



Videoscape Control Suite 3.5.0 Troubleshooting Guide

Overview

Introduction

This document provides guidance to system operators, installation engineers, and support engineers for troubleshooting issues associated with the installation, operation, and upgrade of Cisco's Videoscape Control Suite (VCS).

Document Version

This is the first formal release of this document.

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General Installation Troubleshooting Tips

- When creating the floppy file (*.flp file), the file names that you inject must be *cluster.xml* and *platformConfig.xml*. No customization of these file names are allowed.
- If the Videoscape Control Suite does not install as expected, examine the following log files:
 - /common/xcp-install/conductor_install.log – Log of python installation script, related to cluster.xml
 - /common/xcp-install/conductor_msginfra-installer.log – Log of Videoscape Control Suite msginfra installer
 - /common/xcp-install/failure.log – Only exists when a python installation script error occurs
 - /common/xcp-install/top-xcp-install.log – I/O redirection file
- XCP installation failure message:
 - The XCP installation failed because of:
Error, Invalid XML configuration file format!
Fatal error when parsing the config file, exit.
Please change the cluster.xml file and then press OK to retry.
Possible solution: Verify the cluster.xml file, and make all necessary changes. Save the changed file to the .flp file. Reconnect the floppy file and click **OK**.
 - The XCP installation failed because of:
Blank adminjid secret
Errors, when parsing zone section, config
Errors, when parsing cluster section, config
Fatal error when parsing the config file, exit.
Please change the cluster.xml file and then press OK to retry.
Possible solution:
 - 1) Disconnect the floppy. Edit the cluster file to add the admin jid entry:

```
<adminjid> admin@mgmt.conductor.cisco.com</adminjid>
<secret>pa$$w0rd</secret>
```
 - 2) Open the floppy file with the WinImage disk imaging utility, delete the current cluster file, inject the new cluster, and save the file. Connect the new floppy and click **OK**.

- The XCP installation failed because of:

Can't install msginfra with current configuration.

Please change the cluster.xml file and then press OK to retry.

Possible reason for this error:

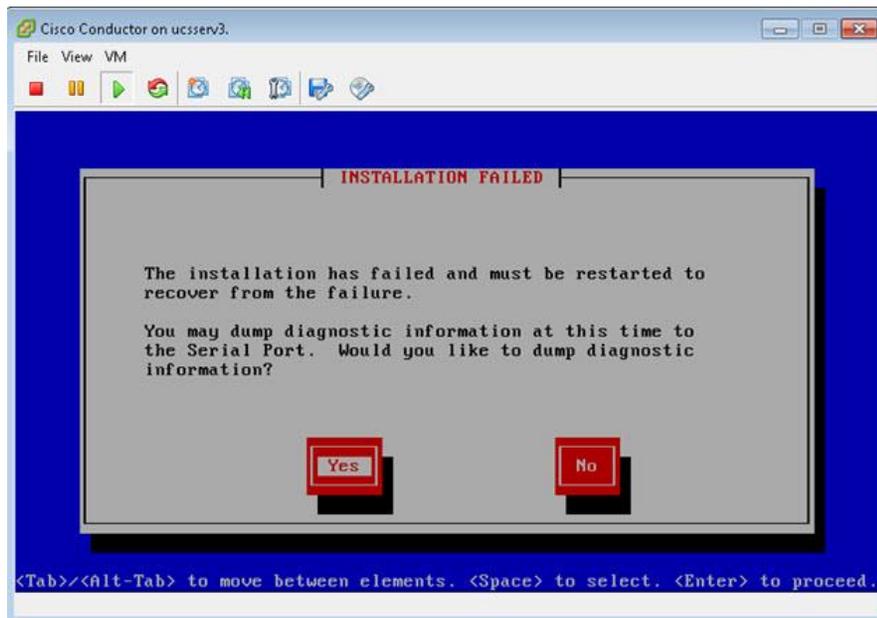
- The floppy image did not contain the default file names *cluster.xml* and/or *platformConfig.xml*.

Possible solution:

Verify the cluster.xml file and/or platformConfig.xml file and make all the necessary changes. Save the changed file to the .flp file. Reconnect the floppy file and click **OK**.

