

## Contents

- 1 General
  - ◆ 1.1 What does the Stats Server do?
  - ◆ 1.2 Alarms are not received by SNMP/SNTP recipients
  - ◆ 1.3 Usage statistics are not being generated
  - ◆ 1.4 Logs are not being generated
  - ◆ 1.5 No Alarm when a service goes down

---

### 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.
- 

#### 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.
-

### **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.
- 

### **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.