

Cisco Voice Portal (CVP) Reporting Server Troubleshooting when Reporting server has been renamed

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Introduction

This document describes the troubleshooting steps when Informix on CVP reporting server does not start because CVP reporting server is renamed.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CVP
- dbaccess

Components Used

The information in this document is based on these software and hardware versions:

- CVP Reporting server version 11
- CVP OAMP server version 11

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, ensure that you understand the potential impact of any command.

Problem

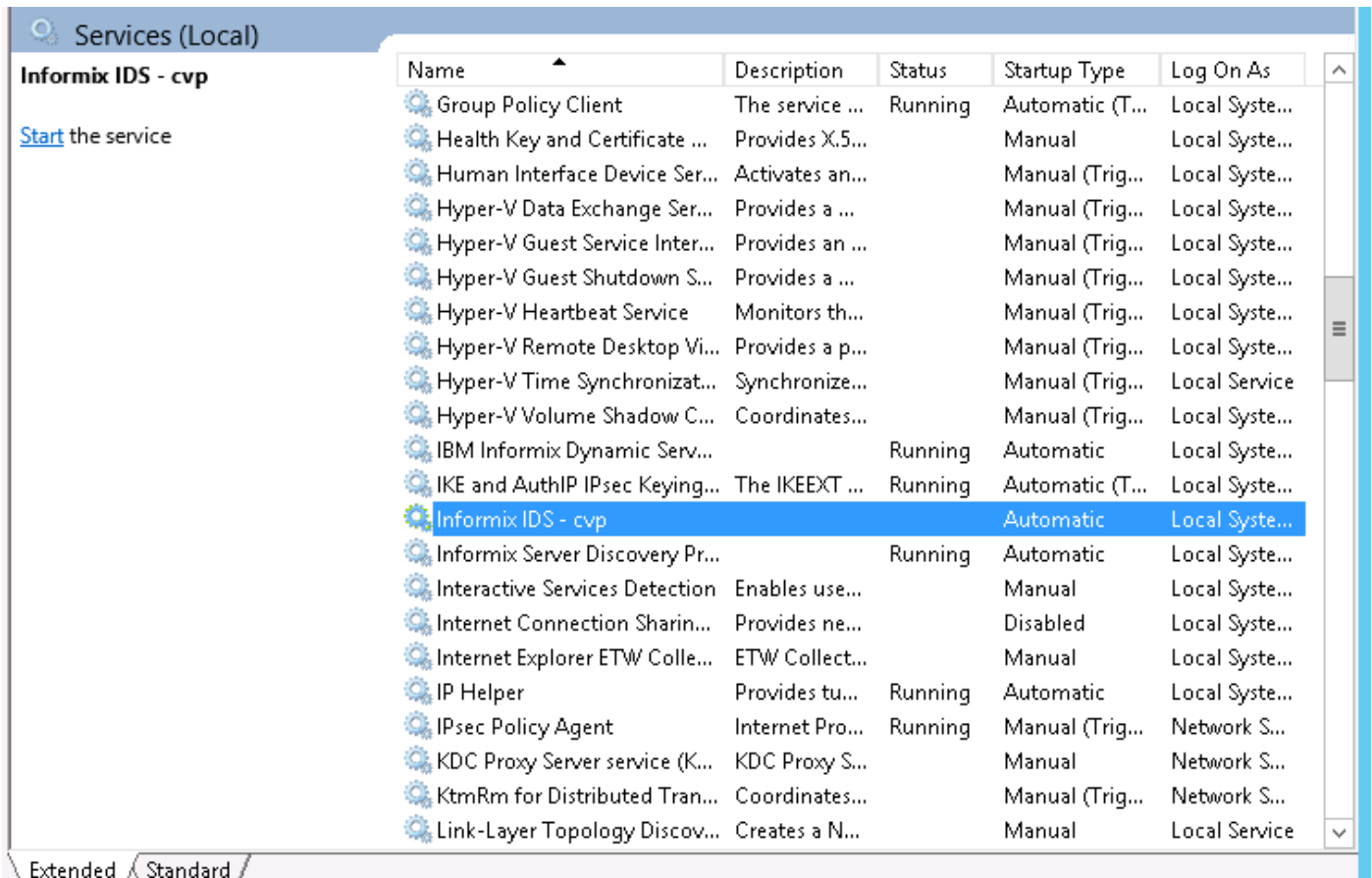
The Informix IDS -cvp process in the reporting server is showing as down.

One of the symptoms related to this problem, if Courtesy Callback is implemented, is that you do not get a Courtesy callback offer when you place a call. In the Courtesy Callback scenario, when

you place the call, you hear the message **your courtesy callback is being cancelled**, without giving the option to accept a courtesy Callback.

