

Troubleshooting System Problems and Requesting Support For Discovery Center

This set of flow charts is designed to assist in diagnosing problems with your Active Navigation installation by following a logical sequence of investigations to narrow down the specific issue and outlining common causes of problems in this area.

Following this process will often allow you to identify and address problems without the need to request support from Active Navigation staff, but where this is required then following these charts will enable you to gather the key information that will enable support staff to assist with your problem as effectively as possible.

Step 1: Check for Known issues

If you are not running the latest version of Active Navigation Discovery Center, please review release notes of the latest release to see if the problem you have encountered has been addressed in subsequent releases. Check Knowledge Base articles on the Active Navigation Portal for documented workarounds/solutions to similar issues using keywords or exact error message in your search.

Step 2: Troubleshooting Flowcharts

Please click on the box that your problem relates to and use the flow chart and common issues list to troubleshoot the issue. If this does not identify the problem then the appropriate evidence to be included in a support request is identified.



Step 3: General Troubleshooting Tips

If the proceeding troubleshooting steps outlined above did not provide a resolution, please review the general troubleshooting tips. They provide information on how to gather more evidence about the problem in order to find a suitable resolution.

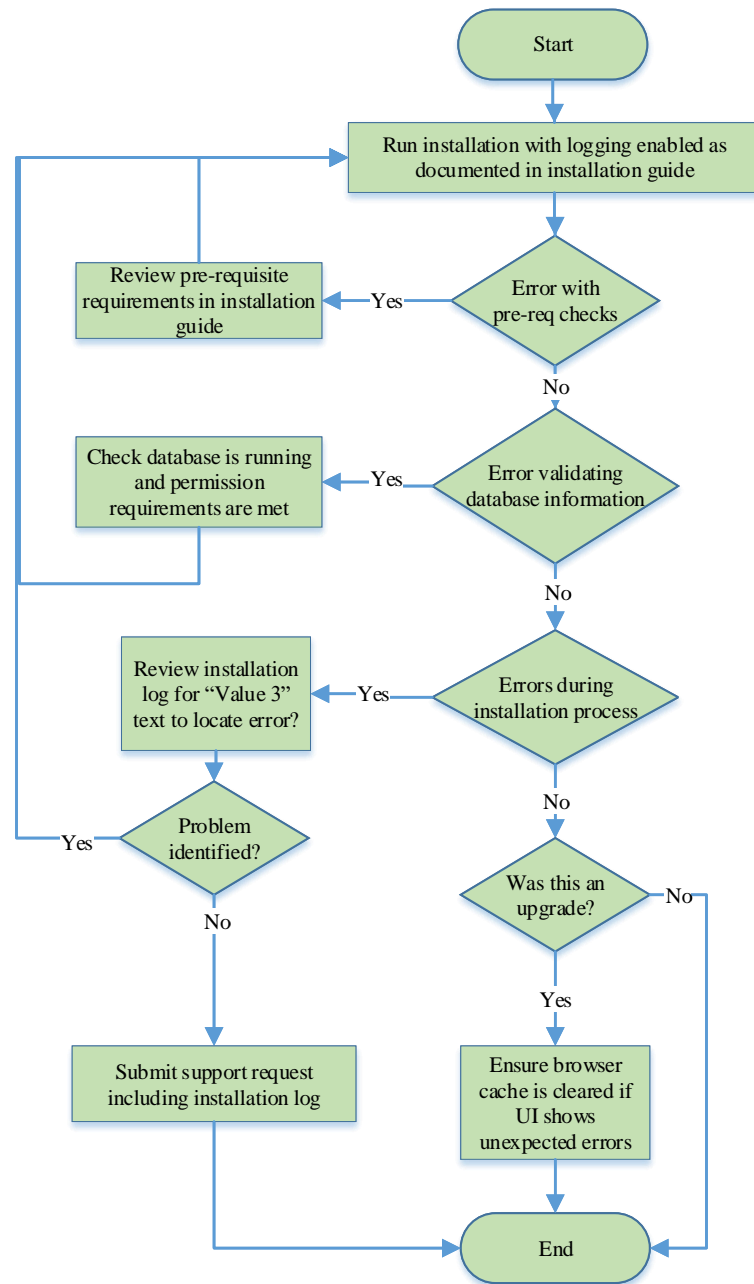
General Troubleshooting Tips

Step 4: Submit a Ticket

If these tips do not resolve the problem, Active Navigation Support will be required in diagnosing and troubleshooting the problem. Please Provide the following information and submit your request by sending an email to support@activenavigation.com.

