Object Replication Job Checklist

June 2002

Requesting this information from customers will help you troubleshoot problems with replication jobs. (This is NOT intended for problems with Content Replication jobs, only Replication jobs between 2 Docbases.)

1.) Please send us a copy of the job report from the replication job having the problem.

2.) Send a copy of the session logs for the sessions listed in the job report. There should be (at least) 2 sessions listed in the job report. (Note: This information will only be listed in the report if the job has tracing turned on.)

For example:

Connected to job docbase xxx
DM_SESSION_I_SESSION_START]info: "Session 010020088024a246 started for user dmadmin."

In this example we need session log 010020088024a246 for dmadmin from the docbase where the job runs.

Connected to replica docbase yyy
[DM_SESSION_I_SESSION_START]info: "Session 0100b10080016d3d started for user dmadmin."

In this example we need the session log 0100b10080016d3d for dmadmin on the target docbase.

3.) Please list all docbase names & their corresponding docbase ids involved in the replication:

DOCBASE NAME   DOCBASE ID
------------   ----------

4.) Do you manually delete replicas?

5.) Do you edit replicas?

6.) Is there a firewall between any docbases, if so, please list which ones:

7.) Has the replication job ever worked? If so, when did the problem start?

8.) Please send a dump of the replication job. In the docbase where the job runs, please run the following API & send us the results:

retrieve,c,dm_job where object_name='<name of job with problem>'
dump,c,l

9.) Please send a copy of the "trace_<job_id>" file residing in the job docbase's "$DOCUMENTUM/share/temp" directory.

10.) Have you done anything to attempt to fix the problem? If so, please describe:

11.) Have you already (at some point in the past on this or a previous case) been given special steps to fix things up in their replication jobs?

12.) Are they running out-of-the-box replication scripts or are they running scripts modified by them or by Documentum?

If there are multiple replication jobs involved:

1.) Please send us a copy of the job report from all replication jobs.

2.) List of all replication jobs by name. Run this DQL in all docbases where
      a replication job is run from:

select object_name from dm_job where title ='Replication'
go

3.) Please describe the order of how the replication jobs run:

For example, job1 runs first then job2 runs, etc...