



# Archer Troubleshooting Tips

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# Agenda

- Use of Fiddler
- Fiddler trace example
- Working with Archer's database
- Search by column method
- Search by value method
- Q&A

# Fiddler

- Helps in troubleshooting Web UI issues.
- Fiddler is a HTTP debugging application.
- Captures HTTP and HTTPS traffic.
- It helps in performance testing and Security testing.
- Also, it allows you to easily manipulate and edit web sessions
- <http://www.telerik.com/fiddler>

# Download & Install

- Fiddler is a very small application (~1 MB) which can be downloaded from the below link:  
<http://www.telerik.com/download/fiddler>
- Once downloaded, the installation is quite straightforward.



## Fiddler Setup: License Agreement



You must agree to this license before installing.

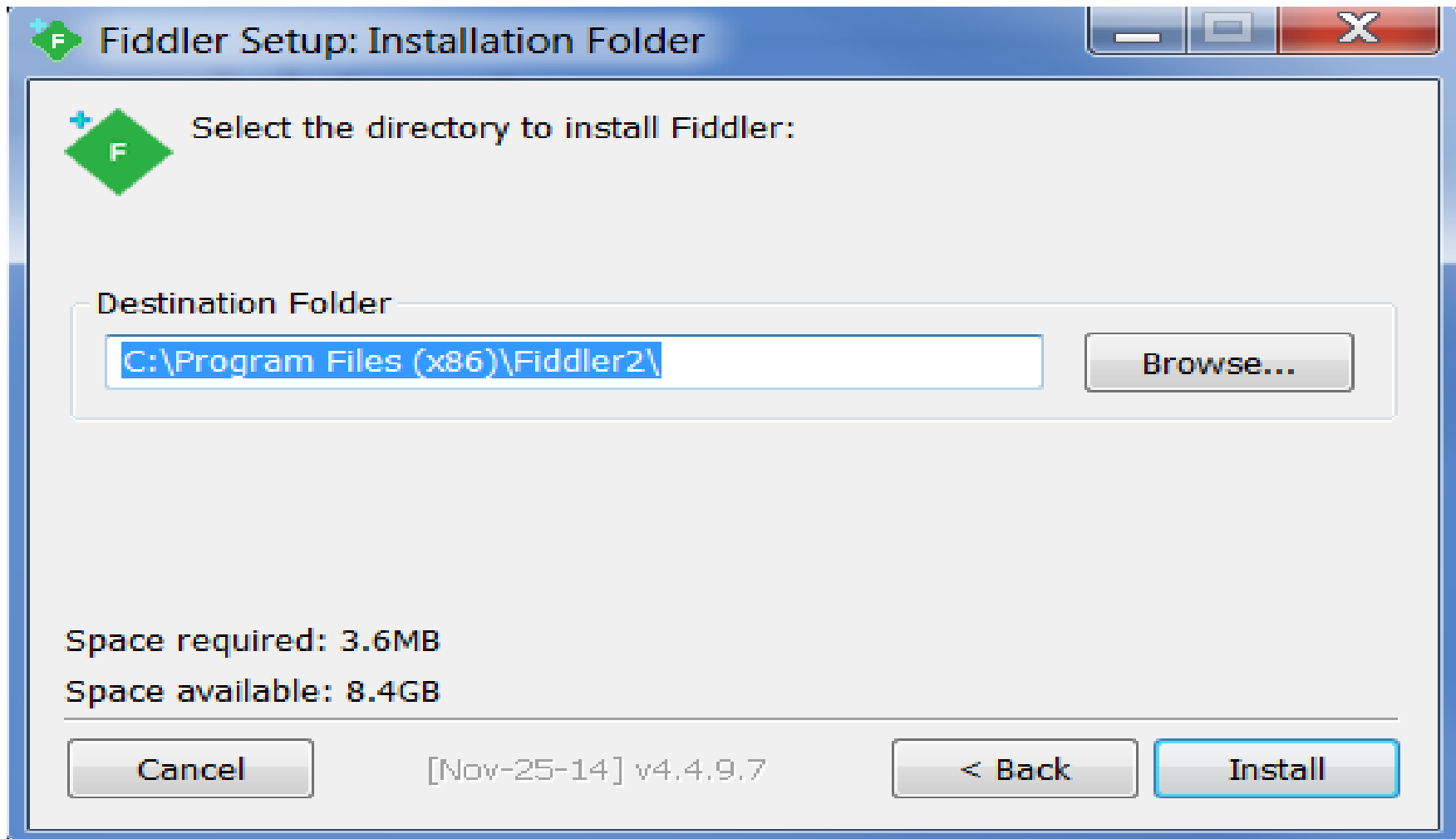
By using this software and any updates to it, you indicate your acceptance of these terms. If you do not accept these terms, do not install or use the software.

