

Symantec Enterprise Vault™ Technical Note

Troubleshooting FSA Reporting

Windows

2007 and 8.0



Symantec Enterprise Vault™ Troubleshooting FSA Reporting

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About this document

This technical note describes how to troubleshoot problems with configuring, accessing, and using Enterprise Vault FSA Reporting in the following environments:

- Enterprise Vault 2007
- Enterprise Vault 8.0

To troubleshoot FSA Reporting in an Enterprise Vault 9.0 environment, see the Enterprise Vault 9.0 edition of this technical note.

For troubleshooting information on aspects of Enterprise Vault Reporting other than FSA Reporting, see the following technical note:

<http://entsupport.symantec.com/docs/288139>.

What's in this document

This document contains the following chapters:

- [“Troubleshooting the configuration of FSA Reporting”](#) on page 5.
- [“Troubleshooting accessing the FSA Reporting reports”](#) on page 13.
- [“Troubleshooting issues with FSA report content”](#) on page 29.

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Troubleshooting the configuration of FSA Reporting

This chapter describes how to troubleshoot problems with the configuration of Enterprise Vault FSA Reporting.

- “[Troubleshooting the FSA Reporting Configuration wizard](#)” describes how to configure FSA Reporting manually if the final dialog of the FSA Reporting Configuration wizard displays the message “Reporting SQL server is not configured”.
- “[Enterprise Vault cannot access the FSA Reporting Web service](#)” describes what to do if you receive a message in the Administration Console that begins:
Enterprise Vault cannot access the FSA Reporting Web service at <URL>
- “[File server disk space](#)” discusses file disk space issues that may arise as a result of the temporary files that FSA Reporting creates on the file server. We recommend that you change the default location for FSA Reporting’s temporary files, as described in this section.
- “[Limiting the number of file types to improve FSA Reporting performance](#)” discusses the effect of large numbers of file types on the performance of FSA Reporting.

Note: For the latest FSA Reporting deployment guidelines, see the following Enterprise Vault technical note: <http://entsupport.symantec.com/docs/327402>.

Note: If you are sure that FSA Reporting is configured successfully, but you are still unable to access the Data Analysis Reports for one or more servers, see [“Troubleshooting accessing the FSA Reporting reports”](#) on page 13.

Troubleshooting the FSA Reporting Configuration wizard

Problem: The final dialog of the FSA Reporting Configuration wizard displays the message “Reporting SQL server is not configured”.

Cause: There is a configuration issue.

Resolution: Configure FSA Reporting manually.

Configuring FSA Reporting manually

If the FSA Reporting Configuration wizard fails, you can configure FSA Reporting manually using the command line utility

FSAReportingConfigUtility.exe.

Note: Only perform this manual configuration of FSA Reporting if you have already attempted to configure FSA Reporting from the Enterprise Vault Administration Console, without success.

To configure FSA Reporting manually

- 1 Open a Command Prompt window on the Enterprise Vault server and navigate to the Enterprise Vault installation folder.
- 2 Enter the following command on a single line:

```
FSAReportingConfigUtility command DirectoryDB_Server  
FSAReporting_Server Enable_Reporting EV_Version  
Site_EntryID SQL_DataFolder SQL_LogFolder Domain\UserName
```

Use values for the command variables as described in Table 2-1:

Table 2-1 Variables for FSAReportingConfigUtility

| Variable | Value |
|----------------------------|---|
| <i>command</i> | One of: /create (Create a new FSA Reporting database) /recreate (Rerun the configuration process using an existing FSA Reporting database location) |
| <i>DirectoryDB_Server</i> | The NetBIOS name of the computer on which the Enterprise Vault Directory database for this site is located. |
| <i>FSAReporting_Server</i> | The NetBIOS name of the computer where the FSA Reporting database is located, or is to be located. |
| <i>Enable_Reporting</i> | One of: 0 (disable FSA Reporting) 1 (enable FSA Reporting) |
| <i>EV_Version</i> | The version of Enterprise Vault that is installed. For any version of Enterprise Vault 2007, enter 7 . 5 For any version of Enterprise Vault 8.0, enter 8 . 0 |
| <i>Site_EntryID</i> | The site entry ID of the Enterprise Vault site. You can find this ID in the SiteEntry table of the EnterpriseVaultDirectory database. |
| <i>SQL_DataFolder</i> | The path to the folder in which to locate the SQL data file for the FSA Reporting database. If the path contains any spaces remember to enclose the path in quotes. |
| <i>SQL_LogFolder</i> | The path to the folder in which to locate the SQL log file for the FSA Reporting database. If the path contains any spaces remember to enclose the path in quotes. |

Table 2-1 Variables for FSAREportingConfigUtility

| Variable | Value |
|---|---|
| <i>Domain\UserName</i> | The domain name and user name of the Windows account that FSA Reporting is to use to access the FSA Reporting database. Do not include the fully qualified extension in the domain name. |
| Note: Omit this variable on Enterprise Vault 2007 systems without SP1 or later. | The account does not require any specific privileges. If you have already set up Enterprise Vault Reporting, you can specify the account that Enterprise Vault Reporting uses, if you wish. |
| | Enter the information in the format <i>domain\username</i> , and enclose it in quotes. |

Note: if you use `/recreate` as the value for `command`, the database is recreated and you lose any existing FSA Reporting data.

