How to Troubleshoot Benchmark Failure

Application Scenario:

NetBrain system benchmark is to keep workspace data up-to-date and back up the historical network data on a regular cycle. However, sometimes the benchmark task may fail due to varieties of reasons.

This document introduces the general steps to troubleshoot benchmark failures.

Solution:

1. **View Error Message and Locate the possible causes**

   In Schedule Task webpage, check the benchmark result. If the benchmark result is **AutoStop,** it means that the benchmark stopped automatically since the execution time reached the time limit defined via the **Stop live data retrieval after** option. You need to adjust the time to run a benchmark task.

   If the benchmark result is **Failed,** click the **Failed** hyperlink and error messages related to this failure will be displayed. The error messages could help locate the possible causes. See the figure below for a reference:

Summary Logs- System Benchmark

All servers	Date & Time	Server	Messages
WS-10.13.30.15	10/14/2015 2:43:13 PM	WS-10.13.30.15	Failed to run retrieve task, distributed WS(10.13.30.15) to NS(10.8.13....
NS-10.13.30.15	10/14/2015 3:14:43 PM	WS-10.13.30.15	Network Server 10.13.30.15 retrieve task completes, fail to send data t...

2. **Fix the failure according to the error messages**

The following lists the common error messages of benchmark failures and their corresponding solutions:

Error Message: Failed to create data folder. Failed to call underlying module

Solution:

a) RDP to your server where NetBrain Enterprise Server is installed

b) Download the patch from the link

http://ws2.netbraintech.com/download/Tech_Support/Adopatch.zip

c) Extract the files to a temp file folder.

d) Open IIS manager and Stop the http://localhost in IIS, see snapshot below:

e) Use the dlls(libpq.dll and pgoledb.dll) to replace the same files located at windows file folder(Please back up the original one) C:\Windows\SysWOW64

f) Run cmd @C:\Windows\SysWOW64 as administrator, and then run 'regsvr32 pgoledb.dll' in command line, see snapshot below:
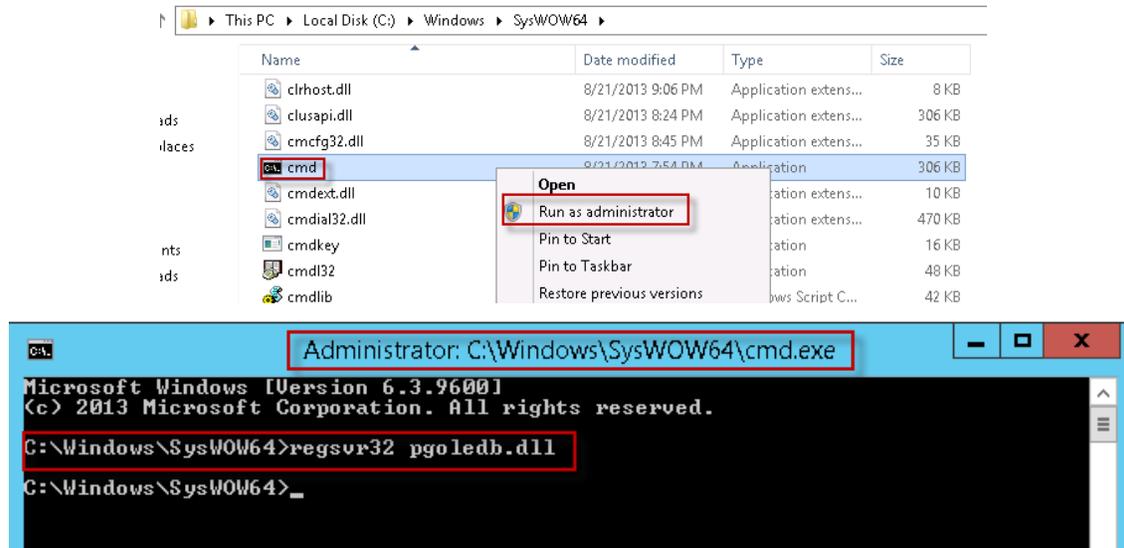
g) Open IIS manager and Start the http://localhost in IIS, see snapshot below:
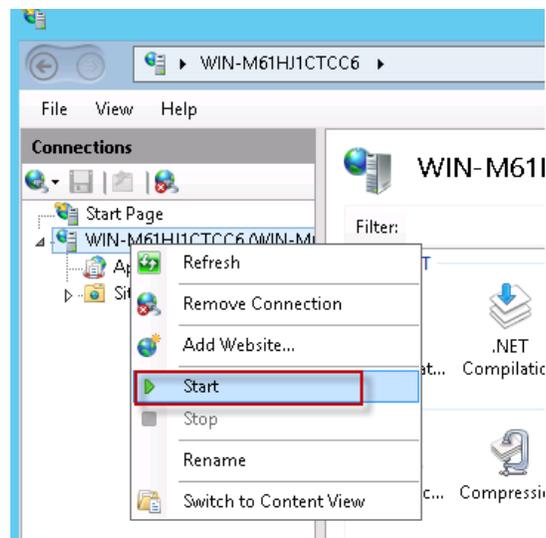
h) Run a system benchmark to verify.

