

# HP Automation Insight

For the Red Hat Enterprise Linux<sup>®</sup> and SUSE Enterprise Linux<sup>®</sup>  
operating systems

Software Version: 1.0

## Troubleshooting Guide

Document Release Date: July 2014

Software Release Date: July 2014



## Legal Notices

### Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

### Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

### Copyright Notice

© Copyright 2014 Hewlett-Packard Development Company, L.P.

### Trademark Notices

Adobe® is a trademark of Adobe Systems Incorporated.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

UNIX® is a registered trademark of The Open Group.

### Acknowledgements

This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>).

## Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates or to verify that you are using the most recent edition of a document, go to: <http://h20230.www2.hp.com/selfsolve/manuals>

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to: <http://h20229.www2.hp.com/passport-registration.html>

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

## Support

Visit the HP Software Support Online web site at: <http://www.hp.com/go/hpsupport>

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

To find more information about access levels, go to:

[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)

**HP Software Solutions Now** accesses the HPSW Solution and Integration Portal Web site. This site enables you to explore HP Product Solutions to meet your business needs, includes a full list of Integrations between HP Products, as well as a listing of ITIL Processes. The URL for this Web site is <http://h20230.www2.hp.com/sc/solutions/index.jsp>

# Contents

Overview .....	4
Log Files .....	5
Common Problems .....	6
Administration .....	6
BusinessObjects Web User Interface .....	7
Database .....	7
Data Mining .....	8
Installation .....	10
Reporting .....	11
Solution Packs .....	16
Installation Verification .....	17
Verify the HP AI Core Services .....	17
View the HP AI Log Files .....	17
Log in to HP AI Interfaces .....	18
Live Network Content .....	19
Port Information .....	22
Backing Up Data .....	23
Checklist Questions .....	24
We appreciate your feedback! .....	25

## Overview

When using the HP Automation Insight product, you may run into certain problems. The following sections help you troubleshoot such problems, as well as provide you with information to help you avoid problems from occurring.

- ["Log Files" on the next page](#)
- ["Common Problems" on page 6](#)
- ["Installation Verification" on page 17](#)
- ["Live Network Content" on page 19](#)
- ["Port Information" on page 22](#)
- ["Checklist Questions" on page 24](#)

In addition, users with support contracts should visit the [Self-Solve site](#) for the most recent updates to manuals and knowledge base articles and to search for known problems.

## Log Files

The first thing you should do if you encounter problems when installing or using HP Automation Insight is to review the log files that are generated. The log files are located in the following locations:

### **Apache Directory Server**

`/var/log/HP/CBI/directory-server`

### **Data Miner (on the SA server)**

`/opt/opsware/dataminer/logs/dataminer.log`

### **Gateway (Apache HTTP Proxy)**

`/var/log/HP/CBI/http`

### **Installation**

`/var/log/HP/CBI/install_logs`

### **HP AI Service**

`/var/log/HP/CBI/osgi-runtime`

- `cbi-contentloader.log` – HP AI Solution pack deployer log
- `cbi-dataloader.log` – HP AI data loader log
- `cbi-platformservices.log` – HP AI platform log

### **HP AI Start/Stop Action**

`/var/log/HP/CBI/cbi_startup.log`

### **Rsync**

`/var/log/HP/CBI/rsync`

## Common Problems

The following sections provide troubleshooting information for the following areas:

- "Administration"
- "BusinessObjects Web User Interface"
- "Database"
- "Data Mining"
- "Installation"
- "Reporting"

### Administration

#### Mail is not being delivered for reporting

Possible Cause	Solution
The adaptive job server is not configured.	Before you schedule a report, you must configure the adaptive job server. See the "Configure the Adaptive Job Server" section of the <i>HP Automation Insight Administrator Guide</i> for more information
You may have configured your Reporting Mail Server incorrectly.	When scheduling reports, ensure that you have selected the correct format and destination options, namely, select email recipients. See the "Schedule a Report" section of the <i>HP Automation Insight User Guide</i> for more information.