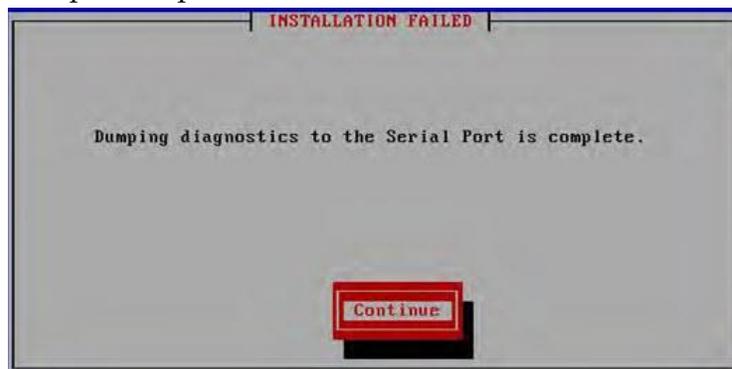
Recover from a Failed Installation of the ISO Image

Occasionally, your installation of the ISO image will fail. This usually occurs because of an issue with the DVD connection. Follow these instructions to recover.



- 1 In the **Installation Failed** message, be sure that **Yes** is selected.
- 2 Press **Enter** to generate a dump of diagnostic information.

Note: This can take a few minutes. The following message appears when the dump is complete:



- 3 Press **Enter** to continue. The **Restart install to recover from failure** message appears.
- 4 In vCenter, right-click the virtual machine on which you are working.
- 5 Choose **Power > Shut Down Guest**. A confirmation message appears.
- 6 In the confirmation message, click **Yes**. A message appears that states that the remote device is disconnected.
- 7 Right-click the virtual machine and choose **Delete from Disk**.
- 8 Refer to *Videoscape Control Suite Installation and Upgrade Guide* (part number OL-29939) and start over, beginning with the **Deploy the OVA File** procedure.

Installation Log File Examination

You can often examine the installation log file to determine what caused an installation failure.

- 1 When you receive an **XCP Installation** error, type the following command and press **Enter** to log in to the CLI as the *admin* user to examine the logs:

```
ssh admin@<hostname>
```

Result: The system prompts for the password of the admin user.

- 2 Type the password and press **Enter**.
- 3 At the prompt, type the following commands and press **Enter**:

- To list the installation log files:

```
file list activelog install
```

Sample output:

```
top-xcp-install.log  
dir count = 0, file count = 1
```

- To dump the install.log file:

```
file dump activelog install/top-xcp-install.log
```

Sample output:

```
answerfile.upgrade.default  
answerfile.upgrade.template  
answerfile.upgrade.template.oracle
```

- To view the install.log file:

```
file view activelog install/top-xcp-install.log
```

Sample contents:

```
answerfile.upgrade.default  
answerfile.upgrade.template  
answerfile.upgrade.template.oracle  
cleannode.sh
```

Database Connection Issues

Should you receive a message that MSGINFRA or PLATFORM could not connect to the database when you try to run the **set vcs database** command, refer to the following procedures to troubleshoot the issue.

Verifying the Database Connection

- 1 Load the root COP file from the admin CLI.
- 2 Log in as the **root** user.
- 3 Enter the following command:

```
telnet <IP address of the Oracle server> <port for the Oracle server connection>
```

Example: `telnet 209.165.201.1 1521`

Sample Output:

```
Trying 209.165.201.1...
  Connected to 209.165.201.1 (209.165.201.1).
    Escape character is '^]'.
```
- 4 Type **Ctrl-]** (Ctrl-right bracket) to exit from the telnet session.
- 5 Type **quit** at the telnet prompt.

Test the Logins

- 1 Source in the Oracle environment:

```
. /opt/oracle/oracleenv
```

Note: This command has a period and a space before the slash.
- 2 Enter the following command to test the SQL login. Log in as the oracle AM user or any Oracle user.

```
sqlplus csamdb1/csamdb1@<Oracle IP>:<Oracle port>/<Servicename>
```

Example:

```
MSG_238/Cisco123@209.165.201.1:1521/orcl
```

Example output:

```
SQL*Plus: Release 11.2.0.2.0 Production on Tue May 6 08:16:09 2014
Copyright (c) 1982, 2010, Oracle. All rights reserved.
Connected to:
Oracle Database 11g Enterprise Edition Release 11.2.0.1.0 - 64bit Production
With the Partitioning, OLAP, Data Mining and Real Application Testing options
SQL>
```
- 3 Type **quit** to exit from Oracle.

