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6 Problems and solutions

Doesn't work, although everything was installed according to the instructions

If you installed and configured everything according to the instructions, and the DPIUI2 "QoE Analytics" section is empty, then here is a list of steps you should follow before contacting those. support.

1. Check the correct time and timezone settings on servers with dpiui2 and QoE Stor. Try setting a large period in dpiui2. If the matter is in the time zone, the data will appear. Set the time correctly on the dpiui2 and QoE Stor servers, restart the servers completely (If the timezone has been changed the database must be deleted and recreated).
2. On the server with QoE Stor check if the database has been created. If the database is not created create it with the command.
3. On the server with QoE Stor check if there is data in the database. Or see how the partitions are filled through the web interface in the QOE ANALYTICS / ADMINISTRATOR / Tablespace Information section.
4. Check if receivers are running and restart receivers if required.
5. On the server with QoE Stor check the receiver logs in the folder

   ```
   /var/qoestor/backend/logs
   ```

   There should be no errors in the logs. The rotation of the dumps and their writing to the database should be visible.

6. On the server with QoE Stor check if ports 1500 and 1501 are listening.
7. Restart all receivers just in case with the command.
8. Check the ipfix dpi export settings again.
9. On the server DPIUI2 check the settings for connecting the GUI to the QoE Stor.
10. On the server with QoE Stor check if the ClickHouse is running [en:dpi:dpi_components:qoestor:commands:start#check_if_the_db_is_working|with the command]]. Make sure there is enough RAM on the server.
11. Check the log on the server with QoE Stor

    ```
    /var/log/clickhouse-server/clickhouse-server.err.log
    ```

If there is a need to clear all data in the database, then on the server with QoE Stor you need

1. Delete database with command.
2. Recreate the database with command.

How to reduce retention period and clear data

Data cleaning is performed by the dpiui2 module. On the server where dpiui2 is installed change the parameters in the

```
/var/www/html/dpiui2/backend/.env
```

file

```
QOESTOR_MAIN_LOG_PARTITIONS_LIFE_TIME_HOUR=2
QOESTOR_AGG_LOG_PARTITIONS_LIFE_TIME_DAYS=15
```

Restart

```
dpiui2 queue:restart
```