

INSIGHTIQ DOES NOT DISPLAY DATA CORRECTLY ON THE LIVE PERFORMANCE MONITORING PAGE

Abstract

This guide helps you troubleshoot problems with displaying reports on the InsightIQ Live Performance Monitoring page.

December 28, 2015

Contents and overview

Note

Follow all of these steps, in order, until you reach a resolution.

1. Follow these steps.



Before you begin
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2. Perform troubleshooting steps in order.



Start Troubleshooting
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3. Appendices



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How to use this flowchart



Before you begin



CAUTION!

If the node, subnet, or pool that you are working on goes down during the course of troubleshooting and you do not have any other way to connect to the cluster, you could experience data unavailability.

Therefore, make sure that you have more than one way to connect to the cluster before you start this troubleshooting process. The best method is to have a serial cable available. That way, if you are unable to connect through the network, you will still be able to connect to the cluster physically.

For specific requirements and instructions for making a physical connection to the cluster, see [article 16744](#) on the EMC Online Support site.

Before you begin troubleshooting, confirm that you can connect through either another subnet or pool, or that you have physical access to the cluster.

Configure logging through SSH

We recommend configuring screen logging to log all session input and output on both the Isilon cluster and the InsightIQ server instance during your troubleshooting session. These log files can be shared with EMC Isilon Technical Support, if you require assistance at any point during troubleshooting.

Configure logging on the Isilon cluster

Note: The screen session capability does not work in OneFS 7.1.0.6 and 7.1.1.2. If you are running either of these versions, you can configure logging using your local SSH client's logging feature.

1. Open an SSH connection to the cluster and log in by using the root account. Note: If the cluster is in compliance mode, use the compadmin account to log in. All compadmin commands must be preceded by the `sudo` prefix.

2. Change the directory to `/ifs/data/Isilon_Support` by running:

```
cd /ifs/data/Isilon_Support
```

3. Run the following command to capture all input and output of the session:

```
screen -L
```

This will create a file called `screenlog.0` that will be appended to during your session.

4. Perform troubleshooting.

Configure logging on the InsightIQ server instance

1. Open an SSH connection to the InsightIQ server instance and log in using the administrator account.

2. Run the following command to capture all input and output of the session:

```
screen -L
```

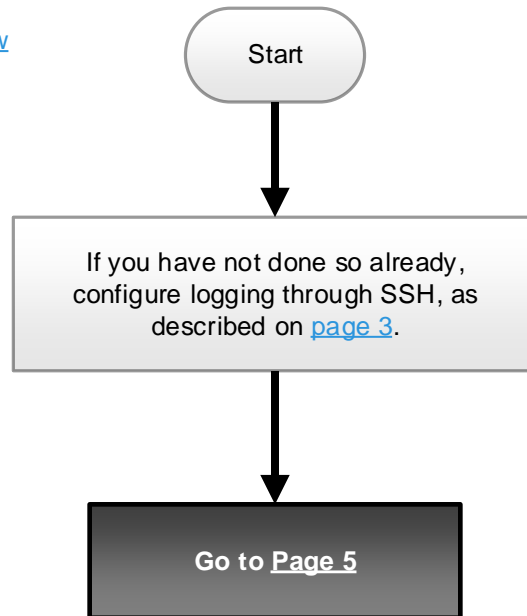
This will create a file called `screenlog.0` that will be appended to during your session.

3. Perform troubleshooting.

Start troubleshooting

Introduction

Start troubleshooting here. If you need help understanding the flowchart conventions used in this guide, see [How to use this flowchart](#).



