



Distributed Content Checklist

June 2002

What information can I gather when I have a problem specific to distributed content?

For anyone handling distributed content cases, please review the following attachments. Requesting this information from customers will help you troubleshoot problems with distributed content.

Name of Distributed Store:

Primary Server Config Name:

Primary Docbroker Host Name:

Primary DCTM Server Host Name:

Primary Filestore Name:

Primary Server Geographical location: (i.e. London, New York, etc...)

Remote #1 Server Config Name:

Remote #1 Docbroker Host Name:

Remote #1 DCTM Server Host Name:

Remote #1 Filestore Name:

Remote #1 Server Geographical location:

Also send me the following:

#Dump the distributed store

retrieve,c,dm_store where store_type=4

dump,c,l

#Dump the components & location objects, run these for each component

retrieve,c,dm_store where name='<component>'

dump,c,l

retrieve,c,dm_location where object_name='<root value from previous>'

dump,c,l

#Dump the server config objects, run this for each server config

retrieve,c,dm_server_config where object_name='<server config>'

dump,c,l

#Dump the content replication job

retrieve,c,dm_job where object_name = 'dm_ContentReplication'

dump,c,l

Ask the customer to send you the server.ini files for the servers involved in the distributed environment & dmqdocbroker -i (getservermap) output from all DocBrokers.

In addition, ask them to send a copy of the \$DM_HOME/bin/sugg.trc file from the server where Surrogate Get is failing.