



Troubleshooting

Use this chapter to troubleshoot problems that may arise when using BBSM:

- [Clearing Pending Hotel Charges, page 5-1](#)
- [Common Problems, page 5-3](#)
- [Using the Trace Debugging Utility, page 5-8](#)

In addition to the information in this section, you can also find tips and answers to common questions by accessing the BBSM website at <http://www.cisco.com>.

Clearing Pending Hotel Charges

During room mapping, you must disable the PMS from the Billing PMS or Billing Printer web page in WEBconfig so guest room charges will not be posted to the PMS while you are mapping rooms. However, if charges are generated, these charges will likely need to be cleared from the pendinghotelsale database table before actual room charges start accruing. Follow these steps to clear the charges.

-
- Step 1** Open a DOS window.
- Step 2** Type the following commands to display any pending hotel charges:
- ```
osql -E -d atdial (You will be at a 1> prompt.)
select * from pendinghotelsale
go
```
- Step 3** Type the following commands to clear these charges:
- ```
delete from pendinghotelsale
go
```

[Figure 5-1](#) shows an example of pending hotel charges and the DOS commands that are used to delete them.

Figure 5-1 DOS Commands for Deleting Pending Charges

```

C:\> CMD - osql -E -d atdial
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

C:\Documents and Settings\Administrator\desktop>osql -E -d atdial
1> select * from pendinghotelsale
2> go
  ID          Action          SiteNumber  PortID
-----
          1 pms                1 0001000100008
          2 pms                1 0001000100004
(2 rows affected)

1> delete from pendinghotelsale
2> go
(2 rows affected)

1> select * from pendinghotelsale
2> go
  ID          Action          SiteNumber  PortID
-----
(0 rows affected)

1> _

```

Step 4 Close the DOS window.

Common Problems

The following are the most common problems that you or the end user might encounter when using BBSM and the suggested corrective actions for resolving them.

No BBSM Start Page

The end user does not receive the BBSM Start page when opening the browser. The “Sorry, a network error has occurred” error message appears. This is also known as a RME 19+7 error.

Possible Cause	Suggested Resolution
The user is trying to connect to BBSM through an unsupported network element or through a network element that has not been set up within BBSM.	<p>Perform the steps below:</p> <ul style="list-style-type: none"> Verify that all network elements on site are on the supported hardware list and that they are correctly set up in BBSM. From the WEBconfig NavBar, click Network Elements > Site # (where # is the site number). Click the proper network element type to determine the IP address information of the various network elements. Verify the connectivity to all network elements by pinging their IP address. Verify the correct configuration of the network elements. Correct any information and/or add any necessary network element information to the WEBconfig pages. Continue with Resolution 2. <p>Note The port map may need to be updated if any changes were made to the switch information.</p>
A previously generated port map has been corrupted, one or more network elements were added to this site and the port map was not updated or a port map has never been generated for this site.	<p>Perform the following steps:</p> <ol style="list-style-type: none"> Update or generate the port configuration. Refer to the “Configuring Network Elements” section on page 3-14. Attempt to connect a client to see whether the problem has been resolved. <p>Note If the BBSM server is part of a BBSD network, the port configuration may be restored if no changes have occurred on site since the last valid backup was performed. Refer to Appendix B, “Using BBSD.”</p>
The SNMP read-write community string on the switch does not match the BBSM server.	<p>Change the SNMP read-write community string so that both the server and the switch match. Refer to the “Configuring Network Elements” section on page 3-14.</p>
A previously configured switch has lost its configuration.	<p>Reconfigure the switch with the correct IP and SNMP parameters. These parameters may be obtained from an up-to-date copy of the network diagram.</p> <p>Note An on-site technician must perform this step.</p>

No Internet Access

The end user receives the Start page, but instead of being able to access the Internet, they receive the "you are connected but..." error message.

Possible Cause	Suggested Resolution
The client is using a private IP address and the router is not configured with a static route to the BBSM internal network.	Reconfigure the router with a static route to the internal NIC.
The DNS server is not set to obtain DNS information from the Internet.	Enter the IP address of the ISP's DNS server. Refer to the “Configuring DNS Forwarding” section on page 2-25.
The DNS server has cached bad information or is not started.	Restart the DNS server: <ol style="list-style-type: none"> 1. Select Start > Programs > Administrative Tools > Services. 2. Right-click DNS Server and choose Start (or Restart).
The Internet may be slow or the site may not be responding.	The user should try to log on later or try another Internet site.
The Internet connection (T-1 or T-3) from the ISP to the site may be down.	Submit a trouble call with the ISP.