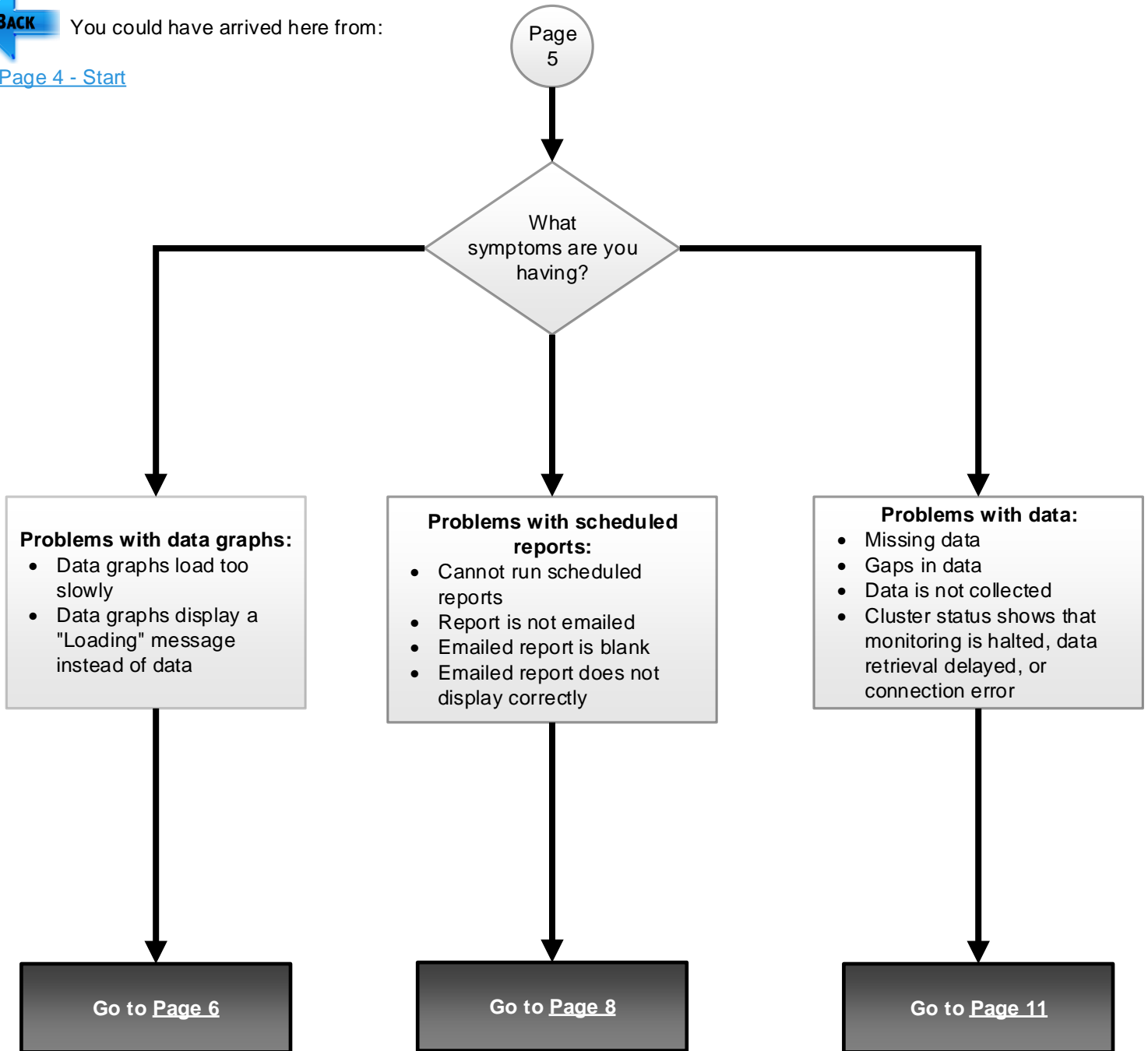
Live Performance Monitoring page

Symptoms



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Live Performance Monitoring page, continued

