



Retrouvez ci dessous les première étapes pour vous aider à diagnostiquer un soucis sur INews

What are the first things I should check when troubleshooting problems with iNEWS?

### **10 common problems iNEWS customers call in about...**

- Users cannot log in to the database servers.
- The iNEWS servers disconnected or are down.
- -The iNEWS clients are crashing.
- Cannot “monitor load” video or graphics to Command, MOS Gateway, ControlAir.
- Cannot search the archives.
- Wires aren't coming in (no new wire stories).
- The system is very slow.
- The database is “low on space”.
- Unknown messages on the Console screen.
- Client workstation(s) is/are not displaying updates to the rundown

### **Users Cannot log into the database servers.**

- Ask if there is any specific error message on the client. Typically the client will generate an error message which will help identify the root cause of the problem.
- Ask if there is any specific error message on the iNEWS Console. Sometimes a message will appear on the Console screen which may help in identifying the root cause.
- Write down any error messages verbatim and include them in the case notes
- Ask if it is ALL users, some users, or one user that cannot log in. This may help isolate the problem to the network, the servers or the workstation itself. only one user cannot log on try cleaning out the registry on the workstation.
- Can the client PC ping the iNEWS servers by hostname and IP address. This is a test of network connectivity and DNS lookup.
- If you have 2 iNEWS servers, are they connected? Use the status command (See below)

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and make sure configurations agree on all machines.

- You may have reached the limit of workstation addresses or sessions you are licensed to use.

### **The iNEWS servers disconnected or are down.**

- What is the **status** of all servers? Run 'status' on each server at the Console PC.

```
BUBBRH5-B$ status
B is ONLINE and has been CONFIGURED. ID is BUBBRH5.
System is AB. Master is A.
Disk status is UNKNOWN. The database is OPEN.
```

- Recovery process will depend on status reported by each server. It is very important that we know the status of each iNEWS server in the system so that the proper course of recovery can be pursued.

### **iNEWS Client application is crashing:**

- Ask the customer for any specific error messages.
- Ask which location in the database the users are working - queues could be corrupted.
- Ask if firewall software is turned on the iNEWS workstations which are experiencing iNEWS application crashes.
- Check network connectivity.

### **Cannot monitor load video or graphics to Command, MOS Gateway, or ControlAir.**

- Ask for any error messages send by monitor to the user who turned on monitor.
- Ask for any error messages send from the monitor to the iNEWS Console.
- Check if there is network connectivity to the Command server, the MOS Gateway server, or the ControlAir server.
- Are there multiple shows assigned to the same mailbox?
- Is there a mailbox assigned to the show in queue properties?
- Is there a group defined with users who can load and unload monitors?
- If there is more than one iNEWS server in your system, are they still mirrored?
- If this is a new show?
- Is there an entry in the SYSTEM.MAP story for the show?
- Are the correct traits selected in Queue Properties?
- Are users receiving error messages on the message bar?

### **Users Can't Search the Archives**

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- Any error messages being reported? If so, what error messages?
- Is FTSSEEK or SEEK running on the iNEWS servers?

```
BURL-A$ ps -ef | grep seek
```

- Is the FTS server up and running?
- Do you get results using the FTSdebug command for seek or index?

```
##### BURL-A$ ftsdebug seek stat
```

```
##### Version:##### 4.0.1.4
##### Process id:##### 2004
##### Started:##### 08/03/12 08:57:09
##### Debug value:##### 0
##### Tuning:##### on
##### Index Base:##### C:ProgramDataAvidFTSburl
##### iNEWS System:##### burl
##### Port:##### 8202
##### Requests Serviced: 120
```

```
##### BURL-A$ ftsdebug index stat
```

```
##### Service name:##### ftsindex1
##### Version:##### 4.0.1.4
##### Process id:##### 1064
##### Started:##### 08/03/12 08:57:08
##### Debug value:##### 0
##### Tuning:##### on
##### Index Base:##### C:ProgramDataAvidFTSburl
##### iNEWS System:##### burl
##### Port:##### 8200
##### Current Index:##### 031
##### Total Documents:##### 168435
##### Requests Serviced: 1707
```

- Are the FTS services running on the FTSServer
- Can you ping the FTSServer from the iNEWS server?
- Are there stories in the SYSTEM.FTS or SYSTEM.INDEX queues?
- Are any of the files in the index base at or approaching the 2 GB limit?

### Wire stories are not coming into iNEWS

- Is the Data Receiver running?
- On the data receiver, try stopping and restarting the service not processing
- Confirm wires are coming into the data receiver by checking the Raw Log
- Stop the wire on the data receiver administration application.
- On the iNEWS server, find the device number of the wire not processing and stop it:

```
##### BURL-A$ list c news
```

```
##### DEV DEVICE_TYPE COMPUTER NOTIFY  
OPTIONS DEVNAME  
##### w1004 news  
SS
```

BURL-A\$ stop 1004

*Restart the wire on the data receiver, do you receive a Hot to Go message on the iNEWS server?* #####

- Have there been any changes to the distribution story in iNEWS.
- Can you ping the iNEWS server from the data receiver?

### System is slow

- Run "vmstat 5 10" at iNEWS Console to see if what is the cpu idle time and disk IO usage.
- Ask if it is slow doing certain functions in iNEWS.
- Run "list q-b" on slow queues to see if there are a lot of deleted records.
- Run "top" from the iNEWS Console to see if there are any iNEWS processes other than bioserver that seem to be hogging the processors.

