**Document Scope & information:**

This document is intended to list the same questions we have for **"Collecting Data: Read first for IBM TRIRIGA" (Ref #1961411)**, in a way customers can use it when providing the required answers.

Entering general information into an electronically-opened PMR (**ESR**) eliminates waiting on the phone to provide general information to Level 1 support.

Since IBM TRIRIGA is made up of many components it is possible that you will need to collect information from more than one component and system to isolate and correct an issue.

You must create separate PMR for each one of your issues or questions as it is required by our IBM Support Handbook & Policies. This will allow us to have focus on your issue/question and a clear, understandable and readable PMR troubleshooting process with "problem/question" x "root cause/scenario" x "resolution/answer".

**Pre-requisites:**

1. Read original IBM technote "Collecting Data: Read first for IBM TRIRIGA" (Ref #1961411) for more details on each one of the questions raised and for additional information.
2. Submit this document to the PMR, emailing support (making sure you CC [csi\_support@ecurep.ibm.com](mailto:csi_support@ecurep.ibm.com) and have PMR # on the e-mail Subject line) or using ESR tool.

**Questionnaire:**

Please answer as many of the following questions as possible:

**A. General**

**A.1)** Describe details of the issue. Is it reproducible, is it happening to all users or to specific users or specific user workstations?

**A.2)** Is this a new or re-occurring issue?

**A.3)** When did the issue start happening?

**A.4)** What was being done at the time of the problem?

**A.5)** How often has the problem occurred?

**A.6)** Were any changes made to the environment prior to the start of the issue? If yes, what change(s)? Examples: include upgrades, customizations, configuration changes, and security changes

**A.7)** What is a measurable factor you would use to determine an acceptable solution?

**A.8)** Please include the type of environment such as Development, Test, Training, QA, Production, Etc…

**A.9)** Is this issue effecting a near term deadline, deployment, or go-live? If so, please provide specifics (deployment scope, go-live date, details)

**A.10)** Have you accessed the product documentation and the Information and IBM TRIRIGA Information and Support Resources?

**A.11)** Have you deployed the instructions from our Best Practices for System Performance guide for required tuning and set up of your system in order to have better performance and stability?

**B. Application Configuration Information**

**B.1)** B.1)IBM TRIRIGA Platform version. Please log in to IBM TRIRIGA Admin Console (typically *http://<server>:<port>/<context, if any>/html/en/default/admin/)* and get us the IBM TRIRIGA Platform Release and Database Build Number values. Send us as well the screen shots for your Admin Summary and Build Number Managed Objects pages.

**B.2)** IBM TRIRIGA Portfolio Data Manager (Application) version. Please log in to IBM TRIRIGA Application (typically *http://<server>:<port>/<context, if any>/index.html*) and go to *Home -> Tools -> System Setup -> System -> Application Version* and get us the release value for the last record on this page. Send us as well the screen shot of the Application Version page.

**IMPORTANT NOTE** : If you have received any limited availability (one-off) fix packs for IBM TRIRIGA Platform, Application or component previously, kindly let us know about that.

**B.3)** IBM TRIRIGA Servers information. Please, kindly let us know how many IBM TRIRIGA application and process servers (JVMs) you have available on your system and what are their functions. Please log in to IBM TRIRIGA Admin Console (typically *http://<server>:<port>/<context, if any>/html/en/default/admin/)* and get us screen shots for your Database Manger and Agent Manager Managed Objects pages:

**B.4)** Application Server version (e.g. IBM WebSphere Application Server 8.5.5.1)

**B.5)** Web Server version (IBM HTTP Server - IHS - MS IIS, Apache version)

**B.6)** Server's Operating System and its “bitness” (32/64 bits)

**B.7)** Database platform and version (DB2, Oracle, MS SQL Server + version + patch level)

**B.8)** IBM TRIRIGA properties files, typically located on <TRIRIGA Install>\config directory (including here the most important file: TRIRIGAWEB.properties), for each one of your servers (application and process installs - JVMs). More information on IBM TRIRIGA properties files can be found at Properties files page.

**B.9)** URL used to access IBM TRIRIGA application. Example: http://MYSERVER;8080/index.html

**B.10)** Has IBM TRIRIGA been customized? If yes, what types of customizations. Examples: include Java extensions, database configurations, screen changes

**C. Typical Client Workstation Information**

**C.1)** Operating System, memory and CPU

Right-click “My Computer” and select properties, provide this screen shot.

**C.2)** JRE version.

At a command prompt execute and provide the clientjavainfo.txt file: Java –fullversion >clientjavainfo.txt

**C.3)** Browser type being used, version and patch level

In the browser select “Help/About”, provide us with this screen shot.

**D. Authentication Information**

**D.1)** Single Sign-On (SSO) in place? What is the solution you are using for SSO (e.g. IHS, MS IIS, ITDS, Apache, SiteMinder)