C H A P T E R 4

Troubleshooting

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This chapter describes how to troubleshoot commonly encountered problems.

This chapter contains the following sections:

Troubleshooting MySQL Compatibility Issue

The application is compatible with MySQL version 5.1. If a non-compatible version is found installed on the server, the installation will abort and will show the following message:

```
"An existing MySQL installation is detected on your system which is not compatible with
Cisco Insight Reporter. Please use MySQL version 5.1 or uninstall the existing MySQL and
rerun the Insight installation.Now exiting."
```

Troubleshooting the "User Already Exists" Error Message

During installation, if the OS user was already created, then an error message "User Already Exists" is prompted and installation doesn't proceed further until a valid input (non-existing user) is entered.

On Linux systems, to check if a user exists, use one of the following commands:

1. `cat /etc/passwd | grep -i [user]`

   This command should not return anything.

2. `ls -lrt /home/[user]`

   This command should give:

   `ls: /home/[user]: No such file or directory`

Troubleshooting MySQL Start-up and Connectivity Problem

If the default port for running MySQL (3306) is blocked or denied access on firewall, it could lead to installation or application start-up issue. This can occur due to one of the following reasons:

- SELinux is enabled and blocking access to port 3306.
- Firewall is enabled and not configured to allow access to port 3306.
- Socket is already in use.
- On integrating with an existing MySQL server if you get connectivity problem, please make sure you give valid password for MySQL root user.

Note All the installation logs are created under the logs directory present under the directory where installer was unzipped.

For additional information about the MySQL connection issues, please refer http://dev.mysql.com/doc/refman/5.1/en/can-not-connect-to-server.html

Troubleshooting the "No Data Found" Message when Running Reports

If the output of a report gives a "No Data Found" message, you should check several conditions.

One of the reasons could be that the database tables have not been populated. You should check the following:

- Ensure that the database configuration on Cisco Collection Manager is correct.
- nsure that the SCE generates the type of RDR that you are trying to report on.

If you think the database tables are being populated, you should check the following:

- Ensure that the selected time span matches some data in the database tables.
- Ensure that you have properly selected the report parameters so that the report query matches some information on the database.

- Ensure that the data aging mechanism, configured on the Collection Manager, is configured as expected. If necessary, change the settings according to the suggested data sizing.

Troubleshooting Empty Service, Zone and Package Lists

If the form of report generation has some empty Service, Zone or Package list, check the following:

- Ensure that the SCE service configuration has been applied at least once after the Cisco Insight v2 installation, because this operation is needed to align the internal state of the application.
- Ensure that the INI_VALUES table is not empty after re-applying the SCE service configuration through the SCA BB Console.
- Ensure that the SCE_CONFIG table in not empty and has the same number of rows as the INI_VALUES table (this is only valid for single SCE deployments).

If you still see a non-empty INI_VALUES table, but an empty SCE_CONFIG table after applying the SCE service configuration, you should truncate all data from the INI_VALUES table and repeat the apply operation of the SCE service configuration through the SCA BB Console.

Troubleshooting Subscribers Flows Report that is not Working

If the Subscriber Flows report is not working, check the following:

- Ensure that the FUR table is populated by the SCE.
- Ensure that the IP address of the Subscriber Manager is correct and is reachable by the Cisco Insight v3 application.

Troubleshooting Authentication Failure

The login to Insight is limited by the number of simultaneous logins allowed for a particular role, (limited to "2" for the default Super User). Hence refreshing the browser window without logging out will result in reaching this threshold and further login would result in authentication failure until the session is timed out. Hence usage of browser "Refresh or F5" should be avoided.

Troubleshooting User Interface that is not Loading Correctly

To successfully run/launch the User Interface, Insight requires the browser with Flash Player Plug-in 10.x or above. In case a compatible version is not found on the browser, you may get an empty screen or the following message:

```
"To view this page ensure that Adobe Flash Player version 10.0.0 or greater is installed."
```

Troubleshooting Application Startup Problem

The application, while starting, runs the Apache Tomcat on the port 80. Insight will not start if there are other applications using port 80.

If you wish to configure Insight to run on a different port (say 8080), change the connector configurations in:

```
<[user home directory]/Insight/apache-tomcat-6.0.20/conf/server.xml
```

To

```
<Connector port="8080" protocol="HTTP/1.1"
            connectionTimeout="20000"
            redirectPort="443" />
```

Note Ensure all the ports (including AJP 1.3 connector port) used by tomcat (as mentioned in the server.xml) are free and not being used by any other application.

