |   |
+-------------+  from live adserver to clientele for |   | database     |   |
                 tech support use                 |   +--------------+   |
                                                  +----------------------+
```

Servers

Carbide

- test server
- scripts for testing update nag, registration, jump, regcodegen adjoin, ad stats, playlists
- make sure all changes are first tested on carbide before syncing to live servers fatboy and pipes
- check the following tools webpage to help with most testing
  http://carbide.qualcomm.com/adserver/webtools/

Fatboy

- live server
- in charge of update nag, registration, regcodegen and jump
- link to the tools webpage
  http://fatboy.qualcomm.com/adserver/webtools/

Pipes

- live server
- in charge of playlists, adjoin, ad stats
- link to the tools webpage
  http://pipes.qualcomm.com/adserver/webtools/
  The MRTG summary link is of particular interest to us, since it gives us statistics of the playlists and impressions served for the various ads.