

PBS Analytics 2018.2

# Frequently Asked Questions (FAQ)



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# Frequently Asked Questions

This PBS Analytics 2018.2 Frequently Asked Questions (FAQ) is designed to answer commonly asked questions about PBS Analytics™ (PBSA). It provides basic information, sometimes about fairly complex topics, and may direct you to more detailed information. Questions are grouped into the following categories:

- [Installation](#)
- [Upgrades](#)
- [Services](#)
- [Log Files](#)
- [Configuration](#)
- [Parsing and Caching](#)
- [Troubleshooting](#)

# Installation

**1. What are the supported platforms?**

- RHEL 7.2, 7.3, and 7.4
- CentOS 7.2, 7.3, and 7.4
- SLES 12 SP2

**2. What are the supported browsers?**

The latest version of the following browsers are supported:

- Firefox
- Chrome
- Safari

**3. Can I install PBSA 2018.2 on a machine where PBS Control 2018.2 is installed?**

Yes.

**4. Can I have both the old and new versions of PBSA installed on my machine?**

No, you can not install and use two versions of PBSA on the same machine.

**5. What is the default installation location for PBSA?**

`/opt/altair/pbsworks/pbsa/2018.2`

**6. What are the default ports used by PBSA?**

- The default http port for the PBSA service is 9000.
- The default https port for the PBSA service is 9143.
- The default https port for the PBSA data collector is 9343.
- The default port for the PBSA MonetDB is 9200.
- The default port for the PBSA Tomcat server is 9080.
- The default https port for Envision is 9443
- The default port for the PBSA MongoDB is 9700.

**7. Can I connect to multiple data collectors located in different time zones?**

Yes.

**8. How do I determine the installation location of PBSA?**

**Web application and parser**

The installation location of the web application and parser is stored in the following file on the machine where the web application and parser are installed:

```
/etc/pbsworks-pbsa.conf
```

**Data collector**

The installation location of the data collector is stored in the following file on the machine where the data collector is installed:

```
/etc/pbsworks-dc.conf
```

## Upgrades

1. **Do I need to reinstall and reparse in order to upgrade from a previous version of PBSA to 2018.2?**

Yes. Currently, there is no upgrade path from previous versions of PBSA to PBSA 2018.2.

2. **Before uninstalling previous versions of PBSA, can I preserve the user charts, dashboards, and slideshows for use by PBSA 2018.2?**

No. User charts, dashboards, and slideshows created with previous versions of PBSA cannot be preserved and used by PBSA 2018.2 They must be recreated once PBSA 2018.2 is installed.



## Services

**1. What are the steps to start, stop, and restart the PBSA web application and parser service?**

Run these commands to start, stop, and restart the PBSA web application and parser service. These commands must be issued on the machine where the web application and parser are installed:

```
/etc/init.d/pbsworks-pbsa start
/etc/init.d/pbsworks-pbsa stop
/etc/init.d/pbsworks-pbsa restart
```

**2. What are the steps to start, stop, and restart the PBSA data collector service?**

Run these commands to start, stop, and restart the data collector service. These commands must be issued on the machine where the data collector is installed:

```
/etc/init.d/pbsworks-dc start
/etc/init.d/pbsworks-dc stop
/etc/init.d/pbsworks-dc restart
```

## Log Files

**1. Where is the PBSA parser log file located?**

The parser log file is located at:

`INSTALL_DIR/portal/logs/parser.log`

**2. Where is the PBSA data collector log file located?**

The data collector log file is located at:

`INSTALL_DIR/dc/logs/dc.log`

**3. Where is the PBSA web application log file located?**

The PBSA web application log file is located at:

`INSTALL_DIR/portal/logs/pbsworks.log`

**4. How do I change the logging behavior, the log file size, or the number of backups of the log file?**

For more information about configuring logging see “Configuring logging” in the *PBS Analytics 2018.2 Administrator’s Guide*.

## Configuration

### 1. What are PBSA commands?

PBSA commands are a set of scripts used to generate and update PBSA configuration files. Using the command line you can create, add, update and delete configuration files, as well as reset the database. Two sets of commands are available:

Commands for configuring the PBSA web application and parser:

```
<INSTALL_DIR>/portal/scripts/pbsa-commands/bin
```

Commands for configuring the PBSA data collector:

```
<INSTALL_DIR>/dc/scripts/pbsa-commands/bin
```

For more information about the PBSA commands, see the “PBSA Commands” chapter in the *PBS Analytics 2018.2 Administrator’s Guide*.

### 2. How can I get more information to use a specific PBSA command?

To get usage information for a PBSA command, use the -h option after typing the name of the command at the Linux command line. For example,

```
pbsa-config-nodes -h
```

### 3. How do I change the ports used by the PBSA or the data collector services?

The steps are documented in the section “Changing the ports used by PBSA” in the *PBS Analytics 2018.2 Administrator’s Guide*.

## Parsing and Caching

### 1. How do I determine if the parsing process is complete?

View the parser log file located at:

```
INSTALL_DIR/portal/logs/parser.log
```

If the PBS Professional accounting logs are parsed properly with no errors, you will see the following message indicating that parsing is complete:

```
INFO, 08 Jun 2018 14:53:44,996 -{AnalyticsApplication.java: 300} - Parser has completed parsing the accounting logs.
```

```
INFO, 08 Jun 2018 14:53:44,996 -{AnalyticsApplication.java: 301} - Analytics engine is now being initialized with the parsed accounting log data. Please do not login to the web application until this process is complete.
```

```
INFO, 08 Jun 2018 14:53:44,996 -{AnalyticsApplication.java: 302} - To check for completion of the initialization process, view the web application log file pbsworks.log.
```

### 2. What is cache population? How can I ensure that cache population is completed?

Cache population is a caching mechanism that improves chart rendering time.

To determine if cache population is completed, look for the following entry in the pbsworks.log file:

```
INFO, 08 Jun 2018 13:52:24,376 -{DefaultCubeCacheStrategy.java: 60} - OTB Cube cache completed
```

```
INFO, 08 Jun 2018 13:52:24,376 -{CachePrimingWorker.java: 109} - OTB Cube caching completed in 4800 ms
```

## Troubleshooting

### 1. What should I do if the installer stops without completing the installation?

For more information about troubleshooting the installation of PBSA see “Troubleshooting the installation of PBSA” in the *PBS Analytics 2018.2 Administrator’s Guide*.

### 2. I have installed PBS Analytics and it is up and running. However, it is not accessible from a different machine. What could be wrong?

Check the following:

- Are all the ports used by PBSA open and accessible?

Or

- Stop the iptable by using the following command:

```
/etc/init.d/iptables stop
```

### 3. PBSA is unable to start due to a port conflict. What do I do?

PBSA is unable to start/restart and the following error was written to the Apache Tomcat web server log file:

```
<INSTALL_DIR>/portal/thirdparty/apache/tomcat/logs/catalina.out.
```

```
ERROR, 26 Sep 14 19:24:03,066 -
```

```
{Http11Protocol.java: 182}
```

```
- Error initializing endpoint
```

```
java.net.BindException: Address already in use: JVM_Bind <null>:9000
```

This message indicates a port conflict as a process is already using the port (see highlighted port in the above error message) which has been previously configured for PBSA. Two solutions are available for resolving the port conflict:

- Use the Linux command `netstat -tulpn` or `lsof -i` to determine which process is using the port. Stop the process and then start PBSA.
- Change the ports that are being used by PBSA - see “Changing the ports used by PBSA” in the Troubleshooting chapter of the *PBS Analytics 2018.2 Administrator’s Guide*.

