



# Troubleshooting

## Cloud Insights

NetApp

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# Troubleshooting

## Troubleshooting Cloud Insights Problems

The topics in this section provide troubleshooting advice in the event of problems with your Cloud Insights environment.

Click on a category in the menu to the left to see troubleshooting information for that category.

You can find more troubleshooting and other [support](#) information on the Cloud Insights **Help > Support** page.

## Troubleshooting Acquisition Unit Problems on Linux

Here you will find suggestions for troubleshooting problems with Acquisition Units on a Linux 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 <code>/var/lib/netapp/cloudinsights/acq/conf/</code> folder.</li><li>4. Use the given command to start the Acquisition Unit service.</li></ol> |
| Installation fails on SELinux   | When the AU is installed on SELinux, SE should be either disabled or set to permissive mode. Once the installation is complete, enforcing mode can be enabled.  |
| 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    | Follow the <a href="#">instructions</a> under “Have a Proxy Server?” in the Add an Acquisition Unit box.  |
| Linux: missing library / file not found | Ensure that your Linux Acquisition Unit server/VM has all necessary libraries. For example, you must have the <i>unzip</i> library installed on the server. To install the <i>unzip</i> library, run the command <i>*sudo yum install unzip*</i> before running the Acquisition Unit install script |
| Permission issues                       | Be sure you are logged in as a user with <i>sudo</i> permissions  |
| Acquisition Not Running:                | Gather the acq.log from /opt/netapp/cloudinsights/acq/logs (Linux)<br>Restart the Acquisition Service: <i>sudo cloudinsights-service.sh restart acquisition</i>   |
| Data Collection Issues:                 | Get an Error Report from the Data Collector landing page, go to the drop down next to the “Edit” icon and select “Error Report”   |

## Troubleshooting Acquisition Unit Problems on Windows

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

|                 |                  |
|-----------------|------------------|
| <b>Problem:</b> | <b>Try this:</b> |
|-----------------|------------------|

|   |   |
|---|---|
| AU status on the <b>Admin &gt; Data Collectors</b> page in the <b>Acquisition Units</b> tab displays "Certificate Expired" or "Certificate Revoked" . | <p>Click on the menu to the right of the AU and select <b>Restore Connection</b>. Follow the instructions to restore your Acquisition Unit:</p> <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   | <p>You can find information in the acq.log in the &lt;install directory&gt;\Cloud Insights\Acquisition Unit\log folder.</p> <p>Restart the Acquisition via Windows Services</p>   |
| 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"  |

## Researching a failed data collector

If a data collector has failure message and a High or Medium Impact, you need to research this problem using the data collector summary page with its linked information.

Use the following steps to determine the cause of failed data collectors. Data collector failure messages are displayed on the **Admin** menu and on the **Installed Data Collectors** page.

## Steps

1. Click **Admin > Data Collectors > Installed Data Collectors**.
2. Click the linked Name of the failing data collector to open the Summary page.
3. On the Summary page, check the Comments area to read any notes that might have been left by another engineer who might also be investigating this failure.
4. Note any performance messages.
5. Move your mouse pointer over the segments of the Event Timeline graph to display additional information.
6. Select an error message for a Device and displayed below the Event Timeline and click the Error details icon that displays to the right of the message.

The Error details include the text of the error message, most likely causes, information in use, and suggestions of what can be tried to correct the problem.

7. In the Devices Reported By This Data Collector area, you might filter the list to display only devices of interest, and you can click the linked **Name** of a device to display the asset page for that device.
8. When you return to the data collector summary page, check the **Show Recent Changes** area at the bottom of the page to see if recent changes could have caused the problem.

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