Problems with data graphs



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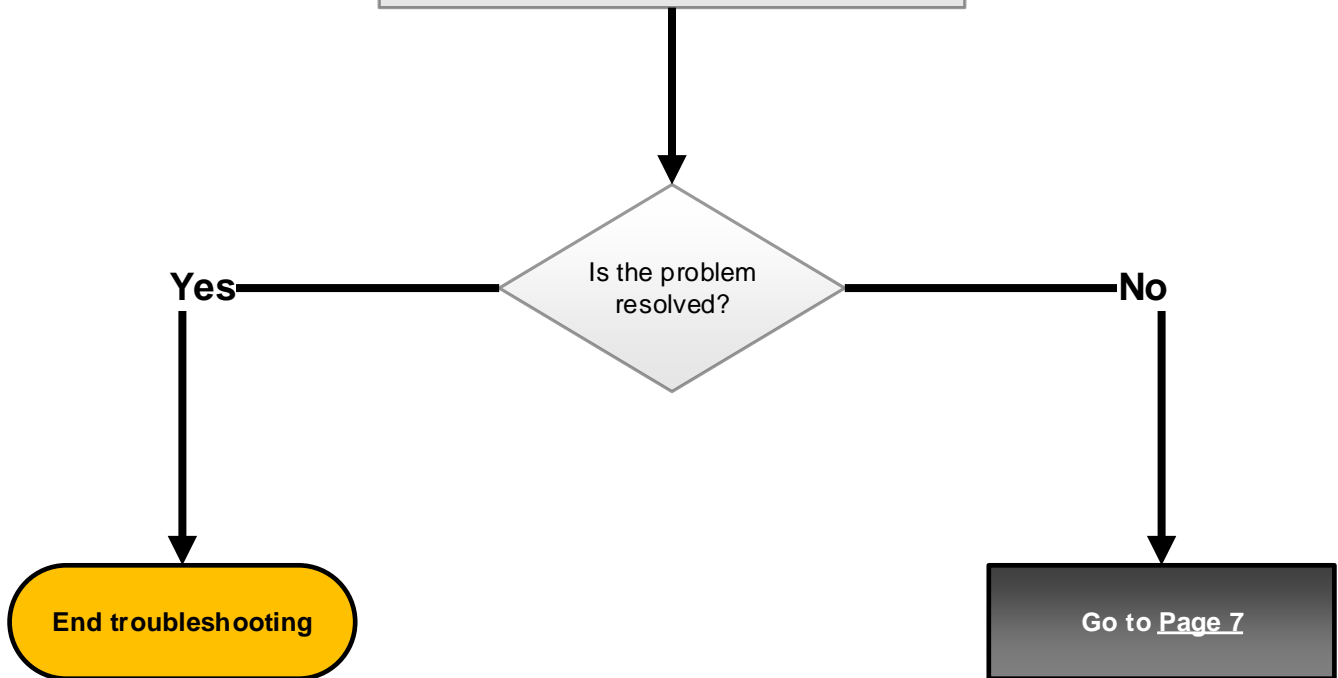
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The problem might be due to insufficient resources. Refer to the following article to determine whether your problem is caused by a resource issue. If it is, adjust resources as needed for the performance that you want.

InsightIQ 2.5 and later: Performance best practices guide, [article 183788](#).

Note

The [InsightIQ installation Guide](#) and the [release notes](#) specify the minimum space resources needed. However, this might not be enough for your particular workflow.



Live Performance Monitoring page, continued

Problems with data graphs, continued



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This issue is probably due to a malformed datastore. Open an Isilon Technical Support service request (SR) and note that this is a potential issue with the InsightIQ datastore.

Take note of the SR number. You will need it in the next step.

Compress the datastore and copy it to the Isilon cluster. You will upload it later.

Note: If the datastore is extremely large (more than 500 GB), or if your datastore is on an NFS mount, or if you have trouble performing this task, contact [Isilon Technical Support](#) for assistance.

InsightIQ 3.2 and later:

From the InsightIQ command-line interface, run the following three commands, where `<SR_number>` is the number of the service request you just opened, and `<node_ip>` is the IP address of an Isilon cluster node that you will save the file to:

```
sudo su -
tar -czvf ~/<SR_number>_datastore.tgz /datastore/postgres_data
scp ~/<SR_number>_datastore.tgz root@<node_ip>:/ifs/data/Isilon_Support
```

InsightIQ 3.1 and earlier:

From the InsightIQ command-line interface, run the following three commands, where `<SR_number>` is the number of the service request you just opened, and `<node_ip>` is the IP address of an Isilon cluster node that you will save the file to:

```
sudo su -
tar -czvf ~/<SR_number>_datastore.tgz /datastore
scp ~/<SR_number>_datastore.tgz root@<node_ip>:/ifs/data/Isilon_Support
```

Note the page number that you are currently on. Upload log files and contact Isilon Technical Support, as instructed in [Appendix A](#).

Problems with scheduled reports



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Check the live performance monitoring on the web administration interface and see if the desired report loads the way you expect. When checking, make sure to use the same filters and breakouts that you use for the PDF generator.

Does the report load the way that you expect it to?

Yes

No

This indicates an issue with the PDF generator.

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Note the page number that you are currently on.
Upload log files and contact Isilon Technical Support, as instructed in [Appendix A](#).

Live Performance Monitoring page, continued

Problems with scheduled reports, continued



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- [Page 8 - Problems with scheduled reports](#)

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Check to see if the datastore directory is full or almost full. Run the following command on the InsightIQ command-line interface, where `<path to datastore>` is the full path to the location of the datastore:

```
df -h <path to datastore>
```

For InsightIQ 3.0 or later, you can also find this information easily on the InsightIQ web interface. In the top right corner, **Datastore Usage** gives you a percentage used.

