Cloudera Octopai Data Lineage 1.0.0

Troubleshooting

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Troubleshoot connector extraction failures

Resolve common metadata extraction failures for Octopai connectors, including permission errors and how to collect logs for Cloudera Support.

About this task

If an error occurs during metadata extraction, work through the following steps before you contact support.

Procedure

1. Confirm that the application user or service account has the permissions required for this connector. See the connector prerequisites section in your connector guide.
2. Verify that the Octopai Client Windows user has read and write access to C:\Program Files (x86)\Octopai and its subfolders.
3. Collect log files from C:\Program Files (x86)\Octopai\Service\log. In the Octopai Client, open the log folder from the folder icon in the lower-left corner and select Log Files. Sort by Date Modified and locate the log that matches your connection ID.

   Figure 1: Example connector log folder

4. Send the logs to Cloudera Support with the connector number, connector name, and a short description of the failure.

Related Information

Verify extracted metadata files

Verify extracted metadata files

Confirm that a connector run produced metadata in the Cloudera Data Lineage target folder (TGT) on the Octopai Client host.

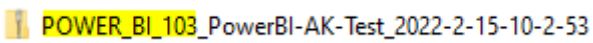
About this task

After a connector run completes, confirm that metadata was extracted and packaged correctly.

Procedure

1. On the server where the Octopai Client is installed, open the TGT folder. The default path is C:\Program Files (x86)\Octopai\Service\TGT.
2. Open the ZIP file named after the connector.

   Figure 2: Example connector archive in the TGT folder

3. Verify the quantity and quality of the files inside the archive.

What to do next

If the run succeeded but the archive is empty or incomplete, see Troubleshoot connector extraction failures and your connector-specific troubleshooting guidance.

Related Information

Troubleshoot connector extraction failures

Troubleshoot metadata upload failures (HTTP 403)

Resolve 403 (Forbidden) errors when Octopai Client uploads the metadata ZIP through File Manager after metadata extraction.

Before you begin

Confirm that metadata extraction succeeded and the ZIP file exists in the TGT folder on the host where Octopai Client is installed. See Verify extracted metadata files.

About this task

Metadata extraction completes successfully and the ZIP file is generated in the TGT folder on the host where Octopai Client is installed, but the upload step fails when the client uploads the ZIP to File Manager.

Typical log messages include:

```
Upload error: Response status code does not indicate success: 403 (Forbidden
).
```

```
UPLOAD ERROR Upload error: Response status code does not indicate success: 4
03 (Forbidden).
-> https://filemanager.[***REGION***].octopai.com/api/ofm/General/ZipUplo
adOC
```

An HTTP 403 (Forbidden) response means the request reached File Manager, but access was denied. A frequent cause is that the public outbound IP address of the host where Octopai Client is installed is not whitelisted for File Manager uploads. Portal or tenant changes can also require an updated whitelist.

Procedure

1. Identify the public outbound IP address of the host where Octopai Client is installed.
2. Contact Cloudera Support, provide the public IP address, and request that Cloudera Support whitelist the IP for File Manager uploads for your Cloudera Data Lineage portal.
3. After the IP is whitelisted, run the metadata extraction again and confirm that the upload completes without a 403 error.
4. If 403 (Forbidden) persists after whitelisting, work with your network or security team to verify outbound HTTPS to the File Manager upload URL in the log message. Verify that outbound traffic is not blocked or altered by:
   - Firewall restrictions
   - Proxy configuration
   - SSL inspection
   - Network security filtering or outbound HTTPS restrictions

What to do next

Failures during metadata extraction (before upload), permissions, or incomplete ZIP files are covered in Troubleshoot connector extraction failures.

Related Information

Troubleshoot connector extraction failures

Troubleshooting HMS connections

Resolve common failures when you test or run a Hive or Impala HMS connection in Octopai Client, such as Kerberos ticket, KDC, firewall, and WSL service-account errors.

Match the symptom to a cause and resolution, and confirm the details with your cluster administrator.

Symptom	Cause	Resolution
kinit: Password incorrect	Keytab is outdated because of a key version number (KVNO) mismatch	Ask your administrator for a new keytab file
Cannot contact KDC	VPN is off or krb5.ini is incorrect	Connect the VPN, and verify the realm and KDC with your administrator
Connection timeout to the database	Due to a firewall, an incorrect host or port, or the service is not running	Confirm the host, port, and network path with your administrator
no pg_hba.conf entry (PostgreSQL)	Client IP address is not allowed	Ask your administrator to add a rule in pg_hba.conf
auth_gssapi_client.so not found (MariaDB)	WSL MariaDB plugin is missing	Install libmariadb3 and set MysqlGssapiPluginDir
WSL Kerberos works in the desktop application but not as a service	Service runs as Local System or the wrong account	Reinstall the service under the local administrator user that owns WSL, and complete the WSL setup while logged in as that user
Oracle SQL or schema errors	Metastore schema or grants differ from the cluster defaults	Confirm the metastore schema and permissions with your administrator
Oracle Kerberos connection or authentication failure	sqlnet.ora folder is incorrect or missing	Verify OracleTnsAdminPath and sqlnet.ora with your administrator

Related Information

Configuring Hive or Impala connector with HMS as the metadata source

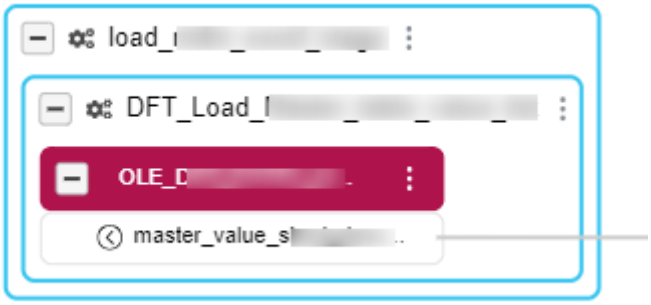
Non-Expansion Issues in E2E Column Lineage

The platform assesses the availability of more physical layer elements for expansion. If these elements are found, the expansion process smoothly carries on, ensuring a comprehensive E2E column lineage.

Note: The E2E Column Lineage feature exclusively displays connections between physical data objects that have been extracted and uploaded to Cloudera Data Lineage (formerly Octopai).

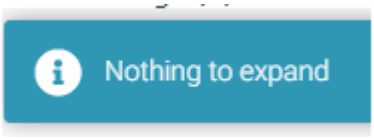
In the context of end-to-end (E2E) column lineage, Cloudera Data Lineage is programmed to expand the scope of analysis by incorporating additional physical layer elements along with the transformation or semantic layer elements.

Your action initiates the expansion discovery process. Upon an Expand action trigger, , the platform assesses the availability of more physical layer elements for expansion. If these elements are found, the expansion process smoothly carries on, ensuring a comprehensive E2E column lineage.



This indicator implies that there could be additional sources or targets associated with this column. By clicking on the icon, Cloudera Data Lineage will attempt to expand the lineage online and conduct a more comprehensive analysis.

In the event the platform cannot identify additional physical layer elements, it will alert you with a warning message and will not expand further. This warning is not a cause for concern. It simply means the expansion process is paused due to the current unavailability of additional physical layer elements. As a result, your E2E column lineage remains accurate and complete with the available data.



If the expansion icon is not displayed on the left side of the column, it indicates that no other sources or targets are linked to this particular column.