OPTIMATE INTEGRATOR FOR PI SYSTEM TO SPLUNK

Known Issues

A simple search with valid date range returns no results.

The simple search below returns no results:

```
host=<pi server> hosttype=pi query=cdt158
```

To correct this, ensure `index=pi` is a field at the start of the search. Without the `index=pi` clause the Integrator will not run, and no results will be returned.

Change the search to:

```
index=pi host=<pi server> hosttype=pi query=cdt158
```

No PI Servers are visible in the settings page.

Cause 1:

The available servers in the settings page may not display correctly when using Chrome due to Chrome's caching functionality. To correct this, press CTRL+F5 on the keyboard to refresh the webpage with a cleared cache.

Cause 2:

The PI Web API has not been setup to crawl the PI Server or the target database on the server. Refer this issue to the PI Administrator, the PI databases must be crawled.

Cause 3:

If an error message "Whitelisted Servers are required" is displayed, there are two potential issues.

1. Java JRE/JDK is not installed.

   Please installed the latest Java JRE/JDK.

2. JAVA_HOME and JRE_HOME have not been set properly on the Splunk server.

   To set these variables:

   Linux
   ```
   export JAVA_HOME=/usr/java/jdkfoldername
   export JRE_HOME=/usr/java/jdkfoldername
   ```

   Windows
   open cmd prompt
   ```
   setx JAVA_HOME "C:\Program Files\Java\jdk1.8.0"
   setx JRE_HOME "C:\Program Files\Java\jdk1.8.0"
   ```

   Close and reopen command prompt to check the environment variables have been properly applied.

A search returns more results than expected

A search can return more results than expected if the search string contains a wildcard or anything interpreted as a wildcard. The most likely reason is the inclusion of a space in a search term sent to the PI Web API. Refer to the following examples:

```
index=pi host=<pi server> hosttype=pi query="Tag One Temperature OR Tag Two
Temperature"
```

Such a search would return all tags that have names containing: 'Tag', 'One', 'Two' or 'Temperature'. In the case of a PI DA search, the space characters in the tag names need to be escaped with parenthesis. The new search becomes:

```
index=pi host=<pi server> hosttype=pi query="(Tag One Temperature) OR (Tag
Two Temperature)"
```

The same problem exists within PI AF searches. The following example returns all events for elements with descriptions containing 'Boiler' or 'b-2*':

```
index=pi host=pi-development hosttype="af" database=nugreen
query="description:Boiler b-2*"
```

To obtain events matching the description pattern 'Boiler b-2*', double forward slashes (//) can be used to escape the space character:

```
index=pi host=pi-development hosttype="af" database=nugreen
query="description:Boiler// b-2*"
```

Field extraction is not functioning properly

On some Splunk version 6 instances the fields are not extracted properly on a search return.

Run the search 'index=pi' and check the output. If that search returns no value field, run 'index=pi | makemv _raw delim="~"' and the value field should appear.

No records are returned when I use Multisearch

Multisearch allows you to run multiple searches at a time but unfortunately it does not support External Results Providers (ERP's).