

Technical Guides By CAST AIP Component

This section provides technical guides to help you troubleshoot issues encountered while using CAST AIP Product or CAST AIP extensions



You can read our **How to use Technical Guides by CAST AIP Component** below.

- [ADG Administration Component](#)
- [AI Center Portal Component](#)
- [Architecture Checker Component](#)
- [CAST Action Plan Optimizer](#)
- [CAST AIP Console](#)
- [CAST Discovery Portal Component](#)
- [CAST Engineering Dashboard Component CED](#)
- [CAST Imaging System](#)
- [CAST Management Studio Component CMS](#)
- [CAST Universal Analyzer Framework Component](#)
- [CAST Update Tool Component CUT](#)
- [CMS Analysis Unit Component](#)
- [CMS Application Component](#)
- [CMS Architecture Model View](#)
- [CMS Assessment Model Component](#)
- [CMS Extension SDK](#)
- [CMS Infrastructure Services Component](#)
- [CMS Migration View Component](#)
- [CMS Snapshot Analysis Component](#)
- [CMS Technologies Component](#)
- [CSS Tools Component](#)
- [CSS Upgrade Wizard Component](#)
- [Delivery Manager Tool Component DMT](#)
- [Engineering Dashboard Component ED](#)
- [Enlighten Component](#)
- [Health Dashboard - HD](#)
- [Report Center Component](#)
- [Report Generator Component](#)
- [REST API Component](#)
- [Security Dashboard](#)
- [Server Manager Component](#)
- [Setup Component](#)
- [Source Extractor Component](#)
- [Transaction Configuration Center Component](#)

How to use Technical Guides by CAST AIP Component?

How to search?

Searching through these guides is made easy because of the grouping of information reflected in the title of each page. Each page has a title made up of the CAST AIP Component where the issue is observed, followed by the CAST AIP feature if it exists, the technological category if needed (optional), the type of issue and a short description of the issue:

```
<CAST AIP Component> - <CAST AIP Feature> - <Type of issue> - <Technology> (only mentioned if relevant) -  
<Short description>
```

What to do?

Navigate to the **ACTION PLAN** paragraph available in each page to find out what to do to troubleshoot your issue. Perform the steps sequentially until you find a solution to your problem.


If you cannot fix the issue, you are invited to contact [CAST Technical Support](#) and provide them the input listed in the **RELEVANT INPUT** paragraph provided wherever needed.

Example

1. Navigate to CMS Snapshot Analysis Component

Créée par Utilisateur inconnu (sit_20152), dernière modification par Florence Fallès 1 j à 44 minutes

This section provides technical guides to help you troubleshoot issues observed in one of the below CAST AIP Components.
You may search for an existing solution by entering key words in the search bar.



The Search scope is in Technical Guides by Components only

Else navigate to one of the following pages:

- ADG Administration Component
- AI Center Portal Component
- Analysis Manager Component
- Application Analytics Dashboard Component AAD
- Application Engineering Dashboard Component AED
- Architecture Checker Component
- CAST Discovery Portal Component
- CAST Engineering Dashboard Component CED
- CAST Management Studio Component CMS
- CAST Universal Analyzer Framework Component
- CAST Update Tool Component CUT
- CMS Analysis Unit Component
- CMS Application Component
- CMS Architecture Model Component
- CMS Assessment Model Component
- CMS Extension SDK
- CMS Infrastructure Services Component
- CMS Migration View Component
- **CMS Snapshot Analysis Component**
- CMS Technologies Component
- CSS Tools Component
- CSS Upgrade Wizard Component
- Delivery Manager Tool Component DMT

2. in CMS Snapshot Analysis Component, run the steps listed in the Action Plan paragraph

Action Plan

1. Identify the feature where the issue occurs
2. Navigate to the feature where the issue occurs:
 - CMS Snapshot Analysis - Clean Dependency Dataset
 - CMS Snapshot Analysis - Compute Analysis Unit Full Content
 - CMS Snapshot Analysis - Compute Dependency Dataset
 - CMS Snapshot Analysis - Compute Snapshot
 - CMS Snapshot Analysis - Create Architecture Model
 - CMS Snapshot Analysis - Create Snapshot Definition
 - CMS Snapshot Analysis - Dashboard Automation
 - CMS Snapshot Analysis - Execute Linker
 - CMS Snapshot Analysis - Execution Summary
 - CMS Snapshot Analysis - Finalize Data Flow Security
 - CMS Snapshot Analysis - Generate Modules
 - **CMS Snapshot Analysis - Run Analyzer**
 - CMS Snapshot analysis - Run Copy Paste Metric Calculation
 - CMS Snapshot Analysis - Run CSV Generation
 - CMS Snapshot Analysis - Run Data Flow Security Analysis
 - CMS Snapshot Analysis - Run Dynamic Link Manager
 - CMS Snapshot Analysis - Run Escalated Links Calculation
 - CMS Snapshot analysis - Run Metrics Calculation
 - CMS Snapshot Analysis - Run Path Builder
 - CMS Snapshot Analysis - Synchronize Assessment Model

3. This will lead you to navigate to CMS-Snapshot Analysis - Run Analyzer

4. In CMS-Snapshot Analysis - Run Analyzer, run the steps listed in the Action Plan paragraph

Action Plan

Perform the following steps:

1. Check first the analysis is performed in a supported way. Go to Supported platform and supported technologies that are in the [Official Documentation](#) Release N
 - Supported platform is described in : [CAST AIP 8.1.x Documentation](#) > [CAST AIP 8.1.x Documentation](#) > [Release Notes](#) > [Supported Platforms](#)
 - Supported technologies described in : [CAST AIP 8.1.x Documentation](#) > [CAST AIP 8.1.x Documentation](#) > [Release Notes](#) > [Supported Technologies](#)
2. Get the [analysis log file](#) and identify the type of issue : [CAST Management Studio - Information - Type of issues](#)
3. Select the page corresponding to the type of issue you have identified:
 - **CMS Snapshot Analysis - Run Analyzer - Crash**
 - CMS Snapshot Analysis - Run Analyzer - Fatal Error
 - CMS Snapshot Analysis - Run Analyzer - Warnings
 - CMS Snapshot Analysis - Run Analyzer - Non Fatal error
 - CMS Snapshot Analysis - Run Analyzer - Performance issue
 - CMS Snapshot Analysis - Run Analyzer - Missing objects
4. Links are resolved during analysis, and can be viewed in [Enlighten](#). If links are missing, visit the page [Enlighten - Links - Missing or wrong links between two obj](#)
5. If you do not find the information you are looking for or solution for your problem, in this page, contact [CAST Technical Support](#) and provide below relevant input

5. This will lead you to navigate to CMS-Snapshot Analysis - Run Analyzer - Crash

6. In CMS-Snapshot Analysis - Run Analyzer - Crash, run the steps listed in the **Action Plan** paragraph

Action Plan

Perform the following steps:

1. In the analysis log file, check if there is warning messages related to Encoding discrepancy like below:

```
2015-10-15 14:45:14.465 [Warning] Impossible to convert a string to DE encoding (string = '%Hex%g%Hex%') [Hex (.)]
2015-10-15 14:45:14.465 [Warning] Impossible to convert a string to DE encoding (string = '%Hex%g%Hex%') [Hex (.)]
2015-10-15 14:45:14.465 [Warning] Impossible to convert a string to DE encoding (string = '%Hex%g%Hex%') [Hex (.)]
2015-10-15 14:45:14.465 [Warning] Impossible to convert a string to DE encoding (string = '%Hex%g%Hex%') [Hex (.)]
2015-10-15 14:45:14.465 [Warning] Impossible to convert a string to DE encoding (string = '%Hex%g%Hex%') [Hex (.)]
2015-10-15 14:45:14.465 [Warning] Impossible to convert a string to DE encoding (string = '%Hex%g%Hex%') [Hex (.)]
```

Or like below

ERROR: the character with the byte sequence is 0xEF 0xDf 0xDd is not in UTF8 encoding as shown below:

```
SQL Error: ERREUR: le caractère dont la séquence d'octets est 0xc2 D8f dans l'encodage = UTF8 = n'a pas
SQL Error: d'équivalent dans l'encodage = WIN1252 =.
SQL Error: CONTEXT: COPY in_char_properties, ligne 3425 (Severity: 1, Msg No 1).
Database BCP operation dbhp_dose failed on table bal_gv_local_IR_CHAR_PROPERTIES(session_id,object_id,property_type_id,property_offset,char_block,property_char)
Reference: Erreur_resolution_statistics
```

If so, the character set that has been configured in the Analysis machine and in the Database Server must be changed and must be the same. For information on supported language characters, please refer the following page: [Supported Character Sets](#).

For Cast Storage Service server, this issue is encountered if there are many differences in postgresql.conf file (present in <CSS Installation folder>db_data) in between the one used and the one provided by CAST. The solution is to replace the conf file with process files or performance issues.

Also ensure the encoding of postgres database is UTF-8 as shown below (The encoding can be seen in the sql pane at the bottom in pgadmin if you click on postgres server).

```
CREATE DATABASE postgres WITH OWNER = postgres ENCODING = 'UTF8' TABLESPACE = pg_default LC_COLLATE = 'C' LC_CTYPE = 'C' CONNECTION LIMIT = -1;
```

2. Check if the disk space is full, especially in the %TEMP% or Temp folder. Due to constant use of this folder during analysis, when there is insufficient space the analyzer aborts abruptly.
3. If you choose to create a User-defined analysis units and deactivated the default ones created by DMT, then you have to go to "Current Version" tab and click "Clean up Analysis Units" in CAST-MS and then run the analysis.

For documentation on cleaning up analysis units, please see: [CMS - Clean up Analysis Units](#)

4. Remove all the 0 byte files. Since it may also be due to an out of memory, we will check this at the same time. So proceed as follow:
 - a. Enable the AMT Traces or Tools - PerfMon output log file.
 - b. The analysis will start running. Once the analysis is completed (failing or successful), run the CAST Support Tool (CST) - alias Sherlock with the **Export Logs** only.
5. If the crash occurs again, identify if it is an out of memory, by referring to the [CMS Snapshot Analysis - Run Analyzer - Information - Activate and understand AMT traces](#) page.
6. Once the Out Of Memory is confirmed, go to the page [CMS Snapshot Analysis - Run Analyzer - Out Of Memory](#).
7. If none of the above steps help you, select the section you are interested in:

7. Proceed with all subsequent pages