



# Troubleshooting installation and configuration issues

OnCommand Workflow Automation 5.0

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# Troubleshooting installation and configuration issues

You can troubleshoot issues that might occur while installing and configuring OnCommand Workflow Automation (WFA).

## Cannot view Performance Advisor data in WFA

If you cannot view Performance Advisor data in WFA or if the data acquisition process from the Performance Advisor data source fails, you should perform certain actions to troubleshoot the issue.

- Ensure that you have specified the credentials of an Active IQ Data Center Manager user with a minimum role of GlobalRead when configuring Performance Advisor as a data source in WFA.
- Ensure that you have specified the correct port when configuring Performance Advisor as a data source in WFA.

By default, Active IQ Data Center Manager uses port 8088 for an HTTP connection and port 8488 for an HTTPS connection.

- Ensure that performance data is collected by the Active IQ Data Center Manager server.

## Create a support case for OnCommand Workflow Automation

You can create support cases for OnCommand Workflow Automation (WFA) issues that require assistance from technical support. You must use the technical triage template for creating a support case.

### About this task

The technical triage template for WFA provides all the required information for creating a support case. You must use the questions and information in the technical triage template to construct your issue, which helps in improving the time required for the resolution of your case.

### Steps

1. Access the WFA technical triage template.
2. Use the template to construct and send your case to technical support.

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