

CAST Engineering Dashboard - Modules - Empty Module

Purpose (problem description)

This page explains how to troubleshoot the issue related to empty modules in the Dashboard

Observed in CAST AIP

Release	Yes/No
8.3.x	✓
8.2.x	✓
8.1.x	✓
8.0.x	✓
7.3.x	✓

Observed on RDBMS

RDBMS	Yes/No
Oracle Server	✓
Microsoft SQL Server	✓
CSS2	✓

Step by Step scenario

1/ Execute Snapshot without skipping analysis

2/ Open the CAST Engineering Dashboard and check the module content : number of objects, number of lines,... : The value is 0. Check for objects belonging to the module : No objects found.

3/ In CAST MS, check the module content overview. The expected number of objects are displayed

Action Plan

In the CED, if the module are empty, that means the objects have not been transferred from the Knowledge Base to the Central Database.

1- This may be due to a KB corruption.

Check one expected object that should be displayed in the CED and run the below query :

SQL Query

```
select * from <YOUR_KB>.appset app
  join <YOUR_KB>.setroot srt on srt.idset = app.idset
  join <YOUR_KB>.objset obs on obs.idset = srt.idroot
  join <YOUR_KB>.keys ke on obs.idobj = ke.idkey and ke.keynam like '%<the object name>%'
```

If there is no line raised, that means that the appset, setroot and objset tables are corrupted. These tables are populated during the snapshot.

To resolve the issue, do as follow:

a- Delete these 3 tables content.

```
truncate table appset;  
truncate table setroot;  
truncate table objset;
```

b- Run the snapshot by skipping the analysis.

2- If this is not a KB Corruption

a) UA objects are missing from the CED

If you have selected as a filter the technology selection as screenshot below :

The screenshot shows the 'Filters' section for a user-defined module named 'My User Defined Module'. Under 'Object Filters', a filter named 'My Object Filter' is active. The 'Technology selection' section is expanded, showing a dropdown menu with 'Universal' selected. The 'Analysis Units selection' section is collapsed. The 'Filter mode' is set to 'Don't filter on analysis units'.

Instead of filtering the Technology, you can select all the UA Analysis Unit as below :

The screenshot shows the 'Filters' section for the same user-defined module. Under 'Object Filters', the filter 'My Object Filter' is active. The 'Technology selection' section is collapsed, and the 'Analysis Units selection' section is expanded. The 'Filter mode' is set to 'Filter on analysis units (choose below)'. The 'Analysis units' dropdown is set to '<None>'. The table below shows four 'Universal Analysis Unit' entries with redacted names.

Type	Name
Universal Analysis Unit	[REDACTED]

b. Missing module in dashboard

If there is no previous snapshot to compare with current version, then, we can delete the existing modules and create a new one.

Below are the steps need to followed:

- Creating the new module first.
- Delete the old one.
- Rename the new one as the old one.
- Run the snapshots and check in dashboard.

3] If there is no KB Corruption or the technology is not UA or the technology is UA but still your issue is not solved by using the above steps then please follow the below steps -

a. check the Module Content Overview in CMS

b. Go to Object details tab

c. Take an object as example and follow the below user guide for the example object that you have taken from the list - [CAST Engineering Dashboard - Object - Missing objects](#)

Notes/Comments

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