



Troubleshooting

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

- [Clearing Pending Hotel Charges, page 6-1](#)
- [Troubleshooting Tips, page 6-3](#)
- [Using the Trace Debugging Utility, page 6-9](#)

In addition to the information in this section, you can also find tips and answers to common questions by accessing the BBSM website:

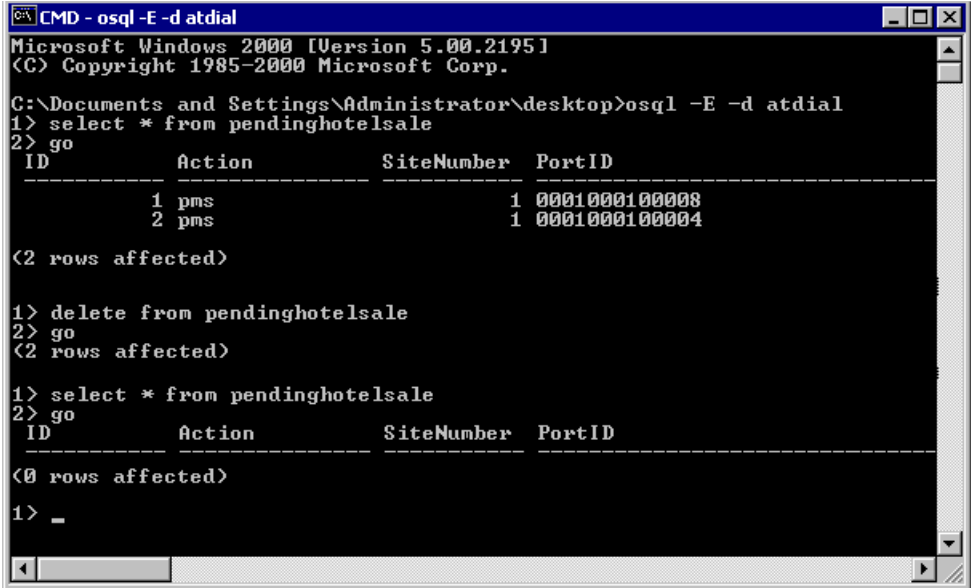
<http://www.cisco.com/en/US/products/sw/netmgtsw/ps533/index.html>

Clearing Pending Hotel Charges

Before 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 when you are mapping rooms. However, if charges are generated, they will probably 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 (at the 1> prompt.)
select * from pendinghotelsale
go
```
- Step 3** Type the following commands to clear these charges:
- ```
delete from pendinghotelsale
go
```
- [Figure 6-1](#) shows an example of pending hotel charges and the DOS commands that delete them.
- Step 4** Close the DOS window.

Figure 6-1 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> _
```

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Troubleshooting Tips

The following sections describe problems that you or the end user might encounter when using BBSM and the suggested 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 an RME 19+7 error.

Possible Cause	Suggested Resolution
The user is trying to connect to BBSM through an unsupported network device or through a network device that is not set up within BBSM.	<p>Follow these steps:</p> <ol style="list-style-type: none"> 1. Verify that all network devices on site are on the supported hardware list and that they are correctly set up in BBSM. 2. From the WEBconfig NavBar, click Network Elements > Site # (where # is the site number). Click the proper network device type to determine the IP address information of the various network devices. 3. Verify the connectivity to all network devices by pinging their IP addresses. 4. Verify the correct configuration of the network devices. 5. Correct any information and add any necessary network device information to the WEBconfig pages. Refer to the chapter on configuring network devices in the <i>Cisco BBSM 5.3 Configuration Guide</i>. <p>Note You may need to update the port map if any changes were made to the switch information.</p> <ol style="list-style-type: none"> 6. Attempt to connect a client to verify that the problem has been resolved.
Previously generated map settings have been corrupted, one or more network devices were added to this site and the settings were not updated, or port settings have never been configured for this site.	<p>Follow these steps:</p> <ol style="list-style-type: none"> 1. Update or generate the port configuration. Refer to the chapter on configuring network devices in the <i>Cisco BBSM 5.3 Configuration Guide</i>. 2. Attempt to connect a client to see whether the problem has been resolved.
The SNMP read-write community string on the switch does not match the BBSM server.	Change the SNMP read-write community string so that the server and the switch match. Refer to the chapter on configuring network devices in the <i>Cisco BBSM 5.3 Configuration Guide</i> .
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 onsite technician must perform this step.</p>

No Internet Access

The end user receives the Start page but cannot access the Internet and receives 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 external 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 section on configuring DNS forwarding in the <i>Cisco BBSM 5.3 Configuration Guide</i> .
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.

