

**CCO eCoaching**

**Production Support Document**

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Department: HCSD

Last Modified Date: 10/14/2016

Approved by:

Change History Log

| Date | Version Number | Change Description | Author |
| --- | --- | --- | --- |
| 10/14/2016 | 1.0 | Initial Revision. TFS 3429. | Susmitha Palacherla |

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# Daily Check(s)

1. Verify that job completed successfully.
2. If job is running longer than expected (i.e. through the night or over an hour) Right click on the job name and ‘Stop job’ to kill it.
3. Refer to the ‘Known issues and Resolutions’ section of the respective job in Section 2 below.

\*Some of the feeds will have a Feedname\_Known\_Issues.txt in the Feed directory.

*\*Table below shows the schedule for daily morning checks for each job and not the*

*Job run schedule which in most cases is the previous night or early morning. Job Schedules*

*Are identified in Section 2 below.*

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Sun** | **Mon** | **Tue** | **Wed** | **Thu** | **Fri** | **Sat** |
| **1.** | **CoachingETSLoad** |  |  | X |  | X |  |  |
|  |  |  |  |  |  |  |  |  |
| **2.** | **CoachingGenericLoad** |  |  | X |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| **3.** | **CoachingHierarchyLoad** | X | X | X | X | X | X | X |
|  |  |  |  |  |  |  |  |  |
| **4.** | **CoachingKillNotifications** | X | X | X | X | X | X | X |
|  |  |  |  |  |  |  |  |  |
| **5.** | **CoachingNotifications** | X | X | X | X | X | X | X |
|  |  |  |  |  |  |  |  |  |
| **6.** | **CoachingOutlierLoad** | X | X | X | X | X | X | X |
|  |  |  |  |  |  |  |  |  |
| **7.** | **CoachingQualityLoad** | X | X | X | X | X | X | X |
|  |  |  |  |  |  |  |  |  |
| **8.** | **CoachingQualityOtherLoad** |  |  | X | X | X | X | X |
|  |  |  |  |  |  |  |  |  |
| **9.** | **CoachingReminders** | X | X | X | X | X | X | X |
|  |  |  |  |  |  |  |  |  |
| **10.** | **CoachingSurveyLoad** | 8th, 15th, 22nd of each month | | | | | | |
|  |  |  |  |  |  |  |  |  |
| **11.** | **CoachingSurveyReminders** | 10th, 17th, 24th of each month | | | | | | |
|  |  |  |  |  |  |  |  |  |
| **12.** | **CoachingTrainingLoad** |  |  |  |  |  | X |  |

# Job Details

# CoachingETSLoad

|  |  |
| --- | --- |
| Step 1: ETS File Load | Type: SQL Server Integration Services Package  Run As: BCcscrdSQLAgent  Source: File System  Package: [\\Vdenssdbp07\scorecard-SSIS\Coaching\ETS\_Coaching.dtsx](file:///\\Vdenssdbp07\scorecard-SSIS\Coaching\ETS_Coaching.dtsx)  ConfigFile: N:\Scorecard-SSIS\Coaching\Prod\_ETS\_Coaching.dtsConfig |
| Step 2: Notifications | Type: Operating System (CmdExec)  Run As: BCcscrdSQLAgent  Command:  start /w wscript.exe [\\vdenssdbp07\scorecard-ssis\Coaching\Notifications\Notifications\_prod.vbs](file:///\\vdenssdbp07\scorecard-ssis\Coaching\Notifications\Notifications_prod.vbs) |
|  |  |
| Feed Files | [\\vrivscors01\BCC Scorecards\Coaching\ETS\](file:///\\vrivscors01\BCC%20Scorecards\Coaching\ETS\)  eCL\_ETS\_Feed\_XXXCCYYMMDD.csv  eCL\_Compliance\_ETS\_Feed\_XXXCCYYMMDD.csv |
|  |  |
| Schedule | 6 PM EST Mondays and Wednesdays |
|  |  |
|  | **Known issues and resolution(s)** |
| **Issue** | **Resolution** |
|  |  |
| Job failed on ETS Feed Load Step | 1. Look at error message to see if you can determine the cause of the failure 2. Navigate to [\\vrivscors01\BCC Scorecards\Coaching\ETS\](file:///\\vrivscors01\BCC%20Scorecards\Coaching\ETS\) 3. If there are multiple files in the staging directory, the files are usually loaded in alphabetical order, so the first in order is most likely the culprit file. 4. Make a copy of the file and prefix with original\_ in the name and move to backup folder 5. Open up file and compare with a previous file of similar type; somethings to look for 6. Verify file naming convention, should be similar to previous files with the 3 letter code in the filename eCL\_ETS\_Feed\_XXXyyyymmdd.csv OR   eCL\_Compliance\_ETS\_Feed\_ XXXyyyymmdd.csv  The filename should have %Compliance% in it only if XXX = OAS or OAE.   1. incorrect number of columns 2. length of strings; sometimes column values will have multiple values 3. extra commas or double quotes within text values 4. empty lines of data when file viewed in notepad like ,,,,,,,,,,,,, 5. Make the required update to fix the file and restart job at Outlier file load step |
|  |  |
| Job is hung on Notifications step. | 1. Stop job 2. Connect to ssms window pointing to eCoaching DB on VDENSSDBP07\SCORP01,1436 and execute below command:   DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectCoaching4Contact]  SELECT 'Return Value' = @return\_value  GO   1. If no data rows returned by SP above. Nothing more to do. 2. If rows are returned, restart job at Notifications step by right clicking on job name and Starting job at Notifications step. |