- Description of the issue including: exact error message, steps performed, expected outcome, actual outcome, relevant screenshots
- Steps attempted to remediate issue/outcome of those steps
- Relevant logs for the specific problem you are facing
- Versions of: Discovery Center (found on the Getting Started tab), Browser/Type, SQL, Windows IIS
- Basic configuration information (multi-server/single server, location of SQL/SASS/IIS)

Troubleshooting Installation Issues



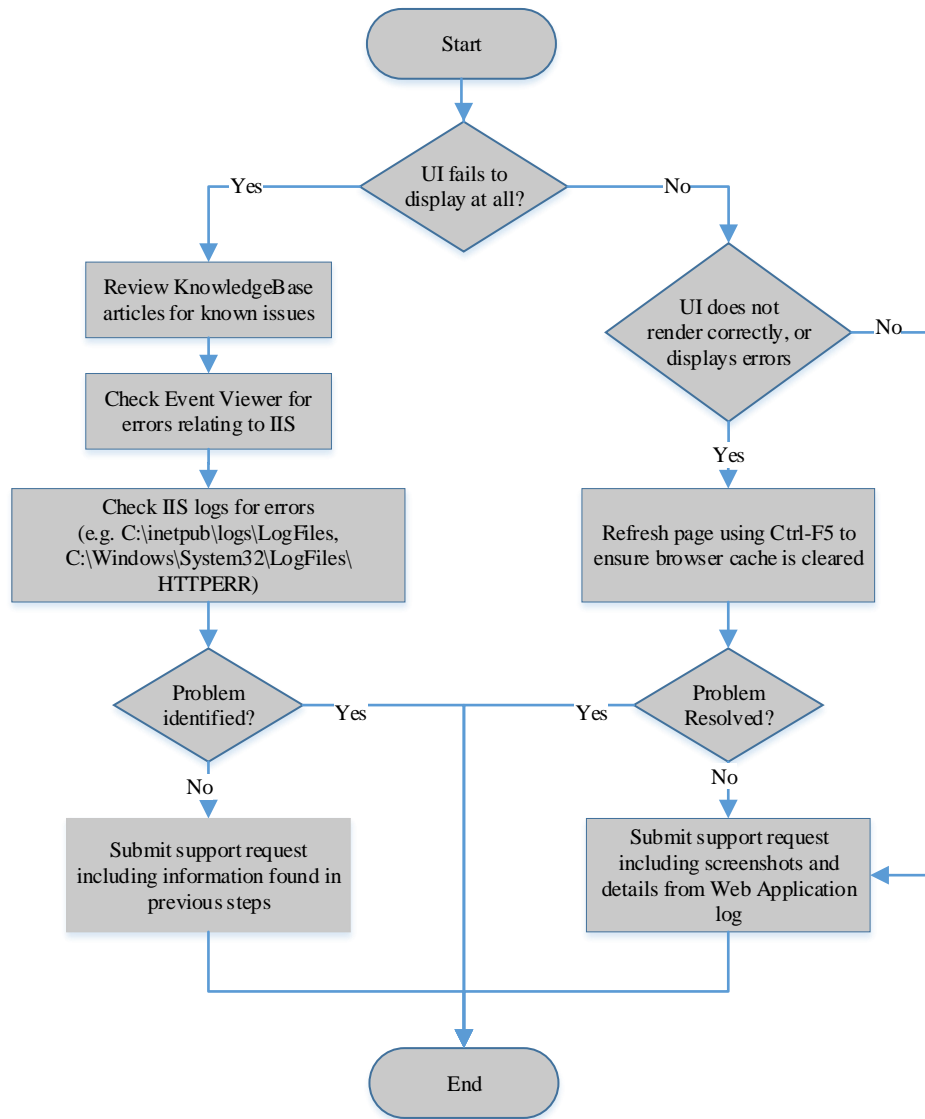
Common Issues

- Pre-requisite components not installed
- Database permissions not correctly set
- Permissions not re-checked before upgrade is carried out
- Previous installation not fully removed
- Not checking the AN Discovery Center Installation Guide and release notes for new requirements before upgrading

