



## Troubleshooting

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The following sections describe the major areas in the Cisco IP Solution Center installation in which troubleshooting might be necessary:

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## Unable to Find the Hostname

### Symptom

Cannot find hostname.

### Recommended Action

- 
- Step 1** If you cannot find the hostname, check the `/etc/nsswitch.conf` file to determine how the hostname is resolved.
- Step 2** Check the `/etc/resolv.conf` file to determine whether you have a DNS Server IP Address.
- Step 3** If you have a DNS Server IP Address, enter `ping <IP Address>` to check whether it is reachable.
- Step 4** If the DNS Server is reachable, use `nslookup <machine name>` to check if it is resolving the name properly.

- Step 5** If it is not working properly, you need a system administrator to fix the DNS entry.
- Step 6** If you are not using DNS, be sure there is an entry for your machine in the **hosts** file in the **/etc** directory.
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## Moving a Repository or Renaming an Prime Fulfillment Server

If you want to move an existing Repository to a new server with a new Prime Fulfillment installation or rename an existing Prime Fulfillment installation, your existing configuration *must* be updated. When renaming the Prime Fulfillment installation, the local configuration file needs to be modified. When moving an existing Repository to a new server, the server from which you are moving the Repository and the server to which you are moving the Repository *must* both be at the same version and patch levels. Otherwise, your Repository needs to be upgraded, as explained in [Upgrading an Existing Installation to Prime Fulfillment 6.2, page 2-18](#). Both when moving an existing Repository and renaming an existing Prime Fulfillment installation, the changes must be inserted into the Repository.

Use the following steps:

- 
- Step 1** Stop Prime Fulfillment, using the following command:
- ```
./prime.sh stop
```
- Step 2** Edit the **install.cfg** file found in **\$PRIMEF\_HOME/etc**. In this file are references to the old host, which must be replaced with the new hostname. Then apply these changes, using the following command:
- ```
./prime.sh applycfg.sh
```
- Step 3** Start the database, using the following command:
- ```
./prime.sh startdb
```
- Step 4** Incorporate the changes into the Repository by initializing the database, using the following command:
- ```
./prime.sh initdb.sh
```
- Step 5** Start Prime Fulfillment, using the following command:
- ```
./prime.sh startwd
```
- 

## Multiple Prime Fulfillment Instances with the Same TIBCO Rendezvous Port

### Symptom

You might not see any error messages or a page might not appear, but you might see inconsistencies with events and tasks that you have just created.

### Recommended Action

You might have more than one Prime Fulfillment server on the same subnet of a LAN, in which case, multiple instances of the Prime Fulfillment server will have the same TIBCO Rendezvous port. To fix this problem, you must ensure that the TIBCO port has a unique value.

To change the value for the TIBCO port, follow these steps:

- 
- Step 1** From the terminal window where the WatchDog is running, stop the WatchDog with the following command:
- ```
./prime.sh stopwd -y
```
- Step 2** Use a text editor to open the `etc/install.cfg` file.
- Step 3** Change the `TIBCO_PORT` variable to the desired value.  
The default value for the `TIBCO_PORT` variable is 7530.
- Step 4** To update all the dependent files with the new TIBCO port value, run `ant -f install.xml` command.
- Step 5** `./prime.sh startdb`
- Step 6** `./prime.sh initdb.sh`
- Step 7** `./prime.sh stopdb -y`
- Step 8** `ps -e | grep rvrd`  
The returned result is the process id for the rvrd process.
- Step 9** `kill -9 <process id>`  
where: `<process id>` is the returned process from [Step 8](#).
- Step 10** `rm -f $PRIMEF_HOME/tmp/rvrd.prime.store`
- Step 11** `./prime.sh rvrd -store $PRIMEF_HOME/tmp/rvrd.prime.store`
- Step 12** `./prime.sh startwd`
- Step 13** Run the following multiple line Java command:
- ```
java -classpath $VPNSC_HOME/resources/java/classes/common:\
$VPNSC_HOME/thirdparty/rv/lib/rvconfig.jar:\
$VPNSC_HOME/thirdparty/rv/lib/tibrvj.jar:\
$VPNSC_HOME/thirdparty/rv/lib/tibrvjweb.jar \
com.cisco.vpnsinstall.RvrdCfg <tibco_port> <server> prime
```
- where:
- `<tibco_port>` is the desired port specified in [Step 3](#).
- `<server>` is the server name, for example: `server1.cisco.com`.
- 

## Memory Shortage on Large Networks

When running Discovery on a large network (250+ devices or 5000+ tunnels, for example) or an `OutOfMemoryException` is encountered, it is recommended that the memory setting be changed.

