



Informatica® Data Integration - Free & PayGo
April 2023

Troubleshooting

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Publication Date: 2023-04-04

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Preface

Refer to *Troubleshooting* for information about troubleshooting errors in Informatica Cloud® Data Integration.

Informatica Resources

Informatica provides you with a range of product resources through the Informatica Network and other online portals. Use the resources to get the most from your Informatica products and solutions and to learn from other Informatica users and subject matter experts.

Informatica Documentation

Use the Informatica Documentation Portal to explore an extensive library of documentation for current and recent product releases. To explore the Documentation Portal, visit <https://docs.informatica.com>.

If you have questions, comments, or ideas about the product documentation, contact the Informatica Documentation team at infa_documentation@informatica.com.

Informatica Intelligent Cloud Services web site

You can access the Informatica Intelligent Cloud Services web site at <http://www.informatica.com/cloud>. This site contains information about Informatica Cloud integration services.

Informatica Intelligent Cloud Services Communities

Use the Informatica Intelligent Cloud Services Community to discuss and resolve technical issues. You can also find technical tips, documentation updates, and answers to frequently asked questions.

Access the Informatica Intelligent Cloud Services Community at:

<https://network.informatica.com/community/informatica-network/products/cloud-integration>

Developers can learn more and share tips at the Cloud Developer community:

<https://network.informatica.com/community/informatica-network/products/cloud-integration/cloud-developers>

Informatica Intelligent Cloud Services Marketplace

Visit the Informatica Marketplace to try and buy Data Integration Connectors, templates, and mapplets:

<https://marketplace.informatica.com/>

Data Integration connector documentation

You can access documentation for Data Integration Connectors at the Documentation Portal. To explore the Documentation Portal, visit <https://docs.informatica.com>.

Informatica Knowledge Base

Use the Informatica Knowledge Base to find product resources such as how-to articles, best practices, video tutorials, and answers to frequently asked questions.

To search the Knowledge Base, visit <https://search.informatica.com>. If you have questions, comments, or ideas about the Knowledge Base, contact the Informatica Knowledge Base team at KB_Feedback@informatica.com.

Informatica Intelligent Cloud Services Trust Center

The Informatica Intelligent Cloud Services Trust Center provides information about Informatica security policies and real-time system availability.

You can access the trust center at <https://www.informatica.com/trust-center.html>.

Subscribe to the Informatica Intelligent Cloud Services Trust Center to receive upgrade, maintenance, and incident notifications. The [Informatica Intelligent Cloud Services Status](#) page displays the production status of all the Informatica cloud products. All maintenance updates are posted to this page, and during an outage, it will have the most current information. To ensure you are notified of updates and outages, you can subscribe to receive updates for a single component or all Informatica Intelligent Cloud Services components. Subscribing to all components is the best way to be certain you never miss an update.

To subscribe, go to <https://status.informatica.com/> and click **SUBSCRIBE TO UPDATES**. You can then choose to receive notifications sent as emails, SMS text messages, webhooks, RSS feeds, or any combination of the four.

Informatica Global Customer Support

You can contact a Customer Support Center by telephone or online.

For online support, click **Submit Support Request** in Informatica Intelligent Cloud Services. You can also use Online Support to log a case. Online Support requires a login. You can request a login at <https://network.informatica.com/welcome>.

The telephone numbers for Informatica Global Customer Support are available from the Informatica web site at <https://www.informatica.com/services-and-training/support-services/contact-us.html>.

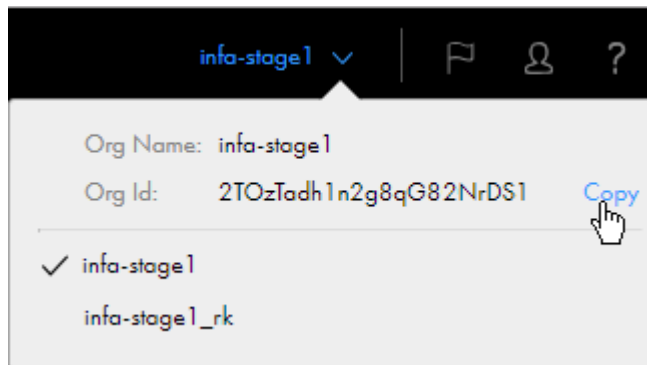
CHAPTER 1

Troubleshooting

Use the following sections to troubleshoot errors in Data Integration.

Note: To get support for Data Integration, you might need to give your organization ID to Informatica Global Customer Support. You can find your organization ID through the **Organization** menu in the upper right corner.

The following image shows the **Organization** menu:



To copy the organization ID, click the **Copy** option that appears when you hover the cursor to the right of the **Org ID** field.

You can also find your organization ID on the **Organization** page in Administrator.

Troubleshooting a Secure Agent

I installed the Secure Agent, but I want to install another on a different machine. How do I do that?

On the new machine, use your login to connect to Informatica Intelligent Cloud Services. Then, download and install the Secure Agent.

Why does my Secure Agent always display "Agent Core Upgrading" in Administrator?