Useful resources

- To recover from a failed upgrade: <https://support.activenavigation.com/hc/en-gb/articles/200683272-Manual-Recovery-After-a-Failed-Upgrade>

Troubleshooting Web UI Issues



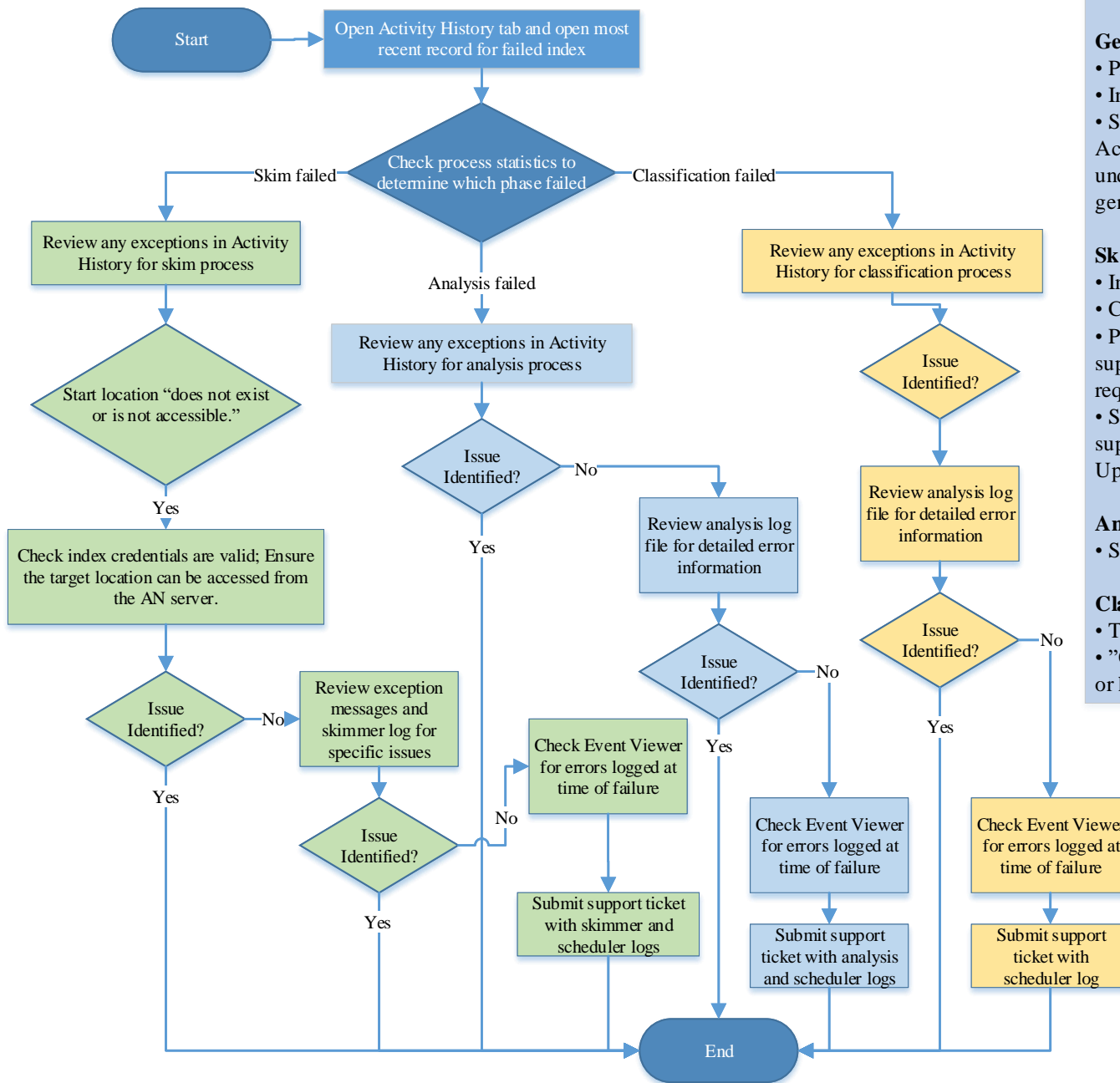
Common Issues

- IIS restrictions prevent correct generation of UI
- After upgrade, browser cache holds stale data from previous version
- Web UI displays 500.19 error: <https://support.activenavigation.com/hc/en-gb/articles/200684782-Web-UI-displays-500-19-error-after-successful-install>

Useful Resources

- Enable logging of web service problems: <https://support.activenavigation.com/hc/en-gb/articles/200720682-Enable-Logging-for-Web-Service-Errors>
- Enable logging of failed web requests (<http://technet.microsoft.com/en-us/library/cc731798%28v=ws.10%29.aspx>)

Troubleshooting Indexing Issues



Common Issues

General

- Problems with database access (e.g. network or disk space errors)
- Indexes do not start – ensure scheduler service is running
- Skim and Analysis processes to succeed but record warnings in the Activity History. You should monitor these warnings and build an understanding of normal behaviour in your environment so that genuine issues become clear.

Skim

- Invalid credentials
- Content server inaccessible (e.g. firewall issues)
- Parent locations must also be accessible: <https://support.activenavigation.com/hc/en-gb/articles/200768941-Skim-requires-permissions-for-all-parent-locations>
- SharePoint permissions not correctly set: <https://support.activenavigation.com/hc/en-gb/articles/207933509-Setting-Up-SharePoint-Permissions-for-Indexing-and-Action>

