



ADC Troubleshooting Guide

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Preface

Revision History

Revision	Description	Date
1.0	Initial Release of AppViewX v2020.3.0 ADC+.	September 2020

About this Guide

This guide explains the capabilities of AppViewX's multi-vendor Application Delivery Controller (ADC) platform and provides step-by-step instructions to manage, automate, orchestrate, and monitor the application delivery services.

Audience

This document is intended for,

- Application teams
- Network Operations (NetOps)
- NetDevOps
- Traffic Management
- Automation and DevOps

Text Conventions

The following text conventions are used in this document:

Convention	Description
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<code>codeblock</code>	Indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Chapter 1: Overview of ADC Troubleshooting Guide

- Supported Web Browsers

Supported Web Browsers

Browser	Version	Notes
Firefox	Till latest (Version 84.0.4147.135)	
Chrome	Till latest (Version 80.0)	
IE	Limited support in 9, Full support from 10+	No support for IE9 post AppViewX Version 11.0
Safari	Till latest (Windows - Version 5.1.7, macOS - Version 13.1.2)	From AppViewX Version 11.1
Opera	Till latest (Version 70)	From AppViewX Version 11.1

Device	OS	Resolution
Desktop	Windows	1024 X 768 onwards, 1366x768, 1920x1080, Higher
Desktop	Linux	1024 X 768 onwards, 1366x768, 1920x1080, Higher
Desktop	Mac	1024 X 768 onwards, 1366x768, 1920x1080, Higher
iPad	iOS	1024 X 768

Chapter 2: Asset Management Issues

- Overview

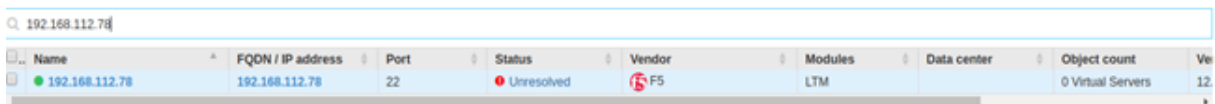
Overview

- Device addition in Unresolved/Failed State
- A10 Device
- Citrix device
- Akamai device
- Amazon ELB

Device addition in Unresolved/Failed State

The following recommended solutions are very common to all ADC vendors when device addition status moves to unresolved or Failed state. Vendor Specific issues and it's recommendations are given below.

1. Log in to AppViewX.
2. Click **Main Menu > Inventory > Device** and search for the device that was added.



A screenshot of the AppViewX inventory search results. The search bar contains '192.168.112.78'. The results table has columns: Name, FQDN / IP address, Port, Status, Vendor, Modules, Data center, Object count, and Vendor. One entry is shown with a green status icon, IP 192.168.112.78, port 22, status 'Unresolved', and vendor 'F5'.

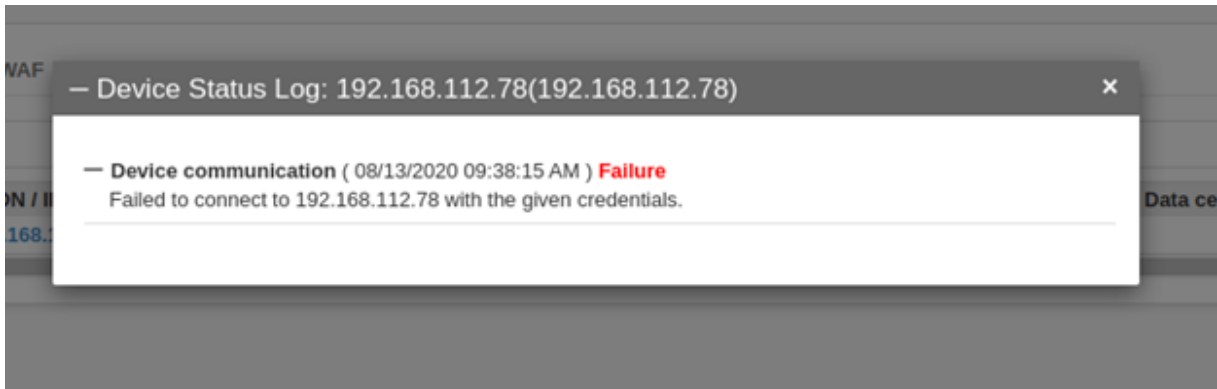
Name	FQDN / IP address	Port	Status	Vendor	Modules	Data center	Object count	Vendor
192.168.112.78	192.168.112.78	22	Unresolved	F5	LTM		0 Virtual Servers	12

3. Click on the status of that particular device.



A screenshot of the AppViewX device details page for 'ADC'. The breadcrumb navigation shows 'ADC > Server > DNS > Firewall > WAF > Switch > Router > Proxy > Cloud > HSM > Others > MDM'. The search bar contains 'A10_HA'. The results table has columns: Name, Sync group/cluster, FQDN / IP address, Status, Port, and Vendor. One entry is shown with a red status icon, name 'A10_HA_pair_V4', sync group '192.168.95.3', FQDN '192.168.95.3', status 'Unresolved', port 22, and vendor 'A10'.

Name	Sync group/cluster	FQDN / IP address	Status	Port	Vendor
A10_HA_pair_V4	192.168.95.3	192.168.95.3	Unresolved	22	A10



Error Message	Possible Cause	Possible Solution
Failed to connect to <deviceIp> with given credentials.	Password of the device added might be wrong.	Click on the device name in the Inventory Page. Update the correct password and click Save.
Problem in checking shell access during terminal access verification.	This user might not have shell access permission in the device.	Check for shell access from AppViewX to the device with the same username/password used to add the device in AppViewX.
Modules - <Module names> not supported for version <version> by AppViewX.	Version might not be supported in AppViewX	Check for this particular version to be supported in the FSM document. Else contact Support team.
DeviceType does not match with the Provisioned Modules : <Module name>	There might be a mismatch in modules enabled in the device and the modules selected in AppViewX.	Cross check for which modules are selected in AppViewX for this particular device and those modules are enabled in the device or not. If there is a mismatch, select the module appropriately and save the device. Else contact Support team.
Error in parsing <Module names> <version> configuration files	Some error would have occurred during parsing in the code logic.	Contact Support team.

A10 Device

1. Log in to AppViewX.
2. Click **Main Menu > Inventory > Device** and search for the device that was added.
3. Click on the status of that particular device.

Error Message	Possible Cause	Possible Solution
Device communication failure with given enabled password.	Enable password of the device might not be provided or the provided Enable password might be wrong.	Click on the device name in the Inventory Page. Update the correct enable password of the device and click Save.
Device communication unsuccessful.	Password of the device might be wrong.	Click on the device name in the Inventory Page. Update the correct password and click Save.

Citrix device

1. Log in to AppViewX.
2. Click **Main Menu > Inventory > Device** and search for the device that was added.
3. Click on the status of that particular device.

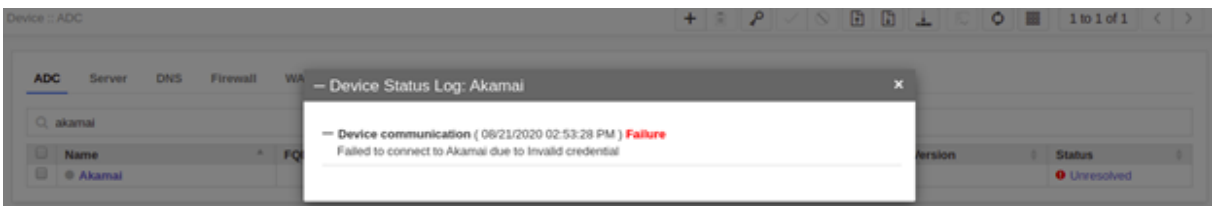
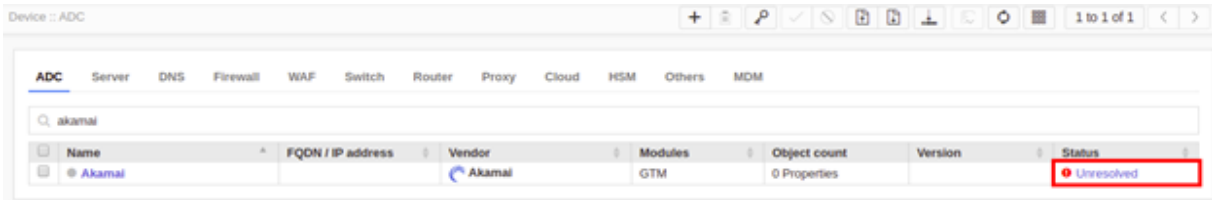
Error Message	Possible Cause	Possible Solution
Device communication failed. Device Login Failed.	Password of the device might be wrong.	Click on the device name in the Inventory Page. Update the correct password and click Save.

Akamai device

Akamai device addition will fail when the AppViewX node does not have an internet connection. For such issues, the recommended solutions are given below.

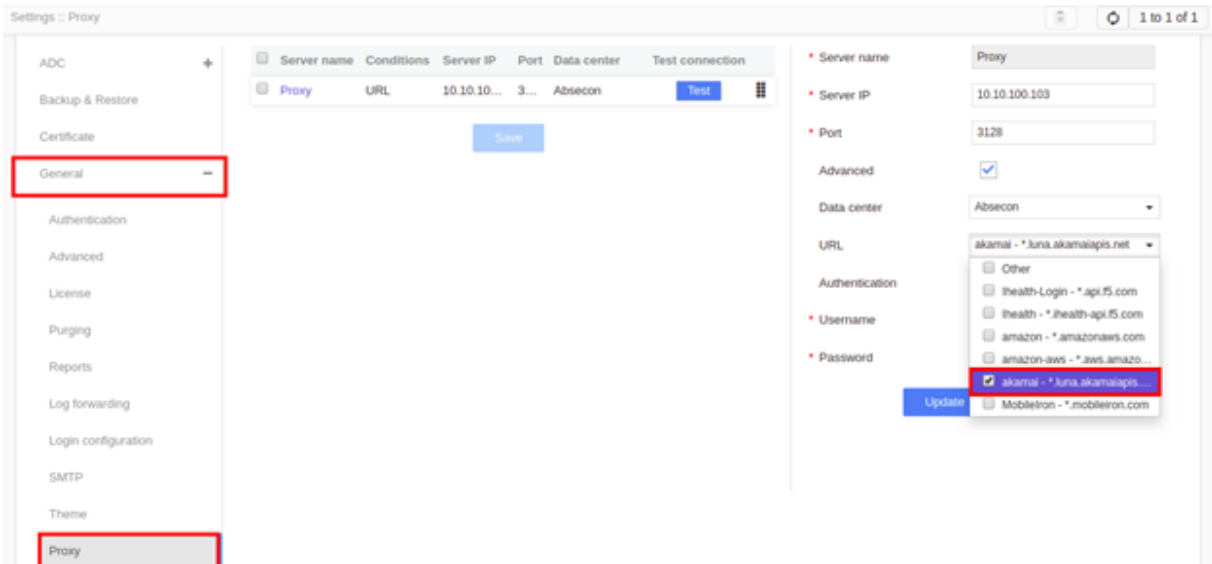
Error Message	Possible Cause	Possible Solution
Failed to connect to <Device Name> due to Invalid credential.	Proxy is not configured properly for an Akamai device.	Configure proxy for the Akamai device as shown above and trigger config fetch for the same device.

1. Log in to AppViewX.
2. Click **Main Menu > Inventory > Device** and search for the device that was added.
3. Click on the status of that particular device.



Recommendation:

1. Click **Main Menu > Settings > General > Proxy**.
2. From the **URL list**, select **akamai - *.luna.akamaiapis.net**.
3. Click **Update**.



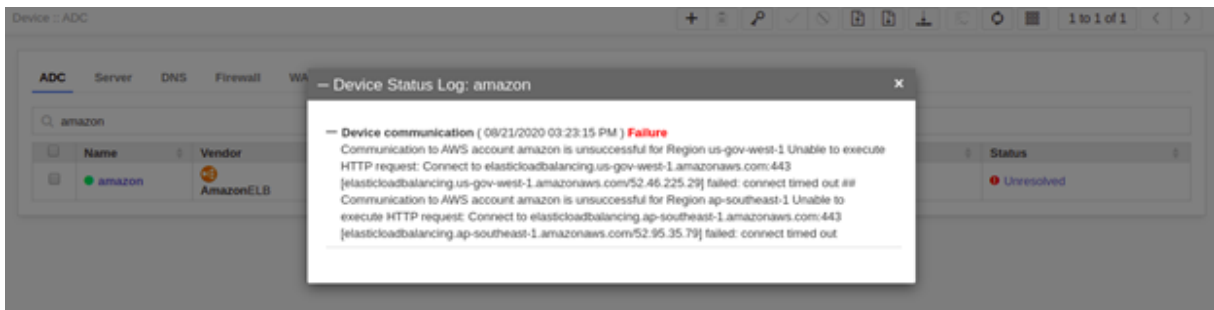
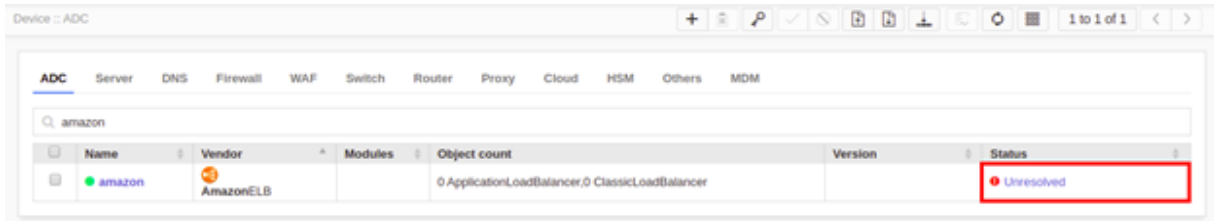
4. Click **Save**.

Amazon ELB

Amazon ELB device addition will fail when the AppViewX node does not have an internet connection. For such issues recommended solutions are given below.

