

# SPP Server Expansion Troubleshooting Guide

AAA Club Applications

Kit 88.2 – April 21, 2011

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### **Overview**

The SPP website will be switching to a new and expanded infrastructure to improve application performance. Users may experience some issues on the day of the cutover. The purpose of this document is to describe the common issues that may arise and the resolution for each.

## **Dispatch cannot reconnect**

If you are connected to dispatching during the cut-over, you will be disconnected from the site. In this case, you will see a prompt like this:

CONNECTION LOST!		
8	Connection Lost, SPP will attempt to Reconnect. Please retry your action when reconnect completes. Request [ChgdMsgs]	
	OK	

Once you click 'OK', you will see a window like this:

Service Provider Portal			
<< ChgdMsgs			
Busy Time: 33	Request Time: 33.36		
Current Status:			
08:57:01   Reconnecting			
Shutdown			

If the system does not automatically reconnect, click the shutdown button, and re-launch SPP.

# Dispatch Upgrade Prompt

Due to the system upgrades, you may be asked to upgrade your version of dispatch after you click 'Activate Dispatch':

P Update Manager	
Dispatch Upgrade	
Your version of Dispatching for SPP needs to be upgraded.	ОК
PLEASE NOTE: this may take several moments	Cancel
Installation Details	
Installation Details Verifying Updater current:[2,8] https://spp.aaa.com:8443/ServiceProviderPortal/Sp Verifying Installation	opUpdater.exe:[1.12]
Installation Details Verifying Updater current:[2.8] https://spp.aaa.com:8443/ServiceProviderPortal/Sp Verifying Installation File does not exist:C:\Documents and Settings\spreskitt\Local Settings\Temp\SPF saveFileFromUrl url=[https://spp.aaa.com:8443/ServiceProviderPortal//dispatch/4 saveFileFromUrl ot status= 200	ppUpdater.exe:[1.12] NActiveDSP.ocx:2 2/d2000.inij file=[d2000
Installation Details Verifying Updater current:[2.8] https://spp.aaa.com:8443/ServiceProviderPortal/Sp Verifying Installation File does not exist:C:\Documents and Settings\spreskitt\Local Settings\Temp\SPF saveFileFromUrl url=[https://spp.aaa.com:8443/ServiceProviderPortal//dispatch/4 saveFileFromUrl got status= 200 File does not exist:C:\Documents and Settings\spreskitt\Local Settings\Temp\low^ ActiveX registry Keys	ppUpdater.exe:[1.12] *\ActiveDSP.ocx:2 :2/d2000.ini] file=[d2000 \SPP\d2000.ini:2
Installation Details Verifying Updater current:[2.8] https://spp.aaa.com:8443/ServiceProviderPortal/Sp Verifying Installation File does not exist:C:\Documents and Settings\spreskitt\Local Settings\Temp\SPF saveFileFromUrl url=[https://spp.aaa.com:8443/ServiceProviderPortal//dispatch/4 saveFileFromUrl got status= 200 File does not exist:C:\Documents and Settings\spreskitt\Local Settings\Temp\low\ ActiveX registry Keys	ppUpdater.exe:[1.12] P\ActiveDSP.ocx:2 12/d2000.ini] file=[d2000 \SPP\d2000.ini:2

#### After the upgrade, you may see this prompt:

9 Update Manager	
Dispatch Upgrade	
Upgrade Complete	OK
Installation Details	
Verifying Updater current: [2,8] https://spp.aaa.com:8443/ServiceProviderPortal/	/SppUpdater.exe:[1.12]
Verifying Installation File does not exist C:\Documents and Settings\spreskitt\Local Settings\Temp\SI	PP\&ctiveDSP.ocy:2
saveFileFromUrl url=[https://spp.aaa.com:8443/ServiceProviderPortal//dispatch.	/42/d2000.ini] file=[d200(
File does not exist:C:\Documents and Settings\spreskitt\Local Settings\Temp\lo	w\SPP\d2000.ini:2
ActiveX registry Keys installActiveDSP (https://spp.aaa.com:8443/ServiceProviderPortal//dispatch/42	2/)
	<b>_</b>

Click 'Ok', and dispatch should launch normally.

the upgrade failed, you will see this prompt:	
PP Update Manager	
Installation Failed	Ok
Installation Details saveFileFromUrl got status= 200 Checkpoint: pc[86.1.0] spp[87.1.0] ActiveX registry Keys installActiveDSP (https://sppt1.aaa.com/ServiceProviderPortal//dispatchservlet/CAR/) RemoveFile ActiveDSP.ocx RemoveFile failed 5 RemoveFile failed 5	

In this situation, dispatch will need to be re-installed. Follow the instructions in the section, '<u>Repairing Dispatch'</u>.

