


## Overview

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

 **Note:** For 2.4 releases, replace ?cuaeadmin? with ?mceadmin?

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Unable to login using type <ipaddress>/cuaeadmin

I have installed CUAE on my server, but when I type <ipaddress>/cuaeadmin it is not leading to the login Page.

## Resolution

This error may be indicative of one/more of the following cases:

- CUAE Management Server is not running
  - ◆ On the CUAE server, go to **Services**
  - ◆ Check if the **CUAE Management Service** is running.
  - ◆ If not, start the service
- Apache is not running
  - ◆ To verify this, <server-ip-address> in your browser. If you receive an error message to the effect of **Page not Found** , it is probably that Apache is not running on your server
  - ◆ To remedy this, on the CUAE server, go to **Services** and start the Apache service.
  - ◆ To verify that Apache is now running properly, type <server-ip-address> in your browser. A message to the effect of, **If you can see this, it means that the installation of the Apache web server software on this system was successful** should be displayed if Apache is configured and running correctly.
- Apache is not correctly configured for CUAE
  - ◆ Ensure that the **httpd.conf** file for Apache has the line : **Include "C:/Program Files/Cisco Systems/Unified Application Environment/System/Apache/conf/** pasted at the bottom of the file.
  - ◆ During the installation of Platform Services, a warning message is displayed that says to add the above line in the **httpd.conf** file (normally located at **C:\Program Files\Apache Group\Apache\conf** ).
- Database(MySql) issue
  - ◆ Check if you are able to connect to the database (MySQL) directly.
  - ◆ **Start > Programs > MqSql > MySQL Server 4.1 > MySQL Command Line Client**
  - ◆ Login as root with password you entered during installation.

## CUAE\_-\_Troubleshooting\_Cuaeadmin\_and\_Management\_Services

- ◆ Issue command **show databases**; : This will list all the databases
- ◆ Issue the command **use mce**
- ◆ To view the list of tables ,issue the command **show tables**;
- ◆ To view the users use the command **select \* from mce\_users**; Ensure that Administrator is included in the list of users.

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Where are the management services logs located?

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### Resolution

Management services log is a file named **wrapper.log** .

You can find this at `C:\Program Files\Cisco Systems\Unified Application Environment\MgmtServiceI`

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**WARN: Web application not found ../lib/cuaeadmin-<release number>-SNAPSHOT.war**

I received the following error in the management services logs : **WARN: Web application not found ../lib/cuaeadmin-<release number>-SNAPSHOT.war**

### Resolution

This error indicates that the **cuaeadmin-<release number>-SNAPSHOT.war** file is missing. This is one of the important **war/jar** file for cuaeadmin, and should be located at **C:\Program Files\Cisco Systems\Unified Application Environment\MgmtServiceLauncher\lib** . Replace the file to resolve the issue.

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How do I change the display name of an application?

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### Resolution

When an application is created, all the files, right from the build.xml to the implementation files of the application, are associated with the application name. Changing the name manually in all these files is an option, but a tedious one. Instead, you may create another application with your preferred name and copy the changes made to the original Main/Impl files to the new ones.

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Call Manager version X not in the drop down list when I try adding a cluster

I don't see Call Manager version X in the drop down list when I try adding a cluster.

### Resolution

Your version of CUAE may not support the Call Manager version in question. Check your release documentation to ascertain which versions of CUCM are supported.

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Event or Notification triggered on clicking ?Enable?, ?Disable? or ?Apply?

When someone clicks on **Enable** , **Disable** , or **Apply** in the CUAE console for a plugin, is there an event or notification sent to the plugin?

Unable to login using type <ipaddress>/cuaeadmin

## Resolution

Yes, the message is sent to all the CUAE built-in plugins. This is not currently available to the 3rdparty plugins.

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### Management service doesn't stay up long enough for the application to execute

Management service doesn't stay up long enough for the application to execute.

## Resolution

Check the **keepAlive** settings mentioned in the uri. Also check the **maxPktSize** . You can set it to **0** which would indicate unlimited pkt size if you are going to expect large packets, but keep in mind the network needs.

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### Unable to access the cuaeadmin page via the normal port 8000

I'm unable to access the cuaeadmin page via the normal port 8000.

## Resolution

This issue is indicative of incorrect Apache configuration.

- Ensure that the **httpd.conf** file for Apache has the line : Include **C:/Program Files/Cisco Systems/Unified Application Environment/System/Adobe/conf/** pasted at the bottom of the file.
  - During the installation of Platform Services, a warning message is displayed that says to add the above line in the **httpd.conf** file (normally located at **C:\Program Files\Apache Group\Apache\conf** .
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### Changes not applied when editing or adding a trigger param to an application in cuae admin page

I edited/added trigger params to an application on the cuaeadmin page. However, the changes were not applied.

## Resolution

This is a known issue with the cuaeadmin interface. As a workaround,

- Go to **Serviceability> Services**
  - Select Application Server
  - Restart to apply changes
- 

### Changes not applied when editing members of a group in cuae admin page

I edited the members of a group on the cuaeadmin page. However, the changes were not applied.

## Resolution

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- Go to **Serviceability> Services**

Event or Notification triggered on clicking ?Enable?, ?Disable? or ?Apply?

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How do I access the Management APIs.

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### Resolution

- Open command line interface
- **> etch -b java -w intf,client,impl,main c:\Program Files\Cisco \Systems\Unified Application Environment\Framework\1.0\id\cisco\uc\cuae\mgmt\Management.etch**
- Add the generated files to your eclipse project (they'll be generated in the same folder as the .etch file by default) in **src\main\java\cisco\uc\cuae\mgmt**
- Look in the **MainManagementClient.java** file for your starting point-specifically, in the **main() function** , you have boilerplate code for making a Etch client.
- The one thing you will need to change is the URI. It needs to be either:
  - ◆ **tls://<appserver\_ip>:9001?TlsConnection.authReqd=false&filter=KeepAlive&KeepAlive.Count=5&Packetizer.maxPktSize=102400&TcpTransport.reconnectDelay=4000**

Or

- ◆ Look here for more background info on Etch connection string  
[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cuae/2\\_5/english/administration/guid/system.html#wp](http://www.cisco.com/en/US/docs/voice_ip_comm/cuae/2_5/english/administration/guid/system.html#wp)
- With the resulting server stub created in **main()** , you can call Management APIs. (in other words, after **server.startAndWaitUp(4000)** on line 31 in **MainManegementClient.java** , you can do **managementServer.findConnections**

For more information on Management APIs, go here <insert link later>.

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