Error Message: NS and ES fail to communicate

Summary Logs- System Benchmark			
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NS-10.13.30.15	10/14/2015 3:14:43 PM	WS-10.13.30.15	Network Server 10.13.30.15 retrieve task completes, fail to send data t...

Solution:

a) Download the patch from the link:

http://ws2.netbraintech.com/download/Tech_Support/BServer_BServerClient.zip

b) Extract the files to a temp file folder.

c) RDP to the Network Server and use the exe file to replace the same file located at NS installation file folder (Please back up the original one): BServer.exe to \\NetBrain\Network Server\benchmark bin

RDP to the Enterprise Server, stop www service and use the dll file to replace the same file located at ES installation file folder (Please back up the original one): BServerClient.dll to \\NetBrain\Enterprise Server\Workspaces\Workspace1\WebServer\bin

d) Restart the NetBrain Benchmark Service, NetBrain Proxy Service and World Wide Web Publishing Service.
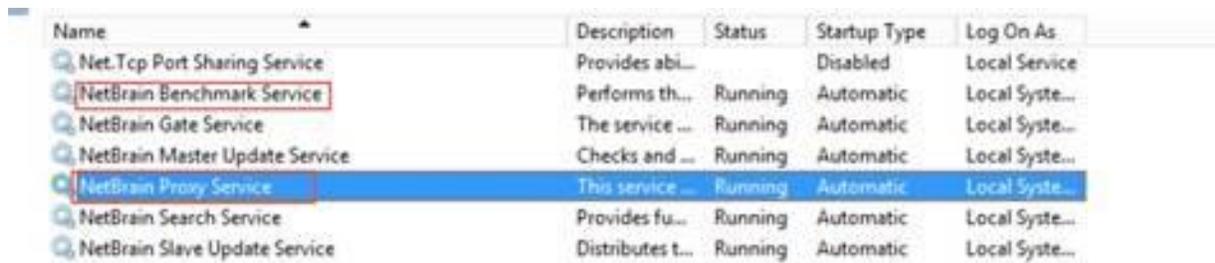
Name ▲	Description	Status	Startup Type	Log On As
Net.Tcp Port Sharing Service	Provides abi...		Disabled	Local Service
NetBrain Benchmark Service	Performs th...	Running	Automatic	Local Syste...
NetBrain Gate Service	The service ...	Running	Automatic	Local Syste...
NetBrain Master Update Service	Checks and ...	Running	Automatic	Local Syste...
NetBrain Proxy Service	This service ...	Running	Automatic	Local Syste...
NetBrain Search Service	Provides fu...	Running	Automatic	Local Syste...
NetBrain Slave Update Service	Distributes t...	Running	Automatic	Local Syste...

e) Run benchmark task to verify.

Error Message: Detects unfinished benchmark task on starting ES, mark it as finished

Solution:

a) Refer to the below screenshot to stop IIS from recycling. Click Application Pools -> Right click DefaultAppPool and select Recycling -> Uncheck the highlighted option.
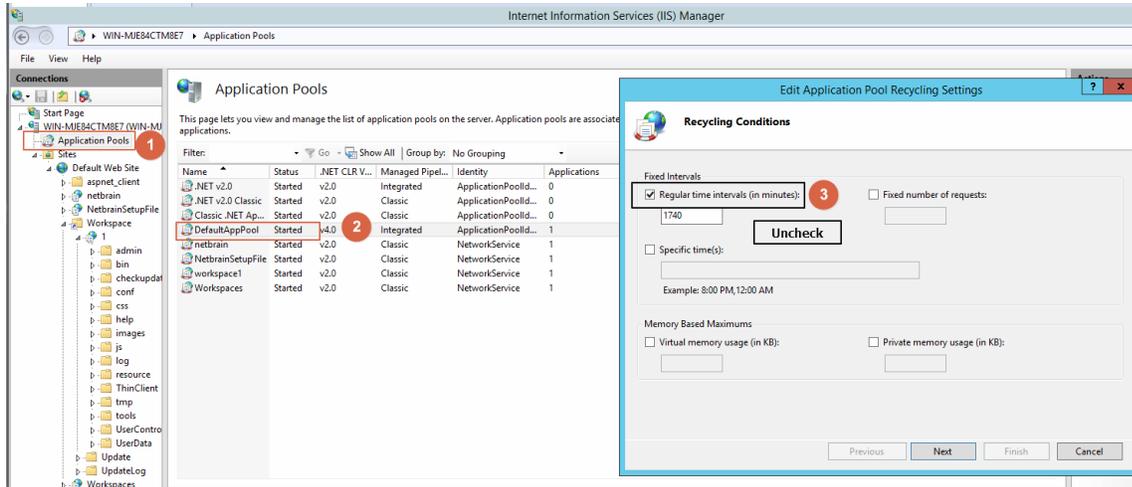
b) Check if NetBrain is in white list of anti-virus software installed on the server.