Is the
datastore more
than 80%
full?

Yes

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No

Note the page number that you are currently on. Upload log files and contact Isilon Technical Support, as instructed in [Appendix A](#).

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Problems with scheduled reports, continued



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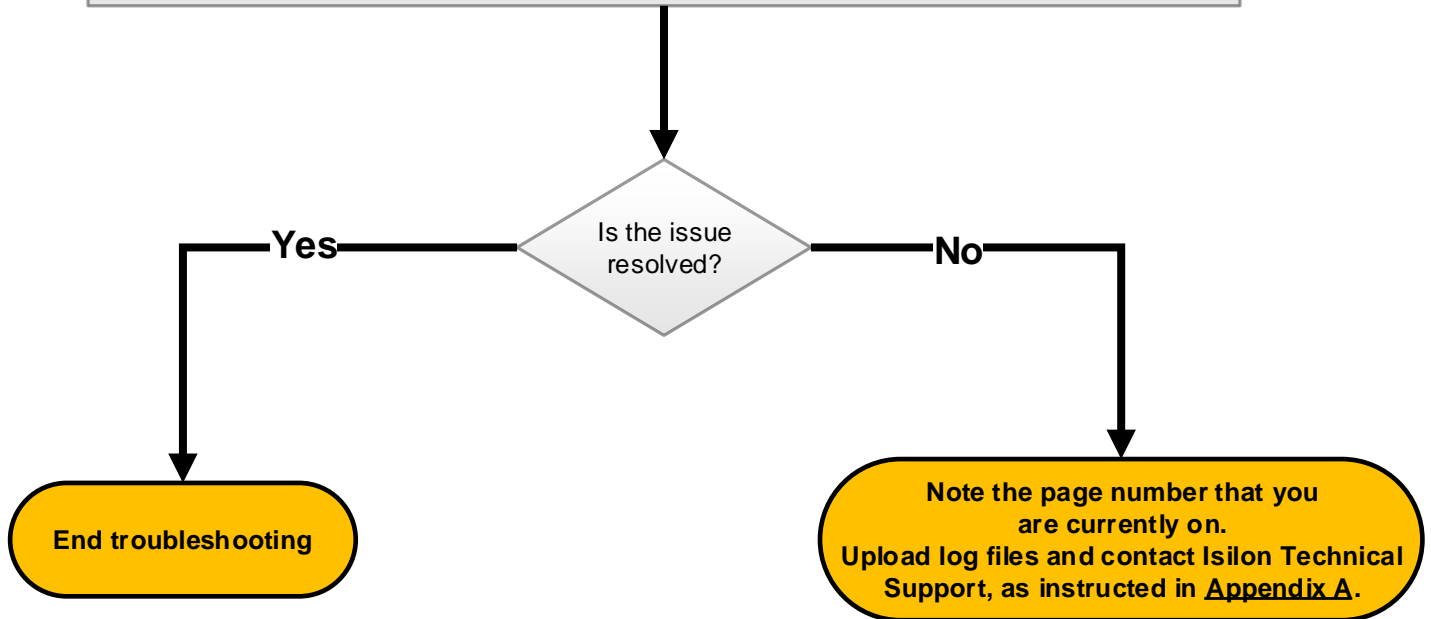
Increase the size of the datastore by doing one of the following things:

If InsightIQ is installed on a virtual machine (VM) with a local datastore:
Follow the instructions in *Virtual machine installations of InsightIQ stop gathering statistics*, [article 167800](#).

If InsightIQ is running on a physical Linux server with the datastore on a local disk:
Create a new, larger partition, and move the datastore to the new partition.

If the InsightIQ datastore is located on the cluster:
Contact [Isilon Technical Support](#).

If you need help or experience any issues performing these tasks, contact [Isilon Technical Support](#).



Missing data, gaps in data, data not collected



You could have arrived here from:

- [Page 5 - Symptoms](#)
- [Page 12 - InsightIQ contacts the cluster by DNS name](#)
- [Page 13 - InsightIQ contacts the cluster by IP address](#)

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Determine how InsightIQ contacts the cluster for API connections.

1. On the InsightIQ web interface, click **Settings > Monitored Clusters**.
2. For the cluster you want to check, in the **Actions** column, click **Configure**.
3. In the **Cluster Credentials** tab, look in the **OneFS host** field to see how InsightIQ contacts the cluster.

