

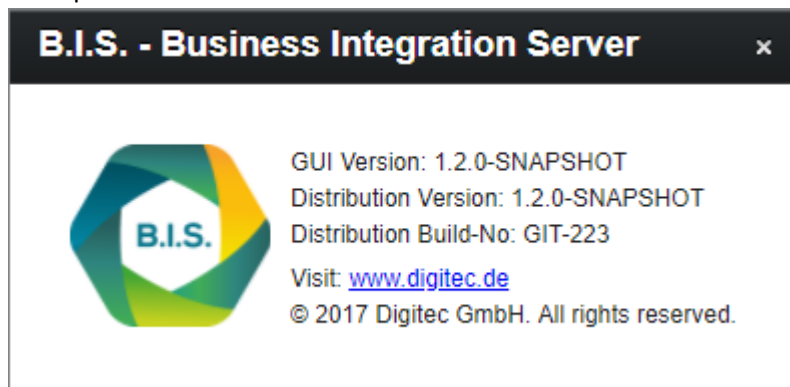
## Guideline and checklist for customers in case of B.I.S. issues

Before you report a problem with Business Integration Server (B.I.S.) to DIGITEC Software Support, you need to gather the appropriate diagnostic information.

If possible please provide the following information for all Business Integration Server (B.I.S.) errors or problems:

- Complete customer client and contact information
- Hardware information of the B.I.S. (CPU, RAM, Harddisk)
- The version of the Business Integration Server (B.I.S.) as shown in the "About" window

Example:



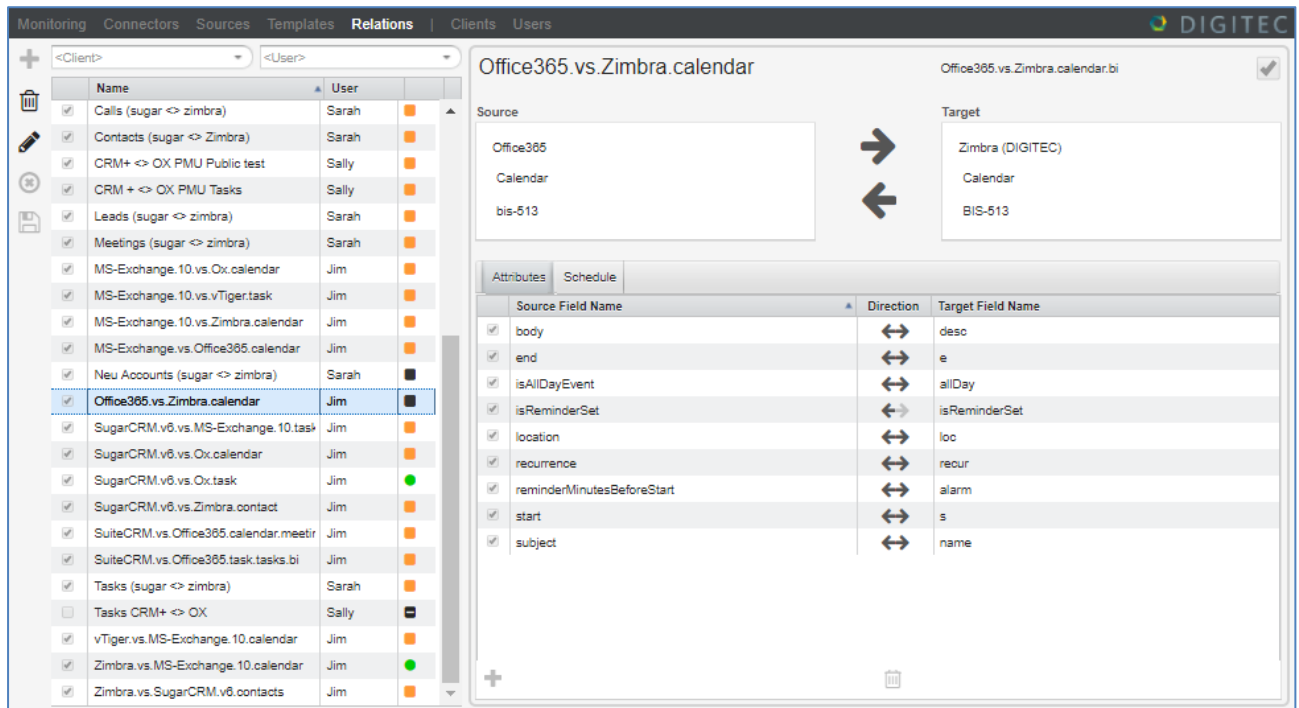
- Which user has encountered the problem?
- Which systems are configured for data synchronization where the problem occurs?
- A clear description of the problem and the steps that are required to reproduce it.
- The content of the data record(s) that causes the problem.
- All messages that were issued as a result of the problem (put your mouse on a monitoring line to see the full error message) -> screenshot

