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| The Tank (SharePoint 2010)- Environment - Production | |
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| **Support Classification** |  |
| **Author** | Ahmar Waqas |
| **Last Updated** | 15 Augh 2018 |
| **Product Name and Version** | SharePoint Server 2010 SP2 |
| **CWW Contact(E-Mail and Phone)** | Service Desk: call 7777 |

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| **Vendor** | **User Group** |
| |  |  | | --- | --- | | **Name** | Microsoft | | **Website** | [www.microsoft.com](http://www.microsoft.com) | | **Contact Name** |  | | **Contact Email** |  | | **Contact Number** |  | | **Emergency Contact** |  | | **Support Portal** |  | | **Support Identifier** |  | | **Username/Password** |  | | |  |  | | --- | --- | | **Name** | CWW and Contractors | | **Contact Name** |  | | **Contact Email** |  | | **Contact Number** |  | | **Location** |  | | **Outage Email** | All CWW and Contractors  CWWandContractors@citywestwater.com.au | | **General Manager** | Jennifer Rebeiro | |

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| **Database** | **Application** |
| |  |  | | --- | --- | | **Server Names** | SpsDb1-Prod | | **Server IP** | 172.20.49.83 | | **Server OS** | Microsoft Windows Server 2008 R2 | | **Hostname** |  | | **Database Names** |  | | **Database Types** | SQL Server 2008 | | **Usernames** | Active Directory | | **Password** |  | | **Database Logs** | SQL Server Logs, Event Log Viewer | | |  |  | | --- | --- | | **Server Names** | SpsWeb1-Prod (web front end) , SpsApp2-Prod (application server) | | **Server IP’s** | 172.20.49.86, 172.20.49.87 | | **Server OS** | Microsoft Windows Server 2008 R2 | | **Technology** | IIS 7.5, SharePoint Server 2010 SP2 | | **Usernames** | Active Directory | | **URL (UI)** | [http://TheTank](http://btsint1prod/ServiceInterface/InfoStatementsWebApp/)  SharePoint Central Administration: <http://SpsApp2-Prod:2010> | | **Code Location** | TFS (source code for customised components only) | | **Application Logs** | 1. Event Log Viewer 2. SharePoint ULS Logs (D:\Logs\ULSLogs) 3. IIS Logs (D:\Logs\IISLogs) | |

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| **Troubleshooting SharePoint/Tank server** | **Services Restart sequence (for Troubleshooting)** |
| |  |  | | --- | --- | | 1 | Try to access the Tank home page: [http://theTank](http://theTank/) and if it’s not accessible as normal then note down the error message on the page. | | 2 | Connect to SpsWeb1-Prod via RDP and then open up windows Event Viewer. Navigate to Windows Logs > Application, in left side navigation tree.  Restart SpsWeb1-Prod. Check if [http://thetank](http://thetank/) is accessible as normal. If yes then stop here. | | 3 | Look for errors and warning to figure out what may be the problem. | |  |  | | |  |  | | --- | --- | | 1 | Connect to SpsWeb1-Prod via RDP | | 2 | Open Internet Information Services Manager (IIS) | | 3 | **Recycle Tank app pool**  In Application Pools, recycle the application pool named: TheTank | | 4 | Once TheTank app pool has recycled, try accessing the Tank. If Tank is accessible then stop at this step and follow application **Verification Steps Section** | | 5 | **Restart IIS**  Open command prompt as Administrator and run following command: *IISReset*  Wait few minutes for IIS to restart and then try to access theTank. If Tank is accessible then stop at this step and follow application **Verification Steps Section** | | 6 | **Restart Tank Web Front End Server**  If nothing works the restart the server: SpsWeb1-Prod  Wait for the server to restart and then try accessing theTank. If Tank is accessible then stop at this step and follow application **Verification Steps Section.** | |  | If nothing works then contact a SharePoint expert. | |

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| **Server Shutdown Sequence (for Maintenance)** | **Server Start-up Sequence (for Maintenance)** |
| |  |  | | --- | --- | | 1 | Shut down SpsWeb1-Prod (web front end) | | 2 | Shut down SpsApp2-Prod (application server) | | 3 | Shut down SpsDb1-Prod (database server) |   **Note: Server shut down sequence is only meant for maintenance. Once a server has been shut down you will no longer be able to access it or start it up via Remote Desktop.** | |  |  | | --- | --- | | **1** | Start SpsDb1-Prod. Wait few minutes for SQL services to start. Confirm whether SQL services have successfully started (use SQL Server Configuration Manager or SQL server Management Studio). | | **2** | Start SpsApp2-Prod | | **3** | Start SpsWeb1-Prod | |

