**DXC.technology RISKMASTER Accelerator**

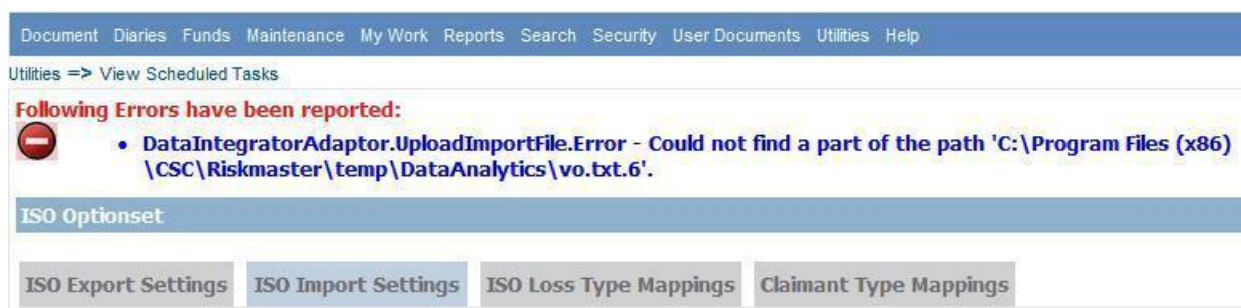# Data Analytics 4.2 Troubleshooting Guide

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# Overview

The RISKMASTER X Data Analytics Troubleshooting Guide serves as a reference to help you find a solution if something goes wrong in the Data Analytics environment.

# Option set Page Errors

## Could Not Find Part of Path

**Error:**
The following error displays on the DA Template Option set window when the Data Analytics folder does not exist or the "temp" folder does not have the permission. This folder must be created as part of the all DA jobs configuration. For issue refer to the below image:



**Solution:**
Follow the instructions below to create the Data Analytics folder.

1. Log onto the RMX server.
2. Open Windows Explorer.
3. Navigate to the <Install Directory>\Program Files\CSC\Riskmaster\temp\ directory.
4. Create the Data Analytics folder in the \temp directory.
5. The Account Holder for the DA job server and the inet Manager (IIS) must have the read/write and create permissions set for the temp folder containing the new Data Analytics folder. Right click on temp folder and select 'Properties'. When the window opens click on security tab.
6. Select the Add button to add the Account Holder. The Select Users, Computers, Service Accounts, or Groups window displays
7. Enter the name of the Account Holder for the DA job server and the INET Manager (IIS). Select the OK button to close the Select Users window. Select the OK button to close the Permissions for temp window.

### XML Setting Error

**Error:**



**Solution:**

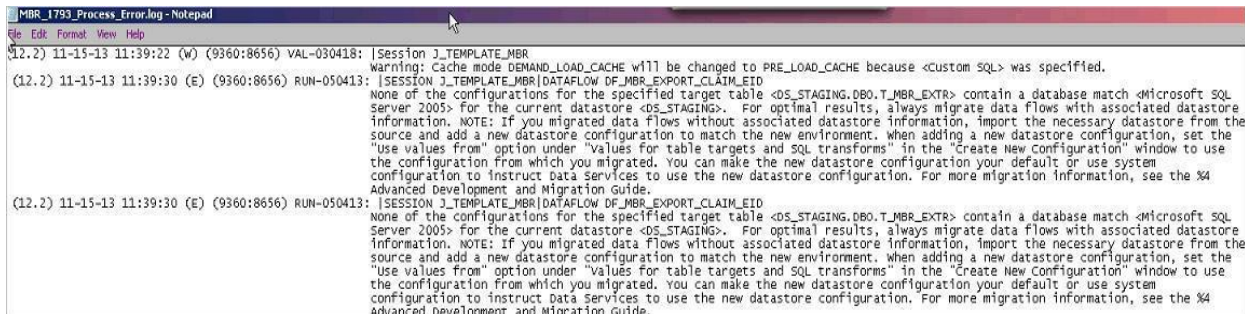Run Criteria Settings script on RMA db.

# Job Issues

## Job Not Completing

Verify the .csv file contains data. When an empty .csv file is used to import into RISKMASTER X, the scheduled job will run but will not complete. The job may complete with validation errors indicating a NULL value cannot be placed in the field.