On the **Runtime Environments** page in Administrator, the status of an agent always displays "Agent Core Upgrading". You see the following message in the `agentcore.log` file:

```
2022-10-11 17:02:57,560 GMT tid="21" tn="Agent Core State Machine Thread" ERROR
[com.informatica.saas.infaagent.agentcore.AgentCoreStateMachine] - Authentication failed
due to IO error: [cannot decrypt null or empty string].
```

This issue occurs when the agent missed one or more previous major upgrades. For example, you stopped an agent that was on version 62.x and the current version is 65.x when you restart it. The automatic upgrade only supports upgrading from the previous major version, 64.x. Since your version is older than version 64.x, the automatic upgrade fails.

To resolve the issue, either reregister or reinstall the Secure Agent.

You can see the agent version in the Details tab of a Secure Agent:

Details	Audit Log
Agent Name: *	asCDIEHQILABS01
Platform:	Linux64
Host Name:	asCDIEHQILABS01
Status:	✓ Up and Running
Last Status Change:	Mar 1, 2023 10:14:27 AM
Created On:	Feb 6, 2023 10:23:46 AM
Updated On:	Mar 1, 2023 1:24:07 PM
Created By:	admin
Updated By:	agent
Version:	65.04
Upgrade Status:	Up-to-date
Last Upgraded:	Feb 15, 2023 7:29:53 AM

Secure Agent errors

I started the Secure Agent, but the status is inactive.

The Secure Agent might take a few minutes to start. The status refreshes every 5 seconds. If the Secure Agent does not become active, complete the following tasks:

- If your organization uses a proxy server to access the internet, verify that the proxy settings are set correctly.
- View the details in infaagent.log in the directory where you installed the Secure Agent.

The Secure Agent did not install or start correctly.

If the Secure Agent does not install or start correctly, complete the following tasks:

1. View the installation details in infaagent.log in the directory where you installed the Secure Agent.
2. View the application logs in the Event Viewer for a Secure Agent that runs on Windows.
3. From the Azure console, delete the resource group belonging to Secure Agent.

One of my services shows an error status after I restarted the service successfully.

If a service fails with an error status, the error status for the service might continue to display in the Agent Service Details after the service starts up successfully. The error stays on the page until an internal job that cleans up obsolete messages runs. You can ignore the error.

I am trying to uninstall the Secure Agent, but the Secure Agent status still shows "Up and Running."

When you uninstall the Secure Agent without first stopping the Secure Agent, the Agent Core and other services might continue to run for several minutes. To avoid this issue, stop the Secure Agent before you uninstall it.

After you uninstall the Secure Agent, delete the resource group belonging to that agent through the Azure portal. This shuts down the virtual machine, preventing further charges.

Troubleshooting a connection

Review the rules and guidelines for the connections. To find general information about connections, see *Connections*. To find connection-specific information, see the help for the appropriate connector.

Troubleshooting assets

I want to copy multiple assets, but the operation fails.

If you copy an asset and its duplicate with the suffix "Copy 1" into a folder where assets with the same name already exist and choose to keep both assets, Data Integration might not copy the assets.

For example, you want to copy "Mapping_1" and "Mapping_1-Copy 1" into Folder_2, but "Mapping_1" already exists in Folder_2. "Mapping_1-Copy 1" copies successfully, but "Mapping_1" might fail because both "Mapping_1" and "Mapping_1-Copy 1" now also exist in Folder_2.

Change the name of the conflicting assets and try again, or copy the assets one at a time.

Troubleshooting a task

You can view the number of rows that failed to load into the target when you view the details for a job. For more information about the reason for each failure, view the error rows file.

To view job details, in Data Integration, select **My Jobs** and then click the job name. You can also view job details in Monitor on the **All Jobs** or **Running Jobs** page.

You can find the error rows files in the following directory:

```
<Secure Agent installation directory>\apps\Data_Integration_Server\data\error
```

If a job does not complete, you can stop the job on the **All Jobs**, **Running Jobs**, or **My Jobs** page.

Task errors

My task failed to complete and the following message appears in the job details:

```
DTM process killed for workflow [wf_dss_<workflow id>] session [s_dss_<session id>]  
because agent is shutdown.
```

The Secure Agent that was running the task was stopped or restarted while the task was in progress.

My tasks are failing after I installed a 64-bit Secure Agent on Windows. The following message appears in the job details:

```
Failed to run job because of missing VC++ libraries on the machine that runs the Secure  
Agent.
```

The Secure Agent machine that runs the task is missing the `MSVCR.DLL` files. Install the Microsoft Visual C++ 2008 Redistributable Package (x86) on the Secure Agent machine.

My task failed to complete and the following message appears in the job details:

```
The DTM process failed to start due to [CreateProcess error=14001, The application has  
failed to start because its side-by-side configuration is incorrect. Please see the  
application event log or use the command-line sxstrace.exe tool for more detail].  
'Failed to run job because of missing VC++ libraries on the machine that runs the Secure  
Agent'
```

The Secure Agent machine that runs the task is installed on a Windows 2008 machine that is not correctly configured. Install the Microsoft Visual C++ 2008 Redistributable Package (x86) on the Windows 2008 machine.