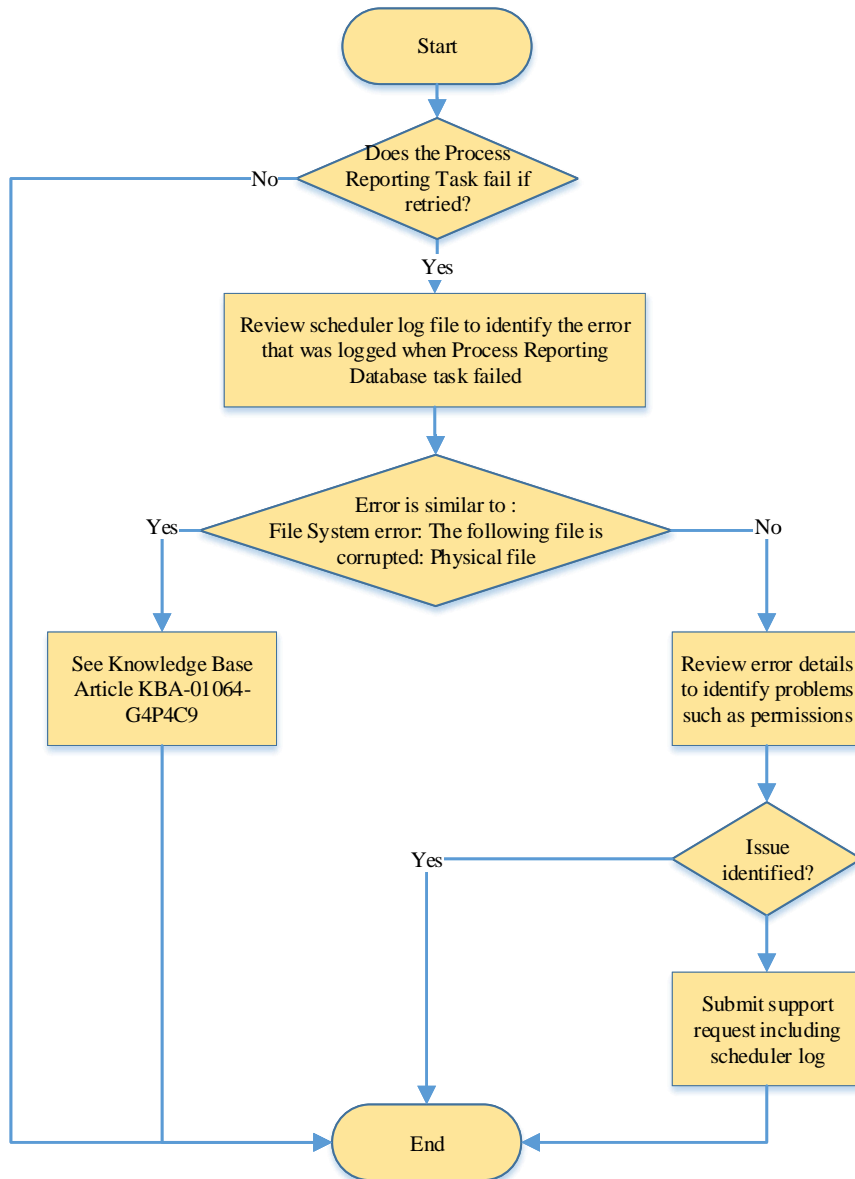
Analysis

- Sufficient disk space available for file cache?

Classification

- Taxonomies not published for configured calculated fields
