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Unified CCE User Integration

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CUIC Log file Growth - How to delete unwanted logs

The following commands can be run from either /var/log/active or /var/log/inactive

1. To print the total number of log files under current directory:

```
find . -type f -print | egrep -i "*\.out$|*\.zip$|*\.csv$|*\.txt$|*\.log$|*\.gz$|*_activity\.log_*
```

2. To print the total size of logs in bytes. (It may come as an exponential number, like 1.96367e+10. You can read it as 1.96367 * 10^10, ie, 19636700000 bytes, equalling around 19.6 Gb.)

```
find . -type f -print | egrep -i "*\.out$|*\.zip$|*\.csv$|*\.txt$|*\.log$|*\.gz$|*_activity\.log_*
```

3. To delete all the log files under the current directory (/var/log/active or /var/log/inactive)

```
find . -type f -print | egrep -i "*\.out$|*\.zip$|*\.csv$|*\.txt$|*\.log$|*\.gz$|*_activity\.log_*
```

After deleting the logs, you can run the command #1 and #2 above to check the count and size and make sure that they are deleted. Some files may still remain, but that is expected.

Log locations and Troubleshooting tips

Component/Area	Common Issues	Reasons for Failure and What needs to be done	Log Level to
CUIC - Report	? Execution fails with dataset error ? Importing a zip file fails ? Importing a report file fails ? Import.outOfSync ? Mismatch in the data reported by CUIC	Report execution failed due to some issues in the production of a dataset Import could not be completed: Unexpected error. This has been logged in the server logs. Please contact Cisco support Ex : 619441835, This error Import.outOfSync comes when the fields in the report definition of the imported XML and the fields in the existing report definition do not match. Take the SQL query build by CUIC and execute the same directly against MSSQL. Compare the no: of rows returned.	Report Failure Cisco Unified In Center -> Log le Subsystem Tra -> CUIC_SUBS CUIC_SUBSYS
CUIC - Report Definition	Creating query parameters fail	? Create the parameters or correct the query syntax and recreate the parameters. An expression of non-boolean type specified in a context where a condition is expected, near ';'. ? Note : End of SQL statement ';' should not be mentoned in the report definition query used in CUIC ? Run the query directly against MSSQL and find if the query validation is successful. ? If the query is successfully validated in MSSQL, it may be an issue with CUIC SQL parser.	
CUIC - Datasource	Exception message something like: Cannot open database "<.>" requested by the login. The login failed	One of the following could be wrong: - database name - port number - charset - user credentials	NA
CUIC -- Dashboard, Valuelists			

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<p>CUIC - Scheduler</p>	<p>Schedule successful, but Email not sent</p> <p>Email body contains : Scheduled report execution failed - data processing error</p>	<p>Check the following</p> <p>? SMTP server is reachable ? SFTP location is reachable</p> <p>Check the following ? Datasource connectivity is up and running</p>	<p>Data processing failure :</p> <p>CUIC1 -> CUIC PROCESSING -> Detailed Subsys Definitions -> DCP,DCP_WO</p>
<p>OAMP - Licensing</p>	<p>License file is invalid</p>	<p>Check the following</p> <p>? License file is not tampered</p> <p>? License file is generated with the correct licensing MAC.</p> <p>? To get the licensing MAC of CUIC, run the CLI 'show status'</p>	<p>OAMP -> Infra</p> <p>Log level =</p> <p>Detailed Subsys Definitions -> TRACE_LICEN</p>
<p>OAMP- CUIC status - unknown</p>		<p>? Run the foll URL : <a href="https://<IP>:8443/cuic-dp/rest/ReportingService/csvc/GetStatus">https://<IP>:8443/cuic-dp/rest/ReportingService/csvc/GetStatus to get the CUIC service status</p>	
<p>DBReplication</p>	<p>? Replication totally not setup</p> <p>? Replication is fine, but data is not seen across the cluster [OS Cache]</p>	<p>? Check the following:</p> <p>? Network connectivity.</p> <p>? Firewall blocking port 1500</p> <p>? RTTgreater than 80 secs (WAN)</p> <p>? A Cisco DB Replicator svc should be up and running</p> <p>? A Cisco DB service service should be up and running</p> <p>? Cisco Database Layer Monitor service should be up and running</p> <p>? All nodes in the cluster should be installed with same CUIC version</p> <p>? All nodes in the cluster should have the same timestamp</p> <p>Look for the following messages in logs: (Check "Log Files" column for the list of log files)</p> <p>• ERROR: Error executing</p> <p>How to fix the Replication setup issue:</p> <p>Run the following CLIs in sequence</p> <p>? utils dbreplication stop all</p> <p>? utils dbreplication reset all</p> <p>If the above steps does not solve, then, execute the following in sequence:</p> <p>? utils dbreplication stop all</p> <p>? utils dbreplication clusterreset</p> <p>? utils dbreplication reset all</p> <p>Still Replication issue not resolved:</p> <p>Then, we need to suspect either shadow tables or syscdr database partially created.</p>	

