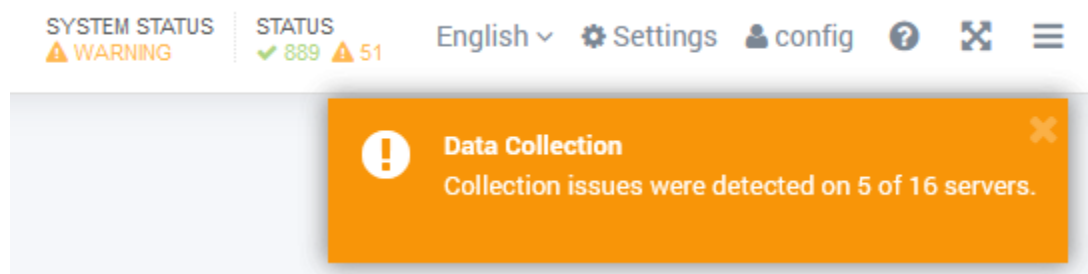


Troubleshooting Data Collection Issues

In case iDNA Applications detects collection issues on servers, you will see the following notification on the top-right of your screen right after login:



To see what collection issues occurred, just click on the notification to get directly to the **Catalog > Servers** view.

Here you will find an overview on what problems exist on which servers in the **Issues** column:

The image shows the 'Servers' view in the iDNA Applications interface. A sidebar on the left contains navigation links: Overview, Catalog, Databases, Replica Sets, Servers, Discrepancies, M Consolidation Potential, and M Database ACL Search. The main area displays a table with columns: Servername, Issues, Server Access Status, Access Status, Last Collection Date, and Min. The table lists several servers with their respective issues. An orange notification banner is visible in the top right corner of the table area, stating 'Data Collection' and 'Collection issues were detected on 5 of 16 servers.'

Servername	Issues	Server Access Status	Access Status	Last Collection Date	Min
Servername 2	Domlog	0	0	2020-09-10	2020-09-03
Servername 2	Catalog	0	0	2019-06-19	16643
Servername 2	Sessions, Data Process...	2055		2020-09-10	
Servername 2	Catalog, Sessions, Data ...	0			
Servername 2	Server Access	2055		2017-09-22	
Servername 2		0	0	2020-09-10	0

There are five types of issues that may be pointed out:

- **Catalog** - an issue exists with collecting data from catalog.nsf (access issues) or with the collected data itself. Check the column **Catalog Last Collection Date** and verify that your Catalog Domino task is updating catalog.nsf daily.
- **Domlog** - an issue exists with collecting data from domlog.nsf (access issue) or with the available data. Check the column **Domlog Last Collection Date** and verify that your domlog.nsf (or log files) are updated daily.
- **Sessions** - an issue exists with collecting session data from log.nsf (access issue) or with the available data. Check the column **Sessions Last Collection Date** and verify that session data is being collected in your log.nsf.
- **INI Config** - an issue exists with a Domino server INI value that disables the collection of user sessions. Make sure the value **LOG_DISABLE_SESSION_INFO** does not exist or is not set to 1. Note: this warning will only occur if an extended access check has been performed for the server in iDNA's advanced settings (<https://<your-server>/idna/sys/servers>) and will only be as current as the last extended access check.
- **Data Processing** - an issue exists with nightly processing in the data warehouse. Restarting iDNA Applications (by rebooting the appliance or issuing the command "*ifa restart*") usually resolves this issue. If the message persists for more than two or three days after the restart, please contact support@panagenda.com with logs (<https://<your-server>/pac/logs>) and a screen shot of the ETL log screen (<https://<your-server>/idna/sys/etl>) in advanced properties.

The previously mentioned Servers page (<https://<your-server>/idna/sys/servers>) in iDNA's advanced settings will have additional information on server status and gives the ability to re-scan servers:

idna

Basic Settings

Portal

config

System

Overview

Servers

Scheduling

ETL

DB Statistics

Data Statistics

Users & Groups

Org Structure

Testing

Config Validation

Support

Support

SERVER OVERVIEW

Filters:

Server Name	Hostname	SrvA	LA	LC	MRC	CaA	CaC	NA	DA	CA	SA	STS
panagenda	panagenda.com	OK	OK	OK	warn	OK	warn	OK	OK	OK	OK	Grp: [] Dec: []
panagenda	panagenda.com	OK	OK	OK	warn	OK	OK	OK	OK	OK	OK	Grp: [] Dec: []
panagenda	panagenda.com	2055										
panagenda	panagenda.com	OK	OK	OK	warn	OK	warn	OK	OK	OK	OK	Grp: [] Dec: []
panagenda	panagenda.com	OK	OK	OK	warn	OK	warn	OK	OK	OK	OK	Grp: [] Dec: []
panagenda	panagenda.com	2055										
panagenda	panagenda.com	OK	OK	OK		OK		OK	OK	OK	OK	Grp: [] Dec: []
panagenda	panagenda.com	OK	OK	OK	warn	OK	OK	OK	OK	OK	OK	Grp: [] Dec: []
panagenda	panagenda.com	OK	OK	OK	warn	OK	warn	OK	16643	OK	OK	Grp: [] Dec: []
panagenda	panagenda.com	2055										
panagenda	panagenda.com	OK	OK	OK	warn	OK	OK	OK	16643	OK	OK	Grp: [] Dec: []
panagenda	panagenda.com	OK	OK	Error								
panagenda	panagenda.com	OK	OK	OK	warn	OK	OK	OK	16643	OK	OK	Grp: [] Dec: []
panagenda	panagenda.com	OK	OK	OK	warn	OK	OK	OK	OK	OK	OK	Grp: [] Dec: []
panagenda	panagenda.com	OK	4060			4060		OK	16643	4060	OK	Grp: [] Dec: []

Check access to selected servers: perform check
Check extended access to selected servers: perform check

Two re-scan options are available:

- **Check access** is a relatively quick check that will make sure the servers and all critical DBs are available
- **Check extended access** will perform a more in-depth analysis that includes looking at server INI parameters and will require Domino Console access

If this article was not able to resolve your issue, please contact us at <https://support.panagenda.com> and include log files (<https://<your-server>/pac/logs>) in your message.