CMC Database Connection Issues After Installation

After the VCS installation, if the CMC fails to start, complete these steps:

- 1 Check the Oracle system ID (SID) by entering the following command on both the primary and secondary servers:


```
ps -ef | grep wcs
```
- 2 Is the output from Step 1, on both servers, **wcs**?
 - If **yes**, follow these instructions:
 - a Change the SID in the /opt/oracle/coracleenv file on the secondary server to s_wcs.
 - b Reboot the secondary server.
 - c When the secondary server has finished booting, verify the Oracle SID.
 - If **no**, there are no corrective steps that need to be taken.

Error in the /opt/CSCOlumos/logs/nms_launchout.log File

Sample Error Message

```
Caused by: org.hibernate.exception.JDBCConnectionException: Cannot
open connection

    at
org.hibernate.exception.SQLStateConverter.convert(SQLStateConverter.
java:74)

    at
org.hibernate.exception.JDBCExceptionHelper.convert(JDBCExceptionHel
per.java:43)

    at
org.hibernate.exception.JDBCExceptionHelper.convert(JDBCExceptionHel
per.java:29)

    at
org.hibernate.jdbc.ConnectionManager.openConnection(ConnectionManage
r.java:426)

    at
org.hibernate.jdbc.ConnectionManager.getConnection(ConnectionManager
.java:144)

    at
org.hibernate.jdbc.JDBCContext.connection(JDBCContext.java:119)

    at
org.hibernate.transaction.JDBCTransaction.begin(JDBCTransaction.java
:57)

    at
org.hibernate.impl.SessionImpl.beginTransaction(SessionImpl.java:132
6)

    at
com.cisco.xmp.persistence.hibernate.proxy.PersistenceSession.beginTr
ansaction(PersistenceSession.java:131)
```

```
at
org.springframework.orm.hibernate3.HibernateTransactionManager.doBeg
in(HibernateTransactionManager.java:555)
... 15 more
Caused by: java.sql.SQLRecoverableException: ORA-01033: ORACLE
initialization or shutdown in progress
```

Solution

- 1 Log in as the **oracle** user.
- 2 Source the environment file.
source coracleenv
- 3 Log in to Oracle as sysdba.
sqlplus / as sysdba
- 4 Shut down the database.
shutdown immediate;
Note: Note the ending semicolon.
- 5 Restart the database.
startup
- 6 Log out.
exit

Invalid Username/Password

If you encounter an invalid username or password error, re-install the CMC COP file. The CMC COP file must be re-installed, not merely upgraded.

Note: See *Installing COP Files for the Videoscape Control Suite* (part number OL-27753) for details.

Issues with COP File Installations

Inability to Log in to the CMC

If, after installing a UI plugin, you cannot log in to the management interface (CMC), complete the following steps on the CMC node:

- 1 Log in as the **root** user.
- 2 Create a working directory in the /tmp directory:
`mkdir /tmp/<COP file name>`
Example: mkdir /tmp/BOA
- 3 Change directories to the newly created directory:
`cd /tmp/<COP file name>`
- 4 Copy the COP file to this newly created directory:
`cp
/common/adminsftp/upgrade/cisco.conductor.billingAdaptor-
3.5-0-9.cop.sgn /tmp/BOA`
- 5 Enter the following command to authenticate the file:
`/usr/local/bin/base-scripts/authenticateFile -f <cop file>`
- 6 Open the COP file:
`tar xzvf <cop file>`
- 7 Enter the following command:
`uninstallcopgui`
- 8 Wait several minutes for the CMC to display the Login prompt.
- 9 Log in as the **root** user.
- 10 Choose **Operate > COP Install**.
- 11 Select the management node where the UI component of this COP file is installed.
- 12 Select the COP file.
- 13 Click **Uninstall UI Component**.
- 14 Install the new COP file and UI component.

Installation Error and Exit

If your COP file installation effort results in an **Installation Error and Exit**, follow this procedure to remove the error:

- 1 In a text editor, open the
/var/log/active/platform/log/cmc_cop_progress_output file.
- 2 Remove the line that contains the **Installation Error and Exit** message.
- 3 Save and close the file.