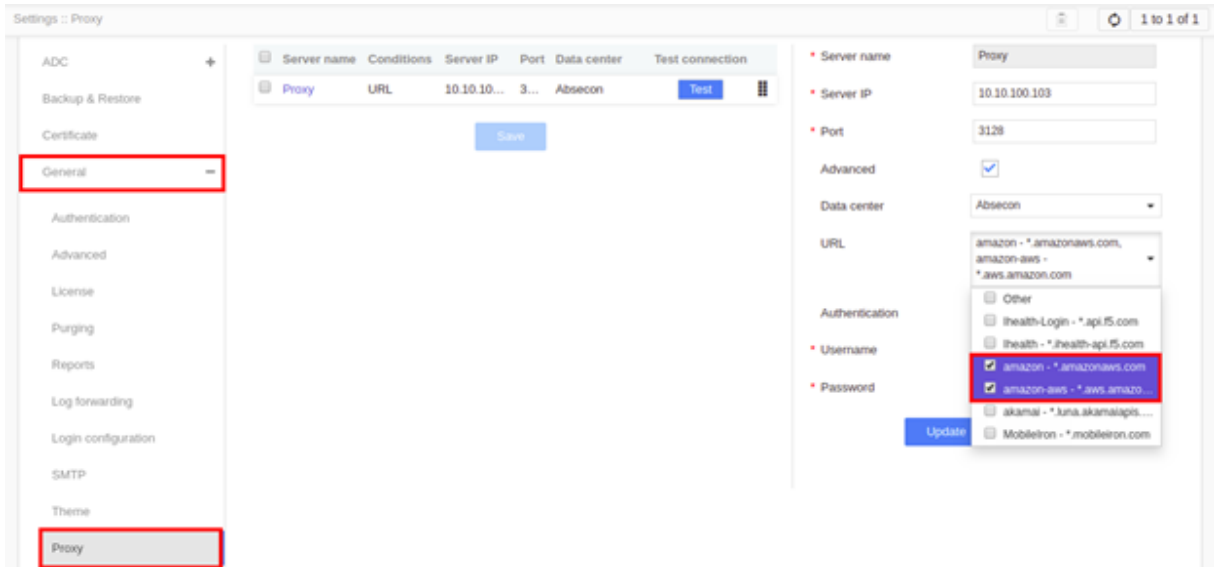
Error Message	Possible Cause	Possible Solution
Communication to AWS account amazon is unsuccessful for Region <region> Unable to execute HTTP request: Connect to <device> failed: connect timed out ## Communication to AWS account amazon is unsuccessful for Region <region> Unable to execute HTTP request: Connect to <device> failed: connect timed out.	Proxy is not configured properly for an Amazon ELB device.	Configure proxy for the Amazon ELB device as shown above and trigger config fetch for the same device.

1. Log in to AppViewX.
2. Click **Main Menu > Inventory > Device** and search for the device that was added.
3. Click on the status of that particular device.



Recommendation:

1. Click **Main Menu > Settings > General > Proxy**.
2. From the URL list, select **amazon -*.amazonaws.com** and **amazon-aws -*.aws.amazon.com**.
3. Click **Update**.



4. Click **Save**

Chapter 3: Device Inventory Action Issues

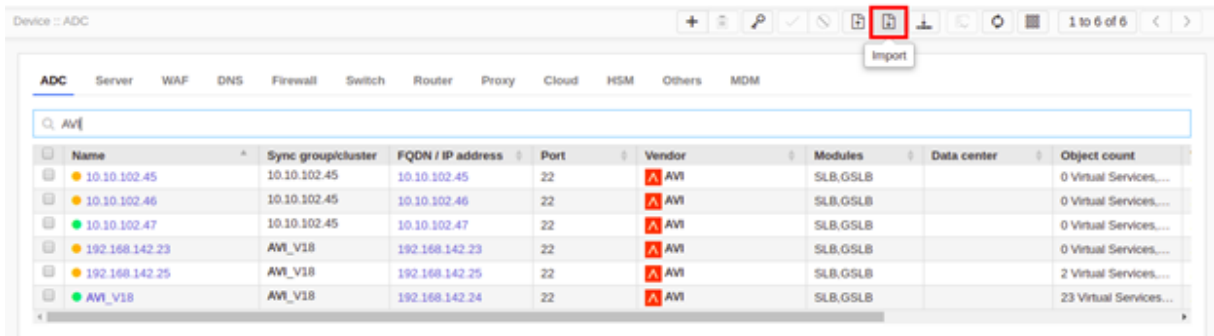
- Device Inventory Action Issues

Device Inventory Action Issues

- Issue in device import
- Issue in Unmanaging a Device
- Issue in Fetch Config

Issue in device import

1. Log in to AppViewX.
2. Click **Main Menu > Inventory > Device**.
3. To navigate to the **ADC Device Import** page, click **Import**.



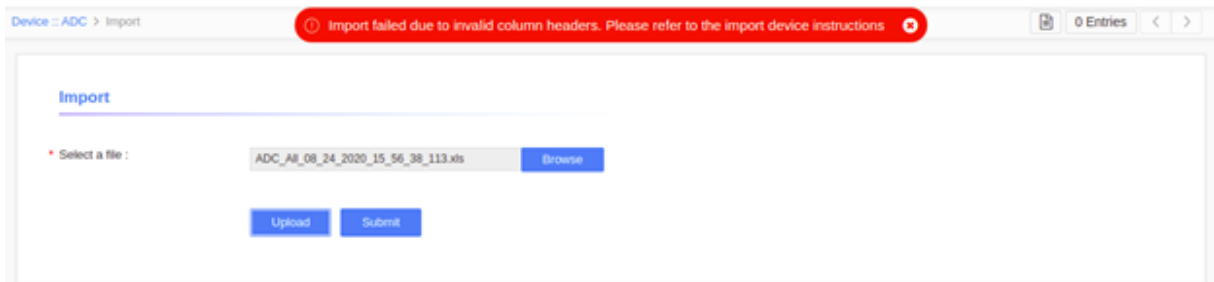
Device :: ADC

ADC Server WAF DNS Firewall Switch Router Proxy Cloud HSM Others MDM

Import

Name	Sync group/cluster	FQDN / IP address	Port	Vendor	Modules	Data center	Object count
10.10.102.45	10.10.102.45	10.10.102.45	22	AWI	SLB,GSLB		0 Virtual Services...
10.10.102.46	10.10.102.45	10.10.102.46	22	AWI	SLB,GSLB		0 Virtual Services...
10.10.102.47	10.10.102.45	10.10.102.47	22	AWI	SLB,GSLB		0 Virtual Services...
192.168.142.23	AWI_V18	192.168.142.23	22	AWI	SLB,GSLB		0 Virtual Services...
192.168.142.25	AWI_V18	192.168.142.25	22	AWI	SLB,GSLB		2 Virtual Services...
AWI_V18	AWI_V18	192.168.142.24	22	AWI	SLB,GSLB		23 Virtual Services...

4. Select a file having the extension as `xls` or `xlsx`.



Device :: ADC > Import

Import failed due to invalid column headers. Please refer to the import device instructions

0 Entries

Import

Select a file:

ADC_All_08_24_2020_15_56_38_113.xls

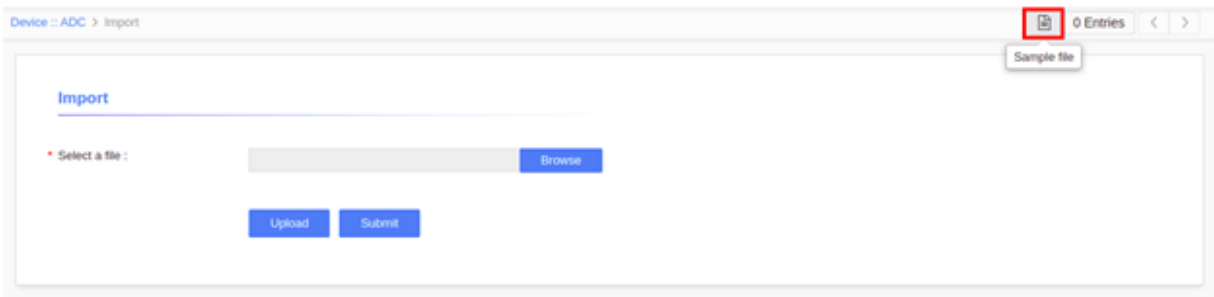
Browse

Upload Submit

5. Click **Upload**.

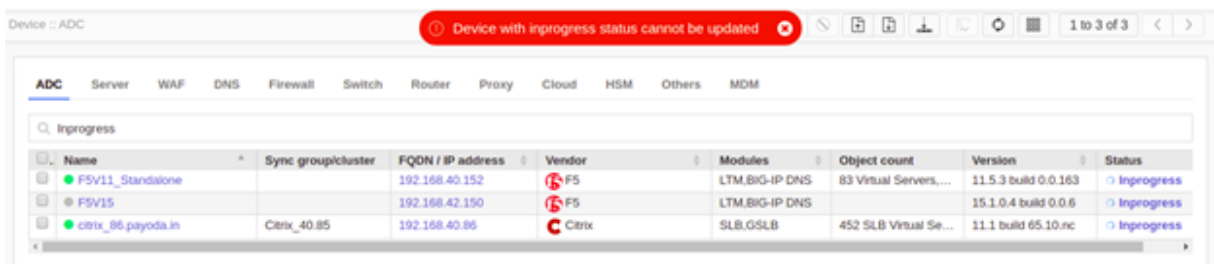
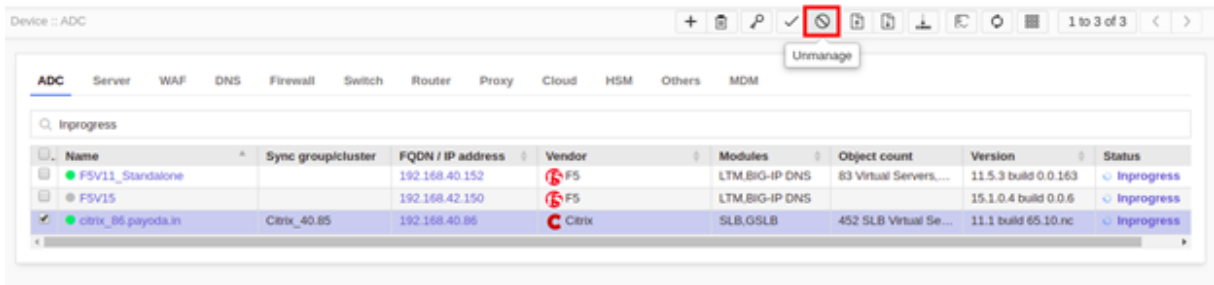
Error Message	Possible Cause	Possible Solution
Import failed due to invalid column headers. Please refer to the import device instructions.	Import sheet has unsupported column headers.	Valid column headers are: device name, associated primary, sync group/cluster, ip address/fqdn, vendor, modules, data center, credential type, username, password, credential name, AppViewX group sync, enable password, port, vcmp guest, secondary/failover, token based authentication. Please validate the import sheet for these entries. Refer to the sample sheet as shown above.
Exception while Validating.	Import sheet contains invalid entries and it cannot be parsed.	Validate entries in the import sheet.
Exception while Validating.	The file has been removed during import.	Check if the import sheet exists.
Exception while Validating.	The sheet cannot be read due to insufficient permission.	Check for read permission to import sheets.

6. To download the sample import sheet, click the sample file icon.



Issue in Unmanaging a Device

1. Log in to AppViewX.
2. Click **Main Menu > Inventory > Device**.
3. Select the device(s) that have their **Status** as **Inprogress** and click the **Unmanaged** icon.

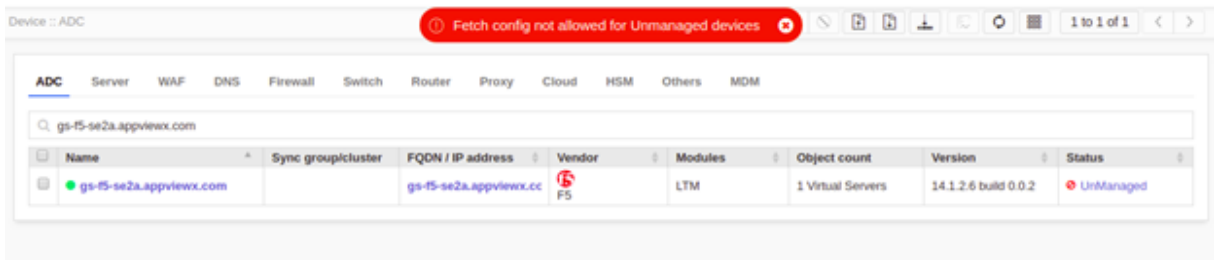
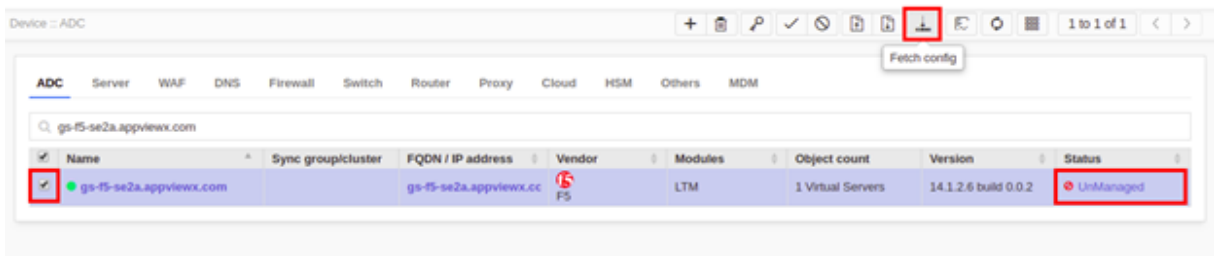


Error Message	Possible Cause	Possible Solution
Selected device(s) are in in-progress/unmanaged state. Operation cannot be performed.	Device cannot be unmanaged because it is already in unmanaged/inprogress state.	Manage the device(s) in an unmanaged/inprogress state before performing action.
Config fetch not allowed for Unmanaged/Queued devices and Device(s) on which other operations is already in progress	One or more devices are in an inprogress/queued state and cannot be ignored as a stale state since the last updated time is within 300 seconds.	Wait until the device in inprogress/queued state attains the timeout period of 300 seconds and perform action again.

