

# Diagnostic End User Questions for Middleware Applications

## Directory Services (LDAP protocol based)

1. Email clients are experiencing slow response on address lookups. Why? Is the problem limited in scope or global?
2. There is a perception that email delivery has slowed. Are the LDAP directories handling email routing effectively?
3. A faculty member is having trouble getting his email client to find the email addresses of certain individuals. Is his email client using the appropriate directory attributes?
4. What is the average number of LDAP binds that the directory service has been handling over period  $x$ ? What are the peaks?
5. A newly installed LDAP-enabled vendor product is experiencing slow response on displaying directory content. Is it using appropriate indexed attributes?
6. What is the average size of LDAP query results over period  $x$ ?
7. Are all LDAP directories up and running? Which are not?
8. What errors are occurring on the LDAP servers?
9. Is anyone attempting to harvest directory content using patterned queries?
10. What percentage of directory queries are coming in from off-campus?
11. The data in the directory seems to be out of date. Were there any problems in the metadirectory processes?
12. An application that relies upon the directory for authentication reports that no users can authenticate. Has there been a change in a directory access control?
13. The directory passes authentication through to an MIT Kerberos realm or Active Directory realm. Authentication is failing. Is there a problem with communications between the LDAP directory and the back-end authentication store?
14. What is the average length of time required to replicate directory attribute changes through all directories?