

CMS Snapshot Analysis - Run Analyzer

*Purpose

This page will guide you to troubleshoot the problem you may face while running the analysis.

For more information, refer to:

Official documentation

- Official 8.3 Documentation - [Run and validate the analysis](#)

[Information Guides](#) > [Information Guides by CAST AIP Component](#) > [CMS Snapshot Analysis](#)

[Error Free Logs - CMS Snapshot Analysis - Run Analysis for Technology - Error Free Logs - CAST AIP 8](#)

*Observed in CAST AIP

Release	Yes/No
8.3.x	✓

*Observed on RDBMS

RDBMS	Yes/No
CSS4	✓
CSS3	✓
CSS2	✓

Action Plan

Perform the following steps:

1. Check first whether the analysis is performed in a supported way. Go to Supported platform and covered technologies that are in the <https://doc.castsoftware.com/display/DOC83> Release Note. For instance, for 8.3 :
 - Covered technologies described in : [Covered Technologies](#)
2. Get the [analysis log file](#) and identify the type of issue : [CAST Management Studio - Information - Type of issues](#)
3. When running an JEE analysis and a .NET analysis in the same application, the logs can potentially be overwritten. To remedy this, run the following query on the local database and then run the analyses again:

```
UPDATE keys k1
SET   keynam =
      (SELECT
        CASE k2.ObjTyp
          WHEN 719
            THEN 'Java_'
            || idkey
            || '_'
            || k2.keynam
          WHEN 137651
            THEN 'Net_'
            || idkey
            || '_'
            || k2.keynam
          ELSE k2.keynam
        END
      FROM   keys k2
      WHERE  k2.idkey = k1.idkey
      )
WHERE  k1.idkey IN
      (SELECT idjob
      FROM   AnaJob
      )
```

4. Select the page corresponding to the type of issue you have identified:
 - [CMS Snapshot Analysis - Run Analyzer - Non Fatal error](#)
 - [CMS Snapshot Analysis - Run Analyzer - Warnings](#)
 - [CMS Snapshot Analysis - Run Analyzer - Performance issue](#)
 - [CMS Snapshot Analysis - Run Analyzer - Wrong objects](#)
 - [CMS Snapshot Analysis - Run Analyzer - Missing objects](#)
 - [CMS Snapshot Analysis - Run Analyzer - Fatal Error](#)
 - [CMS Snapshot Analysis - Run Analyzer - Missing or Wrong links between two objects](#)
 - [CMS Snapshot Analysis - Run Analyzer - Crash](#)
5. For Crash or Fatal Error, if none of the previous pages helps solve the issue, then exclude (by renaming) the file that is last quoted in the analysis log before the issue happens. In many cases, this file is responsible for the issue. Sometimes there is a common message like "**Unnext ernalized exception - Message is 'access violation'**".
6. 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 the below [relevant input](#) .

Relevant Input

The input to investigate your issue depends on the type of issue you are facing: performance issue, non-fatal error, warnings, crash, wrong objects, fatal error, missing objects. Navigate to the **Relevant Input** paragraph of each child page to find out what input CAST Technical Support needs, to fix your issue.

Notes/comments

Ticket # 11163

Related Pages