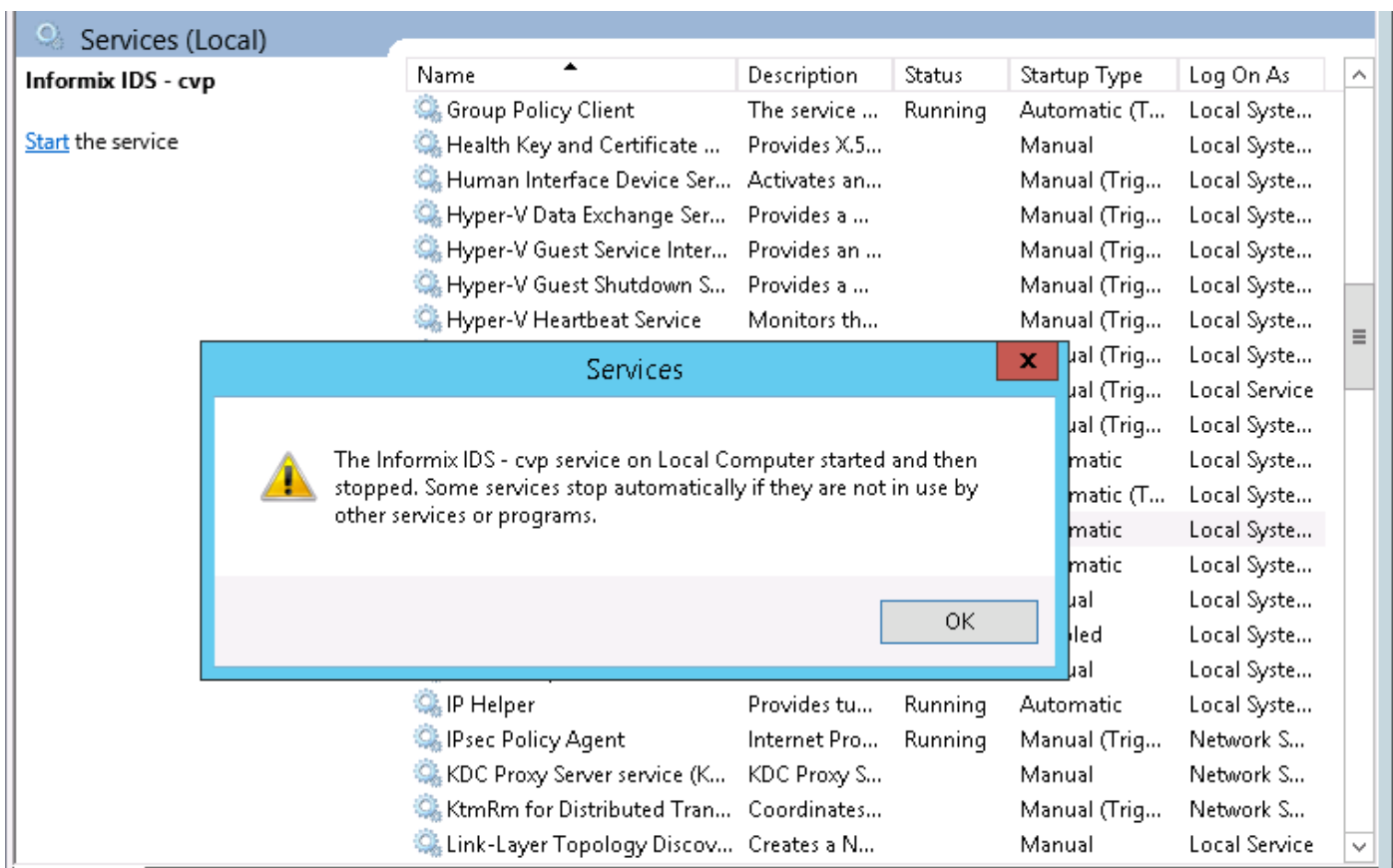
Another symptom is that reporting server shows in partial status and no information is stored in the reporting server.

When you look at the reporting server services via Windows services, **Informix IDS – cvp** is down:

