Enterprise Vault™ Troubleshooting FSA Reporting

12 and later

VERITAS™

Enterprise Vault™: Troubleshooting FSA Reporting

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Chapter 1

About this document

This chapter includes the following topics:

- About this technical note
- About troubleshooting FSA Reporting

About this technical note

This document describes how to troubleshoot problems with the FSA Reporting feature that is supplied with Enterprise Vault 12.0 or later.

To troubleshoot other versions of FSA Reporting, see the appropriate issue of this document:

- Enterprise Vault 9.0 and later - Troubleshooting FSA Reporting
- Enterprise Vault 8.0 and later - Troubleshooting FSA Reporting

For information on troubleshooting other aspects of Enterprise Vault Reporting, see the following document: https://www.veritas.com/docs/100018177.

About troubleshooting FSA Reporting

See the appropriate section of this technical note for help with the following:

Problems after upgrading FSA Reporting.	See "About troubleshooting an upgrade of FSA Reporting" on page 8.
Problems when you configure a file server to use FSA Reporting, or when you administer FSA Reporting in the Enterprise Vault Administration Console.	See "About troubleshooting the configuration of FSA Reporting" on page 11.

Problems with accessing the FSA Reporting Data Analysis Reports or problems with the reports' content.	See "About troubleshooting issues with the FSA Reporting reports" on page 25.
Using DTrace to troubleshoot FSA Reporting.	See "About using DTrace to troubleshoot FSA Reporting" on page 29.

Note: From Enterprise Vault 10.0.3, you can limit the Vault Service account's SQL privileges to increase database security. The Enterprise Vault databases contain a set of roles that enable you to assign to the Vault Service account only those SQL privileges that are required to run Enterprise Vault. However, if you limit the SQL privileges of the Vault Service account for normal daily operations, you may need to grant additional SQL privileges to the account for other tasks that require higher privileges

For more information on using the SQL Server roles, see the following article on the Symantec Support website: https://www.veritas.com/docs/100038151.

Chapter 2

Troubleshooting an upgrade of FSA Reporting

This chapter includes the following topics:

- About troubleshooting an upgrade of FSA Reporting
- 'Failed to upgrade FSA Reporting database' event log error message
- Archive information is not shown for some volumes

About troubleshooting an upgrade of FSA Reporting

Refer to this chapter if you have problems with FSA Reporting after an upgrade of Enterprise Vault.

'Failed to upgrade FSA Reporting database' event log error message

Problem: After an upgrade from Enterprise Vault 8.0 to any version of Enterprise Vault 9.0, the following error message appears in the Enterprise Vault event log:

```
Failed to upgrade FSA Reporting database EnterpriseVaultFSAReporting,
SQL Server %1. Error: %2
```

where %1 is the name of the SQL Server and %2 provides more information about the error.

Cause: The Enterprise Vault 8.0 FSA Reporting database did not upgrade successfully to Enterprise Vault 9.0.

Resolution: To identify the exact cause of the upgrade failure, examine the log file `FSAReportingWebServiceConfigUtility.log`, located in the `Reports` subfolder of the Enterprise Vault installation folder, for example `C:\Program Files (x86)\Enterprise Vault`.

One possible cause is that Enterprise Vault cannot connect to the SQL Server that hosts the FSA Reporting database. Make sure that you can connect to the SQL Server computer from the Enterprise Vault server on which you run the upgrade.

In many cases the problem is that Enterprise Vault was unable to put the EnterpriseVaultFSAReporting database into single user mode. If the log file indicates that this is the cause, do as follows:

- Make sure that all existing connections to the EnterpriseVaultFSAReporting database are closed.
- Then restart the Enterprise Vault Directory service, to trigger another attempt to upgrade the EnterpriseVaultFSAReporting database.

Archive information is not shown for some volumes

Problem: After an upgrade from Enterprise Vault 8.0 to any version of Enterprise Vault 9.0, the archive information for some volumes does not appear in the reports.

Cause: You have not migrated the FSA metadata in all of your vault store databases.