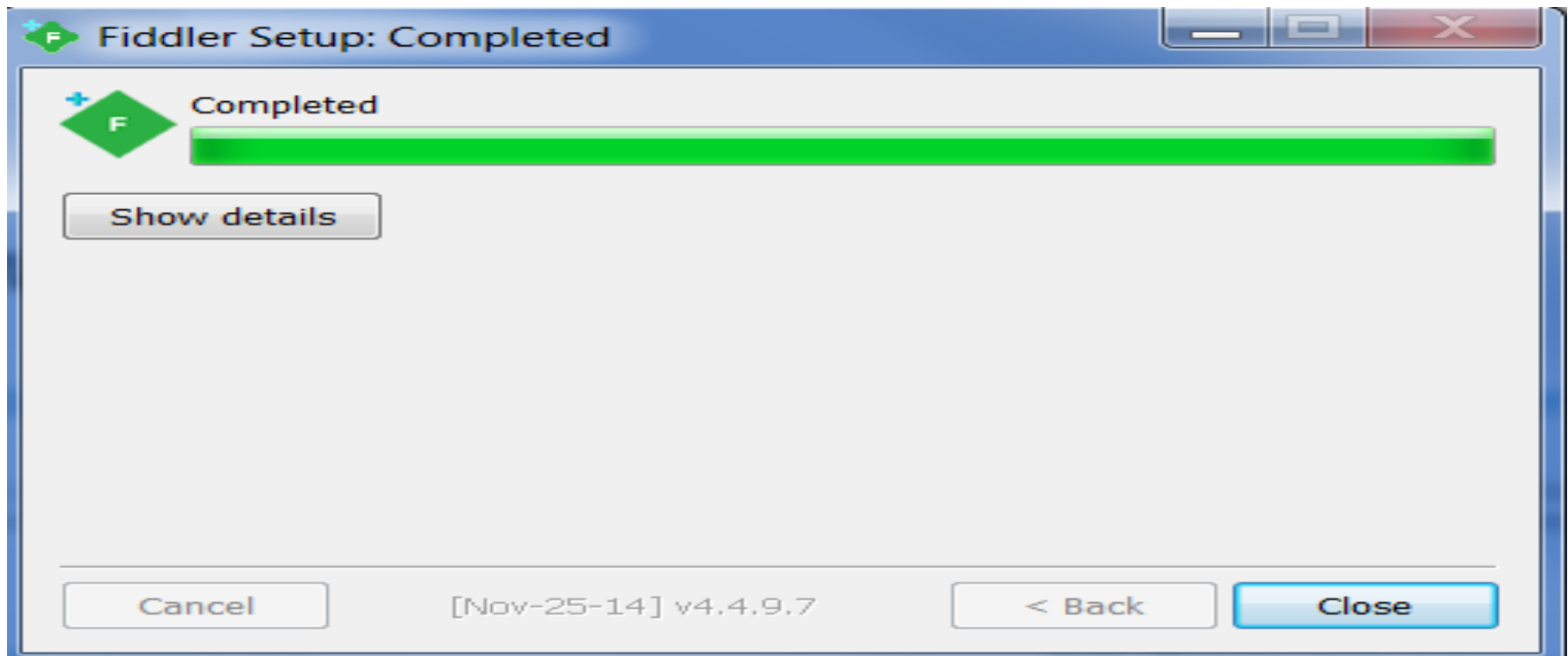
The software (Fiddler Web Debugger) and any updates to it are provided "as is" and you bear the risk of using it. In no event shall Telerik or I, Eric Lawrence, be liable for any consequential, special, incidental or indirect damages of any kind arising out of the delivery, performance or use of this software. This software was written with care, but no one warrants that the software is error-free. Your sole remedy for any failure or any form of damage caused by this software is a full refund of the license fee we have received from you, which in all cases is \$0.

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[Nov-25-14] v4.4.9.7

I Agree





- Launch Fiddler from "C:\Program Files (x86)\Fiddler2\Fiddler.exe"

# Demo

- Enable SSL traffic capture in Fiddler.
- Example
- How to save a captured session.



# Archer's Database

- Archer uses two databases:
  - Configuration database
  - Instance Database
- Difference between the two databases.
- Archer Control Panel \* -> Configuration Database
- Archer WebUI -> Instance Database

\* The job information seen on the ACP is retrieved from the Instance database(s) and not from the configuration db. If there are multiple instances, then job information from multiple instances is show in the Job Engine Manager.

# Querying Archer's database:

- This can be difficult, if we do not already know the db structure.
- Learning to retrieve information from the db will help us understand the system better and also helps in gathering important information.
- The Configuration database is easy to query as it only has around 5-10 tables.
- However, the Instance database is huge having approximately -> 600+ tables & 1500+ Stored procedures.

# How to find data in Archer's instance database?

- Before we even begin to join tables and write a query, we need to find the table in which the data is stored.
- Below are two methods to find the data:
  - Search by column method.
  - Search by value method.

# Search by column method:

- Scenario: A user has no knowledge of the Archer db structure and would like to find the table in which the notification template information is stored.
- Solution: Considering the naming convention in relational db's, our first guess is to locate a table which has a column with the name ~ **'template'** in it.
- A simple query :

```
SELECT t.name AS table_name, SCHEMA_NAME(schema_id) AS schema_name, c.name AS column_name  
FROM sys.tables AS t INNER JOIN sys.columns c ON t.OBJECT_ID = c.OBJECT_ID  
WHERE c.name LIKE '%template%' ORDER BY schema_name, table_name;
```

# Search by value method:

- Scenario: A user has no knowledge of the Archer db structure and would like to find the table in which the email address of a user is stored. And the previous method failed to return results when we searched for the column name ~ **'email'**.
- Solution: When the previous method fail, you can add an email address to any user (preferably a unique value) -> Save it. Once that is saved, use the script to find that value
- A simple script:



SearchByValue.sql

# Questions?

# Contacting Support

- Email:

[archersupport@rsa.com](mailto:archersupport@rsa.com)

- Phone:

USA: 1-800-995-5095 (option 5 for Archer)

Global numbers:

<http://www.emc.com/support/rsa/contact/phone-numbers.htm>

THANK YOU