



APPENDIX **B**

Troubleshooting Tools

This appendix offers troubleshooting steps to help solve problems you might encounter while using Provisioning Manager. It includes the following troubleshooting information:

- [Overview, page B-1](#)
- [Provisioning Manager Troubleshooting Tools, page B-1](#)

Overview

Troubleshooting involves:

1. Identifying the source of the problem—Which devices, links, interfaces, hosts, or applications have the problem?
2. Locating the problem on the network—On what VLAN, subnet, or segment is the problem occurring?
3. Comparing current network performance against an established baseline—Is the performance better or worse?
4. Finding out when the problem started—When did you first see the problem? Is it recurring?
5. Determining the extent of the problem—How widespread is the problem? Is it getting worse?

Provisioning Manager Troubleshooting Tools

You can use the following tools to troubleshoot your system:

- **Abort Orders**—To abort or clear orders created in Provisioning Manager.
- **Change Log Level**—To temporarily change the Provisioning Manager log level without restarting Provisioning Manager.
- **Show Tech**—To collect the required troubleshooting information in a single compressed archive file.

Abort Orders

Abort Orders is a CLI tool that you can use to abort or clear orders created in Provisioning Manager. For orders in Recoverable Error or Unrecoverable Error state, which can be aborted are then GUI, this tool provides the options to remove one or all of these orders. The orders are then properly aborted. This tool

can also be used to force orders that are hanging and cannot be cleared from the GUI to abort (for example, when the status changes to HOLD). The tool attempts to initiate an orderly abort with proper rollback; however, this cannot be guaranteed, as it depends on the state of the order.

**Caution**

Do not use this tool if you do not have a good understanding of failed orders, because aborting a running order can result in data integrity issues.

To abort orders:

Step 1 Log into the Provisioning Manager server.

Step 2 Open the Windows command prompt.

Step 3 Enter the following command to go to the script directory:

```
cd c:\CUPM\sep\ipt\bin
```

Step 4 Run the following command with the appropriate options:

```
AbortOrders <userid> <password> [Errors | RecoverableErrors | UnrecoverableErrors | <order_id> [-forced]]
```

- *<userid>*—Enter **pmadmin** as the userid.
- *<password>*—Password associated with the pmadmin userid.
- *Errors*—Aborts all the orders that are in Recoverable or Unrecoverable error state.
- *RecoverableErrors*—Aborts all the orders that are in Recoverable state.
- *UnrecoverableErrors*—Aborts all the orders that are in Unrecoverable state.
- *<order_id>*—Aborts the order with the specified ID, only if the order is in the Error state.
- *<order_id> -forced*—Forces the order with the specified ID to abort. The order can be in any state. This option can be used to abort stuck orders.

**Note**

Run **-help** to view tool usage.

Change Log Level

Change Log Level is a CLI tool that temporarily changes the Provisioning Manager log level without restarting Provisioning Manager. The log level change reverts to the log level configured in the `dfc.properties` file when you restart Provisioning Manager. This tool changes the log level only for SEP and NICE logs.

To change log level temporarily:

Step 1 Log into the Provisioning Manager server.

Step 2 Open the Windows command prompt.

Step 3 Enter the following command to go to the script directory:

```
cd C:\CUPM\sep\ipt\bin
```

Step 4 Run the following command with the appropriate options to change the log level in the dfc.properties file:

```
changeloglevel.bat -level <loglevel> [APPSERVER | NICE | BOTH]
```

- if **APPSERVER**, **NICE** or **BOTH** options are not specified, the default option (**BOTH**) is used.
- **<loglevel>** can be **DETAIL**, **LOW**, **NORMAL**, **HIGH**, or **EMERGENCY**.



Note

To enable the detailed logs permanently, see [Changing the Log Level, page 7-12](#).

Show Tech

ShowTech is a CLI tool that collects required troubleshooting information in a single compressed archive file. This tool is available in Provisioning Manager 2.0, and is not backward compatible with Provisioning Manager 1.x versions.

To execute ShowTech, you must specify a date range. Optionally, you can specify a target directory for the zip file output; otherwise, the default OS temp directory is used.

While collecting the troubleshooting data, and before writing to the output directory, the tool checks that a minimum of 100 MB of free disk space is available on the target drive. During data collection, if 100 MB of free disk space is not available, the tool will abort (with an appropriate message) and clean up the drive thereby preventing the risk of consuming too much disk space. It is recommended that you refine the date range and/or options to limit the data to be collected, and rerun the tool.

You can categorize the troubleshooting data by component, you can explicitly collect any component by specifying a command line option. By default, all component data is collected.

You can collect following component data:

- **DEPLOYMENT**—Collects deployment information.
 - Domain and Service Area configuration—Output is stored in Domain directory.
 - AAA server configuration—Output is stored in AAA directory.
 - Device Configuration—Output is stored in MediaServer and CiscoRouter directory.
 - Processor Configuration—Output is stored in CallProcessor, UMProcessor, and CUPProcessor directory
 - All service actions and their network dialog for the specified date range will be exported. Output is stored in ServiceAction directory.
- **LOGS**—collects log files.
 - SEP and NICE logs—Output is stored in cupm-logs directory.

- PostgreSQL logs—Output is stored in pgsql-logs directory.
- JBoss logs—Output is stored in jboss-logs directory.
- ORDER—Collects order information.
 - Order XMLEntity export of all INITIAL/HOLD/RELEASED orders for the specified date range (located in Order directory).
 - For all collected orders, the corresponding ordering subscribers of the products, along with their customer records, are also exported as a XMLEntity. Output will be stored in the subscriber directory.
 - All service actions and their network details for the specified date range will be exported. Output will be stored in ServiceAction directory.
- SA—Collects all Service Action data (both successful and failed). The ALL option collects failed Service Actions.
- SYSTEM—Collects system information.
 - CUPM configuration—dfc.properties, ipt.properties, system runtime properties, and IM counts. Output will be stored in cupm directory.
 - All PostgreSQL configuration files are copied. Output will be stored in pgsql directory.
 - All license files—Output will be stored in License directory.
 - Installed patch data and install log—Output will be stored in 'Patch' directory.

To collect required Provisioning Manager troubleshooting information in a single compressed archive file:

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- Step 1** Log into the Provisioning Manager server.
- Step 2** Open the Windows command prompt.
- Step 3** Enter the following command to go to the script directory:

```
cd C:\CUPM\sep\ipt\bin
```

- Step 4** Run the following command with appropriate options:

```
showtech.bat -start <START_DATE> -end <END_DATE> [options]
```

- <START_DATE>—Enter the date in (YYYY-MM-DD HH:MM) format.
- <END_DATE>—Enter the date in (YYYY-MM-DD HH:MM) format.



Note

The start and end dates must be specified to limit the range of data to be collected. By default, if no options are specified, all components are collected, and the output zip file is stored in the OS (Windows) temp directory. During data collection, if 100 MB of free disk space is not available, the tool will abort. To collect the most recent sep.log and nice.01.log file, the END_DATE must be later than the current date, because the tool uses the time of the last file update.

- Options include:
 - outputDir—Output directory to which to write data (defaults to the OS temp directory, if not specified).
 - component <COMPONENT>—Component data to collect (ALL, DEPLOYMENT, LOGS, ORDER, SYSTEM). Defaults to ALL, if not specified.
 - ignoreErrors—Ignores any internal errors encountered while collecting data.
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