Error Message	Possible Cause	Possible Solution
Operation cannot be performed, Other operation is already in process on Device(s).	Update action cannot be performed on a device in an inprogress state.	Wait for the device to be resolved to a state before performing action.

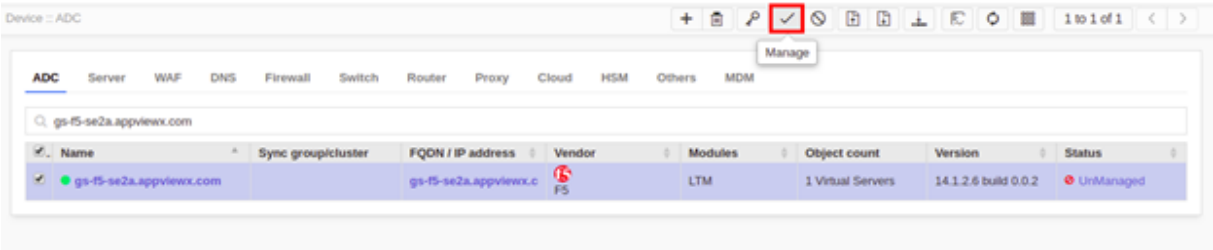
Issue in Fetch Config

1. Log in to the AppViewX.
2. Click Main Menu > Inventory > Device.
3. Select the device(s) that have their **Status** as **UnManaged** and click the **config fetch** icon.



Error Message	Possible Cause	Possible Solution
Config fetch not allowed for Unmanaged/ Queued devices and Device(s) on which other operations are already in progress.	One or more devices went to an unmanaged state after the action was triggered.	Manage the device(s) in an unmanaged state before performing action.

4. Select the unmanaged device(s) and click the **manage** icon and once device status updated to Managed we can trigger the fetch config action.



Chapter 4: Device Backup and Restore Issues

- [Overview](#)

Overview

- [Issue in schedule/trigger device backup](#)
- [Unable to View the Old Backup Files](#)
- [Issue in Email Notification for Configured for Backups](#)
- [Issue in Restoring a Device](#)

Issue in schedule/trigger device backup

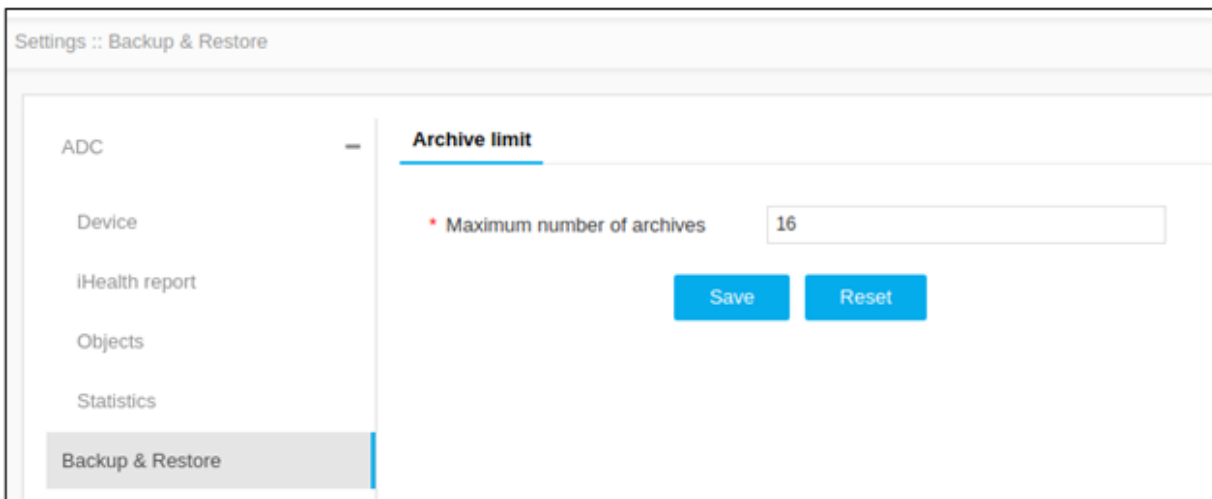
1. Login to AppViewX.
2. Click **Main Menu > Logging > ADC**.
3. Search for the Device name.
4. Expand the group to check the generated backups.
5. If the backups are not generated, check the Audit Log to identify the root cause for backup failure.

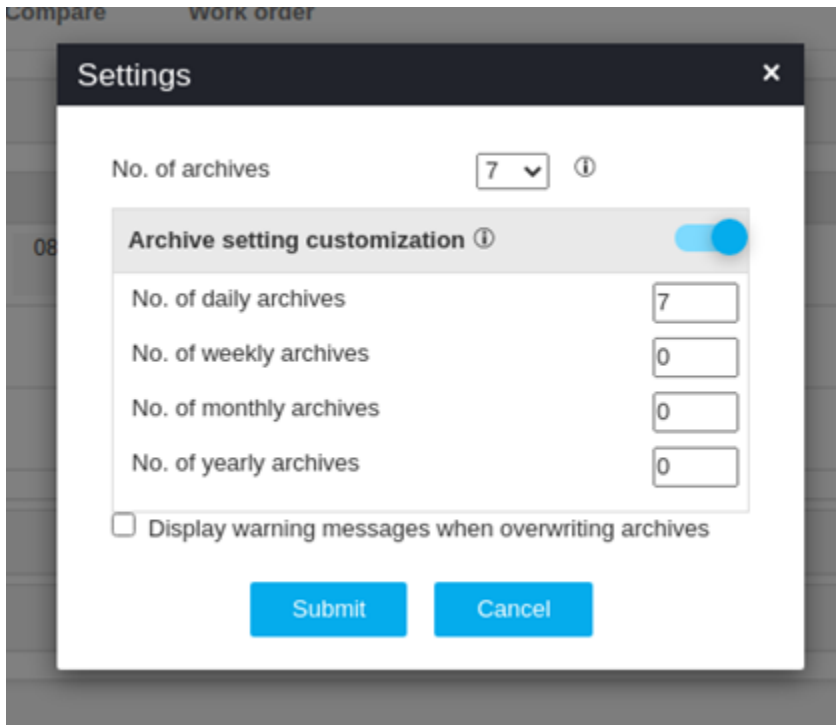
Error Scenario	Possible Cause	Possible Solution
Unavailability of device version.	Device may be still in inprogress state, and yet to fetch the device version.	Wait for the device version check to be completed. Check in device inventory.
	Device may be in an unresolved state.	Check the device credentials.
Backup cannot be performed on an unresolved device.	Device is in an unresolved state.	Check for device credentials and manage the device.
Problem in establishing communication with devices.	Device is in managed state in AppViewX. But the credentials of the device may be changed now.	Check for the device credentials and update the latest credentials.
Scheduled Backup did not get triggered and backup is not generated.	Scheduler component is not running.	Please contact the administrator to start the scheduler component.

Unable to View the Old Backup Files

1. Login to AppViewX.
2. Click **Main Menu > Inventory > Backup & restore > ADC**.
3. Expand the group to check the generated backups.
4. If old backups are missing, check the backup settings page.

Error Scenario	Possible Cause	Possible Solution
Old Backup files are missing.	Number of archives to be retained has been modified.	<p>Maximum number of Archives to be maintained can be set in Settings > Backup & Restore</p> <p>Maximum value allowed is 16.</p> <p>More specific settings can be done at Settings available at Backup & Restore Page.</p>





Issue in Email Notification for Configured for Backups

1. Login to AppViewX.
2. Click **Main Menu > Inventory > Backup & restore > ADC**.
3. Expand the group to check the generated backups.
4. If the backup is generated and still no email notification was sent to the user.

Error Scenario	Possible Cause	Possible Solution
Backup Status mail is not received.	SMTP configuration is not configured.	Please update SMTP details in Menu > Settings > General > SMTP. Provide the details and check the configuration with Test email Configuration.
	Mail Id added may not be valid.	Check for the mail Id added.

The screenshot shows the 'Settings :: SMTP' configuration page. On the left is a navigation menu with the following items: Device, iHealth report, Objects, Statistics, Backup & Restore, Certificate, General, Authentication, Advanced, License, Purging, Reports, Log forwarding, Login configuration, and SMTP (which is currently selected). The main content area is titled 'SMTP configuration' and includes the following fields and options:

- SMTP host: localhost
- SMTP port: 25
- From address: support@appviewx.com
- Enable SSL:
- Email box: ⓘ

Below this is the 'Authentication' section with the following options:

- Authentication required:
- Username:
- Password:

The 'Test email' section contains a single field:

- Send email to:

Issue in Restoring a Device

1. Login to AppViewX.
2. Click **Main Menu > Inventory > Backup & restore > Restore.**
3. Provide the device name.
4. Select one archive from generated backups.
5. Click **Proceed.**
6. If a success message is not shown in the pop up, check the audit logs.

Error Scenario	Possible Cause	Possible Solution
Action cannot be performed on an unresolved device.	Device is in an unresolved state.	Check for device credentials and manage the device.
Problem in establishing communication with devices.	Device is in managed state in Appviewx. But the credentials of the device may be changed now.	Check for the device credentials and update the latest credentials.

Chapter 5: Dashboard Inventory Action Issues

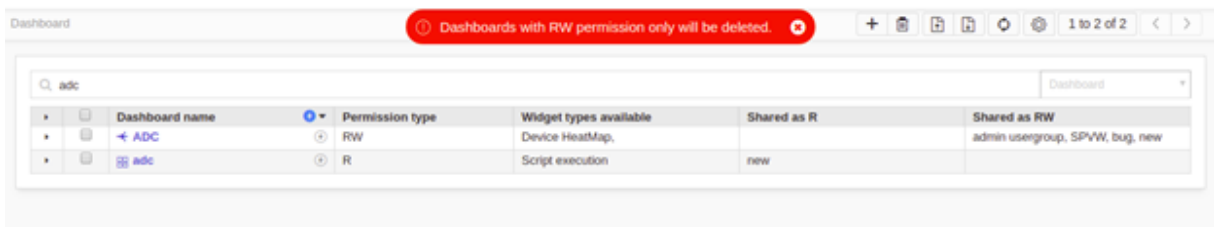
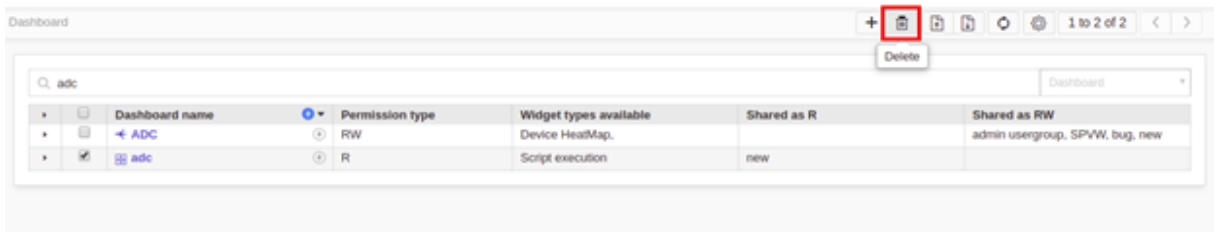
- [Overview](#)

Overview

- [Issues in Dashboard Delete](#)
- [Issues in Dashboard Import](#)
- [Issues in Dashboard Export](#)
- [Issues in Dashboard Settings](#)

Issues in Dashboard Delete

1. Log in to AppViewX.
2. Click **Main Menu > Dashboard**.
3. Select the dashboard(s) to delete.
4. Click **delete**.



Error Message	Possible Cause	Possible Solution
Only dashboards with R/W access will be deleted.	User only has Read permission for the dashboard and cannot delete the dashboard.	1. Update roles of user: Navigate to 'Account' -> 'User' -> 'Roles' and update user with required roles. Refer to the admin guide.

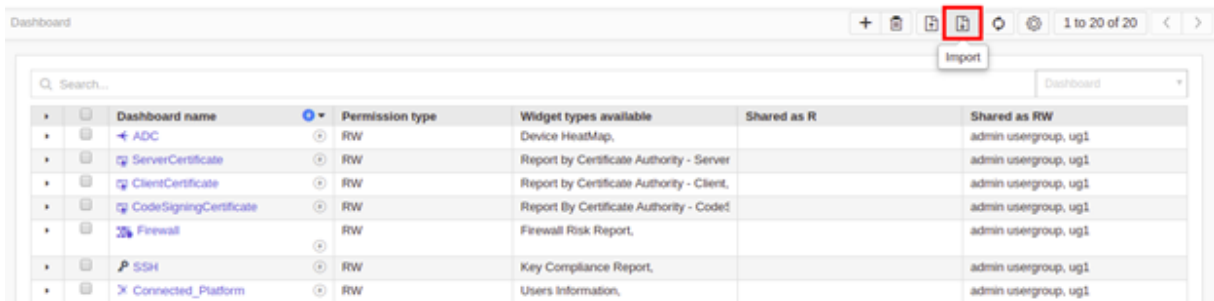
Error Message	Possible Cause	Possible Solution
		2. Contact the user with RW access to the dashboard and request to 'share' roles with RW permission to the user. 3. Login with another user who has RW permission to dashboard and try again.

