FAQs and troubleshooting

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This page provides answers to frequently asked questions and tips for troubleshooting your Teamwork Cloud system.

For additional frequently asked questions and tips regarding the authentication server check the following sections:

- Authentication server error codes
- Authentication server FAQs and troubleshooting

Warning

When configuring **cassandra.yaml**, take note of the following:

- There is a space before each IP address for parameters **listen_address** and **broadcast_rpc_address**. The space is required for Cassandra to start.
- When entering the parameters to configure **cassandra.yaml**, be sure that there is no '#' (pound sign) or 'space' before the parameter name. If there is a #, for example, #**broadcast_rpc_address: 10.1.1.123**, this value will become a comment. If there is a space before the parameter name, for example, <space>#**broadcast_rpc_address: 10.1.1.123**, you will get an error after starting Cassandra.

Frequently Asked Questions

I cannot log in with the default Administrator user via Teamwork Cloud Admin UI. What could be the cause of the problem?

There are several causes of Administrator's login failure such as:

- Cassandra is not started so Teamwork Cloud cannot connect to it.
- Cassandra is started but Teamwork Cloud cannot connect to it due to Cassandra and/or network configuration problem.

To find out what the cause of the problem is, you need to look at the log file and check the status of Cassandra. See Troubleshooting section for more information.

Where can I find the Teamwork Cloud log file?

The default log file location is *<user home folder>/.twcloud/<version number>*.

- The log file of Teamwork Cloud is called **server.log**.

How do I check Cassandra status?

Cassandra provides a nodetool utility, which is a command-line interface for managing a cluster. You can use it for checking the cluster status.

- On Linux, type:

```
$ nodetool status
```

- On Windows, type:

```
C:\> "%CASSANDRA_HOME%"\bin\nodetool status
```

The following is an example output from running the nodetool status.

```
Starting NodeTool
Datacenter: datacenter1
=======================
Status=Up/Down
|/ State=Normal/Leaving/Joining/Moving
--  Address     Load       Tokens   Owns    Host ID                               Rack
UN  10.1.1.123  16.71 MB   256      ?       32f17f36-baec-409a-a389-f002d1dd0f9b  rack1
```

UN means that the status is up and normal.

How do I check if Teamwork Cloud has a problem connecting to Cassandra?

You can check it from the log file of Teamwork Cloud. If Teamwork Cloud cannot connect to Cassandra during the Teamwork Cloud startup process, a log message similar to the following will appear and the server will shut itself down.

```
INFO  2016-01-04 11:12:32.131 Connecting to Cassandra [CoreManagerComponent, Component Resolve Thread]
ERROR 2016-01-04 11:12:50.351 Connection to Cassandra failed due to timeout [CoreManagerComponent, Component
Resolve Thread]
```

You may also find yourself in a situation where Teamwork Cloud has been started successfully but the problem connecting to Cassandra occurs later. If this happens, a log message similar to the following will appear.

```
WARN  2016-01-04 13:57:26.034 There was a problem with the connection between the TWCLOUD server and Cassandra
  [AbstractActor, twcloud-akka.actor.default-dispatcher-24]
```

What should I see in the Teamwork Cloud log file, which indicates that Teamwork Cloud has been successfully started?

If Teamwork Cloud has been successfully started, you will see a log message similar to the following in the log file.

```
========== Console Server Configurations ==========
Console Server: https://100.64.17.152:8111
Auth Server: https://100.64.17.152:8555
-------------------------------------------------
TWCloud Server: [100.64.17.152:3579]
Selector: RoundRobinServerSelector
Secured Connection: false
=================================================

INFO  2016-01-04 14:06:15.971 TWCLOUD Cluster with 1 node(s) : [10.1.1.123] [LoginActor, twcloud-akka.actor.
default-dispatcher-15]
```

How can I use the netstat command to see if the ports are bound?

- On Linux, type

  ```
  netstat –an | grep :8111 and netstat –an | grep :8555
  ```

- On Windows, type

  ```
  Netstat –ano | find “:8111” and Netstat –ano | find “:8555”
  ```

Troubleshooting

The **Teamwork Cloud** installer is not started on Windows

If you run the installer file and the installer UI does not show up or receive the message: "Windows error 2", try the following workaround.