Email Not Working

Users cannot send or receive email using their ISP account while connected to BBSM.

Possible Causes	Suggested Resolution
<p>The end user's ISP does not accept email from unrecognized sources or IP addresses to prevent its email 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 email to this server, the server ignores the email 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 then intercepts all SMTP packets and forwards them to the IP address. This solution precludes the need for users to reconfigure their email 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 appears. 2. Enter the IP address or FQDN of the SMTP server in the SMTP Forwarding IP Address field and click Save. <p>Note The ISP may have to add the external IP address of the BBSM server to the SMTP server list of allowed IP addresses from which to receive SMTP packets.</p>
The user normally connects to the Internet through his or her corporate network, which is behind a firewall.	<p>In this instance, users must tunnel into their corporate network to receive email. Refer to the resolution above to enable users to send mail only.</p> <p>The ISP may have to add the external IP address of the BBSM server to the SMTP server list of allowed IP addresses from which to receive SMTP packets.</p>

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 rooms or locations the first time by using the Port Locations field in the Port Control window, you cannot verify that ports were mapped to the correct room number. The only way that you can ensure that your port-to-room mapping is accurate is to map rooms by using the Map Rooms option in WEBconfig. After the rooms have been mapped, you can update the port locations by using the Port Control window. (Refer to the section on mapping rooms in the <i>Cisco BBSM 5.3 Configuration Guide</i> .)
BBSM is not set up for PMS billing.	Turn on the PMS billing. To enable PMS billing, refer to the chapter on configuring site PMS billing or print billing in the <i>Cisco BBSM 5.3 Configuration Guide</i> .
The Athdmm service is not started.	As of BBSM 5.2, Athdmm is set to start automatically. If it has been turned off, you need to restart the Athdmm service: <ol style="list-style-type: none"> 1. Click Start > Settings > Control Panel > Administrative Tools. 2. Double-click Services. 3. Right-click athdmm 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 the chapter on connecting the PMS or local printer in the <i>Cisco BBSM 5.3 Configuration Guide</i>. • 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 connectivity. (Refer to the WEB PMS Test section on testing the PMS interface in the <i>Cisco BBSM 5.3 Configuration Guide</i>.)
Some PMS systems require that a guest must be checked into a room before the charge can be accepted. This check-in can occur during the room mapping part of an installation when you test the charges that are being sent to a room.	Have someone at the front desk temporarily check the installer into the room being tested. After the PMS test charge is successfully completed, the installer can be checked out of the room.

RADIUS Problems

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 shared secret entered in WEBconfig. – Verify that on the BBSM server RADIUS authentication is started 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 the BBSM server. • 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.

Software Download Failures

The patch or service pack transfer failed.


Possible Cause	Suggested Resolution
The Java plug-in may not be installed on the computer or the wrong version is installed.	<p>Install the Java plug-in that is provided on the software download page onto the computer that is doing the transferring:</p> <p>http://www.cisco.com/pcgi-bin/tablebuild.pl/bbsm53</p>
There is a bad or busy remote connection.	<p>If you can, access the BBSM server locally and transfer using WEBpatch.</p> <p>Another workaround is to place the file in the following folder directly into the folder to which the file is being transferred: c:\inetpub\patch</p>
You may be trying to transfer a very small patch from the BBSM internal network.	<p>Install the patch directly on the BBSM server.</p>

The install failed. You may receive various messages.

