



DELIVERABLE

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This deliverable contains original unpublished work except where clearly indicated otherwise. Acknowledgement of previously published material and of the work of others has been made through appropriate citation, quotation or both.

A. Document details

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B.Abbreviations

SMED	→	Mairie Saint Médard en Jalles.
PRATO	→	Comune di Prato.
SAM	→	Strategic Attention Management.
EIWH	→	European Institute of Women's Health.
BIT	→	Betrieb für Informationstechnologie (Bremerhaven).
LA	→	Linea Amica.
CSS	→	Cascade Style Sheets.

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1. Introduction

One of the main objectives of the iSAC6+ project **from the technical point of view** is to improve iSAC in order to get a system more:

- **Robust:** iSAC has achieved robustness in two senses, less technical errors/bugs and more functional capabilities.
- **Reliable:** the improvements in performance and precision of the different iSAC tools contributed to gain confidence for the administrations and final users.
- **Flexible:** all the new functionalities have been developed in order to satisfy new requirements that appeared during the project. With these new functionalities, iSAC is now more adaptable to the different particularities of the new adopters.
- **Easy to install:** the problems detected in the iSAC implantations contributed to improve several parts of the system in order to facilitate the installation to the new adopters. Therefore, installing iSAC is now easier and adopters are more autonomous. Therefore, we can claim that it is costless to adopt iSAC now than at the beginning of the project.

The work done during the iSAC6+ project helped significantly in this way, since the implantation of iSAC on the pilot scenarios and on the next adopters gave to us a great diversity of environments with different particularities.

All the experience gathered during these 2 years of regular interaction with technical teams provided us with know-how very useful for new installations. For example, we have observed that more or less 80% of the queries are related to exactly the same repetitive problems and 2 out of 3 of these problems can be solved by themselves.

This deliverable goes one step further in the aim to achieve a more easy to install product. What we present is a troubleshooting, that means a list of common problems that could appear in a new installation and the possible solutions that can be applied. Therefore, the main objective of this deliverable is to facilitate iSAC installation trying to avoid contacting the iSAC support team.

Thanks to this troubleshooting we expect that installation teams gain in autonomy and the iSAC support team receives a 50% less of queries.

The deliverable is structured as follows: in chapter 2 you can find a troubleshooting in order to support next adopters to easily solve common implantation problems. Chapter 3 proposes an interesting improvement for the future of iSAC that we believe that could contribute even more to the objective of making iSAC more easy-to-install and easy-to-use. Some conclusions are explained in chapter 4 and, finally, there is an annex on chapter 5 that gathers a collection of all the bugs, errors and requests that contributed to improve iSAC with the solution applied and the effort needed to solve them. This collection mainly comes from the pilot scenarios but also from the next adopters and the iSAC support team.

2. Trouble shooting

In this chapter you can find a list of the most common problems detected in the iSAC installation that new adopters can resolve without the intervention of the iSAC support team. The most common problems are organized in 4 topics:

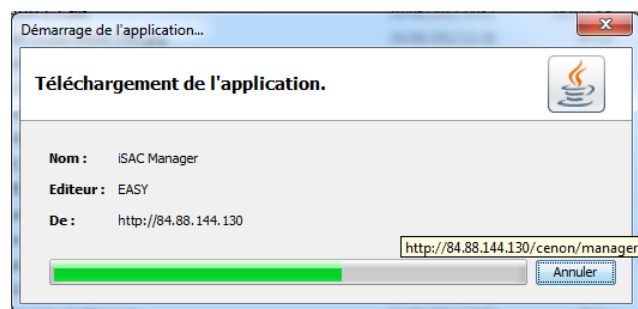
- Opening the iSAC Manager application
- Displaying iSAC 2.0 results
- Semantic network management
- iSAC 2.0 toolbar visualization

This troubleshooting is also published in the iSAC installation user guide.

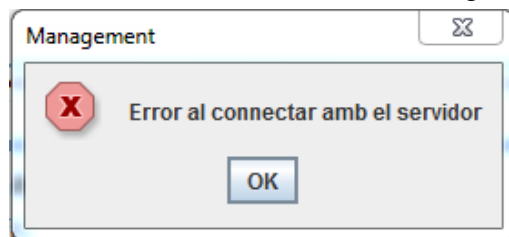
2.1 Opening the iSAC Manager application

Symptoms

The Java Web Start Launcher starts to download ...



