



Odyssey Software

---

## Restoring an Odyssey Database from an Existing Site

---

Development Operations Team

Revised: July 30, 2009

This document describes the procedure steps to restore Odyssey SQL Server databases from another existing Odyssey site (for example, restoring a PROD environment to a client TEST environment).

6500 International Parkway, Suite 2000  
Plano, TX 75093  
Copyright © 2009 Tyler Technologies Inc.

972.713.3770 (Voice)  
972.713.3777 (Fax)  
[www.tylertech.com](http://www.tylertech.com)

## Copyrights and Confidentiality

Copyright © 2009 Tyler Technologies Inc. All rights reserved.

Odyssey is a salesmark of Tyler Technologies Inc.

### **Confidential**—Tyler Technologies Inc. Proprietary Information

All documentation, source programs, object programs, procedures, and any other materials supplied in connection with this document, remain the exclusive property of Tyler Technologies Inc. or in certain cases its licensees. Any use or reproduction (physical or electronic) of such materials, not specifically authorized by the Tyler Technologies license agreement, shall be deemed an agreement violation. Such a violation will terminate the licensee's right to use such material and can render the licensee liable for actual and punitive damages.

This notification constitutes part of the documentation and accordingly must not be removed from it.

All other brands and product names are trademarks or registered trademarks of their respective owners.

## Major Document Revisions

Revision	Date	Author	Revisions Made
1.0	07/02/2009	Lance Smith	Initial draft of database restore procedure
1.1	07/06/2009	Lance Smith	<ul style="list-style-type: none"> <li>• Requirement for equal Odyssey release and patch levels</li> <li>• Explicit procedure for moving OrgChartXML text</li> <li>• Add statements about how to deal with problem situations</li> <li>• Discuss Document Storage database changes needed for R2008SP1 software level and later</li> <li>• Use Test steps as a suggestion unless client has their own testing sanity test sequence</li> <li>• Delete Test #2 and have client check admin page if the Odyssey assistant starts successfully</li> <li>• Suggest using a Criminal case for test #3</li> </ul>
1.2	07/07/2009	Lance Smith	<ul style="list-style-type: none"> <li>• Added figure showing COM+ running processes to stop</li> <li>• Move step for getting OrgChartXML to <i>after</i> the target DB backup SQL Server restore</li> <li>• Add index entries based on new information</li> </ul>
1.3	07/08/2009	Lance Smith	<ul style="list-style-type: none"> <li>• Made LocalReporting database name one word</li> </ul>
1.4	07/13/2009	Lance Smith	<ul style="list-style-type: none"> <li>• Added 2 page checklist of abbreviated steps</li> <li>• Documented overwriting the target DB files with the source backup files using a "scripted" approach</li> <li>• Force server-side cache update after restarting target application servers</li> </ul> <p>Re-released to Columbia, GA Client</p>

## Software Supported

**Version**

**Odyssey 2009SP1**

**Release Date**

**July 2009**

**Operations Manager**

**Mike Grabfelder**

## TABLE OF CONTENTS

<b>Odyssey Database Restoration</b>	<b>5</b>
Introduction	5
Purpose	5
Tyler Technologies problem assistance	5
Odyssey and SQL Server software version requirements	5
DB restoration overview	6
DB Restoration Procedure Checklist	7
DB Restoration Procedure Checklist (continued)	8
Gathering source and target environment information	9
Site-specific Organizational Chart attributes	9
Obtaining source environment information	10
Obtaining target environment information	10
Performing the target environment database restoration	10
<b>Example Client Site Tests</b>	<b>19</b>
Testing the Odyssey application on the target site	19
Test #1 - Verify Odyssey COM+ Services are running	19
Test #2 - Display Organizational Chart to validate site XML	20
Test #3 - Save a case to test SQL Server database	20
Test #4 - Check that Job Server is running correctly	24
<b>Reference: Operations DB Table Contents</b>	<b>27</b>
General database configuration considerations	27
Software tools	27
Odyssey tables used for configuration	27
Configuration changes required in Operations tables	27
Availability table	27
OMSConfig, OMSCounter, and OMSState tables	28
Site database table	29
OrgChartXML configuration with the SiteID attribute	29
ServerConfigurationXML attribute changes	30
Insert XML into Operations Site table row	32
Testing for correct database configuration	32
<b>Index</b>	<b>33</b>



# ODYSSEY DATABASE RESTORATION

## Introduction

### Purpose

This Tyler Technologies demonstration document describes how a client using Odyssey software can export the contents of a site database (usually a production environment) to another site (most often a testing environment).

The Odyssey Database Restoration procedure moves the contents of six Odyssey databases from an Odyssey *source* environment (for example, GACOLUMBIAPROD) to a *target* environment (for example, GACOLUMBIATEST).

### Tyler Technologies problem assistance

**Note** Tyler Technologies has made every attempt to spell out all the crucial steps to accomplish an Odyssey site database restoration. If you encounter difficulties in restoring your target environment to full operation, you can restore the *target* environment from a database backup and attempt the database restoration *again*. [If difficulties persist](#), please contact the Tyler Technologies support to discuss the situation.

When you need assistance, use these resources for the Tyler Technologies:

---

<b>Front Telephone</b>	972.713.3770
<b>Front Fax Number</b>	972.713.3777
<b>Odyssey Telephone</b>	800.966.6999
<b>Odyssey Fax Number</b>	972.713.3776
<b>Odyssey E-mail</b>	support@tylertech.com
<b>Hours</b>	8:00 AM - 5:00 PM (CST), Monday through Friday

### Odyssey and SQL Server software version requirements

**Note** Tyler Technologies describes the Odyssey software versions using the YEARSPn.PatchLevel format. For example, release 2008, service pack 1, and patch level 5 would be designated as R2008SP1.05 in this document.

#### Odyssey software

Because your Odyssey software version and patch level can be different on your environments, you **MUST** have the **same version and patch level** on the *source* and *target* environments. Also, throughout this document, you will notice that with Odyssey R2008SP1 release, major changes were implemented with Odyssey Document Storage.

As you read these directions, please be aware of the different instructions needed for:

---

- Odyssey software releases R2008 and earlier
- Odyssey software releases R2008SP1 and later

**Caution!** Any Odyssey software **HotFixes** applied to the *source* environment must also be applied to the *target* environment.

### SQL Server software

In performing the database restoration, you can always go a *more recent* SQL Server software release. If you are restoring a target (GACOLUMBIATEST) from a source environment (GACOLUMBIAPROD), then you can have these permitted configuration:

- Restore *source* (SQL Server 2000) to *target* (SQL Server 2003)
- Restore *source* (SQL Server 2003) to *target* (SQL Server 2005)
- Restore *source* (SQL Server 2005) to *target* (SQL Server 2008)

## DB restoration overview

The Odyssey database restoration involves moving database files, updating configuration information, optionally installing Odyssey updates, and copying documents.

The Odyssey database restoration involves five major segments for:

---

- [Gathering source and target environment information](#) needed to ensure a correct deployment of the Odyssey *source* environment to the *target* environment.
- [Obtaining source environment information](#)
- [Obtaining target environment information](#)
- [Performing the target environment database restoration](#), which includes adding appropriate configuration information, database schema modifications, and re-initializing the Odyssey cache.
- Finally, you perform tests on the Odyssey software using your internal standard tests or you can use the [“Example Client Site Tests” on page 19](#).

## DB Restoration Procedure Checklist

- Perform a *source* SQL Server database backup. Do this the previous evening or just prior to performing this procedure.
- Perform a *target* SQL Server database backup. Store the *target* backups as a contingency, if you need to redo this site DB restoration procedure.
- (a) Determine the Odyssey software versions are the [same](#) on the *source* and *target* sites.
  - (b) Verify the *target* site is running the same or newer version of SQL Server software.
  - (c) Determine the Odyssey Cache version number on the *target* (GACOLUMBIATEST) site.
- Determine the paths to the *source* and *target* DocumentUpload folders.
- Extract the *source* site OrgChartXML to a text file and check for any site-specific OrgChartXML attributes. For example, identify any attributes that provide paths for source folders used to receive or send files between the site and third-party Odyssey integrations. Record in [Table 1](#).
- Determine the disk space needed for the *source* database backups and *source* files contained in the DocumentUpload folder. Examine the disk space on the *target* site to ensure that this site has sufficient disk space.
- For the *target* application servers:
  - (a) Stop the Odyssey services.
  - (b) Stop the Internet Information Server (IIS).
  - (c) Stop the Odyssey COM+ applications.
- Copy the Odyssey documents from the *source* to the *target* DocumentUpload folder. Can run while doing the next steps in the database restoration.
- Extract ServerConfigurationXML from the *target* Operations..Site table. Put in text file.
- Restore the *source* database backup files as the *target* DB instance
  - (a) Record the directory path for the *target* data and log files (quick screenshot)
  - (b) Setup the first database restoration using the SQL Studio GUI to script the action
  - (c) Run script to restore first database
  - (d) For remaining databases, cut and paste the source DB backup file name into the query and change the Odyssey database table name. Run the query to restore the database.
- Run sp\_ody\_db\_restore\_permissions stored procedure in each *target* database to restore Odyssey access permissions.

## DB Restoration Procedure Checklist (continued)

- (a) Extract the `OrgChartXML` attributes from the `Site` table *source* row (`GACOLUMBIAPROD`).  
(b) Edit `<OrgMap SiteID="GACOLUMBIATEST">` XML element, replacing target site ID.  
(c) Use a query to insert the XML into the row where `GUID=GACOLUMBIATEST` (*target*).
- Re-insert the `ServerConfigurationXML` from the *target* `Operations..Site` table using an `Update` statement.
- [*R2008SP1 or later* to reset document locations]  
(a) Clear out the document information tables by running the script in [XML-Code Example 3](#).  
(b) On command line, run the `docloc.exe` restoration utility.
- Update of the Odyssey *client-side* cache (`Availability` table or `ProductDefinition.xml`)
- Check the target **Site** (`GACOLUMBIATEST`) and **Server** (OMS Server name) columns in `OMSConfig`, `OMSCounter`, and `OMSState` tables of the `Operations` database are correct.
- Restart IIS, then Odyssey services on the *target* Job Processing server(s).
- Restart IIS, then Odyssey services on the *target* application server(s).
- Start an Odyssey client connected to the target site.
- (a) Stop the Odyssey Cache service on the *target* application servers  
(b) Delete the cache folder with the target site name (`GACOLUMBIATEST`)  
(c) Restart the Odyssey Cache service on the *target* application servers
- Run a set of sanity tests to exercise the Odyssey application. Example tests are listed in ["Example Client Site Tests"](#) on page 19.



