JOB TROUBLESHOOTING PROCEDURES

CONSIDERATIONS
- Is this issue based on a new configuration that has never run successfully in the past?
- Is this issue based on an older configuration that has run successfully in the past?
- Does the job stop at the exact same location, be it user or asset, each time?
- Finally, was the Smartsheet platform up and running at the time of the issue?

COMMON SCENARIOS
- Not leveraging a service account in Windows Task Scheduler, resulting in suspension of job activity due to password update requirement or suspension of account when employee departure from company.
- Adding a new domain in client Smartsheet Admin Center, with failure to notify AcuWorkflow to update SmartBackup Licensing Server to accommodate.

SMARTBACKUP WEBAPP
- Open the SmartBackup webapp and select the Members Pane.
- Review the list of personnel to ensure all appropriate members are enabled:
    - SmartBackup Status = Enabled (green)
    - Smartsheet Status = Active (green)
    - Backup Vault Link = Green (blue link)
- Ensure that the BackupVaultLink for each member has been created, green with blue hyperlink.
- Should this not be the case:
    - Click on the *Refresh members* blue button to synchronize SmartBackup with your Smartsheet customer site account.
    - Next proceed to Settings, section #2 – LiveCopy, and click on the *create user backup vaults,* green button.
    - Return to the Members screen and perform any additional updates for each member profile card via the *blue edit pencil.*
- Confirm that the Members list shows the correct SmartBackup Status, Smartsheet Status, and BackupVaultLink status for all appropriate Users.

TROUBLESHOOTING
- If your issue is regarding a first-time configuration and job, please refer to setup and configuration guidance materials (link at bottom) as provided by AcuWorkflow to include:
    - Provisioning of a System Administrator's Smartsheet API Token to facilitate handshake between SmartBackup and your Smartsheet customer site account.
    - Implementation of firewall exceptions as instructed to support operational communications between all parties; client, Smartsheet, Amazon Web Services, and AcuWorkflow.
- If your issue is regarding a job that has completed successfully in the past, and where no immediate cause and effect can be attributed:
    - Open a command session via typing CMD in Windows O/S search, then navigate to the installation folder: c:\smartbackup\apps (default).
- Next, enter the command or script from Windows Task Scheduler that is failing along with additional debugging switch: -l=info (lower case L).
    - This will provide verbose logging to the (function associated) log file located in: c:\smartbackup\data
    - Example, for the LiveCopy function this would be: 'livecopy_log.log'.
- Then observe real-time job processing and wait for the potential error, note all details when the abend occurs. Both within the command session as well as the associated log, which should provide further insights as to the cause.
- If possible, identify whether the error is user-related, or data-related.
    - Run the job that gave the error several times to establish a baseline. Does the error occur repetitively at the same location within the job; be it user-related or data-related?
    - If user-related, refer to previous section *SmartBackup Webapp* to validate whether the user has been properly setup.
    - If data-related, attempt to identify the suspect asset and then work with the end-user to further investigate and profile that object for causation.

ESCALATION
- If you are unable to mitigate the error condition, please escalate to the AcuWorkflow Helpdesk:
    - Outline the issue you are experiencing and whether this is a new first-time job configuration, or an older job configuration that has completed successfully in the past.
    - Attach the log file with errors from your command session testing in previous section.
    - Additionally provide a screen capture of the command session real-time job activity where the abend is shown:
        - ctrl+a (select everything)
        - ctrl+c (copy to clipboard/memory)
        - ctrl+v (paste) into an application such as Microsoft Word.

- You may log your Support Request here: AcuWorkflow Support Request (smartsheet.com)

SETUP & CONFIGURATION   SMARTBACKUP RESOURCES   USER GUIDES   DOCUMENTATION PORTAL   DOWNLOAD PORTAL