

Automation Engine

Troubleshooting

01 - 2022

Contents

1. Alerts.....	3
2. Troubleshooting the Server.....	4
3. Troubleshooting the Pilot.....	5
4. Troubleshooting the Software.....	9

1. Alerts

Concept

Alerts is an (old) tool to inform Pilot users about important events related to Automation Engine's working or configuration.

Many of these events are also managed with more recent tools, like the ['Server Checks'](#) or the ['Connection Doctor'](#).

Typical for alerts is that they pop up in the Pilot, in a separate dialog.

Types and examples

- A red alert reports a system problem or urgent important information. For example: Containers that can't be accessed, database problems, upcoming shutdown of the server, communication related errors (Access Points), etc.
- An orange alert advises you to make some change. For example: Change how a workflow is constructed because it generated an excessive amount of [tokens](#) (which slows down the server).

Managing Alerts

- Cleanup: The only way to clean up the list of alerts is to manually (multi-)select items and press 'delete'.
- Some alerts can be switched off. This is done per user. Learn more about 'Edit Red Alerts' in [Users View](#)

2. Troubleshooting the Server

In the **Automation Engine Server Admin** web page, the section **Server Checks** helps an Automation Engine administrator to diagnose and fix any problems.

You can open the Server Admin web page by entering `http://<name of your server>` or `http://<name of your server>:9999` in the address field of your browser.

Note: You will be asked to sign in using an administrator account or use an account that is a member of the **BGADMIN** user group on the Automation Engine server.

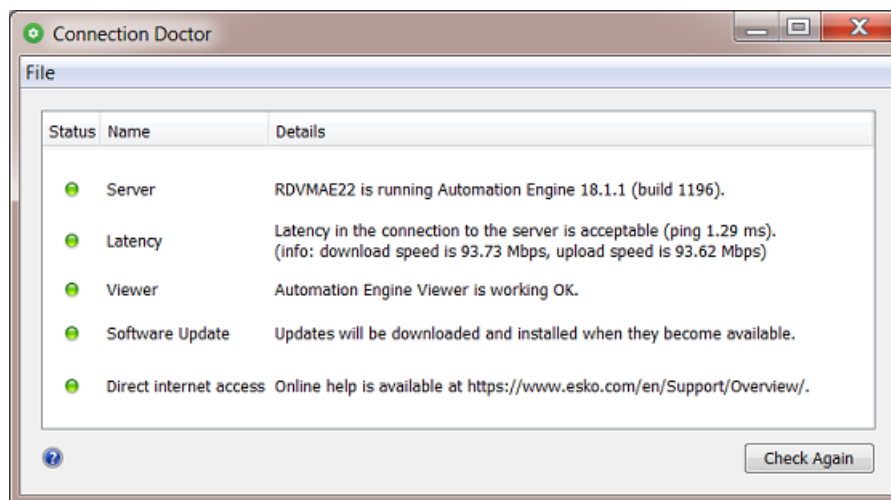
These server checks are documented in the chapter [Automation Engine Server Management](#). They are part of [The AE Server ADMIN web page](#), more specifically in [Server Checks](#).

3. Troubleshooting the Pilot

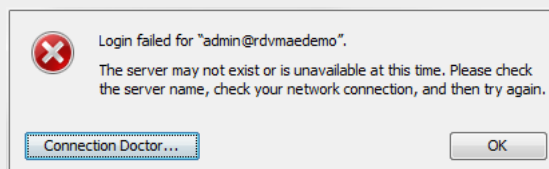
The **Connection Doctor** checks if the Pilot's connection to the Automation Engine server works properly. This tool helps you to fix a problem without the need to contact Esko support.

Consulting the Connection Doctor

In the Pilot, choose **Tools > Connection Doctor**.



