

Ansys Minerva Troubleshooting Guide

Ansys

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Release 2025 R1
January 2025

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Published in the U.S.A.

Table of Contents

1. Data Management Issues 1
1.1. Error uploading files to Data view when using Firefox 1
1.2. 'Deadlock' error when uploading files 2
1.3. 'Maximum Request Length Exceeded' when uploading files 3
1.4. [object Object] error when uploading a folder with a Microsoft Office file 3
1.5. Metadata extraction is not working 3
1.5.1. Checking Conversion Task Logs 4
1.5.2. Checking the Metadata Extraction Service Log 6
1.5.3. Testing the Metadata Extraction Configuration 6
1.5.4. Metadata Extraction Not Working at All 11
1.5.5. Metadata Extraction Partially Working 13
1.5.6. Workbench Metadata Extraction Failing 15
1.5.7. Metadata Extraction Status of Some CAD Files is 'Completed with Errors' 16
1.5.8. Metadata Extraction Failing for Electronics Desktop Files 17
1.5.9. Configuring the HOOPS License Key 17
1.5.9.1. Using the HOOPS License Tool 17
1.5.9.2. Manually Configuring the HOOPS License Key 19
1.6. Conversion Server Tasks Stop Processing 20
1.7. Data folder 'Locked By Someone Else' 21
2. Job Submission Issues 23
2.1. Placeholder data not available for Ansys optiSLang job 23
2.2. Systems not available for AEDT job 24
3. Usability Issues 27
3.1. Features not working: 'No License' error 27
3.2. Error launching Ansys Minerva on Firefox: "Cannot access Oauth Server due to CORS policies" 27
3.3. Search box not working 28
3.4. Wrong folder being opened 29
3.5. Shift+select not working properly 29
3.6. Icons missing in Digital Thread diagram 29
3.7. New or revised applications not showing up on Applications page or Run menu 29
4. Application Requirements for Custom Metadata Extraction 31
4.1. Running Metadata Extraction 31
4.2. The Ideal Application for Custom Metadata Extraction 32
4.3. Common Issues and Solutions 32
4.3.1. Running the Application Once 33
4.3.2. Running in Background/Server/Automation Mode 33
4.3.3. Licensing/License Agreement Issues 33
4.3.4. User-Specific Directories 33
4.3.5. Temp Directories 34
4.3.6. Environment Variables 34
4.3.7. Error Handling 34
4.3.8. Screen Access for 2D/3D Image Generation 34
4.3.9. Reentrancy 35
4.3.10. COM and Other Interop Restrictions 35
4.3.11. Network Resources 35
5. Issues Related to Applications 37
5.1. Some Ansys Applications May Fail to Run 37
6. Known Issues and Limitations 39
7. Logs 49

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7.1. Ansys Minerva Logs 49
7.2. Distributed Compute Gateway Logs 52
7.3. Enabling Stack Traces with Errors 52

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Chapter 1: Data Management Issues

This section describes issues that you may experience when uploading, accessing, or editing data in Ansys Minerva, and provides information on how to resolve those issues.

1.1. Error uploading files to Data view when using Firefox

1.2. 'Deadlock' error when uploading files

1.3. 'Maximum Request Length Exceeded' when uploading files

1.4. [object Object] error when uploading a folder with a Microsoft Office file

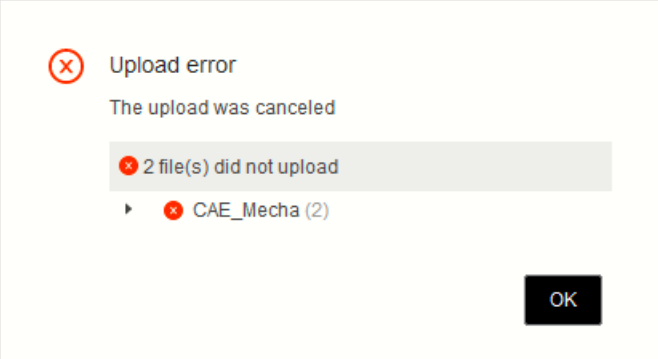
1.5. Metadata extraction is not working

1.6. Conversion Server Tasks Stop Processing

1.7. Data folder 'Locked By Someone Else'

1.1. Error uploading files to Data view when using Firefox

When using the Firefox browser, uploading files or folders to the Data view may result in an 'Upload error'. For example:



This is caused by a failed CORS request in Firefox.

The Cross-Origin Resource Sharing (CORS) policy is a security mechanism that prevents access to a website from sources other than the server on which the website is running.

Firefox does not trust certificate authorities in the Windows Certificate Store by default. This can result in failing CORS requests in Firefox.

To resolve this issue:

1. In Firefox, click ☰ and select **Settings**.
2. In the search box, type **`certificates`**, then click **View Certificates**.

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3. In the **Certificate Manager**, select the **Servers** tab.
4. Click **Add Exception**.
5. In the **Add Security Exception** dialog, enter the URL of your Ansys Minerva server.
6. Click **Get Certificate**.
7. Click **Confirm Security Exception**, then click **OK**.
8. Relaunch Ansys Minerva and sign in.

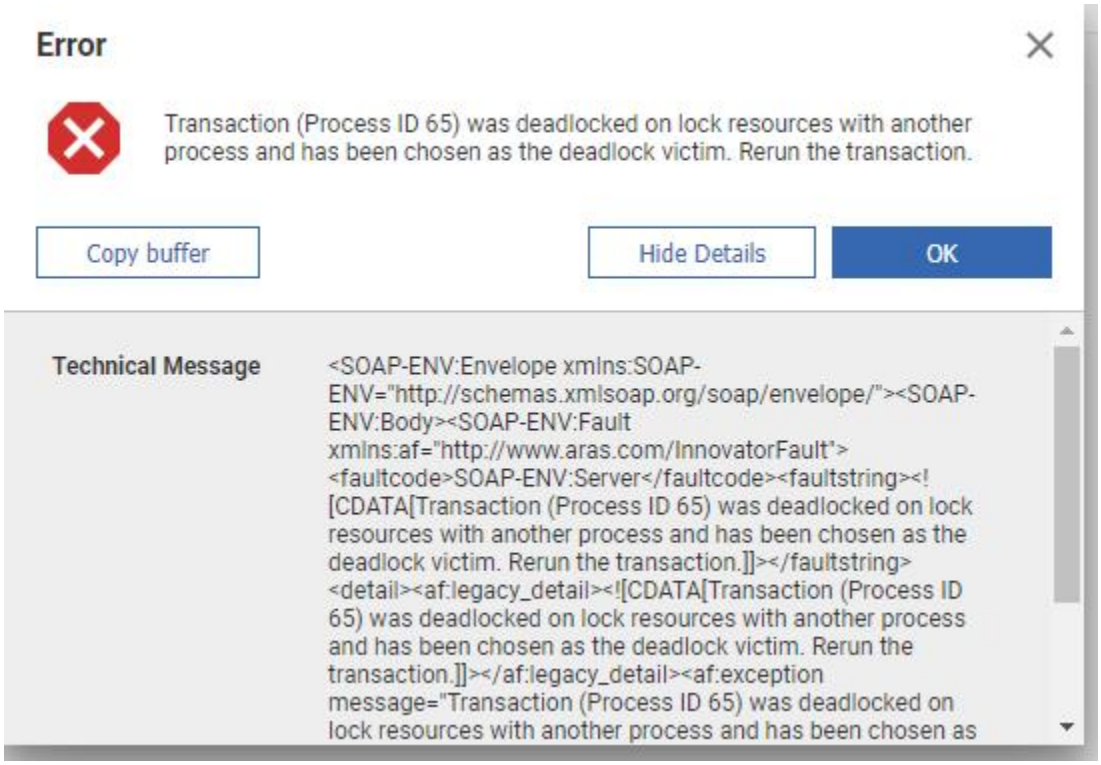
Note:

If you have a multi-node installation (for example, OauthServer is on a different machine), you must add an exception for each corresponding URL.

Related: Error launching Ansys Minerva on Firefox: "Cannot access Oauth Server due to CORS policies" (p. 27)

1.2. 'Deadlock' error when uploading files

When an upload is in progress, attempting to upload more files to the same directory may result in a 'deadlock' error similar to the following:

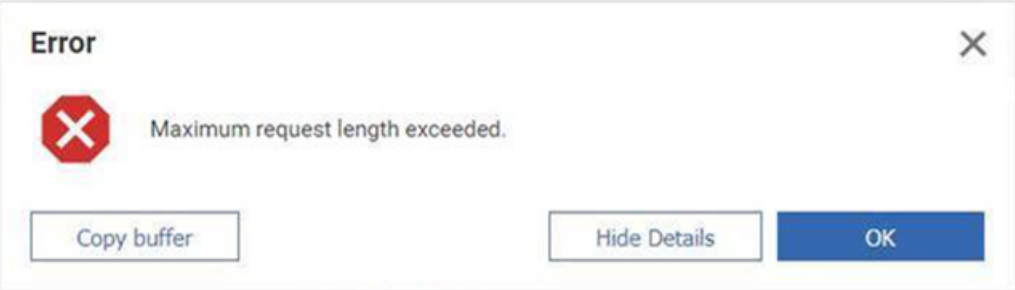


To resolve this issue, allow the first upload to complete and then retry the second upload.

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1.3. 'Maximum Request Length Exceeded' when uploading files

Uploading a large number of files simultaneously to the repository may result in the following error:



To resolve this issue, upload the files in smaller batches.

1.4. [object Object] error when uploading a folder with a Microsoft Office file

When uploading a folder containing a file that is currently open in a Microsoft Office application (Excel, for example), the upload may fail in some cases. The following error is displayed:



This is due to a hidden lock file in the folder which is generated by the Microsoft Office application.

To resolve this issue, close the file and try the upload again. Or, upload the file individually.

1.5. Metadata extraction is not working

You may notice after uploading a file that metadata is not available in the file view, or that the metadata extraction status is 'Failed', 'Discarded', or 'Completed with Errors' (see Viewing the Status of Metadata Extraction).

First you may want to retry the extraction (see Retrying Metadata Extraction).

If a retry attempt is unsuccessful, an administrator must troubleshoot the cause of the error.

It is assumed that an administrator has completed the steps in Metadata Extraction in the *Ansys Minerva Configuration Guide*. For information about requirements and issues related to running external applications with Metadata Extraction, see Application Requirements for Custom Metadata Extraction (p. 31).

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Refer to the following troubleshooting topics:

1.5.1. Checking Conversion Task Logs
1.5.2. Checking the Metadata Extraction Service Log
1.5.3. Testing the Metadata Extraction Configuration
1.5.4. Metadata Extraction Not Working at All
1.5.5. Metadata Extraction Partially Working
1.5.6. Workbench Metadata Extraction Failing
1.5.7. Metadata Extraction Status of Some CAD Files is 'Completed with Errors'
1.5.8. Metadata Extraction Failing for Electronics Desktop Files
1.5.9. Configuring the HOOPS License Key

See Also: Conversion Server Tasks Stop Processing (p. 20)

1.5.1. Checking Conversion Task Logs

When a file is uploaded, a Conversion Task is created based on enabled Conversion Rules. Each Conversion Task represents one file being converted by a Conversion Server.

The following types of logs are generated when a conversion takes place:

- Conversion server logs
- Metadata Extraction service logs
- Solver logs (if applicable)
- Standard output (`stdout`) and standard error logs (`stderr`)

Information from these logs is displayed in a single, structured log file in the Conversion Task, enabling you to identify errors and the phase in which they occurred.

Note:

Peak Memory statistics are collected when conversion processes are running, which may be useful when analyzing long-running processes. However, processes that complete quickly may not have these statistics collected.

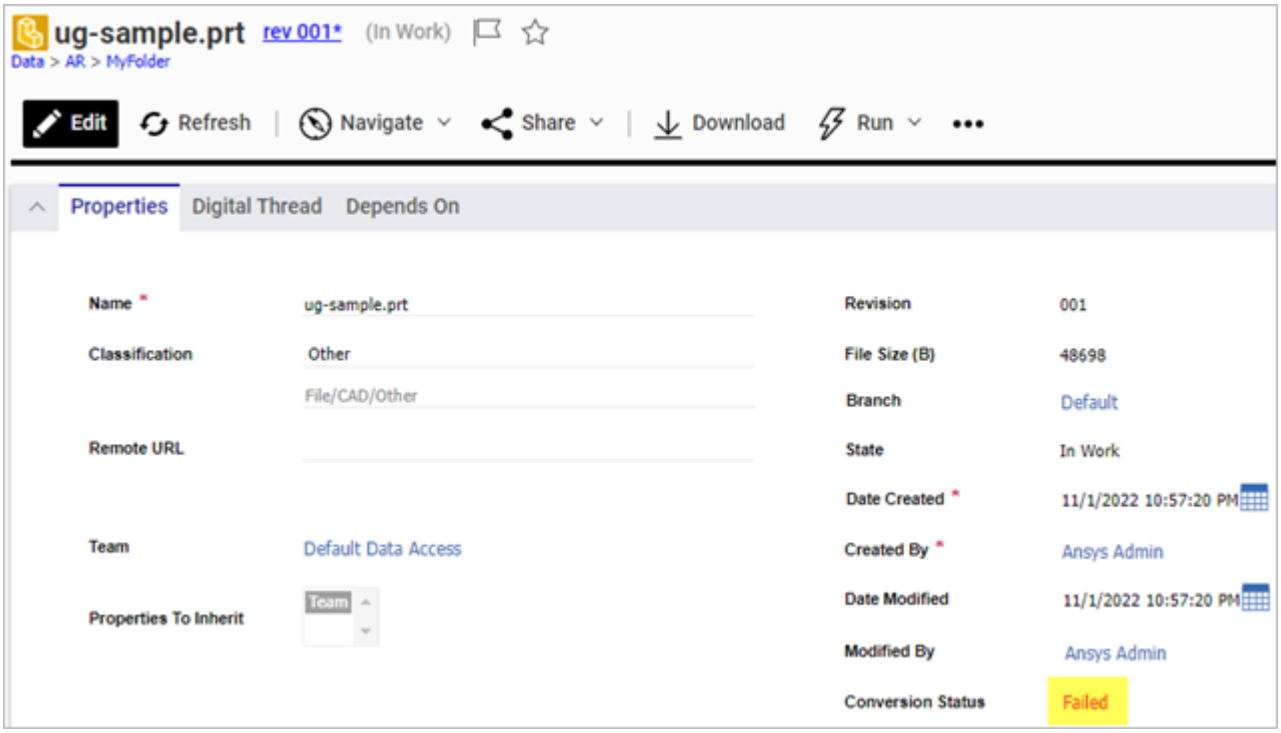
To view a Conversion Task, you must belong to the Administrators identity or have permission to access it.