Resolution: After the upgrade to Enterprise Vault 9.0 you must use the FSA upgrade utility to migrate the FSA metadata for all the vault stores that contain FSA items.

See "Upgrading the FSA metadata" in the Enterprise Vault 9.0 *Upgrade Instructions*, and the "FSA upgrade utility" section of the *Utilities* guide.

Chapter 3

Troubleshooting the configuration of FSA Reporting

This chapter includes the following topics:

- About troubleshooting the configuration of FSA Reporting
- Error message 'Not able to resolve file server FQDN for this file server'
- FSA Reporting scans fail to start, no change in scan status
- Error message 'Enterprise Vault cannot enable/disable the FSA Reporting data collection settings now'
- Error message: 'Enterprise Vault cannot access the FSA Reporting web service'
- Error message: 'Could not connect to FSAReporting virtual server'
- File server disk space issues
- Warning message 'Total number of file types exceeds one thousand'
- Problems after failover in a building blocks environment
- Recreating the File Collector service if it is missing
- Troubleshooting the FSA Reporting web service
- Adding the FSA Reporting web service locations to the Local intranet zone
- Configuring the FSA Reporting web service manually

About troubleshooting the configuration of FSA Reporting

Read this chapter if you have problems when you configure a file server to use FSA Reporting, or when you administer FSA Reporting in the Administration Console.

Error message 'Not able to resolve file server FQDN for this file server'

Problem: When you attempt to enable FSA Reporting data collection for a file server, the Administration Console displays an error message similar to the following:

```
Not able to resolve file server FQDN for this file server
```

Cause: Enterprise Vault requires that both a forward DNS lookup and a reverse DNS lookup of the file server is successful.

Resolution: Make sure that both a forward DNS lookup and a reverse DNS lookup succeed for the file server.

FSA Reporting scans fail to start, no change in scan status

Problem: FSA Reporting scans fail to start for a file server. The Administration Console shows no change in scan status, and displays no error message.

A DTrace of the FSAReportingService includes the following entry:

```
FSAReportingUtil::GetFullyQualifiedDomainName, server name passed to
this function = (NetBIOS name instead of FQDN) |
```

Cause: Enterprise Vault requires that both a forward DNS lookup and a reverse DNS lookup of the file server is successful.

Resolution: Make sure that both a forward DNS lookup and a reverse DNS lookup succeed for the file server.

Error message 'Enterprise Vault cannot enable/disable the FSA Reporting data collection settings now'

Problem: When you attempt to enable FSA Reporting data collection for a file server you see the following error message:

```
Enterprise Vault cannot enable/disable the FSA Reporting data
collection settings now.
The FSA Reporting Web service is not configured or is not running.
To troubleshoot the FSA Reporting Web service, see the Enterprise
Vault Technical Note "Troubleshooting FSA Reporting".
```

The error dialog may appear as follows:

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

Resolution: Troubleshoot the FSA Reporting web service.

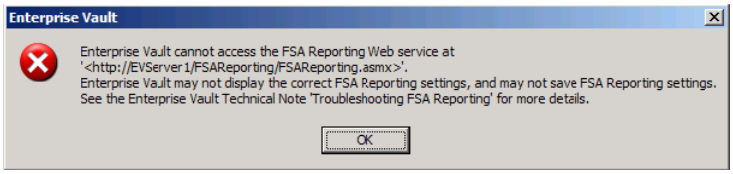
See "Troubleshooting the FSA Reporting web service" on page 17.

Error message: '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.
```

The error dialog may appear as follows:



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

Resolution: Troubleshoot the FSA Reporting web service.

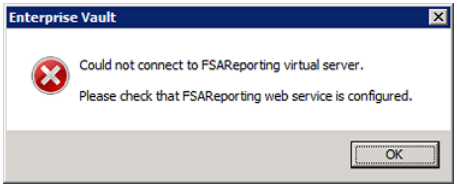
See "Troubleshooting the FSA Reporting web service" on page 17.

Error message: 'Could not connect to FSAReporting virtual server'

Problem: When you view a target file server's properties in the Administration Console and select the Reporting Data Collection tab, an error dialog appears with the following message:

```
Could not connect to FSAReporting virtual server.
Please check that FSAReporting web service is configured.
```

The error dialog may appear as follows:



Cause: The FSA Reporting web service does not exist.

Resolultion : Configure the FSA Reporting web service manually.

See "Configuring the FSA Reporting web service manually" on page 21.

File server disk space issues

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.

FSA Reporting monitors the free space on the appropriate drive. If the free space becomes less than 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 this event log message, delete any unwanted files from the file server drive and then do one of the following:
  - For a Windows file server, restart the **Enterprise Vault File Collector Service** on the file server.
  - For a non-Windows file server that has an Enterprise Vault server as the FSA Reporting proxy server, restart the **Admin Service** on the Enterprise Vault server.
  - For a non-Windows file server that has an FSA Reporting proxy server that is not an Enterprise Vault server, restart the **Enterprise Vault File Collector Service** on the proxy server.
- 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.
  See "Setting the storage location for FSA Reporting's temporary files" in the *Reporting* guide.

Warning message 'Total number of file types exceeds one thousand'

Problem: If you specify more than 1,000 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.
```

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

- File Group 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 is required to gather and store for these reports. If you use FSA Reporting, we advise that you specify fewer than 1,000 different file types in your Enterprise Vault file groups. Otherwise, the performance of FSA Reporting may be degraded.

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

Note: 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.

Problems after failover in a building blocks environment

Problem: After a failover of a system in a building blocks environment with FSA Reporting configured, FSA Reporting stops working. The following error appears in the Enterprise Vault event log, even though the service is running:

```
FSA Reporting Web service is not running
```

Cause: The Directory service or the FSA Reporting web service or both are not accessible on Windows file servers.

Resolution: After a failover, you must change the DNS alias of the failed Enterprise Vault server so that it maps to a working server. See step 1 of the procedure in the section "Configuring a working building blocks solution" in the *Administrator's Guide*.

When you have performed this step, open a command prompt window on the Enterprise Vault server and run the following commands:

```
ipconfig /flush
ipconfig /register
```

Then continue with the remaining steps in the procedure "Configuring a working building blocks solution" in the *Administrator's Guide*, to update the service locations.

Recreating the File Collector service if it is missing

Note that this problem and solution apply only to the following Enterprise Vault releases:

- Enterprise Vault 9.0.3, and later versions of Enterprise Vault 9.0.
- Enterprise Vault 10.0.1, and later versions of Enterprise Vault 10.0.

Problem: On a server on which the FSA Agent is installed, the Enterprise Vault File Collector service is missing from the list of services displayed by the Windows **Services** snap-in. The Enterprise Vault File Placeholder service and the Enterprise Vault File Blocking service are both present, as expected.

Cause: The Enterprise Vault File Collector service has been deleted from the server in error.

Resolution: You can run the `fsareportingservice` command to recreate the File Collector service. When you use the command as described, it removes any remaining components of the existing File Collector service. It then installs the File Collector service and configures the service to run under the specified account. You must specify the credentials of the Vault Service account.

To recreate the File Collector service if it is missing

1. Open a command prompt window on the server on which the service is missing.
2. Navigate to the Enterprise Vault installation folder, for example `C:\Program Files (x86)\Enterprise Vault`.
3. Run the following command:

   `fsareportingservice /user domaim_name\user_name /pwd password /service`

   Where:

   - *`domain_name`* is the domain name for the Vault Service account.
   - *`user_name`* is the user name of the Vault Service account.
   - *`password`* is the password of the Vault Service account.

   For example:

```
fsareportingservice /user demo\vaultadmin /pwd 193xy$dq /service
```

4 Use the Services snap-in to confirm that the Enterprise Vault File Collector service is now reinstated.

Troubleshooting the FSA Reporting web service

To check whether the FSA Reporting web service is correctly configured and accessible on each Enterprise Vault server, proceed as follows.

To troubleshoot the FSA Reporting web service

1 Start SQL Server Management Studio or SQL Query Analyzer and connect to the SQL Server that runs the Enterprise Vault Directory database.

