Troubleshooting Resources

The following resources are available to aid in troubleshooting problems that arise while working with or administering Mercury Business Availability Center:

- **Installation troubleshooting** – Use to troubleshoot common problems that you may encounter when installing Mercury Business Availability Center, and the solutions to those problems. For details, see "Installation Troubleshooting" in *Deploying Servers*.
- **Login troubleshooting** – Use to troubleshoot possible causes of failure to log in to Mercury Business Availability Center. For details, see "Troubleshooting Mercury Business Availability Center Login" in *Getting Started with Mercury Business Availability Center*.
- **Mercury Business Availability Center Knowledge Base** – Use to search for specific troubleshooting information on a wide variety of topics. Located on the Mercury Customer Support Web site (support.mercury.com), the Knowledge Base can be accessed by selecting **Troubleshooting & Knowledge Base** from the Mercury Business Availability Center Help menu.

  Note that only registered customers can access the resources on the Mercury Customer Support Web site. Customers who have not yet registered can do so from the site.
- **Mercury Business Availability Center tools** – Use to assist in troubleshooting the Mercury Business Availability Center environment. You access the tools from the **<Mercury Business Availability Center server root directory>\tools** directory. Most of the tools should only be used in coordination with Mercury personnel. The Database Schema Verification utility (dbverify) and Data Marking utility should be used according to their documented instructions.