To do this, use the following steps:

- 
- Step 1** Choose **Administration > Hosts**.
- Step 2** Select a host and click the **Config** button.
- Step 3** Select `watchdog > server > worker > java > flags`.

- Step 4** Change the first part of the property string, for example to **-Xmx1024m** instead of the default value **-Xmx512m**.
- This increases the heap size of the **Discovery** task, which will clear up the `OutOfMemoryException` problem.
- Step 5** Revert the **watchdog.server.worker.java.flags** property back to its original value to reduce the resource usage when no longer needed.

## Cross-launch to Prime Fulfillment Fails.

### Symptom

Cross-launching from the Prime Central Suite to Prime Fulfillment redirects you to the Prime Central login page instead of the Prime Fulfillment login page.

An error message is displayed, for example:

```
httpd.0 log shows,java.security.cert.CertificateException: No name matching monza-cen2 found
javax.net.ssl.SSLHandshakeException: java.security.cert.CertificateException: No name
matching monza-cen2 found...
```

### Cause

Mismatch between the value you provided as the Prime Central Hostname and the certificate generated on Prime Central.

### Recommended Action

If you are using Mozilla Firefox:

- 
- Step 1** Click the icon that looks like a lock and is displayed on the bottom right corner of your browser. A dialog box displays the certificate details.
- Step 2** Click **View Certificate**. A dialog box displays further details about the certificate.
- Step 3** Note down the value specified in the **Common Name (CN)** field.
- Step 4** Using this value as the Prime Central hostname, follow the steps outlined in the procedure in [Integrating Prime Fulfillment \(Standalone\) with Prime Central \(IP-NGN Suite\)](#), page 2-17 to re-register Prime Fulfillment with the Prime Central server
- 

If you are using IE:

- 
- Step 1** Go to **View > Security Report**.
- Step 2** Click **View Certificates**.
- Step 3** Note down the value specified in the **Issued to** field.

- Step 4** Using this value as the Prime Central hostname, follow the steps outlined in the procedure in [Integrating Prime Fulfillment \(Standalone\) with Prime Central \(IP-NGN Suite\)](#), page 2-17 to re-register Prime Fulfillment with the Prime Central server
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## Known Installation Issues

Known issues and solutions are as follows:

### Symptom 1

Out of disk space.

#### Recommended Action

The error looks something like the following:

```
Prime Fulfillment 6.1 will be installed in /var/PrimeFulfillment
>Copying files ...
>Copying sybase...
>tar:./shared/jre_1.3.1_solaris_sun_sparc/lib/rt.jar: HELP - extract
>write error
>Error copying Sybase
```

If you see an error like this, it is likely due to the server running out of disk space.

To verify what space is available, run the command `df -k <install directory>`.

See [Chapter 1, “System Recommendations,”](#) for the disk space recommendations.

### Symptom 2

The Installation utility GUI never displays.

#### Recommended Action

This problem should be accompanied with a Java stack dump.

- 
- Step 1** Run the following command to check for the \$DISPLAY environment variable being set:

**echo \$DISPLAY.**

If you use the secure shell (ssh), then this will be set up and managed for you.

If you manually change the \$DISPLAY environment variable in an SSH environment, the easiest recovery method is to log off and reestablish the SSH connection.

- Step 2** To set the DISPLAY environment variable, do the following:

- a. For the K or Bourne shell:

```
export DISPLAY=<machine name>:0.0
```

- b. For the C shell:

```
setenv DISPLAY=<machine name>:0.0
```

---

### Symptom 3

Could not find temporary files.