... and when the application has been loaded, the following error appears:



Possible Cause

The cause of this problem is the firewall restrictions. The manager application needs to have the RMI port opened in the pilot scenario firewall (in each pilot scenario the RMI port is different. Please, if you have doubts about it, ask SAM).

Possible Solution

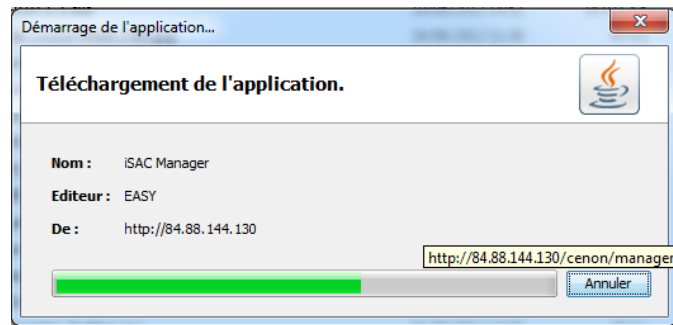
Configure the Administration firewall with the RMI port opened and the problem will be solved.

However, SAM is aware that in some organization is really difficult to open the port

due to security restrictions. For this reason, a new manager application with this issue solved is in development (see *chapter 3*).

Symptoms

The Java Web Start Launcher starts to download ...



... and the login screen appears:



However, when user has authenticated himself and tries to access to the application, the manager application doesn't do anything: it doesn't disappear the login screen and the manager application doesn't open.

Possible Cause

The cause is that the user is trying to access manager application using a non-Windows Operative System (Linux or Macintosh).

Possible Solution

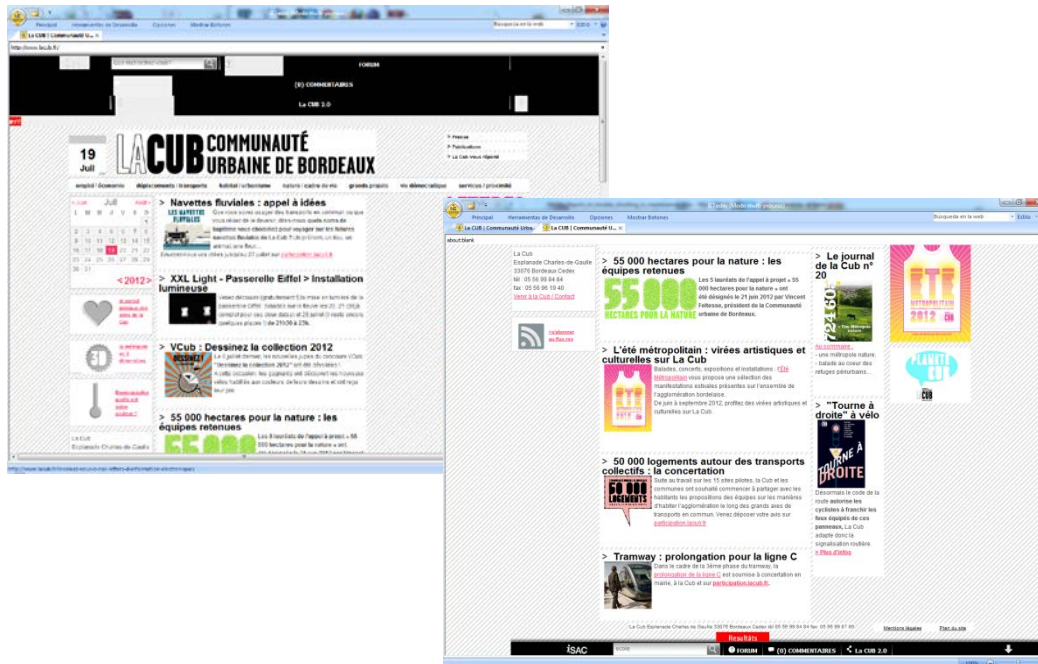
There isn't any solution to this problem yet.