E-mail Not Working

Users cannot send or receive e-mail using their ISP account while connected to BBSM.

Possible Causes	Suggested Resolution
<p>The end user's ISP does not accept e-mail from unrecognized sources or IP addresses to prevent its e-mail server from being used as a spam gateway.</p> <p>Normally, the user's computer receives its IP address from the ISP itself, so the address is recognized as valid. When the user logs on to the BBSM network, the user's computer receives its IP address from the BBSM server, which the ISP sees as foreign.</p> <p>When the user tries to send e-mail to this server, the server ignores the e-mail, because it does not recognize the source IP address as being on its own network.</p>	<p>If the BBSM network provider has set up an SMTP server to resolve this problem, the IP address of that server can be configured within BBSM. BBSM will then intercept all SMTP packets and forward them to the IP address. This solution precludes the need for users to reconfigure their e-mail program. Set the SMTP forwarding address as follows:</p> <ol style="list-style-type: none"> 1. From the Dashboard, click WEBconfig. The BBSM Server Settings web page is appears. 2. Enter the IP address or FQDN of the SMTP server in the SMTP Forwarding IP Address field. 3. Click Save.
The user normally connects to the Internet through their corporate network, which is behind a firewall.	In this instance, users must tunnel into their corporate network in order to receive e-mail. Refer to the resolution above to allow the users to send mail only.

PMS Charges Not Posting

Charges are not posting to the PMS.

Possible Cause	Suggested Resolution
Locations (or rooms) may have been mapped incorrectly.	If you entered port locations the first time using the Port Locations field in Port Control, there is no way to verify that ports have been mapped to the correct room number. The only way to ensure that your port-room mapping is accurate is to use the Map Rooms option to map locations or rooms (Mapping Rooms, page 4-17). After rooms have been mapped, you can update port locations using Port Control.
BBSM is not set up for PMS billing.	Turn on PMS billing. Refer to one of the following sections for the procedure to enable PMS billing: <ul style="list-style-type: none"> • Configuring PMS Billing or Print Billing for a Single-Site Architecture, page 3-29 • Configuring PMS Billing or Print Billing for a Multi-Site Architecture, page 3-32
The Athdmn service is not started.	In BBSM 5.2, Athdmn is set to start automatically. If it has been turned off, you need to restart the Athdmn service: <ol style="list-style-type: none"> 1. Click Start > Settings > Control Panel > Administrative Tools. 2. Double-click Services. 3. Right-click athdmn and click Start. The charges should start to post. 4. Close all windows.
The PMS is not connected to the BBSM server.	Check the following: <ul style="list-style-type: none"> • Verify that the BBSM server is physically connected to the PMS. Refer to “Connecting the PMS or Local Printer” section on page 2-32. • Verify that the correct communications port settings (COM and TCP) and PMS protocol are being used. • From the Dashboard, launch WEB PMS Test and send a test charge to the PMS to verify the connectivity. Refer to “Testing the PMS Interface (WEB PMS Test)” section on page 4-1.
Some PMSs require that a room is "checked in" before accepting a charge for that room's folio. This would most likely occur during the final stages of an installation.	Have someone at the front desk temporarily check the technician into the room. Once the PMS test is successfully completed, the front desk can then "check out" the technician. <p>Note Requesting a print out of the BBSM room charge is helpful for future use. The property staff can then delete the charges to the guest folio created by the test.</p>


RADIUS Issues

The end user is unable to authenticate and cannot gain Internet access.

Possible Cause	Suggested Resolution
RADIUS is not correctly configured on the BBSM server.	<p>Check the following:</p> <ul style="list-style-type: none"> • Verify that you can ping the RADIUS server IP address from the BBSM server: <ul style="list-style-type: none"> – From the WEBconfig NavBar, click Billing > RADIUS > Server. – Verify that the RADIUS servers are configured with the same shared secret (password) as the BBSM server. – Verify that on the BBSM server, RADIUS authentication is enabled and the authentication port is set to the same port that the RADIUS server is using. The default RADIUS port is 1645. • Verify that the RADIUS server is configured to accept RADIUS requests from this site. • Verify that the user account is set up and is active on the RADIUS server. • Verify that the BBSM server is using the correct page set.

BBSM Not Functioning

BBSM no longer functions.

