

Avoka Transact

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Troubleshooting articles

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Prefill or prepopulation with anonymous users	Unknown User (jbasey)	May 15, 2019
Rendering a newly imported Form generates an IllegalArgumentException error	Dean Poole	May 15, 2019
Could not set property 'formDataEncryptFlag' on entity TemplateVersion	Dean Poole	May 15, 2019
Transact Manager Server Troubleshooting Guide	Alan Reiley	Jul 13, 2018

Google Places Address Lookup API

In order to use Google address lookup services, a Google Places API key is required.

An API key can be obtained from <https://developers.google.com/places/web-service/get-api-key>

Once you have your API key, you must add it to the configuration of 2 Google address lookup services in TM.

Your implementation may look slightly different to the below example, however:

First, identify the address lookup services in TM via "Services" -> "All Services" (you can enter "Google" as search string in the 'Type' field and click the Search button.

Click on each of the above service definitions in turn, choose the "Parameters Edit" tab, and you'll see the prompt for the API key:

Enter your key, and click "Save" to activate the service.

Transact Manager Server Troubleshooting Guide

- [Customer Versions](#)
- [Transact Manager Customization Notes](#)
- [Transact Manager Upgrade Failed](#)
- [Added New Portal. Get 403 When Accessing](#)
- [TM Server Not Connecting to Exchange Components After Install/Upgrade](#)
- [Cannot Access TM From Any Environment After Install](#)
- [After Whitelisting, Customer Still Cannot Access TM](#)

Introduction

Here are some basic troubleshooting techniques I learned from the CloudHosting team.

Problem

There are so many customers on so many different Transact Manager versions. How do we determine who is on what version?

Solution

We can view the Customer Versions Confluence page to find these versions, which are provided via a live feed from our TM licensing data on Redshift.

1. Navigate to <https://support.avoka.com/confluence/display/cc/home>
2. Choose a Region
3. Find your customer in the list to see their version for each node

Problem

You are to perform a Transact Manager upgrade and have been told that there are non-standard customizations that exist from the previous install. How do you learn what those are and how to carry them over on this upgrade?

Solution

Avoka records the details on any specific customizations and steps performed that may be unique about the install. These notes can be found in a file found at `/data/installs/TM_upgrade_notes`. Always refer to these notes when performing an install. Always add notes to this file with any unique customizations you perform during your install.

Problem

You performed a Transact Manager upgrade and received an error that it failed. You believe you chose the wrong database version. How do you revert back?

Solution

During a TM Install, if you chose the wrong DB version DB settings and it failed (e.g., choosing MS SQL Unicode instead of MS SQL No Unicode), you must roll back the DB first and then re-run the TM installer with the correct DB settings.

Problem

After a new install, you realize your server is not connecting to any Exchange Components.

Solution

Check that you have added the reverse proxy settings into the `mod_proxy.conf` Apache module, which can be found in `etc/httpd/conf.d/`. During a linux install, you would have copied this file over from the `avoka-tm-setup/apache-<version>/linux` folder. Restart the Apache service to implement the changes.

Problem

You created a new work space and get a 404 or 403 error when you attempt to access the workspace URL.

Solution

Check that you have added the new context path into the `mod_proxy.conf` Apache module, which can be found in **`etc/httpd/conf.d/`**. Make sure that your context path matches the value in your work space WAR file's configuration. Restart Apache service to implement changes.

Problem

You are unable to access Transact Manager from any of environments (e.g., Dev, UAT, Prod).

Solution

Check that you have whitelisted your IP address. Whitelisting changes are made in the **`ssl.conf`** file, which is located in the folder **`etc/httpd/conf.d/ssl.conf`**. A restart of Apache is required to implement the changes. You will also want to apply these changes to each node. *Note that sometimes the client will have an additional file included within this file which contains the actual whitelisting values.

Problem

You have whitelisted a specific IP address and the client is still reporting that they cannot access TM. You also have already restarted the Apache service.

Solution

The best way to troubleshoot this is to follow the logs of the user attempting to the affected URL. You most likely have received an incorrect IP address to whitelist (or did a typo) and you can search within the **`ssl_access.log`** file and look for a 403 status in one of the lines/entries around the time that they tried to access the URL. Within that entry, you will see the IP address of the requested resource (1st IP) and then of the user doing the requesting (2nd IP). This user IP is the true IP address that you need to whitelist.

Related articles

- [Collaboration Jobs - Separate out emails from Task Assigns using multiple actions](#)
- [Rendering a newly imported Form generates an IllegalArgumentException error](#)
- [How to rescue transactions that cannot be delivered](#)
- [How to Change Transact Manager Database Password](#)
- [Transact Manager Server Troubleshooting Guide](#)