



How to Troubleshoot and Fix JDE Issues

OR How to “Think JDE”

By Kris Olson

E1 Editor’s Note: What does “Think JDE” mean? It means to know how JD Edwards works at its core, to learn to think like a JD Edwards developer thinks when creating the applications. This article takes that concept a step further and shows us how to look at the whole picture when trouble is reported. Is it really even the JDE application that’s giving us grief?

Introduction

Your phone rings and you answer it.

“Hello! This is JDE support, how can I help?”

You are assaulted by a panicked and hysterical voice as it blares into your ear. “I need your help! JDE is totally broken. Nothing is working. Can you fix it??”

Well, *can* you fix it? Whatever “it” is.

Over time, veteran JDE administrators and consultants develop their own techniques for fixing issues, and after working with the JDE product for many years, the process of troubleshooting issues becomes second nature, and sometimes nearly magical. But how does a person who is new to JDE, or who has limited experience, tackle issue resolution?

This paper will present an approach to analyzing and fixing JDE issues. This is certainly not an industry standard, and has not been rigorously tested, and may not work for every JDE implementation all of the time; however, it should act as a starting point for anybody who is responsible for troubleshooting JDE issues, and may not have the breadth and depth of experience of some of us older dogs who dream of processing options and spot JDE program names in vehicle license plates. In compiling this information, I have leaned on several of my JDE friends for their input and collected some of the tricks they have developed over the years. Like any good JDE consultant, I have swiped their excellent ideas and now claim them as my own.

I have used version 9.2 on a web client for the JDE screen shots used in this paper and the information presented here should generally apply to any EnterpriseOne release.

What Makes a Good Troubleshooter?

Before getting into the nitty gritty of troubleshooting issues, let's examine what makes a person effective in a support role. We have all had the pleasure at some point of dealing with an amazing support person and have certainly all had to suffer through the pain of dealing with a complete jerk. Here are three ways to become a fantastic support person:

1. Be a great listener.

You can't fix an issue until you understand what the problem is. IT support people are famous for leaping into a technological fix before really understanding the core issue. A good support person will ask the user why they think they have a problem, and what that problem is. And then they will listen. Really listen. The user may be exasperated but hear them out and then slowly start asking your own questions to determine what's causing their angst. Remember, there are still many people out there who are simply not comfortable with computers, and perhaps never will be. Always keep this at the forefront of your mind and try to avoid radiating that certain air of superiority that some systems support people do. Strive to develop a sense of empathy or find a good pharmaceutical that will provide the desired effect. Your initial goal is to understand what the user thinks should be happening, as opposed to what is actually happening, and then determining if there really is an issue. What is the user doing? What should they be doing? What have they really done? And how have these things contributed to the problem at hand? It may be that the problem is just a simple lack of understanding on the user's part and there actually is no issue.

2. Be able to think like a system.

Good support people know their systems intimately and are able to think like a machine – cold, heartless, and logical. Systems are built on processes, and processes happen in a logical order. Being able to break processes down into individual steps and then map these steps into system functionality is a core skill that every support person must develop. This skill comes naturally to programmers, but not as easily for less technical people. When an issue arises, look at how the business process and systems steps played out. Did a step get missed, or did something happen out of order, and how could this have impacted the system result? The user will typically hit a problem, throw their hands into the air, and back away from the computer. It's now up to you.

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