1. Start the command prompt by selecting "Run as administrator".
2. Start the installer from the command line and use the option LAX_VM followed by the location of java.exe. For example:
   C:\> twcloud_190_beta_installer_win64.exe LAX_VM "\java\jdk1.8.0_152\bin\java.exe"

I cannot uninstall Teamwork Cloud using uninstall.exe

If you run *uninstall.exe* and the uninstall UI does not show up or receive the message "Windows errors", try the following workaround.

1. Start the command prompt by selecting "Run as administrator".
2. Start *uninstall.exe* from the command line and use the option LAX_VM followed by the location of java.exe. For example:
   C:\> uninstall.exe LAX_VM "\java\jdk1.8.0_152\bin\java.exe

Teamwork Cloud cannot connect to Cassandra

If the Teamwork Cloud server log shows the following message:

```
INFO  2016-01-04 11:12:32.131 Connecting to Cassandra [CoreManagerComponent, Component Resolve Thread]
ERROR 2016-01-04 11:12:50.351 Connection to Cassandra failed due to timeout [CoreManagerComponent, Component
Resolve Thread]
```

It means that TWCloud cannot connect to Cassandra and this is usually caused by the following reasons:

- Cassandra is not started.
- Cassandra is started but it is not properly configured for cloud. You need to make sure that you follow the Cassandra configuration instruction and that you restart Cassandra after updating the configuration. You can find the configuration instruction from the following links:
  - The Cassandra configuration instruction for Linux: Installing and configuring Cassandra on Linux
  - The Cassandra configuration instruction for Windows: Installing and configuring Cassandra on Windows

TWCloud fails to start, and a message about AssociationError appears in the log file

If the TWCloud server fails to start and an error message similar to the following appears in the log file:

```
ERROR 2016-01-04 13:12:58.104 AssociationError [akka.tcp://twcloud@127.0.0.1:2552] -> [akka.tcp://twcloud@10.
1.1.123:2552]:
Error [Association failed with [akka.tcp://twcloud@10.1.1.123:2552]] [akka.remote.EndpointAssociationException:
Association failed with [akka.tcp://twcloud@10.1.1.123:2552]
```

You need to check if the hostname can be resolved to the IP that you specified while installing TWCloud.

From the log message given in the example above, you will see two IP addresses in the message *127.0.0.1* and *10.1.1.123*. They mean that you have specified the IP address *10.1.1.123* during TWCloud installation, however, your hostname is resolved to loopback IP *127.0.0.1*.

You can configure how your machine resolves the hostname from the hosts file. The location of the hosts file:

- On Linux: */etc/hosts*
- On Windows: *%SystemRoot%\system32\drivers\etc\hosts*

You can check what IP address is resolved from the hostname by using the following steps:

- On Linux:

  Execute the following command

```
$ resolveip -s $(hostname)
```

- On Windows

  Step 1: Find hostname of the machine.

```
C:\> hostname
```

  Step 2: Use the ping command followed by the hostname you got from Step 1. For example, if your hostname is *my-machine*, use the command.

```
C:\> ping my-machine
```

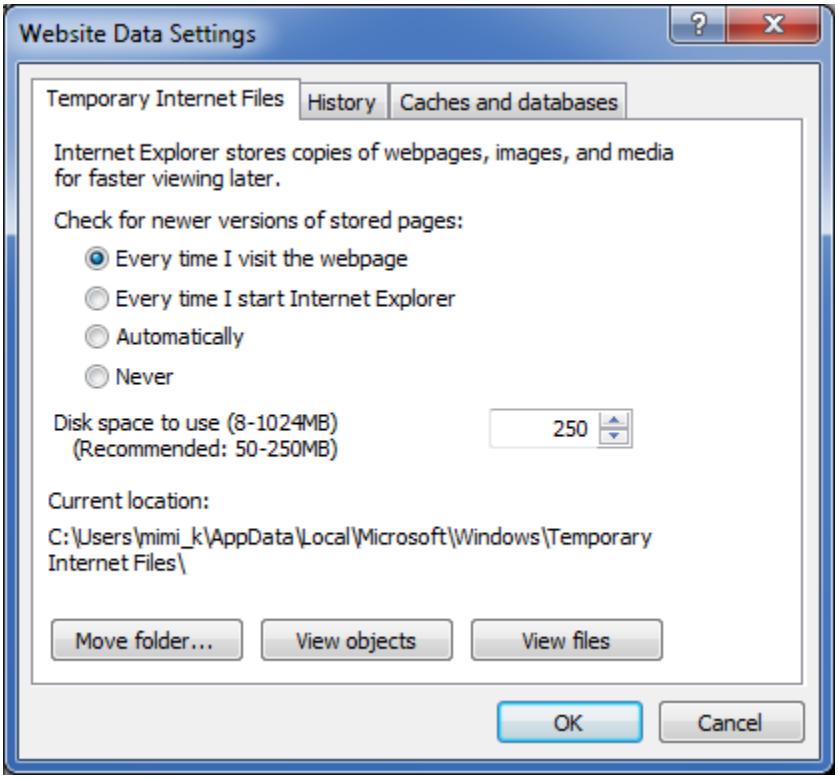
TWCloud Admin UI does not refresh information when opened with Internet Explorer

