

Diagnostic End User Questions for Middleware Applications

Instant Messaging

1. Why did users have difficulty authenticating today between 12:00 and 12:37 PM?
2. Is the majority of the campus population using version 2.3 of the Windows client?
3. Why couldn't file transfers occur between users X and Y on hosts A and B?
4. What is the average response time on simple text messages within the campus network vs. between the campus and Abilene between noon and 3 PM last Wednesday?
5. During midnight and 5 am, some users could authenticate, but could not send messages. Were all the message servers up and accepting requests?
6. Were any of the LDAP servers that are the repository for the users buddy lists producing any errors last night?
7. The message servers are extremely slow, what is the drain or the bottleneck to the resources?
8. The messaging system is almost unusable and the front-end messaging servers are almost idle. What is the amount of network traffic to the front-end servers?
9. Users from the dorms are complaining that their connection to the front-end messaging servers goes up and down. Is this problem isolated to the network?
10. Chat service for some users is not available. What are the active chat sessions for each front-end server?
11. There were several reports of IM-bots being unavailable last evening. Were the local servers processing transactions?
12. This morning, several users complained that they couldn't reach buddies at Berkeley. Was that an internal or external network problem?