- "Cannot obtain a LOCK resource error"; Upgrade to version 4.3.x or higher

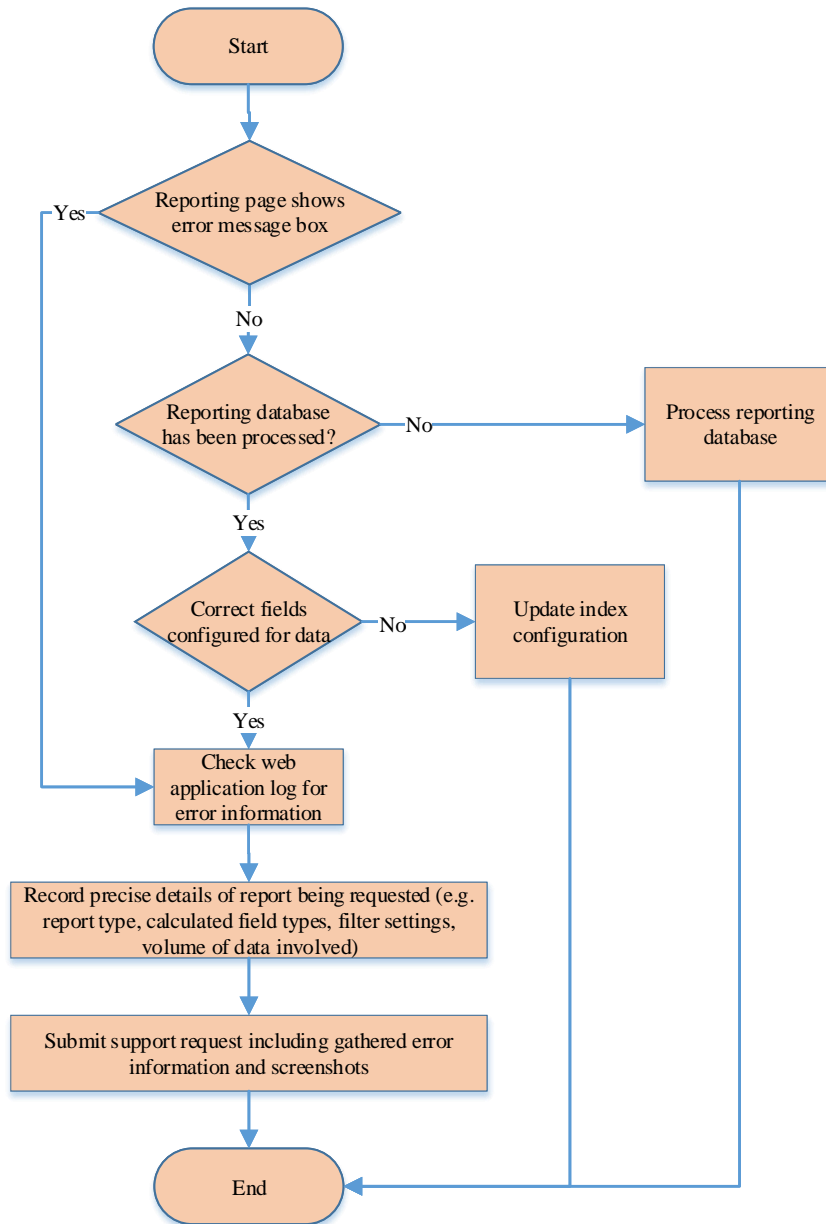
Troubleshooting Process Reporting Database Issues