# **Corrupted Installation**

If errors occurring during the dispatch upgrade, it is possible for the installation to become corrupted. When that happens, you will see the following after selecting the 'Activate Dispatch' option:

The window that launches is either appearing as a blank box with a small red x or a blank box.

https://spp.aaa.com:8443/ - SPP Dispatch - Windows Internet Explorer	<u>_   ×</u>
×	

https://spp.aaa.com:8443/ - SPP Dispatch - Windows Internet Explorer	

To resolve, follow the instructions in the section, '<u>Repairing Dispatch'</u>.

## **Repairing Dispatch**

#### Step 1 - Prep for Reinstallation of Dispatch

A. Close the blank box "SPP Dispatch" window by clicking on the X in the top right hand corner of the window. Do not attempt to close using the red X.

https://spp.aaa.com:8443/ - SPP Dispatch - Windows Internet Explorer	
×	

B. Log out of SPP by clicking the "LOGOUT" button option on the SPP tool bar.



C. Close the internet browser window you used to launch SPP.

https://spp.aaa.com:8443/ServiceProviderPortal/ice/homeNew.iface - Windows Internet	Explorer IU2
COO + Phttps://spp.aaa.com:8443/ServiceProviderPortal/ice/homeNew.iface	Soogle
🔆 🏟 🌈 https://spp.aaa.com:8443/ServiceProviderPortal/ice/	🟠 🔹 🗟 🔹 🔂 🔹 🚱 Page 🔹 🎯 Tools 🔹

#### Step 2 – Re-install Dispatch

- A. Open your internet browser window and launch SPP.
- B. Log back into SPP
- C. Select the "DISPATCH" button on the SPP tool bar.



- D. Click on "Re-Install Dispatch."
- E. Close all open internet browser windows.
  - a. The Dispatch Installer will attempt to close all internet windows as part of the installation process; however, some windows may be hidden in the background and not get closed.
  - b. Check for windows that are not visible by going to your task bar on your desk top (commonly found at the bottom of your computer screen) and bring all internet windows to the desk top to be acknowledged and closed.
  - c. Not doing this step can cause the Dispatch Installer to time out, which will result in starting step 2 over again.

The below dialog boxes are examples of some windows that may need to be acknowledged and closed during this process.

#### Example 1

Windows	Internet Explorer
	Are you sure you want to navigate away from this page?
-	CLOSING THIS WINDOW WILL SHUTDOWN DISPATCHING ARE YOU SURE?
	Press OK to continue, or Cancel to stay on the current page.
	OK Cancel

#### Example 2



#### Example 3



F. A set of three "Manager Installation" dialog boxes will appear. Click "OK" on each of them.

#### Window 1, 2, and 3

SPP Update Manager			
Step 1 of 2 - Manager Installa The SPP Dispatch Manager If you are having problems, o	tion is ready to install, Please Click OK to click 'Uninstall' to completely remove S	proceed.	OK Cancel
Warning Before installation of SF Click OK to shutdown	PP, All Internet Explorer Windows mus Internet Explorer	t be shut down.	OK
Installation Comp Installation Comp SPP Dispatch i Click 'Having Is	a <b>ger</b> Ilete nstallation complete. Please Click OK sues' if you are having trouble and wa	to relaunch SPP. ant to report the issues.	OK Cancel Having Issues
Installation Detail Starting Install of Preparing Install RemoveFile Sp Creating Directo Creating Directo Installing Binario	Is of SPP Dispatch Manager version 2.8 I Folder: C:\Documents and Settings\ pUpdater.exe ory: C:\Documents and Settings\spres ory: C:\Documents and Settings\spres ory: C:\Documents and Settings\spres	spreskitt\Local Settings\Temp skitt\Local Settings\Temp\SPF skitt\Local Settings\Temp\low skitt\Local Settings\Temp\low	o\SPP\ P\ \ \SPP\ V

- G. Open your internet browser window and launch SPP.
- H. Log back into SPP
- I. Select the "DISPATCH" button on the SPP tool bar.
- J. Select "Activate Dispatch" option from the drop down.
- K. An "Upgrade" dialog box will appear.