Example:

Type	Description	Username	Timestamp
Audit	Deleted Client KAUT_BULLINGER	admin@localhost	03.04.2018 10:42:48
Audit	License saved for Client KAUT_BULLINGER	admin@localhost	03.04.2018 10:34:00
Audit	Created Client KAUT_BULLINGER	admin@localhost	03.04.2018 10:33:54
Audit	Starting Synchronization of 2016-test Kontakte CONTACT:Kontakte BOTH CONTACT:Kontakte	pjo@digitec.de	20.02.2018 16:55:00
Audit	Starting Synchronization of 2016-test Tasks TASK:Aufgaben BOTH TASK:Aufgaben	pjo@digitec.de	20.02.2018 16:55:00
Audit	Starting Synchronization of 2016-test Termine CALENDAR:Kalender BOTH CALENDAR:Kalender	pjo@digitec.de	20.02.2018 16:55:00
Audit	User mapping "2016-test Kontakte" of user "pjo@digitec.de" suspended by "pjo@digitec.de"	pjo@digitec.de	20.02.2018 16:55:00
Audit	Error occurred when synchronizing 2016-test Kontakte CONTACT:Kontakte BOTH CONTACT:Kontakte; Bad Credere	pjo@digitec.de	20.02.2018 16:55:00
Audit	User mapping "2016-test Termine" of user "pjo@digitec.de" suspended by "pjo@digitec.de"	pjo@digitec.de	20.02.2018 16:55:00
Audit	Error occurred when synchronizing 2016-test Termine CALENDAR:Kalender BOTH CALENDAR:Kalender; Bad Crei	pjo@digitec.de	20.02.2018 16:55:00
Audit	User mapping "2016-test Tasks" of user "pjo@digitec.de" suspended by "pjo@digitec.de"	pjo@digitec.de	20.02.2018 16:55:00
Audit	Error occurred when synchronizing 2016-test Termine CALENDAR:Kalender BOTH CALENDAR:Kalender; Bad Credentials for connector exc-2016-test; ServiceRequestException: The request failed. The request failed. The remote server returned an error: (401)Unauthorized;	pjo@digitec.de	20.02.2018 16:50:00
Audit	Starting Synchronization of 2016-test Kontakte CONTACT:Kontakte BOTH CONTACT:Kontakte	pjo@digitec.de	20.02.2018 16:50:00
Audit	Starting Synchronization of 2016-test Tasks TASK:Aufgaben BOTH TASK:Aufgaben	pjo@digitec.de	20.02.2018 16:50:00
Audit	Starting Synchronization of 2016-test Termine CALENDAR:Kalender BOTH CALENDAR:Kalender	pjo@digitec.de	20.02.2018 16:50:00
Audit	Successfully synchronized 2016-test Kontakte CONTACT:Kontakte BOTH CONTACT:Kontakte	pjo@digitec.de	20.02.2018 16:50:00
Audit	Successfully synchronized 2016-test Termine CALENDAR:Kalender BOTH CALENDAR:Kalender	pjo@digitec.de	20.02.2018 16:50:00
Audit	Successfully synchronized 2016-test Tasks TASK:Aufgaben BOTH TASK:Aufgaben	pjo@digitec.de	20.02.2018 16:50:00
Audit	Successfully synchronized 2016-test Termine CALENDAR:Kalender BOTH CALENDAR:Kalender	pjo@digitec.de	20.02.2018 16:45:15
Audit	Successfully synchronized 2016-test Tasks TASK:Aufgaben BOTH TASK:Aufgaben	pjo@digitec.de	20.02.2018 16:45:15
Audit	Successfully synchronized 2016-test Kontakte CONTACT:Kontakte BOTH CONTACT:Kontakte	pjo@digitec.de	20.02.2018 16:45:15
Audit	Starting Synchronization of 2016-test Kontakte CONTACT:Kontakte BOTH CONTACT:Kontakte	pjo@digitec.de	20.02.2018 16:45:00
Audit	Starting Synchronization of 2016-test Tasks TASK:Aufgaben BOTH TASK:Aufgaben	pjo@digitec.de	20.02.2018 16:45:00
Audit	Starting Synchronization of 2016-test Termine CALENDAR:Kalender BOTH CALENDAR:Kalender	pjo@digitec.de	20.02.2018 16:45:00

- Which relation has problems -> screenshot of the "Relations" tab of the user

Example:



The screenshot shows the DIGITEC interface with the 'Relations' tab selected. On the left, a list of relations is shown, with 'Office365.vs.Zimbra.calendar' selected. The main panel displays the configuration for this relation, including source and target fields and a table of attributes.