For this reason, among others, a new manager application is in development in order to solve this problem (see *chapter 3*).

2.2 iSAC 2.0 toolbar visualization

Symptoms

The toolbar doesn't appear at the bottom of the webpage or it isn't displayed properly.



Possible Causes

The browser isn't compatible with the toolbar or there are bandwidth speed problems and iSAC 2.0 cannot be loaded properly.

Possible Solutions

Update the browser that is being used.

The toolbar is fully compatible with:

- Internet Explorer 8.0 or higher.
- Mozilla Firefox 3.6 or higher.
- Safari 5.0 or higher.
- Opera 11.0 or higher.

However, if the problem is the bandwidth speed, there doesn't exist any solution yet but SAM is working in trying to load the toolbar faster.

Symptoms

The toolbar doesn't appear. However, a text box with some options appear at the bottom of the webpage.



Causes

The Java Script is not enabled in the browser used by the user.

Solution

Enable the JavaScript of the browser (it can be done configuring the browser options) or using iSAC 2.0 functionalities for the non JavaScript version.

Symptoms
It has been done some styles modifications over the toolbar, and they cannot be seen by the user.
Possible Cause
The browser has temporary files saved and for this reason the "old" toolbar is shown.
Possible Solution
Clear the browser's cache.

2.3 Semantic network management

Symptoms
A query using iSAC has been done but the desired information doesn't appear at all among any search results.
Possible Causes
a) The information is not in the database. b) The query doesn't use the words that are contained in the desired result. c) Faulty semantic network rules. For example important words treated as stopwords. d) The user asks in another language which cannot be detected automatically because of similarity (for instance Catalan - French).
Possible Solutions
If a), • Insert the information into external database (and the Distiller process will add it to the system). • Add the information as a general information using the manager application. If b), • Add semantic relationships (synonyms, abbreviations...) • Add the result as a FAQ. If c), • Change semantic relationships (synonyms, abbreviations...) • Add the result as a FAQ. If d), there is no exact solution but by adding synonyms the problem can be partially solved.

Symptoms

A query using iSAC has been done but the desired information isn't at the first place of the results list.

Possible Causes

- a) Many words have the same lexeme.
- b) The query doesn't use the words that are contained in the desired result.
- c) There are words or expressions which adds noise to the query.
- d) The search query is too short for example "1" word.
- e) There are words or expressions which were considered as stopwords or patterns but has sense in the context.
- f) The user asks in another language which cannot be detected automatically (for instance Catalan -French).
- g) The data is not represented properly in the external database. For example a search: "Chinese restaurant" may not find the "Red Dragon restaurant".
- h) Other fine tuning cases.

Possible Solutions

If a), removing lexems

If b),

- Add semantic relationships (synonyms, abbreviations...)
- Add the result as a FAQ.

If c),

- Adding stopwords or patterns. (if it has no side-effects on other queries)
- Add the result as a FAQ.

If d), add the result as a FAQ.

If e), remove/add stopwords or patterns.

If f), there is no exact solution but by adding synonyms or incorrect relation. The problem can be partially solved.

If g), alter external database for example: the "Red Dragon restaurant" article title can be changed to "Red Dragon Chinese restaurant".

If h), adding words related to a context.

Symptoms

A query using iSAC has been done but the relevant information is at the first place but followed by too many irrelevant results (lot of noise)

Possible Causes

- a) Many words have the same lexeme.
- b) The query doesn't use the words that are contained in the desired result.
- c) There are words or expressions which adds noise to the query.
- d) The user asks in another language which cannot be detected automatically (for instance Catalan -French).

Possible Solutions

If a), removing lexemes.

If b),

- Add semantic relationships (synonyms, abbreviations...)
- Add the result as a FAQ.

