

Veritas™ Information Studio Troubleshooting Guide

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General issues

This chapter includes the following topics:

- [About troubleshooting](#)

About troubleshooting

You may encounter one or more errors that are listed in the tables below and can troubleshoot with the workaround mentioned.

Note: For additional questions, contact [Support](#)

General Issues

Table 1-1 Troubleshooting general issues

Event	Probable cause	Action
Windows installer fails to install.	Hub / Remote Data Engine / Windows agent time are not synced.	<ul style="list-style-type: none">▪ While deploying HUB or Remote Data Engine, provide NTP server details. This will help OVA to sync with the network time.▪ Check Windows agent Time. If it is not correct, set it manually.▪ If NTP server is not available, set date time on Hub and Remote Data Engine manually, using date -s switch.

Table 1-1 Troubleshooting general issues (*continued*)

Event	Probable cause	Action
Test connection is not working.	Issue with the NetBackup pod entry.	Get the DNS resolution configured correctly and then restart the PoD. Make sure the NetBackup master is reachable from Data Engine before attempting test connection post restart.
Infostudio Hub/Remote Data Engine may not synchronize time with Windows NTP server if you have provided Windows Domain Controller IP address for NTP configuration while importing Infostudio OVA.	Windows Domain Controller does not act like authoritative time server by default, . Hence, ntpd service on Infostudio Hub/Remote Data Engine will reject to synchronize the time with it.	You need to configure an authoritative time server in Windows. To do that, run following commands on Windows Domain Controller: <code>w32tm/config /localclockdispersion:0/</code> and <code>w32tm/config/update</code> and run the command <code>service ntpd restart</code> on your setup or use authoritative time server (Linux server) if it is available in your network.
Unable to log in	Change in ActiveDirectory (AD) IP	<ul style="list-style-type: none"> ■ Login as service admin user and create new AD Profile. ■ Delete existing customer admin account and create new one with same details. ■ Login with Customer admin account and recreate tenant users. <p>Note: Since all users are pointing to the old AD which is not responding, you have to delete and create new user account so that it will point to new AD profile.</p>

Policies

Table 1-2 Troubleshooting errors with policies

Event	Probable cause	Action
User is not able to see policy types on the Create Policy screen	Issue with database connectivity	Contact Veritas Support
User is not able to see default or the user-created policies on Policy List screen	Issue with database connectivity	Contact Veritas Support
Connectors are not visible on the Create Policy or Edit Policy screens	Services may be down	Contact Veritas Support
User is unable to save a policy	Some services may be down	Contact Veritas Support
Assets are not visible while publishing a policy	Respective jobs may not have been processed as expected	Check if the connections are added properly for the connector type selected on the said policy
User is unable to publish a policy after selecting assets and adding a schedule	Some services may be down	Contact Veritas Support
Job remains in queued or running state for a long time		Contact Veritas Support with Job IDs and policy names
Job state is failed		<ul style="list-style-type: none"> ■ Check the job status and download the error report ■ Contact Veritas Support
Job Details not shown for a job or Download Errors/Full Report buttons are disabled	Services specific to that job type may be down or causing errors	Contact Veritas Support

Data Engines

Table 1-3 Troubleshooting errors with data engines

Event	Probable cause	Action
User is not able to see the Data Engines link in the navigation pane on the left	User does not have sufficient permissions as only users with the IT Admin and Tenant Admin role have access to the Data Engines screen	Check that the logged-in user is a Tenant or an IT Admin
User is not able to see the New Data Engine option navigation pane on the left	User does not have sufficient permissions as only users with the IT Admin role can add a new data engine	Check the role and permissions
A newly registered data engine is not visible on the Data Engines list page	Some services may be down	Contact Veritas Support
On the Setup Data Engine screen, the Country and City drop-downs are empty	Some services may be down	Contact Veritas Support
On the Setup Data Engine screen, selecting an option in the Country drop-down does not auto-populate the City drop-down	Some services may be down	Contact Veritas Support
Clicking Register Data Engine , does not download the starter.zip	Some services may be down	Contact Veritas Support with attempted on-prem data engine

Connectors

Table 1-4 Troubleshooting errors with S3 connectors

Event	Probable cause	Action
Identity and/or Secret Key is not valid	Incorrect identity and/or Secret Key	Validate the key again.
Endpoint URL is not valid	Endpoint URL is not in valid format	Check the URL format and validate the URL

Table 1-4 Troubleshooting errors with S3 connectors (*continued*)

Event	Probable cause	Action
Name resolution is not working between Remote Data Engine and S3 endpoint URL	Issue with the entered name	Check entered names to find out the why name resolution is not working.

