

#### CALLING ALL NEW CYGNET ADMINS! Best Practices, Common Challenges, and System Failure Prep

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November 2018



#### Introduction



## **CygNet Support**

Quality

## Adam Johnson

## Troubleshooting

#### What are we going to cover?



Challenges



### **Best Practices**



**Preparedness** 

#### What are we going to cover?



## **Supporting You**

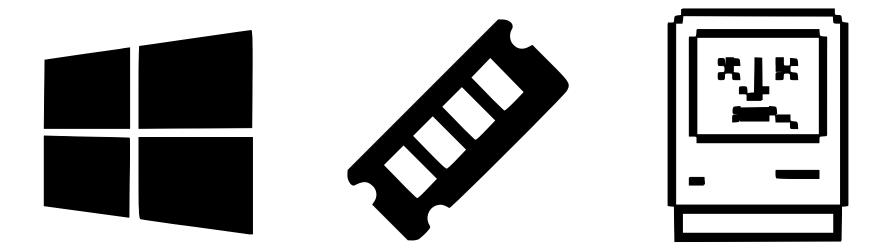


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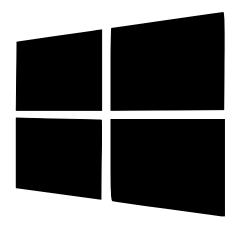
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## Windows Resources Aberrant