Possible Cause	Suggested Resolution
The file is corrupt.	Compare the size and Message Digest 5 (MD5) of the file against the size and MD5 that is listed on the software download page. If the file is not exactly the same, it may have become corrupt when it was downloading from the software download page. If the file is corrupt, download it again. In this case, the patch log will probably show a 0 for the patch number.
The patch may already be installed.	<p>If you have already installed a patch and try to install it again, a pop-up error message appears, stating that the installation was not successful.</p> <p>You can verify whether or not a patch was already installed by looking in two places:</p> <ul style="list-style-type: none"> • The Patches page lists the patch in the drop-down menu. • The Patch Log shows the details of all attempted patch installations. <p>Select the patch and look at the details to determine whether or not a patch has been successfully installed. If you tried installing the same patch a second time and the first install was successful, you do not need to take any further action.</p>
A patch dependency has not been met.	The Patch Log shows you if the patch has a dependency that has not been met. The release notes for the patch describe any dependencies that must be met before the patch can be installed.
For many of the Microsoft patch installers that we create, the connection to WEBpatch is lost during the installation. The installation then appears to fail and the page cannot be displayed.	<p>If you disturb the server while the patch is still installing, the installation may fail. (These patches are always described in release notes, so read the appropriate release note for the download instructions.)</p> <p>Check the following:</p> <ul style="list-style-type: none"> • Verify that the patch has been installed. It should appear in the drop-down menu on the Patches web page. If it is not listed, you can install it again. • Consult the Microsoft bulletin for a way to verify that the patch was installed successfully. • Very rarely, the patch shows that has been installed even though it is only partially installed. After trying all other workarounds, adjust the database manually. (You may want to contact the Cisco TAC. Refer to the “Obtaining Technical Assistance” section in the preface to this operations guide.)

BBSM Not Functioning

BBSM no longer functions.

Possible Cause	Suggested Resolution
The IP addresses, were not changed correctly.	<p>Verify with the customer that the Address Change Wizard was used to change the BBSM NIC IP addresses. If it was not used, use the Network Control Panel reset 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 section on running the Address Change Wizard in the <i>Cisco BBSM 5.3 Configuration Guide</i>.</p> <p>Verify the WEBconfig information and, if necessary, change it. Launch WEBconfig. Change the IP address data on these web pages: IP Addresses, Routers, and Network Elements > Site # (where # is the site number). Refer to the chapters on changing the IP address ranges and configuring routers and network devices in the <i>Cisco BBSM 5.3 Configuration Guide</i>.</p> <p>Verify the DNS server address and change it if necessary. Refer to the section on configuring DNS forwarding in the <i>Cisco BBSM 5.3 Configuration Guide</i>. (All network hardware must have its IP address settings changed separately by a technician.)</p>
A network device 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 still passes through. The client would receive a DHCP address, and support staff could reach switches located downstream of the suspected switch.	<p>Using utilities such as ping and Telnet, along with the network diagram, follow these steps to determine the most probable location of the failure:</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p> Caution If you are replacing switches or moving cables, return cables to the 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. An IT technician must perform these steps: <ul style="list-style-type: none"> – Check the unresponsive switches to ensure that all power and cable connections are good. – Check the lights for link status and ensure that the correct cables were 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. Try to get an IP address. If you cannot get an IP address, the problem is probably upstream. If you can get an IP address, the problem is probably downstream. – Configure the laptop with the IP address of the BBSM internal NIC and plug it into the uplink port of the suspected switch. 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>Use 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 use the *Trace* BBSM debugging utility to debug problems. This section provides basic steps for using the Trace application. The *Cisco BBSM 5.3 SDK Developer Guide* provides additional information about using Trace that can be useful to developers.

