



# Troubleshooting Acquisition Unit Problems on Windows

## Cloud Insights

Tony Lavoie  
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# Troubleshooting Acquisition Unit Problems on Windows

Here you will find suggestions for troubleshooting problems with Acquisition Units on a Windows server.

| Problem:  | Try this:   |
|---|---|
| AU status on the <b>Admin &gt; Data Collectors</b> page in the <b>Acquisition Units</b> tab displays "Certificate Expired" or "Certificate Revoked" . | Click on the menu to the right of the AU and select <b>Restore Connection</b> . Follow the instructions to restore your Acquisition Unit:<br><ol style="list-style-type: none"><li>1. Issue the given command on the AU server/VM to stop the Acquisition Unit service. You can click the clipboard icon in the command window to quickly copy the command to the clipboard.</li><li>2. Copy the displayed token and paste it into a new file named "token".</li><li>3. Place this file in the c:\Program Files\Cloud Insights\Acquisition Unit\conf\ folder.</li><li>4. Use the given command to start the Acquisition Unit service.</li></ol> |
| Server Requirements not met   | Ensure that your Acquisition Unit server or VM meets <a href="#">requirements</a>   |
| Network Requirements not met  | Ensure that your Acquisition Unit server/VM can access your Cloud Insights environment (<environment-name>.c01.cloudinsights.netapp.com) through SSL connection over port 443   |
| Proxy Server not configured properly  | Verify your proxy settings, and uninstall/re-install the Acquisition Unit software if necessary to enter the correct proxy settings.  |
| Permission issues   | Be sure you are logged in as a user with administrator permissions  |
| Acquisition Not Running   | You can find information in the acq.log in the <install directory>\Cloud Insights\Acquisition Unit\log folder.<br>Restart the Acquisition via Windows Services  |
| Data Collection Issues  | Generate an Error Report from the Data Collector landing page. Click the drop down next to the "Edit" icon and select "Error Report"  |

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