Security IQ Verify NetApp Connection and Permissions using ZEDI

SecurityIQ Version: 4.1

Document Revision History

Revision Date	Written/Edited By	Comments
October 2015	Connor Widder	WhiteBox format to SailPoint format

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General

Applies To

1. Reports creations.

Synopsys

1. Reports creation task is in "running" state and stuck on 0% with error: " " .
2.

Solution

1. .

Detailed steps

Verify “Daily Statistics Calculation” Scheduled

1. Open the WhiteOPS administrative console.
2. Navigate to System\Scheduled Tasks.
3. Right click on "Daily Statistics Calculation" and click "Edit".
    a. Verify the schedule is "Daily".
    b. Verify the "Active?" is checked.

Verify “Daily Statistics Calculation” Task Status

1. Open the WhiteOPS administrative console.
2. Navigate to System\My Tasks.
3. Check "Show Tasks from all users".
4. Find the "Daily Statistics Calculation" tasks and check if they are completed successfully.

ERROR,WBX.whiteOPS.Server.Tasking.WBXTaskManager,updateTaskStatusInDB,Caught exception while trying to update latest task update

S-000000005 WBX.whiteOPS.ServerCore.Exceptions.WBXDAOException: Error occured while accessing the DB. ---> NHibernate.StaleStateException: Batch update returned unexpected row count from update; actual row count: 0; expected: 1

at NHibernate.AdoNet.Expectations.VerifyOutcomeBatched(Int32 expectedRowCount, Int32 rowCount)

at NHibernate.AdoNet.SqlClientBatchingBatcher.DoExecuteBatch(IDbCommand ps)

at NHibernate.AdoNet.AbstractBatcher.ExecuteBatchWithTiming(IDbCommand ps)

at NHibernate.AdoNet.AbstractBatcher.ExecuteBatch()

at NHibernate.AdoNet.AbstractBatcher.PrepareBatchCommand(CommandType type, SqlString sql, SqlType[] parameterTypes)

at NHibernate.Persister.Entity.AbstractEntityPersister.Update(Object id, Object[] fields, Object[] oldFields, Object rowId, Boolean[] includeProperty, Int32 j, Object oldVersion, Object obj, SqlCommandInfo sql, ISessionImplementor session)

at NHibernate.Persister.Entity.AbstractEntityPersister.UpdateOrInsert(Object id, Object[] fields, Object[] oldFields, Object rowId, Boolean[] includeProperty, Int32 j, Object oldVersion, Object obj, SqlCommandInfo sql, ISessionImplementor session)

at NHibernate.Persister.Entity.AbstractEntityPersister.Update(Object id, Object[] fields, Int32[] dirtyFields, Boolean hasDirtyCollection, Object[] oldFields, Object oldVersion, Object obj, Object rowId, ISessionImplementor session)

at NHibernate.Action.EntityUpdateAction.Execute()

at NHibernate.Engine.ActionQueue.Execute(IExecutable executable)

at NHibernate.Engine.ActionQueue.ExecuteActions(IList list)

at NHibernate.Engine.ActionQueue.ExecuteActions()

at NHibernate.Event.Default.AbstractFlushingEventListener.PerformExecutions(IEventSource session)

at NHibernate.Event.Default.DefaultFlushEventListener.OnFlush(FlushEvent event)

at NHibernate.Impl.SessionImpl.Flush()

at WBX.whiteOPS.DAO.NHibernate.GenericDAO`2.save(BT obj)

--- End of inner exception stack trace ---

at WBX.whiteOPS.DAO.NHibernate.GenericDAO`2.save(BT obj)

at WBX.whiteOPS.Server.Tasking.WBXTaskManager.updateTaskStatusInDB(Task taskToUpdate, StatusName newStatus, String newMessage, String messageDetails, Boolean addUpdate, Nullable`1 statusUpdateType)