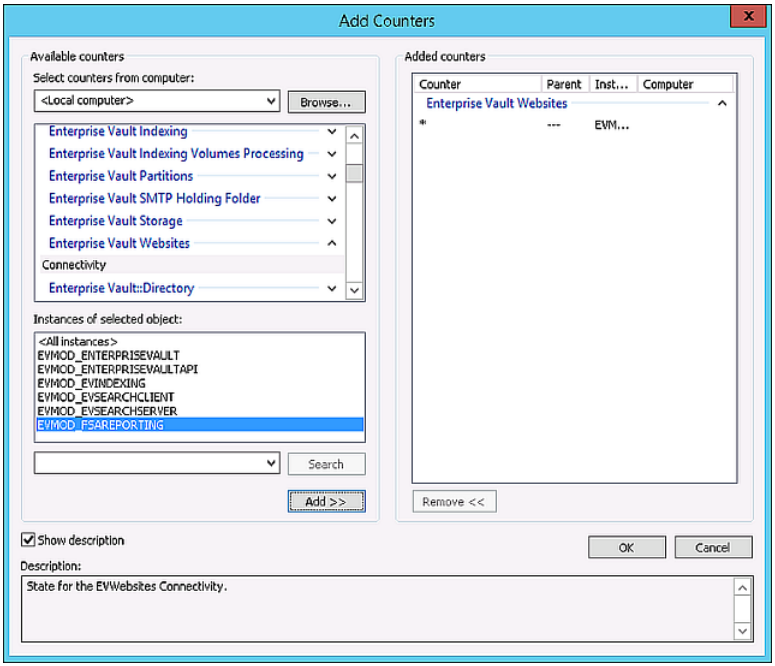
2 Enter and run the following query:

```
USE EnterpriseVaultDirectory
SELECT WSLocation FROM FSAReportingWSLocations
```

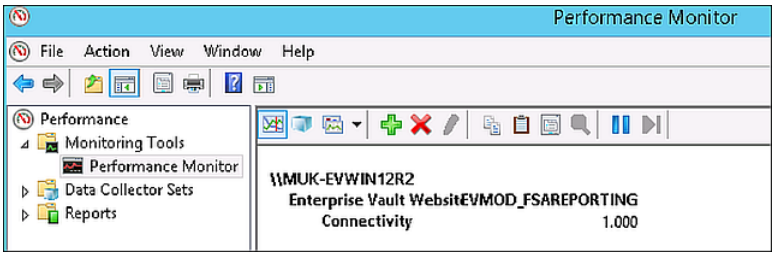
3 Note down all the WSLocation entries that the query returns.

Perform the remaining steps for each Enterprise Vault server mentioned in the WSLocation entries.

4 Open Windows Perfmon on each Enterprise Vault server and add the performance counter Enterprise Vault Websites\EVMOD_FSAREPORTING.



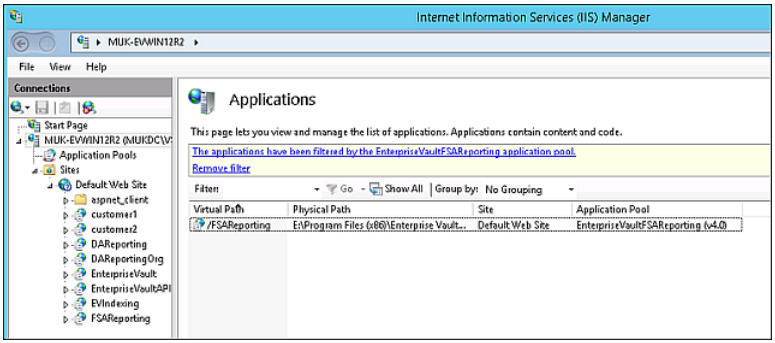
5 Confirm that the value of the connectivity counter is 1.



6 If you do not see the connectivity counter instance or if the value is 0, do as follows on each Enterprise Vault server that is specified by the WSLocation values that you found in step 3:

- Open Internet Information Services (IIS) Manager.