Here is an example of the use of the command. Omit the final variable on Enterprise Vault 2007 systems without SP1 or later.

```
FSAREportingConfigUtility /create altair altair 1 7.5
155E8D892AFC762B049B1d10000MySite "E:\Program Files\Microsoft
SQL Server\MSSQL\Data" "E:\Program Files\Microsoft SQL
Server\MSSQL\Log" "demodomain\FSAreportuser"
```

This specifies the following:

- Create a new FSA Reporting database.
- The NetBIOS name of the computer hosting the SQL server on which the Directory database is located is `altair`.
- The NetBIOS name of the computer hosting the SQL server on which the FSA Reporting database is to be created is `altair`.
- Enable FSA Reporting.
- The Enterprise Vault version is 7.5 (Enterprise Vault 2007).
- The site entry ID of the Enterprise Vault site is `155E8D892AFC762B049B1d10000MySite`
- The location for the FSA Reporting SQL database data file is `E:\Program Files\Microsoft SQL Server\MSSQL\Data`
- The location for the FSA Reporting SQL database log file is `E:\Program Files\Microsoft SQL Server\MSSQL\Log`
- The Windows user account that FSA Reporting is to use to access the FSA Reporting database has the domain name `demodomain`, and the account name `FSAreportuser`.

If the command executes successfully it displays a message ending with “*command* succeeded”, for example `/create succeeded`. Otherwise it displays a message ending with “*command* failed”, for example `/recreate failed`.

If the command fails, check whether both the following are true:

- The database **EnterpriseVaultFSAReporting** was created successfully on *FSAReporting_Server*.
- The table **FSAReportingSettings** in the database **EnterpriseVaultDirectory** contains an entry in which the column **DatabaseName** has the value **EnterpriseVaultFSAReporting**.

If so, then run the `FSAReportingConfigUtility` again with the `/recreate` option. Otherwise, run the utility again with the `/create` option.

If the utility fails again, use DTrace on `FSAReportingConfigUtility` to find the exact reason as to why it is failing. For general information on running DTrace, see the *Utilities* manual.

- 3 This step applies only to systems with Enterprise Vault 2007 SP1 or later. After successfully running the **FSAReportingConfigUtility**, right-click the **File Servers** target under **Targets** in the Administration Console, and select **Properties**. On the Properties dialog, select the Reporting User Credentials tab and enter the credentials of the Windows account you specified in the `Domain\UserName` variable in step 2. Click **OK** on the Properties dialog to save the changes.

Enterprise Vault cannot access the FSA Reporting Web service

Problem: The Administration Console displays the following message:

```
Enterprise Vault cannot access the FSA Reporting Web service
at <URL>.
Enterprise Vault may not display the correct FSA Reporting
settings, and may not save FSA Reporting Settings.
```

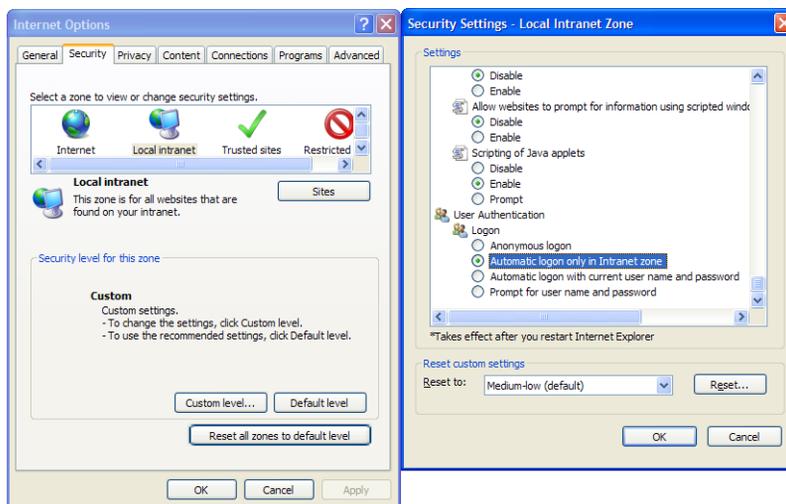
Cause: Enterprise Vault cannot access the FSA Reporting Web service.

Resolution: Ensure that you can access the Web page for the FSA Reporting Web service successfully from Internet Explorer, without being prompted for a user name and password.

If you receive a prompt for a user name and password from Internet Explorer, do as follows:

- Ensure that the FSA Reporting Web Service URL is in your local intranet zone.
- Ensure that the zone's user authentication is set to "Automatic logon only in intranet zone":

Figure 2-1 Internet Explorer settings for local intranet zone



See also “[Troubleshooting the FSA Reporting Web service configuration](#)” on page 15.

File server disk space

Problem: FSA Reporting creates temporary data files on a file server when it scans the file server. If these files become very large, the drive that contains the files is at risk of becoming full.

From Enterprise Vault 8.0 SP2, FSA Reporting monitors the free space on the appropriate drive. If the free space falls below a value of 100 MB by default, the FSAReportingService process shuts down and generates the following message in the event log:

```
The FSAReportingService process will be shut down because there is insufficient disk space on drive <drive>. Delete any unwanted files from the drive and then restart the process as follows. On file servers on which the FSA Agent is installed, restart the Enterprise Vault File Collector service. Otherwise, restart the Enterprise Vault Admin Service on the Enterprise Vault server.
```

Resolution: Do as follows:

- If you receive the event log message, delete any unwanted files from the file server drive. Then, for NTFS file servers, restart the **Enterprise Vault File Collector Service** on the file server. For NetApp file servers and Celerra devices, restart the Admin Service on the Enterprise Vault server on which you changed the registry value.
- If there is likely to be insufficient space for FSA Reporting's temporary files on the file server's installation drive, we recommend that you relocate the storage location to a drive that has sufficient free space.
To specify a new storage location for the temporary files, edit the **TempFilePath** registry value under the following registry key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\KVS\Enterprise Vault\FSA\Reporting
```

For NTFS file servers, the registry value is located on the file server. For NetApp and EMC Celerra file servers, the registry value is located on the Enterprise Vault server that acts as the proxy server for FSA Reporting data collection.

Specify a suitable existing path on the file server as the value of **TempFilePath**. Note that Enterprise Vault creates a subfolder named `FSAReports` under the path that **TempFilePath** defines, in which to hold the temporary files.

If you change the value of **TempFilePath** on an NTFS file server, restart the Enterprise Vault File Collector service on the file server. If you change the value of **TempFilePath** for NetApp or Celerra, restart the Enterprise Vault Admin service on the Enterprise Vault server.

Limiting the number of file types to improve FSA Reporting performance

FSA Reporting gathers data about file groups and file types for the following data analysis reports:

- File Groups Space Usage on a Server
- File Group Space Usage Summary
- Inactive Files on a Server by File Group
- File Space Usage on an Archive Point

These reports present separate data for each file type that is included within a file group when the FSA Reporting scan is performed. The more file types that

you define within your file groups, the more information FSA Reporting must gather and store for these reports.

If you use FSA Reporting, we advise that you specify fewer than one thousand different file types in your Enterprise Vault file groups. Otherwise, the performance of FSA Reporting may be degraded.

From Enterprise Vault 8.0 SP3 onwards, if you specify more than one thousand different file types in your file groups, the Administration Console displays a warning message similar to the following:

```
The total number of file types exceeds one thousand.  
This many file types may degrade the performance of FSA  
Reporting.  
If you use FSA Reporting we advise that you reduce the number of  
file types.
```

If you receive this message and you use FSA Reporting, we advise that you reduce the number of file types.

Note that from Enterprise Vault SP3, Enterprise Vault combines the data for the file types that are not included in any file group. The report tables display this combined data as file type “misc” under the entry “Others” in the File Group column.

Troubleshooting accessing the FSA Reporting reports

This chapter describes how to troubleshoot accessing FSA Reporting's reports. It assumes that you have already configured FSA Reporting, either by using the FSA Reporting Configuration wizard, or manually, as described in the previous chapter.

Note: If your problem is not described here, check the “issues” sections of the *ReadMeFirst* document for your Enterprise Vault release.

Troubleshooting accessing the FSA reports

Problem: You believe that FSA Reporting is successfully configured, but you are unable to view any Data Analysis Reports for one or more servers.

Resolution: Use the following procedure to identify and resolve the problem:

- 1 Confirm that all the prerequisites for Enterprise Vault Reporting are satisfied, as described in the *Installing and Configuring* manual. You must have successfully configured Enterprise Vault Reporting before you can access FSA Reporting's reports.
- 2 Confirm that you are using versions of FSA Agent and Enterprise Vault Reporting that are compatible with FSA Reporting. See the following Enterprise Vault technical note:
<http://entsupport.symantec.com/docs/297390>.
- 3 If you are using FSA Reporting on a 64-bit file server, ensure you have a supported configuration. FSA support for 64-bit file servers is described in the Enterprise Vault *Compatibility Charts*.

- 4 Ensure that the FSA Agent has been installed on NTFS file servers. If you are installing the FSA Agent on a file server running Windows 2000, note that the minimum requirement is Windows 2000 SP4 plus Update rollup package 1 for SP4.
- 5 Confirm that the FSA Agent was installed successfully by examining the following registry key:

`HKEY_LOCAL_MACHINE\SOFTWARE\KVS\Enterprise Vault\FSA\Reporting`

For NTFS file servers, examine this registry key on the file server. For NetApp file servers and EMC Celerra devices, examine this registry key on the Enterprise Vault server that acts as the proxy server for FSA Reporting data collection.

- For Enterprise Vault 8.0, check that the **WebServiceTimeout** registry value is present. **WebServiceTimeout** is a DWORD value that defines the FSA Reporting Web service timeout in minutes. For the Enterprise Vault 8.0 original release the default value is 90. From Enterprise Vault 8.0 SP2 the default value is 9999.

- For Enterprise Vault 2007, check that the **ReportingServer** Registry value is present. **ReportingServer** is a String with the following value:

`http://EVServer_name`

where *EVServer_name* is the NetBIOS name of the Enterprise Vault server that performs the FSA archiving.

Note that this registry value is not used in Enterprise Vault 8.0.

If the appropriate registry value is not present, add it to the `Reporting` Registry key.

- 6 Use SQL Server Enterprise Manager to check that the FSA Reporting database **EnterpriseVaultFSAReporting** was created on the SQL server specified during the configuration. Check also that the **EnterpriseVaultDirectory** database contains an **FSAReportingSettings** table populated with one row, containing an entry to the SQL server containing the FSA Reporting database.

If the FSA Reporting database or the Directory database entry was not created successfully you need to rerun the FSA Reporting configuration manually, as described in “[Configuring FSA Reporting manually](#)” on page 6.