How does
InsightIQ contact the
cluster?

DNS Name

IP Address

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Missing data, gaps in data, data not collected, continued

InsightIQ contacts the cluster by DNS name



You could have arrived here from:

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Make sure that the DNS name is *not* pointing to the SmartConnect Service IP (SSIP) address and is instead pointing to a node IP address:

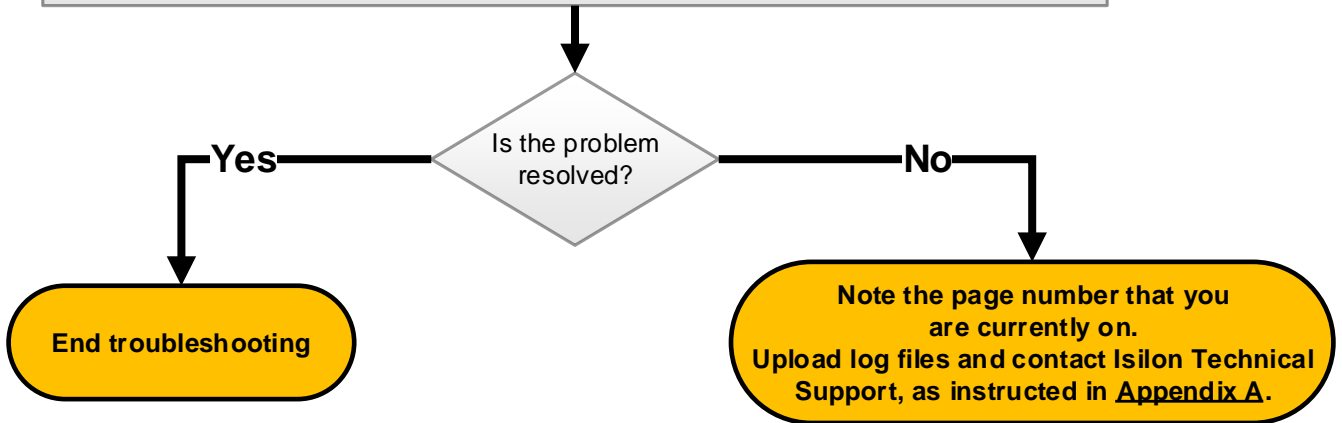
1. Identify what IP address the DNS name resolves to by run the following command from the InsightIQ command-line interface, where <DNS name> is the DNS name:

```
nslookup <DNS name>
```

See example output at the bottom of this page.

2. Find the address listed in the final **Address** row (at the bottom of the output).
3. On the Isilon cluster command-line interface, run the following command to get a list of all the SmartConnect service IP addresses:

```
isi networks list subnet
```
4. Look in the **SC Service** column.
5. If the address from step 2 is one of these SmartConnect Service IP addresses, change the **OneFS host** field on the InsightIQ web interface to a node IP address. (Instructions for how to get to this field are on [Page 11.](#))



Sample Output from the nslookup command

```
cluster-1# nslookup dns-zone1.domain.com
;; Got recursion not available from 127.0.0.1, trying next server
Server:          1.10.1.1
Address:         1.10.1.1#53
Non-authoritative answer:
Name:   dns-zone1.domain.com
Address: 10.11.12.13
```



Missing data, gaps in data, data not collected, continued

InsightIQ contacts the cluster by IP address



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Make sure the IP address listed is *not* a SmartConnect Service IP (SSIP) address:

1. On the cluster command-line interface, run the following command to get a list of all the SSIP addresses:

```
isi networks list subnet
```
2. Look in the **SC Service** column.
3. If the address that InsightIQ is pointing to is one of these SSIP addresses, you need to change the **OneFS host** field on the InsightIQ web interface to a node IP address. (Instructions for how to get to this field are on [Page 11](#).)

Is the problem resolved?

Yes

End troubleshooting

No

Note the page number that you are currently on.
Upload log files and contact Isilon Technical Support, as instructed in [Appendix A](#).

Appendix A: If you need further assistance

Contact EMC Isilon Technical Support

If you need to contact [Isilon Technical Support](#) during troubleshooting, reference the page or step that you need help on. This information and the log file will help Isilon Technical Support staff resolve your case more quickly.