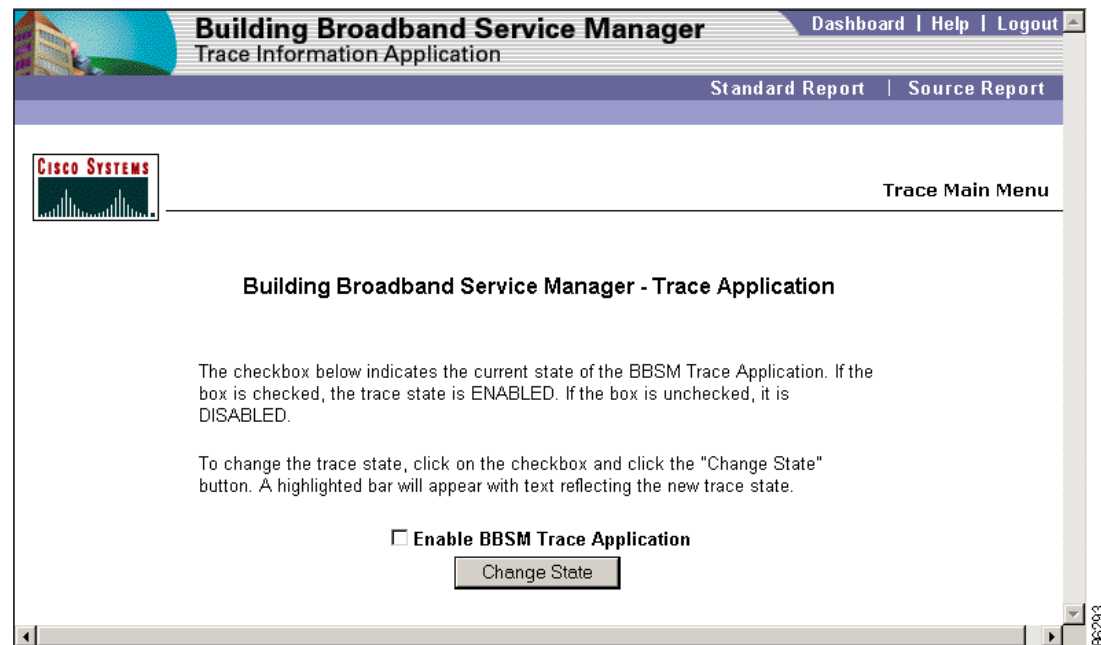


Caution

Enabling Trace affects system performance, so Cisco recommends that you disable it after you have finished using the utility.

- 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* and then press **Enter**. The Trace Information Application web page appears. (See [Figure 6-2](#).)

Figure 6-2 Trace Information Application Web Page



- 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 the **Standard** or **Source** links.
- Step 5** To export the trace information table, click **Export Trace Table**.

Figures [6-3](#) and [6-4](#) show examples of the trace Standard and Source reports.

Figure 6-3 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

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Figure 6-4 Trace Source Report

Building Broadband Service Manager
Trace Information Application

Dashboard | Help | Logout

Standard Report | Source Report

CISCO SYSTEMS

Source Report - Trace Main Menu

Trace Information - Source Report Clear Trace Table Export Trace Table

ID	When	Source File	Line	What
785	Thu Oct 16 11:24:21 PDT 2003	.\debugging.cpp	78	Debugging Disabled
784	Thu Oct 16 11:24:21 PDT 2003	.\debugging.cpp	78	Debugging Disabled
783	Thu Oct 16 11:24:03 PDT 2003	.\EtherStack.cpp	353	IsPortConnected(), Port 0001000100002: is connected
782	Thu Oct 16 11:24:03 PDT 2003	.\EtherStack.cpp	1408	GetOperStatusFromPort(), MIBPort 2: ifOperStatus 2.2.1.8.2 is UP (1)
781	Thu Oct 16 11:24:03 PDT 2003	.\HiddenWnd.cpp	1596	OnTimer invoked, port info msg queue restarted
780	Thu Oct 16 11:23:03 PDT 2003	.\EtherStack.cpp	353	IsPortConnected(), Port 0001000100002: is connected
779	Thu Oct 16 11:23:03 PDT 2003	.\EtherStack.cpp	1408	GetOperStatusFromPort(), MIBPort 2: ifOperStatus 2.2.1.8.2 is UP (1)
778	Thu Oct 16 11:23:03 PDT 2003	.\HiddenWnd.cpp	1596	OnTimer invoked, port info msg queue restarted
777	Thu Oct 16 11:23:03 PDT 2003	.\AccessPolicy.cpp	339	CAccessPolicy::GetClientIP found server variable IP address 10.10.2.14
776	Thu Oct 16 11:23:03 PDT 2003	.\AccessPolicy.cpp	269	CAccessPolicy::GetClientIP SERVER_PORT_SECURE is false
775	Thu Oct 16 11:23:03 PDT 2003	.\AccessPolicy.cpp	339	CAccessPolicy::GetClientIP found server variable IP address 10.10.2.14
774	Thu Oct 16 11:23:03 PDT 2003	.\AccessPolicy.cpp	269	CAccessPolicy::GetClientIP SERVER_PORT_SECURE is false

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- Step 6** To clear the trace information, click **Clear Trace Information Table**.
- Step 7** After running the trace, disable trace logging to prevent system performance from being degraded. On the Trace Main Menu, uncheck the **Enable BBSM Trace Application** check box and click **Change State**. (If you reboot the server, the trace is disabled.)
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