



# APPENDIX **B**

## Troubleshooting

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Revised: September 20, 2011, OL-24179-02

### Introduction

If you encounter a problem while using the Cisco Service Control Application Reporter (SCA Reporter), use the information in this appendix to help isolate its cause. The procedures in this appendix assume that you are troubleshooting the initial system startup, and that the GUI is in the original factory configuration. If you have changed any default settings, the recommendations in this appendix might not apply.

- [Using the Troubleshooting Appendix, page B-1](#)
- [General Troubleshooting, page B-2](#)
- [Troubleshooting Setup Errors, page B-2](#)
- [Troubleshooting Using the Command Line Interface, page B-2](#)
- [Troubleshooting Parameter Definition Errors, page B-3](#)
- [Checking System Conditions, page B-4](#)
- [Viewing the Error Log, page B-4](#)
- [Viewing the Installed Version of Report Templates, page B-5](#)

### Using the Troubleshooting Appendix

This appendix describes the subsystems available for efficient problem solving. After applying the solutions in this appendix, if you are still unable to solve an issue, contact a customer service representative for assistance. Provide the representative with the following information:

- Type of software and release number
- Brief description of issue
- Brief explanation of the steps taken to isolate and resolve the issue
- Maintenance agreement or warranty information

While working in the SCA reporter, you can also access online help.

# General Troubleshooting

Searching the Help menu allows you to learn more about the SCA Reporter while you are working. You can get assistance with the following functions from the Help menu:

- Creating a Basic Configuration
- Accessing Online Help
- Checking System Conditions
- Managing Configuration
- Installing and Upgrading Templates
- Viewing Plug-in Details

You can also access online help while working in the SCA Reporter (see [Using Online Help, page 2-27](#)).

## Troubleshooting Setup Errors

If the GUI does not open, check the following:

- Ensure that adequate memory is installed and available.
- Uninstall an old release before installing a new release.
- Ensure that the database is installed and populated.
- Ensure that the IP address of the computer is not connected to another device.

## Troubleshooting Using the Command Line Interface

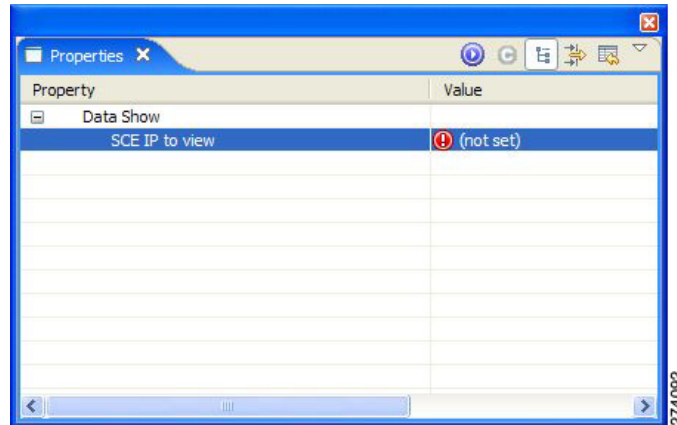
For details on using and troubleshooting the SCA reporter command line interface (CLI), see the following sections in either *Cisco SCE8000 CLI Command Reference* or *Cisco SCE 2000 or SCE 1000 CLI Command Reference*:

- CLI Help Features
- Navigational and Shortcut Features
- Managing Command Output

# Troubleshooting Parameter Definition Errors

In this example, a mandatory property is not set (Figure B-1).

**Figure B-1** Mandatory Property Not Set



When the report instance is executed, an error message appears (Figure B-2).

**Figure B-2** Error Message



To view specifics on an error, click **Details** (Figure B-3).

**Figure B-3** Error Message Details



# Checking System Conditions

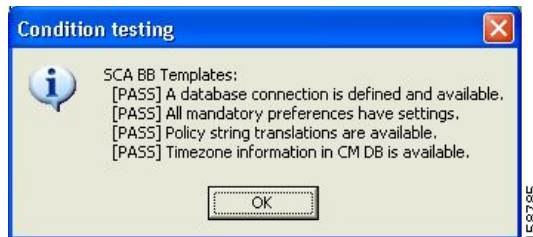
You can check the system conditions to ascertain if:

- Database connection is defined correctly and that the connection is active
- System is correctly configured

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**Step 1** From the Main menu, choose **Help > Check Conditions**. A Condition testing message appears (Figure B-4).

**Figure B-4** Condition Testing Message



**Step 2** Click **OK**.

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## Viewing the Error Log

To configure debug message logging, see the “[Configuring the SCA Reporter](#)” section on page 2-12. When this mode is activated, you can view the error log.

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**Step 1** From the Main menu, choose **Help > About SCA Reporter**.

The About SCA Reporter dialog box appears.

**Step 2** Click **Configuration Details**.

**Step 3** Click **View Error Log**.

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# Viewing the Installed Version of Report Templates

When there is a change in a database structure, but the repository is not updated, Template Repository errors may exist. For details, see the [“Installing and Upgrading SCA Reporter Templates”](#) section on page A-1.

**Note**

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Before the installation, you may need to update the files used for installation and upgrade.

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- Step 1** From the Main menu, choose **Help > About SCA Reporter**. The About SCA Reporter dialog box appears.
- Step 2** Click **Plug-in Details**. The About SCA Reporter Plug-ins dialog box appears.
- Step 3** Verify that the version of SCA BB Templates is correct.
- Step 4** Click **OK**. The About SCA Reporter Plug-ins dialog box closes.
- Step 5** Click **OK**. The About SCA Reporter dialog box closes.
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