



## Dashboard Issues

Following are few frequent issues observed in the Dashboard component of the Cisco Kinetic for Cities.

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### Frequent Issues

#### 1. Missing NPM Modules

<b>Symptom</b>	After running <code>install_cdp.sh</code> , check the 'Forever' logs. The logs do not show the 'loopback' module.
<b>Environment</b>	Can occur in any of the QA or Production environment.
<b>Possible Causes</b>	While releasing a new build, Dashboard team has missed providing the NPM modules.
<b>Troubleshooting</b>	Dashboard team to provide the new build.
<b>Verification</b>	After deploying the newly provided build, check the 'Forever' logs.
<b>Post Verification</b>	Raise a CDETS/BEMS/TAC.

#### 2. Forever Process Automatically Restarts

<b>Symptom</b>	Dashboard logs show the process getting restarted. Log in to Dashboard fails intermittently.
<b>Environment</b>	Can occur in any of the QA or Production environment.
<b>Possible Causes</b>	While releasing a new build, Dashboard team has missed providing the NPM modules.
<b>Troubleshooting</b>	Dashboard team to provide the new build.
<b>Verification</b>	After deploying the newly provided build, check the 'Forever' logs.
<b>Post Verification</b>	Raise a CDETS/BEMS/TAC.

## 3. Nginx default file context path issues

<b>Symptom</b>	Log in to Dashboard shows status code 400 or 404.
<b>Environment</b>	All environments.
<b>Possible Causes</b>	Issue with conf_nginx.sh script.
<b>Troubleshooting</b>	Make sure Nginx default file is pointing to current deployed build path.
<b>Verification</b>	Log in to dashboard should be successful without any error code.
<b>Post Verification</b>	Not applicable as configurational issue

## 4. Mongo DB issues

<b>Symptom</b>	After deploying the build, Mongo DB error logs are getting logged in Forever logs/CDP server logs.
<b>Environment</b>	All environments.
<b>Possible Causes</b>	mongodb_config.json file has not been updated properly. Connectivity between Mongo DB and Dashboard is lost.
<b>Troubleshooting</b>	The Mongo config file to be cross-checked before running the install_cdp script. Connectivity with Mongo DB should be restored.
<b>Verification</b>	Check the 'Forever' process-id for stability.
<b>Post Verification</b>	Not applicable as configurational issue

## 5. Customer Registration Fails

<b>Symptom</b>	Error occurs while registering a customer in a Dashboard
<b>Environment</b>	All environments.
<b>Possible Causes</b>	1. Direct /token API is getting failed. 2. cdpgateway variable is not updated correctly in Nginx default file.
<b>Troubleshooting</b>	1. Check the API through WSO2. 2. Check API through Nginx. 3. If it fails, update Nginx config for locations /token and /t.
<b>Verification</b>	Check the customer registration process.
<b>Post Verification</b>	Not applicable as configurational issue

## 6. Login API Failure

<b>Symptom</b>	Log in to Dashboard fails.
<b>Environment</b>	All environments.
<b>Possible Causes</b>	<ol style="list-style-type: none"> <li>1. Direct /token API is getting failed.</li> <li>2. cdpgateway variable is not updated correctly in Nginx default file.</li> <li>3. User credentials are incorrect.</li> <li>4. accounts/login API is getting failed.</li> <li>5. Tenant customer is not registered in the Dashboard.</li> <li>6. Check that user's role has tabs assigned to it.</li> </ol>
<b>Troubleshooting</b>	<p>Check direct /token API once.</p> <p>Check API through Nginx</p> <p>If it fails, update nginx config for locations /token and /t and also update cdpgateway variable.</p>
<b>Verification</b>	Log in to Dashboard should be successful.
<b>Post Verification</b>	Not applicable as configurational issue

## 7. Devices API error

<b>Symptom</b>	Getting error in browser console for /devices API.
<b>Environment</b>	All environments.
<b>Possible Causes</b>	Direct Device Engine API Failing or through gateway /devices API failing.
<b>Troubleshooting</b>	<p>For 500 Internal Server Error, check the Real-Time Engine process and verify if any HProf is getting generated.</p> <p>If yes, then remove the HProf file and restart the process.</p> <p>For 401 Unauthorized Error, User sync needs to be done at Device Engine (DE) end to resolve the issue.</p>
<b>Verification</b>	Sensors should load on Map view and should be visible in the listview as well.
<b>Post Verification</b>	Raise a CDETS/BEMS/TAC for the DE team.

