

SCA BB申报人不返回新的数据

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简介

本文描述如何解决不返回新的数据Cisco宽带服务控制应用(SCA BB)申报人的问题，在思科服务控制引擎(SCE)后升级。

问题

在升级以后SCE和思科收集管理器(CM)，您注意SCA BB申报人不返回新的数据。

解决方案

此步骤描述步骤解决问题新的数据没有插入。

遇到问题的SCA BB申报人根据原始数据(RDR)是在使用中的。此示例展示如何排除故障'网络使用每服务'报告，根据林克使用情况RDR (LUR)标记0xf0f0f005/4042321925。欲知更多信息，参考[Cisco宽带服务控制应用参考指南，版本3.8.x，原始数据：格式和字段内容](#)。

1. 验证RDR属于的类别。默认情况下，LUR属于类别1。

Note:当您能有rdr映射的时一个客户化设置，客户化设置恢复回到默认在重新加载以后。命令检查rdr映射是：

```
sce2#show rdr-formatter rdr-mapping all | in 0xf0f0f005
0xf0f0f005 1
```

2. 保证SCE连接对正确CM和发送类别1 RDRs，不用丢包。

```
sce2#show rdr-formatter connection-status
```

```
Connection is: up
```

```
Forwarding mode: multicast
```

```
Connection Table:
```

```
-----
|Collector  |Port  |Status|Priority per Category:
|IP-Address |      |      |-----
|Host-Name  |      |      |Category1|Category2|Category3|Category4|
|-----|-----|-----|-----|-----|-----|-----|
|10.61.17.20|33000| up   |100      |100      |---      |---      |
|-----|-----|-----|-----|-----|-----|-----|
-----
```

```
sce2#show rdr statistics
RDR-formatter statistics:
=====
Category 1:
sent: 22597987
in-queue: 0
thrown: 0
format-mismatch: 0
unsupported-tags: 0
rate: 207 RDRs per second
max-rate: 335 RDRs per second
....
```

3. 保证SCE时间，并且时区设置正确。RDR时间戳根据SCE。请使用‘时钟时区’在配置模式下为如果需要，修改时区信息。

4. 验证CM状态。

```
bash-3.2$ ./alive.sh
STATUS OK. CM is functioning
-bash-3.2$
```

5. 检查CM和队列配置文件，并且保证类别1 RDRs发送到Java数据库连通性适配器(JDBCAdapter)。

```
adapter.1=com.cisco.scmscm.adapters.jdbc.JDBCAdapter

adapter.2=com.cisco.scmscm.adapters.CSVAdapter

adapter.3=com.cisco.scmscm.adapters.topper.TAAdapter

[dbase-hi]
adapter_id=1

priority=3

warning_size=40000

maximum_size=50000

tags=4042321936,4042321922,4042321925,4042321924,4042322000,4042323052,
4042321926,4042322064,4042321928,4042322048,4042321927
```

6. 检查CM数据库类型和版本。

```
-bash-3.2$ ./cm dbversion
MySQL 5.0.45
```

or

```
-bash-3.2$ ./get_cm_info.sh
Collection Manager version:
CM CD Version 3.8.5 Build 14
Collection Manager DB type/version:
CM database:
MySQL 5.0.45
```

欲知更多信息，参考[思科收集管理器的版本注释，版本3.8.x，支持的外部数据库。](#)

7. 检查CM JDBCAdapter日志在选择\ CM \ cm \日志。

这些示例错误日志日志文件有很多。-bash-3.2\$./dbtables.sh命令返回相似的错误。

```
2013-04-16 08:35:51,699 [main]
ERROR com.cisco.scmscm.db.JdbcConnection.RPT_SUR - JdbcConnection -
sleeping 30 sec, got SQLException again - JZ006: Caught IOException:
java.net.ConnectException: Connection refused
```

8. 重新运行CM数据库连接向导，并且重新启动CM服务。

```
-bash-3.2$ ./dbconf.sh
Enter the DB type:
1 - Oracle
2 - MySQL
3 - Sybase
4 - exit
Enter your choice: 2
Enter MySQL server host (current is localhost) :
Enter MySQL server listening port (current is 3306) :
Enter MySQL server instance id (current is apricot) :
Enter CM schema user name (current is pqb_admin) :
Enter CM schema user password (current is pqb_admin) :
Testing the DB connection...
```