Accessing Conversion Task Logs from a File View

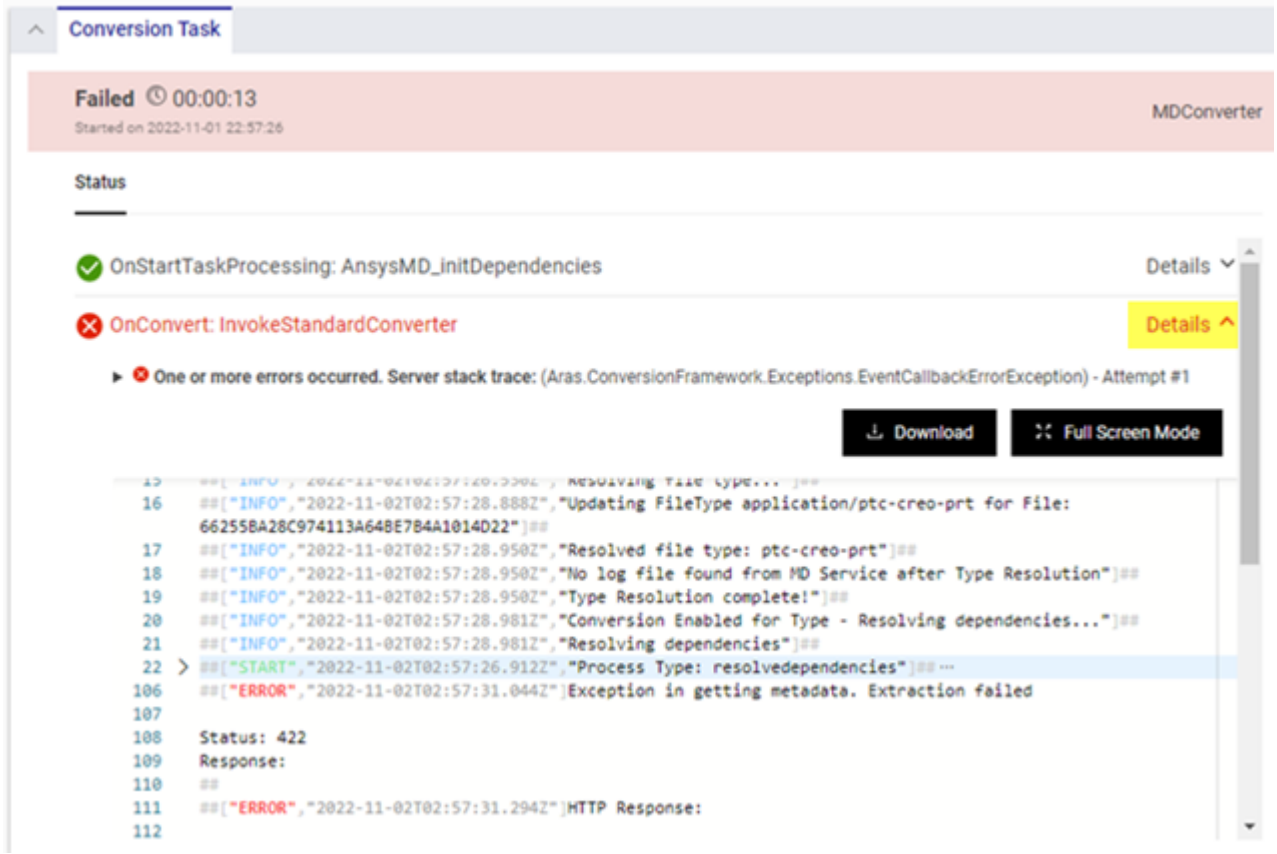
To access a Conversion Task and associated logs from a file view:

1. Open the file. In the file view, on the **Properties** tab and click the **Conversion Status** value:

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2. In the **Conversion Task** view, click **Details** to view available logs and errors:



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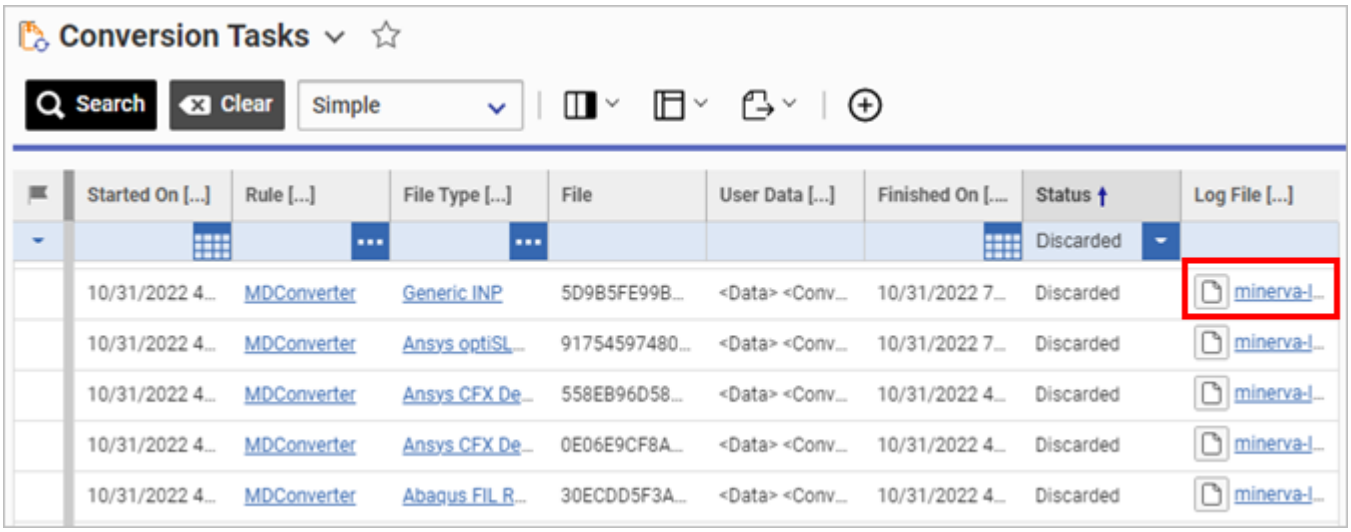
- To expand the details view to full screen, click **Full Screen Mode**. To exit Full Screen Mode, press **Esc** on your keyboard.
- To download a log file containing the logging information, click **Download**. Once downloaded, you can then open the file in a text editor such as Notepad.



Accessing Logs for All Conversion Tasks

To access all Conversion Tasks, select **Administration** → **File Handling** → **Conversion Tasks**.

To download and view the log file for a file's Conversion Task, click the `minerva-log-`*`fileID`*`.log` file in the **Log File** column:



1.5.2. Checking the Metadata Extraction Service Log

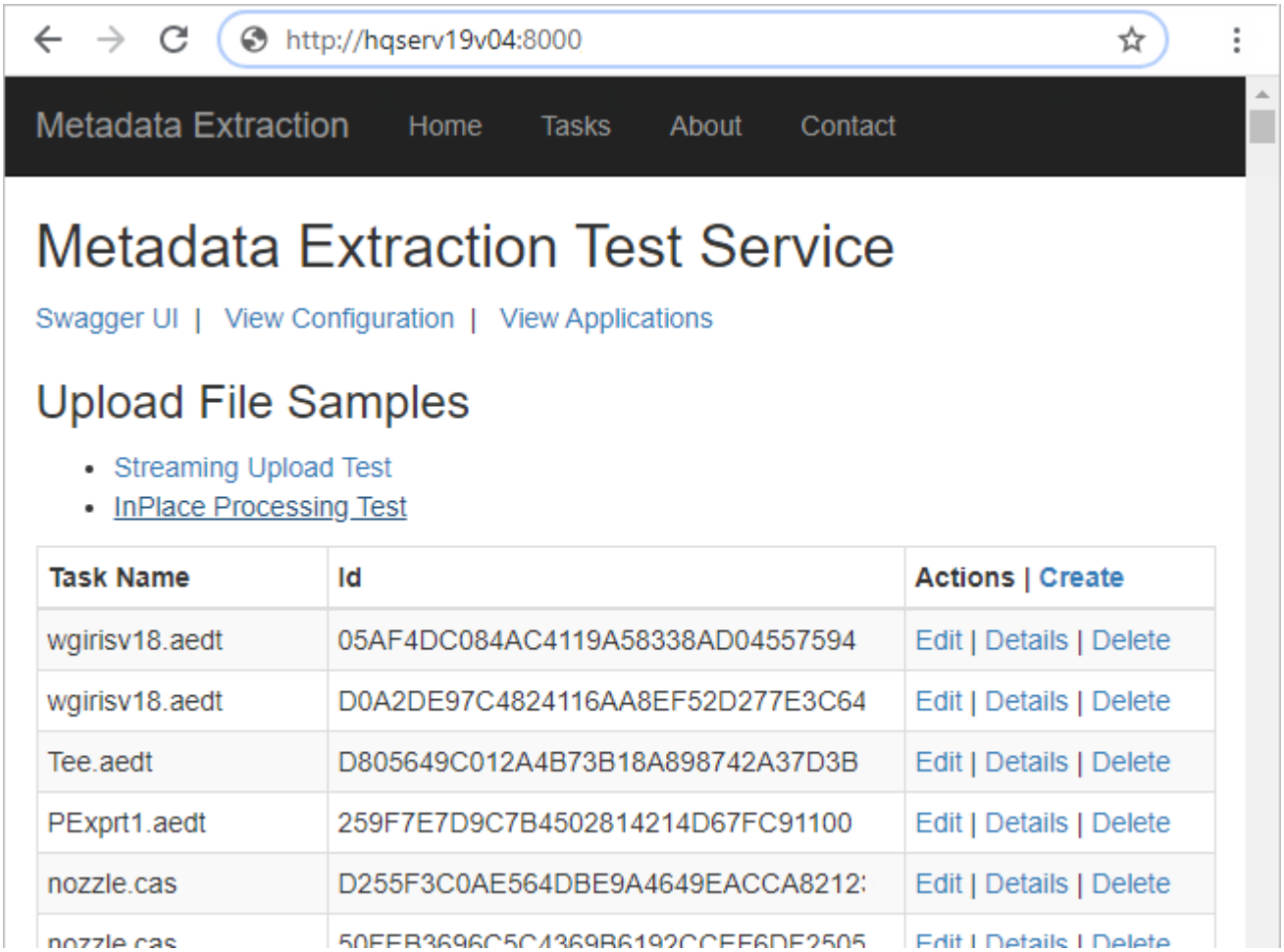
The Metadata Extraction service produces a log file once a day. By default, it is written to the **C:\AMtemp\MDE\MDSlog** folder. Its filename takes the format `ansysmdsvc-YYYYDDMM.txt`.

The Metadata Extraction service log may provide more insight into the cause of an extraction error as it shows the actual command line that was executed and may include errors that were not captured in other log files.

1.5.3. Testing the Metadata Extraction Configuration

A Metadata Extraction Test Service is available on the port configured for metadata extraction (by default 8000). Use it to upload sample files and test metadata extraction in real time:

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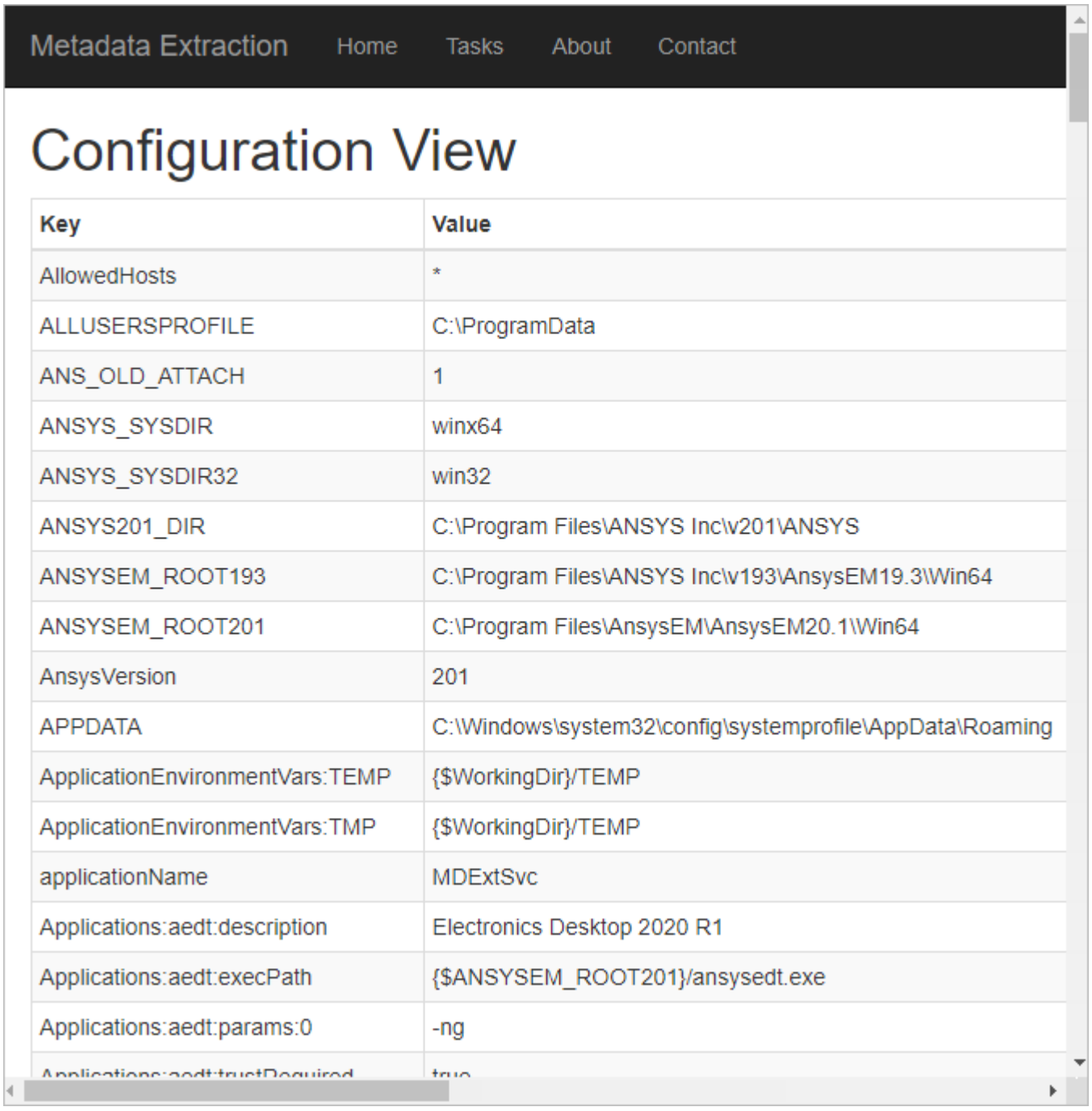
You can use the service to view information about your configuration, which can help you pinpoint issues related to the execution of applications and processes. For example, if an application needed for metadata extraction is not launching, it may be because an environment variable or an executable path is not set correctly.

