

Resource Manager Service Fails to Start

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| Problem Summary | Since the default log setting is ERROR for the Resource Manager Wrapper, the log file should provide exception details of the failure. The wrapper log file does indicate there is a failure in Resource Manager service startup, but the details of the event are not logged. |
| Error Message | None. |
| Possible Cause | The wrapper log was set to the wrong level. |
| Recommended Action | <p>The change is unable to be made from Support Tools, so the change requires manual steps to change this setting. The log file to look for the exception is %CVP_HOME%\logs\orm_wrapper.log.</p> <ol style="list-style-type: none"> 1. Stop the 'Cisco CVP Resource Manager' service. 2. Edit %CVP_HOME%\conf\wrapper.conf file to change the property 'wrapper logfile.loglevel' value from 'ERROR' to 'INFO'. 3. Save and close the file. 4. Start the 'Cisco CVP Resource Manager' service. <p>If the Resource Manager service fails to start, the ORM logs (orm_wrapper.log) collected from Support Tools will show the detailed information of the event.</p> |
| Release | Release 7.0(2) |
| Associated CDETS # | None. |