## BusinessObjects Web User Interface

### Cannot connect to BI or CMC pages

Possible Cause	Solution
<p>After a successful installation of HP AI, when you attempt to connect to the BOE/BI or BOE/CMC pages, you see the following error message:</p> <pre>HTTP Status 500 - Servlet.init() for servlet equinoxbridgeservlet threw exception</pre>	<p>Perform the following steps to restart the Tomcat server and resolve the error:</p> <ol style="list-style-type: none"><li>1. Stop the Tomcat server: <pre>su - cbi</pre> <pre>/opt/HP/CBI/bin/tomcat.sh stop</pre></li><li>2. Rename the "localhost" directory under <code>/opt/HP/CBI/tomcat/work/Catalina/</code> to something else such as "localhost.old".</li><li>3. Start the Tomcat server: <pre>/opt/HP/CBI/bin/tomcat.sh start</pre></li></ol>

## Database

### HP Vertica database installation fails

Possible Cause	Solution
<p>HP Vertica database installation fails in Asian or European locales due to lack of installed language pack.</p>	<p>Install the HP Vertica Language pack when installing HP Vertica.</p>

### cbidb database instance creation fails with "Invalid License" error

Possible Cause	Solution
<p>Creation of the cbidb database instance fails due to an incorrect system locale setting. The following error is displayed:</p> <pre>ERROR: Database cbidb reports (INVALID LICENSE)</pre>	<p>Set the system locale setting to "LANG=en_US.utf8" on the HP Vertica nodes.</p>

### Set up of an HP Vertica Node fails when using VMC and the node is not configured with a static IP address

Possible Cause	Solution
IP addresses dynamically assigned from DHCP are used for the private network.	Do not use DHCP dynamically-assigned IP addresses for the private network. Use only static addresses or permanently-leased DHCP addresses. If your private and public interfaces have different hostnames, then you might be able to use DHCP for the public interfaces. However, this configuration is not currently supported or recommended by HP Vertica.

## Data Mining

### Data miner is not passing data to HP Automation Insight

Possible Cause	Solution
The rsync service may be stopped on the HP AI core server.	Restart the rsync service on the HP AI core server.
The HP AI core server firewall may be blocking the AI proxy port or the rsync port.	Reconfigure the firewall rules to open the required ports.

### Data miner is not passing data to HP Automation Insight on SUSE 10 platforms

Possible Cause	Solution
For SUSE 10 platforms, the rsync from the data miner installation does not transfer files and "Floating point exception" is displayed in the rsync log.	Type the following commands to use native rsync instead of the rsync that is installed with the data miner:  <pre>/opt/opsware/dataminer/dataminer.sh stop  cd /opt/opsware/dataminer/client/linux64  mv rsync #find out rsync location  /usr/bin/rsync  In -s 'which rsync' rsync  /opt/opsware/dataminer/dataminer.sh start</pre> See the "Install a Data Miner on an SA Server" section in the <i>HP Automation Insight Administrator Guide</i> for more information.

### Data miner OutOfMemoryException on Linux systems

Possible Cause	Solution
The JVM heap size defined by the <code>Xms</code> setting in the <code>dataminer.sh</code> file may have been exceeded. The default memory settings for the dataminer is 2GBs of memory ( <code>-Xms2048m.</code> ) Out of memory issues can be caused if you are creating very large data objects (for example, custom fields, custom attributes, or other data objects) in the source system.	Edit the <code>dataminer.sh</code> file to increase the JVM heap size. Find the <code>\$JAVA_HOME/bin/java</code> command line and increase the value for the <code>-Xms</code> setting.

### Data is missing from reports

Possible Cause	Solution
If data is missing from reports or incorrect information is seen in reports then there could be failed data files from the loader.	Look for failed data files on the HP AI core server in the <code>/var/opt/HP/CBI/dataloader/failures</code> directory. If there are failed data files, submit the files to HP AI support.