## 8. Region Creation Fails

<b>Symptom</b>	Error occurs while creating a region by admin on the dashboard application
<b>Environment</b>	All environments.

<b>Possible Causes</b>	Direct location post API (cdp/v1/locations) call is getting failed.
<b>Troubleshooting</b>	Check the direct post API (cdp/v1/locations).
<b>Verification</b>	Log in to Dashboard as an admin, create a region in regions tab. The region should get created successfully.
<b>Post Verification</b>	Raise a CDET/BEMS/TAC.

#### 9. Nginx resolve IP Issue

<b>Symptom</b>	Error occurs while creating a region by admin on the dashboard application
<b>Environment</b>	All environments.
<b>Possible Causes</b>	Proxy redirection for Nginx is getting failed. Direct location post API (cdp/v1/locations) call is getting failed.
<b>Troubleshooting</b>	Verify that proxy redirection is correct. Reach out to core team, if the API is failing.
<b>Verification</b>	Log in to Dashboard as an admin, create a region in regions tab. The region should get created successfully.
<b>Post Verification</b>	Raise a CDET/BEMS/TAC.

#### 10. Rewrite/ Proxy Pass in Nginx Issues

<b>Symptom</b>	1. Dashboard login fails. 2. Direct APIs starting with /t fail.
<b>Environment</b>	All environments.
<b>Possible Causes</b>	Nginx config is not updated properly.
<b>Troubleshooting</b>	Cross-check the rewrite directive rules in Nginx.
<b>Verification</b>	Log in to Dashboard should be successful.
<b>Post Verification</b>	Not applicable as configurational issue.

#### 11. Failure in Enabling Fault Module

<b>Symptom</b>	Enabling or Disabling the Fault module is failing on the Dashboard.
<b>Environment</b>	All environments.
<b>Possible Causes</b>	Fault module feature is not enabled in the config file
<b>Troubleshooting</b>	Cimportal/deploy/config/config.json

	<p>“Features” : Copy the Default set and re-name to tenant name e.g. if tenant is “Poland.com” we have to use “Poland”</p> <pre> "default":   {     "enableRBAC":false,     "enableFault": true, // Enable/Disable fault module      "enableGISMaps":false,     "enableAutomatedSop":false,     "enableNonSensorAlerts":true,     "autoZoomEnable":false,     "loginRedirect":false,     "environmentEvent":false,     "enableSBHistoric":true   }                 </pre>
<b>Verification</b>	Fault Module should be visible on the Map View when enabled in the config file.
<b>Post Verification</b>	Not applicable as configurational issue.

12. Environment Event Creation Failure

<b>Symptom</b>	Environment Event creation is failing for a tenant.
<b>Environment</b>	All environments.
<b>Possible Causes</b>	Environment event creation has not been enabled for the user.
<b>Troubleshooting</b>	<p>Cimportal/deploy/config/config.json</p> <p>“Features” : Copy the Default set and re-name to tenant name e.g. if tenant is “Poland.com” we have to use “Poland”</p> <pre> "default":   {     "enableRBAC":false,     "enableFault": true,     "enableGISMaps":false,     "enableAutomatedSop":false,     "enableNonSensorAlerts":true,     "autoZoomEnable":false,     "loginRedirect":false,     "environmentEvent":false, // set to true/false     "enableSBHistoric":true   }                 </pre>
<b>Verification</b>	<p>Go to Events tab and try to create events for Environment module.</p> <p>Event should get created successfully.</p>
<b>Post Verification</b>	Not applicable as configurational issue.