#### Recommended Actions

If you receive an error that says the temporary file could not be created or found, it usually means the location used to write the temporary file is write-protected or out of disk space.

The two places that Prime Fulfillment uses for temporary files are **/tmp** and **/var/tmp**.

- Make sure both locations have write permission by doing a long list on the directories (**ls -la**). The directory should have wide open permissions: **drwxrwxrwx**.
- There is another temporary file problem that can arise, especially in cases where there have been previous aborted installation attempts—existing temp files might be left by previous installations. If this is the case, it is best to clean out all the files in the temp directories after aborted installation attempts.

### Symptom 4

Running **./prime install.sh** fails.

#### Recommended Action

Running **./prime install.sh** can fail due to the following reasons:

1. You are not root.  
Although it is possible to install as non-root if you have appropriate permissions in the target directory, this will still have problems since only root can write to **/etc/init.d** where the startup scripts reside. Therefore, it is easier to install as root.
2. You do not have enough disk space in the target directory. To find out the available disk space, issue the following command:  
**df -k <target directory>**
3. You do not have enough disk space in the **/tmp** directory. Issue the command **df -k /tmp** to determine the available disk space for **/tmp**.
4. You do not have enough disk space in the **/var/tmp** directory. Issue the command **df -k /var/tmp** to determine the available disk space for **/var/tmp**.
5. The **PATH** and **LD\_LIBRARY\_PATH** environment variables are incorrect.

Make sure your **PATH** and **LD\_LIBRARY\_PATH** environment variables are correct.

Example:

```
PATH=/usr/bin:/usr/local/bin
LD_LIBRARY_PATH=/usr/lib:/usr/local/lib
export PATH LD_LIBRARY_PATH
```

- a. Alternatively, start a clean root shell with this command:

```
env - ksh
```

- b. Then issue a command like the following:

```
./install.sh /opt/PrimeFulfillment iscadm
```

### Symptom 5

Prime Fulfillment does not start on reboot.

**Recommended Action**

Perform the following steps:

- 
- Step 1** Install Prime Fulfillment as the root user.
- If you install as root, **init.d** has a script to start the Watchdog.
- If you do not install as root, you do not get the startup on reboot feature.
- Step 2** To become root, enter the following command:
- ```
su root
```
- Step 3** Get the **prime.tmpl** file from the installation media.
- Step 4** Edit the following fields in **prime.tmpl**:
- ```
OWNER=_owner - replace _owner with the username whom owns prime
PRIMEF_HOME=_vpnsc_home - replace _vpnsc_home with the prime directory
```
- Step 5** Rename prime.tmpl as prime and then enter the following commands:
- ```
mv prime /etc/init.d
chmod 744 /etc/init.d/prime
```
- Step 6** Create the following symbolic links to **prime**:
- `cd /etc/rc1.d`  
`ln -s /etc/init.d/prime K98ISC`
  - `cd to /etc/rc2.d`  
`ln -s /etc/init.d/prime K98ISC`
  - `cd to /etc/rc3.d`  
`ln -s /etc/init.d/prime S99ISC`

**Symptom 6**

Unable to create or delete IOS devices in the Cisco CNS IE2100 appliance repository when using Cisco CNS Configuration Engine 1.4 software with Prime Fulfillment.

**Recommended Action**

Log into the Cisco CNS IE2100 appliance as **root** and modify the **web.xml** file located at **/opt/CSCOcsie/WEB-INF** as follows.

- 
- Step 1** Locate the following entry:
- ```
<servlet>
<servlet-name>ServletLoadComplete</servlet-name>
<servlet-class>com.cisco.cns.cfgsrv.ServletLoadComplete</servlet-class>
<load-on-startup>105</load-on-startup>
</servlet>
```
- Step 2** Immediately after the entry found in [Step 1](#), insert the following lines:
- ```
<servlet>
<servlet-name>ImportDevice</servlet-name>
<servlet-class>com.cisco.cns.cfgsrv.ImportDevice</servlet-class>
<load-on-startup>100</load-on-startup>
```

```
</servlet>
```

```
<servlet>
<servlet-name>ImportTemplate</servlet-name>
<servlet-class>com.cisco.cns.cfgrsvr.ImportTemplate</servlet-class>
<load-on-startup>100</load-on-startup>
</servlet>
```

```
<servlet>
<servlet-name>RemoveDevice</servlet-name>
<servlet-class>com.cisco.cns.cfgrsvr.RemoveDevice</servlet-class>
<load-on-startup>100</load-on-startup>
</servlet>
```

```
<servlet>
<servlet-name>RemoveTemplate</servlet-name>
<servlet-class>com.cisco.cns.cfgrsvr.RemoveTemplate</servlet-class>
<load-on-startup>100</load-on-startup>
</servlet>
```

