



# **Troubleshooting installation and configuration issues**

OnCommand Workflow Automation

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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 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 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.

## 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:

### 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.

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