

Identify if MVSO Failed or Crashed

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Introduction

This document helps to identify the current status of Cisco Prime Order Fulfillment - Multivendor Service Orchestration (MVSO) after it has run .

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- MVSO

Components Used

This document is not restricted to specific software versions.

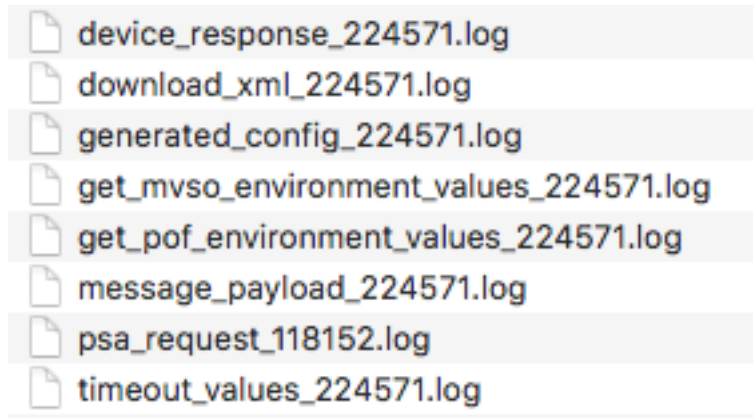
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Background Information

It is crucial to identify the status of a Multivendor Service Orchestration (MVSO) and if there is a problem, determine what is the current output state:

- MVSO did the job but it return errors
- MVSO returned succeed or failed
- Tthe software itself crashed and it returned nothing.

When you receive the order logs, it is a zip file with the order number as name. When you extract it you see a list of 8 files with .log extension



Explanation of the files

| | |
|--------------------------------------|--|
| psa_request_##.log | This file will present the procedures executed in MVSO, after receiving the order from the Cramer, and the time it took. |
| message_payload_#id#.log | The order payload received in XML format |
| get_mvso_environment_values_#id#.log | Current installation of MVSO |
| timeout_values_#id#.log | Show some timeout values |

MVSO failed

In psa_request_##.log you see time for all of the procedures, but the Cramer receives the message of failure

```
old 4: where request_service_id = '&1'  
new 4: where request_service_id = '120902'  
REQUEST_SERVICE_ID O2S_ORDER_ID PSA_TRANSACTION_NAME TIME  
-----  
120902 230402 MVSO RFS.VALIDATE 00:00:01  
120902 230403 MVSO RFS.MANAGE RFS 00:00:02  
120902 230404 MVSO RFS.MANAGE RESOURCE 00:00:01  
120902 230405 MVSO RFS.CONFIGURE RFS 02:02:53  
LAST_ORDER_ID=230405  
SAFE_CALL_ID=71771  
SAFE_CALL_ID_ROLLBACK=71795
```

MVSO crashed

In psa_request_##.log you see no time for one of the procedures and the Cramer receives nothing.

```
old 4: where request_service_id = '&1'  
new 4: where request_service_id = '118152'  
REQUEST_SERVICE_ID O2S_ORDER_ID PSA_TRANSACTION_NAME TIME  
-----  
118152 224571 MVSO RFS.VALIDATE 00:00:08  
118152 224572 MVSO RFS.MANAGE RFS 00:00:02  
118152 224573 MVSO RFS.MANAGE RESOURCE ::  
LAST_ORDER_ID=224573  
no safe called
```

Comparison between MVSO crash and order failures

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 PARENT_REQUES TORSERVIC EID
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 REQUES T_TAT US
 REQUES T_I NF O
 REQUES T_D AT E
 REQUES T_A TTE MP TS
 REQUES T_X ML
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 MV SO_A CK_X ML
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