## Windows

## Security

## **Group Policy**

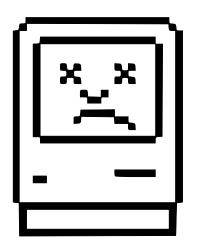
## Networking



## Memory

### **Hard Drive**

**Ports** 

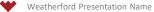


## Aberrant

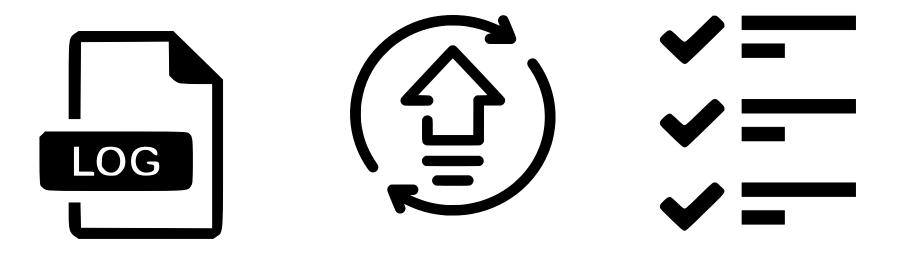
### Crash

### Bugs

## Misconfigured

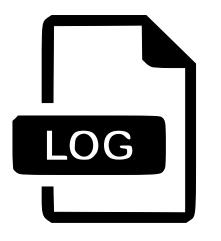






## Logging

# Patching Consistency



## Logging

## Monitoring

## Cleaning

## Reviewing

#### **Cleaning Logs...**

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					Angenine 10.3.30, size of 0 bytes is invalid (-214748353), RegisterHegroup line 264 (class CRegisterFormDeviceMag), Handled, RegisterHegroup line 270   ValException, opp   628   ILOC EXCEPTIONS
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4/1/2017 10:33:45.899					RagNum: 20.3.33, size of 0 bytes is invalid (-2147483638), RegisterWag.cpp line 264 (class CRegisterFromDeviceMag). Handled: RegisterMag.cpp line 270   VaiException.cpp   628   nLOG EXCEPTIONS
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4/1/2017 10:33:45.915					RegNum: 20.12.8, size of 0 bytes is invalid (-2147483638), RegisterMag.cpp line 264 (class CRegisterFromDeviceMag). Handled: RegisterMag.cpp line 270   VaiException.cpp   628   nLOG_EXCEPTIONS
4/1/2017 10:33:45.915					RegNum: 20.12.10, size of 0 bytes is invalid (-2147483638), RegisterKag.opp line 264 (class CRegisterFromDeviceMag). Handled: RegisterKag.opp line 270   VsiException.opp   628   nLOG_EXCEPTIONS
4/1/2017 10:33:53.415					Daid: DIOI expected 4 bytes, reg size is 1 bytes, Skipping Daid (-2147483638), RegisterKag.opp line 658 (class CRegisterFromDeviceMag). Handled: RegisterKag.opp line 270   VaiException.opp   628   nLOG_EXCEPTIONS
4/1/2017 10:33:53.415					Daid: DIO2 expected 4 bytes, reg size is 1 bytes, Skipping Daid (-2147483638), RegisterHag.cpp line 658 (class CRegisterFromDeviceMag). Handled: RegisterHag.cpp line 270   VaiException.cpp   628   ALOG_EXCEPTIONS
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4/1/2017 10:33:53.415					Deid: DI12 expected 4 bytes, reg size is 1 bytes, Skipping Deid (-2147483638), RegisterMag.cpp line 658 (class CRegisterFromDeviceMag). Handled: RegisterMag.cpp line 270   VaiException.cpp   628   nLOG_EXCEPTIONS
4/1/2017 10:33:53.431					Deid: TnkComLoss expected 4 bytes, reg sire is 2 bytes, Skipping Deid (-2147483638), RegisterMag.opp line 658 (class CRegisterFromDeviceMag). Handled: RegisterMag.opp line 270   VaiException.opp   628   nLOG_EXCEPTIONS
4/1/2017 10:33:53.431					Deid: HLSD expected 4 bytes, reg size is 2 bytes, Skipping Deid (-2147483638), RegisterKag.cpp line 658 (class CRegisterFromDeviceMag). Handled: RegisterKag.cpp line 270   VaiException.cpp   628   nLOG_EXCEPTIONS
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4/1/2017 10:34:32.727					RegNum: 7.115.1, size of 0 bytes is invalid (-2147483638), RegisterMag.cop line 264 (class CRegisterFromDeviceMag). Handled: RegisterMag.cop line 270   VaiException.cop   628   nLOC EXCEPTIONS
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4/1/2017 10:34:32.727	12788	EXCEPTION (V)	UP_41_PA:TF	F TankData(0):	RagNum: 7.115.3, size of 0 bytes is invalid (-2147483638), RagisterMag.cpp line 264 (class CRagisterFromDeviceMag). Handled: RegisterMag.cpp line 270   VaiException.cpp   628   nLOC_EXCEPTIONS
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4/1/2017 10:34:32.727				F TankData(0):	RegNum: 7.115.6, size of 0 bytes is invalid (-2147483638), RegisterWag.cpp line 264 (class CRegisterFromDewiceMag). Handled: RegisterMag.cpp line 270   VsiException.cpp   628   nLOG_EXCEPTIONS
4/1/2017 10:34:32.727				F TankData(0):	RegNum: 7.115.7, size of 0 bytes is invalid (-214748383), RegisterMag.cpp line 2764 (class CRegisterFromDeviceMag). Handled: RegisterMag.cpp line 270   VaiException.cpp   628   LLOG_EXCEPTIONS
4/1/2017 10:34:32.727				F TankData(0):	RegNum: 5.8.0, size of 0 bytas is invalid (-2147483638), RegisterMag.opp line 264 (class CRegisterFromDeviceMag). Handled: RegisterMag.opp line 270   YaiException.opp   628   InCo_EXCEPTIONS
4/1/2017 10:34:32.727					RegNum: 5.8.1, size of 0 bytas is invalid (-214748588), RegisterMag.opp line 254 (class CRegisterFromDaviceMag), Handled: RegisterMag.opp line 270 [VaiException.opp] [628   IAOG_EXCEPTIONS
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## Patching

### Access

### Verification

## Applying



## Conventions

### **Standards**

## Monitoring









### Alarms





## Set up + Maintain

### Historize

### **Review**



## Alarms

# Configuration

### **Notifications**

### **Historization**



# Options

### Verification

## Planning





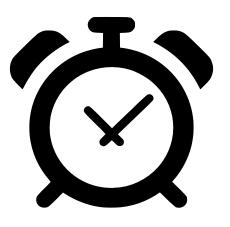


### Contact

# **Phone/Email**

### **Details**

### Responses

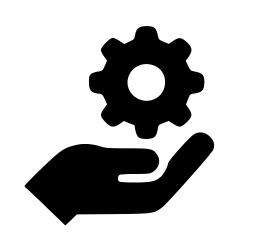


### Time

# **Working Hours**

### Unlimited

### **On Call**

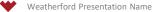


### **Services**

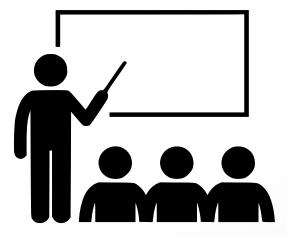
## General

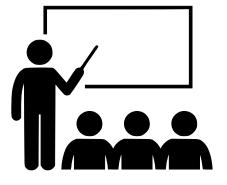
## Project

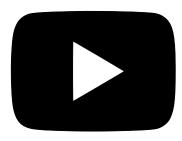
## **Our Mission**



### **I** Training and Learning

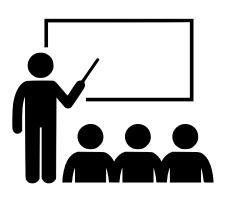








## Classes Videos Help Doc

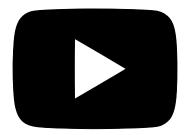


### Classes

### **In-Person**

### Questions

## **Test Environment**



### Videos

### Time

### Visuals





## **Help Doc**

## Install

### Read

### **Extensive**