Common Issues

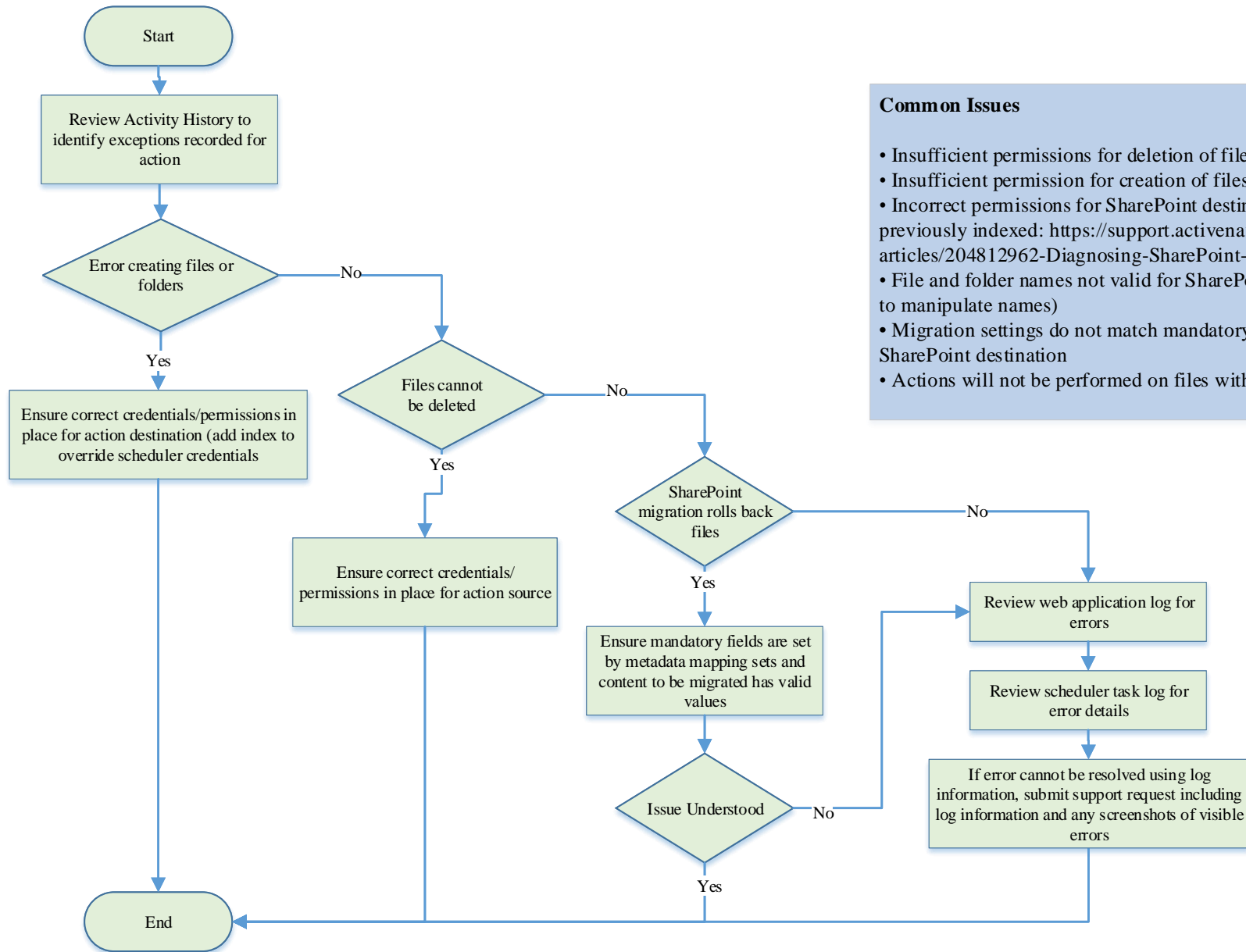
- Permissions issues prevent SSAS from accessing relational database
- Permissions issues prevent Scheduler from initiating SSAS cube processing
- A restored or attached/detached database has corrupt owner records: <https://support.activenavigation.com/hc/en-gb/articles/200711831-Error-shown-after-restoring-or-detaching-the-Active-Navigation-database>
- Timeout during cube processing: <https://support.activenavigation.com/hc/en-gb/articles/200720241-Process-Reporting-Database-failing-due-to-query-timeout>

