



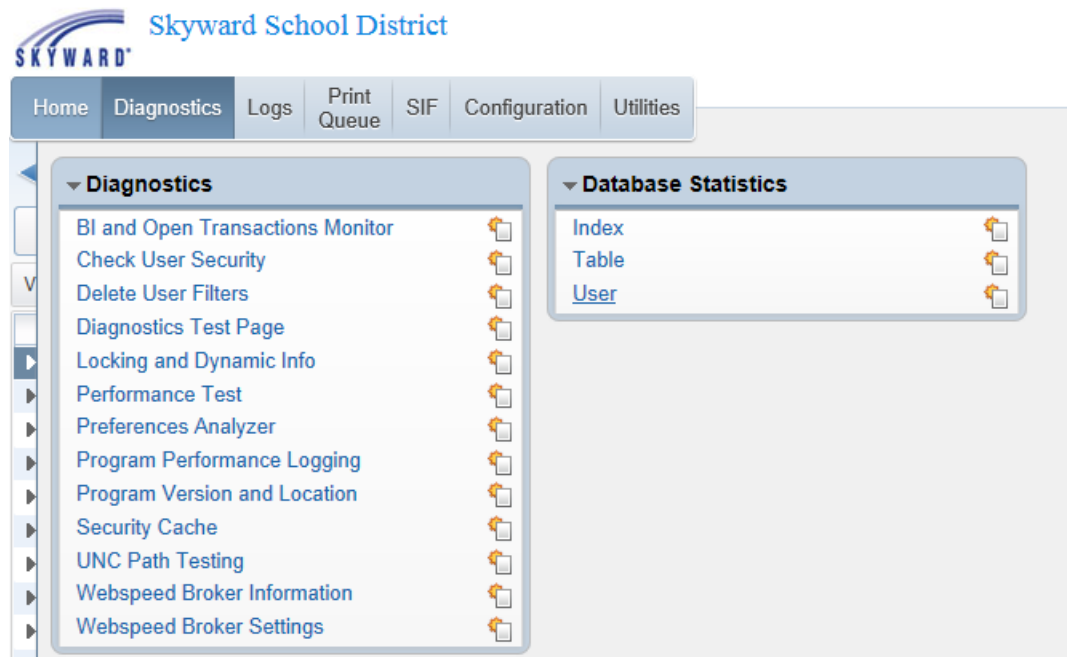
Texas Skyward User Group Conference

Cloud Troubleshooting and Support



- Diagnostics
- Logging
- Performance Tools
- Troubleshooting

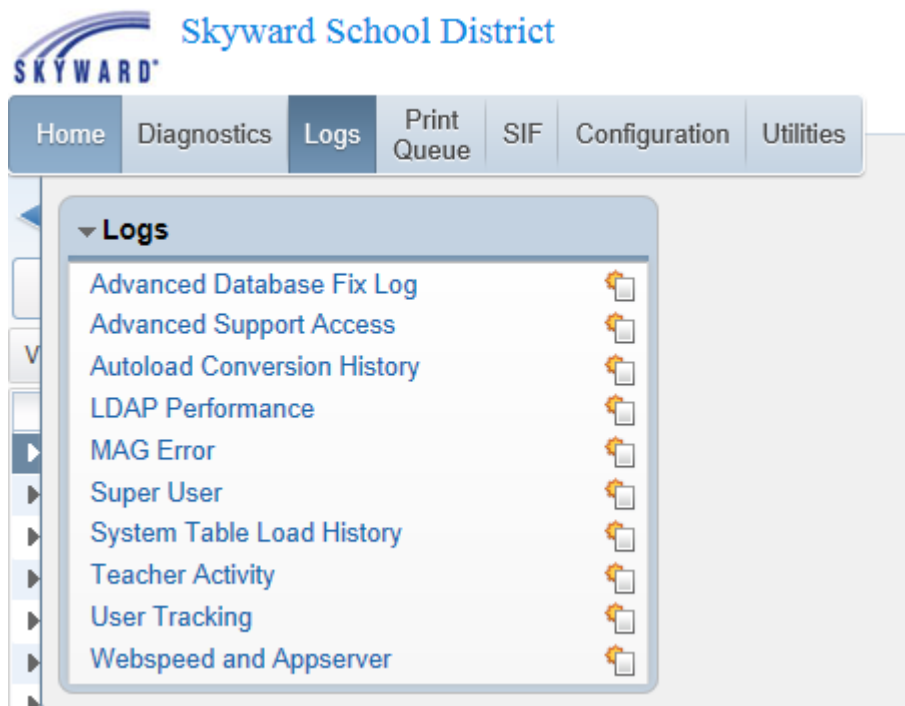
Diagnostics



The screenshot shows the Skyward School District web application interface. At the top, there is a navigation bar with the following tabs: Home, Diagnostics (selected), Logs, Print Queue, SIF, Configuration, and Utilities. Below the navigation bar, the main content area is divided into two sections:

- Diagnostics**: A list of diagnostic tools, each with a document icon to its right:
 - BI and Open Transactions Monitor
 - Check User Security
 - Delete User Filters
 - Diagnostics Test Page
 - Locking and Dynamic Info
 - Performance Test
 - Preferences Analyzer
 - Program Performance Logging
 - Program Version and Location
 - Security Cache
 - UNC Path Testing
 - Webspeed Broker Information
 - Webspeed Broker Settings
- Database Statistics**: A list of database statistics, each with a document icon to its right:
 - Index
 - Table
 - User

Logging



The screenshot displays the Skyward School District web application interface. At the top, the Skyward logo and the text "Skyward School District" are visible. Below this is a navigation menu with the following items: Home, Diagnostics, Logs (highlighted), Print Queue, SIF, Configuration, and Utilities. A dropdown menu is open under the "Logs" tab, listing the following log categories, each with a document icon to its right:

- Advanced Database Fix Log
- Advanced Support Access
- Autoload Conversion History
- LDAP Performance
- MAG Error
- Super User
- System Table Load History
- Teacher Activity
- User Tracking
- Webspeed and Appserver

Configuration



The screenshot shows the Skyward School District interface. At the top, there is a navigation bar with tabs for Home, Diagnostics, Logs, Print Queue, SIF, Configuration, and Utilities. The Configuration tab is selected. Below the navigation bar, there are two main panels: Configuration and Security. The Configuration panel lists various settings such as Beta, Custom Programming, District Setup, and more. The Security panel lists settings like Customer Areas, Security Configuration, and SQL Read Only User. Each item in both panels has a small document icon to its right.

Skyward School District

Home | Diagnostics | Logs | Print Queue | SIF | **Configuration** | Utilities

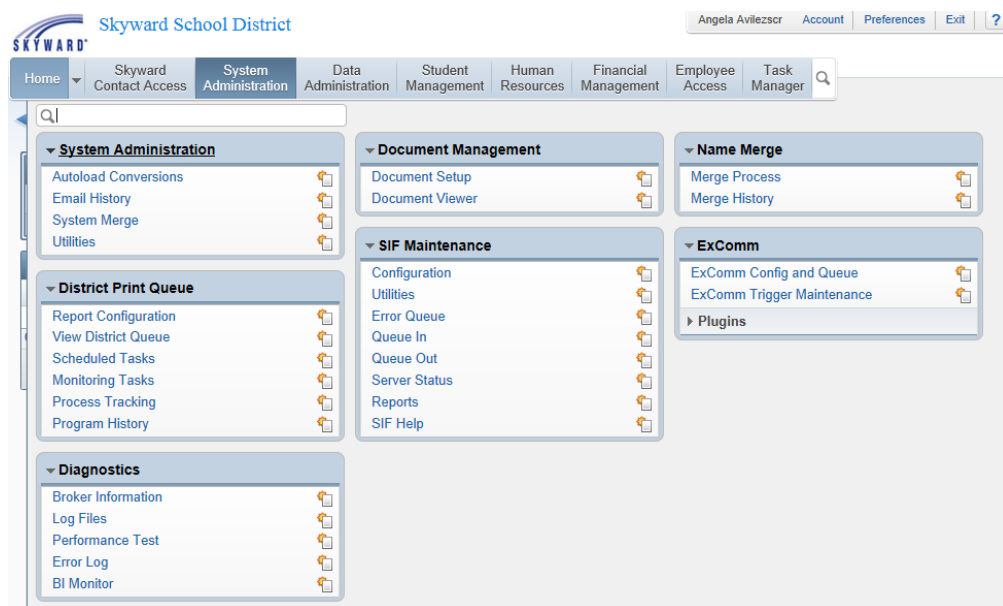
Configuration

- Beta
- Custom Programming
- Custom Reports Copy to UNC
- District Link
- District Setup - Configuration
- Document Setup
- eCommerce
- Family Access Link
- Gradebook Backup
- Print Engine Configuration
- Serial Number
- SkyPort Setup
- Student Management Configuration
- Time Off
- USI Configuration
- USI 2 Configuration
- Web Overrides
- Web URL
- WIRE Configuration