Alert Manager Installation Issues

Should you receive an invalid login or invalid password error from the Alert Manager service, the following procedures can help you troubleshoot the issue.

Verify the Database Connection

- 1 Load the root COP file from the admin CLI.
- 2 Log in as the **root** user.
- 3 Enter the following command:

```
telnet <IP address of the Oracle server> <port for the Oracle server connection>
```

Example:

```
telnet 209.165.201.1 1521
```

Example output:

```
Trying 209.165.201.1...
    Connected to 209.165.201.1 (209.165.201.1).
    Escape character is '^]'.

```
- 4 Type **Ctrl-]** to exit from the telnet utility.
- 5 Type **quit** at the telnet prompt.

Test the Logins

- 1 Enter the following command to source the Oracle environment:

```
. /opt/oracle/oracleenv
```

Note: A period and a space precede the slash.
- 2 Enter the following command to test the SQL login. You should be able to log in as the oracle user.

```
sqlplus csamdb1/csamdb1@<Oracle IP>:<Oracle port>/<Servicename>
```

Example:

```
MSG_238/Cisco123@209.165.201.1:1521/orcl
```

Example output:

```
SQL*Plus: Release 11.2.0.2.0 Production on Tue May 6 08:16:09 2014
Copyright (c) 1982, 2010, Oracle. All rights reserved.
Connected to:
Oracle Database 11g Enterprise Edition Release 11.2.0.1.0 - 64bit Production
With the Partitioning, OLAP, Data Mining and Real Application Testing options
SQL>
```
- 3 Type **quit** to exit from Oracle.

Verify the JBoss Login Information

- 1 Log in to JBoss at the CLI:
`jboss-cli.sh`
- 2 Enter the following command:
`/opt/jboss/bin/jboss-cli.sh --connect`
- 3 At the jboss prompt, enter the following command:
`/subsystem=datasources/data-source=ConductorAppsDS:read-resource(include-runtime=true,recursive=true)`

Example output:

```
[standalone@localhost:9999 /] /subsystem=datasources/data-source=ConductorAppsDS:read-resource(include-runtime=true,recursive=true)
{
  "outcome" => "success",
  "result" => {
    "allocation-retry" => undefined,
    "allocation-retry-wait-millis" => undefined,
    "background-validation" => undefined,
    "background-validation-millis" => undefined,
    "blocking-timeout-wait-millis" => undefined,
    "check-valid-connection-sql" => undefined,
    "connection-properties" => undefined,
    "connection-url" =>
"jdbc:oracle:thin:@209.165.201.9:1521/csorc11",
    "datasource-class" => undefined,
    "driver-class" => "oracle.jdbc.OracleDriver",
    "driver-name" => "oracle",
    "enabled" => true,
    "exception-sorter-class-name" =>
"org.jboss.jca.adapters.jdbc.extensions.oracle.OracleExceptionSorter",
    "exception-sorter-properties" => undefined,
    "flush-strategy" => undefined,
    "idle-timeout-minutes" => 2L,
    "jndi-name" => "java:/datasources/ConductorAppsDS",
    "jta" => true,
    "max-pool-size" => 31,
    "min-pool-size" => 4,
    "new-connection-sql" => undefined,
    "password" => "csamdb1",
    "pool-prefill" => undefined,
    "pool-use-strict-min" => undefined,
    "prepared-statements-cache-size" => undefined,
    "query-timeout" => undefined,
    "reauth-plugin-class-name" => undefined,
    "reauth-plugin-properties" => undefined,
```

```

    "security-domain" => undefined,
    "set-tx-query-timeout" => "false",
    "share-prepared-statements" => "false",
    "spy" => "false",
    "stale-connection-checker-class-name" =>
"org.jboss.jca.adapters.jdbc.extensions.oracle.OracleStaleConnect
ionChecker",
    "stale-connection-checker-properties" => undefined,
    "track-statements" => "\"NOWARN\"",
    "transaction-isolation" => undefined,
    "url-delimiter" => undefined,
    "url-selector-strategy-class-name" => undefined,
    "use-ccm" => true,
    "use-fast-fail" => "false",
    "use-java-context" => true,
    "use-try-lock" => undefined,
    "user-name" => "csamdb1",
    "valid-connection-checker-class-name" =>
"org.jboss.jca.adapters.jdbc.extensions.oracle.OracleValidConnect
ionChecker",
    "valid-connection-checker-properties" => undefined,
    "validate-on-match" => "false",
    "statistics" => {
      "jdbc" => {
        "PreparedStatementCacheAccessCount" => "0",
        "PreparedStatementCacheAddCount" => "0",
        "PreparedStatementCacheCurrentSize" => "0",
        "PreparedStatementCacheDeleteCount" => "0",
        "PreparedStatementCacheHitCount" => "0",
        "PreparedStatementCacheMissCount" => "0"
      },
      "pool" => {
        "ActiveCount" => "1",
        "AvailableCount" => "31",
        "AverageBlockingTime" => "3",
        "AverageCreationTime" => "191",
        "CreatedCount" => "15",
        "DestroyedCount" => "14",
        "MaxCreationTime" => "1596",
        "MaxUsedCount" => "2",
        "MaxWaitTime" => "1",
        "TimedOut" => "14",
        "TotalBlockingTime" => "51",
        "TotalCreationTime" => "2872"
      }
    }
  }
}
[standalone@localhost:9999 /]