**Step 3** Locate the following entry:

```
<servlet-mapping>
<servlet-name>ServletLoadComplete</servlet-name>
<url-pattern>/ServletLoadComplete</url-pattern>
</servlet-mapping>
```

**Step 4** Immediately after the entry found in [Step 3](#), insert the following lines:

```
<servlet-mapping>
<servlet-name>ImportDevice</servlet-name>
<url-pattern>/ImportDevice</url-pattern>
</servlet-mapping>

<servlet-mapping>
<servlet-name>ImportTemplate</servlet-name>
<url-pattern>/ImportTemplate</url-pattern>
</servlet-mapping>

<servlet-mapping>
<servlet-name>RemoveDevice</servlet-name>
<url-pattern>/RemoveDevice</url-pattern>
</servlet-mapping>

<servlet-mapping>
<servlet-name>RemoveTemplate</servlet-name>
<url-pattern>/RemoveTemplate</url-pattern>
</servlet-mapping>
```

**Step 5** Reboot the Cisco CNS IE2100 appliance.

---

**Symptom 7**

Not able to connect to the database.

**Recommended Action**

Perform the following steps:

---

**Step 1** Check that the following values are substituted correctly in the installation window:

- Oracle database server name
- Oracle port number
- SID

**Step 2** If everything is correct, check that the server is reachable by entering:

**ping** <Oracle database server name>

**Step 3** Issue the following to determine whether the database is running:

**netstat -an | grep** <oracle port number>

If no responses are found, your database is not running and you must restart, as explained in detail in the section, “[Launching Oracle and Opening Your Database](#),” in [Appendix A](#), “[Setting Up Oracle for Prime Fulfillment](#).”

**Symptom 8**

Unable to access Prime Fulfillment with your web browser.

**Recommended Action**

Check the server status with the command **./prime.sh status**.

If any server state is other than **started**, attempt to restart by entering the command, **./prime.sh wdclient restart** <server name>. If this command does not succeed, enter the commands **./prime.sh stop** and then **./prime.sh startwd**.

**Note**


---

The most common server not to start is the **httpd** server.

---

**Symptom 9**

The web browser does not display certain GUI elements such as the main bar and charts in Prime Fulfillment GUI.

**Recommended Action**

Install Adobe Flash player (version 10.3.183.7) and its plug-in to support the web browser and to enable the main bar and charts in the Prime Fulfillment GUI.

**Symptom 10**

Installation fails due to ANT related errors, such as:

**Exception - BUILD FAILED**

**/opt/PrimeFulfillment-6.2/install.xml:57: The signjar type doesn't support the "destdir" attribute**

followed by

**Error running: /opt/PrimeFulfillment-6.2/thirdparty/ant/bin/ant -f /opt/PrimeFulfillment-6.2/install.xml jarsigner**

**Exiting installation.**

#### **Cause**

Prime Fulfillment is unable to use the right version of ANT.

#### **Recommended Action**

Update the silent\_install.sh file available in the untarred installation folder as follows:

- Locate the command  
**ANT\_HOME=\${vpnsc\_home}/thirdparty/ant**
- Include the following text in the next line  
**export ANT\_HOME**
- Re-intall Prime Fulfillment.

### **Symptom 11**

Prime Fulfillment cannot unzip the upgrade tool during installation.

