

DIGITAL CONTENT SAMPLE

Troubleshooting Guide

This Troubleshooting Guide provides detailed information about the issues faced while installing and using the application. This document includes details about the issue and detailed resolution steps for each issue.



Microsoft Word was used as the authoring tool, to create and publish this guide in PDF format.



We adhered to Microsoft Manual of Style for Technical Publications (MSTP) standard for creating and reviewing the content.



The Troubleshooting guide includes most of the standard sections; namely, table of contents, issue, and resolution for each issue.



IMPACT

Troubleshooting Guide

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Impact Troubleshooting Guide

Overview

The troubleshooting guide for the Impact application helps users resolve problems faced while installing and using the application. This guide is focused on the description and resolution of these problems. For any other query or troubleshooting needs, please write to support@impact.com.

How to Resolve a Hung Service

Issue

The Analytics services may stop responding, or 'hang' while the application is being accessed.

Resolution

1. Navigate to the **Impact/Premise-Manager** tool.
2. Select an environment.
3. Navigate to the **Actions** link.
4. Search for **Complete**, select the **Complete Analytics Stop** wizard, and then click **Stop**.
5. Do any one of the following:

Once the stop is successful, search for **Complete** again, select the **Complete Analytics Start Wizard**, and then click **Start**.

Or

If the services do not stop cleanly, it may be necessary to kill the process with the **-9** switch. The **Complete Analytics** wizard will stop, and then run the **Complete Analytics Start** wizard.

6. Once the services restart successfully, navigate to **Portal>Datasets**, and then check the number of rows in the dataset.
7. If the datasets do not show any row, click the **Load History** icon.
8. On the **Load History** page, click the **click here** link to start loading new data.

UPN Cluster Start failure

Issue

If any of the master or slave services fail to start, then the step UPN Cluster Start will fail.

Resolution

Retry **UPN Cluster Start** by clicking the **Retry** button twice. If this does not work, follow the steps below:

If it is a Master problem:

1. Get the **MASTER IP** address from the Impact.
2. Log on to the node as **DataRPM** user.
3. Run: `$INSTALL_DIR/common_envs.sh`.
4. Run `jps: run command jps`.
5. If any of the following services is missing from the `jps` output, then the master has an issue. Follow the master troubleshooting steps:
 - a. NameNode
 - b. JobTracker
 - c. SecondarynameNode
6. If any of the following services is missing from the `jps` output, then the Ubase master has an issue. Follow the Ubase master troubleshooting steps:
 - a. UMaster
 - b. UQuorumPeer
7. If the master services are running fine, then check the slave services.

If it is a Slave problem:

1. Log on to the **SLAVE** node as **DataRPM** application user. The IP address can be found from the Impact.
2. Run the command: `source $INSTALL_DIR/common_envs.sh`.
3. Now, run the command: `jps`.
4. If any of the following services is missing from the `jps` output, then the slave has an issue. Follow the slave troubleshoot steps:

- a. DataNode
 - b. TaskTracker
5. If any of the following services is missing from the *jps* output, then Ubase region server has an issue. Follow the Ubase slave troubleshoot steps:
- a. HRegionServer

DataSets

Issue

For any problem related to dataset activities such as create, delete, load, clear, edit, and publish, the process to debug would be similar. This is the summary process for all dataset troubleshooting activities.

Resolution

1. Check the status of the services: **UTL_SERVER** and **UTL_HANDLER** on the Impact status page.
2. If it is not green, then it means that the UTL services are down.
3. Check the IP address of the node where the UTL services are installed. The IP address can be obtained on the page that list the nodes in the environment.
4. Now, log on to the node with the *userid* that is running the **DataRPM** application.
5. Run the command: `source $INSTALL_DIR/common_envs.sh`.
6. If the service is down then, run the command: `cd $INSTALL_DIR/start-stop/`.
7. If the **UTL_SERVER** is down, then start it with the command:
`./datarpm_v3_backend_start.sh`.
8. If the **UTL_HANDLER** is down, then start it with the command: `./etl_handler_start.sh`.
9. If none of the ETL services are down, then look at the following logs in the given sequence to investigate the issue:
 - a. UTL Server
Log: `$INSTALL_DIR/product/datarpm_v3_backend/eywa/logs/manager.log` (if present)
 - b. UTL Server Out: `$INSTALL_DIR/log/eywa-server.out`

10. If failure occurs in a step that involves **UTL_SERVER**, then log files *manager.log* and *eywa-server.out* will have the required information.
11. Continue reviewing the logs in sequence to investigate the issue.
 - a. **UTL Handler**
Log: `$INSTALL_DIR/product/datarpm_v3_backend/eywa/logs/handler.log`
 - b. **UTL Handler Out**: `$INSTALL_DIR/log/eywa-handler.out`
12. If failure occurs in a step involving the **UTL_HANDLER**, then log files *handler.log* and *eywa-handler.out* will have the required information.

API calls failing

Issue

The APIs calls are failing.

Resolution

- Check the *activemq* logs using this command: `{install_dir}/platform/apacheactivemq-5.5.1/data/activemq.log`.
- Search for exceptions such as `java.lang.OutOfMemoryError` or `java.lang.OutOfMemoryError: Java heap space`.
 - If you find this, then *activemq* has gone out of memory
- Configure *activemq* with more memory with the following steps:
 - Open `{install_dir}/platform/apacheactivemq5.5.1/bin/activemq`.
 - File search for `ACTIVEMQ_OPTS_MEMORY`.
 - Set it with the appropriate memory requirement. For example:
`ACTIVEMQ_OPTS_MEMORY="Xms512m Xmx2G"`.
- After this, restart the *activemq* service (ideally, it should be done using the **Complete Stop and Start** wizard from Impact)
 - Navigate to `{install_dir}`.
 - Run command `source common_envs.sh`.
 - This will set the Environment variables such as `JAVA_HOME`.
 - Navigate to `{install_dir}/platform/apacheactivemq5.5.1/bin`.
 - Run the command `./activemq start`.
- Check if the RestAPI consumer service (consumer) is running fine.

- See log file `{install_dir}/logs/restconsumer.out` for the same 'out of memory' error as mentioned previously.
- If it is out of memory, navigate to Impact, and then click **Stop and Start Rest API services**.
- Restart the consumer from the backend using the following steps:
 - Run command: `jps`.
 - Kill the process named `MQMain`.
 - Run the following commands to restart the consumer process:
 - `cd $SRPM_INSTALL_DIR/product/restconsumer/script/linux/`
 - `nohup ./startconsumer.sh &> /analytics/agent/logs/restconsumer.out`