## Gathering source and target environment information

Prior to starting the restoration of the target environment, you need to get key information from the two Odyssey environments.

The critical information you need is:

- Odyssey site identifier for the source *and* target environments.
- SQL Server instance names corresponding to the source *and* target environments.
- The current Odyssey software revision and patch levels for the source *and* target environments.

**Caution!** The *target* environment must be using an Odyssey software version greater than or equal to the *source* environment. (For example, source=R2008.05 and target=R2008SP1.)

If you are uncertain about the exact Odyssey software version you can use these techniques:

- Display the current Odyssey version level using the **Help > About** dialog box of the Odyssey Assistant, when you are logged-in to the *source* or *target* environment.
- Ask Tyler Technologies personnel to perform a quick database lookup with its **Work Log Application** program, to identify the software revision levels for both environments.
- The current Odyssey Cache version number for the *target* (GACOLUMBIATEST) environment.
  - [For R2008SP1 and later software] The current Cache Version number exists in the CacheVersion column of the Operations..Availability database table.
  - [For R2008.xx or earlier software] Extract the current Cache Version number from the X:\Inetpub\wwwroot\AdministrationSite\Deployment\Assistant\ProductDefinition.xml file.
- The directory locations of the DocumentUpload folder on the *source* *and* *target* environments.
- Any Organizational attributes (OrgChartXML) that are site-specific to the *source* environment.

### Site-specific Organizational Chart attributes

Site-specific organizational chart attributes are used to:

- Record the directory folders where integration services find or create information files involving client third-parties.
- Define ranges of case numbers for third-party integrations.

**Caution!** Any site-specific OrgChartXML attributes must be changed, once the source OrgChartXML attributes are copied to the *target* site. Use the table below to record any site-specific OrgChartXML attributes.

**Table 1** Site-specific OrgChart attributes to record for later modification

Court Level	OrgChartXML Attributes

**Table 1** Site-specific OrgChart attributes to record for later modification

Court Level	OrgChartXML Attributes

## Obtaining source environment information

### Procedure: Get Odyssey source site information

- 1 Backup the five or six Odyssey databases for the *source* SQL Server instance.
  - Operations
  - Financial
  - FincMgmt
  - Integration
  - Justice
  - LocalReporting (not all clients have this database)
- 2 Determine the size of the *source* database backups **and** the DocumentUpload folder contents.
- 3 Place the *source* backup files in an easy to access folder.

## Obtaining target environment information

### Procedure: Get Odyssey target site information

- 1 Backup the five or six Odyssey databases for the *target* SQL Server instance.
  - Operations
  - Financial
  - FincMgmt
  - Integration
  - Justice
  - LocalReporting (not all clients have this database)

**Note** The target database backups act as insurance for the situation where customer usage of the *source* Odyssey production site must begin and the restoration of the *target* site was unsuccessful. See ["Tyler Technologies problem assistance" on page 5](#).
- 2 Get the Odyssey Cache version number (CacheVersion) from the *target* Operations .Availability table or the ProductDefinition.xml file. Location depends upon your Odyssey software version.
- 3 Verify there is sufficient disk space on the *target* site disk to accommodate the *source* database backups and any documents copied from the *source* DocumentUpload environment.

**Caution!** Always ensure there is sufficient disk space on the *target* environment.

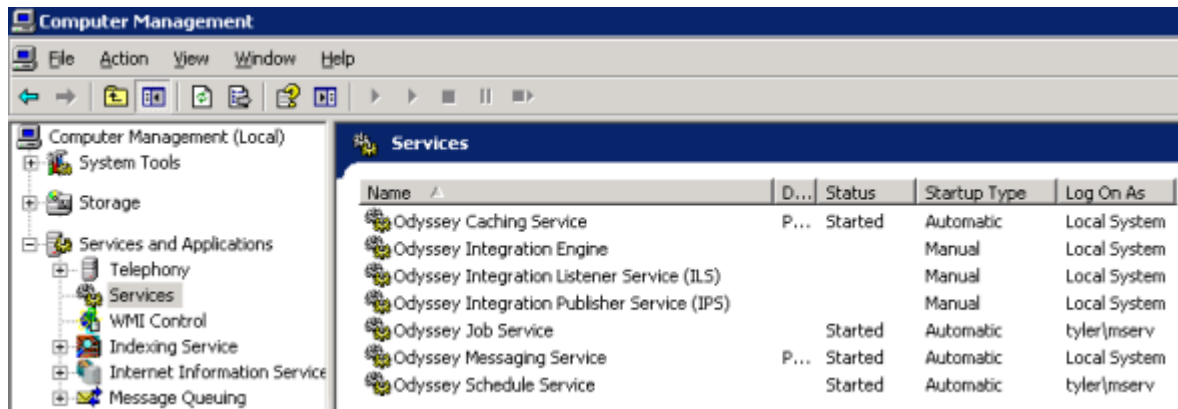
## Performing the target environment database restoration

Once you have all the necessary information, you can start the target database restoration sequence.

## Procedure: To restore an Odyssey target environment

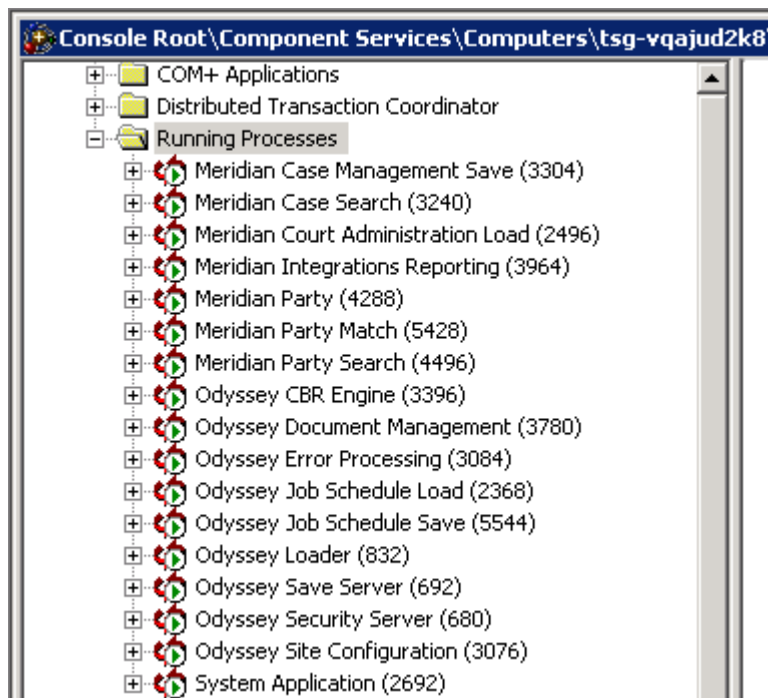
- 1 Stop all Odyssey services:
  - a For the *target* site, start the **Computer Management** application.
  - b Traverse the left-pane tree to show the Odyssey services under: **Computer Management (Local) > Services and Applications > Services**. (See [Figure 1](#))
  - c Select an Odyssey service, right-click, and select **Stop** from the shortcut menu.
  - d Repeat for all Odyssey services on the *target* Application servers.

**Figure 1** Odyssey Services



- 2 Stop the **Internet Information Server (IIS)** on each *target* application server:
  - a Start the **IIS Manager** using the desktop shortcut.
  - b Drill down the **IIS** left-pane tree: **SITENAME (local computer) > Web Sites > Default Web Site**.
  - c Right-click the **Default Web Site** and select **Stop** from shortcut menu.
- 3 Stop all Odyssey and Meridian COM+ running processes on each *target* server. An example of these running processes is shown in [Figure 2](#).

**Caution!** Do not attempt to stop the **System Application** running process.

**Figure 2** Odyssey COM+ applications

**Caution!** When working with the Odyssey document repository on the *source* and *target* environments, copy or delete *only the contents* within the DocumentUpload folder

- 4 [If necessary] Copy the Odyssey documents from the *source* to the *target* DocumentUpload folder. If documents are not copied, the *target* environment does not have access to any forms, images, or report output that are referenced in the *source* database.
  - a Delete the *contents* of the *target* document repository. You must preserve the access permissions for the DocumentUpload folder. **Do not delete the target DocumentUpload folder.**
  - b Copy the *contents* of the *source* environment document repository to the *target* environment's document repository. Do *not* copy the DocumentUpload directory itself or the permissions on the *target* DocumentUpload share directory can be corrupted.

**Note** It is a good idea to start the document copy process and control it from a non-database server. The document copy can run in parallel to other steps with the database restoration.

- 5 Extract the ServerConfigurationXML from the *target* Operations..Site table and place it in a text file.
- 6 Restore all six Odyssey databases for the *target* SQL Server instance using the source backup files.
  - Operations
  - Financial
  - FincMgmt
  - Integration
  - Justice
  - LocalReporting

**Caution!** Make sure to change the path of the DB data and log files to the correct directory on the *target* databases.

