

Article

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DeepSee Troubleshooting Guide

The goal of this “ DeepSee Troubleshooting Guide ” is to help you track down and fix problems in your DeepSee project.

If the problem can ' t be fixed by following the guidelines, you will at least have enough information to submit a WRC issue with DeepSee Support and provide all the evidence to us, so we can continue the investigation together and resolve it faster!

Please NOTE: If you are unfamiliar with the consequences of a given action or command, please don ' t run it as it might have an effect on your production system. In this case contact DeepSee Support for further assistance.

The easiest way to follow this guide is by starting on the left and make your way to the Action column on the right.

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Problem Area	What happened?		Analysis	
Build Problems	Errors during builds	Check Error Message Run \$System.OBJ.DisplayError() if Build didn't show errors Check ^DeepSee.BuildErrors/ run ##class(%DeepSee.Utils).%PrintBuildErrors(pCube)	Fix Errors in Message	
	Less records built than rows in source table	Check cube for build restriction	remove or accept build restriction	
		Check if maxfacts is used	remove maxfacts	
		Check ^DeepSee.BuildErrors/ run ##class(%DeepSee.Utils).%PrintBuildErrors(pCube)	fix build errors	
		Check indices in source class	Rebuild indices in source class	
Missing Data	Records from source are not available in DeepSee	Check previous section for problems / restrictions in build	remove restrictions	
		Check "%OnProcessFact" in cube definition	correct method if necessary	
		Check for build errors	fix build errors	
		Debug methods in sourceExpression	fix methods	

Problem Area	What happened?	Analysis	
		Check Fact table records	find cause of mismatch and resolve it
		Compare Fact table to source table	
Wrong Results	Duplicate Members in Level	Check dimension for valid hierarchy	Change level according to this article
	Query shows unexpected results	Check previous section if data is missing Check if caching problem: - do \$System.DeepSee.Shell() - cache off	Fix errors on build do \$System.DeepSee.Reset()) kill ^DeepSee.Cache
		Split query in smaller segments (i.e. each axis separately) Find problematic segment	fix Problem in Segment
		Check ^DeepSee.AgentLog	do ##class(%DeepSee.TaskMaster).%Reset()
	Listings are empty	Check if normal Listing	Grant permissions on selecting from source
		Check if Custom SQL Listing	table Debug WHERE conditions Check ^DeepSee.SQLError Check ^DeepSee.QueryLog
Hangs / Unexpected Events	DeepSee not reacting as expected	Check System Health	
	hangs	Check agent status	
		Check License Usage	Buy More Licenses
	previously working operations fail	Check ^DeepSee.AgentLog	do ##class(%DeepSee.TaskMaster).%Reset()
		Run do ##class(%DeepSee.TaskMaster).%PrintLog()	
		Check ^DeepSee.LastLogError Check ^DeepSee.PivotError()	Fix Errors found
Performance Issues	Build Performance low	Run do ##class(%DeepSee.TaskMaster).%PrintLog()	
		Check number of available agents	do ##class(%DeepSee.TaskMaster).%Reset()

Problem Area	What happened?	Analysis	
		Check memory and CPU usage	run build in phase of low load
		Check source expressions	avoid source expressions if possible
		Check general Cube Statistics:	remove unnecessary dimension/levels
		- do <code>##class(%DeepSee.Utils).%Analyze("Holefoods")</code>	keep cubes simple and slim
		High journaling activity	Using a data warehouse design or separate namespace for DeepSee you may disable journaling in this namespace
	Query Performance low	run Report: do <code>##class(%DeepSee.Diagnostic.MDX Utils).%Run(<query>)</code>	plausible long running queries need simplification or workaround
		Check memory and CPU usage	free resources
		Check buffer settings	raise buffers if possible
		Make general System Performance Analysis	on runtime performance issues ask WRC for help
	Common Reported Issues	Namespace Not Listed In DS Menu	enable "DeepSee" in web-application
		Architect is grayed-out	get DeepSee enabled license
		Check roles of user	add resource <code>%DeepSeeArchitect / %DeepSeeArchitectEdit Use</code>
		Check if your browser is not IE 8	use supported browser

Here are the mind-map diagrams for each problem area:

Build Problems

Errors during builds

Check Error Message

Run `$System.OBJ.DisplayError()` if Build didn't show errors

Check `^DeepSee.BuildErrors` or
run `##class(%DeepSee.Utils).%PrintBuildErrors(pCube)`

Fix Errors

Less facts than records in source table

Check cube for build restriction

remove or accept build restriction

Check if maxfacts is used

remove maxfacts

Check `^DeepSee.BuildErrors` or
run `##class(%DeepSee.Utils).%PrintBuildErrors(pCube)`

Fix build errors

Check indices in
source class

Rebuild indices in
source class

Missing Data

Records from source class are missing in DeepSee

Check previous section for restrictions in build

remove restrictions

Check `"%OnProcessFact"` in cube definition

correct method if necessary

Check for build errors

fix build errors

Debug methods in sourceExpression

fix methods

Check Fact table records

Compare Fact table to source table

find cause of mismatch and resolve it

Wrong Results

Query shows un-expected results

Check previous section if data is missing

fix build errors

Check for problem with cache

do \$System.DeepSee.Shell()

cache off

do \$System.DeepSee.Reset() or
kill ^DeepSee.Cache

Split query in smaller segments
(i.e. each axis separately)

