Troubleshooting

Create a Troubleshooting Account

Procedure

From PCP

a) Login to PCP

b) Go to **Administration > Logging and ShowTech**. In Troubleshooting Account field, provide User ID, and Select duration from **Expires In** dropdown, and then click **Create Account**.

On creating a Troubleshooting user, challenge string is generated, using this we can generate a response which acts as password for a Troubleshooting user. Contact the Engineering Team for generating a response string.

Note   Login to PCP as Troubleshooting user, then start micro service page from **Troubleshooting>Launch**. Also, Sep admin can be accessed under Troubleshooting menu.

Change the IP Address on the Provisioning Server (Single Setup)

The following procedure is applicable for Cisco Prime Collaboration Provisioning 12.3 and later releases.

1. Call Technical Assistance Centre (TAC), and get the troubleshooting account access.

2. Generate the Console Account, and then login to the CLI account.

3. In OS, change the configuration file *sudo/etc/sysconfig/network-scripts/ifcfg-eth0* that stores network config settings specific to the new IP address.

4. Restart the network services using the command **sudo service network restart**.

5. To verify IP address change, issue the command **sudo ifconfig** and check for updated IP in the response.

6. Update the file **/etc/resolv.conf** with the DNS of the new IP address.

7. Update **/etc/hosts** file with new server IP and hostname.

8. Set the hostname in Cisco Prime Collaboration Provisioning server by running the command **sudo hostnamectl set-hostname <HOSTNAME>**.

The following procedure is applicable for Cisco Prime Collaboration Provisioning 10.0 and later releases.

1. Log in to the server as troubleshooting user through SSH and enter:

   admin# conf t

   admin(config)# interface GigabitEthernet 0

   admin(config-GigabitEthernet)# ip address <ipaddress> <subnet mask>

2. Enter **y** when the following message is displayed: Changing the IP may result in undesired side effects on any installed applications. Are you sure you want to proceed? [y/n] y

3. Log in as troubleshooting user with the new IP address and enter:

   admin(config)# ip default-gateway <a.b.c.d>

   admin(config)# ip domain-name <new_domain>

   admin(config)# ip name-server <a.b.c.d>

   admin(config)# hostname <new_name>

   admin(config)# exit

   admin# write memory

4. Log in as troubleshooting user with the new IP address.

5. Update the Nice system record in postgres:

   • Log in to postgres.

   • Goto **cd /opt/postgres/pghome/bin**

   • Enter **./psql -Upmadmin -d cupm**

   • Enter the global admin password

   • Enter **Select * from nicesyseng;**

   • In the console output, check if any entries contain your old IP address (in the host column). If there are any entries, delete them by executing the following query: **delete from nicesyseng where host='<old_ip_address>';**

   • Exit the postgres by entering **\q**

6. Reboot the server.

Change the IP Address on the Provisioning Server (Distributed Setup)

The following procedure is applicable for Cisco Prime Collaboration Provisioning 12.6 SU1 and later releases.

Procedure

	Command or Action	**Purpose**
Step 1	Modify the IP Address of the Database Server in a Distributed Setup., on page 3	To modify the IP address of the database on the Cisco Prime Collaboration Provisioning distributed setup.
Step 2	Modify the IP Address of Application Server in a Distributed Setup. , on page 4	To modify the IP address of the application server on the Cisco Prime Collaboration Provisioning distributed setup.

Modify the IP Address of the Database Server in a Distributed Setup.

Use this procedure to modify the IP address of the database server in a distributed setup.

Procedure

Step 1   Get the troubleshooting account access from the TAC.

Step 2   Generate the console account and login through the CLI account.

Step 3   On the OS, change the below configuration file that stores the network configuration settings specific to the new database IP address:

```
sudo vi /etc/sysconfig/network-scripts/ifcfg-eth0
```

Step 4   Update the file `sudo vi /etc/resolv.conf` with the DNS of the new database IP address.

Step 5   Update the file `sudo /etc/hosts` with the new database server IP address and hostname.

Step 6   Run the command given below to set the hostname in Cisco Prime Collaboration Provisioning server :

```
hostnamectl set-hostname <HOSTNAME>
```

Step 7   Follow the steps to add the details of the new application server IP in the file `pg_hba.conf` :

   a) Open the file `pg_hba.conf` :

```
sudo vi /opt/postgres/pghome/data/pg_hba.conf
```

   b) Add the following at the end of the file:

```
host    all    all      <New Application server IP>/32    md5
```

Step 8   Restart the database server.

Step 9   Run the command `ipconfig` to verify the IP address change and check for the updated IP in the response generated.

Step 10   Execute the command given below to accept communication on port 5432 (default port for postgress) :

Troubleshooting

Modify the IP Address of Application Server in a Distributed Setup.

```
sudo iptables -I INPUT 1 -p tcp --dport 5432 -j ACCEPT
```

Modify the IP Address of Application Server in a Distributed Setup.

Use this procedure to modify the IP address of the application server in a distributed setup.

Procedure

Step 1 Get the troubleshooting account access from the TAC.

Step 2 Generate the console account and login through the CLI account.

Step 3 On the OS, change the below configuration file that stores the network configuration settings specific to the new application IP address:

```
sudo vi /etc/sysconfig/network-scripts/ifcfg-eth0
```

Step 4 Update the file `sudo vi /etc/resolv.conf` with the DNS of the new application IP address.

Step 5 Update the file `sudo /etc/hosts` with the new application server IP and hostname.

Step 6 Run the command given below to set the hostname in Cisco Collaboration Provisioning server :

```
hostnamectl set-hostname <HOSTNAME>
```

Step 7 Update the file `/opt/cupm/sep/dfc.properties` with

```
dfc.postgres.host=<database-server-new-ip-address>
```

Step 8 Update the file `/opt/cupm/jboss/server/cupm/deploy/dfc-ds.xml` with

```
<connection-url>jdbc:postgresql://<database-server-new-ip-address>:5432/cupm</connection-url>
```

Step 9 Restart the application server.

Step 10 Run the command given below to check the readiness of the database:

```
sudo /opt/postgres/pghome/bin/pg_isready -p 5432 -h <database-server-new-ip-address>
```

Response:

```
<database-server-new-ip-address>:5432 - accepting connections
```

Step 11 Execute the command given below in the database server, if Step10 does not give any response :

```
sudo iptables -I INPUT 1 -p tcp --dport 5432 -j ACCEPT
```

Step 12 Run the command `ipconfig` to verify the IP address change and check for the updated IP in the response.

Step 13 On the completion of the above steps, wait for a few minutes till the Cisco Prime Collaboration Provisioning Login page comes up on the application server IP.

Access Troubleshooting Account or Console Account

When Prime Collaboration Provisioning User Interface is inaccessible, you can verify the status of the server from the micro service page.

Note   We can access Troubleshooting account from micro service page:https:// <PCP ip server>:28080/index.

1. Go to micro service page, create a troubleshooting user. For creating a troubleshooting user, refer to Create a Troubleshooting Account.

2. Login from micro service page, go to Process Management to verify the status of Prime Collaboration Provisioning services.

Note   Console account can be created to access CLI account of Prime Collaboration Provisioning.

Generate Console Account using Troubleshooting User

Follow these steps to generate a console account using troubleshooting user

1. In PCP micro service page under Console Account, we generate a console account user by providing username and password.

2. From console account, you can access CLI of PCP server.

Note   • In PCP 12.1, there is no access to CLI/SSH as root, so the user created through console account can access this privilege.

• If troubleshooting user is created using trouble shooting UI, and the database is not up and running, then the user will be available only through the troubleshooting UI and not through the UI.