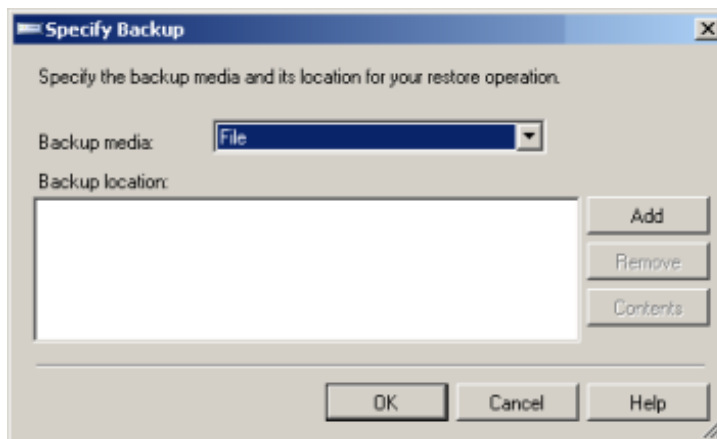
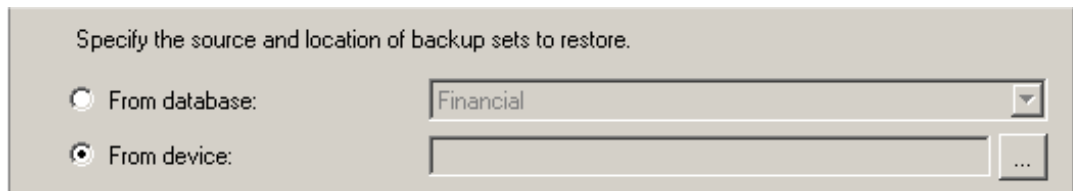
- a Record the directory path for the *target* data and log files using a screenshot ([Figure 3](#)).

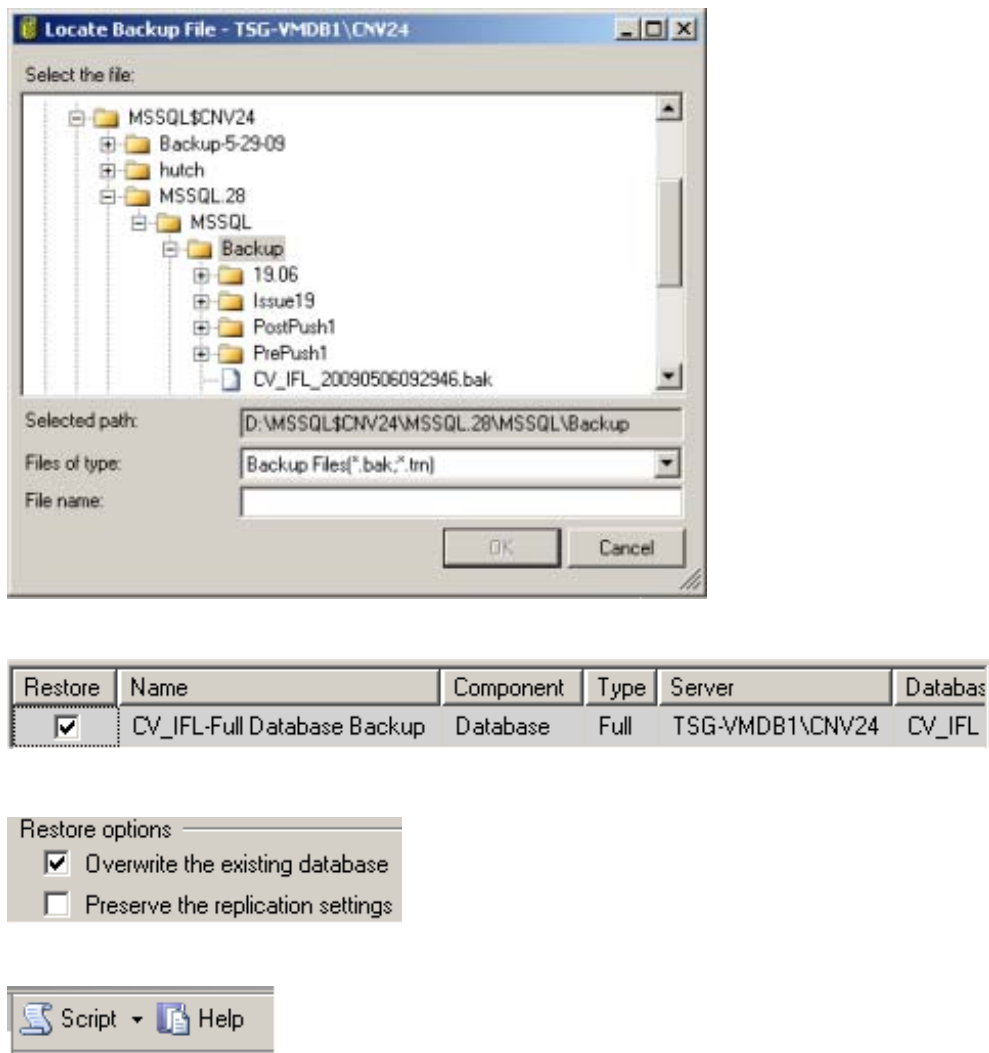
**Figure 3** Directory path to *target* data and log transaction files

Path	File Name
D:\MSSQL\$CNV24\MSSQL.28\MSSQL\Data	Financial.mdf
D:\MSSQL\$CNV24\MSSQL.28\MSSQL\Log	Financial_log.ldf

- b Use SQL Server Studio GUI to define the database restoration criteria for each Odyssey database. This criteria includes the device type, file location ([Figure 4](#)), restoring data, overwriting the target database files, and turning the criteria into a SQL script.

**Figure 4** Database restoration criteria selected using SQL Server Studio



**Figure 4:** Database restoration criteria selected using SQL Server Studio (continued)

- c Run script to restore first Odyssey database.
- d Cut and paste (CTRL+H) the *source* database backup file name into the query and change the Odyssey database table name. Check to ensure you get the proper *source* database backup file.
- e Run the query to restore the Odyssey database.
- f Repeat the previous two substeps for each of the remaining four or five Odyssey databases.

### Code-XML Example 1

```
RESTORE DATABASE [Financial] FROM DISK =
N'D:\MSSQL$CNV24\MSSQL.28\MSSQL\Backup\19.06\Financial_20090417.bak' WITH FILE = 1,
NOUNLOAD, REPLACE, STATS = 10
GO
```

7 When all *target* database restores complete run these SQL scripts in the *target* database instance.

- EXECUTE Operations.dbo.sp\_ody\_db\_restore\_permissions
- EXECUTE Financial.dbo.sp\_ody\_db\_restore\_permissions

- EXECUTE FincMgmt.dbo.sp\_ody\_db\_restore\_permissions
- EXECUTE Integration.dbo.sp\_ody\_db\_restore\_permissions
- EXECUTE Justice.dbo.sp\_ody\_db\_restore\_permissions
- EXECUTE LocalReporting.dbo.sp\_ody\_db\_restore\_permissions

**8** Copy OrgChartXML attributes from the Operations..Site table *source* row (GACOLUMBIAPROD) to the *target* row (GACOLUMBIATEST) using these substeps.

- a** Depending upon the number of characters in the source OrgChartXML, you can:
- **[Less 8192 characters]** Use the SQL Server Query Analyzer to get the OrgChartXML column text from the Operations..Site database table.
  - **[Greater than 8192 characters]** Use the Visual Basic script shown in [XML-Code Example 2](#).

**Note** In most cases, it is desirable to use the *source* database copy of the OrgChartXML attributes in the *target* database. If does not apply to your situation, extract the OrgChartXML from your desired Odyssey environment and use it as a substitute for the *source* OrgChartXML.

### Code-XML Example 2 VB Script to extract OrgChartXML from database

---

```
Option Explicit

'Provide database instance name and access credentials'
Const CONN = "Provider=SQLOLEDB.1;Data Source=<source instance>;Integrated
Security=SSPI;User ID=;Password=;Database=Operations"
'OR FOR SQL AUTHENTICATION
'Const CONN = "Provider=SQLOLEDB.1;Data Source=<source SQL instance>;User
ID=TSGMeridian;Password=alp;Database=Operations"

'Name of the site to extract the OrgChartXML'
Const QUERY = "select orgchartxml from operations..site
               where guid = '<source site ID>'"

Dim oCMD
Set oCMD = CreateObject("ADODB.Command")
Dim oRS
Set oRS = CreateObject("ADODB.Recordset")
Dim oConn
Set oConn = CreateObject("ADODB.Connection")

oCMD.CommandText = QUERY
oCMD.ActiveConnection = CONN
oRS.CursorLocation = 1 'adUseClient

Set oRS = oCMD.Execute
oRS.MoveFirst

Dim sScript
While not( oRS.EOF or oRS.BOF )
    sScript = sScript & oRS("orgchartxml") 'Specify OrgChartXML column
    oRS.MoveNext
Wend

Dim FSO, file 'Write text to the file named - OrgChart.txt
set FSO = CreateObject("Scripting.FileSystemObject")
set file = fso.CreateTextFile("OrgChart.txt",true)
file.WriteLine( sScript )
```

---

- b** Verify that you extracted *all* the OrgChartXML text from the database.
- c** Place the text in an XML editor.

- d** Change the SiteID at the top of the OrgChartXML text to the target (for example, GACOLUMBIATEST). See [“OrgChartXML configuration with the SiteID attribute” on page 29](#).
- e** Change any site-specific Odyssey Integration folder paths (see [Table 1, “Site-specific OrgChart attributes to record for later modification”, on page 9](#)) to point to the equivalent *target* site folders.
- f** Convert back to a text file.
- g** Globally replace single tick marks (') with double ticks ('').
- h** Use this Query Analyzer script to update the correct row in the Operations ..Site database:

```
UPDATE Operations..Site
SET OrgChartXML = '<contents from substep a or g>'
WHERE GUID = '<target site ID>'
```

for example, <target site ID>=GACOLUMBIATEST

- 9** Using the ServerConfigurationXML extracted from the *target* Operations..Site table and copied into a text file, run this script:

```
UPDATE Operations..Site
SET ServerConfigurationXML = '<target ServerConfigurationXML contents>'
WHERE GUID = '<target site ID>'
```

for example, <target site ID>=GACOLUMBIATEST and  
<target ServerConfigurationXML contents> is the contents of the text file.

If you receive an error, the *target* site row does not exist in the Operations..Site table.

- 10** Once the DocumentUpload folder contents have finished copying to the *target* site location, check and make sure the permissions were propagated to all files and folders in the *target* DocumentUpload structure.



- 11** [If the Odyssey software revision is *R2008SP1* or later, perform these DocumentUpload substeps.]
- a** Clear out the document information tables in the Operations database (DocLocation, DocLocationStoragePriority, DocStorage, and DocStorageOdyssey) by running the script in [XML-Code Example 3](#).