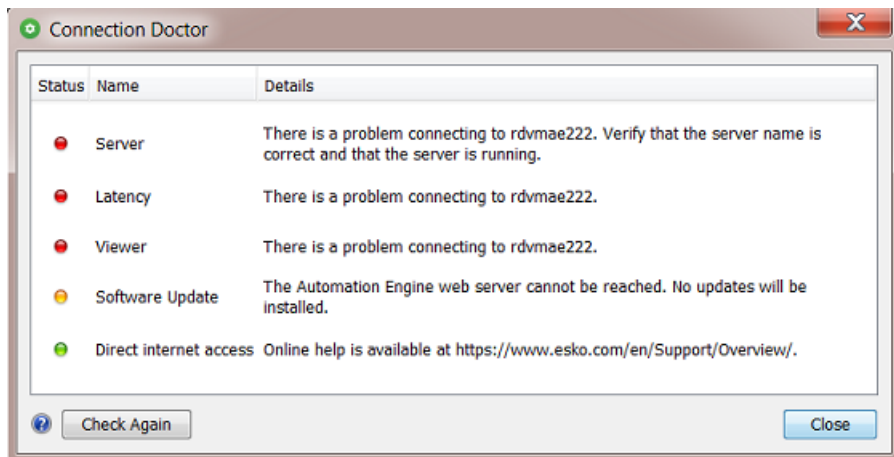
Note: When you have troubling signing in to the Pilot (or Shuttle), the error message will offer a button to start up this tool:



This tool checks:

- Access to the Automation Engine server software
- Latency in the network between client and server
- Access to the service on the server that runs the Automation Engine Viewer
- Access to updates of the client software (triggered by a change of the server software)
- Direct access to the internet (of this client computer).

An example:



Status Details

Detailed messages explain the result of the check:

Table: Server

Message	Clarification
The Automation Engine server is down for maintenance. Please try again later or contact your administrator.	The maintenance status includes: server updates, server upgrades or the installation of hot fixes.
The Automation Engine server is restarting. Please try again in a moment.	This can take a few seconds to a few minutes.
The server you're connecting to is an assistant server. Please connect to the master server <host_name of the master>.	In setups where Automation Engine runs on multiple servers, one server is designated as master. The other servers take up the role of assistants. The master server is the server you need to log in to.
The server is currently set to idle. Please try again later or contact your administrator.	When a server has no or expired licenses and a server restart is done, the server starts up in idle mode ; it then does not accept connections.
There was a problem connecting to <host_name>. Please check that the host name is correct and <host_name> is on.	This computer is unable to connect to the host. Please check that the host name is filled in correctly and that the computer is switched on. Contact your IT department for more assistance.
There was a problem connecting to <host_name>. Please check that the server is running.	This client computer is unable to connect to the Automation Engine server. The most common reason for this is that the server software is not running. If the server software is running, check if your computer is correctly connected to the network. Contact your IT department for more assistance.

Message	Clarification
<p>There was a problem connecting to <host_name>. Please check that the server is running, and verify with your IT administrator if the "<host_name>'s" host file is correct.</p>	<p>This computer is unable to connect to the Automation Engine server. The most common reason for this is that the server software is not running.</p> <p>If the server software is running, verify if the hosts file of your operating system is correct. The hosts configuration of this computer contains explicit references to the Automation Engine server's host name and its IP addresses. A configuration error could be the cause of this connection problem.</p> <p>Contact your IT department for more assistance.</p>
<p>There was a problem connecting to <host_name>. Please check that your computer is connected to the network.</p>	<p>This computer is unable to access the network. You can try and diagnose the problem by using one of the following methods:</p> <ul style="list-style-type: none"> • On Mac, go to: Applications > System Preferences > Network > Assist me... to test your connection . • On Windows, go to: Start > Control Panel > Network and Internet > Network and Sharing Center > Troubleshoot Problems > Network Adapter to test your connection.

Table: Latency

Message	Clarification
<p>Latency in connection to the server is acceptable.</p>	<p>The response time between this computer and the server (the 'ping') is less than 20 milliseconds, which is considered good (green status).</p>
<p>Latency in connection to the server can be problematic.</p>	<p>The response time between this computer and the server is between 20 milliseconds and 100 milliseconds (orange status). This is OK for normal operations.</p>
<p>Latency in connection to the server is likely unacceptable.</p>	<p>The response time between this computer and the server is more than 100 milliseconds (red status). This is considered too slow for normal operation. Consult with your IT department what can be done to improve the speed.</p>

Table: Viewer

Message	Clarification
<p>There was a problem connecting to the Application Server. Please check that the server is running. Contact your administrator if the problem persists.</p>	<p>Esko's 'Application Server' is a dedicated software service that enables the Viewer tool. In this case this service could not be reached. Check if the server is running.</p>

Message	Clarification
The Application Server <host_name> is not running on port <port_number>. Please contact your administrator.	The Application Server is not running on the designated port.