While starting tomcat if you see the following error on your screen:

```
"PID file /home/{user}/tomcat.pid found. Is Tomcat still running? Start aborted"
```

Then perform the following steps:

Step 1 Change to the users home directory using:

```
cd /home/{user}
```

Step 2 remove the PID file using:

```
rm -f tomcat.pid
```

Step 3 Restart Tomcat using:

```
/etc/init.d/tomcat-{user} start
```

or

```
service tomcat-{user} start
```

Troubleshooting Connectivity with Traffic Database

In some environments, Cisco Insight Reporter may not be able to connect to the Cisco Service Control Management Suite Collection Manager traffic database.

Edit the catalina.policy file inside the "conf" folder of tomcat (i.e. <tomcat-dir>/conf/catalina.policy) and add the following lines:

```
grant {

        permission java.net.SocketPermission "<CM DB IP ADDRESS>:<CM DB PORT>",
"connect", "resolve";

};
```

Where CM DB IP ADDRESS corresponds to the traffic database IP address and CM DB PORT the corresponding port (MySQL: 3600 - Oracle: 1521 - Sybase: 4100).

> **Note** Please ensure restart the tomcat service after editing catalina.policy.

Troubleshooting Issues when Setting a Master Device

Setting a device as "Master" for a network may fail due to anyone of following reasons:

1. The configuration data (in INI_VALUES or NF_INI_VALUES) does not exist for this device.
2. There are some invalid character (like ' or % or ?) exist in the name of service, package, zone for SCE and Application or Interface name for ASR.

Verify configuration in corresponding INI_VALUES/NF_INI_VALUES tables to fix this issue.

Cisco Insight Reporter Error Codes

This section lists the error messages seen on the application and their respective meaning:

Error Code	Error Message	Description
1901	Subscriber Manager: General Failure	Unable to connect to subscriber manager
1902	Subscriber Manager: Invalid SM Address	Subscriber manager ip address in not correct
1903	Subscriber Manager: Invalid Subscriber Record	Subscriber manager with invalid records
1904	Subscriber Manager: Missing Subscriber Record	Subscriber Manager with missing records
1801	The service you have requested is not available, Please contact System Administrator or try later	Generic error when got exception while interacting with BE
1802	Missing request params	Error when exception during JSON validation
1803	Missing Auth String in request	Error display when user session expire
1804	No token found in request header	Error display when authtoken of user session not found
1805	Auth Token found in header is either expired or invalid	Error display when authtoken of user session expire
1806	Non Parsable Input Json	Error during parsing of JSON from GUI to BE
1807	Invalid Input Json	Error during validation of JSON from GUI to BE
1808	IO Error while processing json	Error during processing of JSON from GUI to BE
1600	This Account name already exist,please give some other name	Error during creating account with existing name

Error Code	Error Message	Description
1601	? can not be deleted since it has accounts under them	Error during deletion of account group if accounts under them
1604	Accounts for an account group is not saved	Got exception during saving of accounts for account group
1605	Account Group not found	Error when account group not found
1606	Account not found	Error when account not found
1607	Account Details is not saved	Got exception during the saving of Account group
1608	Account Group Details is not saved	Got exception during the saving of Account group details
1616	Error while saving Role details.	Error during saving Role
1610	Account Group is not removed	Got exception during the removing of Account group
1611	Account details is not updated	Got exception during the updating and saving of Account group
1612	Account Group details is not updated	Got exception during the updating and saving of Account group details
1613	Account is not removed	Got exception during the removing of Account
1614	Role is not removed	Got exception during the removing of Role
1615	Role not found	Got exception during the retrieval of Role
1617	Default superuser account can not be deleted	Try to delete super use account.
1618	Account can not be deleted,first delete its child accounts/roles/account groups	Error message when deleting of account when child accounts/roles/account group exists
1619	Visibility cannot be created since no topics found for the network	Error during creating Visibility when no topics found for network
1620	Visibility is not removed	Error during deleting of Visibility
1621	Visibility not found	Error during retrieval of Visibility
1622	Default Super user Role cannot be deleted.	Error during deleting the default super user
1623	Some accounts cannot be added since those already exist under the account group	Error during the addition of existing account in account group
1624	Some accounts have only this account group , so those accounts cannot be deleted from this account group.	Error during the deletion of account which already have account group
1625	Report cannot be published as public.Users Account group does not have the report sharing capability.	Account group is not authorize to share reports
1626	Default Super user role cannot be updated.	Error during updating Super user Role

