



Troubleshooting Data Integration in Cisco Vision Director

This module describes how to monitor and troubleshoot problems with Data Integration in Cisco Vision Director.

This module includes the following topics:

- [Monitoring the Data Integration Log, page 129](#)
- [Troubleshooting NFL GSIS Statistics Problems, page 130](#)

Monitoring the Data Integration Log

All logging messages for Data Integration are written to the following log file and location:

```
/opt/sv/servers/mule/mule.log
```

While logging can always be seen directly from the Unix console, you can also view messages using the log viewer in the **Management Dashboard**. When you start the log viewer, informational messages are displayed as the default severity level.

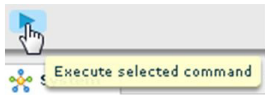
The log file is compressed once a day at 24:00.

Starting and Stopping the Log Viewer

If logs are turned on, they increase in size over time, which can lead to disk space issues. We recommend that you use the log functionality only during troubleshooting.

To start and stop the log viewer:

1. Log into Cisco Vision Director as an Administrator.
2. From the Cisco Vision Director Main Menu, click **More > Management Dashboard**.
3. Using the Management Dashboard drawers, go to **Tools > Settings > Data Integration**.
4. Do the following:
 - To start logging, select **Start Log Viewer**.
 - To stop logging, select **Stop Log Viewer**.
5. Click the **Play** button to run the command.



Modifying the Severity Level of Messages Displayed in the Log Viewer

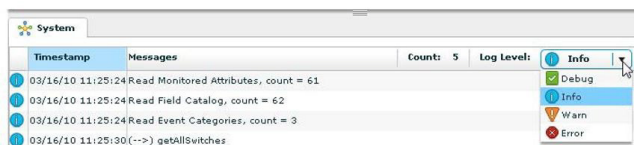
Caution: The logging service for Data Ingestion can produce a very large number of messages when you specify the debug severity level, many of which can be seen only from the Unix console. Be sure to stop the log viewer or change the severity level of messages being logged. Do not allow the log to run continuously in debug mode to avoid potential problems with system performance or an unusually large log file. This can also use a lot of disk space on the hard drive.

The Data Integration log supports 4 severity levels for messages. Each increasing severity level is cumulative and includes the logging of all message severity levels below it:

- Debug
- Info—This is the default
- Warn
- Error

To modify the severity level of messages displayed in the log viewer:

1. Log into Cisco Vision Director as an Administrator.
2. From the Cisco Vision Director Main Menu (Asset Library), click **More > Management Dashboard**.
3. Using the Management Dashboard drawers, go to **Tools > Settings > Data Integration**.
4. In the System panel, click the arrow in the Log Level drop-down list box:



5. Select the severity level of the message that you want to view in the log.

Troubleshooting NFL GSIS Statistics Problems

To troubleshoot any problems with obtaining the NFL GSIS statistics, look at the following areas:

- Verify that the GSISGameStats.xml file resides on the SIAB server in the root directory.

Note: There are five other GSIS files in this directory, but only the GSISGameStats.xml file is used by Cisco Vision Director.

- Verify connectivity to the SIAB server and access to the XML file using the following command from a Unix console on Cisco Vision Director:

```
curl -u 'user:pswd' ftp://ip-address/GSISGameStats.xml
```

where *user* and *pswd* are replaced with your SIAB server username and password credentials from the NFL GSIS representative, and *ip-address* is replaced by the IP address of your SIAB server.

- Check the Data Integration logs in the **Management Dashboard** for FTP errors. For more information, see [Monitoring the Data Integration Log, page 129](#).
- Restart the Data Integration application from the **Management Dashboard** by navigating to **Tools > Settings > Data Integration > Restart Application**.

