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## Overview

This article provides a systematic approach to identifying and remedying common problems that may arise as you configure and use CiscoDeviceListX in the Cisco Unified Application Environment.

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## General

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Guidelines to ensure proper configuration/operation of Cisco DeviceListX on CUAE?

What guidelines must I follow to ensure proper configuration/operation of Cisco DeviceListX on CUAE?

## Resolution

- CUCM: SNMP Master agent must be running on the nodes.
  - CUCM: A public community string is defined on all nodes. If defined only on pub, check the **apply to all nodes** to propagate to all subs.
  - CUCM: CM process is running on all nodes.
  - CUAE: Use the same community string as step that used at the CUCM end, when creating a CUCM cluster within CUAE.
  - CUAE: If only the publisher is to be polled with SNMP, then only a CUCM Cluster must be created within the administrative console. Do not proceed to the next step.
  - CUAE: If at least one subscriber is to be polled with SNMP, then one must create one **SCCP Subscriber** per node of the CUCM cluster to be polled?regardless if that node is a subscriber or the publisher. These SCCP Subscribers are configured under the CUCM Cluster entry.
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CDL Unexpected exception occurred while reading from XXX

I see the following error in the logs: CDL Unexpected exception occurred while reading from XXX

## Resolution

## CUAE\_-\_Troubleshooting\_Cisco\_DeviceListX

- Ensure that the SNMP community string entered while creating a cluster at the CUAE end is the same as that configured at the CUCM sub/pub end ( **CUCM> Serviceability> Snmp> v1v2c> Community String** )
- Ensure that the SNMP service is running on the CUCM sub/pub ( **CUCM> Serviceability> Tools> Control Center> Feature Services** )
- Ensure that RIS data collection is running on CUCM sub/pub ( **CUCM> Serviceability> Tools> Control Center> Network Services** )

Check if the server name of the sub/pub is resolvable. Try using IP address if it isn't.

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**How do I view the entries in the Cisco DeviceListX table?**

How do I view the entries in the Cisco DeviceListX table?

### Resolution

- Open a command prompt window
  - Type **mysql -u root -p<password>** (this is the root password used during installation)
  - Once you see the mysql prompt, type: **use ciscodevicelistx;**
  - You can then view all devices by entering: **select \* from device\_info;**
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**How do I force a Cisco DeviceListX refresh?**

How do I force a Cisco DeviceListX refresh?

### Resolution

- On CUAE admin, go to **Plugins > List Plugins > Cisco DeviceListX Provider**
  - Click **<b> Invoke Extension**
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**What value should I set the Cisco DeviceListX refresh to?**

What value should I set the Cisco DeviceListX refresh to?

### Resolution

CDL is a static snapshot data, it should not be considered as a realtime data of devices. The default refresh time is 120 minutes. We don't suggest setting the refresh to very low values, especially with a lot of phones, as it would take a while and consume a lot of resources.

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**How do I force a Cisco DeviceListX refresh?**

How do I force a Cisco DeviceListX refresh?

### Resolution

- On CUAE admin, go to **Plugins > List Plugins > Cisco DeviceListX Provider**
  - Click **Invoke Extension**
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## CUAE\_-\_Troubleshooting\_Cisco\_DeviceListX

The Cisco DevicelistX refresh from my server is either taking a very long time or simply hanging

The Cisco DevicelistX refresh from my server is either taking a very long time or simply hanging.

### Resolution

This is a known bug in 2.5.1(GA) release and was fixed in release 2.5.1(SR1). We suggest you upgrade to resolve the issue.

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#### Refresh of data from 'XXXX' failed

I see the following error in the logs: Refresh of data from 'XXXX' failed.

### Resolution

This error is indicative of one of the following:

- The CUAE is not able to communicate to the CUCM using snmp channels.
- The community string does not match in the CUAE and the CUCM.

Ensure that your configuration is correct as per the guidelines below:

- CUCM: SNMP Master agent must be running on the nodes.
- CUCM: A public community string is defined on all nodes. If defined only on pub, check the **apply to all nodes** to propagate to all subs.
- CUCM: CM process is running on all nodes.
- CUAE: Use the same community string as step that used at the CUCM end, when creating a CUCM cluster within CUAE.
- CUAE: If only the publisher is to be polled with SNMP, then only a CUCM Cluster must be created within the administrative console. Do not proceed to the next step.
- CUAE: If at least one subscriber is to be polled with SNMP, then one must create one 'SCCP Subscriber' per node of the CUCM cluster to be polled?regardless if that node is a subscriber or the publisher. These SCCP Subscribers are configured under the CUCM Cluster entry.

Also ensure that the server name 'XXXX' is resolvable. If not, try defining it by IP address instead.

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#### Registered devices are not listed with Cisco DeviceListX

Some of my registered devices are not listed with Cisco DeviceListX.

### Resolution

- Ensure that the SNMP community string entered while creating a cluster at the CUAE end is the same as that configured at the CUCM sub/pub end ( **CUCM> Serviceability> Snmp> v1v2c> Community String** )
  - Ensure that the SNMP service is running on the CUCM sub/pub ( **CUCM> Serviceability> Tools> Control Center> Feature Services** )
  - Ensure that RIS data collection is running on CUCM sub/pub ( **CUCM> Serviceability> Tools> Control Center> Network Services** )
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## CUAE\_-\_Troubleshooting\_Cisco\_DeviceListX

**CDL Another refresh is currently executing. The manual refresh request has been dropped.**

When I try to invoke the Cisco DeviceListX extension, I receive the following error: CDL Another refresh is currently executing. The manual refresh request has been dropped.

### Resolution

This error occurs then a refresh attempt is already running and you have invoked the refresh extension before the first is finished. Wait for a few moments and try again. invocation ?

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**Cisco DeviceListX does not work with the call manager I am currently using, though it works with others.**

Cisco DeviceListX does not work with the call manager I am currently using, though it works with others. I have verified that SNMP string is correctly set and matches that on the CUCM end.

### Resolution

Ensure that your configuration is correct as per the guidelines below:

- CUCM: SNMP Master agent must be running on the nodes.
- CUCM: A public community string is defined on all nodes. If defined only on pub, check the **apply to all nodes** to propagate to all subs.
- CUCM: CM process is running on all nodes.
- CUAE: Use the same community string as step that used at the CUCM end, when creating a CUCM cluster within CUAE.
- CUAE: If only the publisher is to be polled with SNMP, then only a CUCM Cluster must be created within the administrative console. Do not proceed to the next step.
- CUAE: : If at least one subscriber is to be polled with SNMP, then one must create one 'SCCP Subscriber' per node of the CUCM cluster to be polled?regardless if that node is a subscriber or the publisher. These SCCP Subscribers are configured under the CUCM Cluster entry.
- Ensure that the CUCM server name is resolvable. If not, try defining it by IP address instead.
- Ensure that CISCO-CCM-MIB (from where DeviceListX retrieves information) is present on the CUCM.

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**Cisco DeviceListX query returns "Unknown" pool name**

Cisco DeviceListX query returns "Unknown" pool name.

### Resolution

This is a known issue, SNMP response doesn't provide the pool name for a device. We currently don't have a workaround for this.