Diagnostic Manager Known Issues

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LICENSING

If you delete a server from your SharePoint farm, the Metalogix Diagnostic Manager license assigned to the server is not automatically assigned to another server. If you want to assign the license to a different server, you must do so manually.

NOTE: SQL alias servers require their own Metalogix Diagnostic Manager license. If your SharePoint farm includes a SQL Server alias server and the real server is part of that same farm, then you must have an additional license for the alias server.

OPERATING SYSTEM SUPPORT

Diagnostic Manager no longer supports the use of Windows XP or Windows Server 2003 for hosting the Management Console or Collection Service, as these operating systems are not supported by version 4.5 of the Microsoft .NET Framework.

SQL SERVER

- When you try to install the Diagnostic Manager Repository in a SQL Server with enforced encryption using Transport Layer Security (TLS) v. 1.2 the following error displays:

  Unable to connect to the specified SQL Server instance. [DBNETLIB][ConnectionOpen *(SECDoClientHandshake().] SSL Security error...*

  Would you like ignore this and future SQL server validations?

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Solution: You can click [Yes] to "Ignore SQL Server validations" but you will need to make sure that all the client machines that Diagnostic Manager will use to access the Repository are updated to TLS 1.2 as described in the Microsoft Support article https://support.microsoft.com/en-us/help/3135244/tls-1.2-support-for-microsoft-sql-server.

- Windows SharePoint Services 3.0 includes SQL Server Embedded Edition. You cannot use SQL Server Embedded Edition to host the Repository database and must use a complete installation of Microsoft SQL Server to host the repository.

  You must also ensure that the Collection Service can connect to the SharePoint Configuration Database. You should verify the following settings:

  The SQL Server Browser service on the SQL Server Embedded Edition host must be running.

  The Microsoft #SSEE instance must accept TCP/IP or Named Pipe connections.

  You must disable the Hide Instance option in the SQL Server Configuration Manager.

  - If your SharePoint farm uses an alias name for a SQL Server to connect to a SQL Server database, Metalogix Diagnostic Manager uses the actual name of the SQL Server to connect to the server and collect performance data, rather than the Alias. As a result, the actual name of the SQL Server appears in Metalogix Diagnostic Manager instead of the Alias. In consequence, you may note a different name for the SQL Server in the farm Central Administration page and in the Metalogix Diagnostic Manager server pages. This difference is normal and expected.
  - When you select a server that hosts a SQL Server in the tree, the database file size in the Dashboard includes only SharePoint databases. In the Server details pane, the database file size includes all databases hosted by the SQL Server.

MONITORED PAGES

- Public web pages that uses cookies are not able to be loaded as monitored pages.
- When a SharePoint Online page is monitored as a Public Web Page, only the redirection from the login page will be processed as load time.

NOTE: If you want to monitor a SharePoint Online page, *always* select SharePoint Online as the Page Type.

- When a SharePoint on-premises page has an invalid URL, instead of displaying a page loading error in the UI, Page Status displays as “None” and Load Time displays as “N/A.”
- Monitored Pages that are added *after* a Page Status Report is scheduled will not be included in the report.

  Workaround: Re-create the scheduled report to pick up the new pages.

ALERTS

- Some users receive the error message, "File not found," when attempting to open an active alert on a SharePoint 2007 instance. The Metalogix Diagnostic Manager Dashboard requires System.Web.UI.DataVisualization, which is not included with .NET 3.51. Access the Microsoft Download Centerat http://www.microsoft.com/en-us/download/details.aspx?id=14422 to install

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the Microsoft Chart Controls for.NET 3.5. This download includes the file necessary to avoid the "File not found" error message.

- When you disable a metric for a page, Metalogix Diagnostic Manager does not clear any existing, active alerts for the metric on that page. If you choose, you can manually clear the alerts for the page. Metalogix Diagnostic Manager does not create any additional alerts for the metric.
- For all Alert Thresholds *except for Page Component Analysis and Page Load*, the number of minutes specified for "Raise alert after metric exceeds threshold for…" is ignored (that is, alerts are raised immediately).
- The first interval of the Defragmentation Operation graphs does not display the correct value in the Metric History chart.
- If you enable database fragmentation collection and Metalogix Diagnostic Manager generates an alert for a database, the alert is not automatically cleared if you later mark the database as excluded from fragmentation collection. You should manually clear the alert for the database.
- If you have more than one SQL instance on the same disk, the "Disk Free Percent is Low" alert displays an extra alert per SQL instance.

