HCL MT CH-MSP Product Documentation

Troubleshooting

- ➢ **Docs not working with 401 to the entitlement api call**

- ➢ **Useful trace settings**

- ➢ **Performance guide**

Docs not working with 401 to the entitlement api call

If you are getting 401 auth errors and

logs indicate "com.ibm.websphere.security.auth.WSLoginFailedException: SSO token uniqueID not null, but opaque token not found.

Need to re-challenge the user to login again then review this technote https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0021265&sys_kb_id=c407baf31bd9fb4077761fc58d4bcb5a

Useful trace settings

- ➤ **General**

- ➤ **Docs**

- ➤ **Files**

- ➤ **Wikis**

- ➤ **Profiles**

Performance guide

Here is the CNX perf tuning guide, please use this as there are guidances in the doc that could apply to your environment.

https://ds_infolib.hcltechsw.com/ldd/lcwiki.nsf/xpDocViewer.xsp?
lookupName=Tuning+for+Performance#action=openDocument&res_title=IBM_Connections_V6_Tuning_guide&content=pdcontent