Error: **Cannot create upgradeTool**

#### **Recommended Action**

- For a new installation ( for new installations, the symptoms of this issue are minor and can be ignored):
  - a) Copy the installation files from cd /cdrom/cdrom0 to a location to which you have Write permissions.
  - b) Initiate the installation procedure:  
/install.sh
- New installation using an existing DB, and the opting to upgrade the DB manually:
  - a) Copy the installation files from the cd /cdrom/cdrom0 to a location to which you have Write permissions.
  - b) Go to the location where you have copied the installation files:  
cd <Hand-off location>
  - c) Unzip the isc-upgrade.zip file:  
unzip isc-upgrade.zip
  - d) Initiate the installation procedure:  
/install.sh
- Upgrade installation and choosing to perform an ‘upgrade in place’:
  - a) Copy the installation files from the cd /cdrom/cdrom0 to a location to which you have Write permissions.
  - b) Go to the location where you have copied the installation files:  
cd <Hand-off location>
  - c) Unzip the isc-upgrade.zip file:  
unzip isc-upgrade.zip

- d) Initiate the installation procedure:  
/install.sh

## Warning: Unresponsive Script

Warning message: “**Warning: Unresponsive script. A script on this page may be busy, or may have stopped....**”

Cause: Some operations run longer than the amount of time predefined by the browser. Examples of tasks during which this error message occurs are:

- editing a customer device with many interfaces,
- editing user details when there are many users.

### Recommended Action

Increase the browser timeout value.

- For Mozilla Firefox, see [http://kb.mozillazine.org/Unresponsive\\_Script\\_Error](http://kb.mozillazine.org/Unresponsive_Script_Error)
- For Internet Explorer 8, see <http://support.microsoft.com/kb/175500#LetMeFixItMyselfAlways>

## Daylight Saving Time

If Daylight Saving Time (DST) is not working correctly, perform the following steps:

- 
- Step 1** Go to the following URL to determine which patch is needed for your time zone:  
<http://www.oracle.com/technetwork/java/javase/tzdata-versions-138805.html>
  - Step 2** To download the Java Runtime Environment (JRE) patch, go to:  
<http://www.oracle.com/technetwork/java/javase/downloads/index-jsp-138363.html#timezone>
  - Step 3** Go to Prime Fulfillment home directory:  
`cd $PRIMEF_HOME`
  - Step 4** Enter: `./prime.sh stop`
  - Step 5** Follow this link to install the missing DST patch that you downloaded from [Step 2](#):  
<http://www.oracle.com/technetwork/java/javase/tzupdater-readme-136440.html>
- 

## Error - DBSPAWN ERROR: -84

The error: **DBSPAWN ERROR: -84** is normally seen when the existing log files are not removed before loading a new **repository.db** file. The **repository.log** and **sla.log** files in the Repository/ directory must be deleted before initiating the `./prime.sh startdb` command.

## Error - No VPNSC Host Entry in the Database, When Starting Prime Fulfillment

To correct the error: **No VPNSC Host Entry in the Database**, run `./prime.sh initdb.sh` in the following order:

- 
- Step 1**    `./prime.sh stop`  
Ensure that no other Prime Fulfillment processes are running. To do this, you can enter: `ps -ef | grep prime`
  - Step 2**    `./prime.sh startdb`
  - Step 3**    `./prime.sh initdb.sh`  
This step adds the host entry into the repository.
  - Step 4**    `./prime.sh startwd`
- 

## Error - Could Not Connect to the Name Server, When Starting Prime Fulfillment

The error: **com.cisco.vpnsc.watchdog.WDRuntimeException: WD\_108 :: Could not connect to the name server** is normally seen when the domain name cannot be extracted from `resolv.conf`. The result is that the nameserver does not start, because it fools the system into thinking it is not a Master server.

To correct this error, you must have root privileges. As root, add the correct domain statement to the `/etc/resolv.conf` file for your server (not `$PRIMEF_HOME/etc`); for example, `domain cisco.com`.