### Data stops being collected from a recently upgraded source system

Possible Cause	Solution
The HP Live Network connector (LNC) may not be enabled or properly configured.	Verify that the HP LNC configuration exists and is correct from the <b>Configuration</b> tab of the HP AI web administration user interface. New version support will be added for automatic distribution from LNC.

### Data Miner fails to pick up ETL updates from the HP AI core server

Possible Cause	Solution
The time zone on a data miner server (data source server) is not set to the same time zone as the HP AI core server.	The data source servers and the HP AI core server must be set to the UTC time zone and the time must be correct.

### Cannot pre-register the data miner

Possible Cause	Solution
The installation may not have been completely successful.	Before attempting data miner installation, you should verify that the HP Automation Insight installation was successful. See " <a href="#">Installation Verification</a> " on page 17. If you have installation failures, you must reinstall HP Automation Insight.

### Log file indicates data miner is already active after migrating data miner

Possible Cause	Solution
You may not have copied the <code>dataminer.keystore</code> file from the old installation to the new one.	When migrating a data miner from one server to another, you should also copy the <code>dataminer.keystore</code> file to the new server. Also, to avoid confusion, delete the old installation once the new one is up and running.

## Installation

### HP AI installation fails with "Failed to Install SAP BusinessObjects" error

Possible Cause	Solution
The locale setting for the core server is not set to <code>LANG=en_US.utf8</code> .	Set the system locale setting to " <code>LANG=en_US.utf8</code> " on the HP AI core server.

### Installation fails with invalid hostname error

Possible Cause	Solution
The <code>nslookup</code> command may not be able to resolve your database hostname.	The installer requires that you must be able to resolve your database hostname when using <code>nslookup</code> . At a minimum, the hostname should be in the <code>/etc/hosts</code> file.

### Install fails and rollback does not complete when installing in console mode

Possible Cause	Solution
A failure may have occurred due to a network outage, an out of disk space problem, the database going down, the SAP BusinessObjects reporting engine going down, and so on.	Identify the problem by referring to the " <a href="#">Installation Verification</a> " on page 17 section. After discovering the issue and fixing it, rerun the installation.

### HP AI admin page does not launch with "Error during SSL Handshake" error

Possible Cause	Solution
<p>On a RHEL 6.5x64 system, the incorrect RPM may be installed. The HP AI web administration page does not launch on the proxy port (default 4443) and the following error is displayed:</p> <p>Proxy Error Reason: Error during SSL Handshake with remote server</p>	<p>Download and install the openssl-1.0.1e-16 version RPM or above on RHEL 6.5 x64 platforms and then restart the HP AI gateway service using the following command:</p> <pre>/etc/init.d/cbid restart gateway</pre>

## Reporting

### Data is missing from reports

Possible Cause	Solution
<p>A report date range has been entered that begins before the date of the first data mine.</p>	<p>Enter a range of dates after the date of the first data mine or migrate existing data from BSAE.</p>
<p>If data is missing from reports or incorrect information is seen in reports then there could be failed data files from the loader.</p>	<p>Look for failed data files on the HP AI core server in the <code>/var/opt/HP/CBI/dataloader/failures</code> directory. If there are failed data files, submit the files to HP AI support.</p>

### New data is not loaded

Possible Cause	Solution
<p>Under some unusual circumstances, key lookup data could be loaded after a fact table load has already recorded values for that data. If the effective date of the data in the database is later than the key lookup data that is waiting to load then the old data will remain and the new data is not loaded because it is older than the existing data in database.</p>	<p>Perform a re-mine on that specific key lifecycle table, for example, <code>sa_server_staging_type_d</code>.</p>

### Reports fail due to insufficient resources

Possible Cause	Solution
<p>There may not be enough memory in each HP Vertica database node.</p>	<p>Add more memory to each HP Vertica database node. See the "Hardware Requirements and Sizing Guidelines" section of the <i>HP Automation Insight Support Matrix</i> for more information.</p>