Issues in Dashboard Import

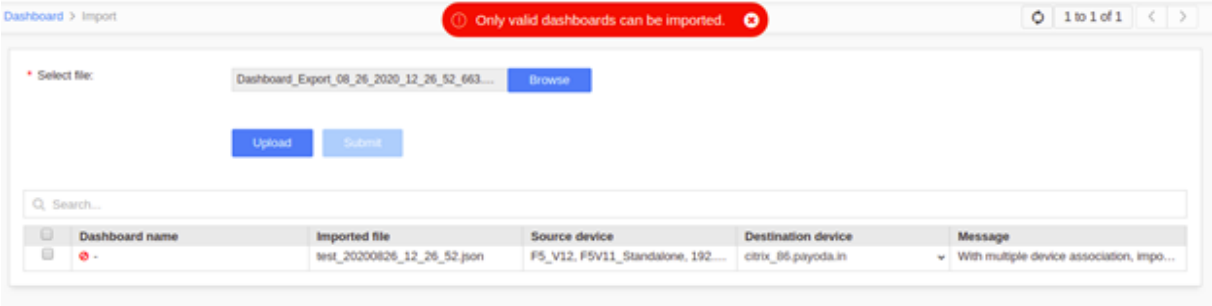
- Process Failed by Invalid Dashboard
- Import Zip File Validation Failed
- Import Summary for Dashboard not Found
- Destination device information is not available for dashboard(s).
- Read write permission not available for the given dashboard to import

Process Failed by Invalid Dashboard

1. Log in to AppViewX.
2. Click **Main Menu > Dashboard**.
3. To navigate to the dashboard import page, click the **import** icon.



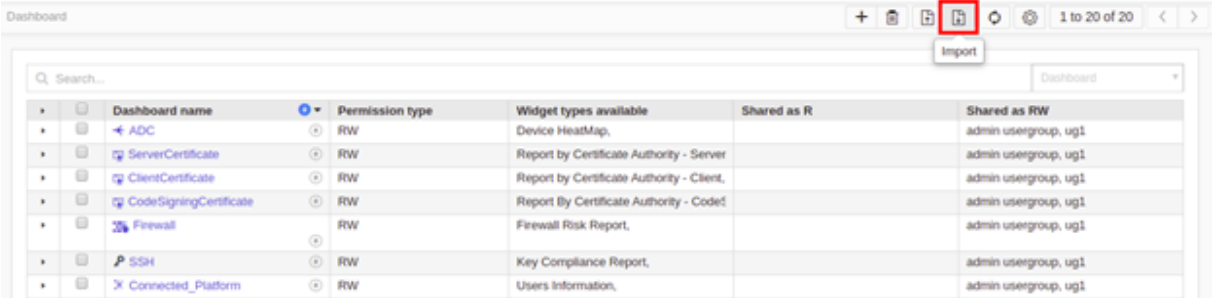
4. Select the .zip file to import.
5. Click **Upload**.
6. Select the dashboard(s) and click **Submit**.



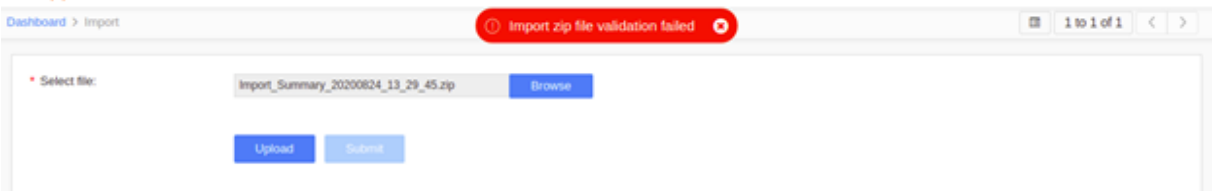
Error Message	Possible Cause	Possible Solution
Process Failed by Invalid Dashboard.	During dashboard import, the imported file has invalid entries and the user submitted the file in spite of the warning.	Navigate to 'Dashboard' -> click on 'import' icon -> under 'select file', click on 'browse' icon -> select file and click 'upload' button -> the dashboard details parsed should display a green symbol indicating valid import entries -> then click 'submit' button.

Import Zip File Validation Failed

1. Log in to AppViewX.
2. Click **Main Menu > Dashboard**.
3. To navigate to the dashboard import page, click the **import** icon.



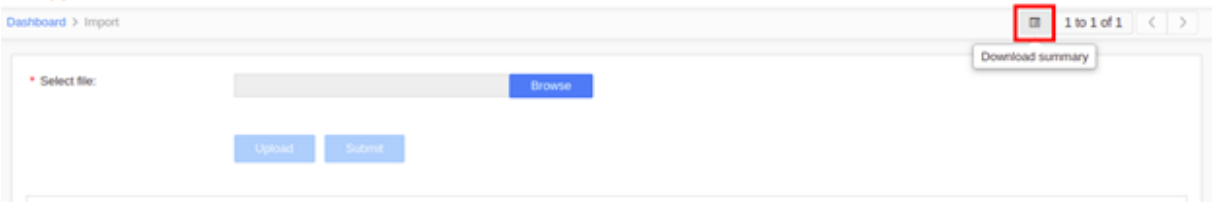
4. Select the .zip file to import.
5. Click **Upload**.



Error Message	Possible Cause	Possible Solution
Import zip file validation failed.	The imported file has invalid entries.	Import a proper zip file that has been exported from any appviewx node containing application widget.
Widget details are invalid.	During device import, the imported file has invalid widget details.	Choose an import file that has valid widget details. Navigate to 'Dashboard' -> click on 'import' icon -> under 'select file', click on 'browse' -> select a valid import file -> click on 'upload' button -> the dashboard details parsed should display a green symbol indicating valid import entries -> then click 'submit' button. Refer to the admin guide.

Import Summary for Dashboard not Found

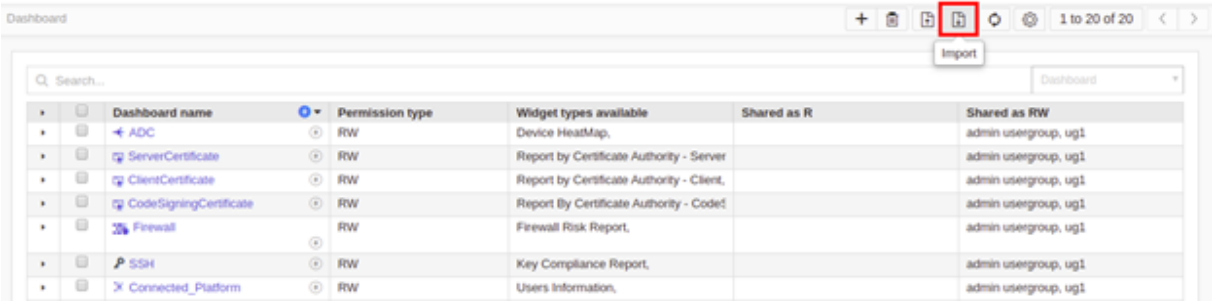
1. Log in to AppViewX.
2. Click **Main Menu > Dashboard**.
3. To navigate to the dashboard import page, click the **import** icon.
4. Click the **Download Summary** icon.



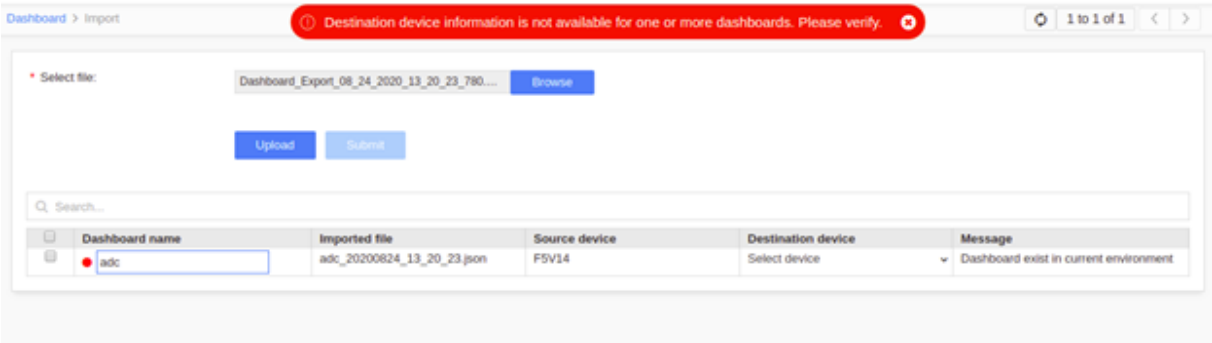
Error Message	Possible Cause	Possible Solution
Import summary for dashboard not found.	Something went wrong while populating the previous import details into the database.	Please perform operation when there is a previous successful import: Navigate to 'Dashboard' -> click on 'import' icon -> if there was a previous successful import, 'Download summary' icon will appear. click on it.

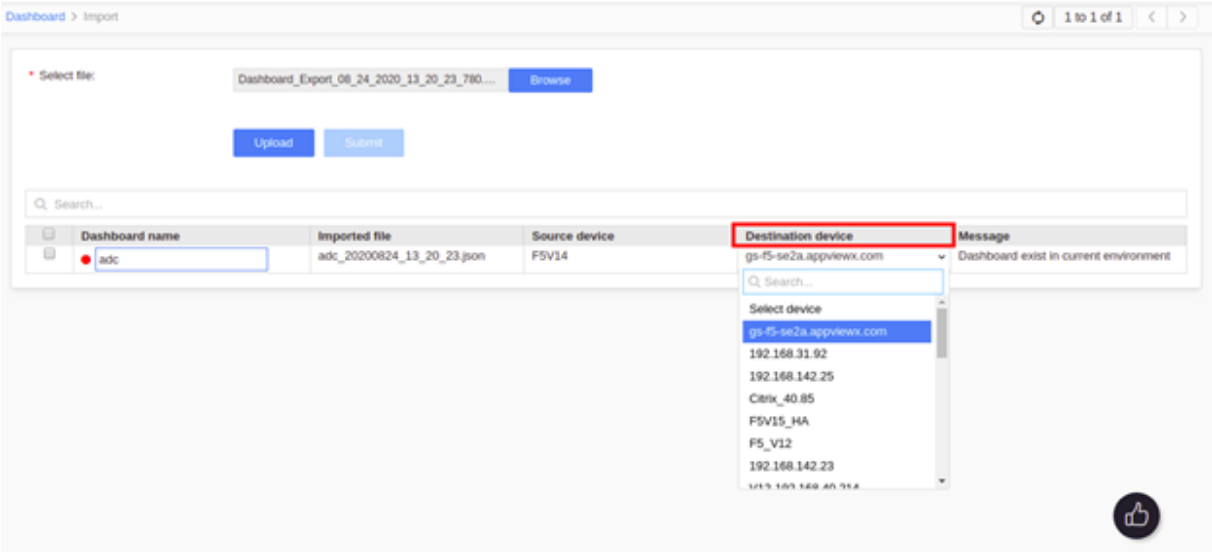
Destination device information is not available for dashboard(s).

- 1. Log in to AppViewX.
- 2. Click **Main Menu > Dashboard**.
- 3. To navigate to the dashboard import page, click the **import** icon.



- 4. Select the .zip file to import.
- 5. Click **Upload**.
- 6. Select the required dashboard(s).
- 7. Click **Submit**

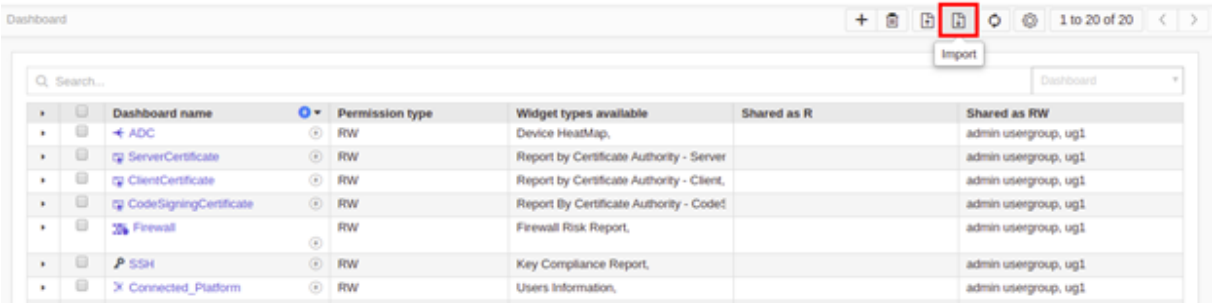




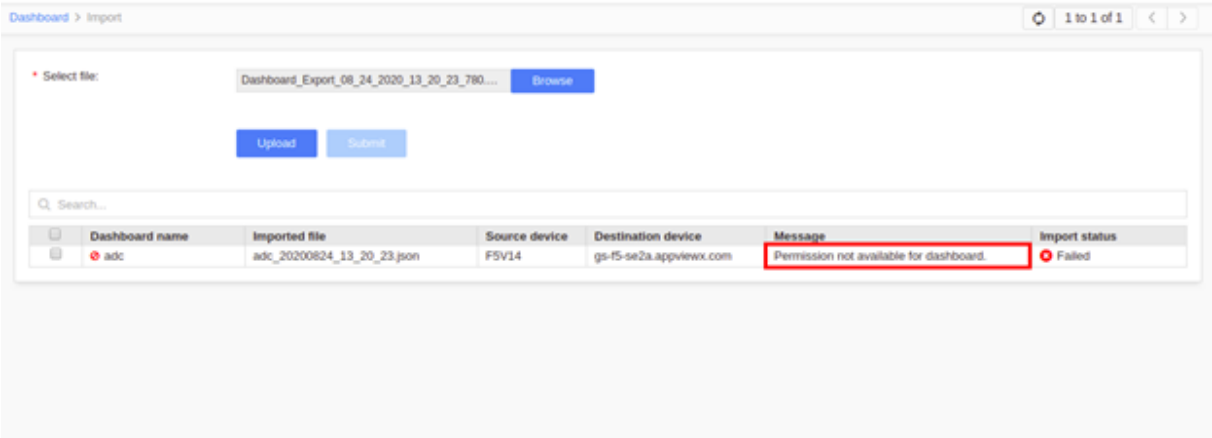
Error Message	Possible Cause	Possible Solution
Destination device information is not available for one or more dashboard(s).	Destination device not selected for one or more dashboard(s).	Select the appropriate device in the destination device column as shown above.

Read write permission not available for the given dashboard to import

1. Log in to AppViewX.
2. Click **Main Menu > Dashboard**.
3. To navigate to the dashboard import page, click the **import** icon.