Security

- Customer Areas
- Customer Menus
- District License Setup
- License Assignment to Entities
- Security Configuration
- Security Reports
- Security Utilities
- SQL Read Only User

User Screens – System Administration

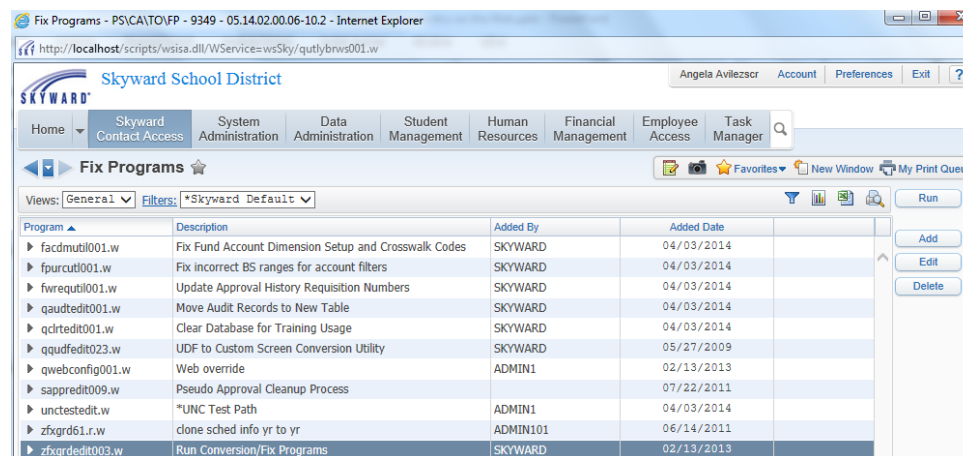


The screenshot displays the Skyward School District System Administration interface. At the top, the user is identified as Angela Avilezscr, with links for Account, Preferences, Exit, and a help icon. The main navigation menu includes Home, Skyward Contact Access, System Administration (selected), Data Administration, Student Management, Human Resources, Financial Management, Employee Access, and Task Manager. A search bar is located above the main content area.

The main content area is organized into several categorized panels, each with a search icon:

- System Administration:** Autoload Conversions, Email History, System Merge, Utilities.
- District Print Queue:** Report Configuration, View District Queue, Scheduled Tasks, Monitoring Tasks, Process Tracking, Program History.
- Diagnostics:** Broker Information, Log Files, Performance Test, Error Log, BI Monitor.
- Document Management:** Document Setup, Document Viewer.
- SIF Maintenance:** Configuration, Utilities, Error Queue, Queue In, Queue Out, Server Status, Reports, SIF Help.
- Name Merge:** Merge Process, Merge History.
- ExComm:** ExComm Config and Queue, ExComm Trigger Maintenance, Plugins.

User Screens – Fix Programs



Fix Programs - PS\CA\TO\FP - 9349 - 05.14.02.00.06-10.2 - Internet Explorer

http://localhost/scripts/wsisa.dll/WService=wsSky/qutlybrws001.w

Angela Avilezscr Account Preferences Exit ?

Skyward School District

Home Skyward Contact Access System Administration Data Administration Student Management Human Resources Financial Management Employee Access Task Manager

Fix Programs

Views: General Filters: *Skyward Default

Program	Description	Added By	Added Date
▶ facdmulti001.w	Fix Fund Account Dimension Setup and Crosswalk Codes	SKYWARD	04/03/2014
▶ fpurcut001.w	Fix incorrect BS ranges for account filters	SKYWARD	04/03/2014
▶ fwrequti001.w	Update Approval History Requisition Numbers	SKYWARD	04/03/2014
▶ qaudtedi001.w	Move Audit Records to New Table	SKYWARD	04/03/2014
▶ qdrtedit001.w	Clear Database for Training Usage	SKYWARD	04/03/2014
▶ qqulfedit023.w	UDF to Custom Screen Conversion Utility	SKYWARD	05/27/2009
▶ qwebconfig001.w	Web override	ADMIN1	02/13/2013
▶ sappredit009.w	Pseudo Approval Cleanup Process	ADMIN1	07/22/2011
▶ unctestedit.w	*UNC Test Path	ADMIN1	04/03/2014
▶ zfxgrd61.r.w	done sched info yr to yr	ADMIN101	06/14/2011
▶ zfxgrdedit003.w	Run Conversion/Fix Programs	SKYWARD	02/13/2013

Add Edit Delete



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THANK YOU FOR ATTENDING!