### Report pages do not load

Possible Cause	Solution
<p>If you run a report and the report page does not load, this could be caused by a long-running report query currently being executed by HP Vertica.</p>	<p>Connect to the database using the HP Vertica Administration Tools and run the following query to confirm if HP Vertica is busy with a long-running report query:</p> <pre>Select * from the v_monitor.resource_pool_status</pre> <p>This provides the total memory being used for each pool. If you see high memory consumption (memory_inuse_kb), high memory queries are running.</p> <p>You can choose to wait until the long-running report query is completed. You can also stop the query immediately by performing the following steps:</p> <ol style="list-style-type: none"> <li>1. Log in as the cbidb database super user.</li> <li>2. Connect to the database using the HP Vertica Administration Tools.</li> <li>3. Select CLOSE_ALL_SESSIONS();</li> <li>4. Restart the HP AI and BO services.</li> </ol>

### Database error received when running reports or dashboards

Possible Cause	Solution
<p>The HP Vertica database is experiencing a connectivity issue with the following error message:</p> <pre>Database error: [Vertica][VJDBC] (100161) The connection is closed.. (IES 10901)</pre>	<p>Restart the SAP BusinessObjects services on the HP AI core server:</p> <pre># /etc/init.d/SAPB OBJEnterpriseXI40 stop # /etc/init.d/SAPB OBJEnterpriseXI40 start</pre>

### Graphs appear as a red cross when opening a Webi report

Possible Cause	Solution
<p>The Adaptive Processing Server (APS) has reached the heap size limit.</p>	<p>Perform the following steps to increase the memory allocation for the APS:</p> <ol style="list-style-type: none"><li data-bbox="852 436 1291 499">1. Log on to the Central Management Console (CMC).</li><li data-bbox="852 531 1250 562">2. Under Organize, click <b>Servers</b>.</li><li data-bbox="852 594 1291 625">3. In the left pane, click <b>Servers List</b>.</li><li data-bbox="852 657 1258 720">4. In the right pane, right-click on <b>ai.AdaptiveProcessingServer</b>.</li><li data-bbox="852 751 1096 783">5. Click <b>Properties</b>.</li><li data-bbox="852 814 1364 919">6. In the <b>Command Line Parameters</b> field, scroll through the text until you find the "-Xmx1g" parameter.</li><li data-bbox="852 951 1339 1045">7. Change the "-Xmx1g" parameter to "-Xmx2g" to allocate 2 GB of RAM to the APS.</li><li data-bbox="852 1077 1128 1108">8. Click <b>Save &amp; Close</b>.</li><li data-bbox="852 1140 1380 1245">9. Right-click on <b>ai.AdaptiveProcessingServer</b> and select <b>Restart Server</b>.</li></ol> <p><b>Note:</b> In a large systems, the "-Xmx1g" parameter may have to be increased by more than 1 GB. This will prevent the APS from reaching the heap size limit and crashing. For example "Xmx3g" or "Xmx4g" maybe required for some systems.</p>

**Patch Rollout and Compliance Details drill down reports do not load with "Proxy Error"**

Possible Cause	Solution
The report is large and loading it exceeds the default standard Proxy timeout value of one hour.	<p>Perform the following steps to increase the default proxy timeout value to two hours:</p> <ol style="list-style-type: none"> <li>1. Open the <code>/etc/opt/HP/CBI/http/extra/httpd-ssl.conf</code> file on the HP AI core server.</li> <li>2. Edit the <code>timeout</code> property to 7200.</li> <li>3. Save the <code>httpd-ssl.conf</code> file.</li> <li>4. Type the following command as an HP AI user to restart the HTTP proxy:  <code>/opt/HP/CBI/bin/httpd.sh restart</code></li> </ol>

**Patch Rollout and Compliance Details drill down reports do not load with "Connection Timeout" error**

Possible Cause	Solution
The report is large and loading it exceeds the default response timeout value of the browser.	<p>Increase the browser timeout value to one hour.</p> <p>Perform the following steps to edit the default timeout value for Mozilla Firefox:</p> <ol style="list-style-type: none"> <li>1. Open a new tab.</li> <li>2. Type <b>about:config</b> in the address bar.</li> <li>3. Right-click on <b>network.http.response.timeout</b> and select <b>Modify</b>.</li> <li>4. Set the value to 3600.</li> </ol>

**SAP BO reporting fails with "SQL statement to execute cannot be empty or null" error**

Possible Cause	Solution
SAP BusinessObjects did not initialize correctly.	Restart the HP AI and SAP BusinessObjects services.