Every time you edit and save information on the TWCloud Admin, the updates will appear in the TWCloud Admin UI. If you are using the IE browser and your UI does not reflect what you have just updated, you may need to configure the internet settings.

To make sure that your TWCloud Admin UI refreshes new updates every time you edit and save information

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1. On the IE browser, click > **Internet options** to open the **Internet Options** dialog.
2. On the **General** tab, click Settings. The **Website Data Settings** dialog will open.



3. Select the option **Every time I visit the webpage** to update website data.
4. Click OK > OK.

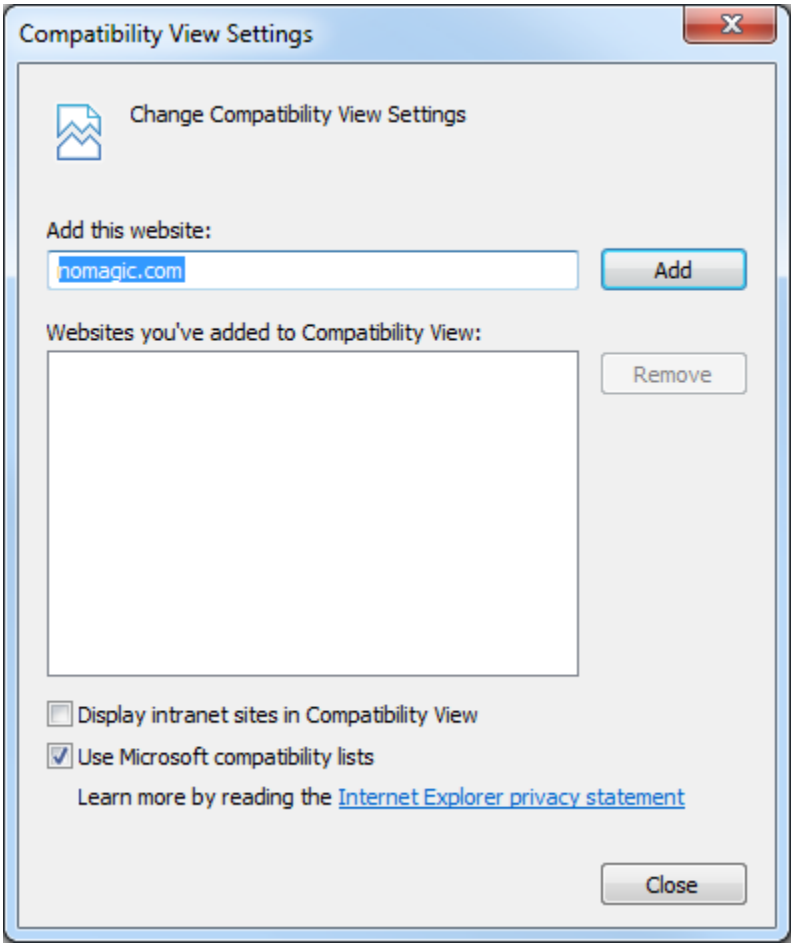
Compatibility issue when logging into TWCloud Admin using Internet Explorer 11

You may experience some incompatibility issues while logging into TWCloud Admin using Internet Explorer 11, which might cause an error in the display.

To fix the problem

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1. On the Internet Explorer browser, click > **Compatibility View Settings**.



2. Clear the option **Display intranet sites in Compatibility View**.
3. Click Close.

Cannot start modeling tool on Mac

Sometimes modeling tools fail to start on Mac computers with Apple silicon. In such cases, run Rosetta. You can install it via the terminal:

```
/usr/sbin/softwareupdate --install-rosetta --agree-to-license
```

Related pages:

- Using TWCloud Admin