Possible Cause	Suggested Resolution
<p>In the process of changing all of the IP addresses, the procedure was not performed correctly.</p>	<p>Verify with the customer that the Address Change Wizard was used to change the BBSM NIC IP addresses. If not, use the Network Control Panel to change the IP addresses of the BBSM NICs back to the previous settings and run the Address Change Wizard to change the BBSM NIC IP addresses to the correct settings. Refer to the “Running the Address Change Wizard” section on page 2-11.</p> <p>Verify the WEBconfig information and, if necessary, change it. Launch WEBconfig and in the IP Addresses, Routers, and Network Elements > Site # (where # is the site number) web pages, change the IP address information. Refer to the “Changing the Internal Network IP Address Ranges” section on page 3-4, the “Configuring Routers” section on page 3-11, and the “Configuring Network Elements” section on page 3-14.</p> <p>Verify the DNS server address and change it if necessary. Refer to the “Configuring DNS Forwarding” section on page 2-25. (All network hardware must have its IP address settings changed separately by a technician.)</p>
<p>A network element has been disconnected. The problem could be a bad Ethernet cable, an unplugged Ethernet or power cable, or the switch itself might be malfunctioning. If a switch is merely misconfigured, traffic will still pass through. In this case, the client would receive a DHCP address, and switches located downstream of the suspected switch would be reachable by support staff.</p>	<p>Using utilities such as ping and telnet, along with the network diagram, determine the most likely location of the failure using the following procedure.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p> Caution If replacing switches or moving cables, return the same cables to the exact same port, or the port configuration will be invalidated.</p> </div> <ol style="list-style-type: none"> 1. Determine which switches are not responding using the ping utility. 2. Telnet into a visible switch, if available, and try to ping the nonresponsive switches again. 3. If an IT staff is available and they do not mind assisting, ask them to help perform the following steps, or a technician must be sent to the property to perform these steps: <ul style="list-style-type: none"> – Check the unresponsive switches to ensure that all power and Ethernet cables are plugged snugly into their respective sockets. – Ensure that any switch lights that are not lit. A link light that should be lit and is not may indicate that the wrong type of cable is being used. – Power cycle the switch by unplugging the power cable, waiting 5 to 10 seconds and plugging the power cable back into the switch. – Unplug the uplink cable from the suspected switch and plug it into a laptop configured for DHCP and try to get an IP address. If you can't get an IP address, the problem is likely upstream. If you can get an IP address, the problem is likely downstream. – Configure the laptop with the IP address of the BBSM internal NIC and plug it into the uplink port of the suspected switch and try to ping the switch. 4. If the problem with a switch or switches cannot be resolved, replace the switches. <p>Note Switch-to-switch and router-to-computer connections require a crossover cable. Switch-to-computer connections require a straight-through cable.</p> <p>Check the network diagram to determine which, if any, switches are downstream of the suspected switch. (The network diagram may not reflect recent changes.)</p>

Using the Trace Debugging Utility

You can also use BBSM's debugging utility, called *Trace*, to debug problems. This section provides basic steps for running the trace. The *Cisco BBSM 5.2 SDK Developer Guide* provides additional information about using trace that may be useful to developers.



Caution

Enabling Trace impacts system performance, so we recommend disabling it after you have run the trace.