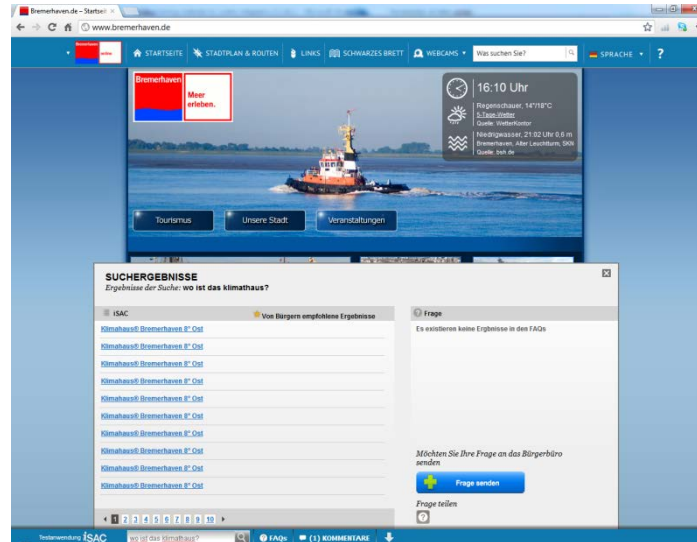
If c), adding stopwords or patterns.

If d), there is no exact solution but by adding synonyms or incorrect relation. The problem can be partially solved.

2.4 Displaying iSAC 2.0 results

Symptoms

A query using iSAC has been done but more than one results have the same title.



Possible Causes

- a) In the corporative website it exists more than one page with the same title.
- b) In the corporative website it exists the same information placed in different URLs.

Possible Solutions

If a), the corporative web manager should change the web pages titles (if needed) and give a more specific title for them (in order to improve accessibility).

If b), the webmasters should give detailed information to SAM in order to index only the needed web pages.

3. Next improvement

It has been detected that one of the most common problem that pilot scenarios have is one of the most difficult to solve: the compatibility of manager application with the different operative systems, firewalls and bandwidth problems.

One of the issues that the most administrations have suffered is their firewall restrictions. The current manager application needs to have the RMI port opened in the pilot scenario firewall. In some places is really easy to do this modifications. However, in other administrations is really difficult to open the port due to security restrictions.

The application is Windows dependent. Despite the fact that it is programmed using Java and Java is a platform independent language, their graphical libraries depend on the OS.

Another problem that this tool has is that if a new version has been released, it takes a long time to update it and open the application.

For all these reasons, a new manager application is in development. This new application in charge of manage data, statistics and iSAC's semantic network will be a web application instead of a RMI application; it means that will be OS independent, no extra port should be opened and the management speed will be really better.

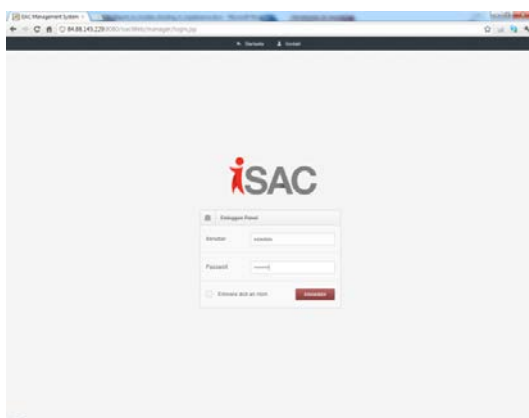


Figure 1 - Manager web - Login panel

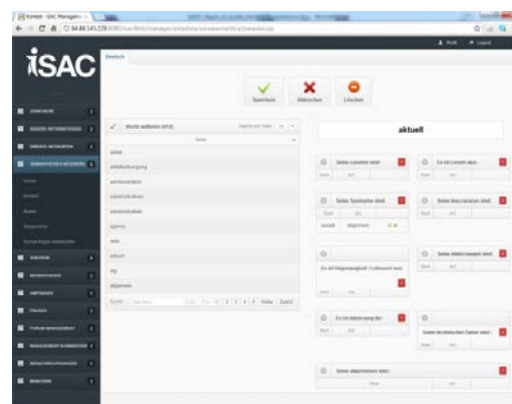


Figure 2 - Manager web - Semantic network management

4. Conclusions

The main aim of creating this troubleshooting is that pilot scenarios and next adopters would be able to solve the most common configuration problems without the iSAC support team. It implies that pilot scenarios and next adopters have a major autonomy in solving iSAC problems.