4. Select the .zip file to import.
5. Click **Upload**.



6. Select the required dashboard(s).
7. Click **Submit**.

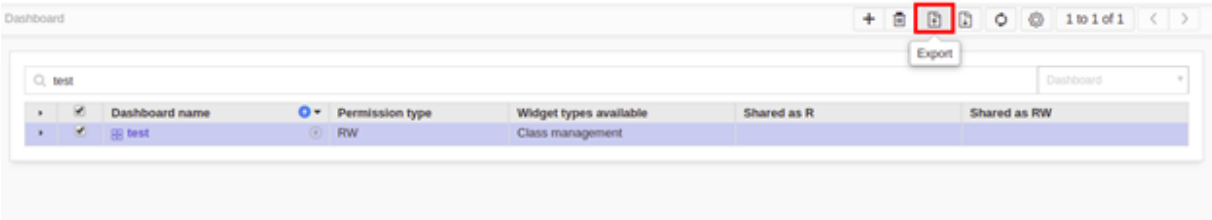
Error Message	Possible Cause	Possible Solution
Read write permission not available for dashboard.	User only has Read permission for the dashboard and cannot export the dashboard.	Update roles of user: Navigate to 'Account' -> 'User' -> 'Roles' and update user with required roles. Refer to the admin guide.

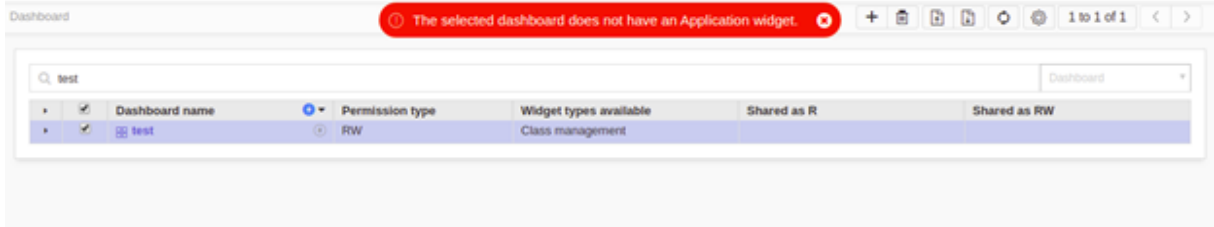
Issues in Dashboard Export

- Unable to export the dashboard(s)
- Read Write Permission Unavailable for the Dashboard to Export

Unable to export the dashboard(s)

1. Log in to AppViewX.
2. Click **Main Menu > Dashboard**.
3. Select the dashboard(s) to be exported and click the **export** icon.

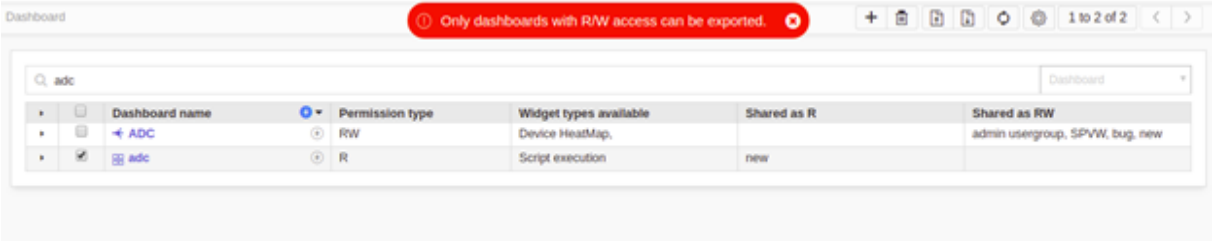
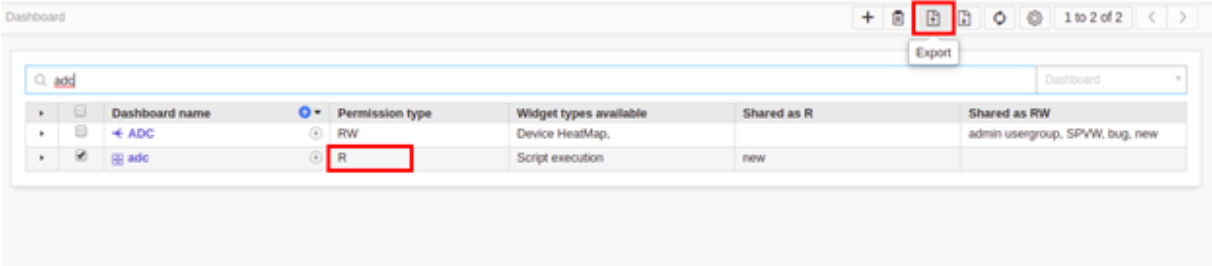




Error Message	Possible Cause	Possible Solution
Selected dashboard(s) does not have an Application Widget part of it.	One or more dashboard without application widget was selected for dashboard export.	Dashboard export operation can be performed only on the dashboard with application widget in it. Navigate to 'Dashboard' -> under dashboard grid list, select dashboard(s) with application widget in it -> click on 'export' icon.
Exception in Process Widget details.	Unable to process application widget details for export.	Select dashboard with valid application widget details. Navigate to 'Dashboard' -> under dashboard grid list, select dashboard(s) with application widget in it -> click on 'export' icon.
Exception Occured during zip file creation.	Dashboard details contain invalid content and it cannot be written to zip file during dashboard export.	Check if dashboard details contain valid entries.

Read Write Permission Unavailable for the Dashboard to Export

1. Log in to AppViewX.
2. Click **Main Menu > Dashboard**.
3. Select the dashboard(s) to be exported and click the **export** icon.



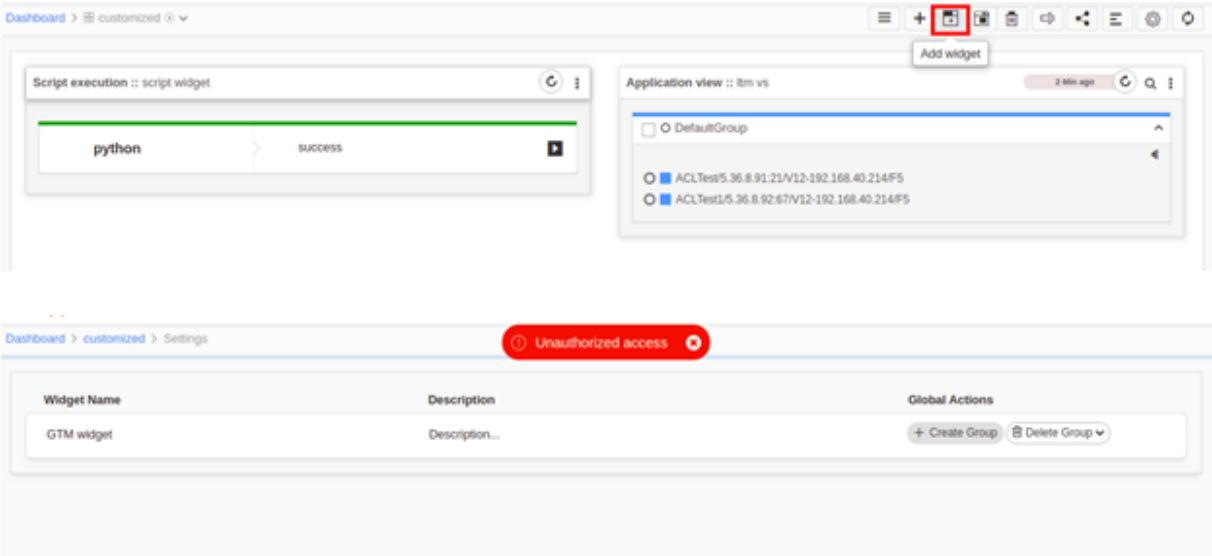
Error Message	Possible Cause	Possible Solution
Only dashboards with R/W access can be exported.	User only has Read permission for the dashboard and cannot export the dashboard.	a. Update roles of user: Navigate to 'Account' -> 'User' -> 'Roles' and update user with required roles. Refer to the admin guide. b. Contact the user with RW access to the dashboard and request to 'share' roles with RW permission to the user. c. Login with another user who has RW permission to dashboard and try again.
User not associated with any role.	During dashboard export, the user performing operation does not have any role.	Perform action using users with valid roles. Navigate to 'Dashboard' -> under dashboard grid list, select dashboard(s) to export -> click on 'export' icon.
Exception Occured during zip file creation.	File write location cannot be accessed to create an export file.	Ensure the file is written to location that has access permission.

Issues in Dashboard Settings

- Unauthorized Access to Add Widget(s)
- Read Write Permission not available for dashboard to move/copy widget(s)

Unauthorized Access to Add Widget(s)

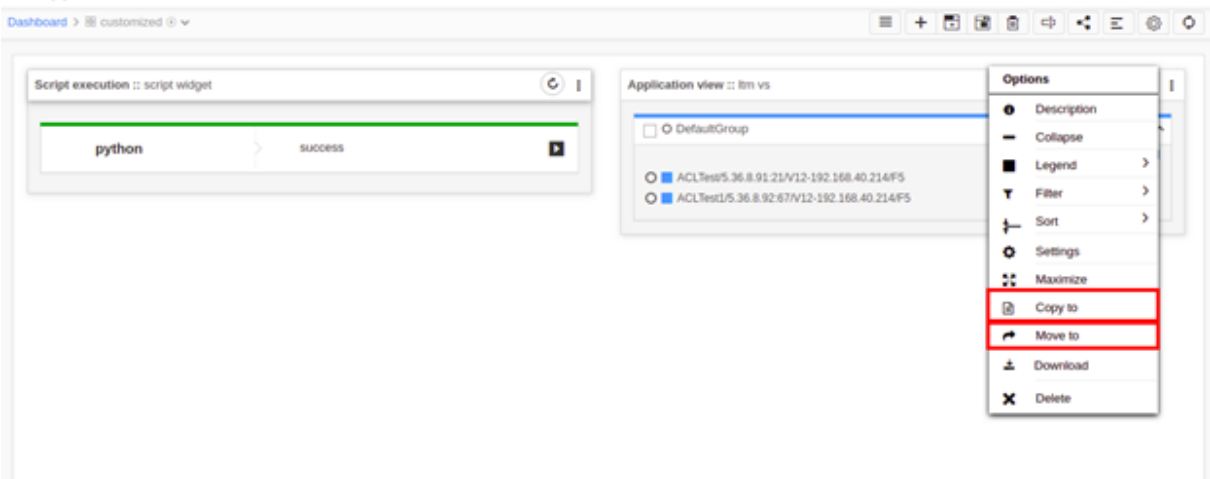
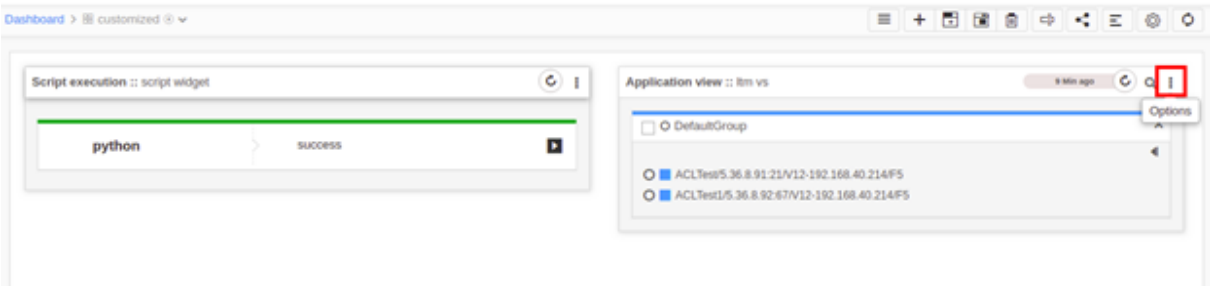
1. Log in to AppViewX.
2. Click **Main Menu > Dashboard**.
3. To create a new widget, click the **add widget** icon.



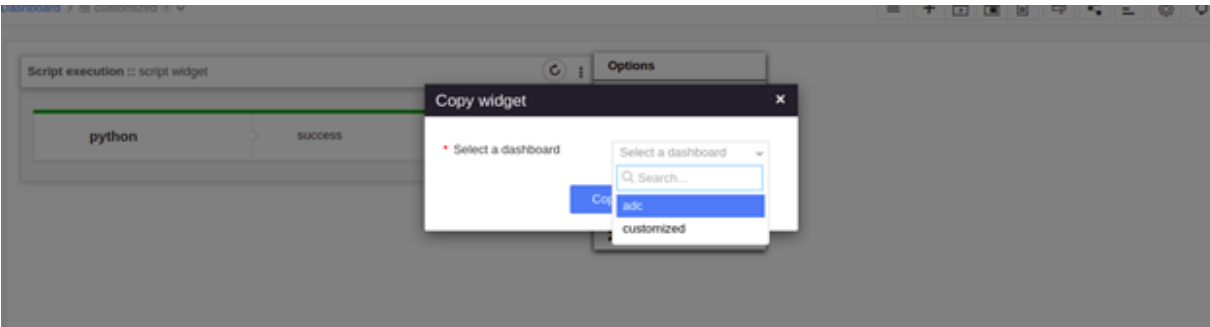
Error Message	Possible Cause	Possible Solution
Permission not available for dashboard.	User is not authorized to perform the operation on the dashboard.	a. Update permission to dashboard: Navigate to 'Account'-> 'User'-> 'Roles' and update users with roles that have R/W permission to dashboard. Refer to the admin guide. b. Login with another user who has access to the dashboard and try again.

