**Affected Service = TFS – Team Foundation Server**

**DESCRIPTION:**TFS is an enterprise wide ALM (Application Life Cycle Management) management tool that supports source control, work item management, build services, and reporting.

**BASIC TROUBLESHOOTING:**

1. What client is the end user using? (Internet Explorer, Chrome, Visual Studio, Eclipse, etc.)
2. What URL is the end user using? (<https://tfs.mmm.com/tfs>)

**NOTE: THE END USER SHOULD NOT BE USING:**

* 1. [**http**://tfs.mmm.com/tfs](http://tfs.mmm.com/tfs) **(should be using https, not http)**
  2. [http://tfsprod\*.usac.mmm.com:8080/tfs](http://tfsprod*.usac.mmm.com:8080/tfs) (never use this)

1. **Call agent**: Test ***your*** basic availability for the system.
   * Open Internet Explorer, and navigate to these URLs:
   * <https://tfs.mmm.com/tfs/DefaultCollection/Public> (should get basic web portal)
   * If that does not work, check each of the web servers using IE:
     1. <http://tfsprod01.usac.mmm.com:8088> (should get a list of Team Projects)
     2. <http://tfsprod02.usac.mmm.com:8088> (should get a list of Team Projects)
2. If the end user is using something other than Internet Explorer, have the end user try to connect to TFS using Internet Explorer at <https://tfs.mmm.com/tfs/DefaultCollection/Public>.
3. Check for cached session data. Have the end user close all instances of IE running, and open a fresh Internet Explorer. Try the availability URLs again.
4. Check for end user cached credentials. On the end user machine: In Internet Explorer, go to Internet Options > General Tab > Browsing history > Delete button > Only select check boxes for:
   1. Cookies and website data
   2. Form data
   3. Passwords (most important to clear any cached credentials)
5. Have end user test the URL again from a fresh IE browser. If the call agent can access and the end user cannot, have the end user clear/check their Internet Explorer Settings.  
   For instructions, follow [Software - Troubleshooting Microsoft Internet Explorer](javascript:if(parent.tpzExecute)%20%7bparent.tpzExecute('activeLink298ab57b57c708b4015802c73afb3b2a');%7d%20else%20%7bwindow.tpzExecute('activeLink298ab57b57c708b4015802c73afb3b2a');%7d).
6. Are they still being repeatedly prompted for user name and password? Make sure that the end user password has not expired or locked out. (need the link here to the KM for checking for expired passwords, KM62975)
7. If both the call agent and the end user cannot access the URL, document the error and go to **Infrastructure and Servers** section below.
8. If any other issue or there is an error message, document in the Ticket and go to **Application Issues** section below.

**HOURS OF SUPPORT:**  
Infrastructure is supported 7 x 24.  
Application is supported 7 x 24.

**SECURITY and PASSWORDS:**This uses the AD USAC Password.

**HOW-TO QUESTIONS:**  
**Affected Service =** **TFS – Team Foundation Server**

Hours Available are 7 x 24.

**APPLICATION ISSUES:**

All application issues should be assigned to:  **\*\*\* Group = US\_TFS-App-Support \*\*\*.**

**INFRASTRUCTURE and SERVERS:**

If the end user can't get to the website (does not get to the initial web page or clocking when trying to get to the initial web page), or gets server error messages,

Assign to**:** **\*\*\* Group = US\_SMC-Open-Systems \*\*\***

**OSS:**

Check the [TFS Component Map](file:///\\itopcdoc\pub\ITOpsCMaps\Approved\TFS%20Component%20Map.pdf) to ensure servers are up.

Check the common availability page(s):  <https://tfs.mmm.com/tfs>

* + Open Internet Explorer, and navigate to these URLs:
  + <https://tfs.mmm.com/tfs/DefaultCollection/Public> (should get basic web portal)
  + If that does not work, check each of the web servers using IE:
    1. <http://tfsprod01.usac.mmm.com:8088> (should get a list of Team Projects)
    2. <http://tfsprod02.usac.mmm.com:8088> (should get a list of Team Projects)

If availability page(s) does NOT load, then continue troubleshooting below.

Check Wintel servers, follow [OSS: Escalating Tickets to WW\_SSDB-ServerSupport-Windows](javascript:if(parent.tpzExecute)%20%7bparent.tpzExecute('activeLink298ab57b57c708b4015802c73afb3b29');%7d%20else%20%7bwindow.tpzExecute('activeLink298ab57b57c708b4015802c73afb3b29');%7d)

Check SQL Servers for DB connectivity, follow [Troubleshooting and Escalation for MS SQL Server](javascript:if(parent.tpzExecute)%20%7bparent.tpzExecute('activeLink298ab57b57c708b4015802c73afb3b28');%7d%20else%20%7bwindow.tpzExecute('activeLink298ab57b57c708b4015802c73afb3b28');%7d)

If Infrastructure checks out OK, assign to the **Application Support**below.

**APPLICATION SUPPORT:**

**Assign to:  \*\*\* Group = US\_TFS-App-Support \*\***