Thanks to the classification of the incidents reported all over the iSAC6+ integration and maintenance period, some of the most common problems of iSAC project have been identified and included in this troubleshooting.

The iSAC support team has realized that currently, more than a half of the problems that next adopters have can be easily solved using the this troubleshooting guide. The other ones are mainly data ones (how they have the website structured) and customization requests.

For this reason we can conclude this document saying that iSAC is nowadays much more robust than in the first phase of iSAC6+ project and with the inclusion of this troubleshooting guide is also less dependent of the iSAC support team.

5. Annex

In this annex, there are listed all the iSAC problems reported by pilot scenarios and next adopters during the iSAC6+ project since now. They have been classified according to their typology and thanks to these incidents collection, it has been possible to elaborate the troubleshooting guide.

4.1. Solved bugs

This chapter collects all the bugs that have been detected all over the whole integration process.

Incident description:	Some wrong text labels in English in the manager application.
Customer:	EIWH
Date:	02/09/2010
Status:	Done
Resolution time:	½ hour

Incident description:	Problems with the TinyMCE editor in the manager application (application bug).
Customer:	EIWH
Date:	07/09/2010
Status:	Done
Resolution time:	4 hours

Incident description:	If user clicks over an iSAC result that redirects to an external webpage and from this page he wants to go back using the back button of the browser, the system redirects user to an intermediate webpage instead of redirecting him to the iSAC results' list (bug).
Customer:	Internal
Date:	21/09/2010
Status:	Done
Resolution time:	8 hours

Incident description:	After evaluating a result as wrong, if the same query is done, there appears only one result (in the first search more than one result has been given) (bug).
Customer:	PRATO
Date:	20/12/2010
Status:	Done
Resolution time:	3 days

Incident description:	Incomplete Italian dictionary.
Customer:	PRATO
Date:	20/12/2010
Status:	Done
Resolution time:	2 weeks
Comments:	To do this task SAM had the collaboration to UdG (WP4 experts) staff.

Incident description:	iSAC web codification problems in French.
Customer:	SMED
Date:	23/12/2010
Status:	Done
Resolution time:	1 week

Incident description:	List of taxonomies should not appear if there's no entity related to this taxonomy.
Customer:	SMED
Date:	01/02/2011
Status:	Done
Resolution time:	2 hours

Incident description:	Codification problems in the statistics visualization in the manager application.
Customer:	SMED
Date:	27/04/2011
Status:	Done
Resolution time:	4 days

Incident description:	Some registers have no icon. 
Customer:	SMED
Date:	12/07/2011
Status:	Done
Resolution time:	1 hour
Comments:	The news registers had no icon linked. An email was sent telling them that we added as news icon the same icon as general information registers. However, each administration is able to change the icons / styles freely.

Incident description:	Problem in using the manager application with Win 64 bits.
Customer:	EIWH
Date:	22/07/2011
Status:	Done

Resolution time:	6 hours
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Incident description:	Bug in adding a new survey in the manager application.
Customer:	BIT
Date:	15/11/2011
Status:	Done
Resolution time:	2 hours

Incident description:	Codification problems in the survey visualization.
Customer:	SMED
Date:	24/11/2011
Status:	Done
Resolution time:	1 hour
Comments:	A new iSAC version was sent.

Incident description:	Some messages in the survey cannot be visualized.
Customer:	SMED
Date:	23/11/2011
Status:	Done
Resolution time:	¼ hour
Comments:	An email was sent explaining that some messages in the <i>missatge.xml</i> file were missing.

Incident description:	The questions in the survey weren't shown properly sorted.
Customer:	SMED
Date:	28/11/2011
Status:	Done
Resolution time:	8 hours
Comments:	A new iSAC version was sent.

Incident description:	The survey doesn't disappear before answering it.
Customer:	EIWH
Date:	03/12/2011
Status:	Done
Resolution time:	2 hours
Comments:	A new iSAC version was uploaded. With this version once a survey has been answered it won't appear until you close and reopen the browser. However, if it hasn't been answered is always there.