Gather and upload InsightIQ and OneFS log files and screen sessions

Follow the steps in the flowchart below

Step 1: Open a Service Request (SR)

Contact [Isilon Technical Support](#) to open a service request. Make note of your SR number - you will need it in the next step.

Step 2: Copy InsightIQ logs and screen log file to the Isilon cluster

1. **In the InsightIQ screen session:** When troubleshooting is complete, type `exit` to end your screen session.
2. Transfer the screen session to the cluster by running the following command, where `<node_ip>` is the IP address of the node that you want to upload the logs to. If you have already copied the datastore to the cluster ([Page 7](#)), use the same node IP address here:

```
scp screenlog.0 root@<node_ip>:/ifs/data/Isilon_Support/screenlog.iiq.txt
```

3. **On the InsightIQ VM instance:** Run the following commands to gather InsightIQ configuration information:

```
cat /etc/isilon/insightiq.ini |grep api_username > ~/local_config.txt
```

```
cat /var/cache/insightiq/datastore.pickle >> ~/local_config.txt
```

```
ifconfig > ~/ifconfig.txt
```

```
mount > ~/mount.txt
```

```
rpm -q isilon-insightiq.x86_64 > ~/iiqversion.txt
```

4. Run the following command to compress the files generated by the previous commands, as well as the contents of the `/var/log` directory, where `<SR_number>` is your Isilon Technical Support service request number:

```
sudo tar -czvf ~/<SR_number>.tgz /var/log local_config.txt ifconfig.txt mount.txt iiqversion.txt
```

5. Copy the compressed file to the `/ifs/data/Isilon_Support` directory on the monitored cluster using the `scp` (secure copy) command, where `<SR_number>` is your service request number, and `<node_ip>` is the node IP address used above:

```
scp ~/<SR_number>.tgz root@<node_ip>:/ifs/data/Isilon_Support
```

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Appendix A: If you need further assistance, continued

Gather and upload InsightIQ and OneFS log files and screen sessions, continued

Continued from previous page

Step 3: Upload the Isilon node logs, screen log files, InsightIQ datastore (if needed), and InsightIQ logs to Isilon Technical Support

1. **In the OneFS screen session:** When troubleshooting is complete, type `exit` to end your screen session.
2. **On the Isilon cluster:** Open an SSH connection to the same node IP address where you have been copying files in the previous steps.
3. Gather and upload the node and InsightIQ logs and include the SSH screen log files by using the command appropriate for your method of uploading files. Replace `<SR_number>` in the command with your service request number. If you are not sure which method to use, then use FTP.

Note: For each method, there is one long command. When you copy and paste the command into the command-line interface, it will appear on multiple lines (as shown here), but when you press **Enter**, the command will run properly.

ESRS:

```
isi_gather_info --esrs --local-only -f /ifs/data/Isilon_Support/screenlog.0 \  
-f /ifs/data/Isilon_Support/screenlog.iiq.txt \  
-f /ifs/data/Isilon_Support/<SR_number>_datastore.tgz \  
-f /ifs/data/Isilon_Support/<SR_number>.tgz
```

FTP:

```
isi_gather_info --ftp --local-only -f /ifs/data/Isilon_Support/screenlog.0 \  
-f /ifs/data/Isilon_Support/screenlog.iiq.txt \  
-f /ifs/data/Isilon_Support/<SR_number>_datastore.tgz \  
-f /ifs/data/Isilon_Support/<SR_number>.tgz
```

HTTP:

```
isi_gather_info --http --local-only -f /ifs/data/Isilon_Support/screenlog.0 \  
-f /ifs/data/Isilon_Support/screenlog.iiq.txt \  
-f /ifs/data/Isilon_Support/<SR_number>_datastore.tgz \  
-f /ifs/data/Isilon_Support/<SR_number>.tgz
```

SMTP:

```
isi_gather_info --email --local-only -f /ifs/data/Isilon_Support/screenlog.0 \  
-f /ifs/data/Isilon_Support/screenlog.iiq.txt \  
-f /ifs/data/Isilon_Support/<SR_number>_datastore.tgz \  
-f /ifs/data/Isilon_Support/<SR_number>.tgz
```

SupportIQ:

```
isi_gather_info --local-only -f /ifs/data/Isilon_Support/screenlog.0 \  
-f /ifs/data/Isilon_Support/screenlog.iiq.txt \  
-f /ifs/data/Isilon_Support/<SR_number>_datastore.tgz \  
-f /ifs/data/Isilon_Support/<SR_number>.tgz \  
--noupload --symlink /var/crash/SupportIQ/upload/ftp
```

3. If you receive a message that the upload was unsuccessful, refer to [article 16759](#) on the EMC Online Support site for directions for uploading files over FTP.

