Troubleshooting the Raw Database

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Sometimes, such as in the event of a sudden power loss, the raw data database might not restart properly. This module describes some of the ways that you can troubleshoot the Raw Data Database. If a rebuild of the database is required, you will need to contact Cisco Technical Support.

This module includes the following topics:

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Displaying the Status of the Raw Data Database

To display the status of the raw database, complete the following steps:

Step 1 Log into the TUI.

For more information, see the "Logging Into the TUI" section on page 73.

Step 2 From the main menu, go to **Services Control** > **Raw Data Database** > **Show Status**.

Step 3 If the database is not running, try to start it. See the "Starting the Raw Data Database" section on page 86.

Raw Data Database is Not Running

If the Raw Data Database service status shows that it is not running, perform the following tasks to recover:

Starting the Raw Data Database

If the raw database is not running, complete the following steps:

Step 1 Log into the TUI.

For more information, see the "Logging Into the TUI" section on page 73.

Step 2 From the main menu, go to **Services Control > Raw Data Database > Start Service**.

Step 3 After the Start Service process completes, run the **Show Status** command.

If the database is not running after you started it, try to repair the database. See the "Repairing the Raw Data Database" section on page 86.

Repairing the Raw Data Database

If the Raw Data Database is not running after you attempt to start it, then try to run a repair of the database. The repair process re-indexes the data.

To repair the Raw Data Database, complete the following steps:

Step 1 Log into the TUI.

For more information, see the "Logging Into the TUI" section on page 73.

Step 2 From the main menu, go to **Server Administration > Repair Database (re-index data)**.

The system automatically starts the database after the repair is complete.

Rebuilding the Raw Data Database

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Caution This process will result in a loss of data. Be sure to contact Cisco Technical Support and perform this task as a last resort.

To rebuild the Raw Data Database, complete the following steps:

Step 1 Log into the TUI.

For more information, see the "Logging Into the TUI" section on page 73.

Step 2 From the main menu, go to **Server Administration > Rebuild databases (lose data)**.

The system automatically starts the database after the rebuild is complete.