SPP Server Expansion
Troubleshooting Guide

AAA Club Applications

Kit 88.2 – April 21, 2011
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Overview

The SPP website will be switching to a new and expanded infrastructure to improve application performance. Users may experience some issues on the day of the cutover. The purpose of this document is to describe the common issues that may arise and the resolution for each.

Dispatch cannot reconnect

If you are connected to dispatching during the cut-over, you will be disconnected from the site. In this case, you will see a prompt like this:

Once you click ‘OK’, you will see a window like this:

If the system does not automatically reconnect, click the shutdown button, and re-launch SPP.
Dispatch Upgrade Prompt

Due to the system upgrades, you may be asked to upgrade your version of dispatch after you click ‘Activate Dispatch’:

After the upgrade, you may see this prompt:

Click ‘Ok’, and dispatch should launch normally.
If the upgrade failed, you will see this prompt:

In this situation, dispatch will need to be re-installed. Follow the instructions in the section, ‘Repairing Dispatch’. 
Corrupted Installation

If errors occurring during the dispatch upgrade, it is possible for the installation to become corrupted. When that happens, you will see the following after selecting the ‘Activate Dispatch’ option:

The window that launches is either appearing as a blank box with a small red x or a blank box.

To resolve, follow the instructions in the section, ‘Repairing Dispatch’.
Repairing Dispatch

Step 1 - Prep for Reinstallation of Dispatch

A. Close the blank box “SPP Dispatch” window by clicking on the X in the top right hand corner of the window. Do not attempt to close using the red X.

B. Log out of SPP by clicking the “LOGOUT” button option on the SPP tool bar.

C. Close the internet browser window you used to launch SPP.
Step 2 – Re-install Dispatch

A. Open your internet browser window and launch SPP.
B. Log back into SPP
C. Select the “DISPATCH” button on the SPP tool bar.

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D. Click on “Re-Install Dispatch.”

E. Close all open internet browser windows.
   a. The Dispatch Installer will attempt to close all internet windows as part of the installation process; however, some windows may be hidden in the background and not get closed.
   b. Check for windows that are not visible by going to your task bar on your desk top (commonly found at the bottom of your computer screen) and bring all internet windows to the desk top to be acknowledged and closed.
   c. Not doing this step can cause the Dispatch Installer to time out, which will result in starting step 2 over again.

The below dialog boxes are examples of some windows that may need to be acknowledged and closed during this process.
Example 1

![Windows Internet Explorer](image1)

Example 2

![File Download - Security Warning](image2)

Example 3

![Internet Explorer - Security Warning](image3)
F. A set of three “Manager Installation” dialog boxes will appear. Click “OK” on each of them.

Window 1, 2, and 3
G. Open your internet browser window and launch SPP.
H. Log back into SPP
I. Select the “DISPATCH” button on the SPP tool bar.
J. Select “Activate Dispatch” option from the drop down.
K. An “Upgrade” dialog box will appear.

L. A “First Time” dialog box will appear. Click “OK”
**Step 3 – Installation Failed**

In the event you receive the following “Installation Failed” window, please follow these additional steps to resolve this issue.

A. Click “Ok” on the “Installation Failed” window.

![Installation Failed Window](image1)

B. Click “No” on the “Report Details?” window.

![Report Details Window](image2)
C. Close all open internet browser windows.
D. Open “Windows Explorer”
   a. Please note: This is different than “Internet Explorer”
   b. Should be under following path: Start | Programs | Accessories | Windows Explorer
      i. Windows Explorer

E. Type in “%TEMP%” in the address field of the window and click “Go.”

F. Please note: Your folder may not contain the same or as many folders as displayed in this example. Also, you may need to be logged in as an administrator or member of the Administrators group to view folder.

G. Locate, highlight, and delete the “SPP” and “low” folders.
H. Go back to Step 2 and follow the steps outlined on more time.