Upgrade

Table 1-5 Troubleshooting errors while upgrading

Event	Probable cause	Action
Error uploading .tar file to Remote Data Engine while upgrade from Information Studio 1.1.1 to 1.2	Flask server is down.	Check the logs. If you see the line <code>Error: connect ECONNREFUSED 127.0.0.1:7186</code> , navigate to <code>/opt/VRTS/infostudio/pform-onprem/scripts/utility/</code> and run the following command: <pre>sh/opt/VRTS/infostudio/pform-onprem/scripts/utility/start-ui.sh</pre>
While uploading .tar file to Remote Data Engine while upgrade from Information Studio 1.1.1 to 1.2, it gets stuck at 99%.	Python server is down.	On Remote Data Engine or Hub, navigate to <code>/opt/VRTS/infostudio/pform-onprem/scripts/utility/</code> and run the following command: <code>sh/opt/VRTS/infostudio/pform-onprem/scripts/utility/start-ui.sh</code>

NetBackup Connector

This chapter includes the following topics:

- [NetBackup connector network errors](#)

NetBackup connector network errors

NetBackup connector is one of the heavily used connector. As mentioned in [NetBackup - Supported Policy Types & Configurations](#), it reads metadata for five different policies from NetBackup. During this process, connector and related components can face errors on both NetBackup and Information studio side. Although NetBackup errors are well documented on SORT, they are mostly in NetBackup product as stand alone entity. This page is aimed to give high level troubleshooting steps that anyone can follow to collect data from NetBackup.

Event	Probable cause	Action
<ul style="list-style-type: none"> ■ Error code 25 ■ Error code 37 	<ul style="list-style-type: none"> ■ Cannot connect on socket ■ Operation requested by an invalid server <p>Note: These errors can appear if the connection between NBU master and NetBackup pod in InfoStudio is not established correctly .</p>	<ul style="list-style-type: none"> ■ Check that NBU master can be pinged from NetBackup pod and vice versa ■ Check for a firewall between the NetBackup master server and Information Studio Hub / Data engine. ■ Make sure that additional server entry of hub/rde is present in NBU master ■ If necessary, add host entry of NBU master FQDN in NetBackup pod /etc/hosts file ■ Delete the NetBackup pod (add the host entry again after the new pod starts) <p>Note: If there is some network glitch, then re-run the task after some time.</p>

Event	Probable cause	Action
<ul style="list-style-type: none"> ■ Error code 40 ■ Error code 42 	<ul style="list-style-type: none"> ■ The connection between the client and the server was broken. ■ The connection between the client and the server was broken. This status code can also appear if the connection is broken between the master and the Net Backup connector is broken. 	<ul style="list-style-type: none"> ■ Check for a firewall between the NetBackup master server and Information Studio Hub / Data engine. ■ Make sure they are able to talk to each other using FQDN. ■ Make sure TCP port is open between NetBackup master server and Information Studio Hub / Data engine. ■ Make sure the NetBackup master server port 1556 is open bidirectional from the Information Studio Hub / Data Engine. ■ Reboot the NetBackup connector Pod on Information Studio Hub/ Data Engine. <p>Note: For more information on error code refer to https://www.ibm.com/support/ctgd/c00966</p>
<p>Error code 227</p>	<p>Full backup image is not found in the given interval. In very few cases, it is observed that bplist also gives 227 error</p>	<p>Check the value of days ago property in NBU connection. Make sure full back up is available in given interval. Else increase the value of Days Ago. Follow the below steps to update DaysAgo value:</p> <ul style="list-style-type: none"> ■ Login by Tenant ITAdmin ■ Go to Connectors >> Connections ■ Select NBU Connection and click Edit ■ Increase the value of Days Ago

Note: While testing connection for NetBackup , you can see similar error codes for failure in connection. In such cases, execute the same troubleshooting steps given in the table above and verify the connection is successful.