Configuration View

To view information about your configuration, click **View Configuration** on the **Metadata Extraction Test Service** page.

The **Configuration View** shows the resolved values for application keys used in the metadata extraction process. Note this view only reports the configured values — it does not test their validity. For example, it does not test to see whether a file exists in a configured location.

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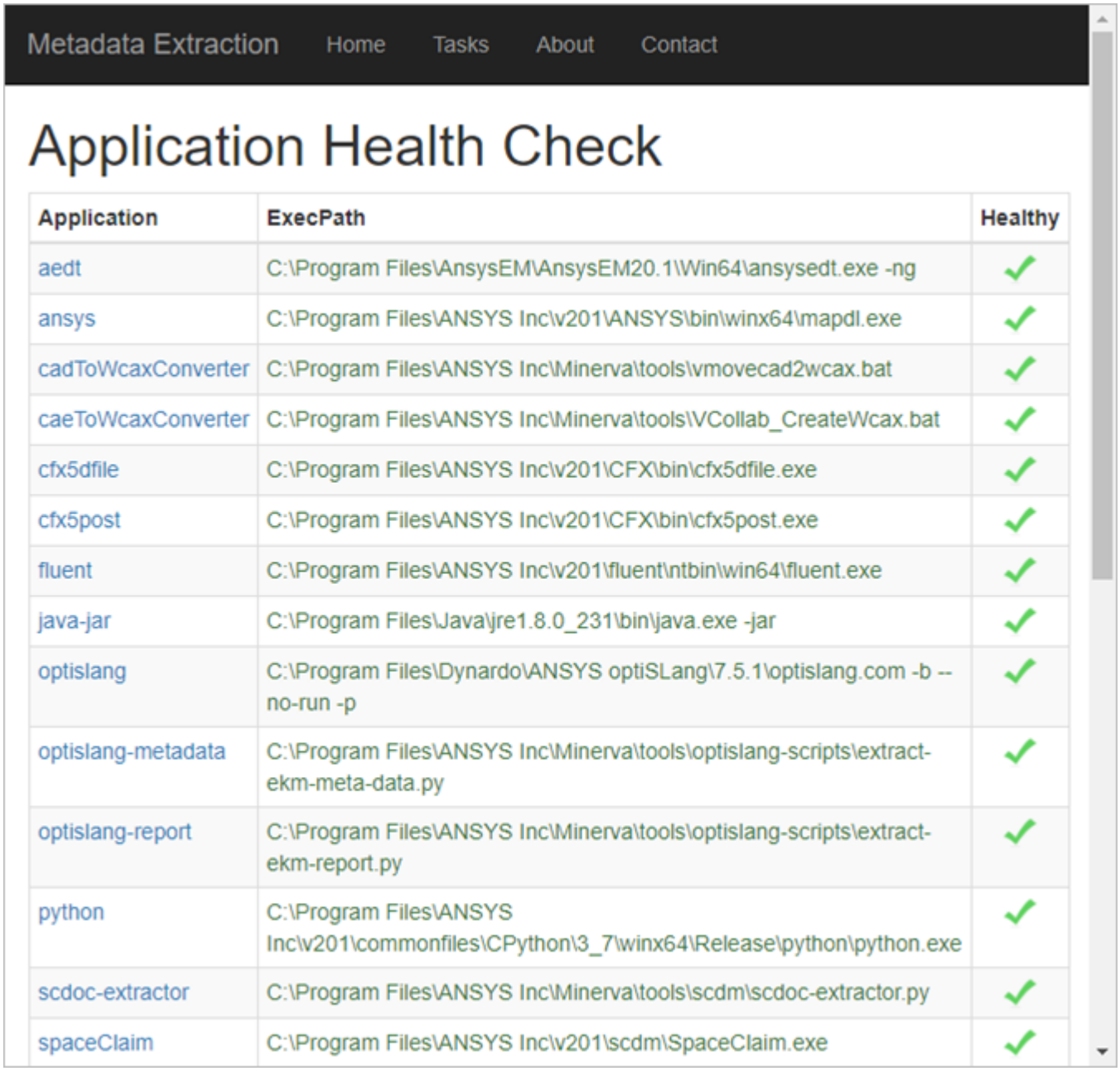


Application Health Check

To view the health and configuration of applications, click **View Applications** on the **Metadata Extraction Test Service** page.

The **Application Health Check** page provides an overview of the health of applications used for metadata extraction:

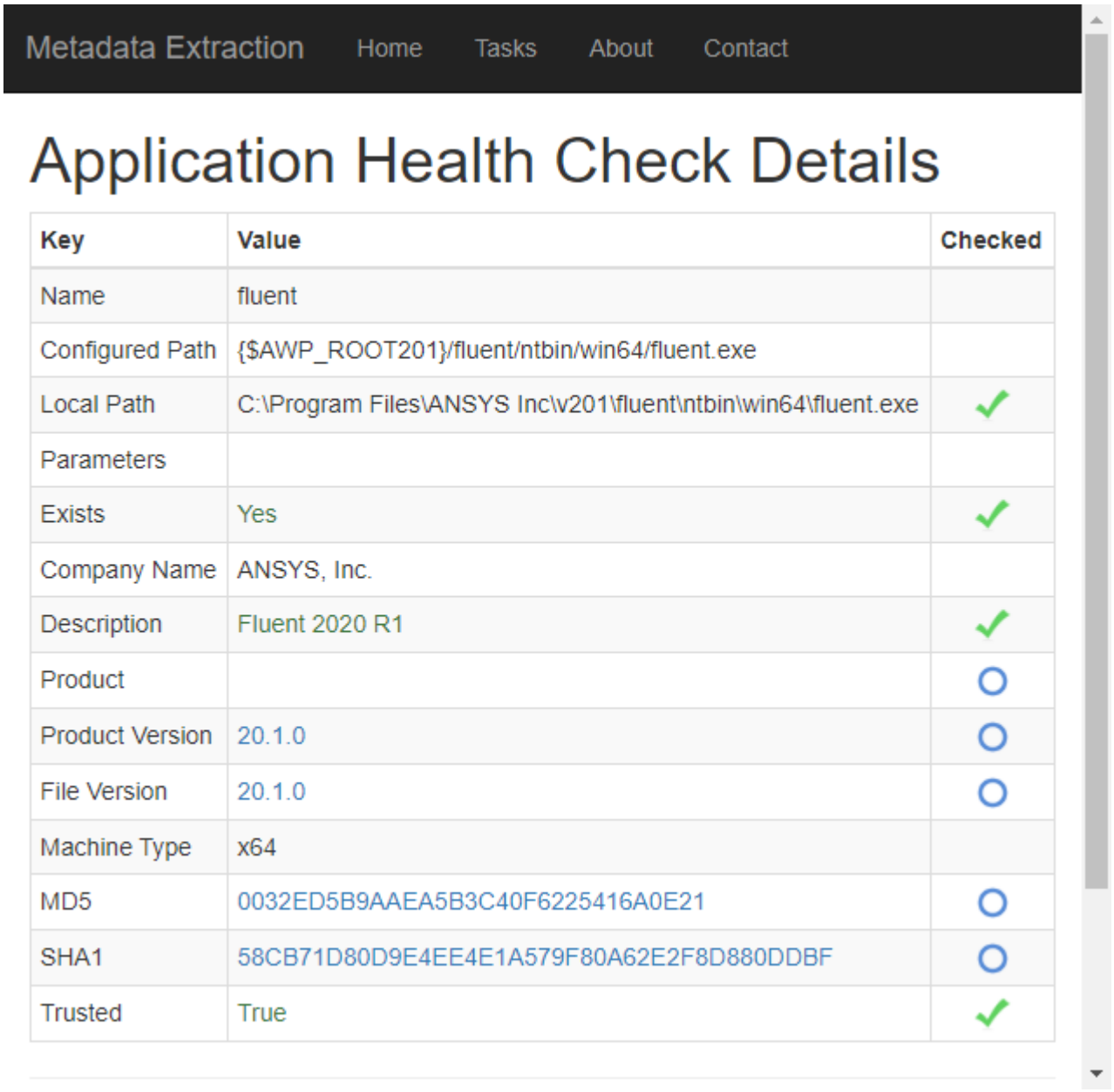
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To view configuration details for a specific application, click the application name.

The **Application Health Check Details** page tests the validity of an application's configuration by expanding environment variables, checking if files exist, and so on.

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Test results are shown for each value:

- ✓ The value passes the test and is correct. Properties such as **Local Path**, **Exists**, and **Trusted** are key indicators of an application's validity.
- ✗ The value is incorrect.
- ○ The value is either not configured or not checked (because there is no configured value to check against). For example, checksum values are not typically configured for the **MD5** and **SHA1** properties, so the checksums shown are informational only.

Some properties may not have a value. For example, the **Description** property may be empty for a Python script because the description is part of the properties of the executable. You could therefore configure an **MD5** value to check that the script being used is the correct one.

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When a value is reported as incorrect, check the **Message** field for detected issues. Possible error messages include:

Error Message	Description
No Configuration found for application {appName} - check configuration files	The application configuration is not found for the specified name
Error: Exec Path contains invalid characters or is not rooted to a drive!	The `execPath` variable contains unexpected values
Error setting fullExecPath	The `execPath` value contains an unknown environment variable or cannot be converted to a valid path
Error - unknown error reading execApp name	The `execApp` name cannot be read
Error - no execApp configured and not execPath configured - must be one or the other	The application configuration must either reference another application by setting an `execApp` value or contain the path to an application to execute
Neither execPath nor fileParam has a value!	To be valid, the application configuration requires either a path to the executable or a path to a file (for example, a python script)

1.5.4. Metadata Extraction Not Working at All

Some possible reasons that metadata extraction will not work at all:

- **The local user account used for metadata extraction does not have administrator rights.**

  In this case, the following error is displayed: **Error logging in as User <MD Service User>**.

  To resolve this issue, add the Metadata Extraction service user to the local Administrators group.

- **The file type that you are viewing does not support metadata extraction.**

  For a list of supported file types, see Metadata Extraction on Upload in the *Ansys Minerva User's Guide*.

  If you want to extract metadata from custom file types, see Extracting Metadata from Custom File Types in the *Ansys Minerva Configuration Guide*.

- **The Metadata Extraction service cannot access VCollab or Ansys applications.**

  This can happen, for example, if VCollab is installed in a non-default location, or you are using an older version of Ansys. In such cases you must create a custom configuration file for the Metadata Extraction service to use. See Specifying Custom Metadata Extraction Settings in the *Ansys Minerva Configuration Guide*.

  For more information about what the Metadata Extraction service requires to run, see Requirements for Metadata Extraction in the *Ansys Minerva Installation Guide*.

  Note that metadata extraction from optiSLang and CFX files requires some additional configuration, as described in Metadata Extraction in the *Ansys Minerva Configuration Guide*.

- **Metadata Extraction licenses are not available.**

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See Installing Metadata Extraction Licenses in the *Ansys Minerva Installation Guide*.

- **The VCollab license is not available or valid.**

  A valid VCollab license must be present in the `VCOLLAB_INSTALL_DIR\License` directory.

- **Feature licenses are not activated.**

  Conversion features are among the Aras Innovator features that require a specific feature license to run. See Activating Aras Innovator Features.

- **The default time zone in the CorporateTimeZone variable is changed.**

  Changing the default time zone in the **CorporateTimeZone** variable may cause metadata extraction to fail. To avoid this issue, make sure to restart the `Aras Innovator Agent (ArasInnovatorAgent)` service after updating the time zone.

