Maintenance & Troubleshooting Guide

Genomic Information System for Integrated Science 2

(Genisis2) Technical Services

Release 3



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# Introduction

This document provides Genomic Information System for Integrated Science 2 (Genisis2) developers with relevant information for understanding how the application is structured and how to maintain it. In addition, it provides information regarding other documentation that details technical aspects of the application. The Troubleshooting Guide section specifies common symptoms identified when using the application, some of the causes for these symptoms, and likely fixes for them. This section can be utilized by Genisis2 users to troubleshoot the application based on abnormal behavior they might experience when they login to perform tasks.

The intended audience for this document are the Information Technology (IT) teams responsible for developing new code or maintaining the existing code base between releases or in application sustainment.

# Maintenance Guide

## Technical Manual

The **Genisis2 Technical Manual** provides a high-level overview of the system architecture. It also provides information on the various components used in the web, application, and the database servers; and how they communicate with each other; as well as information about the Authentication and Authorization components of the application. The **Genisis2 API Manual** is a part of the **Genisis2 Technical Manual,** but it is a separate document. It describes the Application Programming Interface (API) that the backend application server exposes to the Web server and the User Interface part of the application. This API can also be used by other internal VA systems to interact directly with the backend application engine without going through the web user interface.

## Developers Guide

The **Genisis2 Developers Guide** provides systematic instructions for developers to install and configure Genisis2 development environment software. Once the setup is complete, the developer can develop new code or maintain the existing system.

## Deployment Guide

The **Genisis2 Deployment Guide** provides instructions for developers to prepare the environments (i.e., DEV, TEST, SQA/UAT, PRE-PROD, and PROD) and enable them to receive Genisis2 components (such as Web, Application and Database servers), and deploy them. It also details the Jenkins/Continuous Integration (CI) environment setup for building software for deployment.

# Troubleshooting Guide

## Symptoms, Causes, and Fixes

The following table outlines the symptoms, causes, and fixes experienced with Release 3.

| Symptom | Cause | Likely Fixes |
| --- | --- | --- |
| Login page is up but users not able to log in. | Could be a breakdown in one or more of the components that are trying to communicate with each other. | 1. Ensure that the Apache and Wildfly servers are up and running.  2. Ensure that correct configuration files are present in each server and are pointing to correct end points.  3. Ensure that firewall ports are open and servers can communicate with each other.  4. Ensure that the SQL server is up and running and correct access credentials are present (edited).  5. Ensure that the SQL server user has adequate database permissions for CRUD operations. |
| Strange errors appear that mix up Logins. | Credentials stored in the Cache or the browser remembering settings from a previous session. | Clear the cache in the browser. Close the browser, reopen the browser, and log in. |
| During Table Copy, receiving a “Wrong Table Name” error. | Wrong table names, transposition errors, or errors while spelling the name(s) out. | While copying a table from a source database to a destination database, ensure that the table name is correct, then try copying the table again. |
| During Table Copy, receiving a “Wrong Source Schema” error. | Table names are identified by a combination of Source Schema Name and Table Name expressed as “SchemaName.TableName”. For example, StudyMart1.LipidProfiles table is different from StudyMart2.LipidProfiles even though the Table Names (LipidProfiles) are the same. | While copying a table from a source database to a destination database, ensure that the Source Schema name is also correct in the Source database. Then try copying the table again. |
| During Table Copy receiving a “Source Database Not Reachable” error. | For various networking and computing environment reasons, sometimes the Source Database server may not be reachable by the server that runs the Table Copy function. | Check with the Systems Administrator on why the Source Database server is not reachable by the server running the Table Copy function. |
| During Table Copy receiving a “Destination Database Not Reachable” error. | For various networking and computing environment reasons, sometimes the Destination Database server may not be reachable by the server that runs the Table Copy function | Check with the Systems Administrator on why the Destination Database server is not reachable by the server running the Table Copy function. |