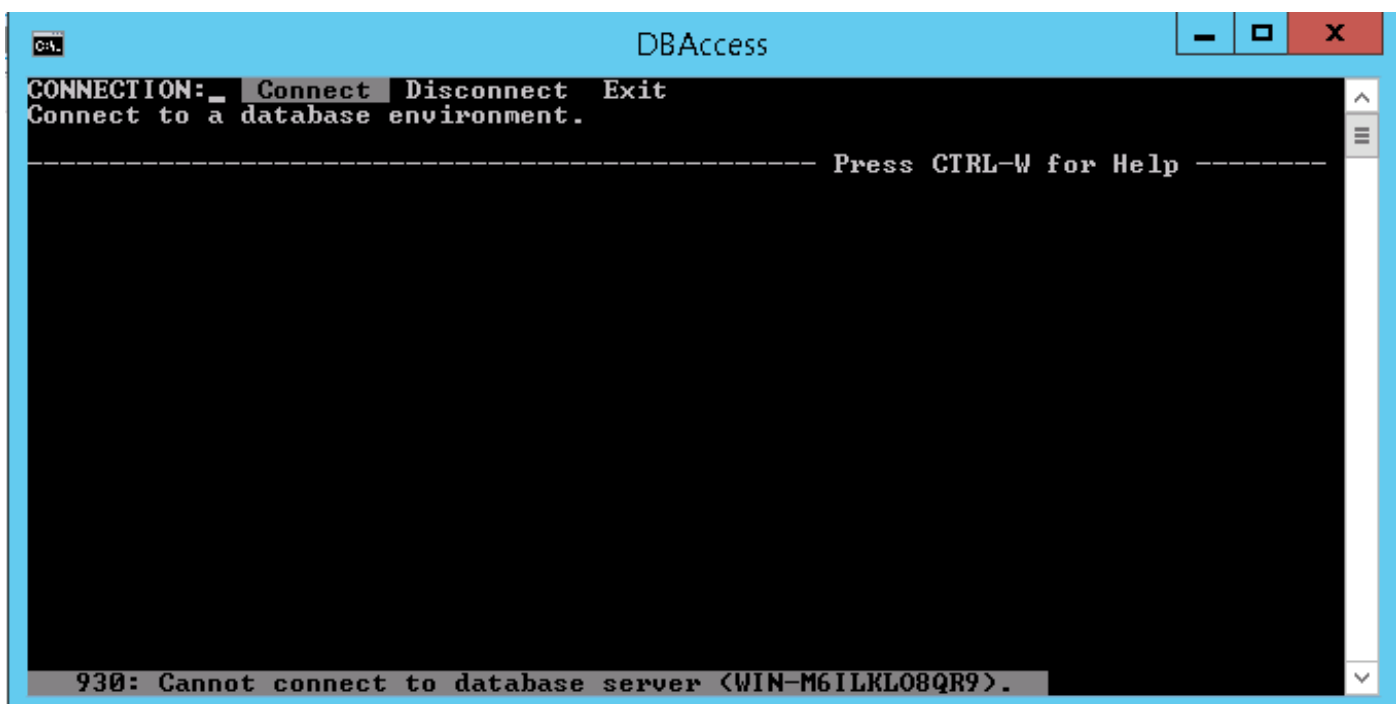


Troubleshooting

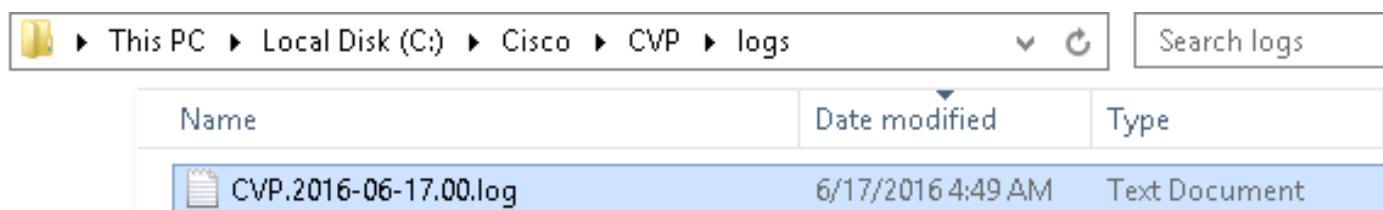
Step 1. Attemp to start the **Informix IDs - cvp** process.



Step 2. Access the database using **dbaccess** from a command prompt. This error is reported:



Step 3. Collect CVP Callserver logs from the reporting server, after attempting to start the Infomix process.

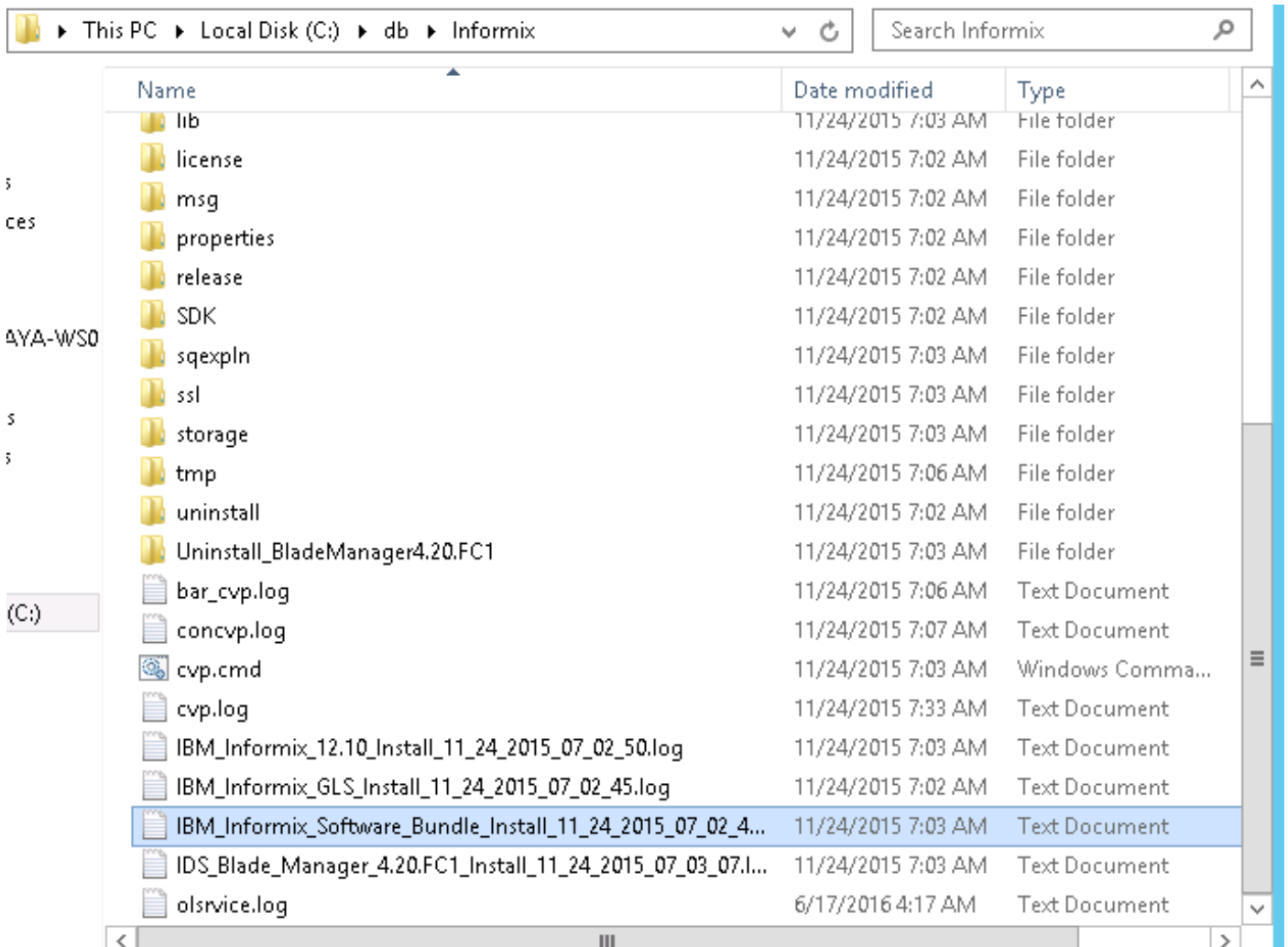


Call server form the Reporting server does not show any information relevant to starting the Informix process.