COMPONENT ANALYSIS SOLUTION

- If you attempt to deploy the Component Analysis and Web Dashboard solutions to a machine that is not a WFE server of a farm, you receive an unhandled exception. You must follow the steps to manually deploy these solutions in this type of server. For more information, see *the Metalogix Diagnostic Manager Advanced Installation Guide*.
- Metalogix Diagnostic Manager uses a SharePoint solution to collect component analysis data from the pages that you monitor and collect ULS log information. Metalogix Diagnostic Manager also relies on the SharePoint Master Pages to analyze the pages it monitors. If a monitored page does not use a MasterPage, then Metalogix Diagnostic Manager is unable to monitor it. In addition, SharePoint sends the same error message to Metalogix Diagnostic Manager for both a missing solution and a missing Master Page.

  If Metalogix Diagnostic Manager displays an error message that it is unable to perform component analysis on a page because the solution is not installed and you have installed the solution, then the page does not use a Master Page. You can perform Page Load Time analysis for the page, and you can perform component analysis for pages on the same farm that do use Master Pages.

- Component Analysis solution does not work on Microsoft Network Load Balancing cluster. The root cause of the problem is that the Component Analysis solution cannot connect to the site to be monitored by using the cluster name from the node.

  Workaround: Follow these steps to solve this problem:

  1. Go to a cluster node that belongs to cluster NLB and verify that you are not able to login to the site (by using the cluster name) that you want to monitor using Diagnostic Manager.
     E.g. The following URL can be used for this test:
     http://ClusterName:Port/SitePages/Home.aspx?ideraspdmact=true after the proper credentials are provided, you should see Error 401.1.

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2. Click Start, click Run, type regedit, and click OK.
3. In Registry Editor, locate and then click the following registry key: HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa\MSV1_0
4. Right-click MSV1_0, point to New, and then click Multi-String Value.
5. Type BackConnectionHostNames, and then press ENTER.
6. Right-click BackConnectionHostNames, and then click Modify.
7. In the Value data box, type the host name(Virtual Name of NLB cluster) or the host names for the sites that are on the local computer, and then click OK.
8. Quit Registry Editor, and then restart the IISAdmin service.
9. Repeat from step 2 for all nodes that belong to the Network Load Balancing Cluster.

If the "Collect from ALL Web Front Ends" or "Collect from ONLY the following Web Front Ends" options are used to monitor a page by using the Component Analysis solution, the Alternate Map Access URL should be configured to include each server in the URL of the web application that is to be monitored.

CONTENT SUMMARY

- If you view the Content Summary for a Web application that was created after the most recent Content Summary operation and the Web application does not yet contain a site collection, the creation date for the Web application in the Content Summary view is N/A. The creation date for the Web application is based on the site collections it contains.
- If a farm or the component servers is not available when the Collection Service performs a Content Summary operation, an error occurs that indicates that the farm is not available.
- When the farm and the component servers are available again, an alert that includes the text "Http status 401: Unauthorized" appears the first time the Collection Service performs a Content summary Operation. This error appears as a result of the way that credentials are cached, and you may ignore it. Subsequent Content Summary operations should complete with no errors.
- *For SharePoint 2007 only*, folders created by default in Meeting templates are not being displayed.
- *For* SharePoint *2013 using a 2010 user experience*, document versions in Meeting templates are not being displayed.
- The List Option "Include Attachments" does not apply to SharePoint 2007 farms.

INDEXER TAB

The Indexer tab is disabled on SharePoint 2013 farms because Metalogix Diagnostic Manager does not support monitoring for counters used for SharePoint 2007 and SharePoint 2010.

INACCURATE STATISTICS

- Monitored Pages do not take into account any script that is running on the page when calculating page load times.
- Under certain circumstances, the Management Console lists approximate disk sizes for Windows Server2008 hosts that do not have R2 installed. All other versions of Windows Server list correct disk size.
- If you remove a server from your SharePoint farm, the server continues to appear in the Metalogix Diagnostic Manager Management Console after the farm topology is refreshed manually or on a

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scheduled basis. The Collection Service continues to attempt to collect monitored server and monitored page data from the server. The server is retained in the Management Console to ensure the continued availability of the historical data collected for the server.

Workaround: To stop the Collection Service from attempting to retrieve data from the server, you should right-click the server in the tree and click **Disable Server**.

- When you monitor a page, you can choose to monitor the page on specific Web front end (WFE) servers. You can also specify that the Collection Service should only use the provided URL. The Servers view includes in its server counts the servers that host any URL-only pages in the monitored farm. The names and other information for the hosts for URL-only pages are not included in the lists of servers. If the URL you specify includes the name of a known WFE, the page will be included in the count for that WFE. If you monitor pages by URL only, the total number of servers at the top of the Servers view will not match the number of servers listed at the bottom of the view.

  Under certain circumstances, automatic proxy detection in Metalogix Diagnostic Manager can cause an inaccurate report of your page load times.

  Workaround: If you are not using a proxy server, you can edit the configuration file for the collection service and manually disable proxy detection.

