

## **Troubleshooting Acquisition Unit Problems** on Windows

**Cloud Insights** 

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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 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 <b>Restore Connection</b> . Follow the instructions to restore your Acquisition Unit:  1. Stop the Acquisition Unit (AU) service. You can click the <i>Copy Stop Command</i> button to quickly copy the command to the clipboard, then paste this command into a command prompt on the acquisition unit machine.  2. Create a file named "token" in the <i>c:\Program Files\Cloud Insights\Acquisition Unit\conf\</i> folder on the AU.  3. Click the <i>Copy Token</i> button, and paste this token into the file you created.  4. Restart the AU service. Click the <i>Copy Restart Command</i> button, and paste the command into a command prompt on the AU.
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. Try the following commands:  ping <environment-name>.c01.cloudinsights.netapp.com traceroute <environment-name>.c01.cloudinsights.netapp.com curl https://<environment-name>.c01.cloudinsights.netapp.com wget https://<environment-name>.c01.cloudinsights.netapp.com</environment-name></environment-name></environment-name></environment-name></environment-name>

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.
	1. Try "curl". Refer to "man curl" information/documentation regarding proxies:preproxy,proxy-* (that's a wildcard "*" because curl supports many proxy settings).  2. Try "wget". Check documentation for proxy options.
Acquisition unit installation failed in Cloud insights with credential errors while starting acquisition service (and visible in the acq.log).	
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</install>
Data Collection Issues	Send an Error Report from the Data Collector landing page by clicking the "Send Error Report" button
Status: Heartbeat Failed	The Acquisition Unit (AU) sends a heartbeat to Cloud Insights every 60 seconds to renew its lease. If the heartbeat call fails due to network issue or unresponsive Cloud Insights, the AU's lease time isn't updated. When the AU's lease time expires, Cloud Insights shows a status of "Heartbeat Failed".  Troubleshoot steps:
	* Check the network connection between the Acquisition Unit sever and CloudInsights.  * Check whether the Acquisition Unit service is running. If the service is not running, start the service.  * Check the Acquisition Unit log ( <install dir="">:\Program Files\Cloud Insights\Acquisition Unit\log\acq.log) to see whether there are any errors.</install>

#### **Considerations about Proxies and Firewalls**

If your organization requires proxy usage for internet access, you may need to understand your organization's proxy behavior and seek certain exceptions for Cloud Insights to work. Keep the following in mind:

• First, does your organization block access by default, and only allow access to specific web sites/domains by exception? If so, you will need to add the following domain to your exception list:

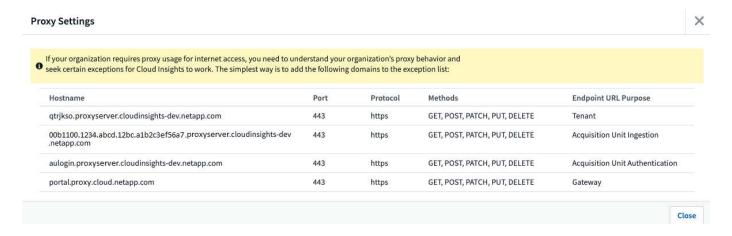
```
*.cloudinsights.netapp.com
```

Your Cloud Insights Acquisition Unit, as well as your interactions in a web browser with Cloud Insights, will all go to hosts with that domain name.

Second, some proxies attempt to perform TLS/SSL inspection by impersonating Cloud Insights web sites
with digital certificates not generated from NetApp. The Cloud Insights Acquisition Unit's security model is
fundamentally incompatible with these technologies. You would also need the above domain name
excepted from this functionality in order for the Cloud Insights Acquisition Unit to successfully login to
Cloud Insights and facilitate data discovery.

#### **Viewing Proxy endpoints**

You can view your proxy endpoints by clicking the **Proxy Settings** link when choosing a data collector during onboarding, or the link under *Proxy Settings* on the **Help > Support** page. A table like the following is displayed.



#### Resources

Additional troubleshooting tips may be found in the NetApp Knowledgebase (support sign-in required).

Additional support information may be found from the Cloud Insights Support page.

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