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| **Application Verification Steps – SharePoint** |
| |  |  | | --- | --- | |  | **User Interface**  Test that all SharePoint web sites are running and accessible by browsing to them. Currently following site collections exist in theTank (CWW SharePoint 2010) and should be checked for availability | | 1 | Open Internet Explorer (or other web browser) and browse to the URLs below: | | 2 | **Tank:**   * [http://TheTank](http://TheTank/) (multiple site collections) * <http://MyTank> | |  | **Procurement Portal**   * <http://procurementportal> (data available on <https://procurement.citywestwater.com.au/> (web application) is coming from this SharePoint portal. code for this web application is in TFS. There are no customization in SharePoint portal)   **SharePoint Search**  Perform few random people searches by typing in a person’s name into Find People search box on the theTank home page ([http://TheTank](http://TheTank/) ) and clicking search button. TheTank should show search results page with relevant search results  Perform few random content searches by typing a keyword in the top right search box and click search button. theTank should show up the search results page  **Notes**  -If you get access denied on one of the URLs, it does NOT mean that Tank application is non-functional or having problems.  -When testing all above URLs for availability, a general check of web pages such as whether all items appear as expected and general functions and menus operational, would be useful.  Refer to Tank Hand over document for more details  <http://thetank/projects/BTT/ITProjects/SharePoint2010Upgrade/Handover/Project%20Handover.doc> | | 3 | |  |  |  |  | | --- | --- | --- | --- | |  | Production | Test | Dev | |  |  |  |  | | Front-End | SPSWEB1-PROD | SPSWEB1-TEST | SPSAPP1-DEV | | Application | SPSAPP2-PROD | SPSAPP1-TEST | SPSAPP1-DEV | | Database | SPSDB1-PROD | SPSDB1-TEST | SPSDB1-DEV | |  |  |  |  | | | 4 | |  | | --- | | Farm/Custom Solutions | | Note – Highlighted in green are available in TFS and can be provided, Rest needs to downloaded from production enviroment (TFS wsp’s/solutions may not be same as the one’s deployed to production)  archetonomy.utilities.licensemanager.wsp  archetonomy.web.ui.navigation.megadropdownpro.wsp  cww.sp2010.monthlyconversation.web.wsp  cww.sp2010.visitorregistration.timerjob.wsp  form-quickfaxrequests.wsp  htmlcalculatedcolumn.wsp  nsynergy.cww.mycontent.sp2010.branding.wsp  nsynergy.cww.teamsite.stapling.wsp  nsynergy.sp2010.governance.wsp  nsynergy.v4.aspnet.citywestwater.wsp  quest.webservices.wsp  rswebparts.cab  waterlevelwp.wsp  Test –    Prod- | | | 5 | |  |  |  | | --- | --- | --- | | Sandbox Solutions | |  | | Site Collection | Solution | Comments | |  |  |  | | <http://the>tank | nSynergy.CWW.SP2010.Icon.wsp (Activated) |  | | http://thetank/apptank | nSynergy.CWW.SP2010.Icon.wsp (Deactivated) |  | | http://thetank/arrow | CWW Template.wsp (Activated)  ArrowKP.wsp (Activated)  ArrowTemplate9Jan18.wsp (Activated) |  | | <http://thetank/corptank> | EmploymentAmendment.wsp (Deactivated)  InfoPath Form\_Business Report Forms\_sm4KVkaF\_1.0.0.718.wsp(Activated)  FacilitiesManagement.wsp(Activated)  AccountAdjustmentForm.wsp(Activated)  AutomatedGiftandHospitalityDeclaration.wsp(Activated)  PFMSRCRRegister.wsp(Activated)  InfoPath Form\_Gifts Declaration Forms\_UIIpwUqf\_1.0.0.986.wsp(Activated)  InfoPath Form\_CAPAForms\_5pU6g9r9\_1.0.0.1505.wsp(Activated) | The highlighted wsp is auto-created when infopath template containing code published from Infopath designer. | | <http://thetank/ehub> | jQuery\_UI\_Accordion\_Zone.wsp(Activated) |  | | <http://thetank/ourorganisation> | InfoPath Form\_CustomerAssistanceReferralForm\_9jrKPVGz\_1.0.0.45.wsp(Activated)  jQuery\_UI\_Accordion\_Zone.wsp (Activated) | The highlighted wsp is auto-created when infopath template containing code published from Infopath designer. | | <http://thetank/projects> | ProjectManagementTemplate.wsp(Activated)  CWWProjectSite.wsp(Activated)  IT Project teamsite.wsp (Activated)  CWWTeamsite-Archived.wsp(Deactivated)  ITProjectSite.wsp(Activated)  ITProjSite.wsp(Activated)  CWW IT Teamsite.wsp(Activated)  CWW Project Site.wsp(Activated)  CWW Teamsite Template.wsp(Activated)  ArrowTemplate9Jan18.wsp(Deactivated)  ProjectSiteTemplate2018.wsp(Activated)  ProjectSiteTemplate2018v2.wsp(Activated)  ProjectSiteTemplate2018v3.wsp(Activated) |  | | <http://thetank/help> | No Solution |  | | <http://thetank/hr> | No Solution |  | | http://thetank/infotank | No Solution |  | | | 6 | Currently TheTank database server (SPSDB1-PROD) has been allocated disk space as follows:   |  |  | | --- | --- | | **Drive** | **Size** | | HDD C Drive | 60 GB | | HDD D Drive | 200 GB | | HDD L Drive | 30 GB | | | 7 | Below are the list of tank database’s   * Prod\_Config * Prod\_AppTank\_Content * Prod\_CentralAdmin\_Content * Prod\_CorpTank\_Content * Prod\_eHub\_Content * Prod\_Help\_Content * Prod\_InfoTank\_Content * Prod\_MySites\_Content * Prod\_OurOrganisation\_Content * Prod\_Projects\_Content * Prod\_TheTank\_Content * Prod\_CWWBoard\_Content * Prod\_MetaData * Prod\_Profile * Prod\_Search * Prod\_Search\_CrawlStore * Prod\_Search\_PropertyStore * Prod\_SecureStore * Prod\_Social * Prod\_StateService * Prod\_Sync * Prod\_UsageAndHealth * Prod\_WebAnalyticsReporting * Prod\_WebAnalyticsStaging * Prod\_WordAutomation * Prod\_Procurement\_Content | | 8 | Below applications are launched from <http://thetank>   |  |  |  | | --- | --- | --- | | Name | Type | Links | | Service Now – The change request system | External | <https://citywestwater.service-now.com/ess/> | | BOE Register | InfoPath application |  | | Colligo Integration | External | <http://thetank/apptank/Applications/Change%20Control%20Management%20Syst/Pages/Welcome.aspx> | | Credit Card Payment Manager | External | Display user to enter credentials for the application   |  | | --- | | **City West Water Payments Manager** | |  | | | DAMS | External | <http://damsapp1prod/DAMS/Home/Home.aspx> | | Data Platform | Native SharePoint Docs/Libraries |  | | Dial Before You Dig (DBYD) | External | <http://btsint1prod/ServiceInterface/DBYDWebAppService/>  <http://wvdb2prdsql/Reports/Pages/Report.aspx?ItemPath=/DBYD/DBYDRequests>  <http://wvdb2prdsql/Reports/Pages/Report.aspx?ItemPath=/DBYD/DBYDExceptions> | | Focus – ASMS | Native Sharepoint Docs/Libraries |  | | Focus 3 | External | https://cww.formbird.com/ | | Gentrack | External | <http://wvdb2prdsql/Reports/Pages/Folder.aspx?ItemPath=%2fGentrack+Oracle+Reports&ViewMode=List>  <http://wvdb2prdsql/Reports/Pages/Folder.aspx?ItemPath=%2fReports%2fGentrack+Reports&ViewMode=List> | | GIS | External | <http://wvap1prdgis/cwwgisprod/HomePage/Login.aspx> | | Group Pager | External | <https://tim.telstra.com/sei/login.do?redirect=https://tim.telstra.com/sms/sms_standard_orderNew.do> | | Hansen | Native SharePoint | <http://thetank/AppTank/Hansen/Pages/default.aspx> | | Information Statements | External | <http://btsint1prod/ServiceInterface/InfoStatementsWebApp/> | | Issue Tracking Application | External | Display user to enter credentials for the application   |  | | --- | | **Project Issues Register** | |  | |  | |  | |  | | | Oracle | External | Multiple links | | Password Place | External | <http://passwordplace:8888/showLogin.cc> | | The Plumbers Stoppages Register | External | <http://damsapp1prod/psr/> | | QES | External |  | | Remote Access | External | [https://citrix.citywestwater.com.au](https://citrix.citywestwater.com.au/)  [https://remote.citywestwater.com.au](https://remote.citywestwater.com.au/)  <http://outlook.citywestwater.com.au/owa/> | | SCADA and PI | Native SharePoint |  | | Tappings Application | External | Display user to enter credentials for the application   |  | | --- | | **Tapping Application** | | | Telephony | Native SharePoint |  | | | 9 | We need to decide on access to be given on Test/Dev environment – Not all users should have access to Dev/Test environment – Only the UAT users. | |

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| **Server Architecture Overview** |  |