FTP Deployment Troubleshooting Guide

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# Document Overview

This document is intended to support the "FTP Package Deployment Guide".

It provides guidance on tracking down problem that occur during the deployment of the FTP software.

# Related Documents

Package Deployment Guide

If there are any problems with a deployment then there will be the "FTP Package Deployment Guide" which contains information on how to track down problems and possible causes for known previously experienced errors.

# Document History

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Changes** | **Changed By** |
| 14/03/2013 | 1.0 | Initial draft completed. | Rik Locke |
|  | 1.1 | Adding Access Denied on Db create or TdrFileProcessing | Rik Locke |
|  |  |  |  |

# Deployment

Two deployment log files are produced by each package deployment. The location of these files is specified in the deployment command line.

The Deployment Log contains a copy of what is written to the console during deployment but it a (semi) permanent record which can be search and handled more easily.

The Deployment Summary Log contains just one row per server or database role so it more readable to identify at a glance which roles passed and which failed. The end of the deployment output simply states whether all roles passed or not.

## General Issues

#### Can't find machine

Check that the right deployment config file has been specified in the command line and check it for the specified host name. If that's correct, check to see if the machine is up and running and is accessible.

#### File not found.

1. Service executable
2. Config file
3. Publish profile
4. Pre-post deployment script

## Specific Issues

### DataDeploy

#### Could not obtain exclusive lock on database 'model'

Error SQL72014: .Net SqlClient Data Provider: Msg 1807, Level 16, State 3, Line 1 Could not obtain exclusive lock on database 'model'. Retry the operation later.

Resolution: Try again, spurious error.

#### CREATE DATABASE failed

Error SQL72014: .Net SqlClient Data Provider: Msg 1802, Level 16, State 4, Line 1 CREATE DATABASE failed. Some file names listed could not be created. Check related errors.

This is typically a permissions problem with the SQL Server Service account not having permission to write to a specified file system volume.

### MSI Deploy

#### Service Executables not found (e.g. Pare.FaeIntegration.Host.exe)

Old versions of services have not been removed by this pre-uninstall.  
Usually due to services being renamed  
Manually delete conflicting services with command 'sc delete <service\_exe\_name>'

#### Config not found

The .exe.config files that are included in a build are selected by environment at the point of packaging and so need to be specified in the CommonServerRoles.xml deployment config file.

If an exe.config file is missing it could indicate that it has been omitted from the deployment config.

However, if a large number of files are reported to not be found then it could be an error in the deployment has triggered knock on errors so check the msi deployment log

### Web Deploy

#### Installations to new servers

The first time a web server is deployed to it must have the IISsetup (deployment server role) run.

If web deploy errors occur on new environments check that the deployment config contains the "IISSetup" server role on each machine and that it is before any WebDeploy roles.

#### aspnet\_regiis.exe' is not recognized

Error: Registering ASP.NET on IIS  
The term 'c:\windows\Microsoft.NET\Framework\v4.0.30319\aspnet\_regiis.exe' is not recognized as the name of a cmdlet, function, script file, or operable program.

This error indicates that .Net is not installed on the target server.

Resolution: Install the .Net framework of the indicated version and re-deploy.

#### Error Importing webadministration module

Or "unknown namespace root\webadministration".

This means that the web server being deployed to has not had the "Web Server Role" windows feature activated.

# Post-Deployment

As part of the package deployment a set of post-deployment verification tests can be run (see Package Deployment Guide). This section gives guidelines on issues that can cause these tests to fail.

If an error occurs the location and name of the relevant log file will usually be written to the output.

Database deployment logs are written to D:\DatabaseDeployment\, there is one log file per database role deployed.

MSI deployment logs are generally written to the same location at the MSI that produced the log.

### Web Issues

There are numerous possible causes for an error in a web site so need be tracked down as any web error would be.

Start by trying the URL in a browser and seeing what the error actually is.

You may need to edit the web.config turning off custom errors and/or turn off friendly errors in the browser in order to see the detail of the problem.

1. 503: Service Unavailable errors can indicate that the app poll and/ or web site aren't running or that a serious server-side error has occurred. Connect to the web server and verify that the web site and app pools are running.

Servers tend be Windows Core so you'll need to use PowerShell commandlets to determine site and apppool states.

dos> powershell

powershell> Import-Module webadministration

powershell > ls IIS:\\Sites

powershell > ls IIS:\\AppPools

powershell > Start-Website -Name <web site name>

powershell > Start-WebAppPool

1. 404: File or resource not found indicates that the endpoint being tested, as specified in the deployment config files, may be out of date.
2. 403: Access denied may indicate a problem with the app pool identity account trying to access the resource.
3. Runtime error / exception: May imply a fault in the code but this could have an underlying cause such as a dependent web service call failing or similar.

#### An error occurred while trying to start an integrated application instance

Event ID 1325 An error occurred while trying to start an integrated application instance.

This has been seen before and was resolved simply by running iisreset on the PCS Simulator server.

### Service Issues

#### Service is available but not running

The error from the post-deployment tests will generally be restricted to "Service is available but not running" indicating that some error occurred while the service was starting up.

Start by looking the log file for the relevant service, usually, in a "Logs" folder residing where the service executable has been deployed to.

The service servers Event Log may contain additional information or can be referred to if the particular component doesn't have its own log output.

#### Login error

This will usually have one of two possible causes;

1. Either the service account hasn't been granted the 'Log on as a service right' which is not applied as part of the deployment and is a pre-requisite of FTP deployment.

This can be verified by manually resetting the identity account for a service. If this is the case then you'll be shown a message indicating that this right has been granted to this account.

1. Or it may be that the password provided for the service identity account is incorrect.

These are held (encrypted) in the \Deployment\Config\<env>/ServiceAccount.xml file.

Manually resetting the service identity account won't actually tell you if you've provided an incorrect password. However, an error message in the logs or event viewer will indicate this quite unambiguously.

#### Directory not found

Some services expect some folder structures to be created during deployment. Check the deployment logs to see if the File System roles have been successfully deployed. missing directories can be created manually but this could indicate a discrepancy in the deployment config which should followed up.

#### System.InvalidOperationException: The requested Performance Counter is not a custom counter, it has to be initialized as ReadOnly.

 This exception was seen on the Cubic Integration rig upgrading from cycle 8 to 12 on 15/07/2013.

This misleading message actually means is: You’re Performance Counters Cache is corrupted and must has to be rebuilt and re-synced.

Resolution:

* Do what it says here <http://support.microsoft.com/kb/2554336>

Rebuilding the counters:  
cd c:\windows\system32  
lodctr /R  
cd c:\windows\sysWOW64  
lodctr /R

Resyncing the counters with Windows Management Instrumentation (WMI):

WINMGMT.EXE /RESYNCPERF

Stop and restart the Performance Logs and Alerts service.   
 Stop and restart the Windows Management Instrumentation service.

* Reboot
* Re-install

### Database Issues

#### Login failed

Usually indicates that the FAE service account has not been granted access to the BaseData database.

If the login failure is to PARE, FAE or CS then there may have been a problem running the post-deployment scripts that set this access (this would usually have triggered an error in deployment).

#### Can't connect to server

Could indicate any of;

1. An incorrect connection string
2. The server is unavailable or off
3. The SQL Server Service instance is stopped

#### Specific SQL Error

If a SQL Exception is caught it would normally indicate a discrepancy in the various schema versions of the databases.

Most commonly, as BaseData is backed-up and restored outside of the rest of the FTP deployment, it could be that the version of BaseData is not compatible with the deployed system.

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