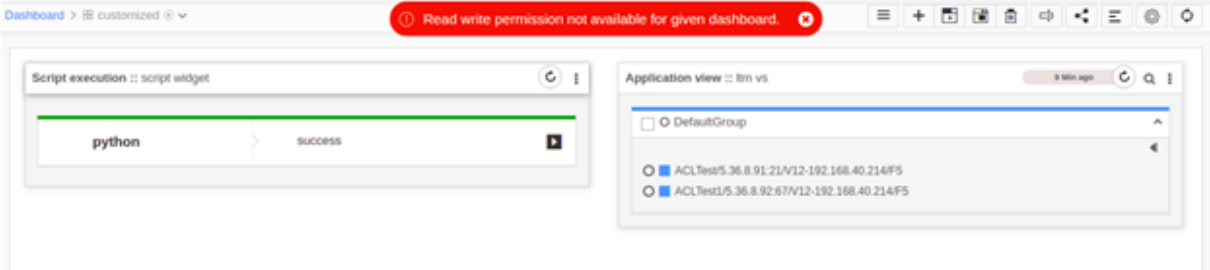
Read Write Permission not available for dashboard to move/copy widget(s)

1. Log in to AppViewX.
2. Click **Main Menu > Dashboard**.
3. To move or copy the widget, click **Options** and select the **move to/copy to** option.



4. Select the dashboard to which the widget should be copied or moved.





Error Message	Possible Cause	Possible Solution
<p>Read write permission not available for given dashboard.</p>	<p>User only has Read permission for the dashboard and cannot perform update action on the dashboard.</p> <p>User does not have R/W permission to one of the dashboard during copy/move widget action.</p>	<p>Update roles of user: Navigate to 'Account' -> 'User' -> 'Roles' and update user with required roles. Refer to the admin guide.</p> <p>Contact the user with RW access to the dashboard and request to 'share' roles with RW permission to the user.</p> <p>Login with another user who has RW permission to dashboard and try again.</p>

Chapter 6: ADC Dashboard Specific Issues

- ADC Dashboard Specific Issues

ADC Dashboard Specific Issues

- Issue in Class Management - Search
- Issue in Class Management - View Action
- Issue in Class Management - Modify Action
- Issue in Class Management - Rollback Action
- Issue in Application Widget Actions
- Application Widget Settings
- Script Execution Widget Actions

Issue in Class Management - Search

1. Log in to AppViewX.
2. Click **Main Menu > Dashboard**.
3. Search the ClassManagement Widget > Search for a class.

Error Message	Possible Cause	Possible Solution
Class names are not listed.	The device is Not Managed.	Trigger config fetch for the device and confirm LTM parsing in successfully completed.

Issue in Class Management - View Action

1. Log in to AppViewX.
2. Click **Main Menu > Dashboard**.
3. Search the ClassManagement Widget > Execute view Action.

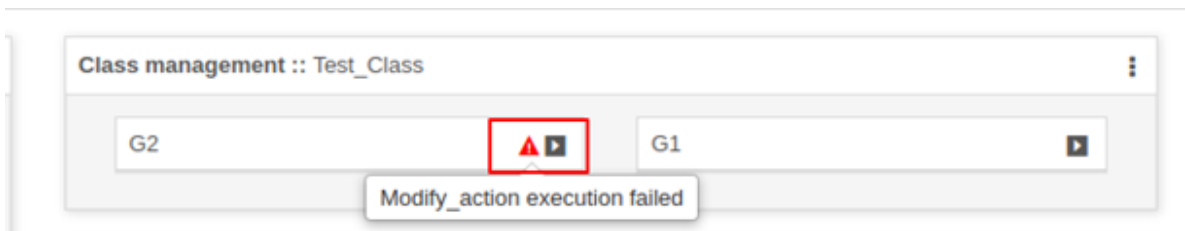
Error Message	Possible Cause	Possible Solution
The class name provided by the user does not exist.	The class object is not found on the device.	Check in the F5 device.

Error Message	Possible Cause	Possible Solution
Unable to connect to device with the provided credentials. Displaying attributes from the database.	The device credentials might be changed.	Update the credentials for the device in Device Inventory.
Associated class not found in the device.	The class object is not found on the device.	Check in the F5 device.
Failed to retrieve class details. Refer log for more details.	There might be a problem in getting class data from the device.	Please check connectivity to the device.

Issue in Class Management - Modify Action

When the Modify Action is executed on a particular class, the newly added values are not reflected in the device.

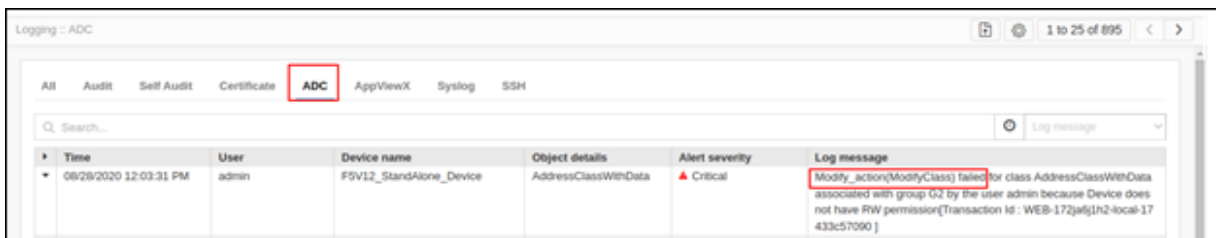
1. Log in to AppViewX.
2. Click **Main Menu > Dashboard**.
3. Search the ClassManagement Widget > View log > and check for the Error Message for the Action failure.
4. Action Execution Failure is shown in Widget.



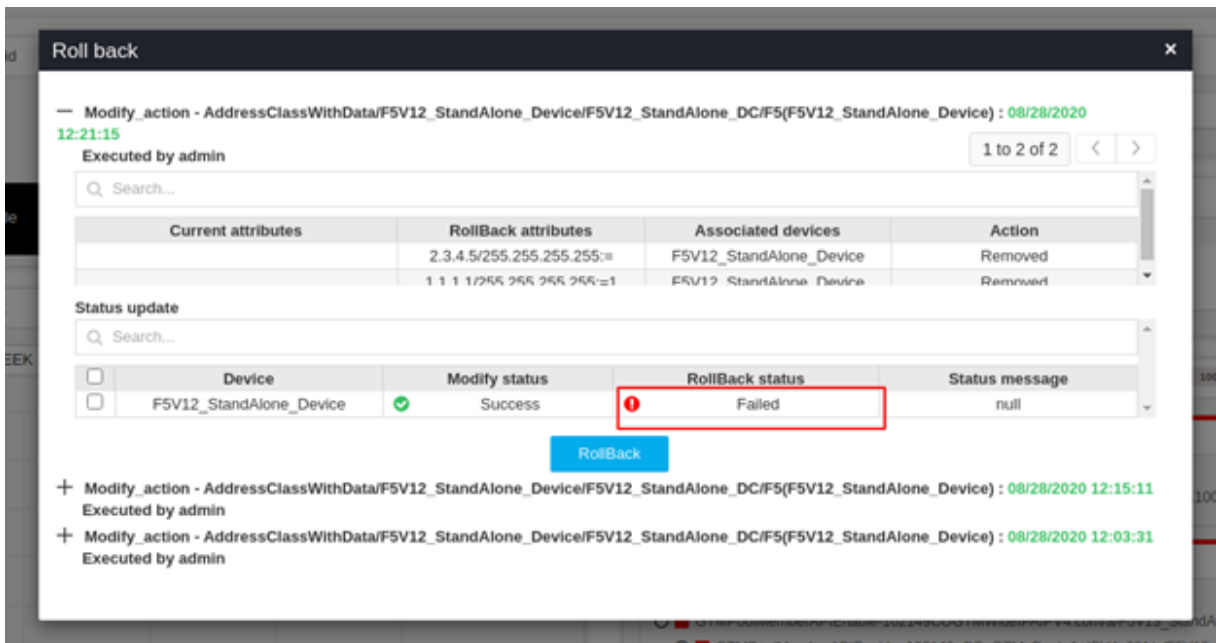
5. View Log shows the actual error message.



6. Navigate to **Main Menu > Logging > ADC.**



7. Search for the operation that was performed.

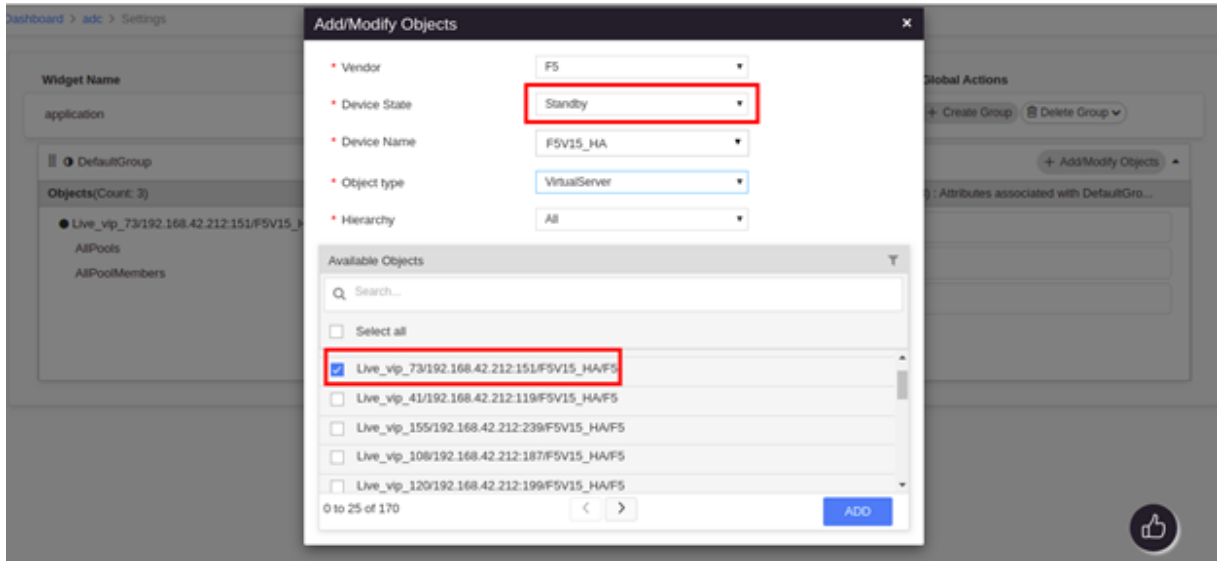


Error Message	Possible Cause	Possible Solution
(User: <userName>) Modify_action(ModifyClass) failed for class <className> associated with group <groupName> by the user <userName>	The class object is not found on the device.	Check for the presence of class in the F5 device.
Device does not have RW permission.	To execute Modify action, the user should have RW access for the device.	Check in Menu > Account > Resources > Device > Provide RW access for the device.
Failed to retrieve class details. Refer log for more details.	There might be a problem in getting class data from the device.	Please check connectivity to the device.

Issue in Class Management - Rollback Action

When Rollback Action is executed on a particular class, the newly added values are not removed in the device.

1. Log in to AppViewX.
2. Navigate to **Main Menu > Dashboard**.
3. Search the ClassManagement Widget > View log > and check for the Error Message for the Action failure.



4. Navigate to **Main Menu > Logging > ADC**.
5. Search for the operation that was performed.

Error Message	Possible Cause	Possible Solution
(User: <userName>) Modify_action(Rollback) failed for class <className> associated with group <groupName> by the user <userName>	The class object is not found on the device.	Check for the presence of class in the F5 device.

Issue in Application Widget Actions

We have a set of actions that can be performed from the dashboard. For example, an object enable action can be performed by right clicking on the object as explained below.

1. Log in to AppViewX.
2. Navigate to **Main Menu > Dashboard**.
3. Search the Application Widget.
4. Right-click the required objects/groups.

Error Message	Possible Cause	Possible Solution
AppViewX throws No actions found error from UI	ACL permissions to RW on this object/Dashboard might not be allowed for this user role.	Check with admin whether this user has RW permissions to perform actions on this object/Device/Dashboard. If so, request for permission.

Error Message	Possible Cause	Possible Solution
No actions are displayed when right click is performed on the object.	Actions would not have enabled on the Widget settings.	Go to the settings of the particular Widget, and check for actions being enabled below the actions tab. If not, enable the actions.
No actions are displayed when right click is performed on the object.	Enabled actions might not be applicable for the particular type of object on which action is tried to perform.	N/A

5. To determine the root cause for backup failure, check the **Audit Log**.
6. Navigate to **Main Menu > Logging > ADC**.
7. Search for the object name.

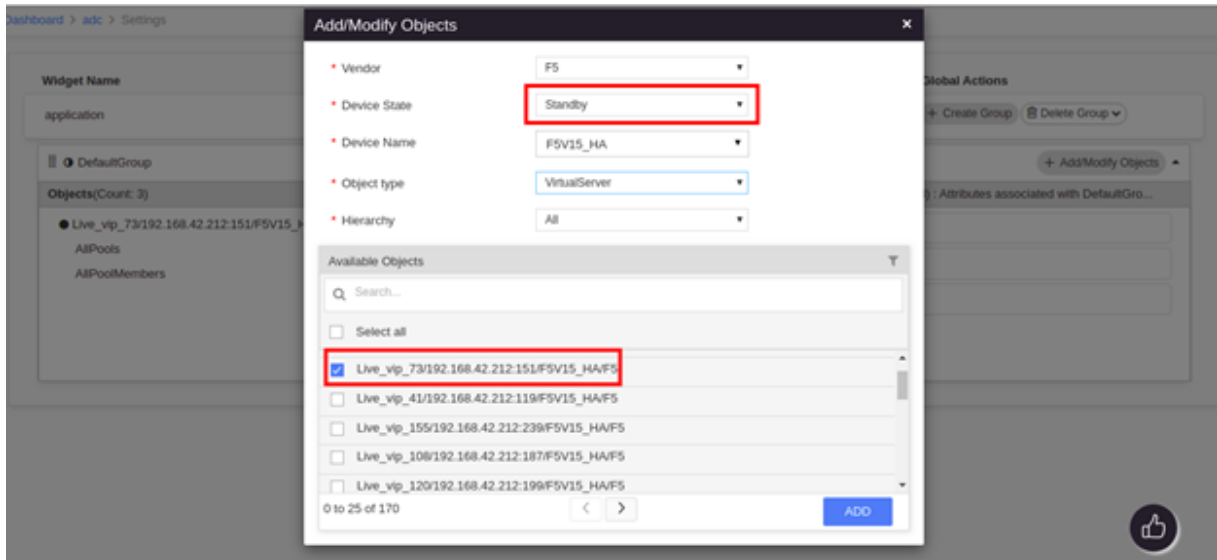
Error Scenario	Possible Cause	Possible Solution
Status fetch failure - Device communication failure	Device is in managed state in AppViewX. But the credentials of the device may be changed now.	Check for the device credentials and update the latest credentials.
Action failed for the object - Southbound communication failed.	a. Device is in an unresolved state. b. avx_vendors plugin may not be running. c. Error while performing action.	a. Check for device credentials and manage the device. b. Check for avx_vendors plugin state. c. Check for the backend logs.
Object greyed out : The requested object not found.	Objects may be deleted from the device.	Check for the object in the F5 device.