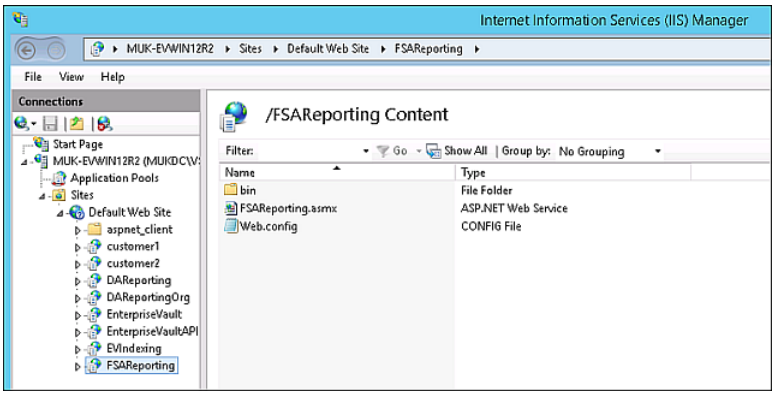
- Check under **Application Pools** whether the **EnterpriseVaultFSAReporting** application pool is present. (The following figures show IIS 6.0. The appearance is slightly different for IIS 7.0 or later.)



- If the **EnterpriseVaultFSAReporting** application pool is not present, configure the FSA Reporting web service manually on the Enterprise Vault server.

  See "Configuring the FSA Reporting web service manually" on page 21.

- If the application pool is present, check under **Web Sites** that the **FSAReporting** website is present.



If IIS Manager does not show the **FSAReporting** website, check for the presence of the log file `FSAReportingWebServiceConfigUtility.log` in the Enterprise Vault installation folder on the Enterprise Vault server.

If the log file is present, check its contents for further troubleshooting information.

If necessary use DTrace to perform further investigations.

See "About using DTrace to troubleshoot FSA Reporting" on page 29.

Adding the FSA Reporting web service locations to the Local intranet zone

Use the following procedure to make sure that the correct URLs for the FSA Reporting web service locations are included in Internet Explorer's Local intranet zone.

To add the URLs for the FSA Reporting web service to the Local intranet zone

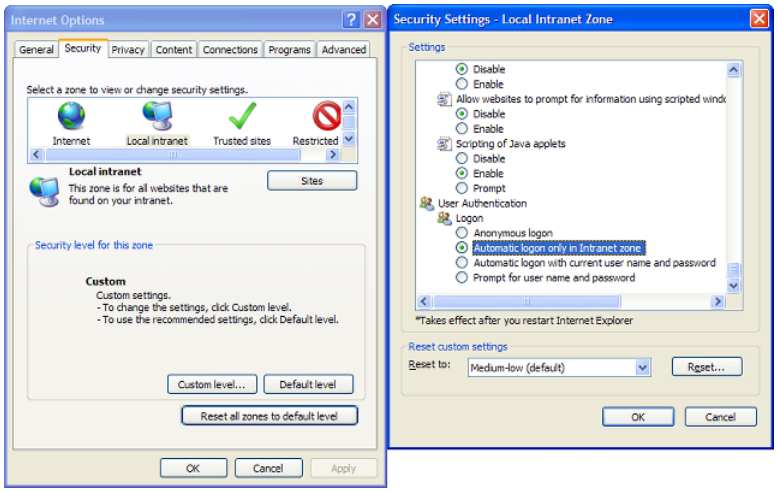
1. If you have already obtained the list of WSLocation entries from the Directory database's FSAReportingWSLocations table, go straight to step 5.
2. Start SQL Server Management Studio or SQL Query Analyzer and connect to the SQL Server that runs the Enterprise Vault Directory database.
3. Enter and run the following query:

```
USE EnterpriseVaultDirectory
SELECT WSLocation FROM FSAReportingWSLocations
```

4. Note down all the WSLocation entries that the query returns.
5. Perform the remaining steps of this procedure on the following computers:
   - All Enterprise Vault servers.
   - Any computer on which a standalone Administration Console is installed.
   - Each file server that is enabled for FSA Reporting.
   - Any FSA Reporting proxy server, if its scans fail with event log errors.
6. Open Internet Explorer with administrator privileges. Then, on Internet Explorer's **Tools** menu, select **Internet Options**.
7. On the **Security** tab, click **Local Intranet** and then click **Sites**.
8. On the **Local intranet** dialog, click **Advanced**.
9. Make sure that all of the WSLocation entries that you noted in step 4 are present in the **Local intranet** zone. Add the entries if they are not already present in the Local intranet zone.