## Job Causing the Data Store Configuration Related Error while Execution

**Error:**

This issue occurs if a new dataflow is added to ATL. Then somehow some settings are not propagated to all the Data store configurations. Some time we have to manually save the settings as described below. This is the one-time task after adding a new dataflow.
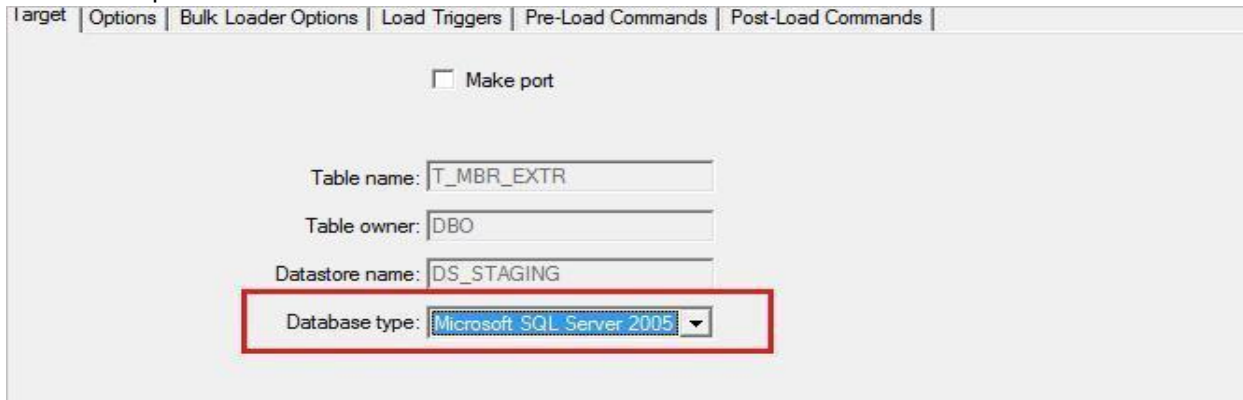
**Solution:**
Following is the Fix for this:

1. Go to the dataflow which is causing this error. In this case it is **DF_MBR_EXPORT_CLAIM_EID.**
2. Just drag the target table T_MBR_EXTR a little bit and save the ATL.

Above two steps should resolve this issue. If not resolved then try following:

3. Double click on target table T_MBR_EXTR (DS_STAGING.DBO) in this dataflow. Following screen will open.



4. The above screen display "Microsoft SQL server 2005"(for e.g.) as selected from Database Type but still please re-select it from Drop down list and save the ATL.

   After the above steps you must need to save the ATL, so that update information can take effect.
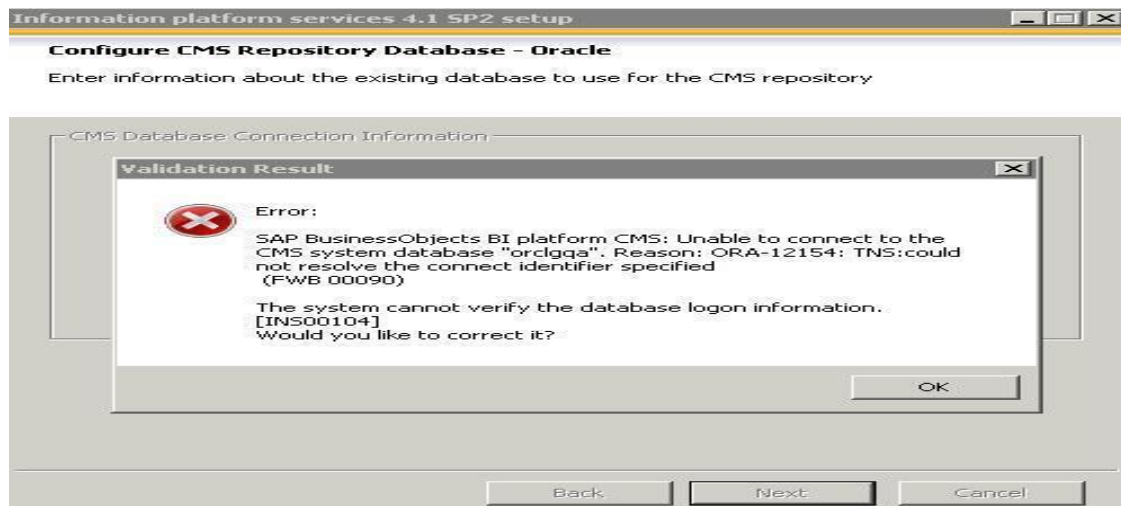
   Goto Project → Save