Continue to troubleshoot your issue with Isilon Technical Support.

Appendix B: How to use this flowchart

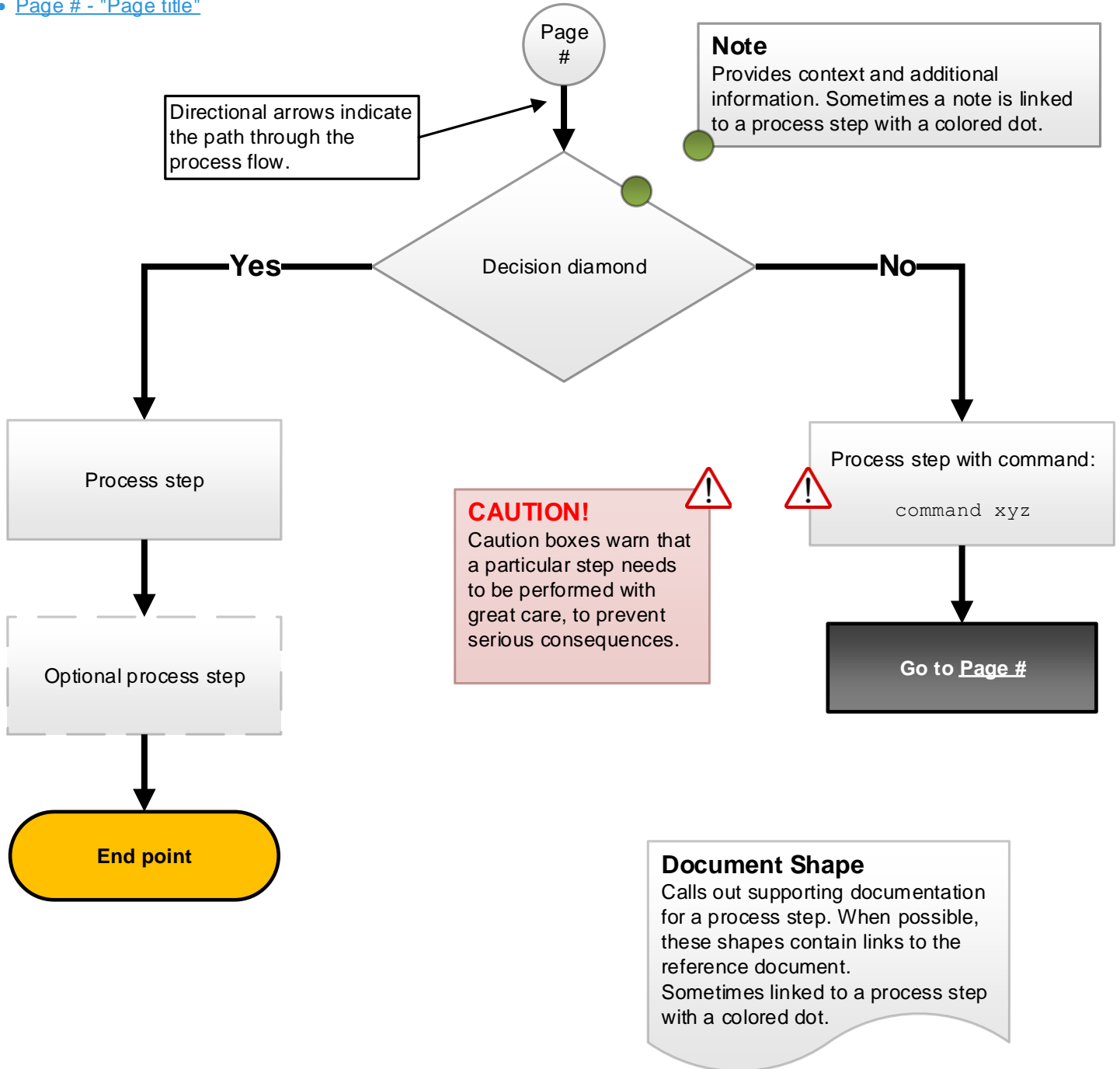
Introduction

Describes what the section helps you to accomplish.



You could have arrived here from:

- [Page # - "Page title"](#)



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