



# Troubleshooting installation and configuration issues

OnCommand Workflow Automation 5.1

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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 Unified 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 Unified 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 Unified Manager server.

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