- **The Conversion Server Priority is not set properly.**

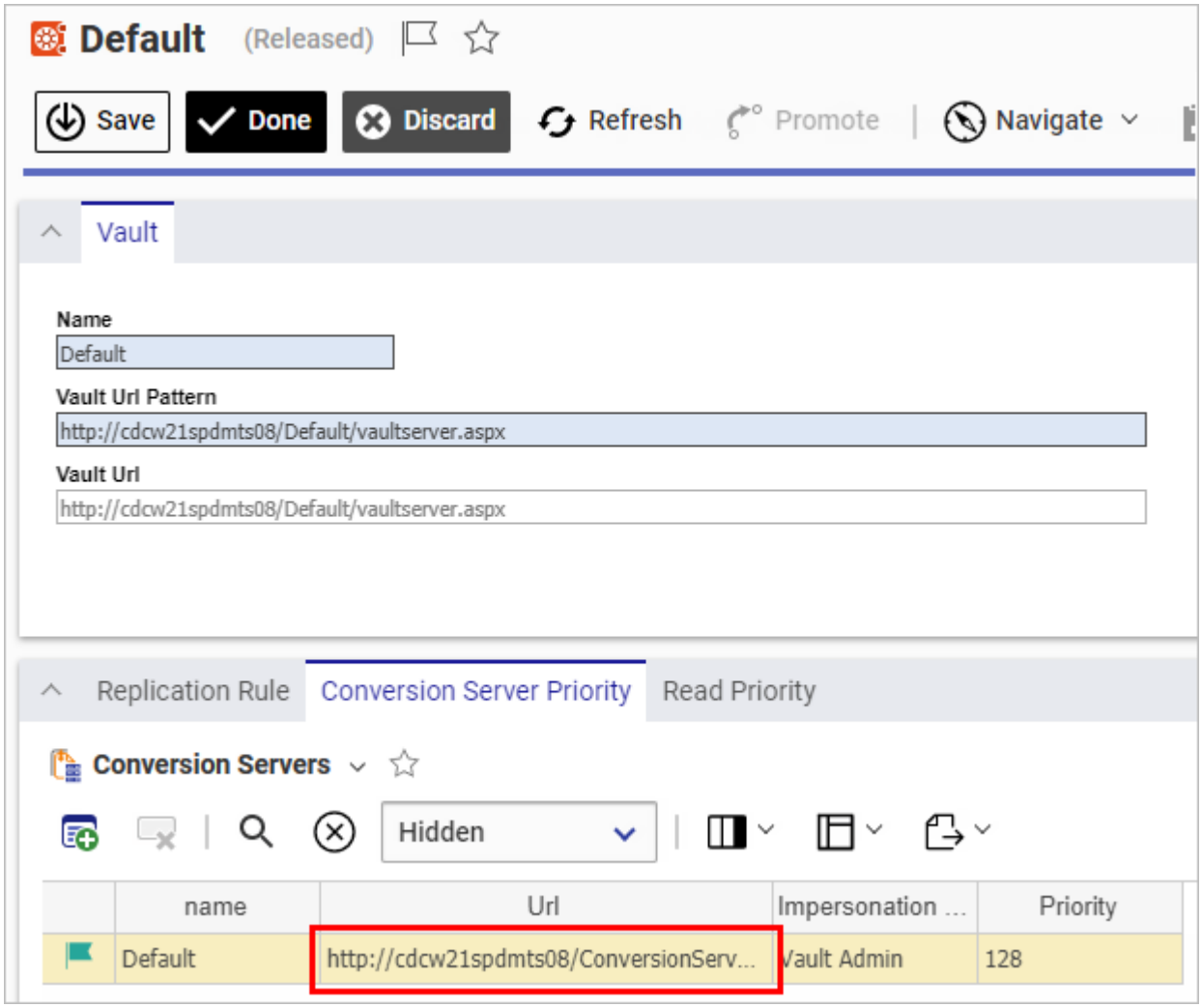
  The following error is an indication of this issue:

  ```
  Aras.ConversionFramework.Exceptions.ItemErrorException:
  Conversion from type 'DBNull' to type 'String' is not valid.
  ```

  To check the Conversion Server Priority:

  1. Select **Administration** → **File Handling** → **Vaults**.
  2. Open the **Default** vault.
  3. Click **Edit**.
  4. On the **Conversion Server Priority** tab, check to make that the **URL** field is populated with the URL of the Vault Server (this field cannot be blank):

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See Also: Conversion Server Tasks Stop Processing (p. 20)

1.5.5. Metadata Extraction Partially Working

You may notice that metadata is extracted from some files and not others.

Make sure that you log in once on the Ansys Minerva machine as the user configured to run metadata extraction.

The default credentials for this user are:

Username: **ANSYSMDService**
Password: **ANSYSminerva123**

Note that these values are configurable, as shown in the image below.

This creates a profile and initializes certain environment variables that are used by some applications.

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To avoid doing this manually you can run an application as the user configured to run metadata extraction. This is outlined in the steps below.

1. Identify the user configured to run metadata extraction by checking the `[AnsysMinervaMetadataExtraction_path]\Minerva\MDService\appsettings.json` file (and potentially the `[AnsysMinervaMetadataExtraction_path]\Minerva\config\MDService.config.json` file.

   Here is the default setup:

```
81      "ServiceUser": {
82          "UseInteractiveUser": false,
83          // Set the following three values to empty strings if UseInteractiveUser is true
84          // as they are ignored
85          "UserName": "ANSYSMDService",
86          "Domain": ".",
87          // TODO: Password should be stored in secrets
88          "Password": "ANSYSminerva123"
89      },
```

2. Open a Command Prompt as an Administrator.

3. At the prompt, use the **`runas`** command to run the application as the user configured to run metadata extraction.

   For example:

```
C:\WINDOWS\system32>runas /user:ANSYSMDservice cmd
Enter the password for ANSYSMDservice:
Attempting to start cmd as user "HQATESTER1\ANSYSMDService" ...
```

   A command window is now running as that user.

4. In the command window, run the application. Ensure that the executable path is enclosed in quotation marks. Alternatively, you can **`cd`** into the appropriate directory and simply run the `.exe` file.

   Common executables that you may want to run:

   - Ansys Electronics Desktop: `"C:\Program Files\AnsysEM\AnsysEMXXX\Win64\ansysedt.exe"`
   - Ansys Workbench: `"C:\Program Files\Ansys Inc\vXXX\Framework\bin\Win64\runwb2.exe"`
   - Ansys CFX: `"C:\Program Files\Ansys Inc\vXXX\CFX\bin\cfx5.exe"`

5. When prompted to set preferences, accept the defaults or change them as needed to suit your environment.

6. Exit the application and any of the command windows.

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Once you have completed the steps above you can retry metadata extraction (see Retrying Metadata Extraction).

Working Directory Path Too Long

When metadata extraction is run on a file, a temporary directory is created under the Metadata Extraction working directory. For example:

```
E:\AnsysMinervaTemp\MetadataExtraction\MDServiceTemp\rniaphzq.aio\TEMP\Q2DExtractor-Thermal.tmp
```

Metadata extraction may fail if the working directory path is too long. The character limit for the combined working directory/temporary directory path is 260 characters, with a limit of 248 characters on the working directory.

In this case the following error is displayed:

```
System.IO.PathTooLongException: The specified path, file name, or both are too long.
The fully qualified file name must be less than 260 characters, and the directory name must be less than 248 char
```

To resolve this issue, try shortening the path of the metadata extraction working directory.

In the example above, changing "E:\AnsysMinervaTemp\MetadataExtraction\MDServiceTemp" to "E:\AMtemp\MDE\MDStemp" solves the issue.

To see the current working directory path, run the Metadata Extraction Test Service (p. 6) and click **View Configuration**. The path is shown in the **WorkingDir** variable.

See Also

Workbench Metadata Extraction Failing (p. 15)

Conversion Server Tasks Stop Processing (p. 20)

1.5.6. Workbench Metadata Extraction Failing

First, make sure that you have launched Workbench once as the user configured to run metadata extraction. For more information see the Metadata Extraction Partially Working (p. 13) topic.

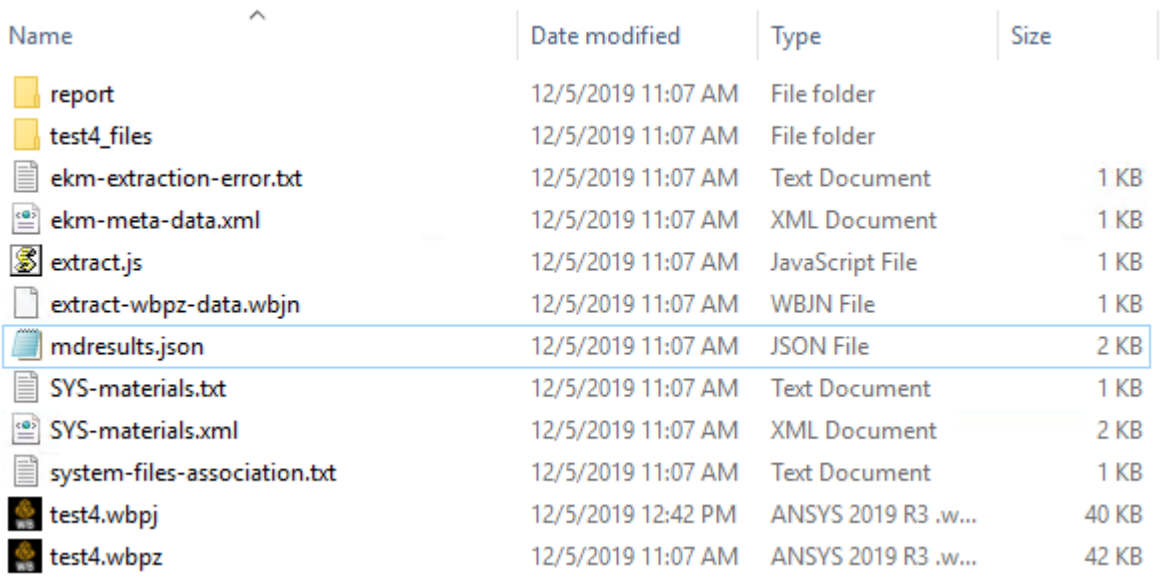
If the issue persists, follow these steps:

1. On the machine where metadata extraction runs, navigate to the Metadata Service temporary directory. The default location is **C:\\AMtemp\\MDE\\MDStemp**).

2. The metadata extraction process creates temporary directories when it runs. Filter by date to find and open the most recent temporary directory.

   It looks something like this:

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Name	Date modified	Type	Size
report	12/5/2019 11:07 AM	File folder	
test4_files	12/5/2019 11:07 AM	File folder	
ekm-extraction-error.txt	12/5/2019 11:07 AM	Text Document	1 KB
ekm-meta-data.xml	12/5/2019 11:07 AM	XML Document	1 KB
extract.js	12/5/2019 11:07 AM	JavaScript File	1 KB
extract-wbpz-data.wbjn	12/5/2019 11:07 AM	WBJN File	1 KB
mdresults.json	12/5/2019 11:07 AM	JSON File	2 KB
SYS-materials.txt	12/5/2019 11:07 AM	Text Document	1 KB
SYS-materials.xml	12/5/2019 11:07 AM	XML Document	2 KB
system-files-association.txt	12/5/2019 11:07 AM	Text Document	1 KB
test4.wbpj	12/5/2019 12:42 PM	ANSYS 2019 R3 .w...	40 KB
test4.wbpz	12/5/2019 11:07 AM	ANSYS 2019 R3 .w...	42 KB

3. Edit the `mdresults.json` file.

   If it contains `ErrorMessage: "Model is not available to create branches"`, then follow these steps:

   a. Obtain a new `wb_utils.py` file from Ansys.

   b. On the machine where metadata extraction is run, go to the Ansys installation directory that is used by the Metadata Extraction service. The default path is `C:\Program Files\ANSYS Inc\vXXX\Addins\EKM\Scripts`.

   c. Replace the existing `wb_utils.py` file with the new one.

4. Retry metadata extraction. See Retrying Metadata Extraction.

1.5.7. Metadata Extraction Status of Some CAD Files is 'Completed with Errors'

Metadata extraction from some CAD file types may result in a 'Completed with Errors' status with no cause reported in the conversion task log. In this case you should check the Metadata Extraction Service log (p. 6).

If the log shows an error like the one below, this indicates that the HOOPS license key is not specified in the Metadata Service configuration:

```
PID:3176 M:17MB]ERROR 1: The Supplied License Key does not support HOOPS Communicator.
[04/13/2023 04-08-47-542 D:000000 PID:3176 M:17MB]ERROR 1: Unable to initialize the converter
```

HOOPS is used to extract images from certain CAD file types. To see which file types use HOOPS, see Metadata Extraction on Upload in the *User's Guide*.

To resolve this issue, see Configuring the HOOPS License Key (p. 17).

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Once the appropriate license key is configured you can retry metadata extraction. See Retrying Metadata Extraction.

1.5.8. Metadata Extraction Failing for Electronics Desktop Files

Starting from 2023 R1, the Electronics Desktop product (AEDT) transitioned from the ACIS modeling kernel to Parasolid. Legacy projects with ACIS geometry are automatically migrated to Parasolid when opened in AEDT.

However, from 2025 R1 onwards, this automatic migration is no longer available. As a result, metadata extraction fails for legacy AEDT files (.aedt, .aedtz, and .aedtplt) created in AEDT 2022 R2 or earlier.

To resolve this, you should first update the legacy projects by opening them in any AEDT version from 2023 R1 to 2024 R2.

1.5.9. Configuring the HOOPS License Key

Required only if there is an issue with the HOOPS license key as described in Metadata Extraction Status of Some CAD Files is 'Completed with Errors' (p. 16).

Some CAD file types are configured to have images extracted from them in the HOOPS `.scs` format. These images are displayed in the HOOPS Web Viewer in Ansys Minerva. For a list of CAD file types that use HOOPS for image extraction, see Metadata Extraction on Upload in the *User's Guide*.

Once CAD features have been activated for your Ansys Minerva installation, the HOOPS license key must be extracted from Ansys Minerva and applied to the Metadata Extraction configuration so that images can be generated. This happens automatically. Each time the Metadata Extraction service starts up, the license key is copied from Ansys Minerva to the Metadata Extraction service. However, if there is an issue with this process, you must take steps to configure the HOOPS license key.

The HOOPS license tool is available to partially or fully automate the steps involved in configuring the HOOPS license key. It is installed in the `[AnsysMinervaInstallationDir]\Tools\FetchHoopsLicenseKey` directory when Ansys Minerva is installed. If feature licenses are automatically updated as part of the installation process, the tool is executed automatically. Otherwise, if you update feature licenses manually, you must run the tool after updating feature licenses. (For information on activating feature licenses, see Activating Feature Licenses in the *Ansys Minerva Installation Guide*.)

After the HOOPS license key is configured, you may want to test that it is properly configured by uploading relevant types of CAD files to Ansys Minerva.

In some cases you may need to perform the configuration steps manually instead of using the tool. Both methods are provided below.

1.5.9.1. Using the HOOPS License Tool

1.5.9.2. Manually Configuring the HOOPS License Key

1.5.9.1. Using the HOOPS License Tool

The HOOPS license tool, called `FetchHoopsLicenseKey`, can fully automate the process of configuring the HOOPS license key if both the Conversion Server and the Metadata Service are on the same machine. All that you need to do is execute the tool.

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If the Conversion Server and the Metadata Service are on different machines, you can use the tool on the machine with the Conversion Server to get the license key and then copy and paste the output file into the appropriate location in the `MDService.config.json` file.