If the benchmark failure message is not included in the error messages above, please troubleshoot the failure following the steps below:

a) Check NetBrain services is on
    Open **Services Manager** on the server where NetBrain Enterprise Server is installed and check NetBrain Benchmark Service and NetBrain Proxy Service is down. If they are down, start them.

b) Check Network Server Status

Name	IP Address	Proxy		Benchmark		Managed Devices	Server CPU
		Port	Status	Port	Status		
		9099	✓ Detail	7813	✗ Detail		0%
		9099	✓ Detail	7813	✗ Detail		0%
		9099	✓ Detail	7813	✗ Detail		0%

If the Network Server for benchmark is down. Please try the ways below to fix the issue:

1) On Network server, start Command Line Interface window, and type netstat –ano then check if port 7813 is in listening status. If not, restart the NetBrain Benchmark Service to have a try.

2) From the workspace Server on which you cannot connect Network Server properly, start Command Line Interface window, type telnet $Nework_Server_IP 7813, then check the result. If a new window is popped up it means the connection between your local computers to the nbproxy service is built. Otherwise, you will get a connection failed message in the same window. If the connection is blocked by Windows firewall, please create an inbound rule to allow port 7813.

3) Check NAT and Port settings on Workspace Server webpage
    Browser to NetBrain Workspace Server page. http://your server ip/workspaces, and switch to Option page, edit the option "The way to access" to corresponding protocol and also set the ip/ports manually. See sample below:
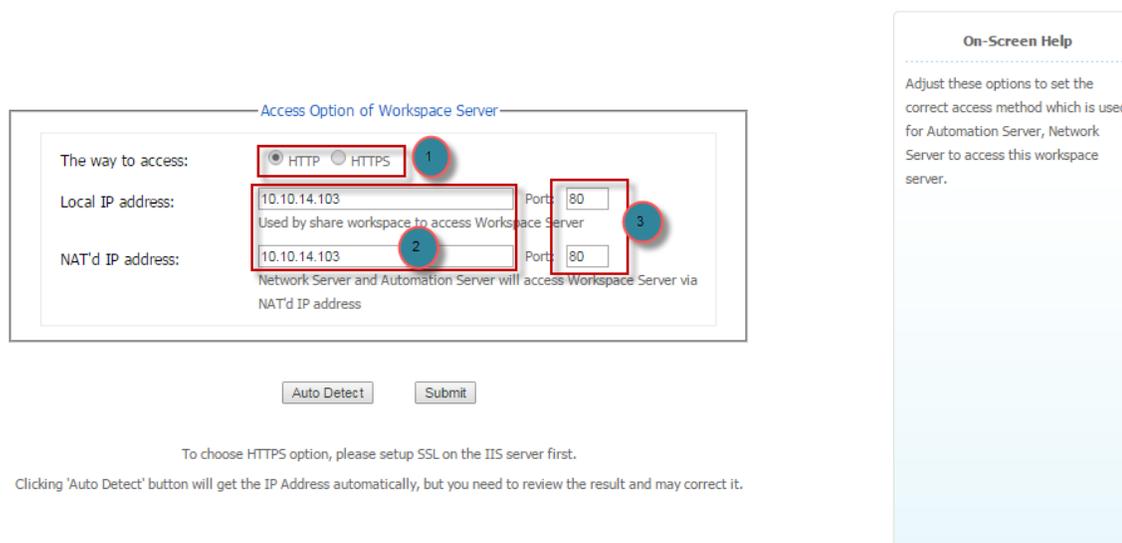
About how to enable https, open this link. About how to configure NAT for workspace server, please open this link.

4) Check if the Automation Server is installed
    If the Automation Server does not work properly or is not installed, please re-add the automation server. Login to https://localhost/Workspaces, under the automation sever tab, re-add Automation Server.