# CoachingGenericLoad

|  |  |
| --- | --- |
| Step 1: Generic File Load | Type: SQL Server Integration Services Package  Run As: BCcscrdSQLAgent  Source: File System  Package: \\Vdenssdbp07\scorecard-SSIS\Coaching\ Generic\_Coaching.dtsx  ConfigFile: N:\Scorecard-SSIS\Coaching\Prod\_Generic\_Coaching.dtsConfig |
|  |  |
|  |  |
| Feed Files | [\\vrivscors01\BCC Scorecards\Coaching\Generic\](file:///\\vrivscors01\BCC%20Scorecards\Coaching\Generic\)  eCL\_Generic\_Feed\_OTH\_[SEA]yyyymmdd.csv |
|  |  |
| Schedule | On Demand and 1 PM EST Tuesdays for SEA feed(s) |
|  |  |
|  | **Known issues and resolution(s)** |
| **Issue** | **Resolution** |
|  |  |
| NA | No Known issues at this time. |
|  |  |
|  |  |
|  |  |

# CoachingHierarchyLoad

|  |  |
| --- | --- |
| Step 1: Employee Load | Type: SQL Server Integration Services Package  Run As: BCcscrdSQLAgent  Source: File System  Package: [\\Vdenssdbp07\scorecard-SSIS\Coaching\Employee\_Hierarchy.dtsx](file:///\\Vdenssdbp07\scorecard-SSIS\Coaching\Employee_Hierarchy.dtsx)  ConfigFile: N:\Scorecard-SSIS\Coaching\Prod\_Employee\_Hierarchy.dtsConfig |
|  |  |
| Feed Files | [\\vrivscors01\BCC Scorecards\Coaching\HrInfo\ PS\_Employee\_Information\_mmddyyyy.csv](file:///\\vrivscors01\BCC%20Scorecards\Coaching\HrInfo\%20PS_Employee_Information_mmddyyyy.csv)  [\\vrivscors01\BCC Scorecards\Coaching\EmpInfo\ Employee\_Information\_WithProgram.csv](file:///\\vrivscors01\BCC%20Scorecards\Coaching\EmpInfo\%20Employee_Information_WithProgram.csv) |
|  |  |
| Schedule | 7 PM EST daily |
|  |  |
|  | **Known issues and resolution(s)** |
| Issue | Resolution |
| File Missing | Verify that feed files listed above are staged accordingly.  If missing contact  PS\_Employee\_Information\_mmddyyyy.csv – [Steve.curran@gdit.com](mailto:Steve.curran@gdit.com)  Employee\_Information\_WithProgram.csv - [Aspect\_WFM\_Support@GDIT.com](mailto:Aspect_WFM_Support@GDIT.com) |
|  |  |
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# CoachingKillNotifications

