Troubleshooting

The aim of this **Troubleshooting Guide** is to help you to identify, diagnose and resolve common problems you may be experiencing with Kiuwan.

- Contact Kiuwan Technical Support
- Help with Kiuwan Errors
- Troubleshooting Tips
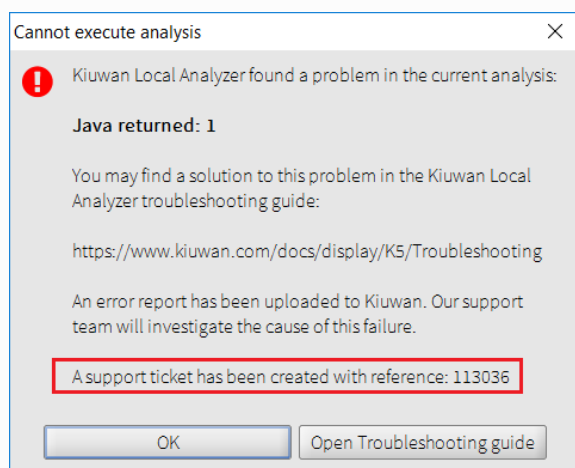
Contact Kiuwan Technical Support

> **(i)** **Technical Support Guide**
>
> If you need assistance with any of the steps, you cannot resolve your issue or you have any kind of question, please contact **Kiuwan Technical Support** for further help.
>
> Please read Kiuwan Technical Support Guide to contact us.
>
> Depending on the nature of the error, an error report will be uploaded to Kiuwan and a **support ticket** will be automatically opened (with a reference to a ticket ID).
>
> Please **provide the ticket id when you contact Kiuwan Technical Support**.
>
> **Cannot execute analysis** ✕
>
> ⊗ Kiuwan Local Analyzer found a problem in the current analysis:
>
> **Java returned: 1**
>
> You may find a solution to this problem in the Kiuwan Local Analyzer troubleshooting guide:
>
> https://www.kiuwan.com/docs/display/K5/Troubleshooting
>
> An error report has been uploaded to Kiuwan. Our support team will investigate the cause of this failure.
>
> A support ticket has been created with reference: 113036
>
> [OK]   [Open Troubleshooting guide]
>
> We will be happy to help you !!

Help with Kiuwan Errors

Most Kiuwan errors usually appear during the analysis process.

The reasons can be of different nature and Kiuwan will show you what the reason is and how to solve it (the vast majority of the problems are due to configurations that can be solved very easily).

- If you are using **Kiuwan Local Analyzer** in Graphical User Interface mode (**GUI**), visual help and tips will be shown indicating the reason of the problem and a link to this guide to help you on how to solve it

- If you are using **Kiuwan Local Analyzer** in Command-Line Interface (**CLI**), errors are reported in two ways:
  - Through messages to standard output indicating the reason for the problem

- Through return codes (please visit Local Analyzer Return Codes Deprecated for a full description of return codes)

- In case the problem is produced **in the cloud** after running the analysis and executing the 2nd phase (metrics and indexes calculation), the **analysis log page** will indicate the reason for the problem.
  - You can find help on Kiuwan Analysis Error Code Reference (Analysis Error Code Reference)

ⓘ **Error Code Reference for Kiuwan (AN errors)** :

- Visit Analysis Error Code Reference for description on errors after analysis (so-called AN errors)

Kiuwan Local Analyzer Exit Codes :

- Visit Kiuwan Local Analyzer Exit Codes for description on exit code and errors during KLA execution.

Frequently Asked Questions (FAQs) :

- Please visit FAQs - Frequently Asked Questions

Troubleshooting Tips

Title	Creator	Modified
SSO - Form-based authentication fails	Giulia di Pietro	Aug 24, 2023
SSO - HTTP authentication fails	Giulia di Pietro	Aug 24, 2023
SSO - WIA is not working	Giulia di Pietro	Aug 24, 2023
SSO - Cannot authenticate with credentials	Giulia di Pietro	Aug 24, 2023
Basic Authentication Error when Exporting Action Plan to Atlassian JIRA	Giulia di Pietro	Aug 24, 2023
How does Kiuwan support XML	Kiuwan Editor User	Aug 24, 2023
Limit for Analyzed LOC last 24h has been Reached	Kiuwan Editor User	Aug 24, 2023
How to Configure an Additional Email Address for Analysis Notifications	Kiuwan Editor User	Aug 24, 2023
Avoid Hard-coded or In-comment Passwords in Code	Kiuwan Editor User	Aug 24, 2023
Temporal License not Valid yet	Kiuwan Editor User	Aug 24, 2023
Certificate is Valid but does not Belong to a Known Accepted Server	Kiuwan Editor User	Aug 24, 2023
The Downloaded Model does not Support any of the Discovered Languages	Kiuwan Editor User	Aug 24, 2023
Engine Update Cancelled by a Blocking Process	Kiuwan Editor User	Aug 24, 2023

Kiuwan Local Analyzer Does not Start after Automatic Upgrade	Kiuwan Editor User	Aug 24, 2023
Kiuwan Cloud Services Error	Kiuwan Editor User	Aug 24, 2023
Cannot start Kiuwan Local Analyzer under Linux or OS X	Kiuwan Editor User	Aug 24, 2023
Basic Authentication Error : Proxy Returns HTTP1.1 407 Proxy Authentication Required	Kiuwan Editor User	Aug 24, 2023
Analysis Finished with Error in Kiuwan Log Page	Kiuwan Editor User	Aug 24, 2023
Analyses are very Slow in Unix Linux, or Halt when Uploading Results to Kiuwan	Kiuwan Editor User	Aug 24, 2023
Account Limits Over Quota	Kiuwan Editor User	Aug 24, 2023
No Analyzable Extensions Found	Kiuwan Editor User	Aug 24, 2023
Cannot Import CSV Kiuwan Reports into Microsoft Excel	Kiuwan Editor User	Aug 24, 2023
Java Returned 1	Kiuwan Editor User	Aug 24, 2023
Not enough Memory	Kiuwan Editor User	Aug 24, 2023
Out of Memory	Kiuwan Editor User	Aug 24, 2023
Timeout Killed the Subprocess	Kiuwan Editor User	Aug 24, 2023
How to Export a Model and Import into another Kiuwan Account	Kiuwan Editor User	Jun 13, 2023
How to Deactivate a Rule	Kiuwan Editor User	Jun 13, 2023
Local Analyses or Upgrade Get Blocked	Kiuwan Editor User	Dec 11, 2019