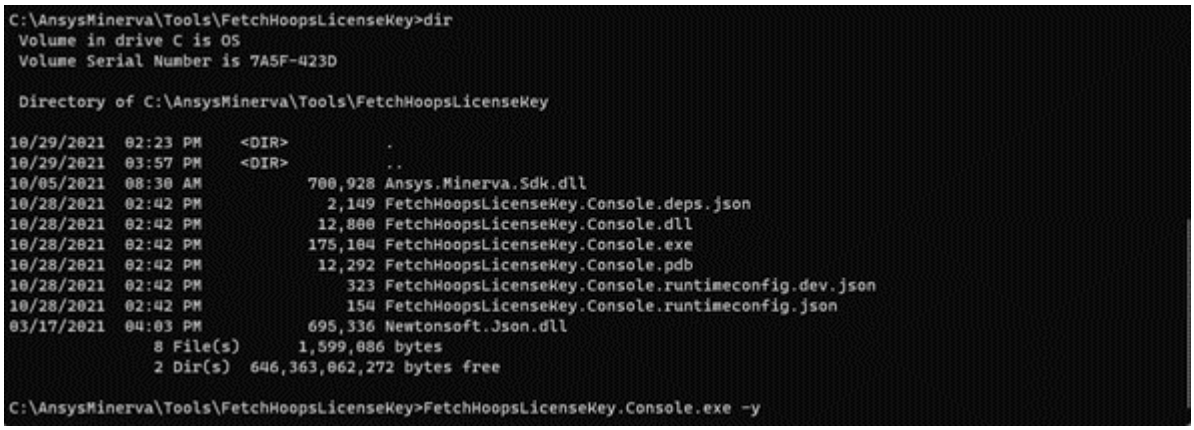
To configure the HOOPS license key using the HOOPS license tool:

1. On the machine with the Conversion Server, open a command window and go to the `[AnsysMinervaInstallationDir]\Tools\FetchHoopsLicenseKey` directory.

2. At the prompt, run the following command:

   `FetchHoopsLicenseKey.Console.exe [-y]`

   The **`-y`** option instructs the tool to update the `MDService.config.json` file.



   When the tool runs it clears the screen and prints the HOOPS license key to the screen. If the **`-y`** option was specified, it also tries to update the `MDService.config.json` file.

   If the file is updated successfully, the message `"MDServiceconfig.json updated successfully"` is displayed.



   If the file did not update successfully, an informational message is shown. This would be the case if the Metadata Service is installed on a different machine. In this case, go to the next step.

3. If the Conversion Server and Metadata Service are on different machines, copy the license key displayed in the output. On the machine with the Metadata Service, add the key to the `MDService.config.json` file.

```
{
  "Applications": {
    "hoopsMinerva-scs": {
      "environmentVars": {
```


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```
        "HOOPS_LICENSE": "Paste license key"
      }
    }
  }
}
```

1.5.9.2. Manually Configuring the HOOPS License Key

In some cases you may prefer or need to configure the HOOPS license key manually instead of using the automated tool (p. 17).

To manually configure the HOOPS license key:

1. Open a tool that can execute AML queries such as Nash.aspx, Innovator Admin, or AML Studio.
2. Execute the following AML query:

```
<AML>
  <Item type='Feature License' action='get' select='additional_license_data'>
    <feature>Aras.CADConverter3</feature>
  </Item>
</AML>
```

3. In the AML response, locate the license key of the HOOPS version that is required by your version of Ansys Minerva. For example, Ansys Minerva 2022 R2 is based on Aras Innovator 12 SP14, which requires the HOOPS 2020 license key.

   Copy only the license key that you need to the clipboard.

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```
<AML>
  <Item type='Feature License' action='get' select='additional_license_data'>
    <feature>Aras.CADConverter3</feature>
  </Item>
</AML>
```

Tools Code Report Table

```
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/">
  <SOAP-ENV:Body>
    <Result>
      <Item type="Feature License" typeId="CE0C4143D35E46CDA3874C4339F159BE" id="8079E53383A648988A2C491040CD1989">
        <id keyed_name="8079E53383A648988A2C491040CD1989" type="Feature License">8079E53383A648988A2C491040CD1989</id>
        <additional_license_data><![CDATA[<data>
        <license id="hoops2">
          <HoopsLicense>163b451d69a11aafbbe4851a8dbc;93c947593de3c7a2d7224913181ee494a73b95a48d0742aaba8b4621e06f0cc0b35
          <LicenseKey>214515</LicenseKey>
        </license>
        <license id="hoops2015sp3">
          <HoopsLicense>8735160337a0be7a03646886a03d;305fc0a22e2b231eac90416fabc9bcfed5b5742f22e466853555eb04615eae21c52
          <LicenseKey>214515</LicenseKey>
        </license>
        <license id="hoops2017sp1">
          <HoopsLicense>4CQO9CRb8Re2DeYz0BnxBQMNBCIz3wVkvUn54AMJ8i348RJpj7DFjBjcEfYGChJ2rBRyCiFyChJ39UBxj7EOCjmO4FiR1Rfd
          <LicenseKey>214515</LicenseKey>
        </license>
        <license id="hoops2018">
          <HoopsLicense>4CuWAgQIAyE2EiFs0Eb54uNk9Eiz3vVcvUqHwuNowuYHAiBkj7DFjE269vaGChJ2rBRyCiFyChJ39UBxj7F57UZp0gISCDQZ
          <LicenseKey>214515</LicenseKey>
        </license>
        <license id="hoops2019">
          <HoopsLicense>4DJo8CQYCvM2CDZc0AJ9DuNu7TizvTiQvVqS0AMX9Vn65y6Vj7DFjDNo3wUGChJ2rBRyCiFyChJ39UBxj7FzvVe54xIVBfJq
          <LicenseKey>214515</LicenseKey>
        </license>
        <license id="hoops2020">
          <HoopsLicense>4EqzCSQRBzm2DSEJ0Fq3BeMT3gAzxBmzvSV8DQNkCwjdCgYGj7DFjCrp8CMGChJ2rBRyCiFyChJ39UBxj7F9BUb29fb3wiNw
          <LicenseKey>214515</LicenseKey>
        </license>
        <license id="hoops2021">
          <HoopsLicense>4Ey10CRxACe25gQI0Bj89QNb3w6z2UZ7vVa44eNkBeEJBEA5j7DFjCv24UuGChJ2rBRyCiFyChJ39UBxj7FpBfM13gJx3hq3
          <LicenseKey>214515</LicenseKey>
        </license>
      </data>]]></additional_license_data>
      </Item>
    </Result>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

4. Navigate to the folder where the `MDService.config.json` file is located. The default location is `[AnsysMinervaInstallationDir]\MetadataExtraction\config`.

5. Add the following entry to the `MDService.config.json` file. For the "HOOPS_LICENSE" property value, paste the license key that you copied from the AML response.