# Data Services 4.2 Installation Issues/DA-EXE's Issues

## CMS Repository not getting connected

**Error:**
While installing SAP Information platform services using Oracle database if the connection to the CMS Repository fails and shows below mentioned error.
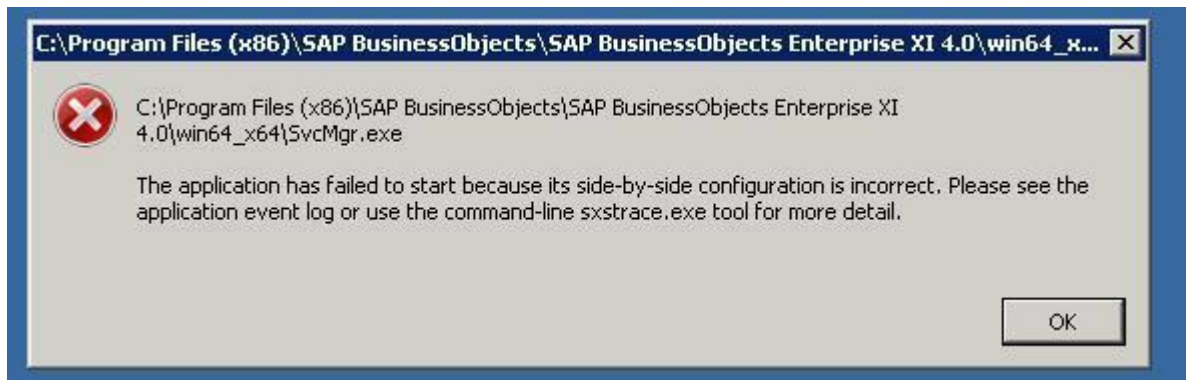


**Solution:**

Go through the below pre-check list.

(i) Check whether oracle 64-bit Client is installed on the machine where IPS is getting installed, as it is must.
(ii) If yes, then whether a service is created for the oracle database through Net Manager.
(iii) Whether database to which connection is to be established exists or not and check if it's working properly.

## Central Configuration Manager not getting started

**Error:**
When Central Configuration Manager (CCM) does not start and show below error.



**Reason:**
Above issue occurs if Visual C++ 2005 Redistributable package is not installed on the Data Analytics application server.

**Solution:**
To further install it step 15 can be referred from the Data Analytics 4_2 Pre installation Checklist.doc.

## Tomcat Version

If a user is trying to deploy the application using tomcat web application server then which version of tomcat is recommendable?
Data services 4.2 installation supports Tomcat 7.0 and Tomcat 6.0 both but Tomcat 7.0 version is recommended.

## De serializing Body Error

**Error:**
When you try to run a DA job and you get the error shown in image below in
*_EXE_ERROR.txt log file I.e. **"Error in deserializing body of reply message for operation 'JOB_NAME'. "DA Job failed to execute: DA Job service failed or is unavailable."**

**Solution:**

Restart Apache Tomcat Services

Restart Server Intelligence Agent (SIA) services in the Central Configuration Manager. Please refer *To Check Central Configuration* in *Post Installation Steps* of **Data Analytics 4_2 Installation Guide.pdf** for steps to restart Server Intelligence Agent (SIA) services.

## Job cannot be found for web services

**Error:**

When you try to run a DA job and you get the error shown in image below in EXE_ERROR.txt log file

I.e. **"Batch job job=J_MMSEA cannot be found for Web Services.""DA Job failed to execute: DA**
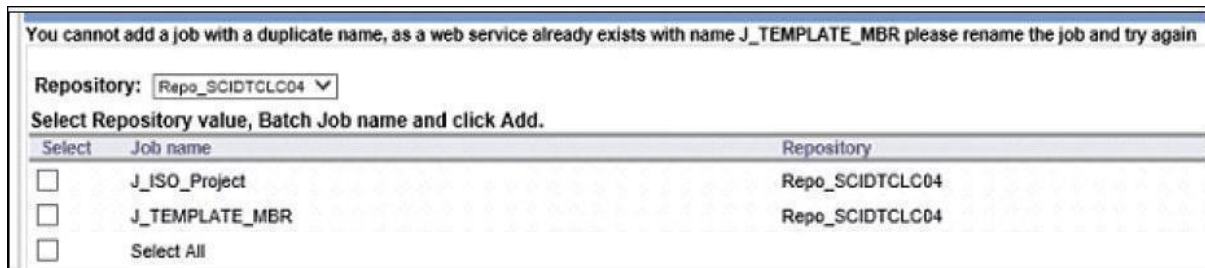
**Job service failed or is unavailable."**

