



# Troubleshooting General Cloud Insights Problems

## Cloud Insights

Tony Lavoie  
July 28, 2021

This PDF was generated from [https://docs.netapp.com/us-en/cloudinsights/task\\_troubleshooting\\_general\\_problems.html](https://docs.netapp.com/us-en/cloudinsights/task_troubleshooting_general_problems.html) on October 26, 2021. Always check docs.netapp.com for the latest.

# Table of Contents

Troubleshooting General Cloud Insights Problems ..... 1

# Troubleshooting General Cloud Insights Problems

Here you will find suggestions for troubleshooting Cloud insights.

See also [Troubleshooting Linux Acquisition Unit Problems](#) and [Troubleshooting Windows Acquisition Unit Problems](#).

## Login issues:

Problem:	Try this:
Cloud Insights logs out every 5 minutes	Enable 3rd party cookie acceptance from <code>[*.]auth0.com</code> in your browser settings. For example in Chrome's incognito mode, the default browser settings block third-party cookies. Try the following: Enter "chrome://settings/cookies" in browser URL. Select "Allow all cookies" option.
I have a Cloud Central account but am unable to login to Cloud Central.	Contact <a href="mailto:saas.support@netapp.com">saas.support@netapp.com</a> . This is specifically for Cloud Central issues or questions. For all other Cloud Insights issues, contact <a href="#">NetApp support</a> .
I got invited to Cloud Insights but I get a "not authorized" message.	Verify that you have signed up for a Cloud Central account, or that your organization uses SSO login with Cloud Central.  Verify your Cloud Central profile email address matches email address shown in your Cloud Insights welcome email. If the email does not match, request a new invitation with the correct email address.
I logged out from Cloud Central or Cloud Secure and was automatically logged out from Cloud Insights.	Single Sign-On (SSO) across NetApp Cloud logs out all Cloud Insights, Cloud Secure, and Reporting sessions. If you have access to multiple Cloud Insights accounts, logging out from any one logs out all active sessions. Log back in to access your account.
I was automatically logged out after several days.	NetApp Cloud accounts require reauthentication every few days (current Cloud Central setting is 7 days). Log back in to access your account.
I receive an error message "no longer authorized to login".	Contact your account administrator to verify access to Cloud Insights. Verify your Cloud Central profile email address matches email address shown in your Cloud Insights welcome email
Other login errors	Try incognito mode in Chrome, or clear browser history, cookies, and cache. Try with a different browser profile (i.e. Chrome - add Person).

If you have an active Cloud Insights subscription you can use these support options:

[Phone](#)

[Support Ticket](#)

For more information, see the [Cloud Insights Support Documentation](#).

## Copyright Information

Copyright © 2021 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.