- 7 In the Administration Console, open the **Targets** node, select **File Server**, and in the right pane view the status of FSA Reporting for each configured file server, as shown in the **Reporting** column. Check that Reporting is shown as **On** and that at least one successful scan has been performed. If Reporting is shown as **Off**, see the next step.

To view the status of FSA Reporting for individual volumes being archived on a file server, select the file server in the left pane of the Administration Console and view the **Reporting** column in the right pane. You can enable or

disable FSA Reporting for a specific volume from the volume's properties, provided that Reporting is **On** for the file server.

Note: The information provided in the FSA reports is based on data that FSA Reporting gathered from the last successful reporting scan. If FSA Reporting has not performed a successful reporting scan on a file server or volume, the reports will not show any information for it.

- 8 If Reporting for a file server is shown as **Off**, right-click the node for that file server under the **File Server** node, and select **Properties**. Then select the **Reporting Data Collection** tab and ensure that the **Enable Data Collection for FSA Reporting** check box is selected. Click **OK** to apply the changes and close the dialog. Then check whether Reporting is now shown as **On** for the file server in the right pane. You may need to refresh the entry in the right pane by right-clicking the row showing the status for the file server and selecting **Refresh**. If the status is still shown as **Off**, try closing and reopening the Administration Console to force a refresh of the status information.
 If the status of Reporting remains **Off** despite data collection for the file server being enabled, there may be a problem with the FSA Reporting Web service. See "[Troubleshooting the FSA Reporting Web service configuration](#)" on page 15.
- 9 If you are still unable to identify the problem, you can use DTrace to troubleshoot the FSAReporting component. See "[Using DTrace to troubleshoot FSA Reporting](#)" on page 23.

Troubleshooting the FSA Reporting Web service configuration

The Administration Console and FSA Agent use the FSA Reporting Web service to communicate with the FSA Reporting database. To check that the FSA Reporting Web service is properly configured on the Enterprise Vault server, proceed as follows.

To troubleshoot the FSA Reporting Web service

- 1 Do one of the following:
 - For Enterprise Vault 8.0, open Internet Explorer and enter the following URL:

`http://EVServer_alias/FSAReporting/FSAReporting.asmx`

where *EVServer_alias* is the fully-qualified computer alias for the Enterprise Vault server, for example `server1.demo.local`.

In a cluster environment the server alias must point to the virtual server name.

Perform this check for each Enterprise Vault server in the site.

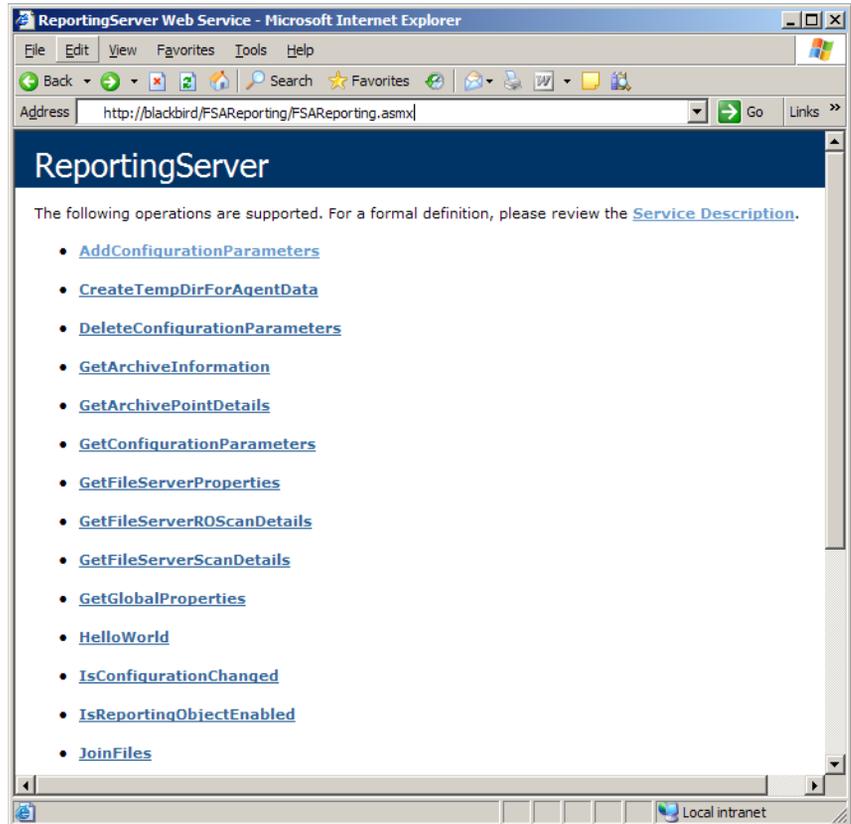
- For Enterprise Vault 2007, open Internet Explorer and enter the following URL:

`http://EVServer_name/FSAReporting/FSAReporting.aspx`

where *EVServer_name* is the NetBIOS name of the Enterprise Vault server. In a clustered environment this is the virtual computer name.

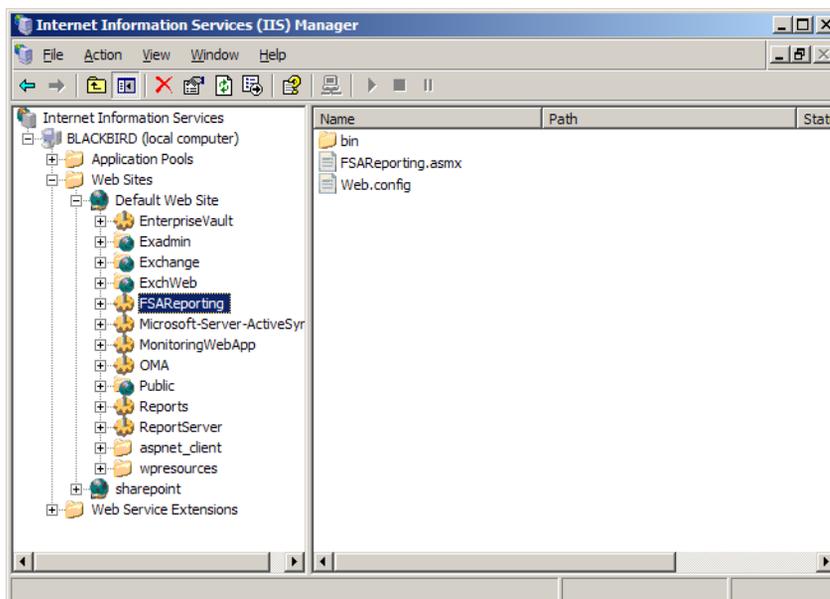
The ReportingServer Web page should appear, showing you the list of functions supported by the FSAReporting Web service. These functions are used by the FSA Agent and the Administration Console to configure FSA Reporting, to update the status of the scans in the Administration Console, to obtain archive information, and to send the scanned data to the FSA Reporting database.

Figure 3-1 FSA ReportingServer Web page



- 2 If you see the error "Page not found" when you try to access the ReportingServer URL, open Internet Information Services (IIS) Manager and check under **Web Sites** that the **FSAReporting** Web site is present.

Figure 3-2 IIS Manager showing FSAReporting Web Site



If IIS Manager does not show the **FSAReporting** Web site, check for the presence of the log file `FSAReportingWebServiceConfigUtility.log` in Enterprise Vault installation directory on the Enterprise Vault Server.