**Solution:**

Use the Data Services Management Console to Remove and add back the job under Web Services Configuration. Please Refer t*o- verify the DA Template is Exposed as a Web Service* in **Data Analytics 4_2 Template Manual Installation Guide.pdf** for steps to add batch job.

## Cannot add a job with duplicate name

**Error:**

While adding a job in Data Services Management console using 'Add Batch Job'. After selecting the jobs and clicking 'Add', You get an error saying a web service already existed with the job names Even if you cannot see the Job in added job list.



You cannot add a job with a duplicate name, as a web service already exists with name J_TEMPLATE_MBR please rename the job and try again

Repository: Repo_SCIDTCLC04

Select Repository value, Batch Job name and click Add.

| Select | Job name | Repository |
|--------|----------|------------|
| ☐ | J_ISO_Project | Repo_SCIDTCLC04 |
| ☐ | J_TEMPLATE_MBR | Repo_SCIDTCLC04 |
| ☐ | Select All | |

**Solution:**

Please follow the following steps.

1. Look for "admin.xml" file present at below mentioned location "C: ProgramData\SAP BusinessObjects\Data Services\conf"
2. Backup "admin.xml".
Stop Apache Tomcat. Delete the job entry from "admin.xml" by opening it in any text editor for which console is causing duplicate job error like J_TEMPLATE_MBR.
Logon to Designer, connect to local repo that was in the Admin.xml, open properties of the job, click on attributes, you see a attribute named Web service Enabled with value TRUE change that value to FALSE, if it is not there then it's fine.
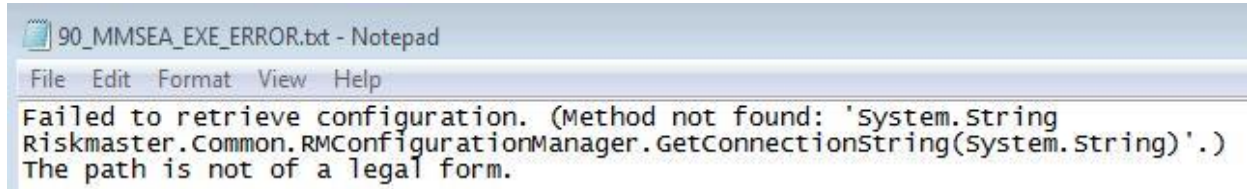Close designer.
Start Apache Tomcat 8. Try adding the Job again

Please Refer *to verify the DA Template is exposed as a Web Service* in **Data Analytics 4_2 Template Manual Installation Guide.pdf** for steps to add batch job.

## RMX environment is above 97175 change set and having cloud compatible changes

**Error:**
Following error might be encountered:



**Reason:**
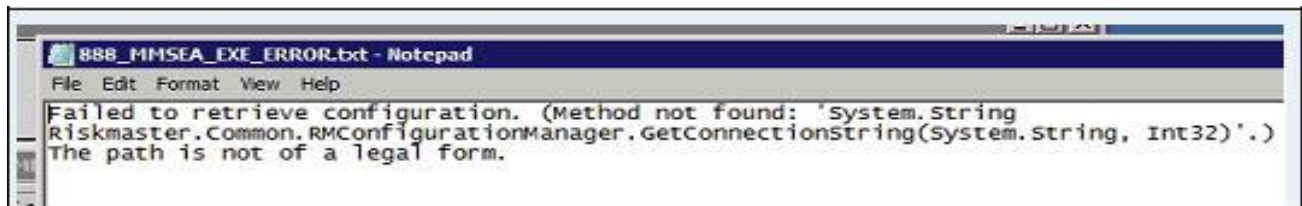The client was using the exe from the QA location which is not cloud compatible.