Step 4. Collect all Informix logs from the reporting server, informix directory after attempting to start the infomix process.

In a good scenario, the cvp.log file is updated. However, no log file is updated this time, since the process did not start.

The next step is to check the way informix database was installed, by reviewing the **IBM_Informix_Software_Bundle_Install**.



This is what you can see in the install log file:

Install API successfully initialized

Custom Action: com.ibm.informix.install.LoadAPI
Status: SUCCESSFUL

Install API:
Unique installation identifier: 0

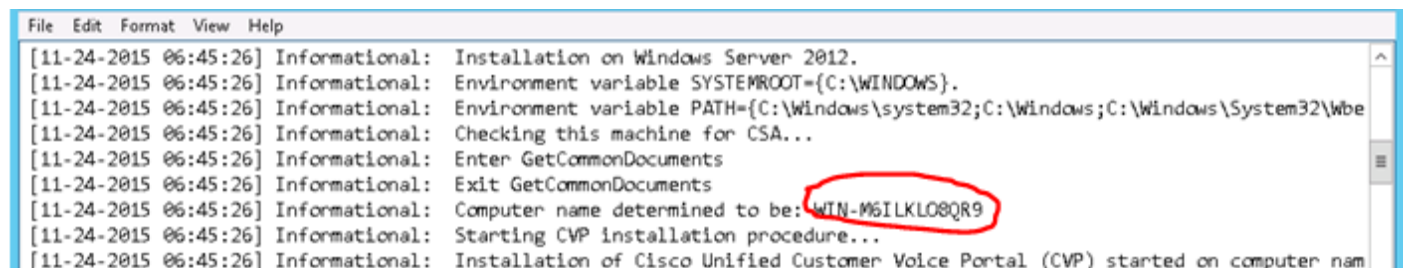
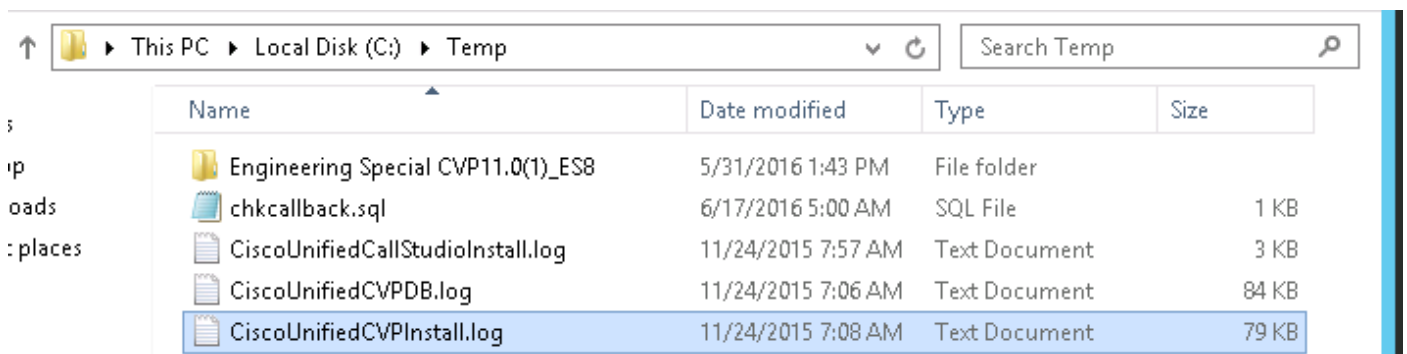
installing as WIN-M6ILKLO8QR9\Administrator

installing on host WIN-M6ILKLO8QR9

Installing as a local Admin

The install log file shows that the name of the reporting server is **WIN-M6ILKLO8QR9** and that the username who installed the reporting server is the **Administrator**.

You can confirm this information by looking at the Reporting server installation logs:



Step 5. Identify the current name of the reporting Server, by opening **Control Panel > System and Security > System**.



Solution

The change of the reporting server name after the reporting server is installed is not supported. However, a recommendation is provided next which can be tested in a lab environment.

Since, the Informix database is linked to the previous hostname, the database hostname, the registry keys and the system variables need to be changed to the new hostname. The recommendation is to reinstall the Reporting server. However, if it is required to keep the current installation, here is the procedure to recover the system:

Step 1. Back up your configuration files (**ONCONFIG** file, **sqlhosts** file) under **C:\db\Informix\etc** directory.

📁 This PC > Local Disk (C:) > db > Informix > etc >

📄 onconfig - Copy.cvp
📄 onconfig.cvp

📄 sqlhosts - Copy.cvp
📄 sqlhosts.cvp

The **ONCONFIG** configuration file and **sqlhosts** file that you must back up have these lines:

ONCONFIG:

```
DBSERVERNAME old_server_name sqlhosts:
```

```
old_server_name olsoctcp server_hostname servicename
```

Step 2. Edit the **ONCONFIG** file and replace the name in the **DBSERVERNAME** or **DBSERVERALIASES** parameter you want to change to the new instance name or alias.

Example:

Change entries in the **ONCONFIG** file with the renamed server name/alias.

