

Analyzing UCCX CLI logs

Problem Summary	Analyzing UCCX CLI logs
Error Message	NA
Possible Cause	NA
Recommended Action	<p>To analyze issue with a specific CLI command follow the below mentioned steps after collecting the logs</p> <ul style="list-style-type: none"> Find the point where the command was issued. For ex for a 'run uccx sql' command, the log statement would look like <pre>2009-11-23 18:36:03,129 INFO [main] - running command -> [run uccx sql db_cra select * from crsuser]</pre> As part of the execution of the command, there would be messages such as the ones mentioned below. The important part to note here is the format of the log statement. The information which mentioned in the log statement is as follows - Timestamp, Log level, Thread Id and then the log statement. After the command has been invoked the flow of the command can be traced using the ThreadId as the commands are executed in a single thread environment. Here the thread is is 'ClassExecutionThread' <pre>2009-11-23 18:36:03,202 DEBUG [ClassExecutionThread] - cmdUccxDBRunSql::executeCmd with database = db_cra SQL="select * from crsuser " 2009-11-23 18:36:03,233 DEBUG [ClassExecutionThread] - cmdUccxDBRunSql::executeCmd Building SQL with array.length()=4, startIndex=0, endIndex=4 2009-11-23 18:36:03,233 DEBUG [ClassExecutionThread] - cmdUccxDBRunSql::executeCmd Generated SQL='select * from crsuser'</pre> After the completion of the command as success message is displayed. <pre>2009-11-23 18:36:09,494 INFO [ClassExecutionThread] - cmdUtils: RESOURCEID PROFILE RESOURCELOGINID RESOURCEFIRSTNAME RESOURCELASTNAME EXTENSION CAPABILITIES PRIMARYEXTENSION KEYPADMAPPING RESOURCENAME RESOURCEGROUPID RESOURCETYPE RESOURCESKILLMAPID ASSIGNEDTEAMID PRIVATEDATA CREATEDATETIME ACTIVE DATEINACTIVE 2009-11-23 18:36:09,495 INFO [ClassExecutionThread] - cmdUccxDBRunSqlNo records found 2009-11-23 18:36:09,496 INFO [ClassExecutionThread] - cmdUccxDBRunSql Command successful. 2009-11-23 18:36:09,496 INFO [ClassExecutionThread] - The Command Status: command successful.</pre> If there is an error while executing the command the cause of the error and the details would be logged. Another command is being run <pre>2009-11-23 18:39:07,079 INFO [main] - running command -> [run uccx sql db_cra select sessionid,sessionseqno,startdatatype,enddate from ContactCallDetail order by startdatetime desc] 2009-11-23 18:39:07,139 DEBUG [ClassExecutionThread] - cmdUccxDBRunSql::executeCmd with database = db_cra SQL="select sessionid,sessionseqno,startdatatype,enddate from ContactCallDetail order by startdatetime desc "</pre>

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2009-11-23 18:39:07,139 DEBUG [ClassExecutionThread] - cmdUccxDBRunSql::executeCmd
Building SQL with array.length()=8, startIndex=0, endIndex=8

2009-11-23 18:39:07,139 DEBUG [ClassExecutionThread] - cmdUccxDBRunSql::executeCmd
Generated SQL='select sessionid,sessionseqno,startdatetype,enddatetime from ContactCallData
order by startdatetime desc'

- The command fails because of an invalid SQL statement (invalid column) which is clearly mentioned below.

2009-11-23 18:39:07,156 ERROR [ClassExecutionThread] - SQL Exception while accessing DB

java.sql.SQLException: Column (sessionseqno) not found in any table in the query (or SLV is undefined).

*at com.informix.jdbc.IfxFqli.a(IfxFqli.java:3171)
at com.informix.jdbc.IfxFqli.E(IfxFqli.java:3484)
at com.informix.jdbc.IfxFqli.dispatchMsg(IfxFqli.java:2328)
at com.informix.jdbc.IfxFqli.receiveMessage(IfxFqli.java:2244)
at com.informix.jdbc.IfxFqli.executePrepare(IfxFqli.java:1142)
at
com.informix.jdbc.IfXPreparedStatement.e(IfXPreparedStatement.java:3
at
com.informix.jdbc.IfXPreparedStatement.a(IfXPreparedStatement.java:2
at
com.informix.jdbc.IfXPreparedStatement.<init>(IfXPreparedStatement.j
at com.informix.jdbc.IfxFqliConnect.h(IfxFqliConnect.java:5939)
at
com.informix.jdbc.IfxFqliConnect.prepareStatement(IfxFqliConnect.java
at
com.cisco.iptplatform.cli.cmdUccxDBRunSql.runQueryAndGenerateRes
at
com.cisco.iptplatform.cli.cmdUccxDBRunSql.executeCmd(cmdUccxDBF
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorIm
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodA
at java.lang.reflect.Method.invoke(Method.java:597)
at
com.cisco.iptplatform.cli.cmdClassThread.run(cmdClassThread.java:11*

Caused by: java.sql.SQLException

*at com.informix.util.IfxFErrMsg.getSQLException(IfxFErrMsg.java:395)
at com.informix.jdbc.IfxFqli.E(IfxFqli.java:3489)
... 15 more*

- The message which is printed on the CLI console is displayed below. The investigation can also started by searching for the error message which is displayed on the console.

2009-11-23 18:39:07,158 INFO [ClassExecutionThread] - cmdUccxDBRunSqlInternal CLI Error
java.sql.SQLException: Column (sessionseqno) not found in any table in the query (or SLV is undefined).

- The command fails

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	<i>2009-11-23 18:39:07,158 INFO [ClassExecutionThread] - cmdUccxDBRunSql Command failed.</i> <i>2009-11-23 18:39:07,158 INFO [ClassExecutionThread] - The Command Status: command failed.</i> <i>2009-11-23 18:39:07,158 INFO [ClassExecutionThread] - message: Command failed.</i>
Release	Release 8.0(1)
Associated CDETS #	