Fix problem in segment

Find problematic segment

Check ^DeepSee.AgentLog

do ##class(%DeepSee.TaskMaster).%Reset()

Listings are empty

Check if normal
Listing

Grant necessary permissions on source table

Check if Custom
SQL Listing

Debug WHERE conditions or
Check ^DeepSee.SQLError or
Check ^DeepSee.QueryLog

Hangs and Unexpected Events

DeepSee reacts unexpectedly

Check System Health

Hangs

Check agent status

do ##class(%DeepSee.TaskMaster).%Reset()

Previously working
operations fail

Check ^DeepSee.AgentLog

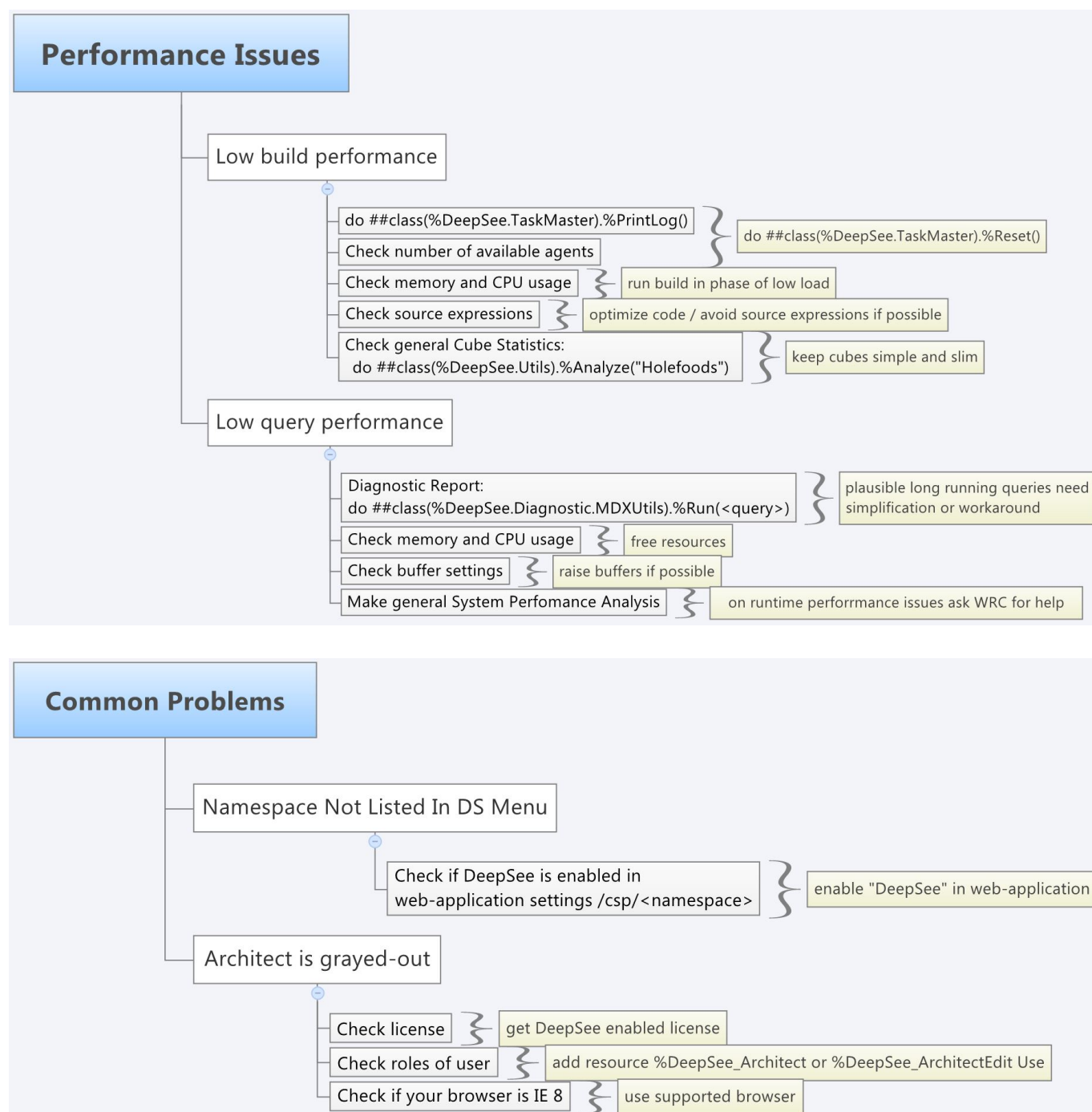
do ##class(%DeepSee.TaskMaster).%PrintLog()

do ##class(%DeepSee.TaskMaster).%Reset()

Check ^DeepSee.LastLogError

Check ^DeepSee.PivotError

Fix Errors



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