**Solution:**
The exe, exe.config and sharedinterfaces.dll that should be used is placed at the FTP location /RMProducts/Add-On Modules/Data Analytics/DA_EXEs_For_RMA_Changeset_97175_Onwards/

## RMX environment doesn't have cloud compatible changes

**Error:**
Following error might be encountered:



**Reason:**
The client was using the exe from the FTP location provided but the environment was not cloud compatible
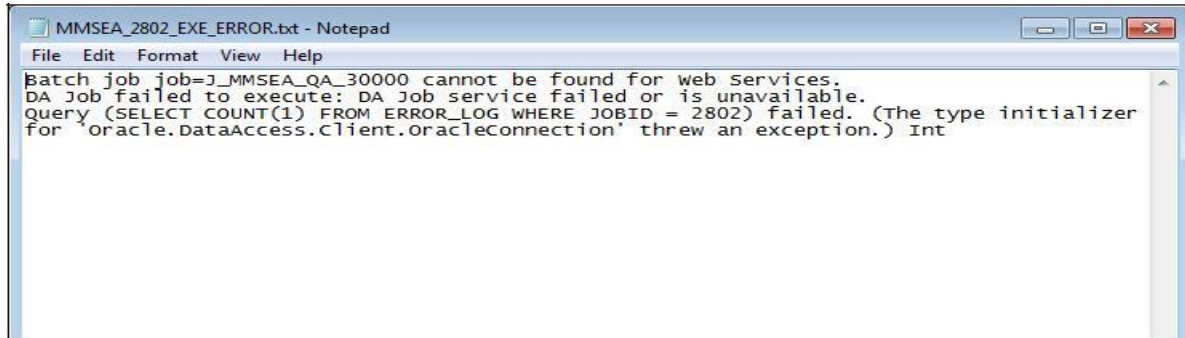
**Solution:**
The exe, exe.config and sharedinterfaces.dll was taken from the QA location

## Oracle.DataAccess.Client.OracleConnection threw an exception error

**Error:**
When you try to run a DA job via UI, you might get the below error for Oracle Connection, even when you are running the DA job for SQL.



```
MMSEA_2802_EXE_ERROR.txt - Notepad
File  Edit  Format  View  Help
Batch job job=J_MMSEA_QA_30000 cannot be found for Web Services.
DA Job failed to execute: DA Job service failed or is unavailable.
Query (SELECT COUNT(1) FROM ERROR_LOG WHERE JOBID = 2802) failed. (The type initializer
for 'Oracle.DataAccess.Client.OracleConnection' threw an exception.) Int
```

**Solution:**
Take the latest Oracle connection and build that in your local to get rid of this issue.
Don't forget to add 'tnsnames.ora' in your new Oracle connection build.


## BI and DA installed on same server and DA environment is not working after BI upgrade.

**Error:**
Getting following error while execution of JOB.
There was no endpoint listening at  http://nirbi01:8080/DataServices/servlet/webservices?ver=2.0 that could accept the message. This is often caused by an incorrect address or SOAP action. See Inner Exception, if present, for more details.DA Job failed to execute: DA Job service failed or is unavailable.

Also Management console was not accessible and was causing page not found error (404).

**Solution:**
On analysis I found that are two folder for tomcat and I concluded that due to up gradation of BI setup tomcat is also upgraded. Hence, I copied the DataService folder from **~\tomcatOlderversion\webapps** to **~\tomcatnewversion\webapps** folder **i.e.** Manually deployed the Data services files on newer version of tomcat.

Restarted the Tomcat service. After this Issue is resolved.


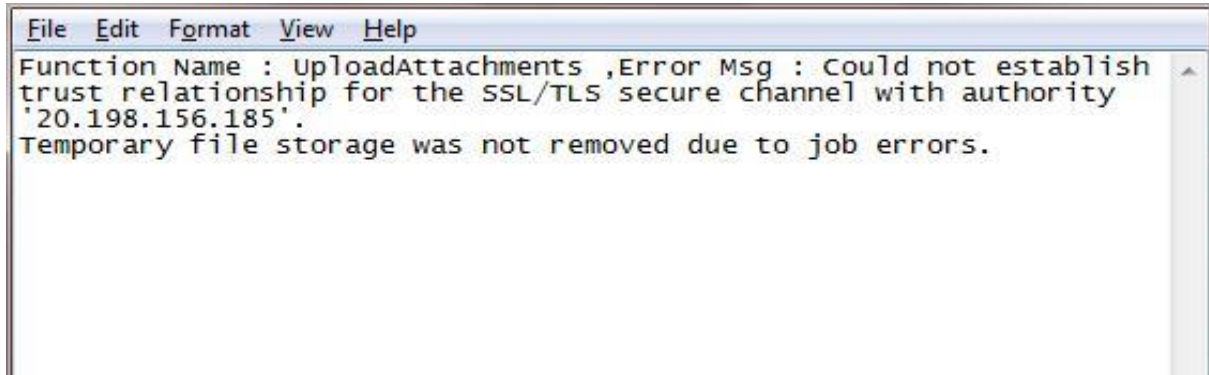## Extra Pointers for running a Job for PSO Module