### "Illegal Access to the Viewer" error when launching HP AI reports

Possible Cause	Solution
<p>When launching reports, the following error message is displayed:</p> <pre>"Error running or editing web intelligence reports on BI 4.0 SP5 Illegal Access to the Viewer, please use a valid url"</pre> <p>This can be caused by a session problem between Tomcat, Webi, and the CMS.</p>	<p>Restart the Tomcat server, and then the SIA (CMSs and webi servers.)</p>

### BO WIS error with error code 10901

Possible Cause	Solution
<p>A database error occurred. There are several causes for this type of error. Read the database error text to discover the exact nature of the error.</p>	<p>Perform the necessary task based on the error message text and restart the HP AI and SAP BusinessObjects services.</p>

### Cannot see results when creating and executing new report

Possible Cause	Solution
<p>The BO reports may not be formatted correctly. Java sandbox settings can prevent BO report styles from displaying. If you are experiencing this, the report results will display with a gold theme instead of the default blue.</p>	<p>Open the Java Control Panel (windows), go to the <b>Advanced</b> tab and open <b>Security &gt; Mixed</b> code and either set to show (prompt) or disable the sandbox warnings.</p>

### Database error when creating report query from universe

Possible Cause	Solution
<p>The query may be too long or poorly designed and is retrieving too many rows of data. This results in the query exceeding the default query run time.</p>	<p>Apply a filter to the query so that it does not retrieve as much information. Also, you can change the default query run time value of 20 minutes on the <b>Edit Query &gt; Properties</b> tab.</p>

### Audit report not showing expected SA audit compliance information

Possible Cause	Solution
<p>The rules in the SA Compliance Universe may not be attached to an audit policy. The SA Compliance Universe expects that the rules are attached to an audit policy and that this audit policy is attached to an audit.</p>	<p>When creating a audit report, you must include one of the Policy Name objects. There is one for each audit type and also one that goes across types. Best practice is to create an audit policy and attach it to an audit.</p>

### Differences in results when exporting an SAP BusinessObject report to Excel vs. CSV format

Possible Cause	Solution
This may be caused by the report formatting. When exporting to Excel, the same formatting and filtering that would be applied to a displayed report (that is, displayed columns, ordering, duplicate row elimination, and so on) are used. However, when exporting to CSV, the report results are exported with no formatting or filtering.	This is the expected behavior.

### Web Intelligence document selection is not available in web client

Possible Cause	Solution
User permissions may have been removed or the user does not have the appropriate access level.	Review user permissions from the BusinessObjects Central Management Console (CMC) and place the user in the appropriate group and access level. See the "Set Security Access Levels for HP AI Users and Groups" and "Set Security Access Levels on BI Objects" sections of the <i>HP Automation Insight Administrator Guide</i> for more information.

## Solution Packs

### Solution pack deployment fails with "ERROR 5517"

Possible Cause	Solution
Your HP Vertica license is invalid or has expired. Solution pack deployment fails with the following error:  ERROR 5517: Your Vertica license is invalid or has expired	Contact HP Vertica support to renew your HP Vertica license.

## Installation Verification

The following sections provide information about how to verify that your installation of HP AI was successful.