Test connection

This chapter includes the following topics:

- [Test connection errors](#)

Test connection errors

One of the primary use cases of Information Studio is to discover and scan CIFS shares which are part of connections like NetApp, EMC Celerra, Windows File Server and so on. While configuring such connections, in order to ensure that the connection is configured correctly, an option to test the connection has been added. If the test connection passes, the connection is configured correctly. However, if it fails, the user needs to take some corrective action. This chapter will help you to identify the root cause in cases of failure along with probable solutions.

Event

Test connection fails while adding/editing a CIFS connection (NativeFS connector) on the UI

Action

- Check if all the values entered on the UI are correct like server name or port .
- Check if credentials are correctly entered.
- If #1 and #2 is configured correctly, download logs for the failed test connection request.
- Check for error message and common error codes. List is mentioned in the next table.

Note: Information Studio 1.2 does not support dual stack devices. Hence, make sure the connection that is being configured is either IPV4 or IPV6.

Common error codes for NativeFS connector (CIFS connections)

Error code	Probable cause	Action
53	Network path is not reachable	<ul style="list-style-type: none"> ■ Check if server name is correct. ■ On Windows Connectors node, check if the server name is resolvable. If not, you need to add an entry to etc/hosts file. ■ Check if you can ping the server from Windows Connectors node. ■ Check if any required ports are blocked.
1326	Incorrect password	Check if username, password and domain values are correctly entered.
1219	<code>ERROR_SESSION_CREDENTIAL_CONFLICT</code>	Multiple connections to a server or shared resource by the same user using more than one user name are not allowed. Disconnect all previous connections to the server or shared resource and try again.
32773	This implies that privileges and/or rights are insufficient to fetch metadata of the share	Confirm if the user credentials that you are using for test connection have all the required privileges.

Error code	Probable cause	Action
Nginx gateway timeout / Job is stuck/ not processed	Most probably job was not processed by the connector or it took lot of time to return.	<ul style="list-style-type: none"> ■ Make sure Windows Connectors node is registered successfully to HUB/RDE. ■ Make sure the connector service is running on the Windows Connectors node. ■ Make sure the connector is registered. This can be confirmed by navigating to the connector folder under <code><installDir>\connectorFramework</code> directory. Here, you'll find registration.properties file. Presence of this file indicates that the connector has been registered correctly and is ready to pick up new jobs. ■ Check connector logs to see if there are any errors

Data delete / data copy

This chapter includes the following topics:

- [Data delete/data copy errors](#)

Data delete/data copy errors

Common Data delete/data copy errors and actions to resolve those errors are as follows:

Event	Action
Visibility is not getting launched after upgrade.	Clear browser cache and retry login.
Data delete/data copy request has failed.	The reason of failure will be shown on the details page of the particular request. For further analysis, check pform-job-mgmt logs on HUB. In case of these errors, retrying or creating a new request will help to start processing the request again.

If the request is completed but some or all files have failed to delete, there are various reason for it. List of all reasons and actions is as follows:

Event	Probable cause	Action
Unknown host exception	The source machine should be resolvable from the data engine .	Check the settings of source machine and data engine.
Bad Network	There should be a network connection with the source machine and data engine.	Check the network.

Event	Probable cause	Action
File not available	The file is not available at the source. It may have got deleted or renamed after the request is created.	Check the file and create a new request.
Access restricted or permission denied	The files to be deleted do not have the required permissions or are not accessible outside the share or user used by us has no permission to delete.	Check the permissions.
Authentication failure	The username/password required to access the source machine is invalid or the machine is in a different domain.	Enter valid credentials.

Hub / RDE installation

This chapter includes the following topics:

- [Hub/RDE installation errors](#)

Hub/RDE installation errors

Common errors while installing Hub/RDE and actions to resolve those errors are as follows:

Customer forgot serviceadmin account password

- 1 Execute following command: `system security elevate`
- 2 Enter hostadmin password
- 3 Execute following command:

```
kubectl exec -it $(kubectl get pod -n platform | awk '/pform-airflow-service*/{print $1}') -n platform -- curl -v -H 'Content-Type: application/json' --silent --write-out "\nHTTPSTATUS:%{http_code}\n" -X PUT pform-idm/internal/v1/defaultUsers/resetPassword
```
- 4 if the last line of output of above command is "HTTPSTATUS:200" then line above "HTTPSTATUS:200" is the new password.
- 5 Note down the new password as it won't be easy to remember.

