



CHAPTER 15

Troubleshooting Utility Functions

This chapter provides information about the following troubleshooting utility functions:

- [checkCiscoPortalConnection](#), page 15-1
- [checkDeviceConnection](#), page 15-1

checkCiscoPortalConnection

Synopsis

```
Status checkCiscoPortalConnection(UserToken token) throws RemoteException;
```

Description

This function checks the health of the Cisco Product License Registration Portal connection.

Input Parameters

| Parameter | Type | Value | Description |
|-----------|------|-------|--|
| | | — | A token that represents your authorization pass, which is obtained after you invoke the login function and are authenticated by the back-end server. |

Return

This function returns a Status object.

Error and Exception

If a system error prevents the operation from completing, a RemoteException is thrown.

When an error occurs, the Status object returns none SUCCESS error code and error message.

checkDeviceConnection

Synopsis

```
Status checkDeviceConnection(UserToken token, String dev_id) throws RemoteException
```

Description**Input Parameters**

| Parameter | Type | Value | Description |
|-----------|----------------------|--|--|
| dev_id | String, mandatory | Name is a string containing up to 64 ASCII characters in the range from x21 to x7A | The device ID where the connection is to be checked. |

Return**Error and Exception**