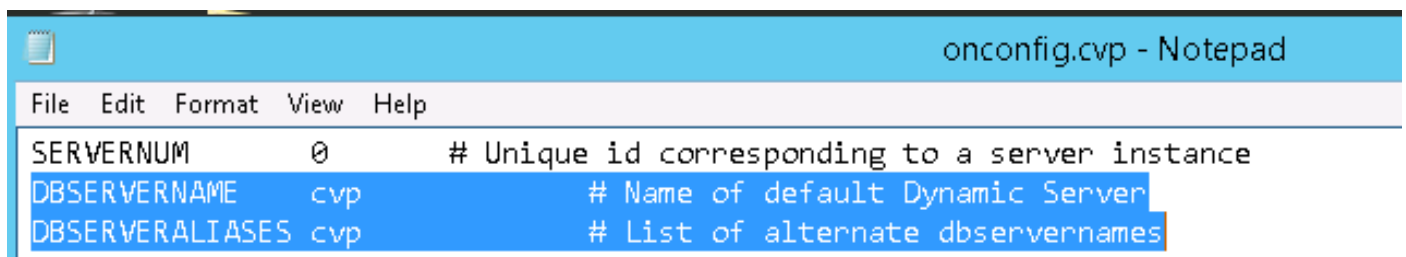
ONCONFIG:

```
DBSERVERNAME new_server_name
```

In this scenario would be:

ONCONFIG:

```
DBSERVERNAME cvp
```



```
onconfig.cvp - Notepad
File Edit Format View Help
SERVERNUM 0 # Unique id corresponding to a server instance
DBSERVERNAME cvp # Name of default Dynamic Server
DBSERVERALIASES cvp # List of alternate dbservernames
```

Step3. Edit the sqlhosts file to replace the old server name by the new server name.

Example:

Change entries in sqlhosts file with the renamed server name/alias.

sqlhosts:

```
new_server_name olsoctcp server_hostname servicename
```

In this lab scenario, replace the following from the sqlhost:

```
cvp olsoctcp WIN-M6ILKLO8QR9 cvp
```

```
dr_cvp drsoctcp WIN-M6ILKLO8QR9 dr_cvp
```

to:

```
cvp olsoctcp cvp cvp
```

```
dr_cvp drsoctcp cvp dr_cvp
```

Step 4. Change the **REGMACHINE** entry from **C:\db\Informix\cvp.cmd** to the new server name. In this scenario, **cvp**.

```
cvp.cmd x
1 set INFORMIXDIR=c:\db\Informix
2 set REGMACHINE=\\WIN-M6ILKLO8QR9
3 set INFORMIXSERVER=cvp
4 set ONCONFIG=onconfig.cvp
5 set INFORMIXSQLHOSTS=c:\db\Informix\etc\sqlhosts.cvp
6 set GL_USEGLU=1
7 set PATH=%INFORMIXDIR%\bin;%PATH%
8
```

For:

```
cvp.cmd x
1 set INFORMIXDIR=c:\db\Informix
2 set REGMACHINE=\\cvp
3 set INFORMIXSERVER=cvp
4 set ONCONFIG=onconfig.cvp
5 set INFORMIXSQLHOSTS=c:\db\Informix\etc\sqlhosts.cvp
6 set GL_USEGLU=1
7 set PATH=%INFORMIXDIR%\bin;%PATH%
```

Step 5. Change the environment or user profile that had set the **INFORMIXSERVER** to the old instance name/alias, to export **INFORMIXSERVER** environment variable to the new instance name or alias.

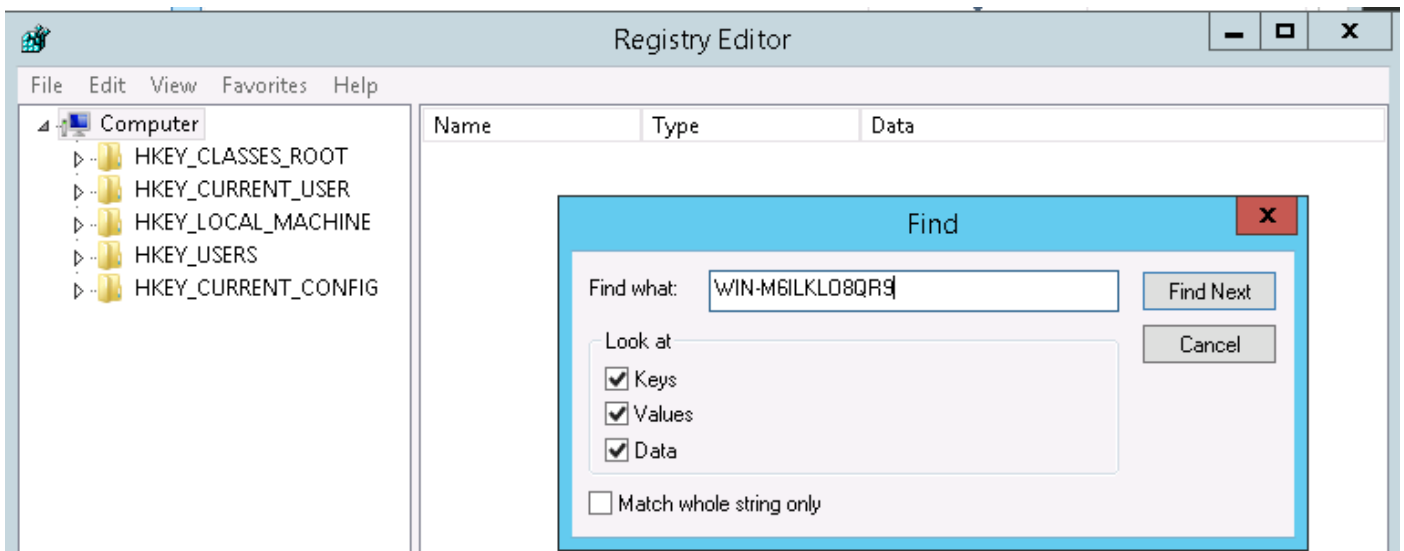
Example:

```
set INFORMIXSERVER=new_server_name
```