**Code-XML Example 3** Script to remove document locations in DB tables

---

```
EXECUTE [Operations].[dbo].[sp_tyler_db_schema_foreignkeys_remove] 'DocLocation', 1
TRUNCATE TABLE DocLocation
EXECUTE [Operations].[dbo].[sp_tyler_db_schema_foreignkeys_restore] 'DocLocation', 1
GO

EXECUTE [Operations].[dbo].[sp_tyler_db_schema_foreignkeys_remove]
'DocLocationStoragePriority', 1
TRUNCATE TABLE DocLocationStoragePriority
EXECUTE [Operations].[dbo].[sp_tyler_db_schema_foreignkeys_restore]
'DocLocationStoragePriority', 1
GO

EXECUTE [Operations].[dbo].[sp_tyler_db_schema_foreignkeys_remove] 'DocStorage', 1
TRUNCATE TABLE DocStorage
EXECUTE [Operations].[dbo].[sp_tyler_db_schema_foreignkeys_restore] 'DocStorage', 1
GO

EXECUTE [Operations].[dbo].[sp_tyler_db_schema_foreignkeys_remove]
'DocStorageOdyssey', 1
TRUNCATE TABLE DocStorageOdyssey
EXECUTE [Operations].[dbo].[sp_tyler_db_schema_foreignkeys_restore]
'DocStorageOdyssey', 1
GO
```

---

- b** From the command line, run the documentation location restoration utility:
- ```
> docloctool.exe <target site ID> [Enter]
where <target site ID>=GACOLUMBIATEST
```

**Caution!** *This step should only be done for sites running Odyssey R2008SP1 software version or later.*

- 12** Force an update of the Odyssey client-side cache. Based on the Odyssey software version of your target site, use one of the following substeps to update the Odyssey Cache version number:
- [For *R2008SP1* and later versions] Update the current Cache Version number in the CacheVersion column of the Operations..Availability database table with this script:  

```
Update Operations..Availability
Set CacheVersion = CacheVersion + 1
WHERE SiteID = '<target site ID>'
```

for example, <target site ID>=GACOLUMBIATEST
  - [For *R2008.xx* or earlier versions] Increment the current Cache Version number by 1 using a text or XML editor to change the ProductDefinition.xml file in the X:\Inetpub\wwwroot\AdministrationSite\Deployment\Assistant\ folder.
- 13** Verify the Operations tables ([Site database table](#), [Availability table](#), [OMSConfig](#), [OMSCounter](#), and [OMSState tables](#)) are configured for Odyssey Messaging. See [“Reference: Operations DB Table Contents” on page 27](#). for details.

**Caution!** If you are having issues when you first attempt to restart Odyssey Job Servers and application servers, contact Tyler Technologies Odyssey Operations Department (see [“Tyler Technologies problem assistance” on page 5](#)). We can work with you to see that the database tables are properly configured.

- 14** Restart the Internet Information Server (IIS) and Odyssey services on each *target* **Job Processing** server. If the Event Viewer shows Odyssey messaging errors, you should examine the Operations database tables listed in [“Reference: Operations DB Table Contents” on page 27](#).
- 15** Restart the IIS and Odyssey services on each *target* **application/web** server. If the Event Viewer indicates Odyssey services are generating errors, contact Tyler Technologies Odyssey Operations Department. See [“Tyler Technologies problem assistance” on page 5](#).
- 16** Stop the Odyssey Cache service on *target* application servers.
- 17** Force a server-side cache update by deleting the site cache folder on all *target* servers. The cache folder is located in the `...Odyssey\Production\Cache` folder. Delete the folder named `<target site ID>`.
- 18** Restart the Odyssey Cache service on *target* application servers.
- 19** Use the example Odyssey test procedures (see [“Example Client Site Tests” on page 19](#)) in the next section or use your internal standard Odyssey application test cases to validate the successful database restoration. These test validate that the *target* site can:
  - Communicate among the Odyssey components - messaging service working
  - Retrieve a case (prefer a criminal case) from database
  - Add a party or an event to a case
  - Save an updated case in the database
  - Generate a report
  - Send the report in (Acrobat PDF format) to an email address

## EXAMPLE CLIENT SITE TESTS

### Testing the Odyssey application on the target site

Tyler Technologies performs a number of post-installation (after patches and Hotfix, also) tests to determine that configuration settings are correct. This set of four tests runs core Odyssey server functionality to ensure that most recent deployment operation was integrated successfully.

The tests include functions to:

- [Test #1 - Verify Odyssey COM+ Services are running](#)
- [Test #2 - Display Organizational Chart to validate site XML](#)
- [Test #3 - Save a case to test SQL Server database](#)
- [Test #4 - Check that Job Server is running correctly](#)

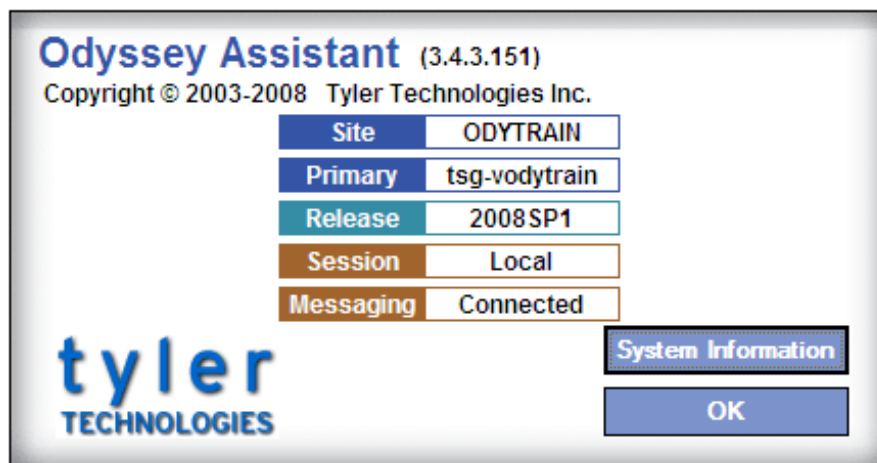
### Test #1 - Verify Odyssey COM+ Services are running

To check the Odyssey Messaging Service, you want to start the Odyssey assistant. You can do this from the command line or using the more flexible the OdysseyBaseURISwitch program.

#### Procedure: Verify Odyssey Messaging Service running

- 1 Start Odyssey using the command prompt or the OdysseyBaseURISwitch program:
  - Command: `C:\Program Files\Tyler Technologies\Odyssey Assistant\Odyssey.exe`
  - Double-click the program: `...\OdysseyBaseSwitchURI\OdysseyBaseURISwitch.exe`
 Start the program from the folder where you installed the application and configuration file.
- 2 Select the **Help > About Odyssey** command. The Odyssey Assistant information dialog box displays.
- 3 The **Messaging** Service should indicate *Connected*. Click **OK** to dismiss.
- 4 [Optional] If you need information about the client PC, click **System Information**.

**Figure 5** Odyssey Assistant information showing Messaging Service active



## Test #2 - Display Organizational Chart to validate site XML

As with the Odyssey COM+ Service, you need to start the Odyssey Assistant to display the Organizational Chart. You can do this from the command line or using the `OdysseyBaseURISwitch` program as shown in the [Test #1 - Verify Odyssey COM+ Services are running](#).

### Procedure: Display the Organizational Chart (if permissions allow)

- 1 Start the Odyssey Assistant.
- 2 Use the commands **Administration > Organizational Chart Attributes > Case Manager** to display the attributes.

Figure 6 Organizational Chart attributes example

| Info | Attribute Name                | Detail    |
|------|-------------------------------|-----------|
|      | AgencyORI                     | TX1050000 |
|      | CitationMultiCreate           | 1         |
|      | MultiNodeDisbursement         | 1         |
|      | ReceiptNumberingInTransaction | 1         |
|      | SONumberFormatID              | 2948      |
|      | SONumberPoolID                | 2949      |

## Test #3 - Save a case to test SQL Server database

The next test involves taking an existing case in Odyssey Case Manager, adding a new plaintiff to the Party list, saving the new plaintiff, making the plaintiff a Party to the Test case, and, saving the case to the database. From a SQL Server standpoint, this test updates multiple database tables with a stored procedure.

**Note** This test is best executed with one of your existing *test* criminal cases, instead of a civil case. That is, saving a test criminal case tests saving more information to Odyssey database tables.

### Procedure: Test SQL Server saving by changing an existing case

- 1 Start the Odyssey Assistant.
- 2 Click **Case Manager Home** in left pane.

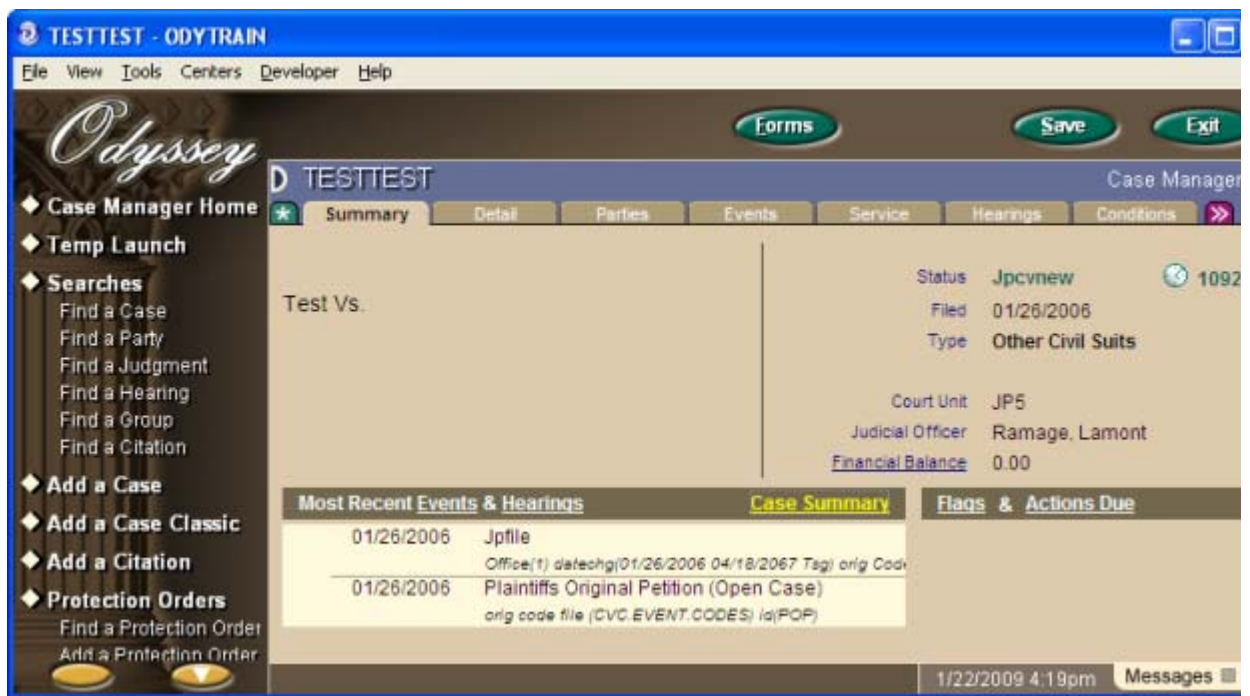
- 3 Type a known test case number in the **Case Number** field. For example, **TESTTEST** is often a test case in most Case Manager databases. Click **Search** button in upper-left corner. See [Figure 7](#).

