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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 platform services in the Cisco Unified Application Environment.

General

What does the Stats Server do?

What does the Stats Server do?

Resolution

The Stats Server maintains usage statistics and sends out alarms.

Alarms are not received by SNMP/SNTP recipients

I see that the alarms are not being received by SNMP/SNTP recipients.

Resolution

This is indicative of the Stats Server being down.

- Go to **Services > CUAE Stats Server** on the CUAE server.
 - If the Stats Server is down, Start
 - If the Stats Server is already up and running, restart to see if the problem persists.
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Usage statistics are not being generated

Usage statistics are not being generated

Resolution

This is indicative of the Stats Server being down.

- Go to **Services > CUAE Stats Server** on the CUAE server.
 - If the Stats Server is down, Start
 - If the Stats Server is already up and running, restart to see if the problem persists.
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Logs are not being generated

Logs are not being generated.

Resolution

This is indicative of the Log Server being down.

- Go to **Services > CUAE Log Server** on the CUAE server.
 - If the Log Server is down, Start
 - If the Log Server is already up and running, restart to see if the problem persists.
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No Alarm when a service goes down

When a service goes down, no alarm is generated.

Resolution

This is indicative of the Watchdog Server being down.

- Go to **Services > CUAE Watchdog Server** on the CUAE server.
- If the Watchdog Server is down, Start
- If the Watchdog Server is already up and running, restart to see if the problem persists.