

Otium Utilistor™ FAQ's

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Q: Why can't I add a new Client to the Dashboard?

Utilistor Licensing is configured to allow only a set number of clients to be defined within the Utilistor environment. If you have received the following message then you have either not yet loaded a Utilistor Server License onto the system, or you have exceeded the number of clients the License allows.

“Unable to Add a Client. There are no Client Licenses loaded or available. Please obtain a new or additional license from your reseller or visit www.otium.co.uk for more information.”

In either case please refer to the Installation Guide or the Administration Guide for instructions on how to obtain and load a license.

Q: Why does the Utilistor Client Installation Fail?

The Utilistor Client Installation is dependent upon the existence of a configuration file, that is produced when you defined the client within the Dashboard.

The Installation Wizard will always look for the file in the same directory as the wizard. If you are installing the client from the Servers Network Share and you receive this message it means that the Client has not been defined within the Dashboard and therefore the configuration file has not yet been created. Get the Utilistor Administrator to define the client!

If you are running the Client Install Wizard from another location then you will need to locate the configuration file and point the Install Wizard at the correct location.

If you select **“OK”** when responding to the error message you will be given the opportunity to browse for the configuration file. If you select **“Cancel”** then the Client Installation Wizard will exit.

The configuration file will be called: ***us_install_‘client name’.xml***

Refer to the Installation Guide for details on the full procedure for adding and installing a client.

Q: Why does the Utilistor Dashboard not start?

If you are trying to start the Utilistor Dashboard there are two common errors that can occur.

“The Utilistor Dashboard is already running on this system”

- If you receive this message check that the GUI is not already running in your windows session. If there is no visible window, check the Task Manager (Right-Click on the Task Bar) to see if a 'rogue' copy of ***utilistor.exe*** is running under your username on the system. If it is, then it is safe to force the process to stop using the Task Manager. The Utilistor Dashboard is a passive application that

contains no data. All configuration and application data is stored in the database.

“Either the Utilistor Scheduler Service is not running on the specified machine, or the Communications Port you have entered is not correct, please check and try again!”

- The most likely cause is that the Utilistor Server Service is not running. First check that the Windows Server that hosts the Utilistor Server is running, if it is then check the Utilistor Server's NT Service is running.

To do this:

- Select **Start > Control Panel > Administrative Tools > Services**
- Locate the Utilistor Server Service
- Check it's status is 'Started'
- If the Service is not running then there is an option within the servers Start menu to restart the service.

START > All Programs > Otium Utilistor > Server > Start Servers Scheduler as NT Service

- The alternative reason for getting this message is that the Utilistor Server is listener for connections on a different port than is currently configured into the Utilistor GUI. The default port is 8081. It is unlikely that this error would occur unless the Utilistor Administrator has drastically altered the configuration of the Utilistor Server. The easiest way to rectify this situation is to remove and reinstall the Utilistor Dashboard, and then when you restart the Dashboard it will prompt you for the correct listener port.

Q: Why is the Utilistor DSM Tab not updating?

If the DSM Tab stops updating then the most probable cause will be one of the following issues:

- Someone has altered the '**DSM Refresh Interval**' within the '**Administer > Customize**' option of the Menu Bar, and the refresh period has not yet expired.

The **solution** would be to hit the **Manual Refresh** icon. If the screen refreshes after this action, check the Refresh Value and reset accordingly. If the manual refresh does not work, then the problem is more likely to be one of the following issues.

- The DSM License for that Client has expired. Check the **us_scheduler.log** file on either the client or the server to confirm this is the cause.
- The Client's NT Service has stopped, or the Client Machine is not running. The solution is to start the client machine and/or the Utilistor NT Service.
 - **START > All Programs > Otium Utilistor > Client > Start Clients Scheduler as NT Service**

Q: Why are Scheduled Jobs not running?

If the Scheduled Jobs appear to have stopped running then the most probable cause will be one of the following issues:

- The screen needs refreshing. The Scheduler Tab within the Dashboard does not auto-refresh. The **solution** is to hit the **Manual Refresh** icon. If the manual refresh does not work, then the problem is very likely to be one of the following issues.
- One of the Licenses (DSM, DSR, or External Jobs) for that Client has expired. Check the **us_scheduler.log** file on either the client or the server to confirm this is the cause.
- The Client's NT Service has stopped, or the Client Machine is not running. The solution is to start the client machine and/or the Utilistor NT Service.
 - **START > All Programs > Otium Utilistor > Client > Start Clients Scheduler as NT Service**

Q: What happens if the License Keys Expire?

Utilistor can be activated with either permanent or temporary licenses. A permanent license will continue to activate the product for ever. A temporary license has an expiry date, and possibly a grace period, that will stop the associated Utilistor feature running when that date has been reached.

The effect of a Temporary Keys expiring is manifested in many ways, the more common symptoms are that DSR Reports will not run, the DSM Tab will not refresh, DSM Notifications will not get sent, and the Scheduled Jobs will not execute. The us_scheduler.log files on the server and the client display messages to indicate that a license has expired.

In order to re-activate the specific feature on the Utilistor Client you will need to perform the following steps:

- **Acquire a new license.** This can be either a permanent license, or another temporary license.
- **Start the Utilistor Dashboard**
- **Add the new Server Licenses.**
- **Delete the Expired Keys from the Client**
- **Add New Keys to the Client**

Q: Does Utilistor have any Log Files?

Utilistor generates log file on both the server and the client. The log files can be located in the following directories:

- **C:\Program Files\Otium Utilistor\Server\Log**
- **C:\Program Files\Otium Utilistor\Client\Log**

The log files generated on the server include:

- **us_db.log:** The Database Log file
- **us_scheduler.log:** The Utilistor Schedulers Log File, and the main source of troubleshooting information
- **us_web.log:** The web servers log file

The log files generated on the client include:

- **us_scheduler.log:** The Utilistor Schedulers Log File, and the main source of troubleshooting information
- **us_web.log:** The web servers log file
- **GUI.log:** The Dashboards log file
- **us_lic.log:** The configuration generators log file

The logs contain a date and time stamp for all entries, and are cleaned out each time the server and the client are started.

Q: Trend and Prediction Reports Show 'No Data'

Occasionally, DSR Trend and Prediction Reports will show 'No Data' within a Graph. This is caused by one of the following events.

- DSR has not been running and collecting data for the period of time covered by the graph.
- DSR has not got data stored for the whole time period defined in the report. This is caused by DSR jobs not running at least once in all the reported time periods. If the report is looking at monthly trends from January to June, but DSR was not collecting data in March, then the report will not be produced. DSR need continuous data in order to produce a Trend or Prediction report.
- If some graphs contain data and others do not, then this is caused by DSR not running on some of the clients which were selected in the Tree Panel then the report ran. Re-run the report without those clients included in the selected list.