**Figure 7** Finding a test case to change



- 4 When the **Case Summary** displays, click the **Parties** dialog tab. See [Figure 8](#).

**Figure 8** Case Summary information





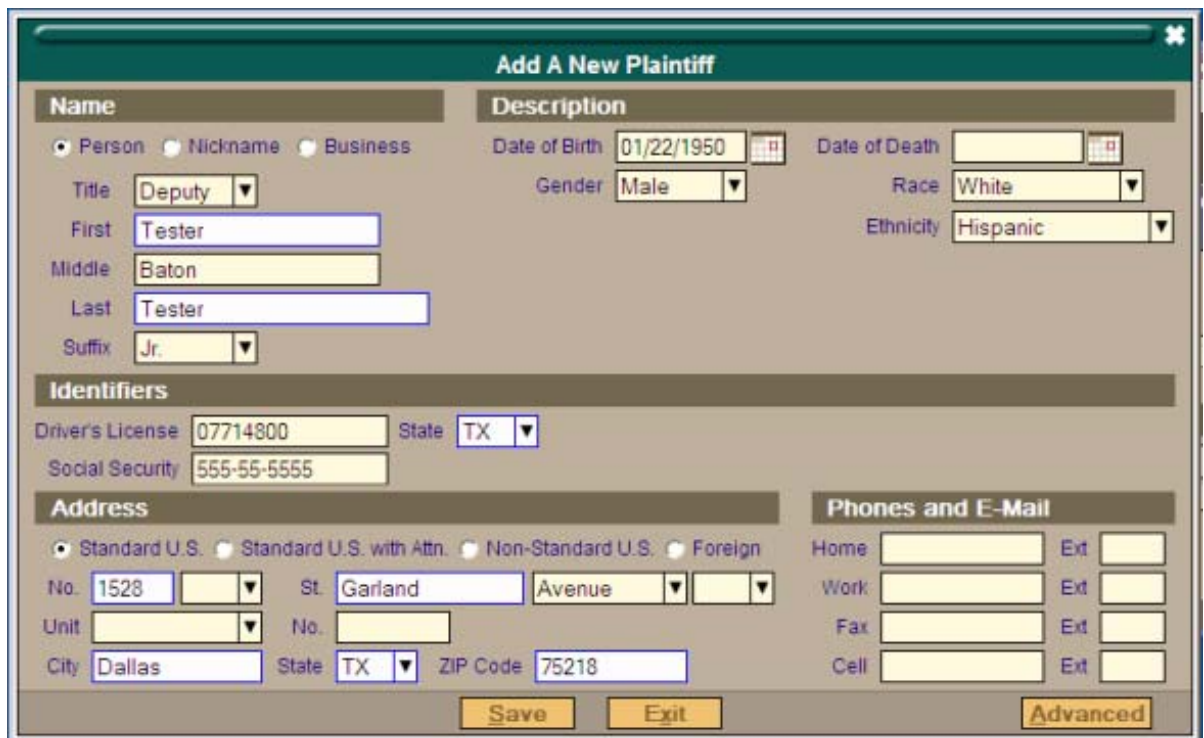
- 5 When the **Parties** page displays, click the **Add Party** link. See [Figure 9](#).

**Figure 9** Parties page for test case



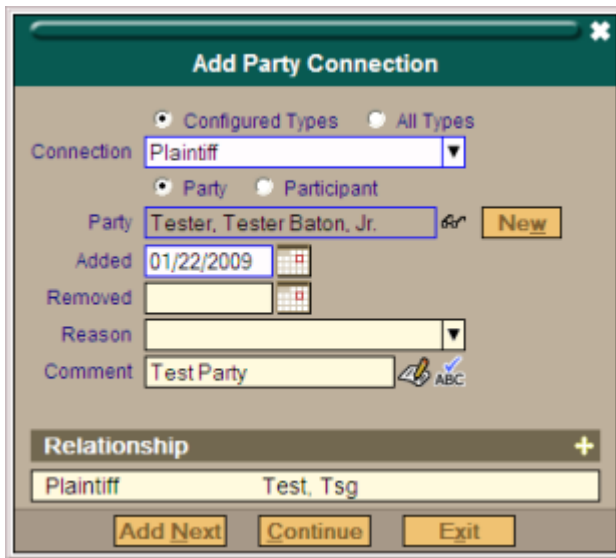
- 6 When the **Add Party Connection** dialog box displays, click the **New** button to create a new Party entity. When the **Add A New Plaintiff** dialog box displays, provide obviously fake information for this test party. See [Figure 10](#). Click **Save** button.

**Figure 10** Add a New Plaintiff



- When the **Add Party Connection** dialog redisplay (see [Figure 11](#)), you should see the new **Party** name in the dialog. Select today's date with the calendar for **Added**, add the **Test Party** text to the **Comment**, and click **Continue** button to add the Plaintiff to the test case.

**Figure 11** New plaintiff to connect with the test case



- The new plaintiff displays on the **Parties** page (see [Figure 12](#)) of the Test case.

**Figure 12** Party added to the test case



- Click **Save** to store the revised case in the database and verify ([Figure 13](#)) SQL Server functionality.

**Figure 13** Test Case saved to SQL Server database



### Test #4 - Check that Job Server is running correctly

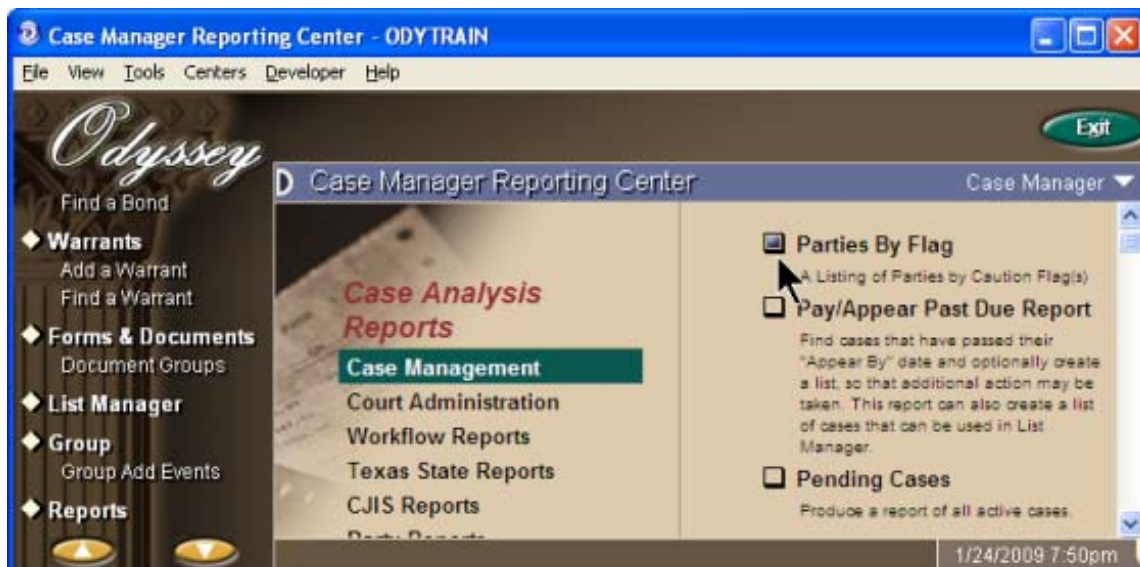
In specific situations, new configurations can impact the Job Server (report generation and E-mail notification). For example:

- Placing a full new Odyssey release
- Implementing the 2008 SP2 release with new document management techniques
- Installing Local reporting as a part of the 2008SP2 release
- Missing the MSMXL 6.0 parser required for the 2008SP2 release

#### Procedure: Testing the Job Server functionality by creating and running a report

- 1 Start the Odyssey Assistant.
- 2 Click **Reports** in left pane of [Figure 14](#). Select a report category, like **Case Management**. On the far right pane, select a specific type of **Case Management** report (**Parties by Flag**).

