



CHAPTER 3

Testing and Debugging Your Report

The following topics provide procedures that you can use to test your report and resolve common issues and errors:

- [Testing Your Report, page 3-1](#)
- [Common Issues and Error Messages, page 3-2](#)

Testing Your Report

To test your report:

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- Step 1** Save your report and its associated .properties file in the `/opt/CSCOppm-gw/etc/pollers/user` directory.
 - Step 2** In the Prime Performance Manager GUI, select **Reports** and then click the Reports Status tab.
 - Step 3** Scroll down the list of reports and locate your report.
 - Step 4** Check the check box next to your report and then click the **Save** icon.
The report should now be active.
 - Step 5** In the reports tree, click your report to start it.
 - Step 6** Note any error messages that appear.
 - Step 7** If you have set up cross-launch of Cisco Prime Performance Management reports:
 - a. Log into Cisco Prime Network Vision.
 - b. Bring up a network map.
 - c. Locate the device or network location where your cross-launch is set up.
 - d. Right click on the cross-launch point.
 - e. Verify that the NetworkVision Device Shortcut has a Performance select; for example, **Performance > Device Reports**.
 - f. Click **Device Reports** and verify that a Cisco Prime Performance Manager report comes up.
 - g. Verify that any reports you set up to cross-launch from Prime Network are available and work correctly.
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Common Issues and Error Messages

This section lists common issues and error messages that can occur when running reports and provides information on how to resolve the problems.

To see error messages:

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- Step 1** In the from the System menu, choose **Messages**.
 - Step 2** To view only error messages, click **Error**.
 - Step 3** To see a console log, under the System menu, choose **Logs**, then choose **Console Log**.
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Database Tables Become Unstable

If your report modifies the same tables used by other reports, the database might become unstable.

Also, when there is a change to the existing database like adding a column or renaming a column or deleting a column, table and view drops are required. Make sure these drop views are done in both gateway and unit to avoid inconsistency.

Incorrect MIB Variable

If your report uses an incorrect MIB variable, an error message will appear.

Check the MIB and check the XML code in your report to make sure that the variable is referenced correctly.