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QoE Stor

1. Not working, although everything is installed according to the instructions

If you have installed and configured everything according to the instructions, but the “QoE Analytics” section in DPIUI2 is empty, here are the steps to follow before contacting technical support.

1. Check the time and timezone settings on the DPIUI2 and QoE Stor servers. Try setting a large period in DPIUI2. If the issue is with the timezone, data will appear. Correct the time settings on the DPIUI2 and QoE Stor servers, and fully restart the servers **(If you changed the timezone, you need to delete and recreate the database schema)**.
2. On the QoE Stor server, check if the [database is created](#). If not, [create it using the command](#).
3. On the QoE Stor server, [check if there is data in the database](#). Alternatively, check how partitions are filling up through the web interface in the QOE ANALYTICS / ADMINISTRATOR / Table Space Information section.
4. Check if the [receivers are running](#) and [restart the receivers](#) if needed.
5. On the QoE Stor server, check the receiver logs in the folder `/var/qoestor/backend/logs`. There should be no errors in the logs. You should see the rotation of dumps and their writing to the database.
6. On the QoE Stor server, check if ports 1500 and 1501 are being [listened to by the receivers](#).
7. Restart all receivers as a precaution using the [command](#).
8. Double-check the [IPFIX export settings on the DPI](#).
9. On the DPIUI2 server, check the [GUI connection settings to QoE Stor](#).
10. On the QoE Stor server, check if the ClickHouse DBMS is running using the [command](#). Ensure there is enough RAM on the server.
11. On the QoE Stor server, check the ClickHouse logs:

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

If you need to clear all data in the database, on the QoE Stor server:

1. Delete the database using the [command](#).
2. Recreate the database using the [command](#).

2. How to reduce storage period and clear data?

Data clearing is performed by the DPIUI2 module. On the server where DPIUI2 is installed, modify the following 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 the service:

```
dpiui2 queue:restart
```