Application Widget Settings

- Configured with standby objects and it displays their corresponding active objects

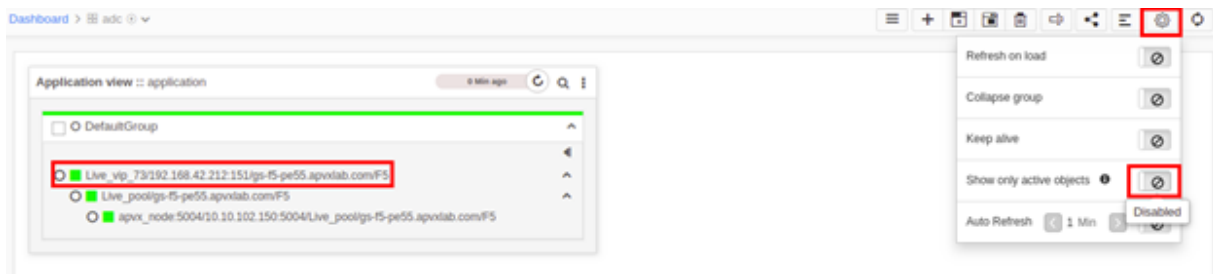
Configured with standby objects and it displays their corresponding active objects

1. Log in to AppViewX.
2. Navigate to **Main Menu > Dashboard**.
3. Create an application widget with standby objects.



It shows the active objects of the standby objects configured.

4. Click the **settings** icon and disable the **Show only active objects** option.

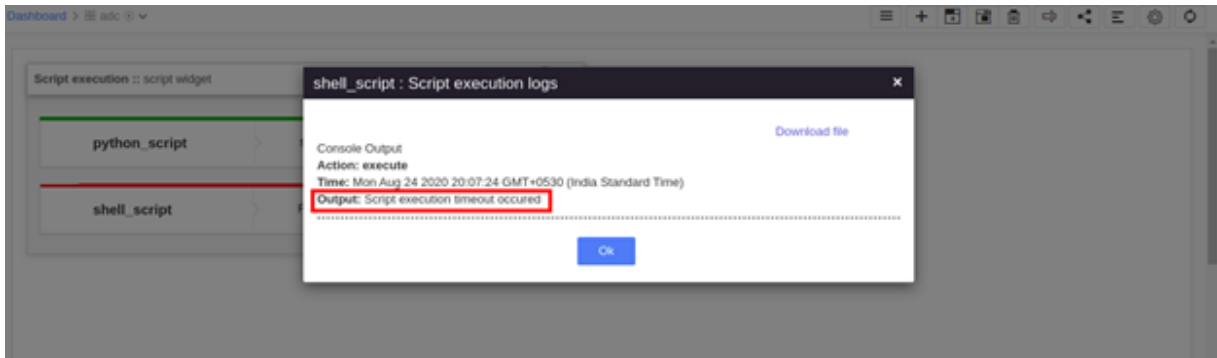


Script Execution Widget Actions

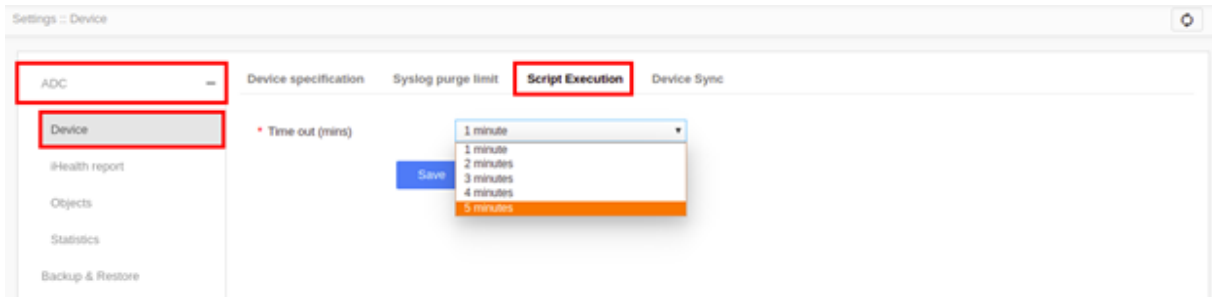
- Script Execution Timeout Occurred

Script Execution Timeout Occurred

1. Log in to AppViewX.
2. Navigate to **Main Menu > Dashboard**.
3. Create a script execution widget.
4. Add a script.
5. Execute the script.



6. Navigate to **Main Menu > Settings > ADC > Device > Script Execution**



7. Select the **Time out (mins)**.
8. Click **Save**.

Chapter 7: Control Center Search and Action Issues

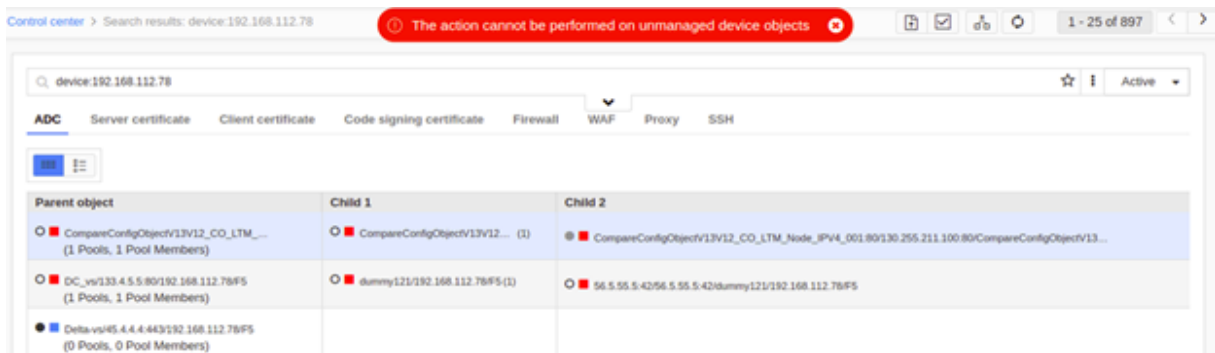
- Control Center Search and Action Issues

Control Center Search and Action Issues

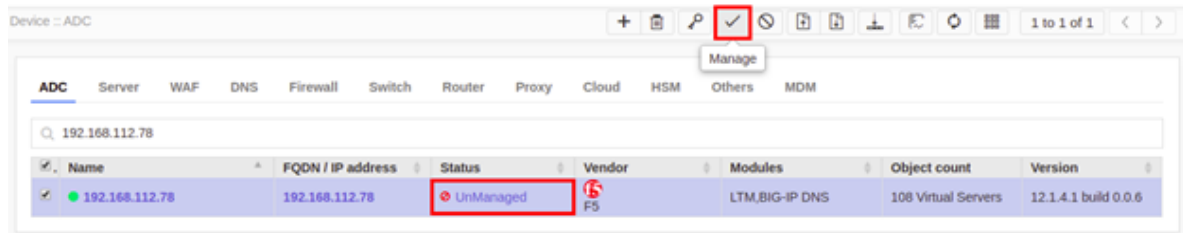
- Issue while performing actions on an object
- Issues in Control Center Search

Issue while performing actions on an object

1. Action executed on an object throws an error message “Action cannot be performed on unmanaged device object(s)”.



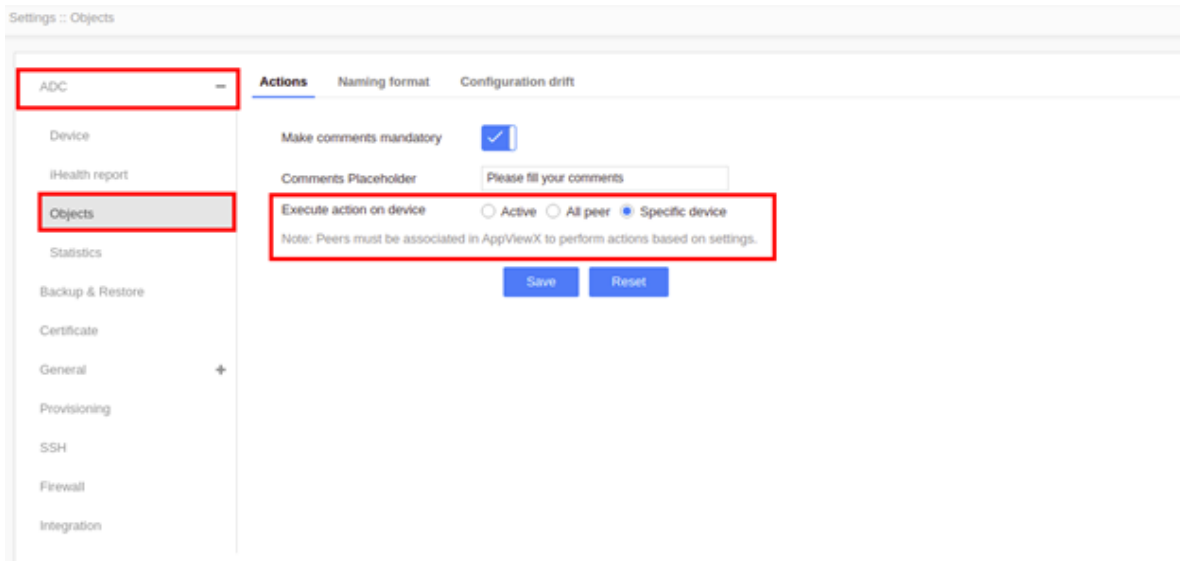
- a. Log in to AppViewX.
- b. Navigate to **Main Menu > Inventory > Device**.
- c. Search for the device on which the action was performed.



Error Message	Possible Cause	Possible Solution
Action cannot be performed on unmanaged device object(s).	Device is in an Unmanaged state.	Click the Manage icon as shown in the above image. After the device gets Managed, perform the required action on the respective object.

2. Action Executed on the Standby Object is not Reflected on the Active Object.

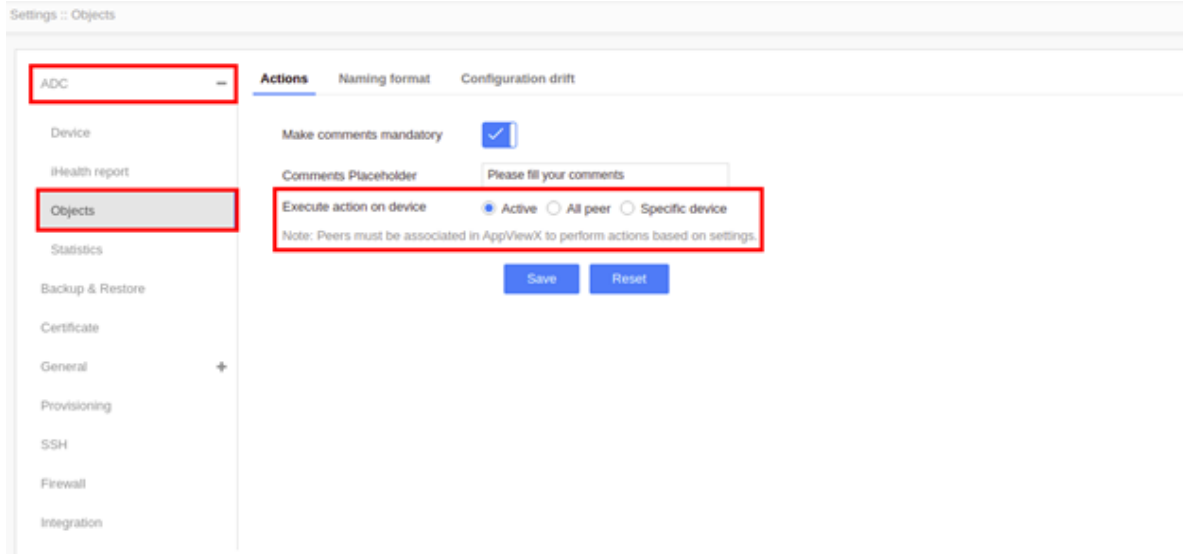
- a. Log in to AppViewX.
- b. Navigate to **Main Menu > Settings > ADC > Objects > Actions.**



Error Message	Possible Cause	Possible Solution
No error	Execute action on device might be set to Specific device .	Change Execute action on device to All Peer and click Save .