```

- 4 Type **quit** to exit.
- 5 Verify that the connection information is correct.
- 6 Is the connection information correct?
 - If **yes**, you are done with this procedure.
 - If **no**, use the following command to change the information:

```
jboss-cli.sh -c  
command="/subsystem=datasources/datasource=ConductorApps  
DS:write-attribute (name=connection-  
url,value=jdbc:oracle:thin:@209.165.201.9:1522/wcs)
```
- 7 Repeat step 3 to verify the change.
- 8 Restart JBoss for the change to take effect.

```
/usr/local/cm/bin/controlcenter.sh jboss restart
```

Troubleshooting the Upgrade

The following is information that might be useful if the upgrade fails.

Note: The upgrade can be initiated from the CLI without all of the checks that are performed when using the CMC.

```
admin@csvm185216's password:
```

```
Command Line Interface is starting up, please wait ...
```

```
    Welcome to the Platform Command Line Interface
```

```
VMware Installation:
```

```
    8 vCPU:          Intel(R) Xeon(R) CPU E5-2690 0 @ 2.90GHz
```

```
    Disk 1: 80GB
```

```
    Disk 2: 80GB
```

```
    32768 Mbytes RAM
```

```
admin:utils system upgrade initiate
```

```
Warning: Do not close this window without first canceling the upgrade.
```

```
Source:
```

```
    1) Remote Filesystem via SFTP
```

```
    2) Remote Filesystem via FTP
```

```
    3) Local Upload Directory
```

```
    q) quit
```

```
Please select an option (1 - 3 or "q" ): 1
```

```
Directory: /home/ftpuser/Releases/2013-04-30-05:01
```

```
Server: 209.165.201.9
```

```
User Name: ftpuser
```

```
Password: *****
```

```
Please enter SMTP Host Server (optional):
```

```
Checking for valid upgrades. Please wait...
```

```
Available options and upgrades in
```

```
"209.165.201.9:/home/ftpuser/Releases/2013-04-30-05:01":
```

```
    1) UCSInstall_UCOS_3.0.0.0-14950.iso
```

```
    q) quit
```

```
Please select an option (1 - 1 or "q" ): 1
```

```
Accessing the file. Please wait...
```

```
Downloaded 1985 MB.
```

```
Checksumming the file...
```

```
Validating the file...
```

A system reboot is required when the upgrade process completes or is canceled. This will ensure services affected by the upgrade process are functioning properly.

Downloaded: UCSInstall_UCOS_3.0.0.0-14950.iso

File version: 3.0.0.0-14950

File checksum: f2:2a:b6:ea:08:95:3f:56:c4:2d:b1:4d:5c:ea:d7:ed

Automatically switch versions if the upgrade is successful (yes/no):

Automatically switch versions if the upgrade is successful (yes/no):

yes

Start installation (yes/no): **yes**

The upgrade log is install_log_2013-04-30.11.59.24.log

Upgrading the system. Please wait...