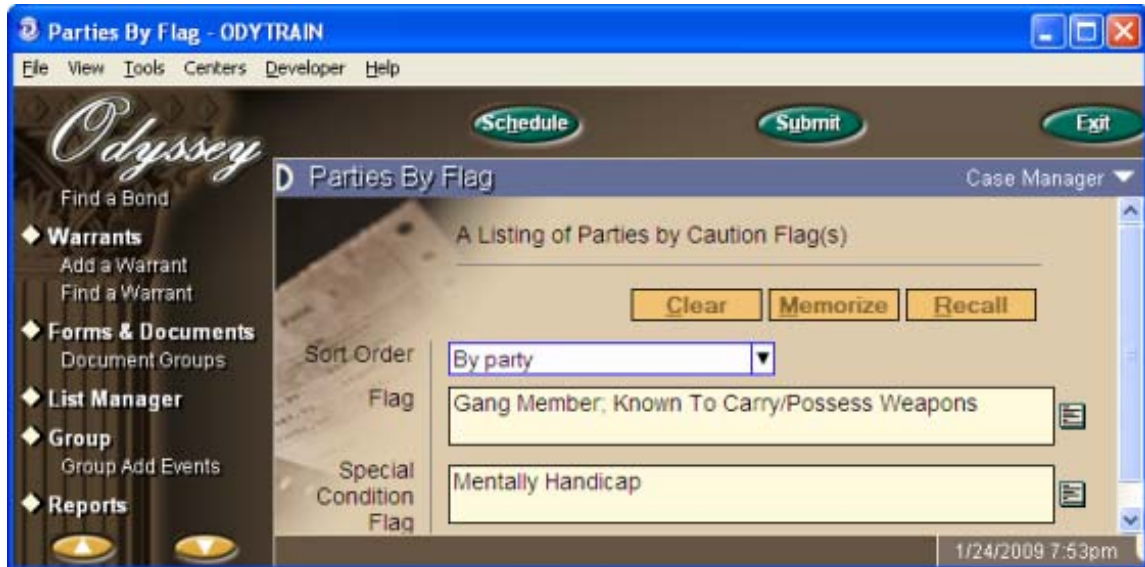
**Figure 14** Selecting a Report Type





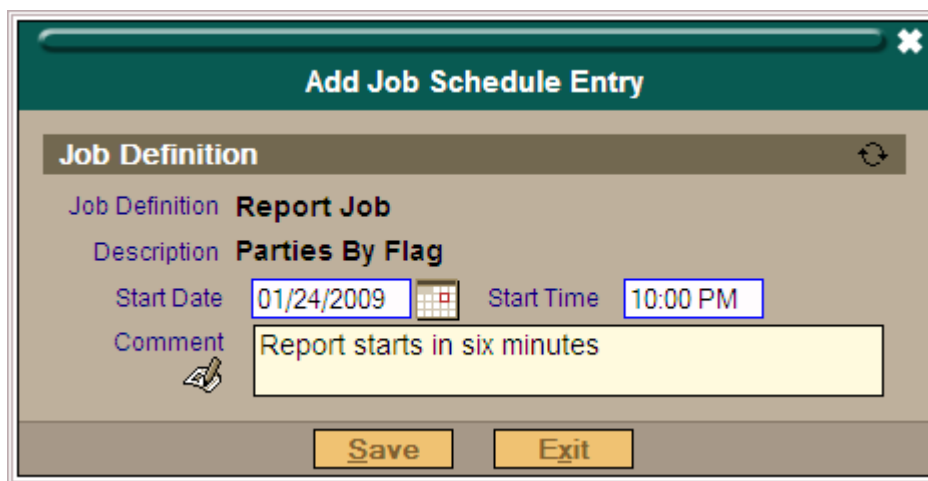
- 3 When the **Parties by Flag** page displays, you can select the report **Sort Order** and desired flags that each case in the report should contain (for example, gang and weapons flags, plus evidence of a mental handicap). See [Figure 15](#).
- 4 Click **Memorize** button to name this report and save a copy of these report specifications.

**Figure 15** Specifying report sorting and selection criteria



- 5 Click **Schedule** to select the time to run this report. For deployment, click **Submit** to run the report immediately.
- 6 When scheduling a report the **Add Job Schedule Entry** dialog box displays ([Figure 16](#)). Click **Exit**.

**Figure 16** Schedule a report to run (for large amounts of data)



- 7 Once you have scheduled the report, you can test the SMTP service that routes E-mail notifications by inserting one or more E-mail addresses in the **Add Email Notification Recipients** dialog box ([Figure 17](#)).
- 8 Select the **Attach Any Files Generated by Job** check box to send the report (Adobe Acrobat format) to the recipients. Click **Finish**.

**Figure 17** Add E-mail Notifications when the report completes

- 9 If the Job Server and SMTP service is working properly, you should receive an mail with an attached file similar to [Figure 18](#).

**Figure 18** Example Parties by Flag report.

| Parties by Flag                    |                                                     |                                                                  |            |                  |            |             |                              | GOVTRAIN |
|------------------------------------|-----------------------------------------------------|------------------------------------------------------------------|------------|------------------|------------|-------------|------------------------------|----------|
| Party                              | Address                                             | Phone                                                            | Flag       | Driver's License | DOB        | State ID    | Current Employer             |          |
| Alexander, Robert                  | 2330 Tarrant Circle<br>Austria, TX 75744            | 512-512-2654 (Home)<br>963-963-9636 (Work)                       | Org Member | TX-1817356D      | 07/1930    | TX-00000076 | UNEMPLOYED                   |          |
| Bellini, Jose Chris                | 804 Bedford<br>Austria, TX 75752                    | 963-963-9636 (Home)                                              | Org Member | TX-18146339      | 02/1972    | TX-04231159 | UNEMPLOYED                   |          |
| Carroll-Hartman, Sara              | 168 Green Pastures Drive<br>Kyle, TX 78646          | 512-225-8332 (Home)<br>512-899-4673 (Cell)                       | Org Member |                  | 02/1992    |             |                              |          |
| Compton, Joe Steven                | 761 Shady Oaks Drive<br>Kyle, TX 78646              | 512-223-4236 (Home)<br>963-963-9636 (Work)                       | Org Member | TX-31611345      | 10/15/93   | TX-00000003 | 701 SHADY OAKS DR.           |          |
| Conner, Gerald Larry               | 8133 Ranchwood, TX<br>Weslerville, TX 76789         | 817-869-3438 (Home)<br>817-861-8677 (Cell)                       | Org Member | TX-12177685      | 3/16/1969  | TX-02817706 |                              |          |
| Dougherty, Shawn Thomas            | 263 Quail Run<br>Beauregard, TX 76819               | 817-204-3388 (Home)<br>512-255-2338 (Work)                       | Org Member | TX-19000002D     | 10/15/93   | TX-01110323 | CREDITVIEW                   |          |
| Dutka, Eric Daniel                 | 11223 W Dove Circle<br>Coppell, TX 75021            | 512-521-9678 (Home)                                              | Org Member |                  | 4/14/1969  | TX-01911165 |                              |          |
| Evanson, Jordan Christopher        | 1234 Street Road<br>Town, UT 84021                  | 963-963-9636 (Fax)                                               | Org Member | TX-04577182      | 02/1985    | WA-2        | SAND AMERICA INC.            |          |
| Epstein, Chae Arlene               | 122 Oakwood Walk<br>San Antonio, TX                 |                                                                  | Org Member | TX-14867636      | 1/12/1978  |             |                              |          |
| Farwick, Edgar Isidro              | 8636 Harwood's Crossing<br>Round Mountain, TX 76863 | 512-825-2732 (Home)                                              | Org Member |                  | 3/22/1969  | TX-04872316 |                              |          |
| Farrington, Gordon's Patricia, ESQ | The Oaks                                            |                                                                  | Org Member | TX-86765432      | 3/5/1983   |             | FARRINGTON                   |          |
| Gonzales, Estaban                  | 6197 Palm Circle<br>Austria, TX                     | 512-289-2920 (Home)                                              | Org Member | TX-19635712      | 12/16/1980 | TX-00618121 | UNEMPLOYED                   |          |
| Law, John G                        | 8617 Duffey Street W<br>Houston, TX 77065           | 214-223-2221 (Work)<br>214-777-5843 (Cell)<br>214-223-2222 (Fax) | Org Member | TX-15654476      | 3/5/1952   |             | Winkler Circuit Law Services |          |
| Libby, J Lewis "Shooter"           | 7884 Long's View<br>Lynchburg, VA 22965             |                                                                  | Org Member | VA-75214882      | 1/15/1936  | TX-00154321 | WETA House                   |          |
| Lopez, Benjamin R, Jr.             | 1105 Tuna Street<br>San Antonio, TX 78228           | 210-265-5741 (Home)                                              | Org Member | TX-06912239      | 07/1969    | TX-00000045 |                              |          |

Printed on 01/04/2009 at 03:03 PM Page 1 of 3

**Note** If you had site-specific OrgChartXML attributes that you recorded in [Table 1, "Site-specific OrgChart attributes to record for later modification"](#), on page 9, you should insert those attributes in the Organizational chart using the Odyssey Assistant application.

# REFERENCE: OPERATIONS DB TABLE CONTENTS

## General database configuration considerations

### Software tools

If you intend to build the Odyssey database from scratch, only Tyler staff should use the Odyssey Schema installation tool. Use the SQL Server Studio to make configuration changes in Odyssey tables.

When inserting XML into Odyssey database table columns, you can use a text or XML editor. Always verify that the XML you insert is “well-formed”. This can be done with Internet Explorer browser or your XML editor. If a schema (\*.XSD) file is available, validate the XML configuration file against the schema for increased confidence in your work

Inserting the configuration into the tables will require some basic SQL skills, some of the tables have key constraints so the values will need to be inserted using scripts. By nature, SQL doesn’t parse XML well so concatenating scripts is not an option and some inserts will require redundant scripts.

### Odyssey tables used for configuration

The `Operations` database contains numerous tables which house site specific information. Some tables contain simple values while others contain complex blocks of XML. When inserting the XML configuration, it is recommended to check the XML with a parser to verify the syntax is correct. The XML can easily be edited in Notepad and saved with an XML file extension—the resulting file can be opened and parsed with Internet Explorer.

Odyssey Operations database tables you will modify are:

---

- `Operations.dbo.Availability`
- `Operations.dbo.OMSConfig`
- `Operations.dbo.OMSCounter`
- `Operations.dbo.OMSState`
- `Operations.dbo.Site`

## Configuration changes required in Operations tables

Most changes can be directly typed into table columns using SQL Server Studio, however the `OrgChartXML` and `ServerConfiguration Site` table columns must be done using a text or XML editor.

### Availability table

For the `Operations.dbo.Availability` table, insert row values with a script:

---

- `SiteID`—<Site name>
- `Status`—0
- `Message1`—NULL
- `Message2`—NULL
- `LDAP`—NULL

- **ADOMD**—NULL
- **TAMU**—NULL
- **OCSEnabled**—NULL (**True** for Odyssey Cache Service enabled)
- **CacheVersion**—NULL (**n** for Odyssey Cache Service enabled)

#### Code-XML Example 4 Availability table rows example

| SiteID         | Status | Message1 | Message2 | LDAP | ADOMD | TAMU | OCSEnabled | CacheVersion |
|----------------|--------|----------|----------|------|-------|------|------------|--------------|
| ODYASPTTEST    | 0      | NULL     | NULL     | NULL | NULL  | NULL | 1          | 1            |
| QA-R2008SP2-TX | 0      | NULL     | NULL     | NULL | NULL  | NULL | 1          | 1            |
| QAJUDTX        | 0      | NULL     | NULL     | NULL | NULL  | NULL | 1          | 2            |

## OMSConfig, OMSCounter, and OMSState tables

To properly finish the Odyssey Messaging service configuration, you need to make entries in three tables of the Odyssey Operations database. The three Operations database tables are the OMSConfig, OMSCounter, and OMSState tables.

