

**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?](https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0021265&sys_kb_id=c407baf31bd9fb4077761fc58d4bcb5a) [id=kb\_article&sysparm\_article=KB0021265&sys\_kb\_id=c407baf31bd9fb4077761fc58d4bcb5a](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