

AAS - Service Errors

Problem Summary	AAS service has errors in the logs.
Error Message	<p>You see error messages similar to these:</p> <ul style="list-style-type: none"> • Could not connect to ICM Administration & Data Server using: RemoteHost: <ICMPROTOAW1>, Remote Registry Port:<10 • Cisco.ics.cms.config.CmsNetworkException: unable to establish connections within last 30 seconds <p>at Cisco.ics.cms.config.Cms_Conapi_Remote.initProxies (Unknown Source) at Cisco.ics.cms.config.Cms_Conapi_Remote.<Init>(Unknown Source) at Cisco.ics.cms.con</p>
Possible Cause	<p>Check the logs for specific diagnostics.</p> <ul style="list-style-type: none"> • AAS unable to connect to CONAPI and Symposium. • There is a firewall between the PG and Symposium which could be causing connection issues. • Port between PG and SCCS is incorrect.
Recommended Action	<p>Perform these actions:</p> <p>Using regedit, ensure that the key:</p> <ul style="list-style-type: none"> • Ensure that the PG is active and running. • Telnet the port being used to see if it is not blocked. • If the naming service (Registry AASSEINamingServicePort) is using any other port, then the associated SEI CORBA naming service settings for AAS also need to be changed to that port. • The port to which the connections are being made should be static. • If AAS is not connecting to Symposium, the port and the host for Symposium can be set by changing the value for the following registry. <p>Registry: HKLM - SOFTWARE - Cisco Systems, Inc.\ICM\<icm instance>\PGxx\PG\CurrentVersion\AASS\aaS1\AASData\ Config\JavaRuntimeOptions</p> <p>Current Value = Blank</p> <p>New Value = -Dcom.sun.CORBA.POA.ORBPersistentServerPort=59012 -Dcom.sun.CORBA.ORBServerHost=170.14.5.50</p> <p>Replace 59012 with the client port and 170.14.5.50 to the IP of the Symposium.</p> <p>Stop PG</p> <p>Stop Administration & Data Server Start Administration & Data Server</p> <p>Start PG</p>

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	When AAS starts, following traces can be seen in the AAS window: 22:06:47 Trace: -Dcom.sun.CORBA.POA.ORBPersistentServerPort=59012 22:06:47 Trace: -Dcom.sun.CORBA.ORBServerHost=170.14.5.50
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.