### Procedure: Configuring Messaging Service in the Operations database tables

- 1 Once the Odyssey database credentials (those that match the DB Broker registry keys, see [“Configure Registry keys that define SQL DB connections” on page 34](#)) are added to the Odyssey database with the `sp_ody_db_restore_permissions` stored procedure, you can begin to configure the Odyssey Messaging Service.
- 2 Use SQL Server to access the Odyssey Operations database tables.
- 3 For the **Operations.dbo.OMSConfig** table, insert row values with a script:
  - **Server**—<OMS server name>
  - **Site**—<site name>
  - **Host**—Resolvable **network name** or **IP address**. Client machines must be able to resolve this name to the IP address of the OMS server.
  - **Port**—The port that OMS uses for communication between servers hosting the Odyssey site. The default port is **11050**, but any non- standard port can be utilized.
  - **PeerPort**—The port on which OMS listens for requests. Client PCs must be able to communicate with the OMS server using this port. The default port is **31942**, but any non-standard port can be utilized. This port will need to be opened in the firewall if client’s machines exist outside the internal Intranet.
  - **Enabled**—**1**
  - **Online**—**1**
  - **FeatureCode**—**1**

#### Code-XML Example 5 OMSConfig table rows example

| Server        | Site           | Host                  | Port  | PeerPort | Enabled | Online | FeatureCode |
|---------------|----------------|-----------------------|-------|----------|---------|--------|-------------|
| ODYASPVM-APP1 | ODYASPTTEST    | ODYASPVM-APP1         | 11050 | 31942    | 1       | 1      | 1           |
| ODYASPVM-APP1 | ODYASPTTEST    | odyssey.tylerhost.net | 11050 | 31942    | 1       | 1      | 1           |
| tsg-vqajud2k3 | QAJUDTX        | tsg-vqajud2k3         | 11050 | 31942    | 1       | 1      | 3           |
| tsg-vr2008sp2 | QA-R2008SP2-TX | tsg-vr2008sp2         | 11050 | 31942    | 1       | 1      | 3           |

- 4 For the **Operations.dbo.OMSCounter** table, insert values for these columns:
  - **Site** = <site name>
  - **Counter** = NULL
- 5 For the **Operations.dbo.OMSState** table, insert values for these columns:
  - **Server**—<OMS server name>

- **LastUpdated**—NULL
- **State**—NULL

## Site database table

For the `Operations.dbo.Site` table, insert row values with a script:

- **GUID**—<Site name>
- **SiteWord**—<Site name>
- **SiteDescription**—<Site name>
- **ClientCode**—unique code for each client. Refer the `Operations.dbo.sClient` table for your code (for example, Indiana = `IN`).
- **StateCode**—<unique code for each state>. For example use `IN` for Indiana.
- **ResFolder**—do not change value of `\\QADB1\formtemplates` (legacy artifact)
- **WebLogin**—do not change value of `WEB LOGIN` (legacy artifact)
- **ProtDeployment**—do not change value of `ProtDEPLOYMENT` (legacy artifact)
- **ProtLogin**—do not change value of `ProtLogin` (legacy artifact)
- **ProtStd**—do not change value of `ProtStd` (legacy artifact)
- **URLShellVersionCheck**—do not change value of `SHELL VERSION` (legacy artifact)
- **URLLogin**—insert value of `URL LOGON` (legacy artifact)
- **URLStartPg**—insert value of `START PAGE` (legacy artifact)
- **WebServer**—insert value of `TEST SERVER` (legacy artifact)
- **DeploymentServer**—0 (zero)
- **Job Server**—0 (zero)
- **WinAuthEnabled**—1 (one)
- **MaxRepSettings**—3 (three)
- **AreaCodeDef**—<client telephone area code>
- **TimeStampCreate**—time that this row was added to the table
- **RestrictIPs**—0 (zero)
- **FiscalYearStartDate**—NULL
- **FiscalYearShift**—NULL
- **DefaultStateCode**—<2-letter state code> For example use `IN` for Indiana.
- **ReportHistoryVersions**—10 (ten)
- **JobOutputDirectory**—insert an arbitrary path such as `\\DEVWEB1` (legacy artifact)
- **ServerConfigurationXML**—NULL as a temporary placeholder (see details in [ServerConfigurationXML attribute changes](#))
- **OrgChartXML**—NULL as a temporary placeholder (see details in [OrgChartXML configuration with the SiteID attribute](#))
- **BackupOrgChartXML**—NULL
- **TimeStampChange**—do not change value
- **UserIDChange**—do not change value

## OrgChartXML configuration with the SiteID attribute

The `OrgChartXML` value defines the hierarchy of the application, the functionality at a node level and most security. The `OrgChartXML` is built during the early stages of Implementation and modified by Tyler personnel as more courts are added.

**Caution!** The `OrgChartXML` may have an attribute that defines the site identifier, if so, that value *needs* to be changed to reflect the new site.

**Caution!** If the database is built from backups of an existing site, then the `OrgChartXML` value from the source site *must* be inserted into the `tableOrgChartXML` value of the new site.

This attribute is at the very beginning of the `OrgChartXML` XML and is formatted as:








**Example** <OrgMap SiteID="`INSUPREMEPROD`" >

## ServerConfigurationXML attribute changes

The `ServerConfigurationXML` value defines paths to different shares the Odyssey application uses, defines paths to help files, application locations, and the URIs used by the client. Like the `OrgChartXML` value, the `ServerConfigurationXML` is built during the early stages of deployment and the attribute values can be modified to support different sites.

The attributes that need to be modified in the `ServerConfigurationXML` are listed in [Table 2](#) and displayed graphically in [Figure 19](#). Once the `ServerConfigurationXML` has been modified, verify that syntax is correct by using an XML parser. If parsed successfully, insert the whole `ServerConfigurationXML` into the Site table row that was added for the new site.

**Table 2** ServerConfigurationXML attributes description

| Figure Annotation                                                                   | Attribute Name       | Description of attribute's value                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | SiteID               | Site Name                                                                                                                                                                                                                                                               |
|    | SiteDescription      | Site Name                                                                                                                                                                                                                                                               |
|    | BaseURI              | Resolvable name of application server or web cluster (VMWare).                                                                                                                                                                                                          |
|    | UpdateURI            | Resolvable name of application server or web cluster (VMWare).                                                                                                                                                                                                          |
|  | MirrorServer         | Change this attribute if the site has an additional IP for the cluster to route SSL traffic. If there is not a secondary IP, remove the value and attribute tag from the XML.                                                                                           |
|  | CentralServerURI     | Resolvable name of application server or web cluster (VMWare).                                                                                                                                                                                                          |
| 7 through 11                                                                        | CentralStorageServer | Change to the parent path of the DocumentUpload folder. for all CategoryIDs <i>except</i> 5 (five).<br>For CategoryID="5", change to the parent path of the Reports.NET folder. (See <a href="#">"Adding Report Templates share directory (R2008SPx)"</a> on page 113.) |
|                                                                                     | CentralDocumentPath  |                                                                                                                                                                                                                                                                         |
|                                                                                     | LocalServerURI       | Resolvable name of application server or web cluster (VMWare).                                                                                                                                                                                                          |
|                                                                                     | LocalStorageServer   | Change to the parent path of the DocumentUpload folder. for all CategoryIDs <i>except</i> 5 (five).<br>For CategoryID="5", change to the parent path of the Reports.NET folder.                                                                                         |
|                                                                                     | LocalDocumentPath    |                                                                                                                                                                                                                                                                         |
|  | Categories           | Change the URLs to include the resolvable name of application server or web cluster. Just change the server name preceding the "http://" protocol designation.                                                                                                          |

**Note** For reference, a sample `ServerConfigurationXML` text is illustrated and annotated. The XML can be edited in Notepad, but this doesn't retain formatting so it is difficult. There are different XML tools available, XML Notepad 2007 is well suited for this purpose.