- If the log file is present, check its contents for further troubleshooting information.
 - If the log file is not present, the FSA Reporting Web Service Configuration utility has not been run. You need to configure the FSA Reporting Web service manually.
See “[Configuring the FSA Reporting Web service manually](#)” on page 21.
- 3 If the ReportingServer Web page displayed successfully in [step 1](#), check whether the FSA configuration parameters are being obtained:
- For Enterprise Vault 8.0 SP3 and later, select the following from the list of ReportingServer functions on the ReportingServer Web page:
GetConfigurationInformation

Then enter the following parameter values and click **Invoke**:

| Parameter | Value |
|-------------------|---|
| <i>domainName</i> | The FSA Agent computer's fully qualified domain name. |
| <i>serverName</i> | The FSA Agent computer's NetBIOS name. |
| <i>version</i> | The version of FSA Reporting, for example 8.0.3. |

- For releases before Enterprise Vault 8.0 SP3, select the following from the list of ReportingServer functions on the ReportingServer Web page:

GetConfigurationParameters

Then enter the following parameter values and click **Invoke**:

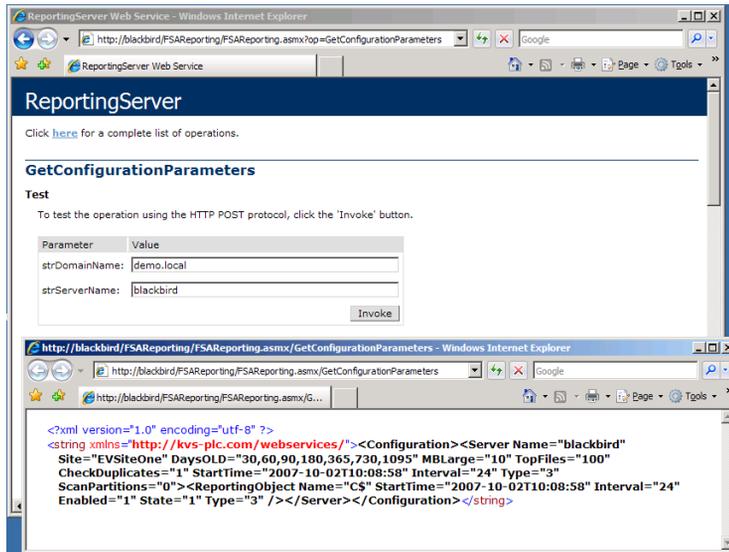
| Parameter | Value |
|----------------------|---|
| <i>strDomainName</i> | The FSA Agent computer's fully qualified domain name. |
| <i>strServerName</i> | The FSA Agent computer's NetBIOS name. |

Note: For NTFS file servers the FSA Agent computer is the file server. For NetApp file servers and Celerra devices, the FSA Agent computer is the the Enterprise Vault server that acts as the proxy server for FSA Reporting data collection.

A new Web browser window should open, displaying the configuration parameters.

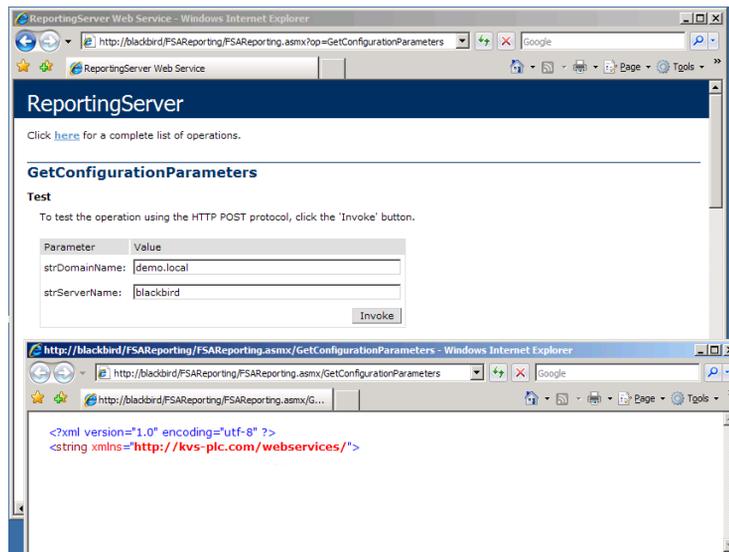
The following figure illustrates a successful invocation, for an Enterprise Vault 8.0 system prior to Enterprise Vault 8.0 SP3:

Figure 3-3 Successful invocation of GetConfigurationParameters



The following figure illustrates what appears if the parameters are not being returned:

Figure 3-4 Failed invocation of GetConfigurationParameters



If the appropriate parameters fail to appear, troubleshoot the problem using DTrace.

See “[Using DTrace to troubleshoot FSA Reporting](#)” on page 23.

Configuring the FSA Reporting Web service manually

If you failed to find the `FSAReportingWebServiceConfigUtility.log` file when troubleshooting the FSA Reporting Web service configuration, you must configure the FSA Reporting Web service manually.

To configure the FSA Reporting Web service manually

- 1 Open a Command Prompt window on the Enterprise Vault server and navigate to the Enterprise Vault installation folder.
 - If you are running Enterprise Vault 8.0 or later, enter the following command on a single line:
`FSAReportingWebServiceConfig create folderpath EVServer_alias`
 - If you are running Enterprise Vault 2007 with Service Pack 3 or later, enter the following command on a single line:
`FSAReportingWebServiceConfig create folderpath EVServer_name`
 - Otherwise, enter the following command on a single line:
`FSAReportingWebServiceConfig folderpath EVServer_name`

where the variables are as shown in the following table:

Table 3-1 Variables for FSAReportingWebServiceConfig

| Variable | Description |
|-----------------------|--|
| <i>folderpath</i> | The path to where the FSA Reporting Web service binary files are located. Typically this is: <code>C:\Program Files\Enterprise Vault\FSAReporting</code> Remember to enclose the path in quotes if it contains spaces. |
| <i>EVServer_alias</i> | The fully-qualified computer alias for the Enterprise Vault 8.0 server, for example <code>server1.demo.local</code> . In a clustered environment this server alias must point to the virtual server name. |
| <i>EVServer_name</i> | The NetBIOS name of the Enterprise Vault 2007 server. In a clustered environment this is the virtual computer name. |

For example, on a machine running Enterprise Vault 2007 with SP3 or later:

