



# **FLOW Troubleshooting**

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## Troubleshooting

If you are having problems with your FLOW system, see the following topics before you contact your local EditShare Technical Support office:

- Network
- Access
- Mounting

Where you have an issue with a specific FLOW application, refer to the User Guide for that application.

## Network

### Cannot Connect to FLOW Server

If you cannot connect to the FLOW Admin server, complete the following:

1. If the IP Address text box displays in the login screen, check that the correct IP address or server name is entered in the box.
2. Check your connection to the FLOW Admin server. Do the following:
  - a. Open a command line prompt and type ping <server name> where ping <server name> is the hostname or IP Address of the AirFLOW server.
  - b. If no packets are returned, or the message destination host unreachable displays, check the network cable connection to the LAN port of your workstation.
  - c. Check that your workstation is connected to the FLOW network. Check you have a network cable connected and that the LAN port LED is flashing.
3. If you use Wi-Fi for working away from your organization, or for AirFLOW, ensure that Wi-Fi is switched OFF when you are using a cable network connection for FLOW Browse, FLOW Logger, Automation or FLOW Control.
4. If you still have no connection, contact the network administrator or IT department for your organization.

### User Cannot Log In

Check the following:

- Confirm that the user has the correct username and password.
- Passwords are case sensitive, advise the user to check the Caps Lock key is OFF.
- Confirm the user has an entry in the Users tab of FLOW Control.

### No Network Folders or Storage Spaces are Visible

Check the following:

- Check the server you are trying to access is online and connected to the network.
- You have to be a member of a storage space in order to view or use it. See [One or More Storage Spaces are not Visible](#).

### One or More Storage Spaces are not Visible

You cannot access a storage space if you have not been designated a member of it. If you are a FLOW Administrator, you can add users to storage spaces and also remove them.

## Amazon S3 Region Settings

If there are two Amazon S3 spaces that have the same setting for Region it is possible to copy between the two spaces using the Automation Copy task. However, if the region settings are different, attempts to copy between the two spaces will fail.

## Access

### Client Functions are Unavailable

Some of the functions described in this guide may not be available.

Not all users have access to all the functions in FLOW, especially administrative functions. You can change the level of access users have to FLOW, see FLOW Control's section on 'Managing Users'.

Some of the features documented in this guide may not be available as standard but may be ordered as an option, or require additional licensing. Contact your local EditShare reseller for details.

### Cannot Access Storage

Check the following:

- You have entered the storage mount details (server IP address, share name, username and password) correctly.
- You have selected or deselected the appropriate property options (read only, archive and browsable).

See FLOW Control's section on 'Storage'.

# Mounting

## Cannot Mount Storage

If your storage spaces are not being mounted, do the following:

- Go into the storage device in Control (storage tab).
- Select the storage and on the mount details change the 'SMB Version' option to 'SMB 2.0'

## Retrieving Logs from the FLOW system

It is often helpful to send us logs that provide us with useful information about what is happening when you encounter any issues. To retrieve logs from the FLOW system:

1. Connect to your FLOW Server system.
2. Run the command line to collect logs: `flow-diagnostics`
3. The `flow-diagnostics` output is created. For example:

```
Compressing diagnostics files to  
/usr/share/flow/web/diagnostics/flow_logs_20180530_152458.tar.gz
```

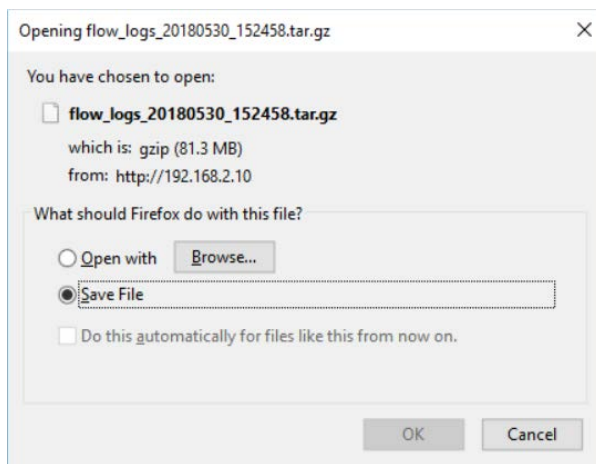
```
-rw-rw-r-- 1 editshare editshare 82M May 30 15:25  
/usr/share/flow/web/diagnostics/flow_logs_20180530_152458.tar.gz
```

```
Diagnostics available from  
http://[IP_OF_THIS_SERVER]/diagnostics/flow_logs_20180530_152458.tar.gz
```

4. Open your web browser.
5. In the address bar type the output location:

```
http://[IP_OF_THIS_SERVER]/diagnostics/flow_logs_NAME_OF_LOG_CREATED_ABOVE.tar.gz
```

A dialog box opens:



6. Select **Save File**.
7. Click **OK**.

# Third-party SMB Space Created with FLOW Shown as Unmounted by FLOW Story

A third-party SMB space has been created with FLOW but the space is shown as unmounted by FLOW Story.

FLOW Story uses the `.flow.id` file in the root of the third-party media space to match locally mounted storage with media spaces in FLOW. If the space has been mounted locally, but is still shown as unmounted, it may be a result of the `.flow.id` file being missing or out of date. This can occur if the media space is read-only and FLOW is unable to write the storage id file. Note that this may be either because the space has been marked read-only in FLOW Control or because FLOW does not have permission to write to the underlying SMB storage.

If this occurs:

1. Grant write permission to FLOW on the SMB storage.
2. Ensure that the **Read only** check-box, located within the FLOW Control App storage management tab, for the affected space is unchecked.
3. Press the **Test** button at the bottom of the tab and wait for the test to complete successfully.
4. Return the storage to read-only.

## FLOW Storage StorIQ One Integration

### FLOW Control Storage Page Test Fails

1. Confirm that you can ping the StorIQ One server from a terminal on the FLOW server using the hostname/ip-address supplied.
2. Confirm that you can log into the StorIQ One web UI with the username and password supplied.
3. Confirm that the API Key value is correct.
4. See the `flow-transfer.log` for more information.

### Archive/Restore Fails

Reasons for failure should be propagated to the FLOW Story and FLOW Automation UI, but the level of detail in error messages received from StorIQ One may be limited.

1. See the `flow-transfer.log` for context to the error messages.
2. In the archive case, log in to the StorIQ One web UI and check for sufficient space in the chosen Pool.
3. Log into the StorIQ ONE web UI and check the operation logs.
4. Log into the StorIQ ONE server and verify that the FLOW storage space used in the operation is mounted on the expected path, and that files within the space can be seen from the StorIQ system.