|  |  |
| --- | --- |
|  |  |
| Step 1: Kill Notifications | Type: T-SQL  Database: MSDB  Command:  EXEC dbo.sp\_stop\_job  N'CoachingNotifications' ;  GO  Advanced: On Success: Quit the job reporting success  Advanced: On Failure: Quit the job reporting success |
|  |  |
| Feed Files | N/A |
|  |  |
| Schedule | Schedule 1: 9:45 PM EST daily  Schedule 2: 11:15 PM EST daily  Schedule 3: 3 PM EST Tuesdays |
|  |  |
|  | **Known issues and resolution(s)** |
| **Issue** | **Resolution** |
| Job is hung on Reminders step. | None known |
|  |  |

# CoachingNotifications

|  |  |
| --- | --- |
|  |  |
| Step 1: Notifications | Type: Operating System (CmdExec)  Run As: BCcscrdSQLAgent  Command:  start /w wscript.exe [\\vdenssdbp07\scorecard-ssis\Coaching\Notifications\Notifications\_Prod.vbs](file:///\\vdenssdbp07\scorecard-ssis\Coaching\Notifications\Notifications_Prod.vbs) |
|  |  |
| Feed Files | N/A |
|  |  |
| Schedule | Schedule 1: 8:45 PM EST daily  Schedule 2: 10:15 PM EST daily  Schedule 3: 2 PM EST Tuesdays |
|  |  |
|  | **Known issues and resolution(s)** |
| **Issue** | **Resolution** |
| Job is hung on Reminders step. | 1. Stop job 2. Connect to ssms window pointing to eCoaching DB on VDENSSDBP07\SCORP01,1436 and execute below command:   DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectCoaching4Contact]  SELECT 'Return Value' = @return\_value  GO   1. If no data rows returned by SP above. Nothing more to do. 2. If rows are returned, restart job. |
|  |  |

# CoachingOutlierLoad

|  |  |
| --- | --- |
|  |  |
| Step 1: Outliers File Load | Type: SQL Server Integration Services Package  Run As: BCcscrdSQLAgent  Source: File System  Package: [\\Vdenssdbp07\scorecard-SSIS\Coaching\Outliers\_Coaching.dtsx](file:///\\Vdenssdbp07\scorecard-SSIS\Coaching\Outliers_Coaching.dtsx)  ConfigFile: N:\Scorecard-SSIS\Coaching\Prod\_Outliers\_Coaching.dtsConfig |
|  |  |
|  |  |
| Feed File(s) | [\\vrivscors01\BCC Scorecards\Coaching\Outliers\](file:///\\vrivscors01\BCC%20Scorecards\Coaching\Outliers\eCL_Outlier_Feed_XXXyyyymmdd.csv)  eCL\_Outlier\_Feed\_XXXyyyymmdd.csv |
|  |  |
| Schedule | 8:30 PM EST daily |
|  |  |
|  | **Known issues and resolution(s)** |
| **Issue** | **Resolution** |
|  |  |
|  |  |
| Job failed on Outliers File Load | 1. Look at error message to see if you can determine the cause of the failure 2. Navigate to [\\vrivscors01\BCC Scorecards\Coaching\Outliers\](file:///\\vrivscors01\BCC%20Scorecards\Coaching\Outliers\) 3. If there are multiple files in the staging directory, the files are usually loaded in alphabetical order, so the first in order is most likely the culprit file. 4. Make a copy of the file and prefix with original\_ in the name and move to backup folder 5. Open up file and compare with a previous file of similar type; somethings to look for 6. Verify that content in the file is consistent with similarly named files in the backup directory in terms of the number of columns and the column headers etc 7. length of values; sometimes column values will have multiple values 8. extra commas or double quotes within text values 9. empty lines of data when file viewed in notepad like ,,,,,,,,,,,,, 10. Make the required update to fix the file and restart job at Outlier file load step |
|  |  |
|  |  |