The following error appears:

```
Unknown SQL datatype for field [<Object name.Field name>]. [<Number that represents the  
datatype>]
```

Data Integration does not recognize the data type of a source or target field.

Troubleshooting a mapping task

When I run a mapping task, the task fails with the following message:

```
TE_7073: Expecting Keys to be ascending.
```

This occurs when you configure an Aggregator transformation for sorted data, but do not sort the data earlier in the data flow. For some connection types, you can configure a Source transformation to sort data. You can also use a Sorter transformation.

Troubleshooting a mapping

Review the rules and guidelines for configuring a mapping.

I made a lot of changes to source field metadata that I want to revert. I tried the Synchronize icon, but nothing's happening. What's going on?

Synchronization does not restore field metadata that was updated in a Source transformation. You can manually update the field metadata. Or, you can start over: Clear and select source object or create a new Source transformation.

A field name conflict error message displays in a transformation. In the transformation, I created a field rule that renamed the incoming fields, but the error continues.

A field name conflict can continue throughout a mapping after the initial problem. Locate the transformation with the first field name conflict error message and rename the fields before they enter the transformation.

A mapping failed because the number of fields in the compiled mapping exceeded the threshold. What should I do?

Mappings can have up to 7,000,000 input and output fields.

If the mapping exceeds the limit, the following message appears in the mapping compilation log:

```
[LDTM_0502] The mapping [<mapping name>] failed because the number of fields in the compiled mapping exceeds the threshold: [7,000,000]. Number of fields: [<actual number>]. Create multiple mappings to process the data incrementally.
```

To resolve the error, create multiple mappings to process the complex data incrementally, and reduce the size of the mapping.

The Source transformation returns a JSON parsing error, even though my JSON file is good. What should I do?

When you select a JSON file in the source object, you receive the following error:

```
error [The file or partition directory [<path>/<JSON file>] is not valid. The parser encountere the following error while parsing the content: [Unexpected character 1 at 1]. Select a valid [Json] file or partition director.]
```

The error occurs when there is an array of primitives without a field name in the JSON file. For example, the following array causes a parsing error: `[10,20,30,40,50,0]`

The Source transformation parses the following array successfully: `{"numbers": [10,20,30,40,50,0]}`

As a workaround, wrap the top-level array in a struct element before reading the file in the Source transformation.

Troubleshooting scheduled tasks

The task does not run at the scheduled time.

A task does not run at the scheduled time if another instance of it is already running when the schedule tries to start the task. For example, you schedule a task to run every 5 minutes. The first task starts at 12 p.m., but does not complete until 12:06 p.m. The second instance of the task does not run at 12:05 p.m. because the first instance has not completed. Data Integration starts the next task at 12:10 p.m.

To resolve this issue, change the schedule to allow the task to complete before starting the next task run.

Troubleshooting security

I received the following security violation error:

There may have been a security violation while accessing the site. Verify that there are no malicious scripts running in your browser. This error also appears when you submit the form multiple times through a browser reload.

This error appears when you click an option on a page while the page is still loading from a previous click. Click the [Here](#) link to return to Data Integration.

When I try to view the details about an object, such as a connection or replication task, the Object Not Found page displays.

The object was recently deleted. The Object Not Found page appears when an object no longer exists. Refresh the page to display current objects.

Cleaning up Azure resources

Cleaning up the resource group associated with a Secure Agent is an important part of Azure troubleshooting or cleanup.

Every runtime environment consists of a Secure Agent with its own resource group. Clean up the resource group after you perform any of the following actions:

- You delete the Secure Agent. Deleting an agent from Data Integration does not clear the VM resources. To clear the resources manually, delete the resource group associated with the Secure Agent through the Azure portal.
You can delete a Secure Agent for any reason: it didn't install or start correctly, or you don't need the agent anymore.
- You are troubleshooting VM creation or startup errors. Use the deployment logs to help you locate the cause of the problem, and then remove the resource group.

Troubleshooting Azure VM

Where to look for errors on the Azure portal

Check for errors in your VM deployment on the Azure portal. You can locate your deployment using your deployment name, which is in the format: `IICS_Secure_Agent_Deployment_<VM name>_<random suffix>`. For example: `IICS_Secure_Agent_Deployment_myVM_89pfl`, where "myVM" is the name of your VM.

The Runtime Environments page shows "VM Creation Failed"

The Azure virtual machine could not be created. This may result in a partial deployment with orphaned resources for the VM that can incur cost.

Click the delete icon in the "VM Creation Failed" panel to clean up the state of the VM deployment in Data Integration.

Perform a cleanup before trying to create the VM again. For more information, see ["Cleaning up Azure resources" on page 11](#).

The Azure VM fails to start

If the Azure VM fails to start, use the Azure portal to troubleshoot and then perform a cleanup before trying to start the VM again. For more information, see ["Cleaning up Azure resources" on page 11](#).

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