Incident description:	Bug in deleting a survey in the manager application.
Customer:	EIWH
Date:	03/12/2011
Status:	Done
Resolution time:	2 hours

Incident description:	Empty lists should not appear as a result of iSAC.
Customer:	SMED
Date:	24/02/2012
Status:	Done

Resolution time:	½ hour
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Incident description:	Some iSAC queries are too slow.
Customer:	La CUB
Date:	23/05/2012
Status:	Done
Resolution time:	14 hours

Incident description:	A query returns more than one web page with the same information.
Customer:	Cenon
Date:	04/06/2012
Status:	Pending
Resolution time:	-
Comments:	This problem is not an iSAC problem itself since in Cenon website exists more than one distinct URL with the same content. So, to solve the problem is needed to rebuild the website structure.

Incident description:	Adding an alert box "the question is being added" whereas the system save the register to avoid multiple insertions of the same information.
Customer:	Padova
Date:	05/06/2012
Status:	Done
Resolution time:	1 hour

Incident description:	Deleting duplicated social questions / answers from DB.
Customer:	Padova
Date:	05/06/2012
Status:	Done
Resolution time:	½ hour

4.2. Pending bugs

Here they are listed all the bugs detected that are still unsolved. The three of them are related to the use of the manager application under a non-Windows platform. In order to solve these bugs among other incidences, a new manager application is being developed right now by SAM (see *chapter 3*).

Incident description:	Adding a new survey, the manager application, it is compulsory to add an email address and the email address is not needed (it only happens using the manager application in Linux).
Customer:	EIWH
Date:	22/11/2011
Status:	Pending
Resolution time:	-

Incident description:	Compatibility problems between manager application and Linux.
Customer:	Firenze
Date:	05/03/2012
Status:	Pending
Resolution time:	-

Incident description:	Compatibility problems between manager application and Macintosh.
Customer:	SMED
Date:	19/03/2012
Status:	Pending
Resolution time:	-

4.3. Improvements and customizations

In the following incidents list appears a collection of all the improvements and customizations asked mainly by pilot scenarios. These modifications have been done with the aim that iSAC would be able to cover the whole needs of the pilot scenarios.

Incident description:	Improvement: Adding the possibility to export statistics from manager application.
Customer:	Internal
Date:	21/09/2010
Status:	Done
Resolution time:	4 hours
Comments:	Improvement done thanks to some customers suggestion.

Incident description:	Lite mobile version for iSAC.
Customer:	EIWH
Date:	21/12/2010
Status:	Pending
Resolution time:	-

Incident description:	Improvement: Need of creating an online manager application user guide in order to make easier the user management of this tool.
Customer:	Internal
Date:	23/02/2011
Status:	Done
Resolution time:	2 weeks
Comments:	User guide URL: http://www.isac.cat/userguide

Incident description:	Improvement: Accessibility problems. iSAC does not work properly using screen readers.
Customer:	PRATO
Date:	01/04/2011
Status:	Done
Resolution time:	2 weeks

Incident description:	Customization: Change iSAC homepage message.
Customer:	PRATO
Date:	01/06/2011
Status:	Done
Resolution time:	¼ hour
Comments:	Send them an email explaining where to change the messages that citizen see in iSAC web.

Incident description:	Customization: Hide some fields that the Administration does not want to show in the iSAC user view (entities tabs).
Customer:	PRATO
Date:	20/12/2010
Status:	Done
Resolution time:	½ hour
Comments:	Explanation to Prato IT staff how to modify the Cascade Style Sheet of their iSAC.

Incident description:	Customization: Change date format in displaying results. For instance <i>31 de mars</i> is not right in French. The right format would be <i>mars 31</i> .
Customer:	SMED
Date:	23/03/2011
Status:	Done
Resolution time:	2 hours

Incident description:	Customization: Change the phone number format in the manager application (allow blanks insertions).
Customer:	EIWH
Date:	23/05/2011
Status:	Done
Resolution time:	1 hour

Incident description:	Customization: The survey wasn't displayed in the desired way (they wanted some modifications in the style sheets).
Customer:	BIT
Date:	18/11/2011
Status:	Done
Resolution time:	½ hour

Incident description:	Customization: Conflicts survey visualization / website styles.
Customer:	SMED
Date:	24/11/2011
Status:	Done
Resolution time:	½ hour
Comments:	An email was sent explaining them that they should put a z-index in the line ".extruder.top .content" found in the file <i>mbExtruder.css</i> .