# CoachingQualityLoad

|  |  |
| --- | --- |
| Step 1: IQS File Load | Type: SQL Server Integration Services Package  Run As: BCcscrdSQLAgent  Source: File System  Package: [\\Vdenssdbp07\scorecard-SSIS\Coaching\Quality\_Coaching.dtsx](file:///\\Vdenssdbp07\scorecard-SSIS\Coaching\Quality_Coaching.dtsx)  ConfigFile: N:\Scorecard-SSIS\Coaching\Prod\_Quality\_Coaching.dtsConfig |
|  |  |
| Feed File | \vrivscors01\BCC Scorecards\Coaching\Apps\Encryption\Encrypt\_Out\  eCL\_IQS\_Scorecard\_yyyymmdd.csv.zip.encrypt |
|  |  |
| Schedule | 8 PM EST daily |
|  |  |
|  | **Known issues and resolution(s)** |
| **Issue** | **Resolution** |
|  |  |
| Job failed due to missing file | Navigate to \\vrivscors01\BCC Scorecards\Coaching\Apps\Encryption\Encrypt\_out  If file with job run date in filename not available Contact Dave Hinman  If file is available in Encrypt\_Out directory see if Encryption is working.  Copy file from Encrypt\_Out into Decrypt\_In  File should disappear and be decrypted and available in Decrypt\_out  If issue with encryption service submit a service desk ticket for IT to restart the Encryption service on the server VRIVSCORS01. |
|  |  |
|  |  |
|  |  |

# CoachingQualityOtherLoad

|  |  |
| --- | --- |
| Step 1: Quality Other File Load | Type: SQL Server Integration Services Package  Run As: BCcscrdSQLAgent  Source: File System  Package: [\\Vdenssdbp07\scorecard-SSIS\Coaching\Quality\_Other\_Coaching.dtsx](file:///\\Vdenssdbp07\scorecard-SSIS\Coaching\Quality_Other_Coaching.dtsx)  ConfigFile: N:\Scorecard-SSIS\Coaching\Prod\_Quality\_Other\_Coaching.dtsConfig |
|  |  |
| Feed Files | [\\vrivscors01\BCC Scorecards\Coaching\Quality\](file:///\\vrivscors01\BCC%20Scorecards\Coaching\Quality\%20eCL_Quality_Feed_HFCyyyymmdd.csv)  [eCL\_Quality\_Feed\_KUDyyyymmdd.csv](file:///\\vrivscors01\BCC%20Scorecards\Coaching\Quality\%20eCL_Quality_Feed_KUDyyyymmdd.csv)  [eCL\_Quality\_Feed\_CTCyyyymmdd.csv](file:///\\vrivscors01\BCC%20Scorecards\Coaching\Quality\%20eCL_Quality_Feed_CTCyyyymmdd.csv)  eCL\_Quality\_Feed\_HFCyyyymmdd.csv |
|  |  |
| Schedule | 10 PM EST daily |
|  |  |
|  | **Known issues and resolution(s)** |
| **Issue** | **Resolution** |
|  |  |
|  |  |
|  |  |

# CoachingReminders

|  |  |
| --- | --- |
|  |  |
| Step 1: Reminders | Type: Operating System (CmdExec)  Run As: BCcscrdSQLAgent  Command:  start /w wscript.exe [\\vdenssdbp07\scorecard-ssis\Coaching\Notifications\Reminders\_Prod.vbs](file:///\\vdenssdbp07\scorecard-ssis\Coaching\Notifications\Reminders_Prod.vbs) |
|  |  |
| Feed Files | N/A |
|  |  |
| Schedule | 5 AM EST daily |
|  |  |
|  | **Known issues and resolution(s)** |
| **Issue** | **Resolution** |
| Job is hung on Reminders step. | 1. Stop job 2. Connect to ssms window pointing to eCoaching DB on VDENSSDBP07\SCORP01,1436 and execute below command:   DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectCoaching4Reminder]  SELECT 'Return Value' = @return\_value  GO   1. If no data rows returned by SP above. Nothing more to do. 2. If rows are returned, restart job. |
|  |  |