13. Unable to See Parking Data

<b>Symptom</b>	Parking data not visible on the Dashboard, in spite of Device engine having the data.
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<b>Environment</b>	All environments.
<b>Possible Causes</b>	1. The logged-in user does not have the required location ID assigned to her. or 2. There is no "state" in each parking object.
<b>Troubleshooting</b>	Check for Location ID in the Device Engine API. The same Location ID should be assigned to the logged-in user. or Inspect the dashboard, go to console tab and type as follows:  <pre>ParkingModel.parkingDataObject ParkingModel.parkingDataObject.parkingspots ParkingModel.parkingDataObject.parkingspace</pre> Please check if each object has "state" property present for all parking spots/spaces.  Please get in touch with the Device Engine team in case of deviation from the above behavior.
<b>Verification</b>	Sensors should be visible on the Map View tab of the Dashboard.
<b>Post Verification</b>	Raise a CDET/BEMS/TAC

#### 14. Crowd Data Count is 0

<b>Symptom</b>	Map View shows crowd data count as 0.
<b>Environment</b>	All environments.
<b>Possible Causes</b>	Pedestrians / Vehicles <i>DirTemporalMobilityStats</i> count is "0" in POMObj.
<b>Troubleshooting</b>	<ul style="list-style-type: none"> <li>Inspect the dashboard, go to console tab and type as follows: Crowd count / Vehicle data</li> <li>Check for following: <code>CrowdModel.crowDataObject.POMObj</code> //Pedestrian <code>MobilityPOM.mobility.pedestrian.overallStatsId.temporalStatsId.DirTemporalMobilityStats</code> //Vehicle <code>MobilityPOM.mobility.vehicle.overallStatsId.temporalStatsId.DirTemporalMobilityStats</code></li> <li>Check for each object count If count is 0, then check with DE team.</li> </ul>
<b>Verification</b>	Crowd data count should not appear as 0 anymore.
<b>Post Verification</b>	Raise a BEMS/CDET/TAC.

## 15. Wi-Fi Data Count Is 0

<b>Symptom</b>	Map View shows Wi-Fi data count as 0.
<b>Environment</b>	All environments.
<b>Possible Causes</b>	Wi-Fi "DirTemporalMobilityStats" count is "0" in ROIObj
<b>Troubleshooting</b>	<ul style="list-style-type: none"> <li>Inspect the dashboard, go to console tab and type as follows: Wi-Fi/Dwell time</li> <li>Check for following: <code>CrowdModel.crowDataObject.ROIObj</code> <code>//Wi-Fi</code> <code>MobilityROI.mobility.personalDevice.overallStatsId.overallTemporalStatsId.DirT</code></li> <li>Check for each object count</li> </ul> <p>If count is 0, then check with DE team.</p>
<b>Verification</b>	Wi-Fi data count should not appear as 0 anymore.
<b>Post Verification</b>	Raise a CDET/BEMS/TAC

## 16. New User Unable to Log in

<b>Symptom</b>	New user after creation is not able to log in to the dashboard.
<b>Environment</b>	All environments.
<b>Possible Causes</b>	Roles, and regions are not assigned to the User.
<b>Troubleshooting</b>	<ul style="list-style-type: none"> <li>Check if roles and regions are assigned in Users tab.</li> <li>Log in as a sensor_customer.</li> <li>Go to Settings-&gt; Customization-&gt;Assign Tabs</li> <li>Select Tabs to be assigned to the user.</li> <li>Click Update.</li> </ul>
<b>Verification</b>	New user should be able to successfully log in to the Dashboard.
<b>Post Verification</b>	Not applicable as configurational issue.

## 17. Automatic Logging Out of the Dashboard

<b>Symptom</b>	Newly created user gets logged out of the Dashboard after logging in.
<b>Environment</b>	All environments.
<b>Possible Causes</b>	<p>Auto sync of the users is not working.</p> <p>The user's role does not have domain assigned to it.</p>

<b>Troubleshooting</b>	Get in touch with the Device Engine (DE) team, DE needs to sync the new users manually. Login to KM and assign domain to the logged-in user's role.
<b>Verification</b>	Log in to the dashboard as a new user should be successful.
<b>Post Verification</b>	Raise a CDET/BEMS/TAC.

#### 18. Inaccurate Environment Threshold Units

<b>Symptom</b>	Unit values showing high values on the Environment map
<b>Environment</b>	All environments.
<b>Possible Causes</b>	Provider is sending non-standard units.
<b>Troubleshooting</b>	Go to Settings → Advanced Settings → Environment → "Select Environment Item" → Select Units → Add Custom Units → Units, Label and Expression (formula) $(x/100)*20$ Apply on environment item (e.g. CO) units "PPM"
<b>Verification</b>	The units for Environment parameters should get displayed in standard units.
<b>Post Verification</b>	Not applicable as configurational issue.