Error Code	Error Message	Description
1627	This Account group name already exist,please give some other name	Error during the creating Account group with existing name
1628	This Role name already exist,please give some other name	Error during creating Role with existing name
1629	This Visibility name already exist,please give some other name	Error during creating Visibility with existing name
1630	Visibility cannot be deleted since it has accounts under them	Error during deleting the Visibility with existing account.
1631	Account Group cannot be deleted since it has accounts under them	Error during deleting Account group which has already account
1632	Role cannot be deleted since it has accounts under them	Error during deleting the Role which has account.
1633	Data Grid cannot be published as an image	Error during publishing the data grid as image.
1301	Invalid username or password	Error during login with invalid user name / password
1303	User does not exist	Login with user that does not exist
1302	Authentication Token is either invalid or expired	Auth token for user sessions has been expire or invalid
1304	Access denied - No more sessions allowed for this role.	Accessing with more session for user which are not configured
1410	Definition not found for this report	Got exception while retrieving report definition
1411	Duration filter details not found for this report	Got exception while retrieving Duration filter
1412	View filter details not found for this report	Got exception while retrieving view filter
1428	Charting Custom Parameter value not found!	Got exception while retrieving Custom parameter
1429	Error during deletion of ReportDefinition	Got exception during deletion of reports definition
1424	Error while setting report Axis Information	Got exception during saving x-axis report information
1425	Network Details not found.	Got exception during retrieving network details
1426	Error while retrieving Report Custom Parameters	Got exception during retrieving Report custom parameters
1427	Error while generating the summary table	Got exception during processing of Summary table details
1402	Service Tree for the network does not exist.	Exception during service retrieval
1420	Error during report cancellation request.	Got exception when cancelling the report run
1400	Error during the report Execution process.	Got exception while report run

Error Code	Error Message	Description
1401	Error during the report series generation process.	Got exception while series generation process
1416	Topic not found for this network	Error while loading topics for selected network
1417	Unable to create a report definition.	Got exception during save report
1434	Virtual Link not found exception.	got exception when VLINK not found
1435	Invalid report param selection	Error during invalid selection of parameter
1443	Error during drill down report execution	Got exception during drill down report run
1444	Report Information not found for the selected report	Got exception during the retrieval of report
1432	Error during the related report run process.	Got exception during related report run
1447	No data found for the current time period	No data retrieve for selected parameter during report run
1448	Subscriber validation failed.	when user has no visibility rights on given subscriber id
1449	Unable to send the e-mail.	Got exception while sending email during publish
1450	Unable to delete Subscriber Data	Got exception while deleting subscriber
1430	Error during exporting the report.	Got exception during report run
1431	Export Data Not found!	Gallery path incorrect in setting
1440	Merge Report Data Not found!	No data found from while merging the reports
1475	Report Dashboard not found.	Got exception while dashboard processing
1476	Report Dashboard Data not found.	When no data found in dashboard widgets
1477	Unable to delete a report dashboard widget.	Got exception during the deletion of dashboard widget
1478	Unable to save a report dashboard widget.	Got exception during save on dashboard
1455	Reports not owned by the user can not be deleted.	Error during deleting report which is owned by other user
1456	Error while opening a report.	Got exception during the opening of reports
1457	Error while merging report.	Got exception during merging of two reports
1458	Report can'nt be deleted.	Got exception during the deleting of Report
1459	Reports not owned by the user can not be shared.	Error during the sharing of report which is owned by other user
1460	Reports not owned by the user can not be unshared.	Error during the unsharing of report which is owned by other user
1461	User does'nt have the capability to share or publish a public report.	User does not have rights to share or publish a public
1462	Error while adding a report in gallery.	Got exception during the adding report to report gallery
1467	Error while saving report definition.	Got exception during the saving reports

Error Code	Error Message	Description
1468	Error while creating leading inputs	Got exception during the creation of leading inputs
1481	Favorite Report Not Found!.	Got exception during retrieval of list of reports in MF
1482	Favorite Report Cannot be deleted.	Error during the favorite report deletion
1483	Favorite Report Cannot be added.	Error during the favorite report addition
1484	Favorite Report Cannot be shared.	Got exception during sharing of reports
1485	Favorite Report Cannot be duplicated.	Got exception during duplicate reports process
1486	Favorite Reports Accounts Cannot be Found.	Error when account in MF not found
1491	Scheduled Report Cannot be pause.	Error while pause of Schedule reports
1492	Scheduled Report Cannot be resumed.	Error while resume of Schedule reports
1493	Scheduled Report Cannot be executed.	Error while execution of Schedule reports
1494	Scheduled Report Cannot be added.	Error while adding Schedule reports
1495	Scheduled Report Cannot be deleted.	Error while deleting Schedule reports
1496	Scheduled Report Cannot be Found.	Error while retrieving Schedule reports
1497	Report Cannot be Scheduled.	Error while Scheduling reports process
1498	Scheduled Report Cannot be duplicated.	Error while duplicating Scheduling reports process
1499	Scheduled Report Cannot be Updated.	Error while updating Scheduling reports process
1445	Unable to save a report in my favorite.	Error to save a report in my favorite.
1200	Monitoring Exception	Got exception during monitoring of different parameter
1201	Operation not valid on this type of statistic.	Error when operation not allowed on set of parameter
1100	Logging Exception	Got exception during logging process
1101	Configuration Exception	Got exception during server startup due to not setting proper DB configuration
1102	Inavlid Configuration!	Error when the server startup configuration is invalid
1103	Missing Configuration!	Error when the server startup configuration is missing
1104	Remote Database configuration is not valid.	Error when Remote DB wrong configuration
1105	Remote Database cannot be deleted.	Error when Remote DB can not be deleted
1108	Remote Database not found.	Error while retrieving Remote DB information