The PSO_Mapping.xml should be placed correctly in the BIN subfolder of the WCF service folder (Purpose of this file is to combine all the xml's generated through DA into a single xml)

The node (RiskmasterConfigPath) in dataintegrator.config file should contain the correct path of web.config of wcfservice folder.

## Security certificate issue in ISO/MBR

**Error:**
If the security certificate is expired/non-licensed then MBR/ISO attachment functionality might not work properly and following EXE-Error can be encountered.

```
File  Edit  Format  View  Help
Function Name : UploadAttachments ,Error Msg : Could not establish
trust relationship for the SSL/TLS secure channel with authority
'20.198.156.185'.
Temporary file storage was not removed due to job errors.
```

**Solution:**
Update the UseSSLSecurity node present in exe.config to "True". By default, this node will be false and only if the security SSL issue occurs this node should be set to True. Then error will not come and attachment will work fine.

```
File  Edit  Format  View  Help
<?xml version="1.0"?>
<configuration>
    <assemblyBinding xmlns="urn:schemas-microsoft-com:asm.v1">
        <linkedConfiguration href="file://%Installpath%\assemblies.config"/>
    </assemblyBinding>
    <system.serviceModel>
                <bindings configSource="bindings.config"/>
                <client configSource="endpoints.config"/>
    </system.serviceModel>
    <connectionStrings configSource="connectionStrings.config"/>
        <appSettings file="dataintegrator.config">
    <add key="ClearedTables" value="CLAIM_PRG_NOTE|DI_ISO_ADJLOGDATA|DI_ISO_CARRIERINFO|DI_ISO_CLAIMANT
DI_ISO_CLAIMDETAILS1|DI_ISO_CLUEX1_FINAL|DI_ISO_CLUEX4_FINAL|DI_ISO_CL_UEX1_RECORD|DI_ISO_CL_UEX4_RECOR
DI_ISO_DETAIL|DI_ISO_DOCUMENT_ATTACH_CODEID|DI_ISO_DOCUMENT_VALIDATION|DI_ISO_ERROR_REPORT|DI_ISO_EVENT
DI_ISO_INDEX_REPORT|DI_ISO_INUEX1_FINAL|DI_ISO_IN_UEX1_RECORD|DI_ISO_READCLAIMDATA|DI_ISO_READCLAIMEVEN
DI_ISO_RRE_INTERMEDIATE|DI_ISO_SELFINSURED|DI_ISO_SUBMITFINALDATA|DI_ISO_TEMPTABLE|DI_ISO_TRAILER|DI_IS
DI_ISO_UACL_FINAL_RCD|DI_ISO_UACL_RECORD|DI_ISO_UC01_OR_UV01_FINAL_RCD|DI_ISO_UC01_OR_UV01_RECORD|
DI_ISO_UC01_UV01_TEMPSOURCE_1|DI_ISO_UEX3_FINAL_RECORD|DI_ISO_UEX3_RECORDS|DI_ISO_UO01CLAIMANTWC_VALIDR
DI_ISO_UO01FINAL_CLMNTWC_RCD|DI_ISO_UO01FINAL_INSUREDWC_RCD|DI_ISO_UO01INSUREDWC_VALIDRCD|DI_ISO_UO01_C
DI_ISO_UO01_FINAL_OWNER_RECORD|DI_ISO_UO01_OWNER_RECORD|DI_ISO_UO01_RECORD|DI_ISO_UP01_CLAIMSTATUS_INPU
DI_ISO_UP01_FINAL_RCD|DI_ISO_UP01_RECORD|DI_ISO_USP1_CLAIMANT_ENTITY_P|DI_ISO_USP1_CLAIMANT_MMSEA|DI_IS
DI_ISO_USP1_FINAL_RECORD|DI_ISO_USP1_VALIDATE_NAME|DI_ISO_USP1_VALIDRCD|DI_ISO_UV09FINAL_VEHSALVAGE|DI_
DI_ISO_XML|ERROR_LOG"/>
        <add key="DocumentManagementEnabled" value="True"/>
        <add key="rmADocumentPoolPath" value="C:\ISO_Import"/>
            <add key="UseUnsecureSSL" value="True"/>
        <!-- True or False, Case-sensitive -->
        </appSettings>
<startup><supportedRuntime version="v4.0" sku=".NETFramework,Version=v4.5"/></startup></configuration>
```
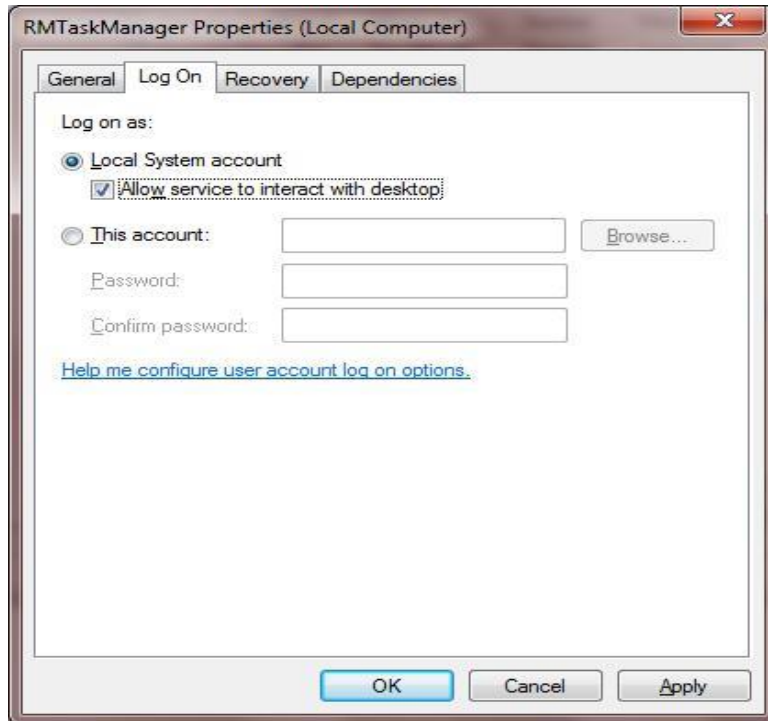
## Task Manager not picking up DA JOBS