   You must add the entries to the Local intranet zone: it is not sufficient to add them to the Trusted Sites zone.

10 Make sure that the Local intranet zone's user authentication is set to "Automatic logon only in Intranet zone".



11 Save the Internet Explorer settings and close Internet Explorer.

Configuring the FSA Reporting web service manually

If Enterprise Vault failed to configure the FSA Reporting web service successfully on an Enterprise Vault server, you can perform a manual configuration.

Perform these steps if you cannot access the ReportingServer web page, and the **EnterpriseVaultFSAReporting** application pool is not present on the Enterprise Vault server when you troubleshoot the FSA Reporting web service.

To configure the FSA Reporting web service manually

1 Open a command prompt window on the Enterprise Vault server on which the FSA Reporting web service did not configure successfully.

2 Navigate to the Enterprise Vault installation folder, for example `C:\Program Files (x86)\Enterprise Vault`.

3 Enter the following command on a single line:

```
FSAReportingWebServiceConfig create folderpath EVServer_alias
```

Where the variables are as follows:

- *folderpath* is the path to the FSA Reporting web service binary files. The binary files are in the `FSAReporting` subfolder of the Enterprise Vault installation folder, for example `C:\Program Files (x86)\Enterprise Vault\FSAReporting`. Enclose the path in quotes if it contains spaces.
- *EVServer_alias* is the fully qualified computer alias for this Enterprise Vault server, for example `server1.demo.local`.

  To obtain the value of *EVServer_alias*, do as follows:

  - Start SQL Server Management Studio or SQL Query Analyzer and connect to the SQL Server that runs the Enterprise Vault Directory database.
  - Examine the **ComputerEntry** table in the **EnterpriseVaultDirectory** database. Use the value of **ComputerName** that corresponds to this Enterprise Vault server.

If the configuration of the web service is successful, the utility returns "successful".

4 Open Internet Explorer and enter the following URL to check whether you can now access the ReportingServer web page:

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

where *EVServer_alias* is the fully qualified computer alias for the Enterprise Vault server that you used in step 3.

If you are prompted for a user name and password, add the required entries to Internet Explorer's Local intranet zone.

See "Adding the FSA Reporting web service locations to the Local intranet zone" on page 20.

5 If Internet Explorer displays an error that begins as follows when you attempt to access the ReportingServer web page, the trust level is insufficient:

```
[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
```

If you see this error, do as follows:

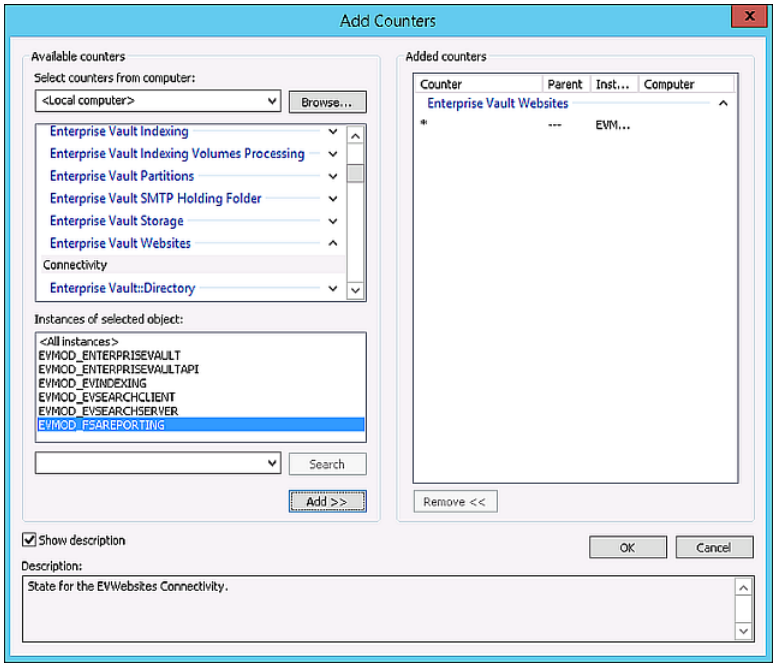
- Navigate to the `FSAReporting` folder in the Enterprise Vault installation folder.
- Open the file `Web.config` with a text editor such as Notepad.
- Find the `<system.web>` node and add the following tag within it:

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

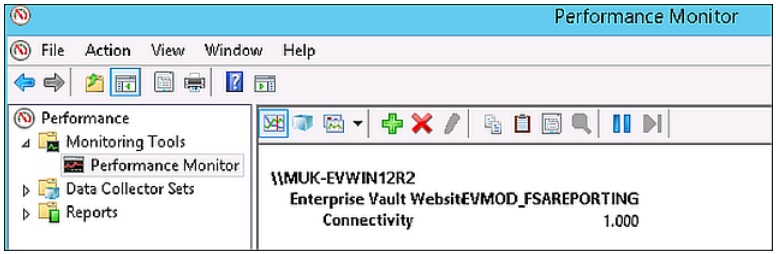
- Save the `Web.config` file and try accessing the ReportingServer web page again.

6 To ensure that the FSA reporting web service is running check the performance counters.

- Open Windows Perfmon on each Enterprise Vault server and add the performance counter Enterprise Vault Websites\EVMOD_FSAREPORTING.



- Confirm that the value of the connectivity counter is 1.


Performance Monitor
File
Action
View
Window
Help
Performance
Monitoring Tools
Performance Monitor
Data Collector Sets
Reports
\\MUK-EVWIN12R2
Enterprise Vault WebsitEVMOD_FSAREPORTING
Connectivity
1.000

Chapter 4

Troubleshooting issues with FSA Reporting reports

This chapter includes the following topics:

- About troubleshooting issues with the FSA Reporting reports
- Troubleshooting accessing the FSA Reporting reports
- 'File Group Space Usage on a Server' report shows double the number of files on some target volume shares

About troubleshooting issues with the FSA Reporting reports

This chapter describes how to troubleshoot issues that are related to the FSA Reporting Data Analysis Reports and their content.

If your problem is not described here, see the following:

- The "Troubleshooting Enterprise Vault Reporting" technical note on the Veritas Support website.
  See https://www.veritas.com/docs/100018177.
- The “issues” sections of the ReadMeFirst document for your Enterprise Vault release.

Troubleshooting accessing the FSA Reporting reports

Problem: You believe that FSA Reporting is successfully configured but you cannot access the FSA Reporting data analysis reports.

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

Resolving issues with access to FSA Reporting reports

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 technical note on the Veritas Support website:

   https://www.veritas.com/docs/100030221.
3. Note that with Enterprise Vault 9.0, you cannot colocate an Enterprise Vault server and Microsoft SQL Server Reporting Services on a computer that is running Windows Server 2003 x64 edition.

   For details of supported configurations, see the Enterprise Vault Compatibility Charts.
4. Make sure that the FSA Agent is installed on target Windows file servers, and on the FSA Reporting proxy servers that are not Enterprise Vault servers.

   Do not install the FSA Agent on an Enterprise Vault server.

   If you are installing the FSA Agent on a file server that runs 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:

   On a 32-bit installation of Windows:

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

   On a 64-bit installation of Windows:

```
HKEY_LOCAL_MACHINE
 \SOFTWARE
  \Wow6432Node
   \KVS
    \Enterprise Vault
     \FSA
      \Reporting
```

Examine this registry key in the appropriate location:

- For a Windows file server, examine the key on the file server.
- For a non-Windows file server examine the key on the FSA Reporting proxy server.

Check that the WebServiceTimeout registry value is present in the key. If the value is missing, add it to the Reporting registry key. WebServiceTimeout is a DWORD value that defines the FSA Reporting web service timeout in minutes. The default value is 9999.

