



APPENDIX **A**

Troubleshooting

This appendix offers troubleshooting steps to help solve problems while using HCM Dashboard. This appendix includes the following troubleshooting information:

- [Overview, page A-1](#)
- [HCM Dashboard Troubleshooting Tools, page A-1](#)
- [Frequently Asked Questions, page A-2](#)
- [Error Messages, page A-3](#)
- [Log Files, page A-4](#)
- [Configuration Files, page A-4](#)

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?

HCM Dashboard Troubleshooting Tools

You can use the HCM Dashboard server log files to troubleshoot your system. See [Log Files, page A-4](#) for a list of server logs.

Frequently Asked Questions

The following are FAQs about HCM Dashboard:

- Q.** Can I use the sort option in all columns in portlets?
- A.** No. You cannot use the sort option in all columns in portlets. You cannot sort the Customers and the Privilege columns in the User Administration portlet.



Note You can sort the User ID column in the User Administration portlet.

- Q.** Can I configure the page size of a portlet?
- A.** Yes. To configure the page size of a portlet, change the value in the MAX_PAGE_SIZE column in the prtl_props table.
- Q.** Can I change the collection interval?
- A.** Yes. The default collection interval is five minutes for CUOM, UCSM, and vCenter. You can configure the collection interval in the Configuration portlet.
- You must restart the HCM server after you change the collection interval.
- Q.** What is the default refresh frequency for all portlets?
- A.** The default refresh frequency for all portlets is five minutes. You can configure the refresh frequency of a portlet in the Configuration portlet. For more information, see [Configuring Portlet Refresh Frequency, page 2-15](#)
- The Refresh option is not available for the Diagnostics Test portlet.
- Q.** How long will HCM Dashboard take to reflect the newly added customer details?
- A.** For the Alarm Summary and Phone Summary portlets, a new customer is reflected after the collection interval.
- Q.** What is the default timeout value for the diagnostics test execution?
- A.** The default timeout value for the diagnostics test is three minutes. It can be configured in the portal.properties file in the JBOSS_HOME\server\default\deploy\ROOT.war\WEB-INF directory.
- You must restart the HCM server after you change the timeout value.
- Q.** Why is the UCSM blade failure alarm not shown in the HCM Dashboard?
- A.** UCSM blade failure alarm will not be shown in the HCM Dashboard if:
- VMware HA is enabled and the UCS blade on which the monitored VM resides, fails.
 - VMware HA moves the VM to another UCS blade.
- To resolve this problem:
1. Configure VMware HA alarm in vCenter.

This alarm is generated when a VM is moved by VMware HA.

HCM Dashboard displays this alarm in vCenter alarms for the corresponding VM.
 2. Check for UCSM alarms whenever VMware HA alarm is generated for a VM.

Error Messages

This section describes the HCM Dashboard error messages and recommended solutions.

Error Message Authentication failed, please try again.

Recommended Action You have entered an invalid password in the HCM login page. Enter a valid password.

Error Message Please enter a valid log-in.

Recommended Action Check whether you entered a valid username in the HCM login page.

Error Message Fields cannot be empty. Please enter details to continue.

Recommended Action You must enter details in the mandatory fields in the Add Customer dialog box. For more information, see [Adding a Customer, page 2-6](#)

Error Message Please select the customer(s) required.

Recommended Action You must select a customer from the Available Customers list in the User Configuration dialog box when you create a user. For more information, see [Adding a User, page 2-20](#)

Error Message Please select any one of the customer.

Recommended Action You must select a customer and then select the cross-launch option in the Customer Cross Launch portlet.

Error Message Invalid URL!! Please enter a valid URL.

Recommended Action You must enter a valid URL in the Add dialog box. The URL must start with either http:// or https://. For more information, see [Adding a URL, page 2-17](#)

Log Files

The log file logs details of all report generation requests and user authorization requests, which is useful for debugging.

HCM Dashboard maintains separate log files for UI, Schedulers, CUOM, synchronous and notification Web Services components. The log files are stored in `JBOSS_HOME\server\default\log` directory.

The following log files are available:

- `msliferay.log`—UI
- `msscheduler.log`—Scheduler
- `mswsomclient.log`—Web services OM logs
- `mswsnotifyclient.log`—Web services OM notification
- `mswsvclient.log`—Web services vCenter logs
- `mswsucsmclient.log`—Web services UCSM logs

The default size of a log file is 10 MB. A separate log file is created when a log file exceeds 10 MB. A maximum of two log files are maintained and older log files are recycled.

Configuration Files

The configuration file allows you to configure properties in HCM Dashboard. HCM Dashboard maintains separate configuration files for CUOM, UCSM, vCenter, Schedulers, ACS, cross-launch and portal properties.

**Note**

You must restart the HCM server after you modify the values in the configuration file.

The following configuration files are available in `INSTALL_DIR\liferay-portal-5.2.2\jboss-tomcat-4.2.3\server\default\conf\portal_props` directory:

- `monitor.properties`—CUOM Web services configuration
- `ucsm.properties`—UCSM Web services configuration
- `vcenter.properties`—vCenter Web services configuration
- `msscheduler-config.xml`—Thread and polling configuration

The following configuration files are available in `INSTALL_DIR\liferay-portal-5.2.2\jboss-tomcat-4.2.3\server\default\deploy\ROOT.war\WEB-INF` directory:

- `acs.properties`—ACS configuration
- `crosslaunch.properties`—Cross-launch port and protocol configuration
- `portal.properties`—Diagnostics timeout configuration