3. Action is not Executed on the Standby Object Triggered

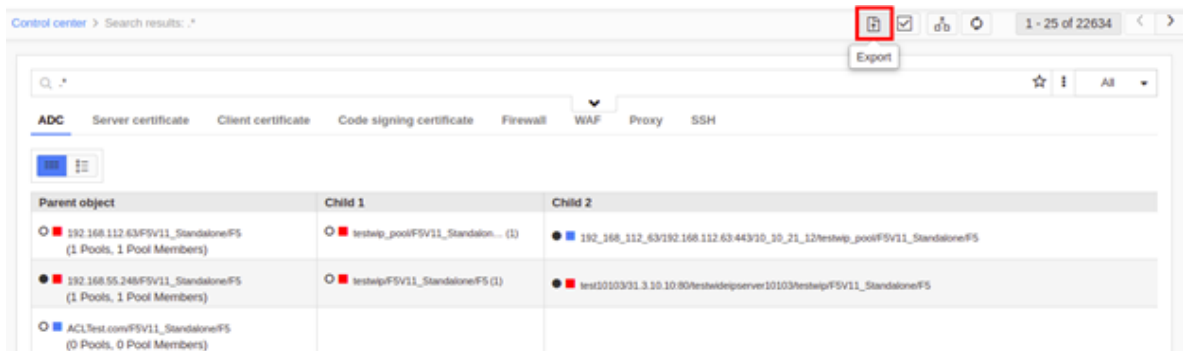
- a. Log in to AppViewX.
- b. Navigate to **Main Menu > Settings > ADC > Objects > Actions.**

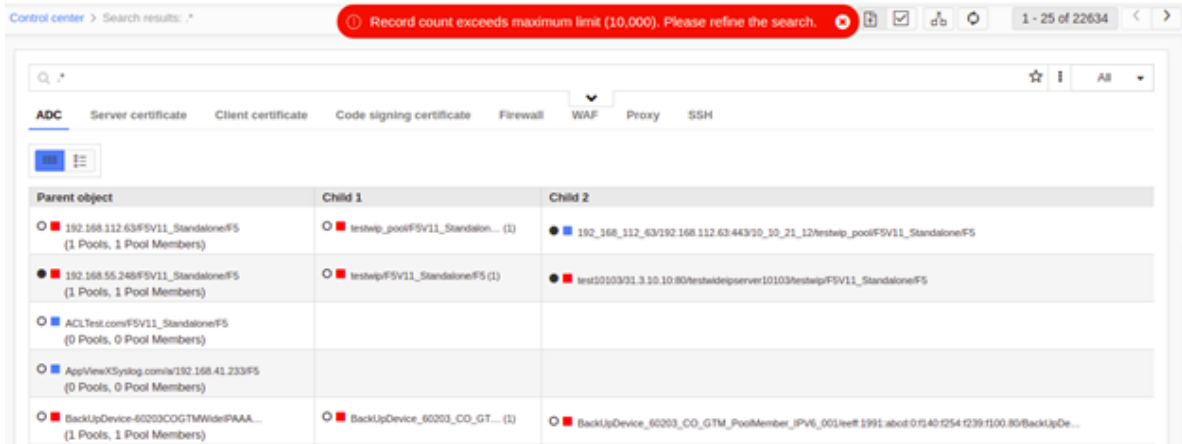


Error Message	Possible Cause	Possible Solution
No error	Execute action on device might be set to Active .	Change Execute action on device to All peer or Specific device and click Save .

Issues in Control Center Search

1. Result Exceeded the Maximum Record Size for the Control Center Export.
 - a. Log in to AppViewX.
 - b. Navigate to **Main Menu > Control center > ADC**.
 - c. Select the objects to export and click the **export** icon.

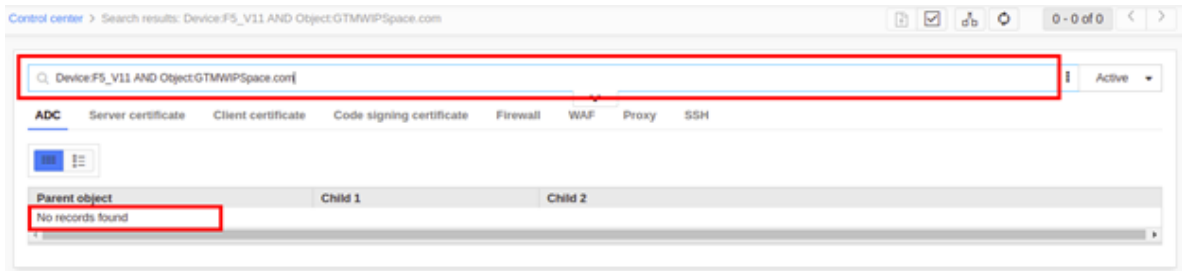




Error Message	Possible Cause	Possible Solution
Result exceeded the max record size.	Result size exceeded maximum limit. For Application View, the limit is 10000 and for Infrastructure View the limit is 300000.	Modify your search criteria to limit the search results.

2. No Content Found for Control Center Export

- a. Log in to AppViewX.
- b. Navigate to **Main Menu > Control center > ADC tab.**
- c. Search for object(s) in the search bar and click the **export** icon.



Error Message	Possible Cause	Possible Solution
No contents found for search result.	The search criteria did not match any results.	Modify your search criteria to match results.

3. No Records Found

- a. Log in to AppViewX.
- b. Navigate to **Main Menu > Control center > ADC** tab.
- c. Search for object(s) in the search bar.



Error Message	Possible Cause	Possible Solution
No records found are shown when I search for an object in the Control center.	The object might have been deleted in the device.	Check for the existence of the object in the device.
No records found are shown when I search for an object in the Control center.	If the object is present in the device and still it is not shown in the Control Center, the filter in the Control center page might be checked.	Check for the HA state of device(a drop down filter) in the Control center page. It will be available to the right of the search box. Change the value to All .
No records found are shown when I search for an object in the Control center.	ACL permissions to this object might not be allowed for the user role.	Check with the administrator whether the user has permissions to view the object/device. If so, request for permission and provide a config fetch of the device.
No results found	The search criteria did not match any results.	Modify your search criteria to match results.
No results found	Search filters led to a larger result and 16mb cap limit is reached in Mongo Server.	Narrow your search criteria to limit the search results.
No results found	User does not have permission to view the results.	Navigate to Account -> Resource -> Modify Resource -> Select Access

Error Message	Possible Cause	Possible Solution
		Control -> Under Access Control tab assign permission to ADC Objects. Refer admin guide.

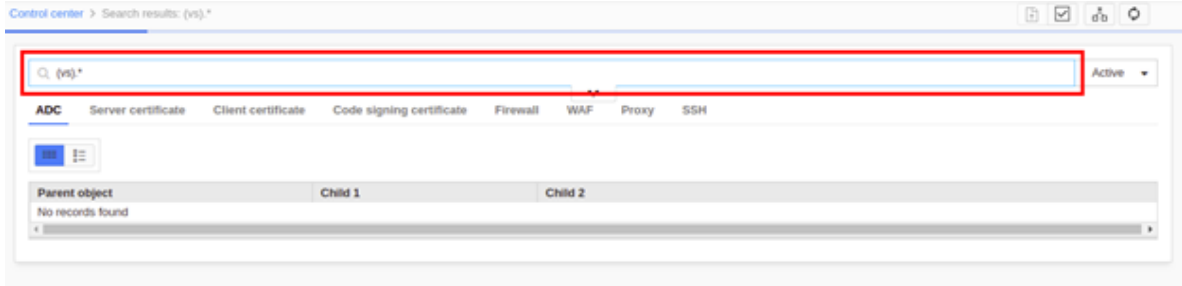
4. Object not Found

- a. Log in to AppViewX.
- b. Navigate to **Main Menu > Control center > ADC tab.**
- c. Search for object(s) in the search bar.
- d. Click the required object to open in the topology view.

Error Message	Possible Cause	Possible Solution
Object not found	The object(s) must have been removed after config sync.	Login to device and check if the object was deleted from the device.
Object not found	The device in which the object exists must have been deleted from AppViewX.	Navigate to 'Inventory' -> 'Device' -> 'ADC' , and check if the device has been deleted. If true, re-add device or request topology for objects in other available devices. Refer to the admin guide.
Object not found	The object(s) for which topology was requested is invalid.	1. If AppViewX is not in sync with the device, wait for midnight config sync. 2. If AppViewX is not in sync with the device, navigate to 'Inventory' -> 'Device' -> 'ADC' -> select the corresponding device -> click on 'config fetch' icon. Refer to the admin guide.

5. The Regex Expression is Invalid

- a. Log in to AppViewX.
- b. Navigate to **Main Menu > Control center > ADC.**
- c. Search for object(s) in the search bar using a regex expression.



Error Message	Possible Cause	Possible Solution
The Expression is Invalid.	The keywords used for search is invalid.	Use the available keywords in the control center page. Navigate to Control center -> Click on the Expand icon near the Search bar and use one of the available search keys.
The Expression is Invalid.	The search term contains special characters ('(',')') that led to an invalid expression.	If the search term contains special characters, try to use a different filter.

6. Object Dictionary does not Contain Data for the Given Code.

- a. Log in to AppViewX.
- b. Navigate to **Main Menu > Control center > ADC**.
- c. Search for object(s) in the search bar.

Error Message	Possible Cause	Possible Solution
Object dictionary does not contain data for the given code.	Script to populate the object dictionary was not executed.	Verify if AppViewX supports the object type specified by the code.
Object dictionary does not contain data for the given code.	AppViewX does not support the object type specified by the code.	Contact AppViewX support to execute the script to populate the object dictionary.

Chapter 8: iHealth Report Generation Issues

- iHealth Report Generation Issues

iHealth Report Generation Issues

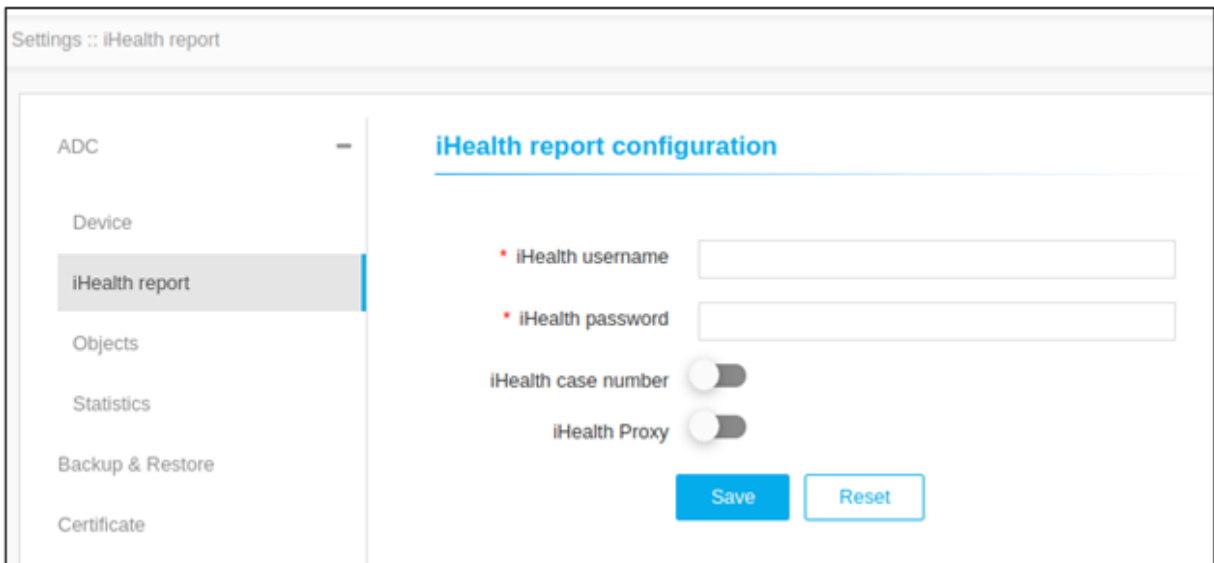
- Unable to Generate iHealth Report
- Issues in iHealth Report Generation

Unable to Generate iHealth Report

1. Log in to AppViewX.
2. Navigate to **Main Menu > Inventory > Device**.
3. Select Device and click **Generate iHealth Report**.

Error Message	Possible Cause	Possible Solution
Please provide the valid credentials under AppViewX settings to generate the iHealth report.	iHealth settings like username, password and proxy are not configured in the iHealth report configuration page.	a. Navigate to Menu > Settings > ADC > iHealth report . b. Update iHealth username .

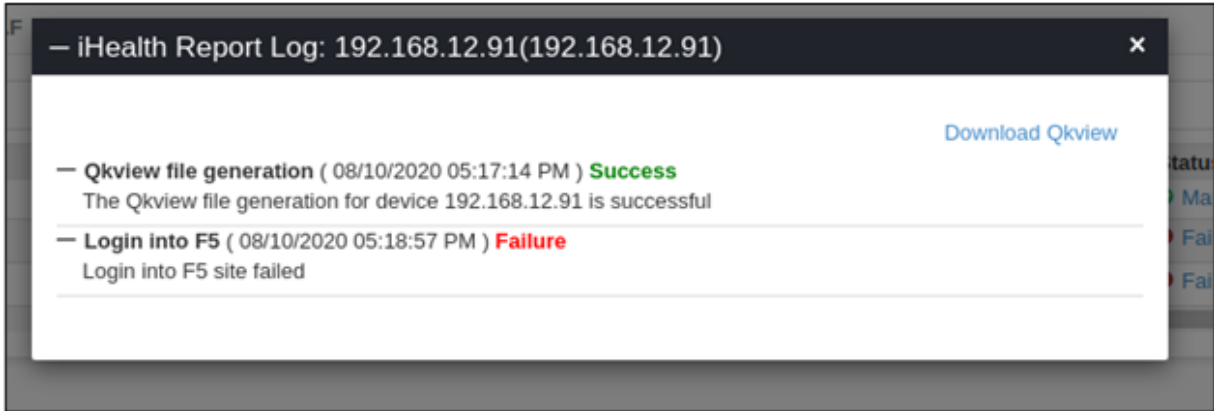
Error Message	Possible Cause	Possible Solution
		c. Update iHealth password . d. Enable iHealth Proxy .



Issues in iHealth Report Generation

1. Log in to AppViewX.
2. Navigate to **Main Menu > Inventory > Device**.
3. Select the required device and click **Generate iHealth Report**.
4. Click the Report status to view the actual error report.

Name	FQDN / IP address	Vendor	Modules	Version	Status	Report
192.168.12.91	192.168.12.91	F5	LTM,BIG-IP DNS	12.1.2 build 0.0.249	Managed	Failed



Error Message	Possible Cause	Possible Solution
Report status is stuck in Queued state.	The <code>avx_vendors</code> plugin may be not running.	Please contact the administrator to restart the component.
Failed to connect to <device> with the given credentials.	The credentials provided for the device are wrong.	Update the credentials for the device.
Login into the F5 site failed.	Proxy is not configured or proxy credentials are updated wrongly.	<ol style="list-style-type: none"> Update the proxy values in Settings > General > Proxy. Select the ihealth Login urls in the URL list.