6 In the Administration Console, open the **Targets** node, select **File Servers**, 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 volume targets on a file server, select the target 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 its last successful scan. If FSA Reporting has not performed a successful scan on a file server or volume, the reports will not show any information for it.

---

7 If Reporting for a file server is shown as **Off**, do as follows:

- Right-click the node for that file server under the **Targets** > **File Server** node, and select **Properties**.
- Then select the **Reporting Data Collection** tab and make sure that the **Enable Data Collection for FSA Reporting** check box is selected.
- If necessary, perform the steps to configure a database for FSA Reporting and, for a non-Windows file server, a proxy server.

Then click **OK** to apply the changes and close the dialog.

Check whether Reporting is now shown as **On** for the file server in the right pane of the Administration Console. 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" on page 17.

8 If you are still unable to identify the problem, you can use DTrace to troubleshoot the FSAReporting component.

See "Troubleshooting FSA Reporting with DTrace" on page 29.

'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 that are shown in the File Group Space Usage on a Server report is double the actual number of files on the volume share.

Cause: For more information on the cause of this issue, see the following technical note on the Symantec Support website:

http://www.veritas.com/docs/TECH75775

Resolution: See the resolution in the technical note referenced above.

Chapter 5

Using DTrace to troubleshoot FSA Reporting

This chapter includes the following topics:

- About using DTrace to troubleshoot FSA Reporting
- Troubleshooting FSA Reporting with DTrace

About 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.

Troubleshooting FSA Reporting with DTrace

Note: The following procedure uses the term "FSA Agent computer". For Windows file servers “FSA Agent computer” refers to the file server. For non-Windows file servers, “FSA Agent computer” refers to the FSA Reporting proxy server.

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/sysinternals/bb896647.aspx

This restriction does not affect the following procedure.

To troubleshoot FSA Reporting with 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 with obtaining the FSA configuration parameters. Do as follows:

   - For Windows file servers, restart the **Enterprise Vault File Collector Service** on the file server. For non-Windows file servers with an FSA Reporting proxy server that is not an Enterprise Vault server, restart the **Enterprise Vault File Collector Service** on the proxy server. For non-Windows file servers with an Enterprise Vault server as the FSA Reporting proxy server, restart the **Admin Service** on the Enterprise Vault server.
   - Check the results of the fetch operation. To do this, look in the DTrace log for entries containing the following string:
     {Client.GetConfigurationInformation}
     The detail level of these entries is Medium.
   - Check that the FSA Agent computer can access the computer that runs the FSA Reporting web service.
   - Check that both a forward DNS lookup and a reverse DNS lookup succeed for the file server. The following DTrace entry indicates that a reverse DNS lookup is failing:

     ```
     FSAReportingUtil::GetFullyQualifiedDomainName, server name
     passed to this function = (NetBIOS name instead of FQDN) |
     ```

   - 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 the following technical note on the Veritas Support website: https://www.veritas.com/docs/100030221.

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

3 Verify that FSA Reporting scans are running successfully. 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`
- For a scheduled scan, 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 this entry 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:

- 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 parameters:

fileServerName	The fully qualified domain name of the file server, for example `blackbird.demo.local`. For non-Windows file servers, specify the file server name, not the FSA Agent computer name.
volumeName	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. Look for entries containing the following:

- ArchiveThread
- {Client.GetArchiveInformationByArchivePoint}

The detail level of these entries is Medium.

If these entries indicate any failure, do as follows:

- Check that the FSA Agent computer can access the computer that runs the FSA Reporting web service.
- Then 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:

fileServerName	The fully qualified domain name of the file server, for example `fileserver.demo.local`. For non-Windows file servers, specify the file server name, not the FSA Agent computer name.
volumeName	The name of the volume for which to obtain information.

archivePointVEID The id of the archive point for which to obtain information. This is specified by the `GetArchivePointDetails` method you used earlier.

knownFileTypes Do not enter a value for this parameter.

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.

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. 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 of these entries is Medium.