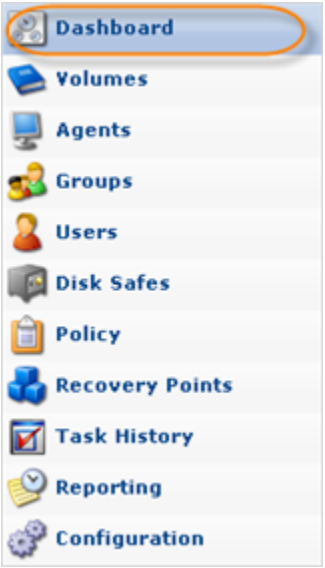
Troubleshooting Policies

If an error occurs during the runtime of a policy, the Policies Error window will be displayed. Follow the instructions below to access the troubleshooting information.

1. Select "Dashboard" from the main menu.



2. You will see the Policies Error window, where all the policies and their statuses are displayed.

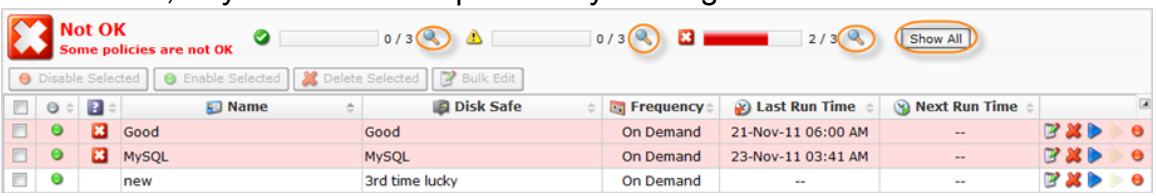
For each policy status there is an icon. All possible statuses are listed in the following table.

	Indicates the Policies that are OK.
	Indicates the Policies that have warnings.
	Indicates the Policies that are not OK.

3. To access more detailed information about the policy, click the icon. This will take you to the "Policy" screen.

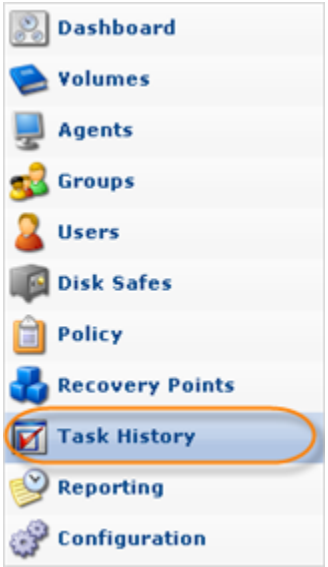
> **Note**
> When you switch to the "Policy" screen, the filter is automatically applied to the policies list depending on the notification you have selected.

4. You will see the list of executed policies. You can sort the list by the type of error by clicking the icon, or you can view all policies by clicking "Show All."



5. Select a policy from the list to view the error message.

6. For more detailed information about the problem, go to Task History.



7. All the information about the executed policies is displayed here. Select a task to view details.

State	Alert	Type	Name	Agent Name	Scheduled	Start Time	Run Time
✔			JKP-10.230.100.234 (Hou	10.230.100.234	30-May-11 08:00 AM	30-May-11 08:00 AM	0s
✖			Archivhing	virtuozzo	30-May-11 07:38 AM	30-May-11 07:39 AM	0s
✖			JKP-10.230.100.234	10.230.100.234	30-May-11 07:38 AM	30-May-11 07:39 AM	3s
✖			virtuozzo	virtuozzo	30-May-11 07:32 AM	30-May-11 07:39 AM	1s
✔			Plesk	plesk	30-May-11 07:30 AM	30-May-11 07:30 AM	9m 6s
✔			Archivhing (Hourly)	virtuozzo	30-May-11 07:15 AM	30-May-11 07:15 AM	0s
✔			JKP-10.230.100.234 (Hou	10.230.100.234	30-May-11 07:00 AM	30-May-11 07:00 AM	0s
✖			virtuozzo	virtuozzo	30-May-11 06:32 AM	30-May-11 06:38 AM	3s
✔			Plesk	plesk	30-May-11 06:28 AM	30-May-11 06:28 AM	10m 0s
✖			JKP-10.230.100.234	10.230.100.234	30-May-11 06:28 AM	30-May-11 06:28 AM	3s

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8. The necessary troubleshooting information can be found in the "Logs" tab.

Summary | Devices | Alerts | Logs | Policy | File Excludes | Default Excludes | Merged Recovery Points | Task

Data Protection Policy Summary

Failed
Task did not complete

Devices Replicated 0 / 0
Devices Failed 0

Statistics

Replication Run Time	0s (File Excludes 0s)	Replica Types	0 0 0 0
Total Deltas	0 bytes -> 0 bytes (ratio 0:1)	Average Throughput	0 B/s

9. All the logs are available here. You can toggle the output format by selecting the Source (Agent or Server) and the Level (Info, Warn, Error) of messages.

Summary | Devices | Alerts | Logs | Policy | File Excludes | Default Excludes | Merged Recovery Poin

Source Agent Server Level Info Warn Error Download Log Msgs

Message Time	Level	Source	Message
5/30/11 7:39:13 AM	Warn	Server	/dev/mapper/VolGroup00-LogVol00: 8.6 GB used of 37.7 GB total capacity (22%)
5/30/11 7:39:13 AM	Info	Server	Attempting to connect to agent 10.230.200.21 at port 1167
5/30/11 7:39:13 AM	Info	Server	Connected to agent 10.230.200.21 at port 1167 successfully
5/30/11 7:39:13 AM	Info	Agent	Agent Version 3.12.0 build 14137 [May 27 2011 00:22:19]
5/30/11 7:39:13 AM	Info	Agent	Connection authenticated; Waiting for command.
5/30/11 7:39:13 AM	Info	Agent	Executing get device list request...
5/30/11 7:39:13 AM	Info	Agent	Discovering devices available for replication ...
5/30/11 7:39:13 AM	Info	Agent	Unable to obtain model and serial number for device /dev/sda: Invalid argument
5/30/11 7:39:14 AM	Info	Server	Mapping database instances to devices
5/30/11 7:39:14 AM	Info	Server	Performing partition table replication

See also:

- Accessing Log Files
- Knowledge Base Articles