9. 验证与./dbtables.sh的数据库连接，并且检查表时间戳更新。在这种情况下，表RPT_LUR时间戳未在升级以后更新。

```
-bash-3.2$ ./dbtables.sh
Executing query for CM Tables...
name      |min_time                |max_time                |
-----+-----+-----+
RPT_SUR   |                        |                        |
RPT_LUR   |2013-03-17 00:00:12.0|2013-04-16 01:15:24.0|
RPT_VLUR  |                        |                        |
RPT_PUR   |2013-03-17 00:00:16.0|2013-04-16 01:15:30.0|
RPT_TR    |2013-03-16 23:59:52.0|2013-04-16 01:16:18.0|
RPT_FUR   |                        |                        |
```

10. 再检查JDBCAdapter日志。错误例如这些表明CM失败执行插入(RDR)操作到数据库。

```
2013-04-16 10:42:47,356 [wrkr/JDBCAdapter]
ERROR com.cisco.scmscm.db.DbInserter.RPT_TR - insert err - Exception
while inserting the rdr values [27.110.229.154@TCB_Batch10, 26, 112,
1204, 9, 295166279, 443, , , 460252570, 49745, 0, 1366081430, 59670, 0,
2424, 4787, 0, 0, 23, 6, 251854848, 0, 0, 0, 0, , ], for the rdr
tag = 4042321936
java.lang.ArrayIndexOutOfBoundsException
2013-04-16 10:42:47,356 [wrkr/JDBCAdapter]
```

```

ERROR com.cisco.scmscm.db.DbInserter.RPT_TR - insert err (more details
in next line), tag=4042321936, fieldNo-1=25 curSqlIndex=28, i=27
java.lang.ArrayIndexOutOfBoundsException
2013-04-16 10:42:47,357 [wrkr/JDBCAdapter]
ERROR com.cisco.scmscm.adapters.jdbc.JDBCAdapter - processRDR - got
Throwable
java.lang.ArrayIndexOutOfBoundsException
2013-04-16 10:42:47,357 [wrkr/JDBCAdapter]
ERROR com.cisco.scmscm.db.DbInserter.RPT_TR - insert err - Exception
while inserting the rdr values [27.110.210.197@TCB_Batch21, 48, 84, 40,
18, 1120172119, 80, , , 460247749, 57178, 0, 1366081430, 620, 0, 1125,
759, 5, 9, 42, 6, 184681216, 0, 0, 0, 0, , ], for the rdr tag = 4042321936
java.lang.ArrayIndexOutOfBoundsException
2013-04-16 10:42:47,357 [wrkr/JDBCAdapter]
ERROR com.cisco.scmscm.db.DbInserter.RPT_TR - insert err (more details
in next line), tag=4042321936, fieldNo-1=25 curSqlIndex=28, i=27
java.lang.ArrayIndexOutOfBoundsException
2013-04-16 10:42:47,357 [wrkr/JDBCAdapter]
ERROR com.cisco.scmscm.adapters.jdbc.JDBCAdapter - processRDR - got
Throwable

```

11. 检查有足够的空间在磁盘和在数据库。

```

-bash-3.2$ df -h
Filesystem Size Used Avail Use% Mounted on
/dev/cciss/c0d0p3 14G 12G 1.1G 92% /
/dev/cciss/c0d0p7 15G 1.4G 13G 10% /var
/dev/cciss/c0d0p6 29G 4.9G 23G 19% /opt
/dev/cciss/c0d0p5 70G 56G 9.6G 86% /opt/MySQL
/dev/cciss/c0d0p1 99M 12M 82M 13% /boot
tmpfs 3.9G 0 3.9G 0% /dev/shm

```

```

bash-3.2$ ./dbfree.sh
SCHEMA_NAME|TOTAL_TABLES|DATA_USED_IN_MB|MAX_DATA_LENGTH_IN_MB|
-----+-----+-----+-----+
apricot    | 20          |44259.73      |118472377892863.98  |

```

12. 对于测试目的创建一个新的MySQL数据库为了排除与MySQL数据库的问题，例如未更新的数据库损坏或模式。您将需要MySQL根登录。

对MySQL的连接。

```

bash-3.2$ mysql -u root -p
Enter password:
Welcome to the MySQL monitor. Commands end with ; or \g.
Your MySQL connection id is 203
Server version: 5.0.45 Source distribution

Type 'help;' or '\h' for help. Type '\c' to clear the buffer.
显示当前数据库。