```
FSAReportingWebServiceConfig create  
"C:\Program Files\EnterpriseVault\F SAReporting" Blackbird
```

If the configuration is successful, the utility returns “successful”.

- 2 Open Internet Explorer and enter the following URL, to check whether you can now access the ReportingServer Web page:

- For Enterprise Vault 8.0:

```
http://EVServer_alias/FSAReporting/FSAReporting.asmx
```

- For Enterprise Vault 2007:

```
http://EVServer_name/FSAReporting/FSAReporting.asmx
```

If you are prompted for a user name and password, add the following entry to the Local Intranet Web content zone in Internet Explorer:

- For Enterprise Vault 8.0:

```
http://EVServer_alias/FSAReporting/FSAReporting.asmx
```

- For Enterprise Vault 2007:

```
http://EVServer_name
```

Note that you must add the entry to the Local Intranet zone. It is not sufficient to add it to the Trusted Sites zone.

- 3 If Internet Explorer displays an error that begins as follows when you attempt to access the ReportingServer Web page:

```
[PolicyException: Required permissions cannot be acquired.]  
System.Security.SecurityManager.ResolvePolicy(Evidence  
evidence, PermissionSet  
reqdPset, PermissionSet optPset, PermissionSet denyPset,  
PermissionSet& denied,  
Boolean checkExecutionPermission) +2737909  
System.Security.SecurityManager.ResolvePolicy(Evidence  
evidence, PermissionSet  
reqdPset, PermissionSet optPset, PermissionSet denyPset,  
PermissionSet& denied,  
Int32& securitySpecialFlags, Boolean checkExecutionPermission)  
+57
```

Then proceed as follows:

- a Navigate to the FSAReporting folder in the Enterprise Vault installation folder.
- b Open the file Web.config with a text editor such as Notepad.
- c Find the <system.web> node and add the following tag within it:

```
<trust level="Full"/>
```

- d Save the `Web.config` file and try accessing the ReportingServer Web page again.

Using DTrace to troubleshoot FSA Reporting

If required, you can run the DTrace utility on the FSA Agent computer, to help troubleshoot problems.

For general information on running DTrace, see the *Utilities* manual.

Note: If you use Microsoft SQL Server 2008 Reporting Services, do not attempt to run DTrace on the Reporting Services Report Manager process, **Reporting ServicesService.exe**. Report Manager does not render reports correctly if you enable DTrace on it.

You can use Microsoft DebugView in place of DTrace in this instance. You can obtain DebugView from the following location:

<http://technet.microsoft.com/en-us/sysinternals/bb896647.aspx>

This restriction does not affect the following procedure.

Note: For NTFS file servers “FSA Agent computer” refers to the file server. For NetApp file servers and Celerra devices, “FSA Agent computer” refers to the the Enterprise Vault server that acts as the proxy server for FSA Reporting data collection.

To troubleshoot FSA Reporting using DTrace

- 1 On the FSA Agent computer, enable **DTrace** for the **FSAReportingService** process and start logging the results. Specify a monitoring level of at least medium. For example, enter the following two commands at the DTrace command prompt:

```
set FSAReportingService verbose
log c:\temp\dtracelog.log
```

- 2 Check whether there are problems obtaining the FSA configuration parameters. Do as follows:
 - a For NTFS file servers, restart the **Enterprise Vault File Collector Service** on the file server. For NetApp file servers and Celerra devices, restart the Admin Service on the Enterprise Vault server that acts as the proxy server for FSA Reporting data collection.

- b Check the results of the fetch operation. To do this, look in the DTrace log for entries containing the following string:
 - For Enterprise Vault 8.0 SP3 and later:
`{Client.GetConfigurationInformation}`
 - For releases before Enterprise Vault 8.0 SP3:
`{Client.GetConfigurationParameters}`

The detail level of these entries is Medium.

On Enterprise Vault 2007, if these entries report any exception or indicate a failure, check whether the **ReportingServer** Registry entry has the correct String value.

See [step 5](#) of “[Troubleshooting accessing the FSA reports](#)”.

- c Check that the FSA Agent computer can access the computer that runs the FSA Reporting Web service.
- d Open the Event Viewer and look in the Enterprise Vault event log for information event 24576 with the following description:

```
Parsing of configuration XML is successful; Schedules  
service started.
```

If you cannot see this event, open SQL Server Enterprise Manager and go to the **EnterpriseVaultFSAReporting** database. Examine the **FileServerConfiguration** table as follows:

- Check whether the table contains a row for each file server that is configured for FSA Reporting.
- Check whether the **DomainName** column in each row contains the fully qualified domain name of the domain where the file server is located. If it does not, edit the entry to specify the fully qualified domain name.
- If any rows are missing, the most likely reason is that you are using versions of FSA Agent and Enterprise Vault Reporting that are incompatible with FSA Reporting.

See technical note 297390 at

<http://entsupport.symantec.com/docs/297390>.

If you are using compatible versions of FSA Agent and Enterprise Vault Reporting, then another issue must have caused the database problem. Recreate the database using the

`FSAReportingConfigUtility` with the `/recreate` option.

See “[Configuring FSA Reporting manually](#)” on page 6.

- 3 Verify that FSA Reporting scans are running successfully. To do this, look for the relevant entries in the DTrace log, depending on how the scan was initiated:

- If a user initiated the scan using the **Run FSA Reporting Scan** option in the Administration Console, look for entries containing the following:
`CServer::ScanNow`
 - If the scan was a scheduled one, look for entries containing the following:
`Call back timerproc`
 - Then look for an entry containing the following, which indicates that the scan is being prepared:
`CAgentParams::GetObject`
- The detail level of these entries is Low.

4 Verify that a scan has started, by looking for the entry:

`CScan::ScanMain`
 The detail level of this entry is Low.

5 Check whether the list of archive points is being obtained correctly. The FSA Agent requires the list of archive points present under the volume that is currently being scanned. To verify that this archive point information is obtained properly, look for entries containing the following:

- `ArchivePointThread`
- `{Client.GetArchivePointDetails}`

The detail level of these entries is Medium.

Note that there will be several entries that contain these strings. The entries may not necessarily be found together, as there are other operations occurring simultaneously.

If these entries indicate any failure, do as follows:

- On Enterprise Vault 2007, check that the **ReportingServer** Registry entry has the correct value.
 See [step 5](#) of “[Troubleshooting accessing the FSA reports](#)”.
- Check that the FSA Agent computer can access the computer that runs the FSA Reporting Web service.

Then run **GetArchivePointDetails** from the ReportingServer Web page. Specify the following:

| Parameter | Value |
|-----------------------------|--|
| <code>fileServerName</code> | The fully qualified host name of the file server: <code>fileServerName.domainNameWithExtension</code> Note: For NetApp and Celerra, specify the file server name, not the FSA Agent computer name. |
| <code>volumeName</code> | The name of the volume for which to obtain information. |

A Web browser window should open and list all the archive points.
 If no archive points are listed, run the same function but use the IP address of the file server.

6 Check whether the archive information is being obtained correctly. To do this, look for entries containing the following:

- For all Enterprise Vault releases: `ArchiveThread`
- For Enterprise Vault 8.0 SP3 and later:
`{Client.GetArchiveInformationByArchivePoint}`
- For Enterprise Vault releases before 8.0 SP3:
`{Client.GetArchiveInformation}`

The detail level of these entries is Medium.

If these entries indicate any failure, do as follows:

- On Enterprise Vault 2007, check that the **ReportingServer** Registry entry has the correct value.
 See [step 5](#) of “[Troubleshooting accessing the FSA reports](#)”.
- Check that the FSA Agent computer can access the computer that runs the FSA Reporting Web service.

Then do as follows:

- For Enterprise Vault 8.0 SP3 and later, run **GetArchiveInformationByArchivePoint** from the ReportingServer Web page. Enterprise Vault invokes this function for every archive point in a target volume. You must specify the following:

| Parameter | Value |
|-------------------------|--|
| <i>fileServerName</i> | The fully qualified host name of the file server: <i>fileServerName.domainNameWithExtension</i> Note: For NetApp and Celerra, specify the file server name, not the FSA Agent computer name. |
| <i>volumeName</i> | The name of the volume for which to obtain information. |
| <i>archivePointVEID</i> | The id of the archive point for which to obtain information. This is specified by the GetArchivePointDetails method you used in step 5 on page 25. |

| Parameter | Value |
|-----------------------|---|
| <i>knownFileTypes</i> | <p>The file types for which you want to obtain individual summary information. Specify the file types in the following format:</p> <pre><FileTypes><Type>*.txt</Type> <Type>*.doc</Type><Type>*.xls</Type> </FileTypes></pre> <p>For any file types that you do not specify, the method returns the file type information collectively under the category “misc”.</p> <p>If you do not specify any file types, the method returns the information for all the file types collectively, under the category “misc”.</p> |

Verify that archive data is shown for the specified archive point and file types.

If no archive data is listed, run the same function but use the IP address of the file server.

- For releases before Enterprise Vault 8.0 SP3, run **GetArchiveInformation** from the ReportingServer Web page. Specify the following:

| Parameter | Value |
|-----------------------|---|
| <i>fileServerName</i> | <p>The fully qualified host name of the file server: <i>fileServerName.domainNameWithExtension</i></p> <p>Note: For NetApp and Celerra, specify the file server name, not the FSA Agent computer name.</p> |
| <i>volumeName</i> | The name of the volume for which to obtain information. |

Verify that archive data is shown per archive point and per file type.

If no archive data is listed, run the same function but use the IP address of the file server.

- 7 Check the progress of the scanning of live files. To do this, check all the entries reported at the Medium detail level containing the string:
CRDScan
- 8 Check that the FSAReportingService is sending scanned data to the FSA Reporting database.
 - For Enterprise Vault 8.0 SP3 and later, Enterprise Vault sends the scanned data and metadata per archive point, using the functions

SendAndUpdateDataForArchivePoint and **SendAndUpdateMetaData**.

For example, if a volume has two archive points, Enterprise Vault calls both functions three times: once for each archive point, to send the data and metadata for the archive point, and a third time to send the data and metadata for the volume.

- To verify the scanned data transfers, look for entries containing the string:
`{Client.SendAndUpdateDataforArchivePoint}`
- To verify the metadata transfers, look for entries containing the string:
`{Client.SendAndUpdateMetaData}`

The detail level of the above entries is Medium.

- For releases before Enterprise Vault 8.0 SP3, the `FSAReportingService` sends the data in two steps: firstly it sends metadata about the file server, then it sends the scanned data. To verify these steps, examine the `DTrace` of the `FSAReportingService` as follows:
 - To verify the metadata transfer, look for entries containing the string:
`{Client.SendAndUpdateMetaData}`
 - To verify the scanned data transfer, look for entries containing the string:
`{Client.SendAndUpdateData}`

The detail level of the above entries is Medium.

Troubleshooting issues with FSA report content

This chapter describes how to troubleshoot some issues that are related to the content of the FSA Data Analysis Reports. It assumes that FSA Reporting is successfully configured.

Note: If your problem is not described here, check the “issues” sections of the *ReadMeFirst* document for your Enterprise Vault release.

Report data inconsistency issues

Problem: Some reports may produce inconsistent information. A report may show incorrect results for the total number of files on a file server, the original size, or the space that has been saved by archiving.

Affected configurations: Enterprise Vault 8.0 original release and service packs before 8.0 SP3.

Cause: A file count error can sometimes occur when FSA Reporting scans run simultaneously on multiple volumes of the same file server, and when there are large numbers of files.

Resolution or workaround: Perform scans of volumes on the same file server sequentially.

Archive information is missing for some volumes

Problem: The archive information for some volumes does not appear in the reports.

Affected configurations: Enterprise Vault 8.0 original release and service packs.

Cause: A problem can occur with the transmission of the FSA Reporting scan data between the file server and the Enterprise Vault server. The problem occurs if there is insufficient space to store the data on the Enterprise Vault server.

Resolution or workaround: Repeat the scan after first making sure that there is sufficient free disk space for the scan data files on the Enterprise Vault server.

Enterprise Vault holds the data for each scan in a separate XML file, which it holds on the Enterprise Vault server in a temporary folder.

The temporary folder is located under the Enterprise Vault installation folder, typically:

`C:\Program Files\Enterprise Vault\FSAReports\ReportingTempDir\`

The XML files have the name format:

`AgentData_integer.xml`

where *integer* is a unique integer value that represents a timestamp for when the data transfer started from the file server to the Enterprise Vault server.

For example: `AgentData_128826020706200016.xml`

The XML file for each scan may be several gigabytes in size. This means that a large amount of free space may be required on the Enterprise Vault server to accommodate the scan data. Note that if you perform multiple scans on the same day, you need to allow for the space for multiple data files. At the beginning of a scan, Enterprise Vault purges any data files that are more than one day old.

To help determine how much space you require for the ReportingTempDir folder, check the size of any existing temporary files in the folder.

Before you repeat a scan you may want to delete the contents of the temporary folder manually to provide space for the new data file.

Note: It is important to make sure there is sufficient disk space available. For example, if an archiving task on the Enterprise Vault server runs short of space, then it halts the Enterprise Vault services on the server.

“File Group Space Usage on a Server” report shows double the number of files on some target volume shares

Problem: In certain file system configurations, the number of files shown in the “File Group Space Usage on a Server” report is double the actual number of files on the volume share.

Affected configurations: All releases.

“File Group Space Usage on a Server” report shows double the number of files on some target volume shares

Cause: This problem can happen when the sub-folder of a volume share is also shared, but from a different location, and both shares are added as FSA archiving targets in the Enterprise Vault Administration Console. As the paths to the shares are different, FSA does not identify the target overlap and attempts to archive the files in the sub-folder twice. Later, when an FSA Reporting scan runs, the files in the sub-folder are counted twice.

For more information on the underlying issue, see the following technical note on the Symantec Enterprise Support Web site:

<http://entsupport.symantec.com/docs/335966>

Resolution or workaround: If FSA target shares overlap, ensure that the share paths are consistent. FSA can then identify the overlap, and the issue does not arise.

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| “File Group Space Usage on a Server” report shows double the number of files on some target volume shares