



CHAPTER 14

Troubleshooting Utility Functions

This chapter provides information about the following troubleshooting utility functions:

- [check_cisco_portal_connection](#), page 14-1
- [check_device_connection](#), page 14-1

check_cisco_portal_connection

Synopsis

```
check_cisco_portal_connection ($token)
```

Description

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

Input Parameters

Parameter	Type	Value	Description
token	UserToken, mandatory	—	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 `Cisco::CLM::Common::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.

check_device_connection

Synopsis

```
check_device_connection ($token, $dev_id)
```

Description

This function checks the health of a device connection.

Input Parameters

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

This function returns a Cisco::CLM::Common::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.