Note: Since v20, the Viewer no longer uses this Application Server.

Table: Software Update

Message	Clarification
Software updates will be downloaded and installed when they become available.	The Automation Engine Web Server is accessible from this computer. Updates of the client software will be available.
The Automation Engine Web Server could not be reached. Software updates will not be installed on this machine.	This is most likely due to firewall restrictions. Contact your administrator to resolve this issue.

Note: The Automation Engine server hosts software updates for its client applications like the Pilot and Shuttle. This test checks if software updates can be downloaded from the server to the client computer. The test will fail if the Automation Engine Web Server is not correctly hosted on port 9999. For example, if another web service has claimed this port on the server. Please contact your Automation Engine administrator to resolve this issue.

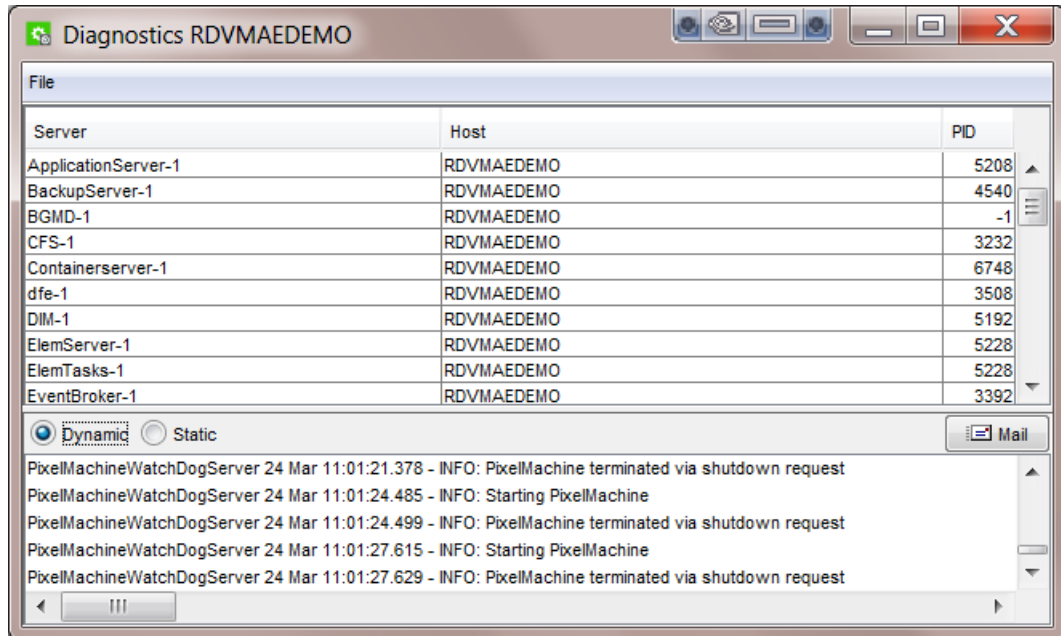
Table: Direct internet access

Message	Clarification
Esko online help is available at http://help.esko.com/.	This computer can access the internet.
Pilot was unable to connect to the Internet. Please check the Internet proxy preferences of your operating system if you have experience problems accessing Esko online help.	This computer was unable to connect to the internet (it failed to, as a sample test, access Esko's help pages). Check the internet proxy preferences of your operating system. Contact your IT department for more assistance.

Note: When Esko's online help pages are unreachable, a warning is shown. This does not necessarily mean that the online help is unavailable. Your internet browser, which is used to display the help pages, may be configured with an internet proxy that enables you to access the online help even if the Pilot is unable to connect to it. Please contact your IT administrator for more information.

4. Troubleshooting the Software

The **Diagnostics** tool allows you to monitor the status and activity of the Automation Engine software in deep technical detail. This tool is typically used by Esko support staff. In case they want you to use it, they will instruct you how to use it.



This tool is installed automatically when installing the 'Desktop Client Applications' (Pilot or Shuttle) as described in [How to Install Pilot or Shuttle](#).