```

```

mysql> show databases;
+-----+
| Database |
+-----+

```

```
| information_schema |
| apricot |
| cacti |
| mysql |
| test |
+-----+
5 rows in set (0.01 sec)
```

创建名为'apricot1'的一个新的数据库

```
mysql> CREATE DATABASE apricot1;
```

验证数据库创建。

```
mysql> show databases;
+-----+
| Database |
+-----+
| information_schema |
| apricot |
| apricot1 |
| cacti |
| mysql |
| test |
+-----+
6 rows in set (0.01 sec)
```

同意数据库权限给pqb_admin用户。

```
mysql> grant all privileges on *.* to 'pqb_admin'@'localhost'
identified by 'pqb_admin' with grant option; Query OK, 0 rows
affected (0.00 sec)
```

```
mysql> grant all privileges on *.* to 'pqb_admin'@'localhost'
identified by 'pqb_admin' with grant option; Query OK, 0 rows
affected (0.00 sec)
```

```
mysql> grant all privileges on *.* to 'pqb_admin'@'10.61.17.20'
identified by 'pqb_admin' with grant option; Query OK, 0 rows
affected (0.00 sec)
```

13. 重新运行CM数据库连接向导，连接对新的数据库，并且重新启动CM服务。

```
-bash-3.2$ ./dbconf.sh
Enter the DB type:
1 - Oracle
2 - MySQL
3 - Sybase
4 - exit
Enter your choice: 2
Enter MySQL server host (current is localhost) :
Enter MySQL server listening port (current is 3306) :
Enter MySQL server instance id (current is apricot) :apricot1
Enter CM schema user name (current is pqb_admin) :
Enter CM schema user password (current is pqb_admin) :
Testing the DB connection...
```

14. 保证适当的表在新的数据库内创建，apricot1。

```
mysql> user apricot1;
Database changed
mysql> show tables;
+-----+
| Tables_in_apricot1 |
+-----+
| CONF_SE_TZ_OFFSET |
| IMEI_DEVICETYPE |
| RPT_FUR |
| RPT_GUR |
| RPT_LUR |
| RPT_MALUR |
| RPT_MEDIA |
| RPT_PUR |
| RPT_SPAM |
| RPT_SUR |
| RPT_TOPS_PEAK_CUMULATIVE |
| RPT_TOPS_PEAK_PERIOD |
| RPT_TOPS_PERIOD0 |
| RPT_TOPS_PERIOD0_CUMULATIVE |
| RPT_TOPS_PERIOD1 |
| RPT_TOPS_PERIOD1_CUMULATIVE |
| RPT_TR |
| RPT_VLUR |
| RPT_ZUR |
+-----+
19 rows in set (0.00 sec)
```

如果熟悉SQL语法，您能，例如，使用SQL为了检查一个特定的表和其时间戳的内容。

```
mysql> select select * from RPT_LUR
```

15. 再检查CM对数据库连接，并且注意表max_time更新。

```
-bash-3.2$ ./dbtables.sh
Executing query for CM Tables...
name      |min_time                |max_time                |
+-----+-----+-----+
RPT_SUR |                -|                -|
RPT_LUR |2013-04-16 12:15:12.0|2013-04-16 12:16:24.0|
RPT_VLUR|                -|                -|
RPT_PUR |2013-04-16 12:15:16.0|2013-04-16 12:16:30.0|
RPT_TR  |2013-04-16 12:15:16.0|2013-04-16 12:16:18.0|
```

...

16. 导航对**首选>申报人>数据库>Add >Advanced**为了配置SCA BB申报人到新的数据库，apricot1。请使用从上一个JDBC连接的同样URL并且更改数据库名称从杏子到apricot1。
17. 导航**激活>测验激活DB**和保证那通过的全部四测验。

CM SQL插入操作的失败是由事实造成的在CM升级期间，有连接或证件问题和MySQL数据库杏子shema未升级适当地。

Updating DB objects ...

...

The following problem occurred during DB operation:

JZ006: Caught IOException: java.net.ConnectException: Connection refused

Error: DB schema update failed. Fix the problem and rerun the upgrade procedure

Done

Removing the backup config ...

Done

Done upgrade