### Strange Console messages

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- Check Support Notes for possible explanations.
- What to do if you see this message:

G583: gx\_nsml\_section residue convert error(4) [d1]  
G583: gx\_nsml\_section residue convert error(4) [87]

[http://avid.force.com/pkb/articles/en\\_US/troubleshooting/iNEWS-client-crash-resulting-from-a-bad-UTF-8-conversion-with-e-mails-sent-in-a-non-unicode-code-page?popup=true&NewLang=en&DocType=1078](http://avid.force.com/pkb/articles/en_US/troubleshooting/iNEWS-client-crash-resulting-from-a-bad-UTF-8-conversion-with-e-mails-sent-in-a-non-unicode-code-page?popup=true&NewLang=en&DocType=1078)

### Client not displaying updates

- Check to see if Windows Internet firewall is enabled. If so, have customer add iNEWS application to exceptions list.
- Test to see if client application is receiving messages from server by sending a top-of-screen message to the user logged in. User should receive a flashing message on the status bar of the iNEWS application.

### Server Commands

#### List Commands

**List c** - current configuration for device or devices  
List c <device or device number>

**List c monitor** – Lists configured monitors on system  
**BURL-A# list c monitor**

```
DEVTYP  DEVICE_TYPE  COMPUTER  NOTIFY  OPTIONS
DEVNAME
S271    monitor      A      271
```

**List c News** – Configured wire services on system

**BURL-A# list c news**

```
DEVTYP  DEVICE_TYPE  COMPUTER  NOTIFY  OPTIONS
DEVNAME
w1001 news  A      JP
w1002 news  A      XX
w1003 news  A      xy
```

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##### w1004 news##### A##### SS

**List c FTS** – Configured FTS services

**BURL-A# list c fts**

```
##### DEV  DEVICE_TYPE  COMPUTER  NOTIFY  OPTIONS
DEVNAME
##### S241  ftsindex  A  241
##### S242  ftsseek  A  242
```

**List s** - Users currently logged into iNEWS

**List u** - List users

List u-v <username> - Returns all information on user

**BURL-A# list u-v jack**

```
##### user##### rr kb su m I SOEKCVPsc queues
```

```
##### jack##### 0 0 -i SOEKCVPsc dest:
PEOPLE.J.JACK.NOTES
```

```
#####
home: PEOPLE.J.JACK.NOTES
#####
mail: PEOPLE.J.JACK.MAIL
```

**List g** - Groups (users in each group)

**BURL-A# list g**

```
#####
##### GROUP  USERS/TERMINALS
##### sysops  avstar  dbmanager
dpineault
##### jakki
jpappas  ragusa
##### so  wcasey
```

**List d** - Directories

List d-v <directory> - Returns all information on directory (i.e. SHOW)

**BURL-A# list d-v show.noon.rundown**

```
##### SRPlo-LIsUGQSWFiTM sortfield  purge dis mbox
##### SHOW.NOON.RUNDOWN:
##### QSRP-----Q-----TM TITLE  P0  R1  280
```

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```
queue form=PRODUCER story form=PRODUCER
```

### List q - Queues

List q-b – Reverses order of stories in a queue

### Grep - Command to filter through files and processes

Grep <device> <file>

### BURL-A# grep wires /site/config

```
reslist 1001:1004 ; wires
reslist 1001:1004 ; wires
reslist 1001:1004 ; wires
wireserver 1001 news JP - ; wire 1
wireserver 1002 news XX - ; wire 2
wireserver 1003 news xy - ;
wireserver 1004 news SS - ;
```

ps -ef | grep <device or service> - Filters processes

### BURL-A# ps -ef | grep fts

```
root 13628 1 0 Aug01 ? 00:00:00 ftsseek 242 242 Server -
root 13629 1 0 Aug01 ? 00:00:00 ftsindex 241 241 Server -
root 17454 17024 0 14:29 pts/2 00:00:00 grep fts
```

### Broadcast message

Broadcast <message> - Sends message to users in lower right of workspace  
Broadcast -d <message> - Sends message to users as a pop-up

### Status

Current configuration of server

### BURL-A# status

```
A is ONLINE and has been CONFIGURED. ID is BURL.
System is A. Master is A.
Disk status is OK. The database is OPEN.
```

Status -l - Lists current license information

### BURL-A# status l

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**A is ONLINE and has been CONFIGURED. ID is BURL.  
System is A. Master is A.  
Disk status is OK. The database is OPEN.**

**Site Key.....: 001491  
CPUs.....: 2  
Workstation addresses.: site  
Workstation resources.: 150  
COM resources.....: 22  
Web Access resources.: 10  
Web Client resources.: 5  
Web API resources.....: 10  
Wire Server resources.: 5  
Instinct resources.....: 200  
Mobile devices allowed: 50  
Community Sessions.....: allowed.**

**Status all** - lists values for all parameters defined in the profile, except for the low and high watermarks and the purge limit

### **BUBBRH5-A\$ status all**

**A is ONLINE and has been CONFIGURED. ID is BUBBRH5.  
System is AB. Master is A.  
Disk status is OK. The database is OPEN.**

**System was last configured at 2012-08-06 10:43:07  
Dbtraits group changes recorded at 2012-07-27 13:06:44  
Ctrait changes recorded at 2012-06-04 15:17:07  
Group changes recorded at 2012-07-13 13:23:15**

**auto\_upgrade=yes localtimeout=540:00 remotetimeout=0:00  
clockmax=12 maxhits=999 security=or  
excludedvideo=none min\_passwd\_length=5 timechar=:  
lastlogin=yes pausetimeout=0:05 wordlength=6  
load=5 readrate=180  
lastlogin=yes pausetimeout=0:05 wordlength=6  
load=5 readrate=180**