Error while applying 1.1.1 update on 1.1

- 1 Execute following command: `system elevate security`
- 2 Check `cat /etc/vxos-release` file, It should display *product-version: 1.1.0*
- 3 Verify API call:

```
- docker ps | grep esx-ui- docker exec -it <docker id> sh curl -k https://localhost:8080/api/get/installedversion
```

- 4 If response is `{"errorCode": "V-492-101-511", "errorMessage": "Error executing playbook: open /tmp/hostagent/ansible/generated/getproduct_info-1575011124533.yml: no such file or directory"}`, go to the next step
- 5 Execute following command: `systemctl restart hostagent`
- 6 After this step, check if version is getting displayed on top left corner below Veritas™ Information Studio logo
- 7 If the version is visible, try uploading package again. The validation for version should work fine.

Error while connecting to Hub or RDE using WinSCP

An application like WinSCP cannot connect to Hub/RDE, because user hostadmin has been restricted to access only flex-shell. For more details, refer to the following article:

<https://confluence.community.veritas.com/pages/viewpage.action?pageId=204713096>

Size mismatch between data in NBU and Information Studio dashboard

Remember that Information Studio supports only following NetBackup policies to show data on dashboard:

- Standard MS-Windows
- NDMP
- VMware
- Hyper-V

For more details, refer to the following article:

<https://confluence.community.veritas.com/display/CFT/Generate+NetBackup+Capacity+Report>

Unable to access Web Console with Error code 503

This could occur due to multiple causes. Try to troubleshoot based on following steps.

- 1 Check if pods `pform-ui`, `apps-visibility`, `apps-connection-center`, `pform-kms`, `pform-idm` and `cp-nginx-ingress-controller` are running in platform namespace by executing following command: `kubectl get pods -n platform` Check for: their status, are they ready, are there any restarts. If any of the answers is yes, then check logs for them by executing following command: `kubectl logs <POD_NAME> -n platform` Also check if you can see any events in the describe pod by executing following command: `kubectl describe pod <POD_NAME> -n platform`
- 2 If you observe that there are events for `pform-idm pod` which show multiple restarts due to Liveness probe failed and Readiness probe failed, then there is probably an issue with `rngd` service.
- 3 Check status of `rngd` service by executing following command: `systemctl status rngd`
- 4 If you see following in the output: *Active: inactive (dead) since <date time>*, it means that it has been inactive which is causing `pform-idm` pod into multiple restarts.
- 5 Start `rngd` by executing following command: `systemctl start rngd`
- 6 check the status of the `rngd` using earlier command. This time it should show *Active: active (running) since <date time>*
- 7 Additionally check which entropy sources are enabled for `rngd` service by entering `rngd -l`. It should show at least one source as enabled.
- 8 Check what is the entropy of the system by executing following command: `cat /proc/sys/kernel/random/entropy_avail`. If return value is less than 1000, then there is not enough entropy available for `pform-idm` to work efficiently.
- 9 Try to delete `pform-idm` pod now by executing following command: `kubectl delete pod <IDM_POD_NAME> -n platform` and new instance will be created automatically. Wait for 4-5 minutes and check if it shows healthy now. If it is back to healthy, similarly delete pods which were showing restarts using same command.
- 10 Now you should be able to login into Web Console.

In case `pform-idm` pod does not get into healthy state, as a workaround, you need to make use of alternate random number generator source for it.

For doing it,

- 1** Edit configmap of pform-idm and add a Java parameter by executing following command: `kubectl edit configmap pform-idm -n platform`
- 2** Add `-Djava.security.egd=file:/dev/urandom` at the end for javaOpts like
javaOpts: `-Xms512M -Xmx512M -Xss1M -XX:ReservedCodeCacheSize=80M
-XX:MaxDirectMemorySize=10M -XX:MaxMetaspaceSize=256M -XX:+UseG1GC
-XX:+HeapDumpOnOutOfMemoryError
-Djava.security.egd=file:/dev/urandom`
- 3** Now try to follow step 9 again. If it still fails reach out to CFT with all the logs collected so far.

Classification with Named Entity Recognition

This chapter includes the following topics:

- [Classification with Named Entity Recognition errors](#)

Classification with Named Entity Recognition errors

When you perform classification with NER, sometimes vic-client uses more memory than expected and it puts memory pressure on the machine. In this case, few pods also get restarted and an error occurred for some files while classification. You can see these errors in job monitoring page > show details > download CSV file.