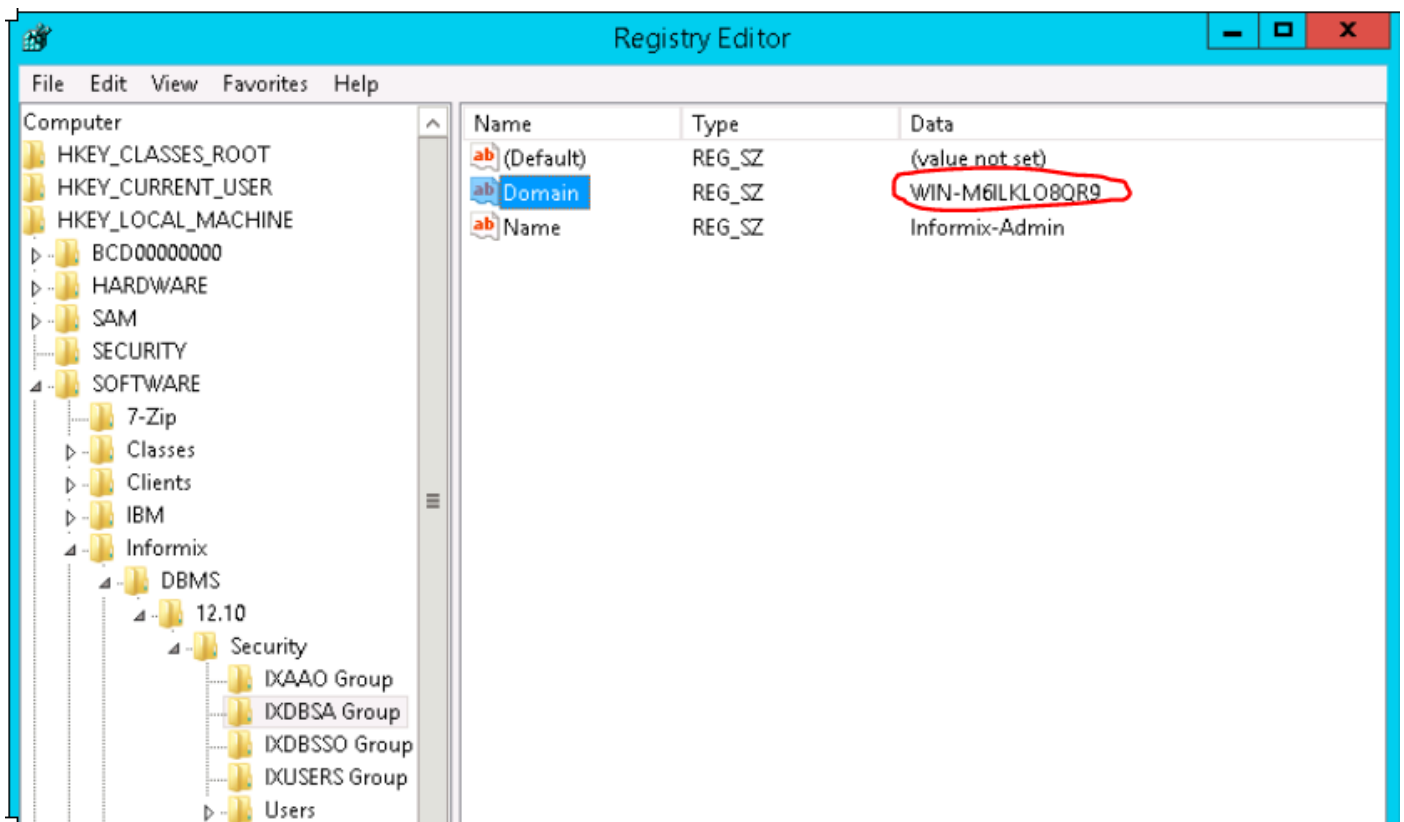
In this scenario:

```
c:\db\Informix\bin>set INFORMIXSERVER=cvp
c:\db\Informix\bin>_
```