If the Task Manager is not pickup up the jobs when the scheduled time gets expired, then check the following.

 a) First try in services. MSc the "RMTaskManager" service is running with which account. Right click ->properties ->Log On->Change it to local account if it's a network account and select the following checkbox (Allow service to interact with desktop)
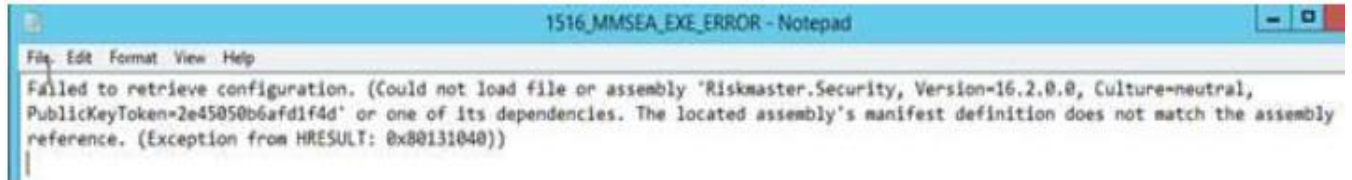


Restart the service and again check if the job is picked up by the task manager.

b) If the job is still not picked up the task Manager, then try deleting all the entries from TM_SCHEDULE Table of task manager database if there are multiple entries pending to get executed. Restart the TM service and again schedule a job. It should work now.

