TA Home

Information to gather when analyzing a Tarantella issue.

Keywords

tta tarantella express II enterprise security pack 1.4 1.41 1.x support procedures bug problem webtop call questions information version error problem issue troubleshoot analysis analyze analyse evaluate trouble shoot browser web server help debug

Release

Not specific to any release of Tarantella

Problem

What is the first information to gather when troubleshooting a Tarantella (TTA) issue?

Solution

You will need to get information on systems for all three tiers.

1. The TTA Server:

- What operating system are you using on the TTA server?

- What version and release?

- What supplements are installed for the OS or TTA?

- What web server program are you using (such as Apache or Netscape's Internet FastTrack)?

- What version of TTA are you using? Is it TTA Enterprise II, TTA Express, or an older version of TTA?

- To determine which version of TTA is being used, run this command on the TTA server:

```
/opt/tarantella/bin/tarantella version
```

2. The Application Server (this may or may not be the same machine as the TTA server):

- Is this server your application server also? If not, what OS is the application server running?

3. The Client Machine:

- What OS is the client desktop running?

What browser are you using to connect to the TTA server (such as Netscape, Internet Explorer)? What is the exact version and release?

- Are you using the TTA Native Client or Windows Terminal Server Client instead of a browser?

- If the client is an NT Workstation, which NT Service Pack do you have installed on it?

Next, ask about any error messages:

- Do you see any error messages? If so, where are you seeing the messages?

Is it a Unix error on the console of the TTA server, a Windows pop-up error, or a browser (such as Netscape or Internet Explorer) error? Or is it a TTA error in the Tarantella window?

Note

Some useful information may be displayed by clicking on the 'Using Your Webtop' icon on your desktop. Choose Troubleshooting->Information about this session.

Check all software layers, by exact version and release, for TTA compatibility at:

http://tarantella.sco.com/sysreqs

TA110868 created on 08 March 2000 , last updated on 09 June 2000

Copyright © 1996-2000 The Santa Cruz Operation, Inc.
All Rights Reserved.