04/30/2013 11:59:26 file_list.sh|Starting file_list.sh|<LVL::Info>

04/30/2013 11:59:26 file_list.sh|Parse argument
method=remote_sftp|<LVL::Debug>

04/30/2013 11:59:26 file_list.sh|Parse argument
source_dir=/home/ftpuser/Releases/2013-04-30-05:01|<LVL::Debug>

04/30/2013 11:59:26 file_list.sh|Parse argument
dest_file=/var/log/install/downloaded_versions|<LVL::Debug>

04/30/2013 11:59:26 file_list.sh|Parse argument
remote_host=10.90.187.251|<LVL::Debug>

04/30/2013 11:59:26 file_list.sh|Parse argument
user_name=ftpuser|<LVL::Debug>

04/30/2013 11:59:26 file_list.sh|is_upgrade_lock_available: Upgrade
lock is available.|<LVL::Debug>

04/30/2013 11:59:26 file_list.sh|is_upgrade_result_available: Result
is not available|<LVL::Debug>

04/30/2013 11:59:26 file_list.sh|acquire_upgrade_lock: Lock is free,
creating lock (pid: 19822)|<LVL::Debug>

04/30/2013 11:59:26 file_list.sh|Process remote SFTP
request|<LVL::Info>

04/30/2013 11:59:26 file_list.sh|Calling SFTP command with metering
off|<LVL::Debug>

04/30/2013 11:59:26 file_list.sh|SFTP command complete
(0)|<LVL::Debug>

04/30/2013 11:59:26 file_list.sh|List file (pre-
filtered):|<LVL::Debug>

04/30/2013 11:59:26 file_list.sh|(CAPTURE)
ClusterTool30.war|<LVL::Debug>

04/30/2013 11:59:26 file_list.sh|(CAPTURE)
Installers_Rel_bldlog.txt|<LVL::Debug>

```
04/30/2013 11:59:26 file_list.sh| (CAPTURE) UCSInstall_UCOS_3.0.0.0-14950.iso|<LVL::Debug>
04/30/2013 11:59:26 file_list.sh| (CAPTURE) cisco.conductor-DeviceProfileServices-1.5-0-1499.cop|<LVL::Debug>
04/30/2013 11:59:26 file_list.sh| (CAPTURE) cisco.conductor-DeviceProfileServices-1.5-0-1499.tmp.xml|<LVL::Debug>
04/30/2013 11:59:26 file_list.sh| (CAPTURE) cisco.conductor-ECS-CpeManagement-1.0-5-35.cop|<LVL::Debug>
04/30/2013 11:59:26 file_list.sh| (CAPTURE) cisco.conductor-ECS-CpeManagement-1.0-5-35.tmp.xml|<LVL::Debug>
04/30/2013 11:59:26 file_list.sh| (CAPTURE) cisco.conductor-ECS-DBAccessService-1.0-5-40.cop|<LVL::Debug>
04/30/2013 11:59:26 file_list.sh| (CAPTURE) cisco.conductor-ECS-DBAccessService-1.0-5-40.tmp.xml|<LVL::Debug>
04/30/2013 11:59:26 file_list.sh| (CAPTURE) cisco.conductor-ECS-LoadPIMSService-1.0-5-35.cop|<LVL::Debug>
04/30/2013 11:59:26 file_list.sh| (CAPTURE) cisco.conductor-ECS-LoadPIMSService-1.0-5-35.tmp.xml|<LVL::Debug>
04/30/2013 11:59:26 file_list.sh| (CAPTURE) cisco.conductor-ECS-OAMService-1.0-5-41.cop|<LVL::Debug>
04/30/2013 11:59:26 file_list.sh| (CAPTURE) cisco.conductor-ECS-OAMService-1.0-5-41.tmp.xml|<LVL::Debug>
04/30/2013 11:59:26 file_list.sh| (CAPTURE) cisco.conductor-ECS-RPSService-1.0-5-51.cop|<LVL::Debug>
04/30/2013 11:59:26 file_list.sh| (CAPTURE) cisco.conductor-ECS-RPSService-1.0-5-51.tmp.xml|<LVL::Debug>
04/30/2013 11:59:26 file_list.sh| (CAPTURE) cisco.conductor-ECS-RPS_XSD-1.0-5-35.cop|<LVL::Debug>
04/30/2013 11:59:26 file_list.sh| (CAPTURE) cisco.conductor-ECS-RegisterService-1.0-5-48.cop|<LVL::Debug>
04/30/2013 11:59:26 file_list.sh| (CAPTURE) cisco.conductor-ECS-RegisterService-1.0-5-48.tmp.xml|<LVL::Debug>
```