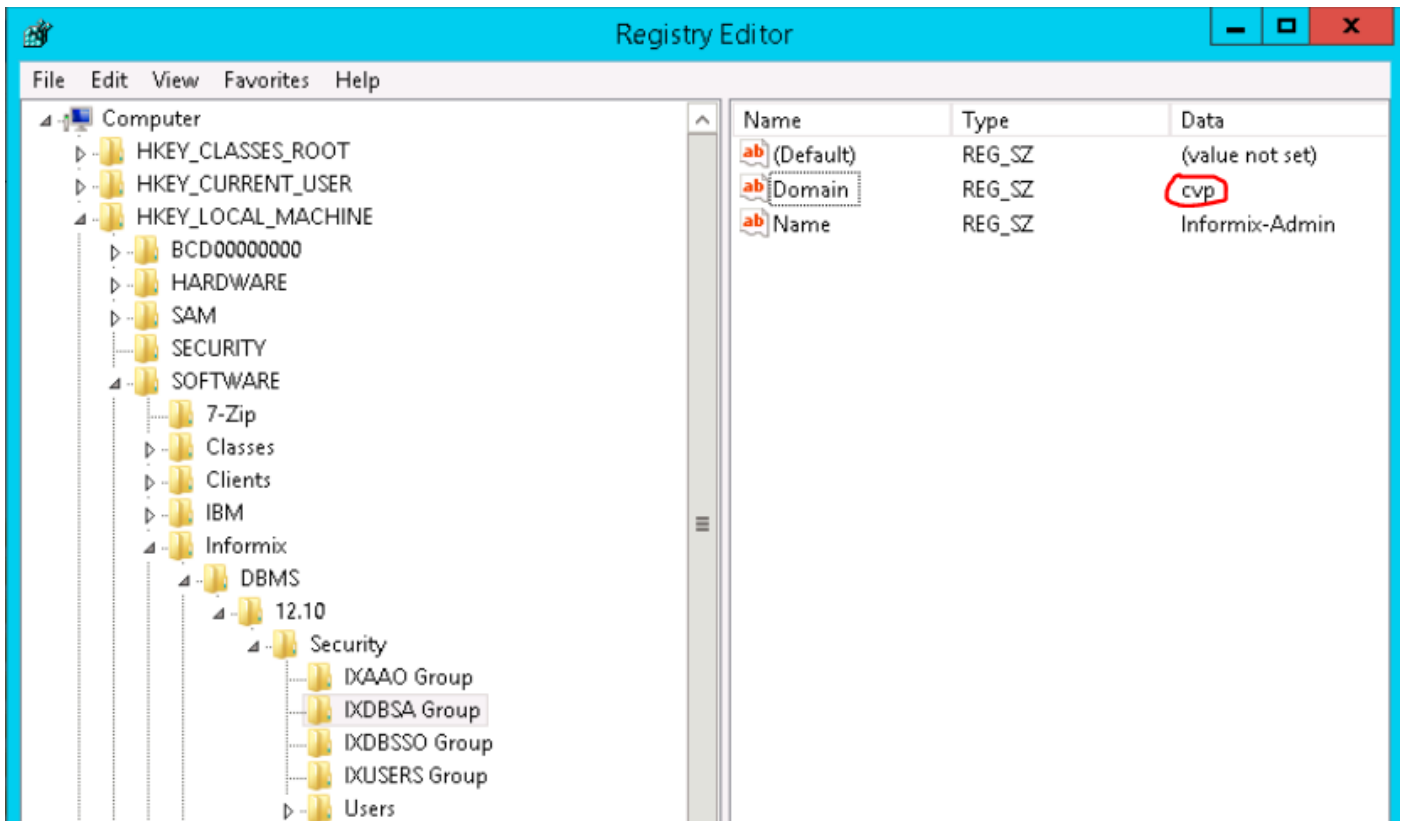
Step 6. Open Regedit, and replace all registry keys that has the old hostname with the new hostname.



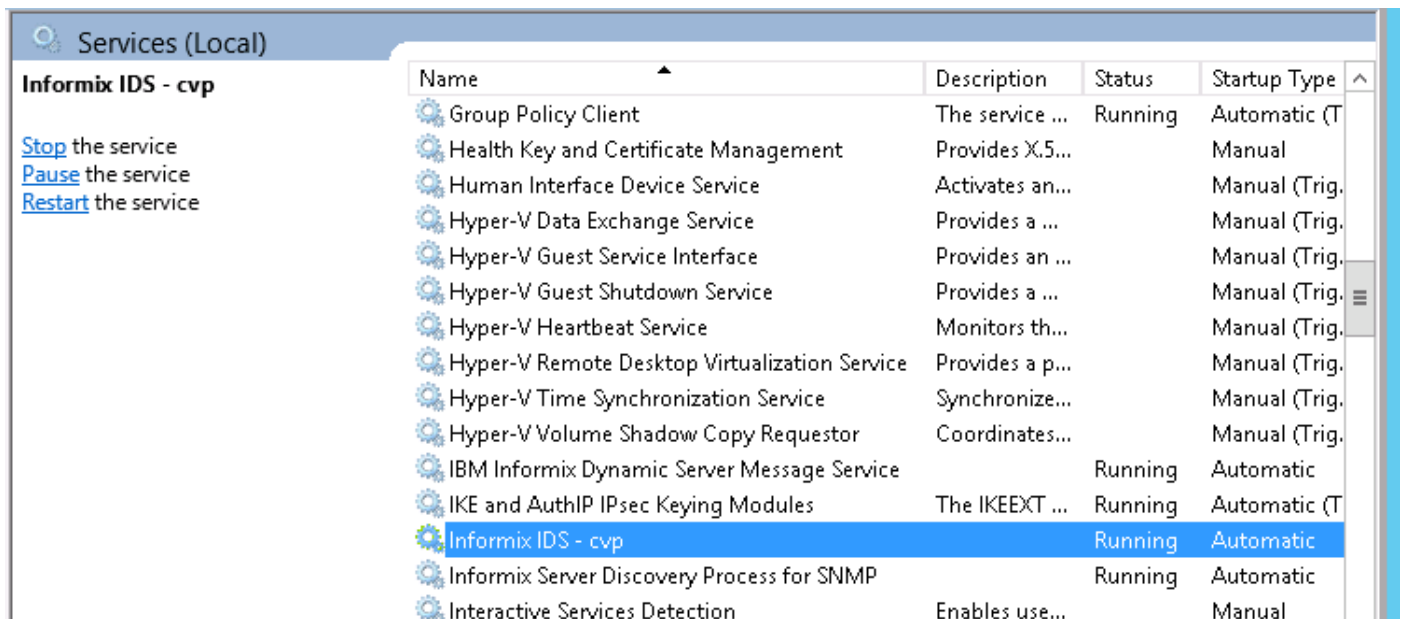
For example:



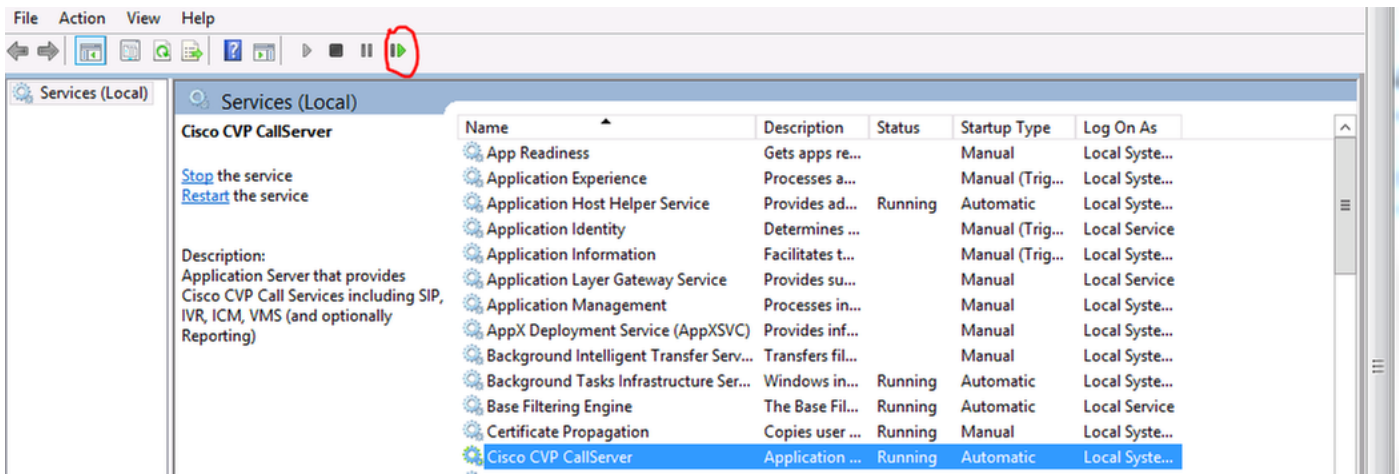
For:



Step 7. Start now the **InformixIDS – CVP** service.

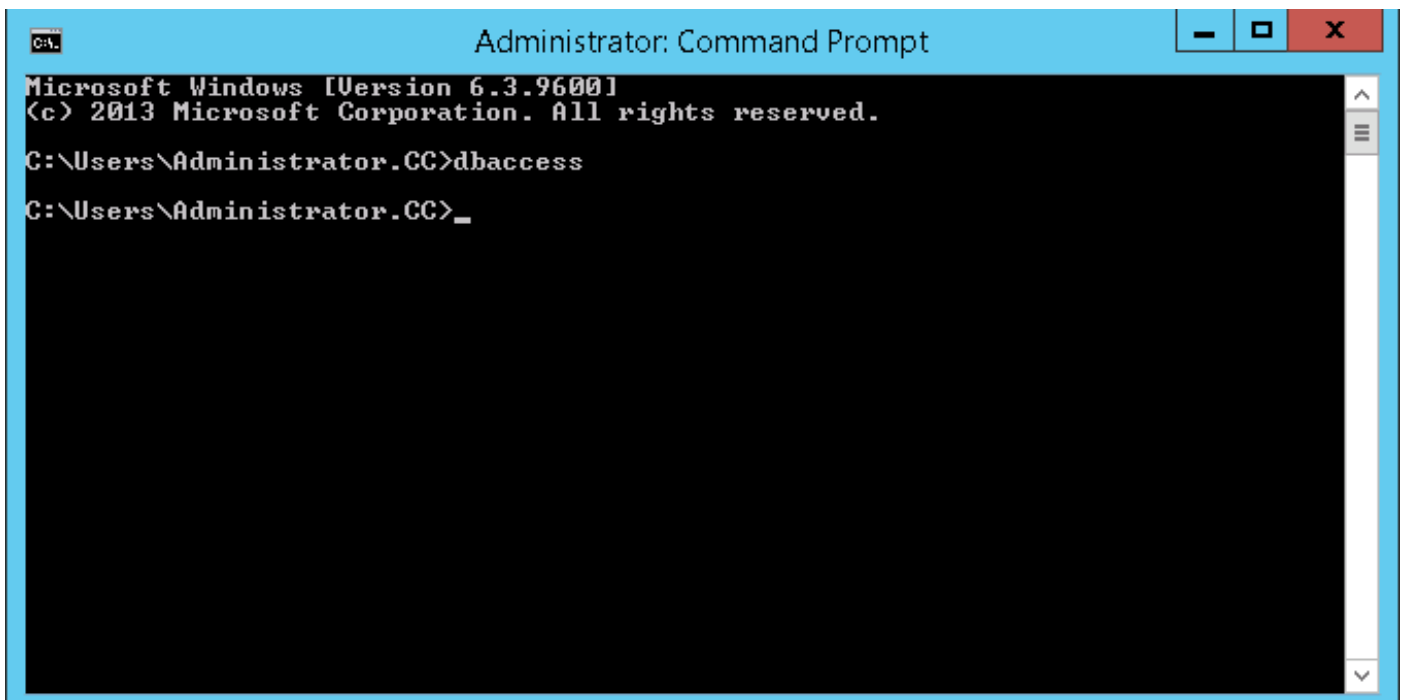


Step 8. Restart the **Cisco CVP CallServer** process on the Reporting Server:



Step 9. With the service online, test the access and connection to the database.

From a command prompt, use **dbaccess** command, then **Connection > Connect**, next select the new Informix server name or alias, and enter user name and password (**cvp_dbadmin** or **cvp_dbuser** and the password).



```
DBAccess
USER NAME >>cvp_dbadmin_
Enter the login name you want to use for this connection.
----- Press CTRL-W for Help -----
cvp
dr_cvp
```

```
DBAccess
SELECT DATABASE >>_
Select a database with the Arrow Keys, or enter a name, then press Return.
----- @cvp ----- Press CTRL-W for Help -----
callback@cvp
ciscoadmin@cvp
cvp_data@cvp
sysadmin@cvp
sysmaster@cvp
sysuser@cvp
sysutils@cvp

Connected.
```