  On the Collection Service host, edit the file <Installation Directory>\Metalogix\Metalogix Diagnostic Manager\CollectionService\CollectionService.exe.config. You should add the following lines before the </configuration> line:

  <system.net>

  <defaultProxy enabled="false"/>

  </system.net>

AUTO REFRESH

- An issue preventing Metalogix Diagnostic Manager from automatically refreshing the Multiple Instances Dashboard view.

  Workaround: Press F5 to manually refresh the view.

- If you leave the Metalogix Diagnostic Manager Management Console running for a long period of time, certain items that do not change rapidly are updated only when you first display the page. Examples include the number of days remaining in the license on the home page, information about the farm in the Farm Overview tab, and so on.

  Workaround: If you change to another page, then return to the original, the changed information appears.

REPORTS

- When the results of an Alert History report contains an excessive number of alerts (generally, over 350,000) an Out of Memory exception or the message “A generic error occurred in GDI” displays.

  Workaround: Run the report on a narrower date range.

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- Statistics reports display only one legend when less than an hour's-worth of data has been collected and the Sample parameter is Minutes.

  Workaround: Wait until at least an hour's-worth of data has been collected and re-run the report.

GRAPHS AND CHARTS

Metalogix Diagnostic Manager can report performance data for the following SharePoint service types:

- SharePoint Search Services
- SharePoint Indexing Services
- SharePoint Excel Calculation Services

If the message "Services not detected" appears in service graphs, one of the following is true:

Cause	Description
The service type is not enabled on the selected server.	Normal behavior for most servers.
The service type is enabled on the server. The service has started, but configuration is not yet complete.	When the server is configured and working properly, performance data for the service appears in the Metalogix Diagnostic Manager Management Console.
The service type is enabled and configured on the server.	Rarely, problems with the Windows Management Instrumentation (WMI) system on the server can prevent Metalogix Diagnostic Manager from accessing some or all of the WMI data for the server. When you correct the issues with the WMI system, the performance data for the service appears in the Management Console.

- When a chart contains a large number of data types and you choose to show the legends for the chart, the legend may take the majority of the area assigned to the chart and make it difficult to view the chart itself.

  Workaround: If this happens, expand the chart to full size or use the legend for reference, then close it.

- The message "No data available" may appear in place of a chart in the Metalogix Diagnostic Manager Management Console. This error can appear when the Collection Service is unable to retrieve the data from the server or when the metric does not apply to the server.
- In the Page Availability graph in the Page Status view, the number of data collections represented by each data point in the graph varies, depending on the total time represented by the graph. Any single data point in the graph can represent one or many individual attempts to collect data. In the graph, a page is unavailable if it is unavailable for any single attempt to collect data in the time

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period the data point represents. This does not indicate that the page was unavailable every time the page availability was tested. It is possible for the Page Load Time graph to indicate successful loading at the same time that the Page Availability graph indicates that the page is unavailable. The Page Load Time graph is based on an average of all load times for the period in the graph.

- When you monitor a page, you can specify that Metalogix Diagnostic Manager monitors the page on one or more WFEs. If you stop monitoring the page on a WFE, the WFE continues to appear on the Page Availability graph in the Page Status view. Since availability is no longer monitored on the WFE, the page is unavailable in the graph for the unmonitored period. No alert is generated when the page appears to become unavailable.

In the same way, if you add a WFE to the list of WFEs on which the page is monitored, the page appears as unavailable on the WFE for any unmonitored period. No alert is generated when the page appears to become available.

- The gallery option "Stacked 100%" may generate an error in the Diagnostic Manager Console for some charts using the milliseconds unit.

  Workaround: Avoid using the stacked style and millisecond unit in combination.

ONLINE HELP

When Help is invoked from within the Management Console UI, table header text does not display and the resolution of the page is poor.

Workaround: Perform the following *one-time* procedure:

1. From within either the Windows Control Panel or Internet Explorer, open **Internet Options**.
2. Click the Security tab.
3. Select Local intranet then click [Sites].
4. Click [Advanced].
5. Add the following text to the Websites list: about:internet.
6. Return to the Management Console, open any Help page, then press [F5].

OVERRIDE SIMPLE REPOSITORY RECOVERY MODEL

Metalogix Diagnostic Manager assumes that the performance of the Metalogix Diagnostic Manager Repository database is more important than the ability to perform transaction level backups. The product will automatically set the Recovery Model of the repository database to SIMPLE.

Workaround: If you want to override this behavior and set the Recovery Model to another option, you must set a flag in the Collection Service configuration file to prevent the automatic behavior. To prevent the automatic behavior, set the Enforce Recovery Model to FALSE in the CollectionService.exe.config file, and then restart the Collection Service.

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