### Verify the HP AI Core Services

To verify the status of the HP AI core services, type the following command:

```
[root@aicore ai-install]# /etc/init.d/cbi-core status
```

Output similar to the following is displayed:

```
Vertica Console: status OK
```

```
Usage: /etc/init.d/SAPB0BJEnterpriseXI40 { start | stop }
```

```
ApacheDS Directory Server is running. [process 12413]
```

```
PlatformServices OSGi Instance Server is running. [process 12429]
```

```
DataLoader OSGi Instance Server is running. [process 12490]
```

```
ContentLoader OSGi Instance Server is running. [process 12531]
```

```
Tomcat is running. [process 12566]
```

```
AI Gateway is running. [process 12611]
```

```
AI rsync server is running. [process 12605]
```

### View the HP AI Log Files

After the installation is complete, change to the `/var/log/HP/CBI/install_logs/` directory to view the log files, for example:

```
[root@aicore init.d]# cd /var/log/HP/CBI/install_logs
```

The following log files are generated during the HP AI installation:

- `HP_Automation_Insight_Install_XXXX.log`
- `AI_custom_install_XXXX.log`
- `installer-bo-install-script-output.log`
- `installer-dataminer-script-output.log`
- `installer-hpln-script-output.log`
- `installer-http-server-script-output.log`

- `installer-rsync-script-output.log`
- `installer-script-output.log`
- `installer-vertica-console-script-output.log`

## Log in to HP AI Interfaces

Log in to the HP AI interfaces at the following URLs:

HP AI web administration user interface:

`https://ai-core:4443/ai-admin`

Business Intelligence (BI) Launch Pad:

`https://ai-core:4443/ai-user/BOE/BI`

BO Central Management Console (CMC):

`https://ai-core:4443/ai-user/BOE/CMC`

4443 is the reverse-proxy port provided during HP AI installation.

**Note:** You can also log in to the BI Launch Pad and the SAP BusinessObjects Central Management Console (CMC) from the HP AI web administration user interface. You must log in as Admin to CMC. You must select LDAP as the authentication method to access the BI Launch Pad and CMC.

# Live Network Content

HP Live Network (HPLN) is a subscription service that enables you to obtain the most current content for HP Automation Insight via Live Network connector (LNC). For more information about this service, see the "Configuring HP Live Network Connector" section in the *HP Automation Insight Administrator Guide*

The following sections provide information that you should know when downloading content from HPLN.

## General Problems

- **Cannot access a specific URL or community on HPLN portal or get permission denied errors while trying to access content via LNC**

Confirm that the Service Agreement ID (SAID) you are using can be expanded and includes all of the correct products. You must have a correctly coded SAID with HPLN enabling products associated with your HP Passport account. You must have your SAIDs associated through the following URL:

<https://support.openview.hp.com/entitlement/contracts>

A contract investigation is required to fix the SAID or a proper SAID can be added to your account. You can open a contract investigation by accessing the link located on the left side of the above cited support URL. Note that it is possible for you to have multiple SAIDs. Your sales representative or finance department should have the full list of SAIDs.

- **Cannot access any of the product or content communities on the portal or download content via LNC with valid SAID**

This situation is relatively rare but may occur if you have a valid SAID on the account, but none of the products were HPLN-enabled at the time that the SAID was associated with your HP Passport account, and then with no SAID additions or removals, one or more of those products became HPLN-enabled. You will have to copy the SAID, delete it, and then re-add it back in. This process does not have to be done for all SAIDs. Just one SAID will grant HPLN access, and all of the other SAIDs will be re-evaluated automatically.

- **LNC is not downloading anything**

This is usually caused by one of the following:

- No product set in LNC configuration
- No streams enabled in LNC configuration
- User missing appropriate SAID

Refer to *Live Network connector User Guide* available at <https://h20034.www2.hp.com> for information on how to solve these problems.

- **LNc is not downloading your specific content**

You must enable both products and streams in the LNc configuration. Refer to *Live Network connector User Guide* available at <https://h20034.www2.hp.com>. Once the product is enabled or if the product is specified on the LNc command line, you can run LNc with the `list-streams` command to show all content available based on current configuration. Without enabling both product and one or more streams, LNc will not download or import any content. If you have the product and streams properly configured, but LNc shows no new updates are available, you should post a question on the HPLN community or direct it to the product's content team. Most content is product version specific. You can confirm what is available by running LNc with the `--preview` mode option. If nothing is shown in preview mode, then no content updates are available for the product and streams enabled in your current configuration.

