



Troubleshooting Acquisition Unit Problems on Windows

Cloud Insights

Tony Lavoie
February 28, 2020

This PDF was generated from https://docs.netapp.com/us-en/cloudinsights/task_troubleshooting_windows_acquisition_unit_problems.html on May 21, 2020. Always check docs.netapp.com for the latest.

Table of Contents

Troubleshooting Acquisition Unit Problems on Windows 1

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 Admin > Data Collectors page in the Acquisition Units tab displays "Certificate Expired" or "Certificate Revoked" .	Click on the menu to the right of the AU and select Restore Connection . Follow the instructions to restore your Acquisition Unit: <ol style="list-style-type: none">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.2. Copy the displayed token and paste it into a new file named "token".3. Place this file in the c:\Program Files\Cloud Insights\Acquisition Unit\conf\ folder.4. Use the given command to start the Acquisition Unit service.
Server Requirements not met	Ensure that your Acquisition Unit server or VM meets requirements
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. 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"

Copyright Information

Copyright © 2020 NetApp, Inc. All rights reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means-graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system-without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP “AS IS” AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

RESTRICTED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7103 (October 1988) and FAR 52-227-19 (June 1987).

Trademark Information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.