Figure 19 Example SiteConfigurationXML setup

```

1 <Site SiteID="INSUPREMEPROD" SiteDescription="INSUPREMEPROD" LocationID="1" CitabonMlbCreate="0" BaseURL="ody://INCMSPROD.IN.GOV" UpdateURL="ody://INCMSPROD.IN.GOV" CacheVersion="32">
2 <ServerConfigurations>
3 <ServerConfiguration ServerConfigurationID="1" UpdateURL="ody://INCMSPROD.IN.GOV" MirrorServer="12.186.81.179">
4 <Categories>
5 <Category CategoryID="1" CentralServerURL="http://INCMSPROD.IN.GOV" CentralStorageServer="\JTACDRPP01PW" CentralDocumentPath="DocumentUpload" LocalServerURL="http://INCMSPROD.IN.GOV" LocalStorageServer="\JTACDRPP01PW"
6 LocalDocumentPath="DocumentUpload" />
7 <Category CategoryID="2" CentralServerURL="http://INCMSPROD.IN.GOV" CentralStorageServer="\JTACDRPP01PW" CentralDocumentPath="DocumentUpload" LocalServerURL="http://INCMSPROD.IN.GOV" LocalStorageServer="\JTACDRPP01PW"
8 LocalDocumentPath="DocumentUpload" />
9 <Category CategoryID="3" CentralServerURL="http://INCMSPROD.IN.GOV" CentralStorageServer="\JTACDRPP01PW" CentralDocumentPath="DocumentUpload" LocalServerURL="http://INCMSPROD.IN.GOV" LocalStorageServer="\JTACDRPP01PW"
10 LocalDocumentPath="DocumentUpload" />
11 <Category CategoryID="4" CentralServerURL="http://INCMSPROD.IN.GOV" CentralStorageServer="\JTACDRPP01PW" CentralDocumentPath="DocumentUpload" LocalServerURL="http://INCMSPROD.IN.GOV" LocalStorageServer="\JTACDRPP01PW"
12 LocalDocumentPath="DocumentUpload" />
13 <Category CategoryID="5" CentralServerURL="http://INCMSPROD.IN.GOV" CentralStorageServer="\JTACDRPP01PW" CentralDocumentPath="Reports.NET" LocalServerURL="http://INCMSPROD.IN.GOV" LocalStorageServer="\JTACDRPP01PW"
14 LocalDocumentPath="Reports.NET" />
15 <Category CategoryID="6" CentralServerURL="http://INCMSPROD.IN.GOV" CentralStorageServer="\JTACDRPP01PW" CentralDocumentPath="DocumentUpload" LocalServerURL="http://INCMSPROD.IN.GOV" LocalStorageServer="\JTACDRPP01PW"
16 LocalDocumentPath="DocumentUpload" />
17 <Category CategoryID="7" CentralServerURL="http://INCMSPROD.IN.GOV" CentralStorageServer="\JTACDRPP01PW" CentralDocumentPath="DocumentUpload" LocalServerURL="http://INCMSPROD.IN.GOV" LocalStorageServer="\JTACDRPP01PW"
18 LocalDocumentPath="DocumentUpload" />
19 </Categories>
20 </ServerConfiguration>
21 </ServerConfigurations>
22 <HelpConfiguration CustomMenuText="INSUPREMEPROD">
23 <Categories>
24 <Category Name="CM" StandardHelpServerURL="http://INCMSPROD.IN.GOV/Help/CM/Standard" CustomHelpServerURL="http://INCMSPROD.IN.GOV/Help/CM/Custom"
25 StandardLoadURL="http://INCMSPROD.IN.GOV/Infrastructure/Help/MaintainMappedHelp.asp?Operation=load&SPID=1525" StandardSaveURL="http://INCMSPROD.IN.GOV/Infrastructure/Help/MaintainMappedHelp.asp?
26 Operation=save&SPID=49" CustomLoadURL="http://INCMSPROD.IN.GOV/Infrastructure/Help/MaintainMappedHelp.asp?Operation=load&SPID=1526"
27 CustomSaveURL="http://INCMSPROD.IN.GOV/Infrastructure/Help/MaintainMappedHelp.asp?Operation=save&SPID=49" />
28 <Category Name="FIN" CustomHelpServerURL="http://INCMSPROD.IN.GOV/Help/FIN/Custom" StandardLoadURL="http://INCMSPROD.IN.GOV/Infrastructure/Help/MaintainMappedHelp.asp?Operation=load&SPID=1527"
29 StandardSaveURL="http://INCMSPROD.IN.GOV/Infrastructure/Help/MaintainMappedHelp.asp?Operation=save&SPID=50" CustomLoadURL="http://INCMSPROD.IN.GOV/Infrastructure/Help/MaintainMappedHelp.asp?
30 Operation=load&SPID=1528" CustomSaveURL="http://INCMSPROD.IN.GOV/Infrastructure/Help/MaintainMappedHelp.asp?Operation=save&SPID=50" />
31 <Category Name="SUP" StandardHelpServerURL="http://INCMSPROD.IN.GOV/Help/SUP/Standard" CustomHelpServerURL="http://INCMSPROD.IN.GOV/Help/SUP/Custom"
32 StandardLoadURL="http://INCMSPROD.IN.GOV/Infrastructure/Help/MaintainMappedHelp.asp?Operation=load&SPID=1525" StandardSaveURL="http://INCMSPROD.IN.GOV/Infrastructure/Help/MaintainMappedHelp.asp?
33 Operation=save&SPID=49" CustomLoadURL="http://INCMSPROD.IN.GOV/Infrastructure/Help/MaintainMappedHelp.asp?Operation=load&SPID=1526"
34 CustomSaveURL="http://INCMSPROD.IN.GOV/Infrastructure/Help/MaintainMappedHelp.asp?Operation=save&SPID=49" />
35 </Categories>
36 </HelpConfiguration>
37 </Site>

```

## Insert XML into Operations Site table row

**Example** Use this query to insert the ServerConfigurationXML in the Site table row:

```
use operations
update site
set serrverconfigurationxml = 'The entire serverconfigurationxml file
pasted here between the single quotes'
where guid = 'SITENAME'
```

## Testing for correct database configuration

Once you finished the database configuration you need to perform steps to test the configuration.

### Procedure: Testing the Odyssey site-dependent database configuration

- 1 Restart all the SQL Server Services need for this site.
- 2 Restart Odyssey Component Services).
- 3 Restart IIS.
- 4 Examine the Event View system log for error messages (see [Table 3](#)).

**Table 3** Errors due to possible incorrect SQL Server DB configuration

| Problem Area             | Error message displayed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COM+                     | The average call duration has exceeded 10 minutes. If this is not the expected behavior, please see article 910904 in the Microsoft Knowledge Base at <a href="http://support.microsoft.com">http://support.microsoft.com</a> for details on how to use the COM+ AutoDump feature to automatically generate dump files or terminate the process if the problem occurs again.<br>Server Application ID: {662552B9-2039-4F47-A0A9-1FC5AB9AEACB}<br>Server Application Instance ID:<br>{8B718725-3CFF-427B-9DE3-5D439DB8C437}<br>Server Application Name: Meridian Case Management Save |
| Odyssey Schedule Service | Unable to delete TYLScheduleCommandQueue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                          | Unable to create TYLScheduleCommandQueue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Odyssey Job Service      | COM Error occurred in the Opening of the listening Queue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |



# INDEX

## A

### assistance

customer support [5](#)

### Availability table

example [28](#)  
site-specific values [27](#)

## C

### cache update

server-side (forcing) [18](#)

### cache version number

obtaining from a site [9](#)

### changing

DB data and log paths (Caution) [13](#)

### checklist

brief procedure steps [7](#)

### client-side cache

forcing an update [17](#)

### COM+

installation/configuration test [19](#)

### configuration files

Availability table [27](#)  
Odyssey database tables [27](#)  
OMSxxxx tables [28](#)  
Site table [29](#)

### configuring

Availability table [27](#)  
OMS Operations tables [28](#)  
OMSxxxx tables [28](#)  
ServerConfigurationXML [30](#)  
Site table [29](#)  
site-specific information [27](#)

### copying

documents in DocumentUpload folder [12](#)  
OrgChartXML to target [15](#)

### customer support

contacts [5](#)

## D

### database configuration

testing [32](#)

### database paths

data and log files (Caution) [13](#)

### DB restoration procedure

overview [6](#)

## documents

copying DocumentUpload contents [12](#)

### DocumentUpload folders

copying [12](#)  
database configuration [30](#)  
source and target locations [9](#)

## E

### environments

gathering information [9](#)

### examples

Availability table (Operations DB) [28](#)  
DB configuration error messages [32](#)  
OMSConfig table (Operations DB) [28](#)  
ServerConfigurationXML [31](#)

## F

### folder locations

DocumentUpload folder [30](#)  
Reports.NET [30](#)

### forcing

client-side cache update [17](#)  
server-side cache update [18](#)

## G

### gathering information

Odyssey environments [9](#)

## I

### IIS

restarting [18](#)

### inserting

ServerConfigurationXML to target [16](#)

### installation tests

COM+ working [19](#)  
Job Processing server working [24](#)  
SQL Server database [20](#)  
XML validation [20](#)

### instance names

SQL Server [9](#)

### introductions

DB restoration procedure [6](#)

## J

### Job Processing servers

installation/configuration test [24](#)

## O

### obtaining

- Odyssey cache version number for site [9](#)
- Odyssey software version for site [9](#)
- source environment information [10](#)
- target environment information [10](#)

### Odyssey Messaging Service

- validate configuration [19](#)

### OMSConfig table

- example [28](#)

### OMSxxxx tables

- site-specific values [28](#)

### Operations database

- OMS configuration [28](#)
- site-specific tables [27](#)

### OrgChartXML Attributes

- copy to target [15](#)
- script to extract from DB row [15](#)
- site-specific [9](#)
- site-specific changes [29](#)

### overviews

- complete DB restore procedure [6](#)
- DB restoration procedure [6](#)

## P

### patch levels [5](#)

- obtaining for Odyssey site [9](#)

### permissions

- keeping parent DocumentUpload folder [12](#)
- restoring with scripts [14](#)

### prerequisites

- DB restoration [9](#)

### procedures

- copy OrgChartXML to target [15](#)

### purpose

- document [5](#)

## R

### Reports.NET

- database configuration [30](#)

### restarting

- IIS and services [18](#)

### restoring

- document locations on target site [17](#)

## S

### scripts

- forcing client-side cache update [17](#)
- restore document locations for R2008SP1 and later [17](#)
- restore target DB permissions [14](#)
- VB to extract OrgChartXML [15](#)

### ServerConfigurationXML

- inserting into target DB [16](#)
- query to insert value [32](#)

- site-specific changes [31](#)

### server-side cache update

- forcing [18](#)

### site identifiers

- gathering information [9](#)
- source and target [9](#)

### Site table

- OrgChartXML Attribute changes [29](#)
- ServerConfigurationXML value changes [30](#)
- site-specific values [29](#)

### software tools

- database configuration [27](#)

### software versions

- obtaining Odyssey [9](#)
- Odyssey [5](#)
- Odyssey format [5](#)
- SQL Server Instance [6](#)

### source environment

- obtaining information [10](#)
- site identifier [9](#)

### SQL Server databases

- configuration considerations [27](#)
- DocumentUpload folder [30](#)
- installation/configuration test [20](#)
- Reports.NET folder [30](#)

### SQL Server Instance

- configuration errors [32](#)
- names [9](#)
- software versions [6](#)

## T

### target environment

- cache version number [10](#)
- obtaining information [10](#)
- server configuration [12](#)
- site identifier [9](#)

### target site

- copy OrgChartXML [15](#)
- inserting ServerConfigurationXML [16](#)
- restoring DB permissions [14](#)
- restoring document pointers [17](#)

### testing

- Odyssey database config changes [32](#)

## U

### updating

- client-side cache [17](#)

## X

### XML validation

- installation/configuration test [20](#)