P Update Manager	(Not Responding)	
Current Status:		
Verifying Dispatch Vers	sion	
Installation Details		
Verifying Updater curre	nt:[3.2] https://sppt1.aaa.com/ServiceProviderPortal/SppUpdater.exe:[1.1	2] 🔼
saveFileFromUrl url=[ht]	tps://sppt1.aaa.com/ServiceProviderPortal//dispatchservlet/CAR/d2000.i	ni] file=[c
saveFileFromUrl got sta Checkpoint: pc[86.1.0]	atus= 200   spp[87.1.0]	
ActiveX registry Keys		
<	111	>

## L. A "First Time" dialog box will appear. Click "OK"

-i	rst Time
-	This appears to be your first time running Dispatch on this PC.
F	PLEASE NOTE: The first time Dispatch launches it may take serveral minutes to startup, and it may appear frozen.
	Istallation Details
	Verifying Updater current:[2.8] https://spp.aaa.com:8443/ServiceProviderPortal/SppUpdater.exe:[1.12] /erifying Installation File does not exist:C:\Documents and Settings\spreskitt\Local Settings\Temp\SPP\ActiveDSP.ocx:2 saveFileFromUrl url=[https://spp.aaa.com:8443/ServiceProviderPortal//dispatch/42/d2000.ini] file=[d2000]
$\vee$ $\vee$ $F < < F > i$	Verifying Updater current:[2.8] https://spp.aaa.com:8443/ServiceProviderPortal/SppUpdater.exe:[1.12] Verifying Installation File does not exist:C:\Documents and Settings\spreskitt\Local Settings\Temp\SPP\ActiveDSP.ocx:2 saveFileFromUrl url=[https://spp.aaa.com:8443/ServiceProviderPortal//dispatch/42/d2000.ini] file=[d2000] File does not exist:C:\Documents and Settings\spreskitt\Local Settings\Temp\SPP\ActiveDSP\d2000.ini:2 ActiveX registry Keys nstallActiveDSP (https://spp.aaa.com:8443/ServiceProviderPortal//dispatch/42/)

#### Step 3 – Installation Failed

In the event you receive the following "Installation Failed" window, please follow these additional steps to resolve this issue.

A. Click "Ok" on the "Installation Failed" window.

SPP Update Manager			
r Installation Failed			
Your version of Dispatch is corrupt and has been disabled. Please Close SPP and restart to Ok reinstall.			
Installation Details Verifying Updater current:[2.8] https://spp.aaa.com:8443/ServiceProviderPortal/SppUpdater.exe:[1.12] Verifying Installation Failed to Create Updater Failed:Your version of Dispatch is corrupt and has been disabled. Please Close SPP and restart to			

#### B. Click "No" on the "Report Details?" window.

SPP Update Manager	
Report Details?	
Would you like to report these details to the SPP Development Team?	
Installation Details Verifying Updater current:[2.8] https://spp.aaa.com:8443/ServiceProviderPortal/SppUpdater.exe:[1.12] Verifying Installation Failed to Create Updater Failed:Your version of Dispatch is corrupt and has been disabled. Please Close SPP and restart	

- C. Close all open internet browser windows.
- D. Open "Windows Explorer"
  - a. Please note: This is different than "Internet Explorer"
  - b. Should be under following path: Start | Programs | Accessories | Windows Explorer



E. Type in "%TEMP%" in the address field of the window and click "Go."



- F. Please note: Your folder may not contain the same or as many folders as displayed in this example. Also, you may need to be logged in as an administrator or member of the Administrators group to view folder.
- G. Locate, highlight, and delete the "SPP" and "low" folders.
- H. Go back to Step 2 and follow the steps outlined on more time.