Error message	Short description	Troubleshooting steps	Possible solution
Service Unavailable / Connect to localhost:8080 failed : Connection refused	VIC-Client service is not responding / VIC-Client threads are blocked.	In apps-vic-client service logs, check error message "service unavailable" / "connection refused" Check the duration and occurrences of this message. From the logs if vic-client failing 10-11 files after 20 minutes/there are multiple occurrences then we have to restart apps-vic-client.	Restart VIC-Client pod. For example: <code>kubectl delete pod apps-vic-client-xxx -n dpplatform</code>
Error sending classification result on Kafka	Kafka service / Zookeeper got terminated or not responding	Get the status of all pods Check vic-client logs. Check consumer subscription and lag by executing below command in kafka pod. If there are no consumers for classification topics then we need to restart <code>apps-ent-class/apps-client</code> <code>kafka-consumer-groups.sh</code> <code>--bootstrap-server localhost:9093</code> <code>--group data_extractor</code> <code>--describe</code> <code>kafka-consumer-groups.sh</code> <code>--bootstrap-server localhost:9093</code> <code>--group vic_client</code> <code>--describe</code>	Restart <code>apps-ent-class/apps-client</code>

Error message	Short description	Troubleshooting steps	Possible solution
Timed out	apps-classification-orchestrator failed the files with "Timed out" error when no update received for these files after 4 days.	Get the status of all pods. Check vic-client logs. Check consumer subscription and lag by executing below command in kafka pod. If there are no consumers for classification topics then we need to restart <pre> apps-content-classifier/apps-vic-client kafka-consumer-groups.sh --bootstrap-server localhost:9093 --group data_extractor --describe kafka-consumer-groups.sh --bootstrap-server localhost:9093 --group vic_client --describe </pre>	Restart apps-content-classifier/apps-vic-client

Common errors

Error message	Short description
Classify evaluation failed	Error thrown by <i>Veritas Information Classifier</i>
Text extraction failed	
Document is protected	
MAX_FILE_SIZE_EXCEEDED	Files is greater than size limit
STATUS_ACCESS_DENIED	apps-content-classifier failed to download the file for classification

Note: The downloaded error csv shows max 10000 error records.

Commissioning / decommissioning worker node

This chapter includes the following topics:

- [Commissioning / decommissioning worker node](#)

Commissioning / decommissioning worker node

Common errors while commissioning / decommissioning a worker node and actions to resolve those errors are as follows:

Event	Probable cause	Action
Unable to add worker node to a Data Engine	Node might be down.	<ul style="list-style-type: none">■ Check if the worker node is accessible (powered on or in network)■ Check logs available for download on ESX UI.
Unable to add worker node to a Data Engine	Remote Data Engine might be down.	<ul style="list-style-type: none">■ Check if the Remote Data Engine is accessible (powered on or in network)■ Check logs available for download on ESX UI.
Unable to remove worker node of a Data Engine	Remote Data Engine might be down.	Power up or resolve network issue, if any.

Event	Probable cause	Action
Unable to remove worker node of a Data Engine	<ul style="list-style-type: none"> ■ Web socket client service on remote data engine might be down. ■ Orchestrator service on remote data engine might be down. . ■ Job Management service on control plane(HUB) might be down. 	Check the services status and wait till it starts up.
Unable to remove worker node of a Data Engine	Purge file step might fail due to file(s) being locked by some process.	Go to the worker node and purge the files manually from the following path: /data/classify/classify/ on worker node. This includes all data classification folders containing downloaded classification data.

Export

This chapter includes the following topics:

- [Export errors](#)

Export errors

Common Export errors and actions to resolve those errors are as follows:

Event	Probable cause	Action
Export job failing after running for a long time.	Number of items chosen for export could be too large.	Reduce the number of exported items by choosing relevant filters and do it in batches.
Export is in RUNNING state for a long time.	Export and Data refresh (ETL) jobs both use Spark.	Currently only one job (export or ETL) can be run at a time so start either export or ETL at a time.
Export job is successful, but the download of report is failing.	The report could be too large as the number of items chosen for export could be too large.	Reduce the number of exported items by choosing relevant filters and do it in batches.