Source	Target
Office365	Zimbra (DIGITEC)
Calendar	Calendar
bis-513	BIS-513

Attributes	Schedule	Source Field Name	Direction	Target Field Name
<input checked="" type="checkbox"/>		body	↔	desc
<input checked="" type="checkbox"/>		end	↔	e
<input checked="" type="checkbox"/>		isAllDayEvent	↔	allDay
<input checked="" type="checkbox"/>		isReminderSet	↔	isReminderSet
<input checked="" type="checkbox"/>		location	↔	loc
<input checked="" type="checkbox"/>		recurrence	↔	recur
<input checked="" type="checkbox"/>		reminderMinutesBeforeStart	↔	alarm
<input checked="" type="checkbox"/>		start	↔	s
<input checked="" type="checkbox"/>		subject	↔	name

- Logfiles

login as root via SSH to the B.I.S. and send the relevant logfiles located in **/var/log/bis/<B.I.S.-instance name>**

Example:

```

root@asce:/# cd /var/log/bis/default/
root@asce:/var/log/bis/default# l
insgesamt 624868
drwxr-xr-x 3 bis bis 4096 Apr 11 00:00 .
drwxr-xr-x 3 root root 4096 Apr 21 2017 ..
-rw-r--r-- 1 bis bis 44197606 Mär 28 23:55 bis.2018-03-28.log
-rw-r--r-- 1 bis bis 44272844 Mär 29 23:55 bis.2018-03-29.log
-rw-r--r-- 1 bis bis 44357985 Mär 30 23:55 bis.2018-03-30.log
-rw-r--r-- 1 bis bis 44423114 Mär 31 23:55 bis.2018-03-31.log
-rw-r--r-- 1 bis bis 44398369 Apr 1 23:55 bis.2018-04-01.log
-rw-r--r-- 1 bis bis 44388685 Apr 2 23:55 bis.2018-04-02.log
-rw-r--r-- 1 bis bis 44656565 Apr 3 23:55 bis.2018-04-03.log
-rw-r--r-- 1 bis bis 44463786 Apr 4 23:55 bis.2018-04-04.log
-rw-r--r-- 1 bis bis 44437185 Apr 5 23:55 bis.2018-04-05.log
-rw-r--r-- 1 bis bis 44428237 Apr 6 23:55 bis.2018-04-06.log
-rw-r--r-- 1 bis bis 44444002 Apr 7 23:55 bis.2018-04-07.log
-rw-r--r-- 1 bis bis 44440984 Apr 8 23:55 bis.2018-04-08.log
-rw-r--r-- 1 bis bis 44512646 Apr 9 23:55 bis.2018-04-09.log
-rw-r--r-- 1 bis bis 44225519 Apr 10 23:55 bis.2018-04-10.log
-rw-r--r-- 1 bis bis 18116764 Apr 11 09:45 bis.log
drwxr-xr-x 2 root root 4096 Jun 12 2017 heapdumps
root@asce:/var/log/bis/default#
    
```

- Configuration files  
login as root via SSH to the B.I.S. and send the relevant files located in  
`/etc/bis/<B.I.S.-instance name>`

Example:

```
root@asce:/#  
root@asce:/#  
root@asce:/#  
root@asce:/#  
root@asce:/#  
root@asce:/#  
root@asce:/#  
root@asce:/#  
root@asce:/#  
root@asce:/#  
root@asce:/#  
root@asce:/#  
root@asce:/#  
root@asce:/# cd /etc/bis/default/  
root@asce:/etc/bis/default# l  
insgesamt 28  
drwxr-xr-x 2 bis bis 4096 Apr 9 14:08 .  
drwxr-xr-x 3 root root 4096 Apr 21 2017 ..  
-rw-r--r-- 1 bis bis 2523 Apr 9 14:08 bis.properties  
-rw-r--r-- 1 bis bis 3570 Apr 9 14:08 jetty-config.xml  
-rw-r--r-- 1 bis bis 2078 Apr 21 2017 keystore  
-rw-r--r-- 1 bis bis 992 Apr 9 14:08 logback.xml  
-rw-r--r-- 1 bis bis 555 Apr 9 14:08 run.conf  
root@asce:/etc/bis/default#
```