BOA Logs

Setting the BOA Log Level

While you can have multiple instances of the BOA service running on your system, you can only set the log level on one of those instances from the CMC UI. If you want to set the log level on another BOA instance, you have to use the HttpRequestor PUT function:

```
http://<BOA IP>:8080/BillingAdaptor/api/log/<Level>
(INFO/WARN/DEBUG/TRACE)
```

Example:

```
http://<209.165.201.1 >:8080/BillingAdaptor/api/log/<TRACE>
```

Verify That the Log Level Has Changed

```
GET http://<BOA IP>:8080/BillingAdaptor/api/log/
```

Example Response:

```
-- response --
200 OK
Server: Apache-Coyote/1.1
Content-Type: application/xml
Content-Length: 216
Date: Tue, 06 May 2014 14:43:29 GMT
<?xml version="1.0" encoding="UTF-8"
standalone="yes"?><ns2:StandardResponse
xmlns:ns2="http://protocols.cisco.com/spvtg/conductor/boa/commonapi"
><errorMessage></errorMessage><body>TRACE</body></ns2:StandardRespon
se>
```

Changing a Log Level

PUT `http://<BOA IP>:8080/BillingAdaptor/api/log/DEBUG` (or any other valid JBoss log level)

Example Response:

```
-- response --  
200 OK  
Server: Apache-Coyote/1.1  
Content-Type: application/xml  
Content-Length: 216  
Date: Tue, 06 May 2014 14:45:09 GMT  
  
<?xml version="1.0" encoding="UTF-8"  
standalone="yes"?><ns2:StandardResponse  
xmlns:ns2="http://protocols.cisco.com/spvtg/conductor/boa/commonapi"  
><errorMessage></errorMessage><body>DEBUG</body></ns2:StandardRespon  
se>
```

The curl Command

You can also set the log level from the command line by using the curl command:

```
$ curl -X PUT http://<BOA  
IP>:8080/BillingAdaptor/api/log/<logLevel>
```

Note: logLevel is WARN, INFO, DEBUG, TRACE

Conductor Issues

Upon a CMC Node Reboot, Clients Stop Registering

Possible solution: Reboot the MSGINFRA node, so it will reestablish its connection to the CMC.

- 1 From the admin CLI, enter the following command:
utils system restart
- 2 Log in as the **root** user.
- 3 Type the following command:
Reboot

Possible solution: Restart the Connection Manager.

- 1 Log in to the CMC.
- 2 Choose **Message Infrastructure > Node/Router/Component**.
- 3 Select the **MSGINFRA** node.
- 4 Select the **Client Connection Manager Router**.
- 5 Open the XCP Controller.
- 6 Log in to the XCP Controller.
- 7 Click **Connection Manager** (at the bottom half of the window).
- 8 Click **Edit** and then click **Save**.
- 9 Click **Restart System**.
- 10 Log out of the CMC.

SASL Errors

The following error in the SASL log reveals an SASL client connection error:

```
[2014-05-07T13:32:05Z] [VBOSE] [no-subject] [SaslComponent.cpp:1082]
[] http://10.45.37.33:5411/tms/ott/account/login

[2014-05-07T13:32:05Z] [INFO ] [no-subject] [SaslComponent.cpp:1082]
[] Enter ExternHttpMech: Start

[2014-05-07T13:32:05Z] [WARN ] [no-subject] [SaslComponent.cpp:1082]
[] couldn't connect to server

[2014-05-07T13:32:05Z] [WARN ] [no-subject] [SaslComponent.cpp:1082]
[] Leave ExternHttpMech: Start : post failed

9:58 AM
```

The NDS TMS log reveals this error:

```
2014/05/07 13:32:05.143 [ConductorService] [main]: ERROR: failed
to connect CM 10.56.161.15:5223, will try another one.

[Exception: java.lang.Exception: SASL authentication PLAIN failed:
temporary-auth-failure:
```

The solution is to ensure that you have not disabled Online Messages and Auto Provisioning on the Service Session Manager.

For Information

If You Have Questions

If you have technical questions, contact Cisco Services for assistance. Follow the menu options to speak with a service engineer.



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