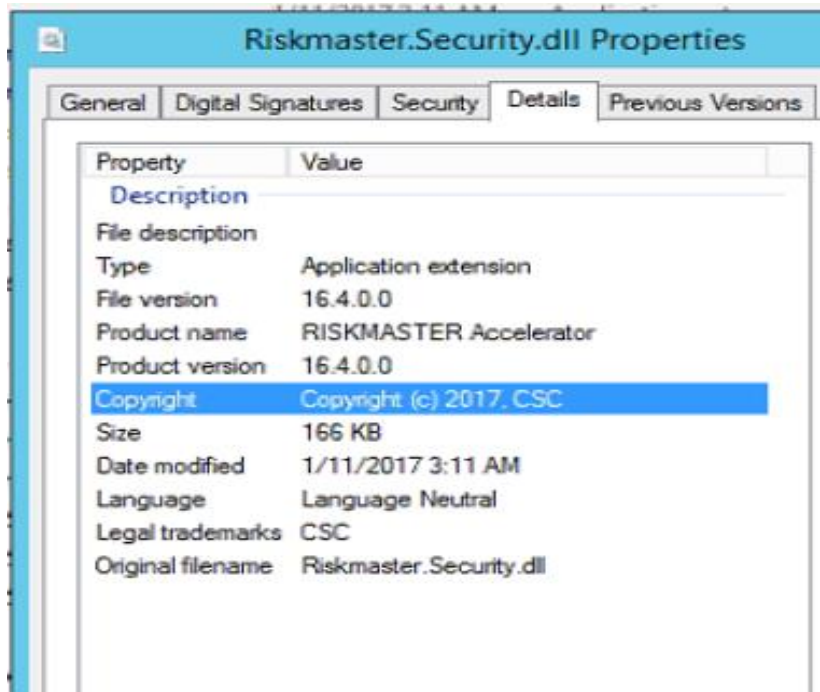## DA JOBS getting Failure to launch giving dll version mismatch error

**Error:**
If the DA EXE is throwing the following error (for e.g.) with JOB Status Failure to launch or Completed with error:



## Solution:

Review the Assemblies. Config file and check the version of dll giving error with the same dll present in Risk master WCF service\bin folder by right clicking on dll and opening the properties tab.
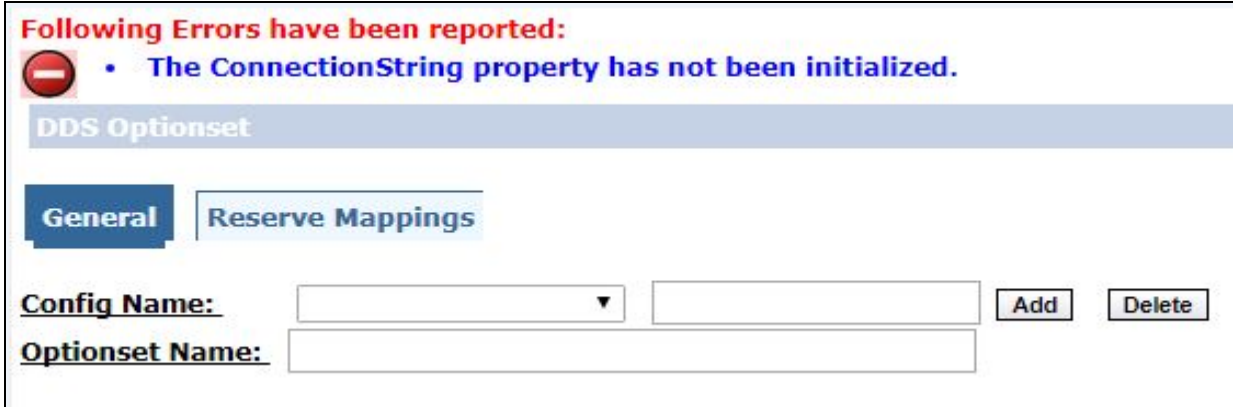


Also, check while editing the assemblie's.config file any double quotes " " or angular brackets " < >" are not removed from any line unintentionally.
Best way to check this would be to compare the assembly. Config edited and the one delivered by DA Team and the difference should only be the version number change.

## The Connection String property has not been initialized

**Error:**
The following error displays on the DA Template Option set window
 "The Connection String property has not been initialized."



**Reason:**
Data Analytics Staging/RMXStaging nodes are empty or blank in connectionStrings.config file

**Solution:**
Please provide the values in connectionStrings field of Staging/RMXStaging nodes in connectionStrings.config file.