Incident description:	Customization: Problems in visualizing the survey in the website once it has been created using the manager application.
Customer:	SMED
Date:	23/11/2011
Status:	Done
Resolution time:	¼ hour
Comments:	An email was sent explaining them that the problem was the CSS; they should include the files <i>estilenquesta.css</i> and <i>mbExtruder.css</i> inside the folder <i>estil_isac/css</i> . Besides, if they want to customize these two files they can do it (more info in http://www.isac.cat/userguide/index.php/Surveys%27_CSS_modification).

Incident description:	Customization: Change some texts in French in iSAC 2.0 toolbar.
Customer:	La CUB
Date:	23/05/2012
Status:	Done
Resolution time:	½ hour

Incident description:	Customization: Delete Tuenti social network in iSAC 2.0 from La CUB (this social network is not really known in France).
Customer:	La CUB
Date:	23/05/2012
Status:	Done
Resolution time:	½ hour

Incident description:	Customization: iSAC 2.0 initial screen customization.
Customer:	La CUB
Date:	23/05/2012
Status:	Done
Resolution time:	½ hour

Incident description:	Customization: Change some texts in iSAC 2.0 toolbar.
Customer:	Cenon
Date:	04/06/2012
Status:	Done
Resolution time:	½ hour

4.4. Doubts and miscellaneous

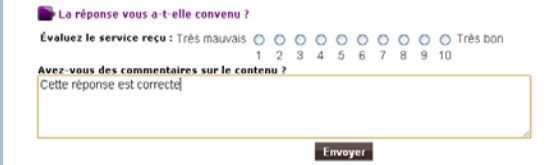
In this part are listed some of the doubts that pilot scenarios staff have. We have realized that these doubts were mainly related to the use of the manager application. For this reason we found essential to create an online user guide explaining all the manager application functionalities (<http://www.isac.cat/userguide>). This online tutorial replaces the pdf file that was created in the initial stage of iSAC6+ project.

Doubts

Incident description:	Doubts in adding general information using the manager application.
Customer:	EIWH
Date:	14/12/2010
Status:	Done
Resolution time:	½ hour
Comments:	The pdf explaining the manager application functionalities has been resent and an example demo has been also sent in order to better understand this particular functionality.

Incident description:	Problem in deleting an expression with more than one word related using the manager application.
Customer:	SMED
Date:	19/04/2011
Status:	Done
Resolution time:	½ hour
Comments:	The URL where the manager application's user guide is placed has been resent and an example demo has been also sent in order to better understand this particular functionality.

Incident description:	Problems in managing the semantic network (they wanted to add <i>counselor</i> as a misspelling of <i>councillor</i>).
Customer:	EIWH
Date:	08/06/2011
Status:	Done
Resolution time:	¼ hour
Comments:	Send them an email explaining how to insert this relationship.

Incident description:	Doubt using the manager application: "what does it mean the value -1 in the column evaluation in iSAC customer evaluation"?
Customer:	SMED
Date:	23/06/2011
Status:	Done
Resolution time:	¼ hour
Comments:	Send them an email explaining that the -1 notation means that someone has put a comment about the result but the user hasn't evaluated the answer. 

Incident description:	Problems in updating the messages file.
Customer:	SMED
Date:	22/06/2011
Status:	Done
Resolution time:	1 hour
Comments:	Identifying the problem (the messages modification was done directly in the server and it gives some codification problems), arrange the file and send an email explaining them how to do it without problems in next occasions.

Incident description:	Problems in semantic network management.
Customer:	SMED
Date:	05/07/2011
Status:	Done
Resolution time:	¼ hour
Comments:	Send them an email explaining how to modify the semantic network because a particular query gives the expected results.

