



Troubleshooting External Content Integration in Cisco StadiumVision Director

First Published: May 5, 2015

This module describes how to monitor and troubleshoot problems with External Content Integration in Cisco StadiumVision Director.

This module includes the following topics:

- [Monitoring the External Content Integration Log, page 129](#)
- [Troubleshooting NFL GSIS Statistics Problems, page 131](#)
- [Troubleshooting Missing Data Feed Content, page 131](#)

Monitoring the External Content Integration Log

All logging messages for External Content Integration are written to the following log file and location:
/opt/sv/servers/mule/mule.log

While logging can always be seen directly from the Unix console, you can also view messages using the log viewer in the Management Dashboard. When you start the log viewer, informational messages are displayed as the default severity level.

The log file is compressed once a day at 24:00.

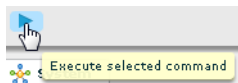
Starting and Stopping the Log Viewer

If logs are turned on, they increase in size over time, which can lead to disk space issues. Therefore, it is recommended that you use the log functionality only during troubleshooting.

To start and stop the log viewer, complete the following steps:

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- Step 1** Log into Cisco StadiumVision Director as an administrator.
 - Step 2** From the Cisco StadiumVision Director main menu, click **Management Dashboard**.
 - Step 3** Using the Management Dashboard drawers, go to **Tools > Settings > External Content Integration**.

- Step 4** Do the following:
- To start logging, select **Start Log Viewer**.
 - To stop logging, select **Stop Log Viewer**.
- Step 5** Click the Play button to run the command.



Modifying the Severity Level of Messages Displayed in the Log Viewer



Caution

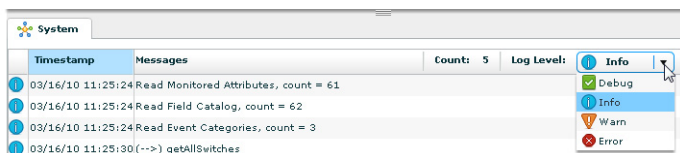
The logging service for External Content Integration can produce a very large number of messages when you specify the debug severity level, many of which can be seen only from the Unix console. Be sure to stop the log viewer or change the severity level of messages being logged, and do not allow the log to run continuously in debug mode to avoid potential problems with system performance or an unusually large log file. This can also use a lot of disk space on the hard drive.

The External Content Integration log supports 4 severity levels for messages, and each increasing severity level is cumulative and includes the logging of all message severity levels below it:

- Debug
- Info—This is the default.
- Warn
- Error

To modify the severity level of messages displayed in the log viewer, complete the following steps:

- Step 1** Log into Cisco StadiumVision Director as an administrator.
- Step 2** From the Cisco StadiumVision Director main menu, click **Management Dashboard**.
- Step 3** Using the Management Dashboard drawers, go to **Tools > Settings > External Content Integration**.
- Step 4** In the System panel, click the arrow in the Log Level drop-down list box:



- Step 5** Select the severity level of the message that you want to view in the log.

Troubleshooting NFL GSIS Statistics Problems

To troubleshoot any problems with obtaining the NFL GSIS statistics, look at the following areas:

- Verify that the `GSISGameStats.xml` file resides on the SIAB server in the root directory.

**Note**

There are five other GSIS files in this directory, but only the `GSISGameStats.xml` file is used by Cisco StadiumVision Director.

- Verify connectivity to the SIAB server and access to the XML file using the following command from a Unix console on Cisco StadiumVision Director:
`curl -u 'user:pswd' ftp://ip-address/GSISGameStats.xml`
where *user* and *pswd* are replaced with your SIAB server username and password credentials from the NFL GSIS representative, and *ip-address* is replaced by the IP address of your SIAB server.
- Check the External Content Integration logs in the Management Dashboard for FTP errors. For more information, see the [“Monitoring the External Content Integration Log”](#) section on page 129.
- Restart the External Content Integration application from the Management Dashboard by navigating to **Tools > Settings > External Content Integration > Restart Application**.

Troubleshooting Missing Data Feed Content

It might take up to two times your polling interval for data to appear in your preview pane.

To troubleshoot any problems with data feed content not appearing in preview, look at the following areas:

- Be sure that you have enabled the data source configuration (click Deploy in the Data Integration screen). You must deploy the feed to make the data available to the External Content Integration service. For more information see the [“Enabling the Data Source Configuration”](#) section on page 46.
- Restart the External Content Application. The External Content Application must be restarted whenever you modify the configuration and save it, and after deployment. For more information, see the [“Restarting the External Content Integration Application”](#) section on page 48.

Undeploying All Data Sources in the External Content Integration Application

If there is a problem with any data sources in the External Content Integration application, sometimes the application will not be able to start. If the application gets into this state, you can use the TUI to undeploy all of the configured data sources to clear the problem.

To undeploy all data flows in the External Content Integration application, complete the following steps:

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- Step 1** Log into the TUI as installer on the server using a directly-connected console or SSH client. The TUI Main Menu is displayed.
- Step 2** From the Main Menu, go to **Troubleshooting > Undeploy all data sources in Data Integration (Broker)**.
A prompt is displayed asking you to confirm if you are sure that you want to undeploy all data sources.
- Step 3** Press **C** to continue.
- Step 4** Return to the Main menu and exit the TUI.
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What To Do Next

After you log into Cisco StadiumVision Director, you should be able to do the following:

- Re-deploy any data sources in the **Control Panel > Setup > Data Integration** screen.
- From the Management Dashboard, restart the External Content Integration Application.