Troubleshooting installation and configuration issues

OnCommand Workflow Automation 5.0

NetApp
June 11, 2024

This PDF was generated from https://docs.netapp.com/us-en/workflow-automation-50/windows-install/reference-cannot-open-the-oncommand-workflow-automation-login-page.html on June 11, 2024. Always check docs.netapp.com for the latest.

Table of Contents

Troubleshooting installation and configuration issues 1
Cannot open the OnCommand Workflow Automation login page 1
Cannot view Performance Advisor data in WFA 1
OnCommand Workflow Automation (WFA) displays a blank page on Windows 2012 1
Create a support case for OnCommand Workflow Automation 2

Troubleshooting installation and configuration issues

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

Cannot open the OnCommand Workflow Automation login page

If you have installed .Net 3.5, the Internet Information Services (IIS) is installed with it. The IIS occupies port 80, which is used by WFA.

Ensure that either the IIS role is removed or IIS is disabled in the WFA server.

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.

OnCommand Workflow Automation (WFA) displays a blank page on Windows 2012

A blank page might be displayed if you have downloaded and installed Adobe Flash Player separately from the Adobe website. You must not download and install the Flash Player separately because it is bundled with Internet Explorer in Windows 2012. Updates for the Flash Player are installed through Windows updates.

If you have downloaded and installed the Flash Player separately, you must perform the following steps:

1. Uninstall the Flash Player that you have already installed.
2. In Windows, open **Server Manager** > **Local Server** > **ROLES AND FEATURES** > **TASKS** and select **Add Roles and Features**.
3. In the Add Roles and Features Wizard, click **Features** > **User Interface and Infrastructure**, select **Desktop Experience** and then complete adding the feature.

Adding Desktop Experience adds the Flash Player to Windows.

4. Restart Windows.

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.

Copyright information

Copyright © 2024 NetApp, Inc. All Rights Reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means—graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system—without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP “AS IS” AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

LIMITED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (b)(3) of the Rights in Technical Data -Noncommercial Items at DFARS 252.227-7013 (FEB 2014) and FAR 52.227-19 (DEC 2007).

Data contained herein pertains to a commercial product and/or commercial service (as defined in FAR 2.101) and is proprietary to NetApp, Inc. All NetApp technical data and computer software provided under this Agreement is commercial in nature and developed solely at private expense. The U.S. Government has a non-exclusive, non-transferrable, nonsublicensable, worldwide, limited irrevocable license to use the Data only in connection with and in support of the U.S. Government contract under which the Data was delivered. Except as provided herein, the Data may not be used, disclosed, reproduced, modified, performed, or displayed without the prior written approval of NetApp, Inc. United States Government license rights for the Department of Defense are limited to those rights identified in DFARS clause 252.227-7015(b) (FEB 2014).

Trademark information

NETAPP, the NETAPP logo, and the marks listed at http://www.netapp.com/TM are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.