Incident description:	It exists a particular information that iSAC isn't able to reach.
Customer:	SMED
Date:	05/07/2011
Status:	Done
Resolution time:	¼ hour
Comments:	Send them an email explaining that it was two options to solve the problem: 1. Copy the webpage content to the general information description field. 2. Modify the distiller process because automatically this information would be copied in the general information description field.

Incident description:	Problem with going back from a result to the results list using iSAC.
Customer:	SMED
Date:	07/07/2011
Status:	Done
Resolution time:	¼ hour
Comments:	Send them an email explaining that they should load the result information in the same tab of the browser instead of opening automatically another tab (if another tab is opened, the trace is loosen).

Incident description:	Codification problem when modifying the <i>cap.jsp</i> file.
Customer:	SMED
Date:	07/07/2011
Status:	Done
Resolution time:	¼ hour
Comments:	Solved only reloading the context (refresh the file).

Incident description:	Problem in visualizing in the manager application new registers added by the distiller process.
Customer:	SMED
Date:	18/08/2011
Status:	Done
Resolution time:	¼ hour
Comments:	An email was sent explaining them that the manager application uses a cache in order to save the registers (to make its use faster). However, for registers added by distiller the cache isn't updated. The way used to solve this issue is restarting tomcat service and RMI service once the distiller process has finished.

Incident description:	The statistics evaluations in the manager application are zero.
Customer:	SMED
Date:	25/08/2011
Status:	Done
Resolution time:	¼ hour
Comments:	An email was sent explaining them that it wasn't a problem since this part of statistics is not useful for European pilot scenarios. Some city councils allow users answer some questions about the service and the results are given in this chapter. The "survey questionnaire" will have the same function for European pilot scenarios.

Incident description:	Some agenda registers doesn't appear in the manager application.
Customer:	SMED
Date:	25/08/2011
Status:	Done
Resolution time:	¼ hour
Comments:	An email was sent explaining them that the problem is that in their database some agendas imported from Distiller hadn't end date and for this reason manager application gave an error. If an agenda is only one day event, it should be the same value in <i>agenda_dataini</i> than in <i>agenda_datafi</i> . But <i>agenda_datafi</i> cannot be null because it gives problems.

Incident description:	Whitelist customization (survey purpose).
Customer:	EIWH
Date:	07/12/2011
Status:	Done
Resolution time:	¼ hour
Comments:	An email was sent explaining how to add the intranet IPs in order to avoid to be processed as citizen answers.

Incident description:	Semantic network doubts and problems detected.
Customer:	Cenon
Date:	04/06/2012
Status:	Done
Resolution time:	No information
Comments:	Solved in collaboration with Saint Médard en Jalles staff.

Miscellaneous

Incident description:	CPU usage: Java processes consume anything between 100% and 200%.
Customer:	EIWH
Date:	02/09/2010
Status:	Not done
Resolution time:	7 hours (looking for the cause)
Comments:	The server used to host iSAC does not accomplish the minimum requirements (minimum requirements specified in the D3.1).

Incident description:	Problems with the different users / roles to access the manager application.
Customer:	EIWH
Date:	09/06/2011
Status:	Done
Resolution time:	½ hour
Comments:	Check what's happening, modify the users table of their database and send them an email informing that the problem is solved and that they never should modify information directly through the DB (that it was the cause of the problem).

Incident description:	Too many connections problem in the DB.
Customer:	SMED
Date:	22/07/2011
Status:	Done
Resolution time:	½ hour
Comments:	An email was sent explaining them that they should restart the service and this problem will disappear. However, checking the maximum DB connections should be done and in case only few connections were allowed, increase the maximum number of connections (This was done by SMED IT staff).

Incident description:	Users / permissions problem in iSAC server (some log files had no permission to be created).
Customer:	PRATO
Date:	25/10/2011
Status:	Done
Resolution time:	4 hours
Comments:	IT staff from PRATO solved the problem. SAM gave support to them to solve the issue.

Incident description:	Problems in visualizing iSAC 2.0 using Firefox 3.0 browser.
Customer:	EIWH
Date:	21/05/2012
Status:	Not done (Firefox 3.0 is not supported nowadays. iSAC 2.0 works properly using Firefox from version 3.5).
Resolution time:	