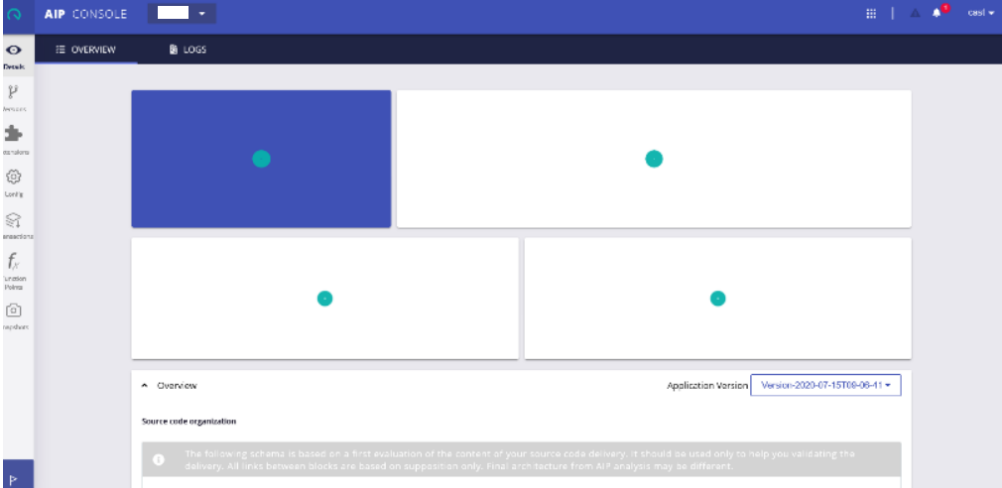


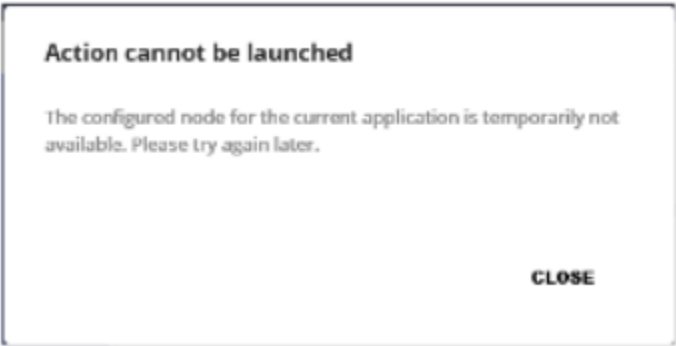
AIP Console - Extend - Offline extend - GUI Hangs - Unstable Extend Service

Purpose (problem description)

When navigating to the Overview tab in AIP Console GUI, we see that it does not load -



After a few minutes, we have the below screen -



Observed in CAST Extension Version,

Release	Yes/No
1.18.x	✓
1.17.x	✓

Observed in RDBMS

RDBMS	Yes/No
Oracle Server	N/A
Microsoft SQL Server	N/A
CSS3	N/A
CSS2	N/A

Step by Step scenario

1. Click on the Overview tab in AIP Console for any application.

Action Plan

Please follow the below steps to solve the issue

The issue is because of an unstable CAST Offline Extend Service.

1. You need to restart the CAST Offline Extend Service to solve the issue. In versions > 1.190 AIP Console, we have added more traces to log such instabilities in the Offline Extend service
2. If the problem you are facing does not match any case listed in this page, report your problem to [CAST Technical Support](#) and provide the following [Relevant input](#) for CAST Technical Support to *reproduce the issue*.

Relevant input

- CAST AIP Console Logs - [CAST Management Studio - Information - How to find logs](#)
- Detail of specific steps done
- Any applicable screenshots

Notes/comments

Ticket # 24696

Related Pages