

## *Diagnostic End User Questions for Middleware Applications*

### *Grid Portal Scenario*

1. There were reports of the portal authentication failing last night between 8pm and 9pm – were all attempts failing or just some subset?
2. Are all the resources potentially in use by the portal reachable and functional?
3. Attempts to use resources at institution Y yesterday failed – was the problem on the portal end or institution Y's?
4. Users are complaining that the portal seems much slower today – is it? If so what operation is taking longer than normal? Is the overall usage load higher today?
5. An administrator at institution Y is complaining of a lot connections to his system from the portal that are dropped by the portal before a request is made – what is going on?
6. One user reports that every 3<sup>rd</sup> or 4<sup>th</sup> attempt fails with an authorization failure indicating that some subset (probably one) of the resources are failing for them. Which one is it?
7. Site X isn't accepting my authentication credentials? Why? The admin of site X doesn't want to release this information for fear of leaking security configuration.