# CoachingSurveyLoad

|  |  |
| --- | --- |
| Step 1: Generate Surveys | Type: SQL Server Integration Services Package  Run As: BCcscrdSQLAgent  Source: File System  Package: [\\Vdenssdbp07\scorecard-SSIS\Coaching\eCL\_Surveys.dtsx](file:///\\Vdenssdbp07\scorecard-SSIS\Coaching\eCL_Surveys.dtsx)  ConfigFile: N:\Scorecard-SSIS\Coaching\Prod\_eCL\_Surveys.dtsConfig |
| Step 2: Survey Notifications | Type: Operating System (CmdExec)  Run As: BCcscrdSQLAgent  Command:  start /w wscript.exe [\\vdenssdbp07\scorecard-ssis\Coaching\Notifications\Notifications\_Survey\_Prod.vbs](file:///\\vdenssdbp07\scorecard-ssis\Coaching\Notifications\Notifications_Survey_Prod.vbs) |
|  |  |
| Feed Files | N/A |
|  |  |
| Schedule | 5 AM EST 8th, 15th and 22nd of every month |
|  |  |
|  | **Known issues and resolution(s)** |
| **Issue** | **Resolution** |
| Job is hung on Notifications step. | 1. Stop job 2. Connect to ssms window pointing to eCoaching DB on VDENSSDBP07\SCORP01,1436 and execute below command:   DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectSurvey4Contact]  SELECT 'Return Value' = @return\_value  GO   1. If no data rows returned by SP above. Nothing more to do. 2. If rows are returned, restart job at Notifications step by right clicking on job name and Starting job at Notifications step. |
|  |  |

# CoachingSurveyReminders

|  |  |
| --- | --- |
|  |  |
| Step 1: Reminders | Type: Operating System (CmdExec)  Run As: BCcscrdSQLAgent  Command:  start /w wscript.exe [\\vdenssdbp07\scorecard-ssis\Coaching\Notifications\Reminders\_Survey\_Prod.vbs](file:///\\vdenssdbp07\scorecard-ssis\Coaching\Notifications\Reminders_Survey_Prod.vbs) |
|  |  |
| Feed Files | N/A |
|  |  |
| Schedule | 7 AM EST 10th, 17th and 24th of every month |
|  |  |
|  | **Known issues and resolution(s)** |
| **Issue** | **Resolution** |
| Job is hung on Reminders step. | 1. Stop job 2. Connect to ssms window pointing to eCoaching DB on VDENSSDBP07\SCORP01,1436 and execute below command:   DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectSurvey4Reminder]  SELECT 'Return Value' = @return\_value  GO   1. If no data rows returned by SP above. Nothing more to do. 2. If rows are returned, restart job. |
|  |  |

# CoachingTrainingLoad

|  |  |
| --- | --- |
| Step 1: Training File Load | Type: SQL Server Integration Services Package  Run As: BCcscrdSQLAgent  Source: File System  Package: [\\Vdenssdbp07\scorecard-SSIS\Coaching\Training\_Coaching.dtsx](file:///\\Vdenssdbp07\scorecard-SSIS\Coaching\Training_Coaching.dtsx)  ConfigFile: N:\Scorecard-SSIS\Coaching\Prod\_Training\_Coaching.dtsConfig |
| Step 2: Notifications | Type: Operating System (CmdExec)  Run As: BCcscrdSQLAgent  Command:  [\\vdenssdbp07\scorecard-ssis\Coaching\Notifications\Notifications\_prod.vbs](file:///\\vdenssdbp07\scorecard-ssis\Coaching\Notifications\Notifications_prod.vbs) |
|  |  |
| Feed Files | [\\vrivscors01\BCC Scorecards\Coaching\Training\ eCL\_Quality\_Feed\_ODTyyyymmdd.csv](file:///\\vrivscors01\BCC%20Scorecards\Coaching\Training\%20eCL_Quality_Feed_ODTyyyymmdd.csv)  eCL\_Quality\_Feed\_SDRyyyymmdd.csv |
|  |  |
| Schedule | 8 AM EST Fridays |
|  |  |
|  | **Known issues and resolution(s)** |
| **Issue** | **Resolution** |
| Job is hung on Notifications step. | 1. Stop job 2. Connect to ssms window pointing to eCoaching DB on VDENSSDBP07\SCORP01,1436 and execute below command:   DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectCoaching4Contact]  SELECT 'Return Value' = @return\_value  GO   1. If no data rows returned by SP above. Nothing more to do. 2. If rows are returned, restart job at Notifications step by right clicking on job name and Starting job at Notifications step. |
|  |  |
|  |  |
|  |  |