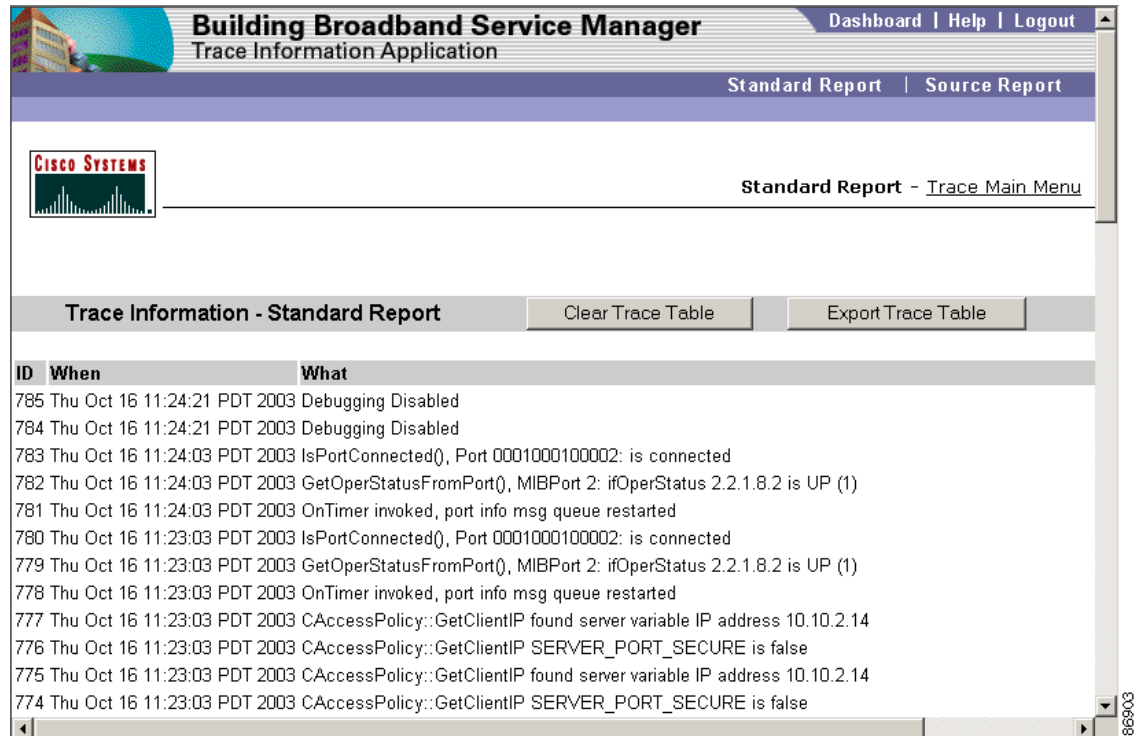
- Step 1** Open Internet Explorer.
- Step 2** Enter `http://<bbsm_server:9488>/trace/` where <bbsm_server> is the IP address of the BBSM server in the address field. If you are running the browser on the server, you can replace <bbsm_server> with "localhost" (without the quotes), and then hit **Enter**. The Trace Application Information web page appears. (See [Figure 5-2](#).)

Figure 5-2 Trace Application



- Step 3** To enable the trace application (or trace logging), check the **Enable BBSM Trace Application** check box, and then click **Change State**.
- Step 4** To view the results of the trace, click **Standard** or **Source**. [Figure 5-3](#) shows the Trace Standard report.

Figure 5-3 Trace Standard Report



Building Broadband Service Manager
Trace Information Application

Dashboard | Help | Logout

Standard Report | Source Report

CISCO SYSTEMS

Standard Report - Trace Main Menu

Trace Information - Standard Report

Clear Trace Table Export Trace Table

ID	When	What
785	Thu Oct 16 11:24:21 PDT 2003	Debugging Disabled
784	Thu Oct 16 11:24:21 PDT 2003	Debugging Disabled
783	Thu Oct 16 11:24:03 PDT 2003	IsPortConnected(), Port 0001000100002: is connected
782	Thu Oct 16 11:24:03 PDT 2003	GetOperStatusFromPort(), MIBPort 2: ifOperStatus 2.2.1.8.2 is UP (1)
781	Thu Oct 16 11:24:03 PDT 2003	OnTimer invoked, port info msg queue restarted
780	Thu Oct 16 11:23:03 PDT 2003	IsPortConnected(), Port 0001000100002: is connected
779	Thu Oct 16 11:23:03 PDT 2003	GetOperStatusFromPort(), MIBPort 2: ifOperStatus 2.2.1.8.2 is UP (1)
778	Thu Oct 16 11:23:03 PDT 2003	OnTimer invoked, port info msg queue restarted
777	Thu Oct 16 11:23:03 PDT 2003	CAccessPolicy::GetClientIP found server variable IP address 10.10.2.14
776	Thu Oct 16 11:23:03 PDT 2003	CAccessPolicy::GetClientIP SERVER_PORT_SECURE is false
775	Thu Oct 16 11:23:03 PDT 2003	CAccessPolicy::GetClientIP found server variable IP address 10.10.2.14
774	Thu Oct 16 11:23:03 PDT 2003	CAccessPolicy::GetClientIP SERVER_PORT_SECURE is false

Step 5 To clear the trace information, click **Clear Trace Information Table**.

Step 6 After running the trace, disable trace logging to prevent system performance from being impacted. **Uncheck the Enable BBSM Trace Application** check box and click **Change State**. (If you reboot the server, the trace is disabled.)