Troubleshooting Reporting Issues



- Common Issues**
- Reporting database issues prevent expected results being seen
 - Cached javascript and CSS files cause errors after upgrade – refresh page using Ctrl-F5
 - File list and report exports display unexpected results (e.g. no files, or files missing) – check for index level security settings on relevant indexes.

Troubleshooting Actions Issues



Common Issues

- Insufficient permissions for deletion of files
- Insufficient permission for creation of files/folders
- Incorrect permissions for SharePoint destination that has not been previously indexed: <https://support.activenavigation.com/hc/en-gb/articles/204812962-Diagnosing-SharePoint-Access-Issues>
- File and folder names not valid for SharePoint (use character mappings to manipulate names)
- Migration settings do not match mandatory metadata requirements for SharePoint destination
- Actions will not be performed on files within archive files

Discovery Center Troubleshooting Tips

The flowcharts and common issues outlined in this document are based on our experience of the best way to narrow down the root cause of a problem and the issues that customers most commonly encounter with the use and/or configuration of the Active Navigation Discovery Center. There are however too many possible causes of issues for us to be able to provide a perfect diagnosis of every problem.

If the preceding pages have not enabled you to identify the cause of your issue these general tips are based on our approach to troubleshooting new issues and will provide additional ways to investigate your issue. Even if the picture you build of the system problem using this information does not let you resolve the problem yourself, it will enable us to respond more effectively to your support request.

Investigating Issue History

Sometimes a Discovery Center installation that had previously been operating correctly suddenly develops issues that prevent its successful operation. (ie. reporting fails, scheduler cannot run, etc.). In these Cases, it is beneficial to review the historical logs to try and identify the point in time at which the failure occurred and changes to the system that may have predicated the change in behaviour. In such cases we recommend following these steps:

- 1 – Use flowcharts to identify relevant log information for the particular problem
- 2 – Review logs to determine when the problem occurred
- 3 – Consider any changes made to the system around this time that may have affected its operation. (These could be changes to the configuration, the effects of changes made for earlier issues, or changes outside of the Discovery Center installation. *See Alternative Sources of Information*)
- 4 – Consider maintaining a log of issues encountered and the actions taken to assist in diagnosing issues encountered in the future

Alternative Sources of Information

Although we take great care to capture relevant information in our logs to enable swift identification and resolution of problems, some factors may be outside of our control. In such cases, it is helpful to consider other sources of information that may help identify the root cause of a problem. This can be particularly helpful when trying to diagnose problems that have occurred in systems that have previously been working correctly. (In such cases you should first follow the steps in *Investigating Issue History* to determine a time period of interest.)

- **Windows Event Log:** This will often include information relating to other components such as SQL, or the .Net framework that are not captured in our own logs. If you identify a particular problem period you may be able to identify related events that may have led to changes in behaviour. (Windows updates, software installations, etc...)Where SQL is installed on a separate system you should also review the Event log on this system if the problem appears to be database related.
- **SQL Server logs:** When you encounter database issues that are not readily understood from the Discovery Center logs then reviewing SQL logs may shed additional light on problems and can help to identify specific error codes that can be used in web searches.
- **SharePoint logs:** If your Discovery Center is failing to interact with SharePoint and you have carefully checked the specific access rights required then the SharePoint logs may identify an external issue. These logs however are very technical and may benefit from expert review to identify relevant information; due to the quantity of information logged it is critical to identify a specific timeframe to investigate in the logs.