

Application Maintenance

Blackboard Services

Application Maintenance

- Daily Maintenance
- Log Rotation

Daily Blackboard Maintenance

- Application Server Maintenance
 - Running daily tasks
 - Processing snapshot batch jobs
 - Reviewing logs
 - Cleaning system tmp folders
 - Purging recycle_bin(Task introduced in SP14)
 - Rotate Logs
 - Running PurgeAccumulator

Cleaning the Blackboard Application

- Various Temporary Directories in the Blackboard Application that need to be cleaned on a regular basis
 - Remove recyclebin files older than one week
 - Tomcat temp directory
 - Remove temporary struts file from tomcat work directory
 - Manages Bb session maintenance directories
 - Cleans Orphaned Session Directories
 - Cleans gradebook exports and assignment download packages

Cleaning up directories on

- Directories that are cleaned
 - <bb home>\content\vi\bb_bb60\recyclebin*
 - <bb home>\apps\tomcat\temp*
 - <bb home>\apps\tomcat\work\Catalina\localhost\webapps_assessment\strts*.tmp
 - <bb home>\apps\tomcat\work\Catalina\localhost\webapps_gradebook\strts*.tmp
 - <bb home>\apps\tomcat\work\Catalina\localhost\webapps_blackboard\strts*.tmp

Checking Log Rotation using RotateLogs.sh

- Rotate logs Script located at
 - C:\blackboard\tools\admin\RotateLogs
- If script does not succeed:
 - Check filesystem permissions
 - Existing log files might be too large
 - Move large files to backup storage manually
 - Restart Blackboard services
- In a Load Balanced environment, schedule Rotatelog.bat schedule task on each server

Log Rotation

- The most common scenario that prevents logs from rotating involves a task historically wasn't running and currently can't execute due to the size of existing logs
- To solve this problem, manually move the logs into the archive directory and re-run the tool
- In addition, identify errors that are causing log growth
 - Verify log verbosity
 - Remove Portal modules that cause errors on load
 - Look for bundle errors that could be easily corrected