## Error - This Is Not a Database Server

The following error could occur after you install Prime Fulfillment:

```
<server name> ./prime.sh startdb Master database server is: This is not a database server. There is no need to start the database
```

```
Adding this host to the database ... com.cisco.cns.security.common.CannotConnectException: Cannot connect to the data store:Cannot connect to the data store. No valid connection to server type: com.cisco.cns.security.dataaccess
at com.cisco.cns.security.dataaccess.ConnectionPool.acquire (ConnectionPool.java:240)
```

Specifically, this could occur after issuing the command: `./install.bin <directory_where_PrimeFulfillment_is_to_be_installed> iscadm.`

The error could be Domain Naming System (DNS) related. In the `install.cfg` file, `<server name>.cisco.com` needs to be changed to `<server name>` only. Then run `applycfg.sh` followed by `./prime.sh initdb.sh` and `./prime.sh startwd`.

## Error - Cannot Connect to the Data Store

The primary reason for the error: **Cannot Connect to the Data Store** is DNS related. As **root**, make sure **/etc/resolv.conf** (not the **\$PRIMEF\_HOME/etc** directory) is correct for your server.

If you need more information, set the Security Policy Engine (SPE) logging to **DEBUG** and attempt to execute **./prime.sh initdb.sh**. This provides more details. If an unknown host exception is created, double check the **/etc/hosts** file and the **/etc/nsswitch.conf** file. This controls the flow and sequence of the hostname lookup.

If DNS is not enabled or working, add the IP address to the following files: **cns**, **vpnsc**, and **HA properties** files, to use IP addresses instead of hostnames.

The **cns properties** files is located at **\$PRIMEF\_HOME/etc/spe/cns.properties**.

The **vpnsc properties** file is located at **\$PRIMEF\_HOME/etc/vpnsc.properties**.

The **HA properties** file is located at **\$PRIMEF\_HOME/etc/HA.properties**.

## Echo Mode

This explanation of Echo mode is specified in the following subsections:

- [What is Echo Mode?, page F-13](#)
- [Who Should Use Echo Mode and When Should It Be Used?, page F-13](#)
- [How Should You Use Echo Mode?, page F-14](#)

## What is Echo Mode?

Echo mode is a setting in Prime Fulfillment that is accessible through the Prime Fulfillment configuration window. Echo mode affects service provisioning. When you set Prime Fulfillment to run in echo mode, Prime Fulfillment performs service provisioning tasks without downloading the resulting commands to the physical hardware. The resulting service provisioning is stored only in the Repository, and no attempt is made to connect to the target devices.

## Who Should Use Echo Mode and When Should It Be Used?

In a production environment, echo mode can be used to perform service provisioning on devices that are either temporarily offline or not yet commissioned. The service provisioning only occurs within the Prime Fulfillment Repository. When these devices become active, you can force the deployment of the previously provisioned services and Prime Fulfillment downloads the configurations to the devices.

Echo mode is a global configuration setting that affects the Service Provisioning for *all* users. Therefore, echo mode should be used with care. To enable echo mode, set the Dynamic Component Properties Library (DCPL) **GTL/echo-mode** to **true** (**Administration > Control Center > Hosts**, as explained in Appendix C, Property Settings of the *Cisco Prime Fulfillment User Guide 6.2*). When echo mode is enabled, no attempt is made to contact any devices and no attempt is made to audit the Service Request. This affects all Service Requests during the time period when echo mode is enabled.

## How Should You Use Echo Mode?

Because echo mode affects all of Prime Fulfillment's provisioning, be sure that all provisioning requests that require device access are complete before turning on echo mode.

Turn on echo mode, as explained in the [“Who Should Use Echo Mode and When Should It Be Used?” section on page F-13](#).

Configure your Service Request as normal for the device that is not commissioned or is offline. Save and deploy the Service Request. No attempt is made to contact the device or audit the Service Request. The Service Request transitions into the Deployed state.

Now, you can disable echo mode, by changing the **GTL/echo-mode** property to **false** (see the [“Who Should Use Echo Mode and When Should It Be Used?” section on page F-13](#)). From this point forward, all provisioning requests contact the devices and all provisioning requests are audited. You can now safely resume provisioning for all users.

After the device has been commissioned or brought back online, Force deploy the provisioning request for this device (see Chapter 3 in the [Cisco Prime Fulfillment User Guide 6.2](#)). This forces the provisioning request to go through the provisioning cycle and deploy the configlet onto the device.