

CloudByte Troubleshooting Article

Instead of displaying graphs, ElastiCenter shows the message *Invalid data*

Issue

In pages where Graphs ought to appear, I see a message *invalid data* throughout ElastiCenter. For example, in the Storage Volume page, as shown in the following screen:



Cause

Graphs in CloudByte ElastiCenter are rendered using Adobe Flash. ElastiCenter may display *Invalid data* message if

- Adobe Flash Player is not installed.
- Your browser is not compatible with Adobe Flash.
- You do not have the latest version of Adobe Flash.

Solution

Install or upgrade Flash Player on the browser.

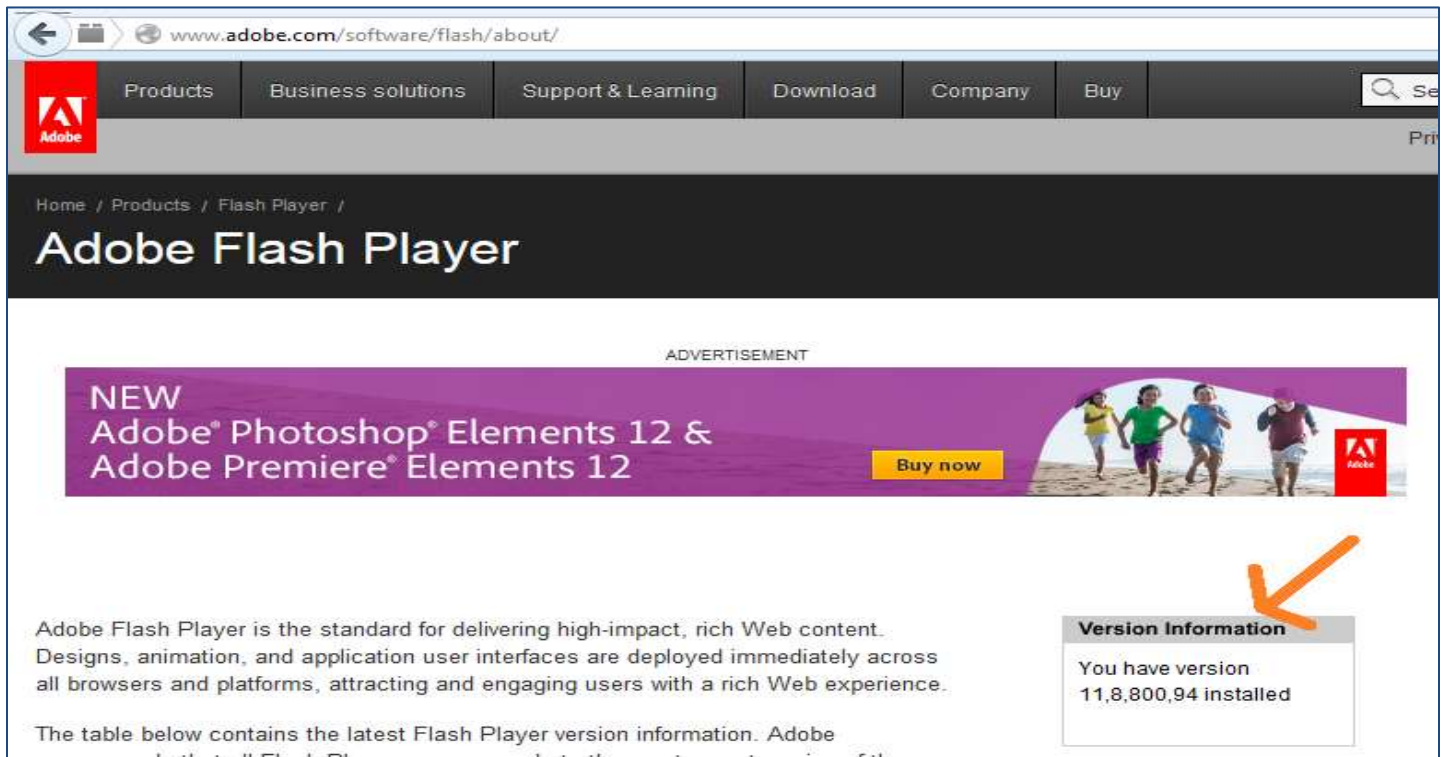
Before you proceed, ensure that you are using the latest version of Mozilla Firefox.

Verifying if you have the latest version of flash

Open Mozilla Firefox and ensure that a compatible Flash Player plugin is installed, by visiting the following URL:

<http://www.adobe.com/software/flash/about/>

The version of installed Flash plugin appears in the Version Information section as shown in the following screen:



If the Flash Plugin is not installed on your machine or if the plugin is out of date, the Version Information is not displayed.

Installing or upgrading

1. Go to the following URL:
<https://support.mozilla.org/en-US/kb/install-flash-plugin-view-videos-animations-games>
2. Perform the procedures detailed in the document.

Restart the browser and login again into CloudByte ElastiCenter and ensure that the graphs are displayed.