Error Code	Error Message	Description
1106	Remote Database cannot be saved.	Error while saving Remote DB information
1107	Unable To Test Remote Database Connectivity.	Error while test of Remote DB configuration
1109	Unable to update remote database , some attributes missing.	Updating Remote data base with missing attributes
1501	Service Tree not found.	Error when service tree not found during topic load
1503	Default Services Not associated with Device.	Error when default service is not associated with device selection
1505	Package not found.	Package not found during network creation
1510	Network not found.	Got exception while network retrieval
1511	Device not found.	No device found in the process of auto discovery
1512	Topology not found	Got exception while topology retrieval
1515	Network cannot be saved.	Got exception while network saving
1520	Zone not found.	Zone not found during network creation
1521	Device cannot be deleted.	Used as Master device
1525	Device Cannot be saved.	Got exception during saving of devices
1526	Device Cannot be updated.	Got exception during updating and saving of devices
1527	CMTS Cannot be fetched.	Got exception reading CMTS information from Remote DB
1528	? Network already exist,Please give some other name.	Creating network with existing name
1529	No Services Exist For Master Device ?, Please select other Device as Master.	Setting master device if there is no service exists
1530	No Services Exist For Master Device ?,Network Cannot Be Saved.	Setting master device if there is no service exists
1531	ReportFilter not found.	If report filter is not assigned in visibility filter
1533	Network Cannot be updated.	Got exception during updating and saving of network
1534	Network Cannot be saved, Remote Database selected is not in CMTS aware mode.	conflict on CMTS aware database
1535	Network Cannot be updated, Remote Database selected is not in CMTS aware mode.	conflict on CMTS aware database
1537	Subscriber Manager Cannot be Connected.	Subscriber Manager Cannot be Connected.
1538	No Service Tree Found For Network.	Service tree not found for configured network
1539	Network Device Details Cannot be updated	Got Exception during Network Device Details updating

Error Code	Error Message	Description
1700	Remote Database Cannot be connected.	Error during connecting Remote Database
1701	Report Protocol Entity not found.	Error during retrieving report protocol
1110	Device Update failed. Master device cannot be unmanaged.	It appears if user unmanage a device which is acting as master device in any network.
1134	Remote database cannot be deleted, Network(s) are configured on this remote database.	Remote Database can not be deleted if at least one network is created against same Remote Database.
1135	Device cannot be deleted, This device is configured as master device in network(s).	Master Device can not be deleted.
2107	Maximum limit of Authentication Server has reached	Finite number of AAA server can be configured under each mode (by default, number of AAA server is 5).
2108	There are ? users which are using this mode of authentication. In order to disable this mode, either these users need to be deleted or migrated first	AAA Mode can not be disabled if any account is created under same AAA mode.
2109	No active server available under this mode	AAA Server can not be deleted under any AAA mode if only one server is active and at least one account is available under same mode.
2110	The authentication service is down, Please contact System Administrator or try later	Error during while login if all AAA servers of assigned mode are down.
2111	There are ? users which are using this server. In order to delete this server, either these users need to be deleted or migrated first	AAA Server can not be deleted if at least one account is created under same AAA mode and only same server is active out of the list of servers.
1413	No report definition found for current selection.	selection of various parameters available on report wizard does not match with any defined reports
1502	Device discover failed , remote database cannot be connected.	Device discover operation get failed if in case remote device is not connectable.
1560	No applications exist for master device ?, Please select other device as master.	If selected master device does not have any application.
1562	Interface sync job is already running for this network.	This message appears if in case user tries to sync the interfaces but sync operation is already running behind.
1565	No applications exist for master device ?,network cannot be saved.	Network can not be saved if master device does not have any application.