



APPENDIX **B**

Troubleshooting

If you encounter a problem while using the Cisco Service Control Application Reporter (SCA Reporter), use the information in this appendix to help isolate its cause. The procedures in this appendix assume that you are troubleshooting the initial system startup, and that the GUI is in the original factory configuration. If you have changed any default settings, the recommendations in this appendix might not apply.

- [Using the Troubleshooting Appendix, page B-1](#)
- [General, page B-1](#)
- [General Setup Errors, page B-2](#)
- [Command-Line Interface, page B-2](#)
- [Parameter Definition Errors, page B-2](#)
- [How to Check System Conditions, page B-3](#)
- [How to View the Error Log, page B-4](#)
- [How to View the Installed Version of the Report Templates, page B-4](#)

Using the Troubleshooting Appendix

This appendix describes the subsystems available for more efficient problem solving. If, after applying the solutions in this appendix, you are still unable to solve your problem, contact a customer service representative for assistance. Please provide the representative with the following information:

- Type of software and release number
- Brief description of your problem
- Brief explanation of the steps you have taken to isolate and resolve the problem
- Maintenance agreement or warranty information

You can also access Online Help while working in the SCA Reporter.

General

Searching the Help menu allows you to learn more about the SCA Reporter while you are working. You can get assistance with the following functions from the Help menu:

- [Creating a Basic Configuration](#)

- Accessing Online Help
- Checking System Conditions
- Managing Configuration
- Installing and Upgrading Templates
- Viewing Plug-in Details

You can also access Online Help while working in the SCA Reporter (see [Online Help, page 2-21](#)).

General Setup Errors

Check the following if the GUI does not open:

- Ensure you have enough memory.
- Uninstall an old release before installing a new release.
- The database is installed and populated.
- The IP address of the computer is not connected to another device.

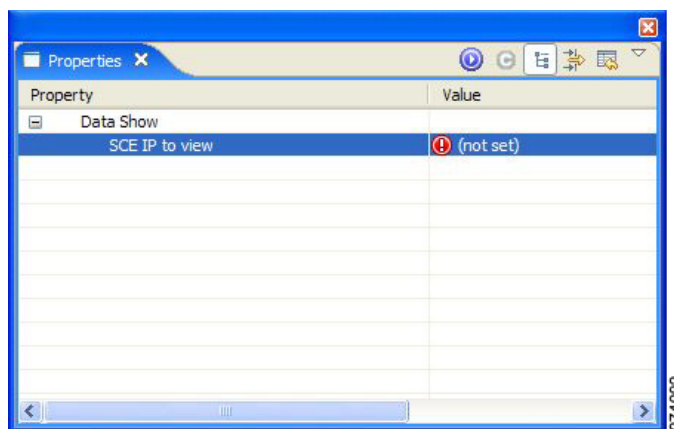
Command-Line Interface

To assist you in using and troubleshooting the SCA Reporter Command-Line Interface (CLI), refer to the following sections of the [Cisco Service Control Engine \(SCE\) CLI Command Reference](#):

- CLI Help Features
- Navigational and Shortcut Features
- Managing Command Output

Parameter Definition Errors

In this example, a mandatory property is not set.



When the report instance is executed, an error message appears.



Click **Details** to view more specifics on the error.



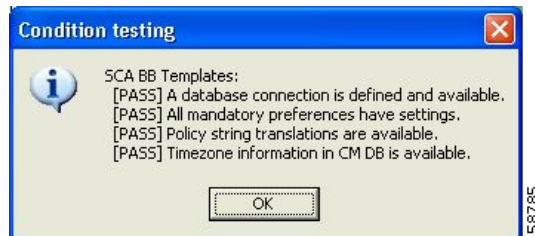
How to Check System Conditions

You can check that:

- The database connection is defined correctly and that the connection is active
- The system is configured correctly

Step 1 From the main menu, choose **Help > Check Conditions**.

A Condition testing message appears.



Step 2 Click **OK**.

How to View the Error Log

To configure debug message logging, see [Configuring the SCA Reporter, page 2-9](#). When this mode is activated, you can view the error log.

Step 1 From the main menu, choose **Help > About SCA Reporter**.

The About SCA Reporter dialog box appears.

Step 2 Click **Configuration Details**.

Step 3 Click **View Error Log**.

How to View the Installed Version of the Report Templates

Where the database structure has changed, but the repository was not updated, there may be Template Repository Errors (see [Installing and Upgrading SCA Reporter Templates, page A-1](#)).

**Note**

The files used for installing and upgrading may need to be updated before the installation.

Step 1 From the main menu, choose **Help > About SCA Reporter**.

The About SCA Reporter dialog box appears.

Step 2 Click **Plug-in Details**.

The About SCA Reporter Plug-ins dialog box appears.

Step 3 Verify that the version of SCA BB Templates is correct.

Step 4 Click **OK**.

The About SCA Reporter Plug-ins dialog box closes.

Step 5 Click **OK**.

The About SCA Reporter dialog box closes.