```
{
  "Applications": {
    "hoopsMinerva-scs": {
      "environmentVars": {
        "HOOPS_LICENSE": "Paste license key"
      }
    }
  }
}
```

6. Save the JSON file.

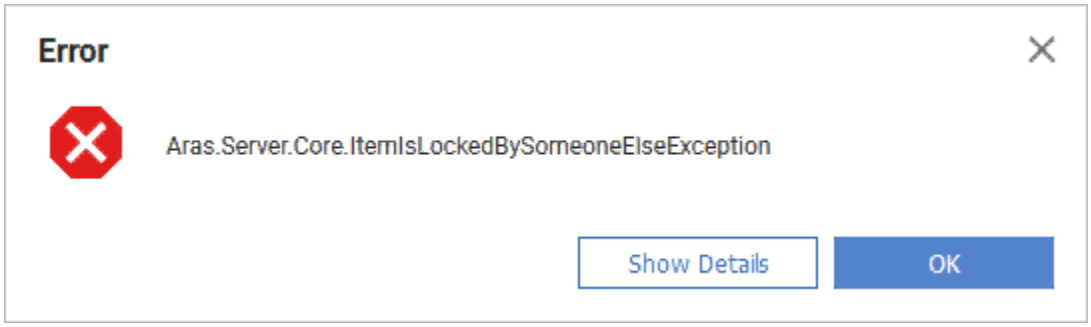
1.6. Conversion Server Tasks Stop Processing

If conversion server tasks such as metadata extraction stop processing, try restarting the Agent service. This problem can occur after the server on which the Agent is installed is rebooted.

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1.7. Data folder 'Locked By Someone Else'

Occasionally, when an admin user has initiated an action on a folder, other users may experience a 'LockedBySomeoneElse' exception when attempting to perform actions on the main **Data** folder:



The folder will be unlocked when the admin user performs another action within the folder.

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Chapter 2: Job Submission Issues

This section describes issues that you may experience when submitting, running, or monitoring jobs in Ansys Minerva, and provides information on how to resolve those issues.

2.1. Placeholder data not available for Ansys optiSLang job

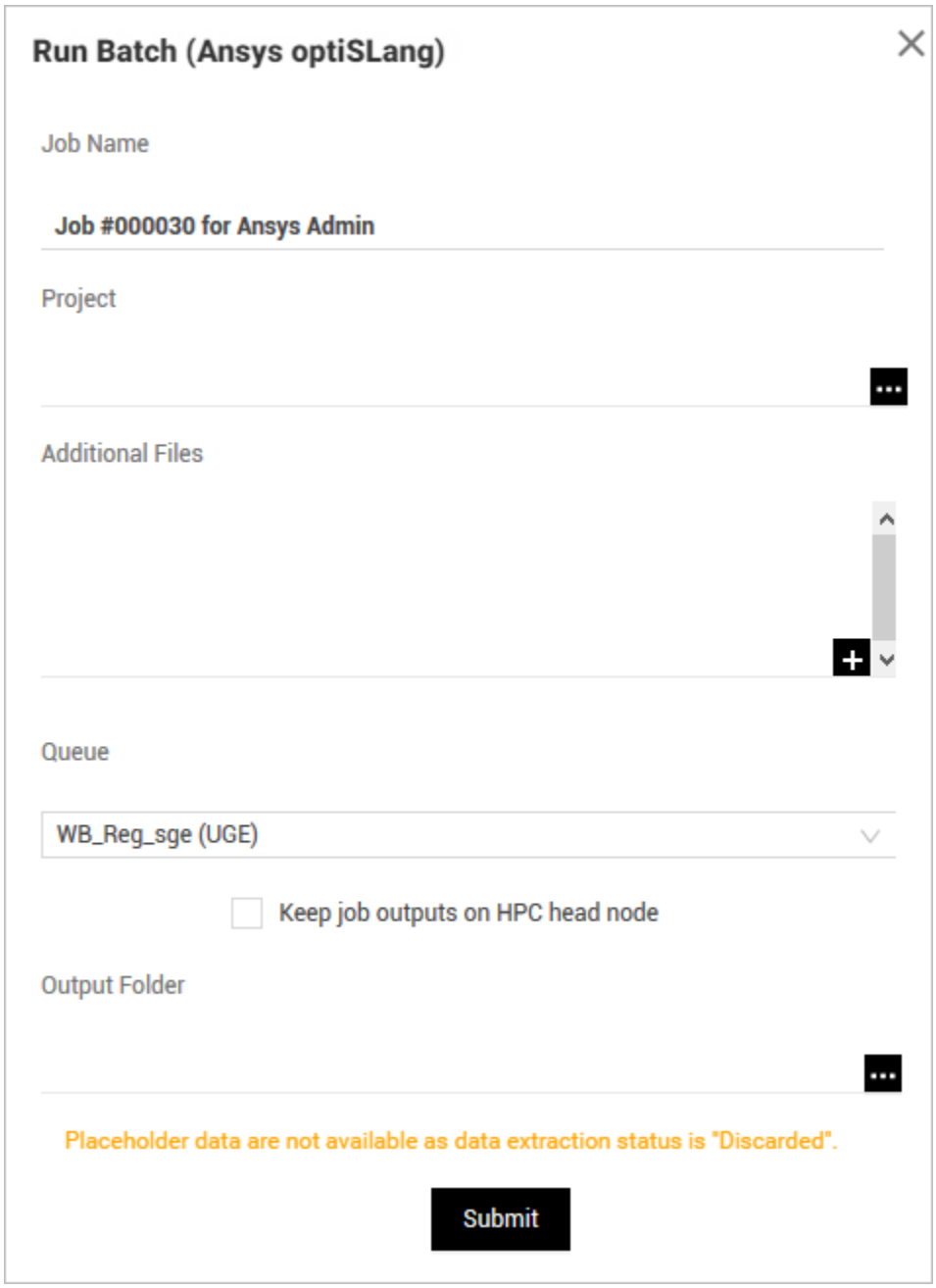
2.2. Systems not available for AEDT job

2.1. Placeholder data not available for Ansys optiSLang job

Placeholders are shown in the **Run Batch** dialog box if they were specified in the selected optiSLang project (`*.opf`) file and extracted when the file was uploaded to Ansys Minerva.

If placeholders were not successfully extracted from the `*.opf` file upon upload, then you may see an error similar to the following in the **Run Batch** dialog box:

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To resolve this issue, try manually extracting metadata from the `*.opf` file. See Retrying Metadata Extraction in the *Ansys Minerva User's Guide*. Before submitting a new job, confirm that placeholders were extracted by viewing the properties of the `*.opf` file.

2.2. Systems not available for AEDT job

Systems are shown in the **Run Batch** dialog box if they were specified in the selected `*.aedt` file and extracted when the file was uploaded to Ansys Minerva.

If systems were not successfully extracted from the `*.aedt` file upon upload, then you may see an error message in the **Run Batch** dialog box.

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To resolve this issue, try manually extracting metadata from the `*.aedt` file. See Retrying Metadata Extraction in the *Ansys Minerva User's Guide*. Before submitting a new job, confirm that systems were extracted by viewing the properties of the `*.aedt` file.

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Chapter 3: Usability Issues

This section describes issues that you may experience when interacting with the Ansys Minerva interface, and provides information on how to resolve those issues.

3.1. Features not working: 'No License' error

3.2. Error launching Ansys Minerva on Firefox: "Cannot access Oauth Server due to CORS policies"

3.3. Search box not working

3.4. Wrong folder being opened

3.5. Shift+select not working properly

3.6. Icons missing in Digital Thread diagram

3.7. New or revised applications not showing up on Applications page or Run menu

3.1. Features not working: 'No License' error

This Ansys Minerva license activates the main features in Ansys Minerva (dashboards, metadata extraction, data view, job submission, and so on). If a 'No License' error is displayed, and you cannot access Ansys Minerva features, this indicates that the license check has failed.

Possible reasons for this are:

- **The Ansys Minerva license has expired.**

  To resolve this issue, an administrator must obtain a new Ansys Minerva license from Ansys. The license is managed using the Ansys License Manager. For more information see the *Ansys Licensing Guide* on the Ansys Help site (ansyshelp.ansys.com).

  Note that separate licenses are required to run core Aras Innovator features (visual collaboration, 3D PDF conversion, and so on). For details refer to Activating Aras Innovator Features in the *Ansys Minerva Installation Guide*.

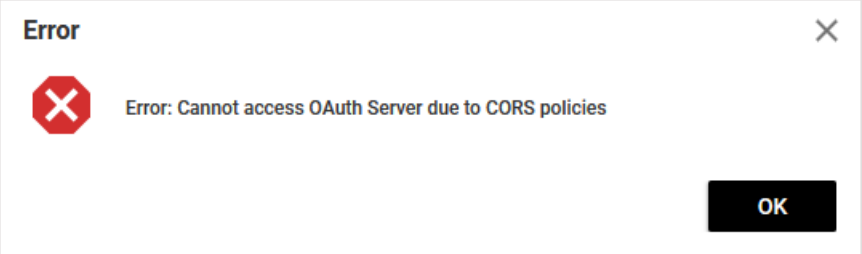
- **The clock on your computer is behind the actual time.** Since the token issued by the license server is based on the server's clock, this can cause your computer's browser to see the license token as invalid.

  To resolve this issue, correct the time on your computer.

3.2. Error launching Ansys Minerva on Firefox: "Cannot access Oauth Server due to CORS policies"

Attempting to launch Ansys Minerva in the Firefox browser may fail with the following error:

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The Cross-Origin Resource Sharing (CORS) policy is a security mechanism that prevents access to a website from sources other than the server on which the website is running.

Firefox does not trust certificate authorities in the Windows Certificate Store by default. This can result in failing CORS requests in Firefox.

To resolve this issue:

1. In Firefox, click ☰ and select **Settings**.
2. In the search box, type **`certificates`**, then click **View Certificates**.
3. In the **Certificate Manager**, select the **Servers** tab.
4. Click **Add Exception**.
5. In the **Add Security Exception** dialog, enter the URL of your Ansys Minerva server.
6. Click **Get Certificate**.
7. Click **Confirm Security Exception**, then click **OK**.

You should now be able to launch Ansys Minerva and sign in.

> **Note:**
>
> If you have a multi-node installation (for example, OauthServer is on a different machine), you must add an exception for each corresponding URL.

Related: Error uploading files to Data view when using Firefox (p. 1)

3.3. Search box not working

Performing a search using the search box at the top of the application window will not work unless Enterprise Search is installed.

To enable the search box functionality, an administrator must install Enterprise Search using the instructions in the *Aras Innovator Enterprise Search Installation Guide*.

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3.4. Wrong folder being opened

Double-clicking a folder in the list view may open the folder above it. This can occur if your window size is decreased horizontally, causing the toolbar above the list view to wrap to a new line.

To resolve this issue, increase the size of your window horizontally until the toolbar actions appear in a single row.

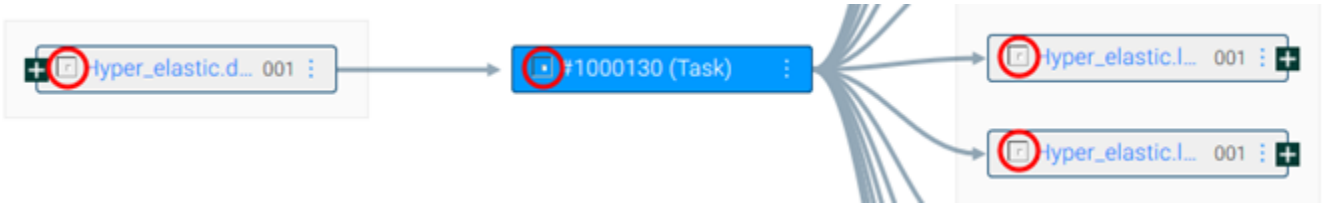
3.5. Shift+select not working properly

Occasionally, using **Shift**+click to select a range of items in the **Data** view may not select items as intended.

To resolve this issue, try clicking inside an item's check box (instead of its row) when selecting items for the range.

3.6. Icons missing in Digital Thread diagram

When viewing the diagram on the **Digital Thread** tab in a file or task view, icons that denote different file types may sometimes be missing from the diagram nodes:



To resolve this issue, clear your browser cache.

3.7. New or revised applications not showing up on Applications page or Run menu

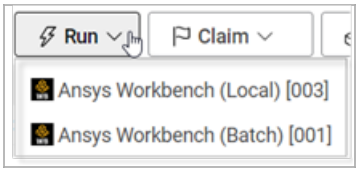
When an Administrator creates a new application or revises an existing one, you may not see the changes right away on the **Applications** page from where you launch applications, or on the **Run** menu that becomes available when a file is selected. To resolve this issue:

1. Close the **Applications** page if it is open.
2. Press **F12** to open your browser's Developer Tools panel.
3. Select the **Network** tab.
4. Enable the **Disable cache** check box.
5. Reopen the **Applications** page.

Alternatively you can sign out, clear your browser cache, and then sign in again.

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Also, in case of a revised application, the revision information on the **Run** menu helps you ensure that you are running the latest version of the application.



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Chapter 4: Application Requirements for Custom Metadata Extraction

Metadata Extraction can be configured to execute external applications when specific types of files are uploaded to Ansys Minerva, enabling custom metadata extraction, report generation, and image generation from those files.

This section describes the overall requirements for getting external applications — specifically applications designed for user interaction — to run with Metadata Extraction. It also addresses potential issues and provides solutions where possible.

4.1. Running Metadata Extraction

4.2. The Ideal Application for Custom Metadata Extraction

4.3. Common Issues and Solutions

4.1. Running Metadata Extraction

Metadata Extraction can run as a Windows Service or as a console application.

Running as a Background Service

Metadata Extraction typically runs as a Windows Service, by default using the Local Service account.

Applications are launched using a separate, configurable user account (a non-service account) to provide the most compatibility for applications. Service accounts are not used because they have restrictions on what they can access on the machine. Built-in accounts such as Local Service are shared with other Services and should therefore not be changed as that could result in performance and security issues.

Running as a Console Application

Metadata Extraction can also be run as a "console" application. If the **`--console`** argument is provided, the application will run on the command line. To avoid potential ambiguities, the Windows Service should be stopped before running the application.

Running in console mode can be useful for troubleshooting. Also, because the application is run under a user account, issues associated with running under the Local Service account (as described in Running as a Background Service (p. 31)) are avoided. This mode is especially useful for troubleshooting issues with the service configuration, as a malformed configuration file will typically trigger an error that is displayed on the screen, and the application will fail to launch.

How Metadata Extraction Works

When Metadata Extraction runs:

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1. A "working directory" is created and the files that are needed are copied into that directory.

2. The application is run, usually with a command script or command line option that instructs the application what task(s) to perform. The default custom application is provided the main filename as a command line argument.

   Depending upon the flexibility of the application, a wrapper script might be required to create the appropriate file formats, names, or locations.

3. Output files are generated.

4. A `temp` directory is created below the working directory and the TEMP and TMP environment variables are modified for that environment to point to that directory. Output to the Console, both standard and error output, is written to a text file.

5. The return code from the application is checked, with 0 treated as success and anything else treated as a failure.

Metadata Extraction can be configured to run only one application at a time or multiple applications at the same time (depending upon the CPU, memory, and disk space available on the host machine). This can sometimes cause issues with applications as described in Common Issues and Solutions (p. 32).

4.2. The Ideal Application for Custom Metadata Extraction

The ideal application for customizing metadata extraction functionality is a console application or script that is custom-built for that purpose. Usually this is not a realistic or possible option. If the file format has a known format or an SDK that allows access to the file without the associated application, developing an application for Metadata Extraction is more likely. However, generating 2D images (for reports and thumbnail images) and 3D images typically requires the application to be launched and executed if those images are not typically saved in the file or available in a separate file.

For example, Microsoft Office applications are not supported when running as part of a Background Service. Instead, Microsoft recommends that the Open XML SDK 2 be used to access the contents of an Office file (`.docx`, `.xlsx`, `.pptx`, and so on). This would be an approach to developing a metadata extraction or report generation application for Office files.

4.3. Common Issues and Solutions

When running metadata extraction, there are a variety of issues and challenges that you may encounter when attempting to run an external application that is designed for user interaction.

Refer to the topics below to help determine if an application can run successfully to customize the behavior of Metadata Extraction:

4.3.1. Running the Application Once
4.3.2. Running in Background/Server/Automation Mode
4.3.3. Licensing/License Agreement Issues
4.3.4. User-Specific Directories
4.3.5. Temp Directories
4.3.6. Environment Variables

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4.3.7. Error Handling
4.3.8. Screen Access for 2D/3D Image Generation
4.3.9. Reentrancy
4.3.10. COM and Other Interop Restrictions
4.3.11. Network Resources

4.3.1. Running the Application Once

Some applications perform setup when they are run for the first time. The Metadata User Account that is used to run applications may need to be used to run the application outside of the Metadata Service one time to perform that initialization.

Here is the recommended way to do this:

1. Run a command prompt as the Administrator on the machine.
2. Use the `runas` command to run a second `cmd.exe` as the Metadata Service Application user.
3. Use the new command prompt to navigate to the location of the executable and run the application once in the context of the Metadata Service User.

4.3.2. Running in Background/Server/Automation Mode

Many applications, especially those suited for use with HPC, have a background or server mode that can be used. This typically requires a command line option when starting the application or some other method to let the application know that background or server mode is required.

In some cases you can use a command file (text file containing application commands) or a script (such as a Python script) to control the operation of the application while in background mode.

In many cases there are restrictions on application functionality when running in this mode, such as image generation.

4.3.3. Licensing/License Agreement Issues

Many applications require that you agree to a set of licensing terms, have a license file in a predefined folder location, or accept an End User License Agreement the first time that the application is run. Since the application is running as a service, typically on a Windows Server operating system, there is no user running the application, and therefore no one who can accept the agreement or browse the file system to find the license file. Some applications have a configuration file or directory that is set up on first run or imported from a previous installation using a dialog box. These types of interactions must either be bypassed or defaulted if the application has a background mode. Sometimes you can work around this by running the application once (p. 33). However, this can be unreliable as changes on the machine sometimes require the license-related steps to be repeated.

4.3.4. User-Specific Directories

Some applications expect a user-specific directory to be created for each user to store files, configuration settings, or other information, typically `C:\Users\<username>\Documents`. This can be a problem for the Metadata User account as that user has not logged in to the machine and does not

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have a full "profile" set up. In some cases you can work around this issue by running the application once (p. 33), setting environment variables, or using other mechanisms.

4.3.5. Temp Directories

Many applications create temporary files when running to hold additional run time information that is not typically saved in the application file. If the application is not designed to allow multiple instances to run at the same time, clashes can occur if multiple applications run at the same time and the same files are accessed by multiple instances or old files are accessed.

A temp directory is created under the working directory and the default `TEMP` and `TMP` environment variables on Windows are changed to point to that directory. Some applications have application-specific configuration or environment variables that can be used to define the temporary file location as well. Those should be set up to be the Temp Working Directory if possible. This facilitates troubleshooting when issues arise and the cleanup of files when Metadata Extraction is completed, as the working directory is removed during cleanup.

4.3.6. Environment Variables

Some applications define environment variables during installation. If they are `System` environment variables they typically will not be picked up by long-running processes such as Windows Services until the machine is rebooted, as the environment for the Services is defined when the Service Manager starts running.

In other cases, `User` environment variables are defined the first time that the user runs that application. These may need to be set in the application configuration or set up by running the application once (p. 33) on the command line. The machine may then need to be rebooted to ensure that they appear. The **Configuration** page built into the application shows the environment variables that are defined for the service and will be inherited by the processes being run unless they are specifically replaced by configuration.

4.3.7. Error Handling

When an error is encountered, some applications display a dialog box on the screen with information about the error. When there is no interactive user, it can be difficult to determine what the error is. Typically, the application will be timed out by the Metadata Service while waiting for the user to interact with the dialog. When running in background mode, all errors should ideally be displayed on the screen (to be captured by redirecting the command window to a file) or in a log file. The application should continue to run or exit with an error code as appropriate.

4.3.8. Screen Access for 2D/3D Image Generation

To generate 2D and 3D images, some applications require a screen on which to draw the image. The image buffer can then be saved to a file. This does not work when running as a service on Windows Server or on a remote computer being accessed through Remote Desktop. Applications typically need to handle this with a code change, by writing image data directly to a file, memory device context, DirectX WARP 5, or some other means that does not require the screen to be accessed, and using that data to generate the image file.

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To improve the security of Windows Services, Microsoft changed the way that Windows Stations are created (Session 0 Isolation) and severely limited the ability of background services to access the screen in recent Windows releases. This restriction makes it very difficult to work around the screen access issue.

4.3.9. Reentrancy

Some Windows client applications (such as Microsoft Office applications) do not support running multiple instances of an application at the same time and do not allow different instances of an application to "reenter" the same libraries. This typically impacts older applications more than new ones but can affect any user application. The details of this issue are beyond the scope of this guide. Be aware that this issue can make it impossible for an application to run effectively as a custom Metadata Extraction application.

4.3.10. COM and Other Interop Restrictions

COM and other interop technologies can be difficult or impossible to use from a Windows Service. This can be related to issues with permissions, the design of the COM component, the interaction between the client and the server, and other issues. While there may be ways to work around these issues on a piecemeal basis, typically these issues are very difficult to resolve and should be worked around in some other manner when running in background mode.

4.3.11. Network Resources

The Metadata Service User account that is setup in the configuration of Metadata Extraction is typically a local user account to limit the access the account has to other machines. This will typically limit access to any network resources such as File Shares. There are ways to work around this through setting permissions or using a network account but they are not recommended, given the security implications, without deep involvement of the local IT group to understand and mitigate the risks.

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Chapter 5: Issues Related to Applications

This section describes issues that you may experience when running applications from Ansys Minerva, and provides information on how to resolve those issues.

5.1. Some Ansys Applications May Fail to Run

Some Ansys applications, such as CFX and Fluent, may fail to run during metadata extraction or when launching applications, with the following error: `EVP_DecryptInit. could not load the shared library`. This issue occurs when another application installs a newer version of OpenSSL libraries in the system directory (`C:\Windows\System32`).

To resolve this, move the OpenSSL library files to the relevant directory of the application causing the issue. However, note that this action may cause the application to fail. Therefore, refer to the application's documentation before moving the files.

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Chapter 6: Known Issues and Limitations

The following list contains known issues at the time of release, as well as system and software limitations.

Data Management

- When you edit a version-controlled item whose life cycle consists of only one state, an application for example, and click **Save** for the first time, a new version of it is created. However, after clicking **Save**, when you upload files to a tab that uses the **Data** view (such as the **Data Resources** tab), the files are linked to the previous version. Consequently, when you refresh the item or open its latest version, the uploaded files do not appear in the tab.

  To avoid this issue, upload your files first and then click **Save** or **Done**.

  A patch is available to resolve this issue. Contact your support representative for assistance.

- When reuploading a folder with more than 32 files to the same location using the **Keep all files** option, multiple copies of the folder are created, each containing a maximum of 32 files.

  To work around this issue, copy the folder and paste it at the same location to create a copy of it.

- Starting 2025 R1, the SpaceClaim product saves files in the `.scdocx` format. Consequently, the Ansys Minerva solution currently does not support metadata extraction for this format. Contact your support representative to configure metadata extraction for these files.

- When viewing an older version of an item (file or folder), clicking **Refresh** opens the latest version in a new tab, and the current tab refreshes to the latest version with an incorrect state.

- In the ECAD viewer, the **Flip vertically**  button to switch the board view from front to back is nonfunctional.

- With the VCollabMinerva version 1.6.6 used in Ansys Minerva 2025 R1, you may face the following issues:

  – The VCollabWeb viewer displays incorrect scales for Parasolid models.

  – Metadata extraction fails for StarCCM+ (.ccm) files.

  To resolve these issues, contact your support representative to upgrade VCollabMinerva to the latest version.

- When you replace a file for the first time in **Data** view, which is linked to a task and has a single minor revision (001.001) generated due to task activation, the version generated by the task overwrites the file upon task completion.

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Workaround: To avoid this issue and link the task output to a new branch, manually create a new minor revision (001.002) of the file before completing the task.

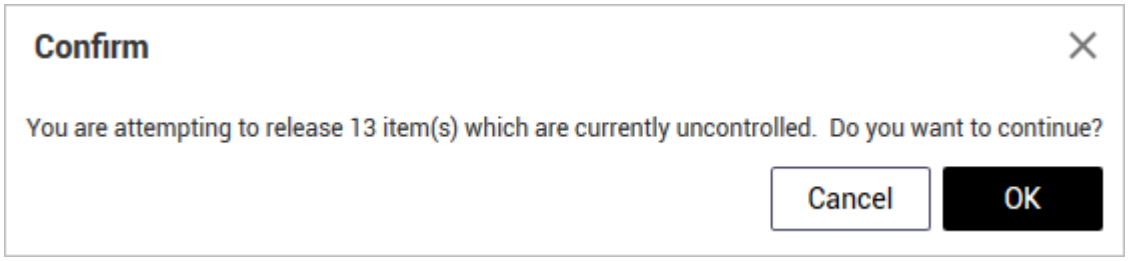
- Copying or moving an **In Work** or **Released** folder of the **Folder** classification into a **Model** folder may give inconsistent and undesirable results.
- Metadata extraction may fail for some `.h5` files.
- In the data view, if you have created a fixed symbolic link to an output file from a task, the link gets deleted when you perform the following actions:

  1. Update the file by running it in the corresponding application.
  2. Mark the task as **Completed**.

- When uploading a file or folder, its path in Windows (including the file name) should not exceed 244 characters. Uploading a file whose path name exceeds this limit may result in the file name being truncated in Ansys Minerva. Also, if uploading a folder that contains such a file, the folder may fail to upload. If either issue occurs, shorten the name of the file that you are trying to upload, and try the upload again.
- Consecutive uploads to the same directory by the same user may result in an error if the first upload is still in progress. See 'Deadlock' error when uploading files (p. 2).
- When uploading a folder containing a file that is currently open in a Microsoft Office application (Excel, for example), the upload may fail in some cases. To resolve this issue, close the file and try the upload again.
- When an Ansys `.fld` export file is uploaded, metadata extraction is supported for scalar and vector text-based formats only. Binary formats are not supported.
- When metadata is extracted from Ansys Mechanical `.mechdat` and `.mechdb` files, the resulting report does not display relevant information about the Mechanical model.
- Metadata extraction from Ansys Discovery AIM project files is not supported.
- When LS-DYNA files have CFD embedded, metadata extraction may fail.
- When metadata is extracted from an LS-DYNA file with nested dependencies (for example, File-1 depends on File-2, and File-2 depends on File-3), the dependencies may not be correctly displayed on the file's **Depends On** tab. To resolve this issue, an Administrator can use the Retry Metadata Extraction action.
- Metadata extraction may fail for some LS-DYNA PrePost files.
- Support for generating metadata and reports from MSH files is currently disabled due to issues with supporting all file types. In this release, only 3D Images are generated.
- When viewing a metadata extraction log, the log entries for metadata extraction processes may not be listed in chronological order. This can occur when multiple tasks are run simultaneously.
- When viewing the Conversion Task for a failed conversion, the application log may be missing from the log file displayed for the OnConvert process.

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- When releasing a Workbench project archive file (`.wbpz`) after metadata extraction is completed, a warning similar to the following is displayed:



  This message is displayed because the individual files and folders in the archive are being considered.

  Click **OK** to continue with the release of the `.wbpz` file.

- Sometimes, the Aras Innovator Agent service does not restart successfully after the machine on which the Agent is installed is rebooted. This can cause Conversion tasks (such as metadata extraction) to stop processing. Manually restarting the Agent resolves this issue.

- When viewing an image in the VCollab viewer, full screen mode is not supported in the Firefox browser. Use Chrome or Edge instead.

- When a Project containing child projects is selected under **Data** > **Projects**, performing a keyword search returns results from the main Project only. The child projects are not searched.

- When a file has multiple versions, and an earlier version of the file is modified using an application launched from the **Data** view, and the output folder is the same as the folder from which the application was launched, two different items (with the same name and content, but different config IDs) are created on a new branch instead of two revisions.

- When viewing the contents of a text file, special characters do not display correctly in the text viewer if the file does not use UTF-8 encoding. To resolve or avoid this issue, save the file with UTF-8 encoding and upload it again.

- When downloading an Ansys Workbench `.wbpz` archive file as a 'Generic XML' file, the content may not be properly rendered in the XML file.

- When an admin user retries metadata extraction on a file, and a non-admin user subsequently clicks the **Conversion Status** in the file's properties, the Conversion Task displayed is that of the initial metadata extraction, not the retried metadata extraction.

- Metadata extraction fails for SpaceClaim `.scdoc` files that do not contain geometry information.

- In some cases, metadata extraction may fail with an 'unsupported operation' error for some MAPDL `.cdb` files that have been manually produced or edited. Such files may not adhere to the expected format and therefore cannot be processed properly. To resolve this issue, load the file into MAPDL and save it with the script below:

```
/INPUT,'[file name without extension]','cdb'
/prep7
cdwrite,db,'[new file name without extension]', cdb
/exit, nosave
```

  The `.cdb` file will be read again and converted to a new `.cdb` file that can be properly processed.

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- When you modify a project in AEDT which was previously uploaded to Ansys Minerva and then save it to Ansys Minerva, metadata extraction is not initiated if the existing file is in the Released state. To resolve this issue, an Administrator can use the Retry Metadata Extraction action.
- When cutting and pasting a file into a folder where a file with the same name already exists, an error is displayed instead of options to replace, skip, or keep the file.
- When a large number of files that use VCollabWeb Viewer or HOOPS Web Viewer for 3D image visualization are open in 3D view mode, and the number of file tabs exceeds the width of the application window, navigating between tabs may result in the viewer crashing or displaying a blank window in some views. If this occurs, click **Refresh** in the item view to reload the viewer.
- In **Data** view, you cannot create new folders within the following folders. This action is possible only in subfolders of these folders.
  - Work Requests: **Input Files**, **Deliverables**, or **Requirements**
  - Tasks: **Input** or **Output**
  - Projects: **File Folder**

  Workaround: To add new folders, go to the specific item, a task for example, and create the folders in the corresponding tab.

Discussions

- Sometimes, when a non-admin user is mentioned in an inline discussion, and the user signs in to Ansys Minerva, the notifications icon does not indicate that there is a new message to be viewed.
- When composing a discussion comment for a PDF or 2D image file, the **Attach** → **Sketch** action is not supported, meaning that you cannot add markup to the content while in commenting mode.

Applications

- The `.scdoc` files fail to open in Ansys SpaceClaim 2025 R1 when you run the application from the Ansys Minerva solution.
- When running a batch or HPC VDI application from the **Data** view with a parameter document (`.metadata` file) as an additional file, the parameter document gets ignored.

  Also, when running the application from a task, ensure that you link or copy the parameter document in the task inputs.
- Upon closing a local application that you have launched from Ansys Minerva, when prompted to **Upload staged files** that were added/modified during the session, attempts to upload a large number of staged files/folders may fail part way through with an 'SSL connection could not be established' error. To upload the remaining files, try using the Generic Connector's **upload** command with the **`-n`** or **`--no-session`** option.
- When a batch application has been created from an Ansys optiSLang .owa file, and you subsequently upload a newer version of the .owa file and select **Update an application** to update the associated application with the .owa changes, *all* available applications are displayed when you are prompted to select an application to update, where only the application associated with the .owa file should

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be displayed. Selecting any application other than the application associated with the .owa file results in an error: 'IndexOutOfRangeException'.

- When a batch application has been created from an Ansys optiSLang .owa file and subsequently updated with a newer version of the .owa file, resulting in a new revision of the application, it is possible to launch the previous version of the application from the application's revision history table. However, if you do so, the job submission dialog will display the placeholder values from the updated .owa file, not the previous .owa file that was used to create that version of the application.

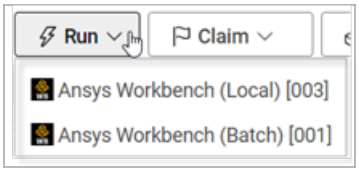
- When defining an application for running a remote desktop session on an HPC cluster (in other words, when the **Type** is set to **HPC VDI**), it is not currently possible to have a specific application launch when the remote desktop session is started. In the application definition, the **Executable Path** and **Arguments** settings are not supported.

- When an Administrator creates a new application or revises an existing one, you may not see the changes right away on the **Applications** page from where you launch applications, or on the **Run** menu that becomes available when a file is selected. To resolve this issue:

  1. Close the **Applications** page if it is open.
  2. Press **F12** to open your browser's Developer Tools panel.
  3. Select the **Network** tab.
  4. Enable the **Disable cache** check box.
  5. Reopen the **Applications** page.

  Alternatively you can sign out, clear your browser cache, and then sign in again.

  Also, in case of a revised application, the revision information on the **Run** menu helps you ensure that you are running the latest version of the application.



- When launching an application from the **Applications** page, you cannot select a file from the **Favorites** folder as an input file.

  Workaround: In the **Run** dialog box, add the favorited file to the **Additional Files** section instead of the **Input File** section. Alternatively, when selecting an **Input File** you can navigate to the actual location of the file instead of selecting it from the **Favorites** folder.

- When launching a batch application from the **Applications** page, you cannot select a shortcut as input when specifying job submission settings. Currently, only local applications support this functionality. You can, however, launch a batch application directly from a shortcut in a data view.

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Job Management

- If you launch an optiSLang web app and subsequently stop the project execution in the optiSLang Web Service portal, the job status in Ansys Minerva remains 'Running' even though you have stopped the job.
- When you select **Jobs** in the Contents pane, the displayed **Create New Job** action is not currently implemented. You can only create jobs from selected files in the **Data** repository, or from the **Applications** page.

  Additionally, when adding widgets to a dashboard, you cannot use the **Create New** widget type to add the **Create New Job** action to your dashboard.
- When using the **Open Portal** action in a job view to access the DCG portal, an error message such as "Cannot read property '_id' of null" may be displayed in DCG if the job has been released and removed from the portal.
- LS-DYNA and MAPDL MPP jobs submitted to MSHPC queues may fail if the `ANSYS_DIR` environment variable is set to an absolute path on the execution nodes. To work around this issue, set the `ANSYS_DIR` variable to a UNC path.
- When an LS-DYNA job is submitted with invalid inputs and subsequently fails, the final job state is incorrectly reported as **Completed** instead of **Failed** in Ansys Minerva. Although error messages are reported in the job log in the DCG portal, DCG is not receiving the appropriate exit code from LS-DYNA, and is therefore not interpreting the job as failed.
- When submitting a batch job to the cloud, it is possible to select a solver version that is not actually installed on the cloud server to which the job is being submitted.
- When monitoring a job in the Running Job step of the job view, **Full Screen Mode** is not supported in Firefox. Use Chrome or Edge instead.

Work Requests

- A user task (single-user or multi-user) and a milestone task in a work request follow different life cycles. When you open a task in a new tab and change its classification from **Single User** or **Multi-User** to **Milestone**, or vice versa, a warning message appears to notify you about the life cycle change. However, when changing the classification of a task using the properties panel in the work request, no such warning message is displayed.
- If you receive an email notifying you that action is required on a Work Request and open the email via a browser instead of the Outlook web app, clicking **View Work Request** fails to load the Work Request. To work around this issue, copy the URL in the browser address bar and paste it in a new tab.
- If a Work Request is currently open and a tab with a data view is displayed (for example, the **Input Files** tab), and you copy a file from the **Data** page, the Paste action does not become available on the displayed tab's toolbar by default. To paste the file, use the context menu.
- If two tasks are linked to the same Work Request task or deliverables, and both tasks generate output files with the same name, then only the files generated by the most recently completed task are retained.

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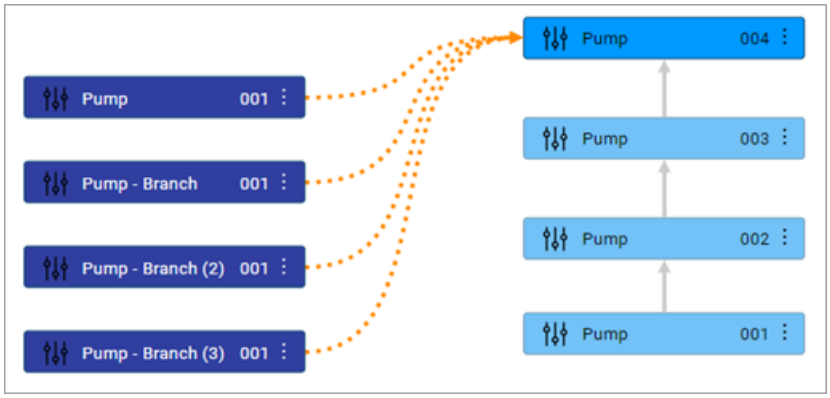
- The Reviewer of a work request can view but not edit tasks assigned to other users. To be able to edit a task assigned to another user, the work request Reviewer must also be assigned as the Reviewer of the task.
- The **Mark Complete** action may fail for tasks that have a large number of output files (~ 10,000). If this occurs, try decreasing the number of files in the Output of the task before completing it.

Dashboards

- When formatting a chart in a Report widget, changes to the angle of text on the X and/or Y axis are not persisted when the dashboard is saved.
- When editing an element in an Adaptive Card, clicking in the **Element Properties** panel when no sample data is available causes the entire card view to freeze. If this occurs, close the tab. To prevent this issue, ensure that there is sample data available in the **Sample Data Editor** panel before clicking that button. To populate the **Sample Data Editor** panel you can manually enter a JSON structure or click **Load Sample Data** on the toolbar to extract a JSON structure from a selected Item of any ItemType.
- Re-ordering or deleting columns in a query may disrupt the configuration of widgets that use that query and produce undesirable results. To work around this issue you will need to reconfigure affected widgets.
- When the `admin`, `vadmin`, or `root` user starts an inline discussion, it does not appear in the **Discussions** widget on dashboards until it is accessed for the first time from the **Contents** > **Discussions** page.

Parameter Documents

- Branching of a parameter document file (`ans_data`) does not extend to the parameter document (`ans_ParameterDocument`). Consequently, the branched versions of the parameter document file always point to the latest version of the parameter document.



A patch is available to resolve this issue. Contact your support representative for assistance.

For information about the versioning of parameter documents, see *Ansys Minerva User's Guide:* Parameter Document Versioning.

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- Adding or moving an element on a parameter document causes it to become unresponsive. As a result, you cannot select an element directly on the document for specifying its properties or repositioning it.

  To work around this, you can do either of the following:

  – Use **Layer Manager** to select the desired element.

  – Click **Done**, and then click **Edit** again.

  A patch is available to resolve this issue. Contact your support representative for assistance.

Forms 2.0

The data entered in the **Input Grid** control is not included in the dialog response after submitting the form.

A patch is available to resolve this issue. Contact your support representative for assistance.

Generic Connector

- In session mode, downloading an older version of a file with multiple branches links an incorrect version in the task's input tab.
- Conflict resolution is not supported for files with conflicts located in version-controlled folders. For such files, the local version is always uploaded to a new branch.
- When using the Generic Connector's **upload** command to upload a large number of files/folders, the upload may not be successful unless you use the **`-n`** or **`--no-session`** option.
- Using the Generic Connector's **download** command to download a large number of files/folders from Ansys Minerva may sometimes result in an error. To work around this issue, launch Ansys Minerva and use the **Download** action in the data view.
- If the Internet connection is lost while files are being uploaded using the Generic Connector's **upload** command, the upload status dialog box freezes. An error is not displayed, and the **Cancel** button in the dialog box is unresponsive.

General Usability

- When creating an item such as a Work Request, Task, or Query, and you click **Done** without having specified values for all required fields, clicking **Save** after specifying the missing values does not keep the item in edit mode as expected. To continue editing the item, you must click **Edit**. To avoid this issue, Ansys recommends that you always save an item before clicking **Done**.
- The **Full Screen Mode** feature may not work on Firefox. Use Chrome or Edge instead. This feature is available in the following areas:

  – In the Job details view, when viewing the details of the Running Job step.

  – In the Conversion Task view, when viewing the details of the OnConvert process.

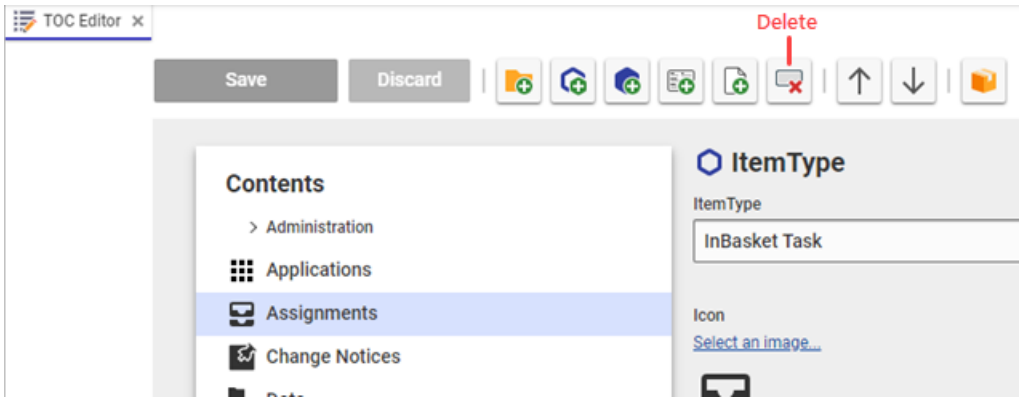
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– In the VCollabWeb viewer, when viewing a 3D image.

- In localized versions of Ansys Minerva, the **Vote: Submit Request** and **Vote: Review Request** buttons in Work Request views cannot be localized.
- In localized versions of Ansys Minerva, some items in the Contents pane, such as **Assignments**, **Discussions**, and **Work Requests**, may not be translated.

  To manually localize these labels:

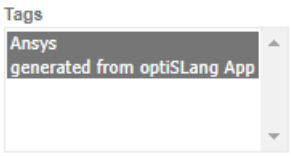
  1. In the Contents pane, select **Administration** → **Configuration** → **TOC Editor**.
  2. In the TOC Editor, select the item in the **Contents** list.
  3. On the TOC Editor toolbar, click  to delete the item from the **Contents** list.



  4. Click **Save**.
  5. Click  and then add the same item back to the **Contents** list.
  6. Click **Save**.
  7. Change the browser locale to the desired language. The item will now be localized in the Contents pane.

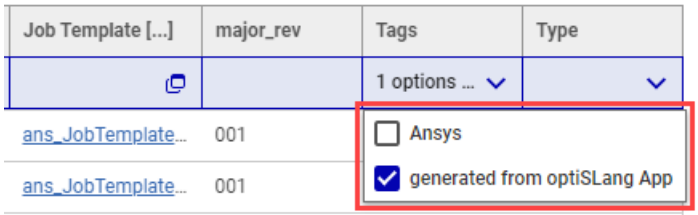
- When performing a Simple Search in a list view, and searching by a property that has multiple possible values, selecting one of the available values as search criteria does not return items that have multiple values specified for that property in their item properties.

  For example, if *Application1* has two **Tags** specified in its properties, '**Ansys**' and '**generated from optiSLang App**'...



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...searching specifically for applications with the **generated from optiSLang App** tag will not return *Application1* in the search results. The results will only include applications that have *only* the **generated from optiSLang App** tag in their properties.



To find *Application1* in a search where you use **Tags** as the search criteria, you would need to enable both the **Ansys** and **generated from optiSLang App** options in the **Tags** drop-down.

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Chapter 7: Logs

Ansys Minerva and Distributed Compute Gateway (DCG) produce log files that capture information about events that have occurred during application use.

Log files may contain error information that is helpful in identifying the cause of an issue.

In this section:

7.1. Ansys Minerva Logs

7.2. Distributed Compute Gateway Logs

7.3. Enabling Stack Traces with Errors

7.1. Ansys Minerva Logs

Service	Log Location (default)	Logging Configuration
Agent Service	`[InstallDir]\AgentService\logs\AgentService.log`	`[InstallDir]\AgentService\appsettings.json`
Ansys Minerva Scheduler	The Ansys Minerva scheduler monitors DCG and Ansys Cloud Direct jobs. The `minerva-scheduler-yyyymmdd.log` is located in the `[InstallDir]\Scheduler\logs` folder. Generated daily, this log reports the activity and errors of the Ansys Minerva scheduler. Example: `minerva-sched-`	To specify configuration settings for the `minerva-scheduler-yyyymmdd.log` files, edit this Serilog config file: `[InstallDir]\Scheduler\appsettings.json`. • To specify the log location, edit the "path" setting. • To change the format of the file content, edit the "outputTemplate" setting. Note that this does not change the name or extension of the file. • To change the frequency at which the log is generated, edit the "rollingInterval" setting. • To enable more debug messages to be included in the log file, change the value of the "Minimum Level" > "Default" setting from "Information" to "Debug". **Note:** Under "Override", do not change the "System" or "Microsoft" settings unless instructed to do so by Ansys Support.

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<table>
<tr><th>Service</th><th>Log Location (default)</th><th>Logging Configuration</th></tr>
<tr><td></td><td>uler-20230102.log</td><td>