- **LNc displays an error when downloading or importing content**

You must verify that all configuration settings required by that content have been set. To verify that the configuration variables are properly set, refer to product documentation and content specific documentation, as well the *Live Network connector User Guide* available at <https://h20034.www2.hp.com>.

If you are receiving "access denied," it is likely that the access issue is related to your SAID. Other possible issues are the following:

- Unable to connect: Confirm proxy settings and ensure URL configuration value has not been changed. HPLN backend can be confirmed by the HPLN support team to be up by accessing [https://bsaen-dist.hp.com/protected/dist/services\\_2.0.js](https://bsaen-dist.hp.com/protected/dist/services_2.0.js) via a web browser - this will redirect to the Passport login. If the connection and redirection are successful, then the issue is in your network or proxy, or in your LNc configuration for proxy or URL values. If the connection and redirection are unsuccessful, escalate to the HPLN support team.
- Error in download: Escalate to the HPLN support team
- Error in import: Check product and content-specific configuration
- No errors, but customer has issues with content in product: Escalate to the product/content team

### **What happens when the same data is downloaded multiple times**

LNc verifies what content has already been downloaded, and does not download the same content more than once. Only new content is downloaded, that is, new versions of the same content or content for newly enabled streams. It is possible to use the `--auto-cache-clean` option with the `download-import` or `import` commands. This will remove the content files from the cache directory after they are imported. In this case, they will be re-downloaded on the next execution of LNc in `download`, `download-import`, or `download-export` mode.

### **How to resolve if older content is downloaded over newer content**

It should not be possible to have multiple versions of the same content in production at the same time. When the new version of content reaches the production state, it replaces the older version, hence older content will never be downloaded over newer content.

**What basic LNC information is needed before escalating a case to the HPLN support team**

- HP Passport user name
- LNC configuration file
- Log file produced by running LNC with the `--log-level=highest` option
- Output from running the `live-network-connector read-config` command
- The content you are trying to download, and the actual behavior that you are seeing
- Answer to whether you can access via a web browser the relevant product/content pages on <http://www.hp.com/go/livenetwork>. If you can access these pages on the portal, then SAID, account, and access issues are ruled out. The portal uses the same authentication system as LNC.

## Port Information

HP Automation Insight uses several TCP ports for communication. If corporate or personal firewall software is installed, then port exclusions must be made on the HP Automation Insight core server to allow for inbound and outbound traffic.

Refer to the "Required HP AI Ports" section in the "Prerequisites" chapter in the *HP Automation Insight Installation Guide* for a list of the default port values that HP Automation Insight uses.

## Backing Up Data

It is always a good idea to back up the data in your HP Vertica database on a regular basis. For more information, see the "Backing Up and Restoring the Database" section in the *HP Vertica Analytics Platform 6.1.x Administrator's Guide*.

## Checklist Questions

If you are still having problems with HP Automation Insight, call HP support. Before calling, be sure you know the answers to the following questions. This information will expedite the support team's ability to solve any problem you may be experiencing.

1. What is the operating system and service pack installed on your HP AI core server?
2. What is the browser and version you are using to access your HP AI web administration user interface?
3. What versions of Service Automation (SA) are you using with HP AI?

**Note:** For a list of supported operating systems, databases, and browsers, refer to the *Support Matrix* document included on the distribution media, the install server, and available for download on the Self-Solve site at <http://h20230.www2.hp.com/selfsolve/manuals>.

4. What is the vendor and version of your HP Server Automation database?
5. How big is your installation, for example, how many servers do you have?
6. What is the primary use of your HP AI system, for example, audits, compliance, provisioning?
7. How many SA jobs do you run daily?
8. Do you have a high availability multi-master configuration? If so, how many cores, slices, and databases are deployed?
9. How many nodes are in your Vertica cluster?
10. What is the operating system, available memory, and disk size for each node in your Vertica cluster?

## We appreciate your feedback!

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

### **Feedback on Troubleshooting Guide (Automation Insight 1.0)**

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to [ai-doc-feedback@hp.com](mailto:ai-doc-feedback@hp.com).