```
{
  "ServiceName": "ANSYS Minerva Scheduler AnsysMinerva",
  "Serilog": {
    "MinimumLevel": {
      "Default": "Information",
      "Override": {
        "System": "Warning",
        "Microsoft": "Warning"
      }
    },
    "Using": [
      "Serilog.Sinks.Console",
      "Serilog.Sinks.File"
    ],
    "Enrich": [
      "FromLogContext"
    ],
    "WriteTo": [
      {
        "Name": "File",
        "Args": {
          "path": "logs/minerva-scheduler-.log",
          "outputTemplate": "[{Timestamp:yyyy/MM/dd HH:mm:ss}
                             {Level:u3}] {Properties:j}
                             {Message:lj}{NewLine}{Exception}",
          "rollingInterval": "Day",
          "rollOnFileSizeLimit": true,
          "shared": true
        }
      },
```

</td></tr>
<tr><td>Ansys Minerva Web Application</td><td>[InstallDir]\Innovator\Server\logs\</td><td>[InstallDir]\appsettings.json</td></tr>
<tr><td>Conversion Server</td><td>MDConverter: In the md_error_info property of the conversion task in the database</td><td>[InstallDir]\ConversionServer\ConversionServer.config

> ConverterSettings > MDConverter > Settings > mdConverterTrace</td></tr>
<tr><td></td><td>FileTypeConverter: C:\AMtemp\ConvServ\FTCtemp\FTConverter.log</td><td>[InstallDir]\ConversionServer\ConversionServer.config


```
<filesDownloadLocation value="C:\AMtemp\ConvServ\FTCtemp" />
<fileTypeConverterTrace value="true" />
<fileTypeConverterTraceFile value="C:\AMtemp\ConvServ\FTCtemp\
 FTConverter.log"/>
```

</td></tr>
<tr><td></td><td>Optional built-in logging: [InstallDir]\ConversionServer\logs</td><td>[InstallDir]\ConversionServer\web.config

This logging is intended for debugging purposes only. To enable it, you must set stdoutLogEnabled to "true". For even more detailed logging, change the value of the ASPNETCORE_ENVIRONMENT variable from "Production" to "Development".</td></tr>
</table>

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Service	Log Location (default)	Logging Configuration
Local AppLauncher Service	%APPDATA%\Ansys\Minerva	To define custom logging behavior, create an `appsettings.json` file and place it in the %APPDATA%\Ansys\Minerva folder on your machine. See Creating a Generic Connector Configuration File in the *Ansys Minerva Configuration Guide*.
Metadata Extraction Service	C:\\AMtemp\\MDE\\MDSlog	The default configuration for the log file is in the `[InstallDir]\MetadataExtraction\MDService\appsettings.Production.json` file. **This file should not be changed**. Instead, changes to the default settings should be put into the `[InstallDir]\MetadataExtraction\config\MDService.config.json` file. The default value for the log file is to create the `ansysmdsrv-<Date>.txt` file in the `C:\AMtemp\MDE\MDSlog\` directory. To change the default value, edit the "path" argument as shown in the following example: `{ "Serilog": { "MinimumLevel": { "Default": "Verbose", "Override": { "System": "Information", "Microsoft": "Information", "Microsoft.EntityFrameworkCore.Database.Command": "Warning" } }, "WriteTo": [ { "Name": "File", "Args": { "path": "D:\\Ansys\\temp\\MDServiceLog\\ansysmdsvc-.txt"`
OAuth Server	`[InstallDir]\OAuthServer\logs`	`[InstallDir]\OAuthServer\appsettings.json`
VaultUtil	`C:\temp\vaultutillog`	`[InstallDir]\VaultUtil\appsettings.json` > **Serilog** > **WriteTo** > **Args** > **Path**

Note:

Information from Conversion Server and Metadata Extraction Service logs can also be viewed in the Conversion Tasks that are created when files are uploaded. See Checking Conversion Task Logs (p. 4).

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7.2. Distributed Compute Gateway Logs

Service	Log Location (default)
DCG Main Services	In `C:\Windows\Temp` or `/tmp`, check *the most recent copy* of these files: • `dcgServiceHost` *`version-datestamp_pid`*`.log` • `dcgIdentity` *`version-datestamp_pid`*`.log` • `dcgMonitoring` *`version-datestamp_pid`*`.log` For example, if the DCG version is 2025 R1 ('251' in a path) and the service's process identification number (pid) is 2804, a file name will look like this: `dcgServiceHost`**`251`**`-2023-01-23-00-31-13_`**`2804`**`.log`

DCG Per-User Services	In `%USERPROFILE%\AppData\Local\Temp` or `/tmp`, check *the most recent copy* of this file for a specific user:
	`dcgServiceHost` *`version-datestamp_username_pid`*`.log`
	For example:
	`dcgServiceHost251-2023-01-30-14-40-17_MYDOM_jsmith_25764.log`

File Transfer Service	`%APPDATA%\Ansys\xfer-service-1.0\xfer.log` or `~/.ansys/xfer-service-1.0/xfer.log` (where ~ is the user's home directory)

7.3. Enabling Stack Traces with Errors

You can enable stack traces for several services.

1. In the `[InstallDir]\InnovatorServerConfig.xml` file, add the following element:

```
<operating_parameter key="SetErrorMessageStackTrace" value="true" />
```

2. In the `[InstallDir]\VaultServer\Vault.config` file, add the following element under **configuration/appSettings**:

```
<add key="SetErrorMessageStackTrace" value="true"></add>
```


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