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		<p>Follow the below steps to fix:</p> <p>? utils dbreplication stop all</p> <p>? utils dbreplication dropadmindbforce (run this command on all nodes in cluster)</p> <p>? utils dbreplication reset all</p> <p>How to fix if there is any discrepancy in data in nodes:</p> <p>Run the following CLI command:</p> <p>? utils dbreplication repair all</p> <p>How to syncup data of publisher onto Subscriber:</p> <p>Run the following CLI command:</p> <p>? utils dbreplication forcedatasub</p>	
CUIC-Oscache	Entities are not getting replicated across cluster although DB Replication is UP.	<p>- Execute the command: netstat -an grep -i 45566. \\</p> <p>- sockets status should be in LISTEN/ESTABLISHED.\\</p> <p>- Output of the command should have entries same as number of nodes in cluster</p> <ul style="list-style-type: none"> • CUIC service " Intelligence Center Reporting Service" in other nodes may be down, bring it up • port 45566 may not be LISTEN/ESTABLISHED state 	
DRF (Backup and Restore)	<ul style="list-style-type: none"> • Failed to take a successful backup • Restore failed on a node 	<p>check the following services on publisher:</p> <ul style="list-style-type: none"> - Cisco DRF Master - Cisco DRF Local - A Cisco DB <p>check the following service on all subscribers:</p> <ul style="list-style-type: none"> - Cisco DRF Local 	
CLI ? show cuic component-status show cuic license-info show cuic properties show cuic tech show cuic trace	Command executed unsuccessfully		
CLI - platform			
Install	<ul style="list-style-type: none"> • Install failed due to DB issue • Install failed due to corrupt media 	Refer to CUIC Install Guide Sec 'What do I do if the installation fails?'	
Upgrade		<p>Search for the following messages in the log files:</p> <ul style="list-style-type: none"> • Error in line • Exception during execution of 	

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		<ul style="list-style-type: none"> • ISAM error 	
AFG (Answer File Generator)		<p>check the following:</p> <ul style="list-style-type: none"> • Should not use IP of other nodes' in the same cluster as new IP 	
Failed to Start ?A Cisco DB? service			
Failed to start ?Intelligence Center Reporting Service? service			
Failed to start ?Cisco Tomcat? service			
User Authentication (LDAP)	Invalid username or password. Please try again.	<p>Usually occurs when CUIC is not able to authenticate the user entered.</p> <p>check the following:</p> <p>Check the Active Directory Configuration OAMP -> Cluster Configuration -> Reporting Configuration.</p> <ul style="list-style-type: none"> • If LDAP server authentication is successful, then verify if the User Search Base is valid 	<p>CUIC1 -> CUIC Log level = Det Subsystem Tra ->PERMISSION PERMISSION_</p>
UCCE User Integration	Sync fails with errors	Previous sync has not deleted the temp tabs created for bulk insert of UCCE entities.	<p>CUIC1 -> CUIC Log level = Det Subsystem Tra ->PERMISSION PERMISSION_</p>

Audit Trail Report Schema

Column Name	Data Type	Maximum Allowed Length	Description
ID	Char	32	UUID to uniquely indentify a row in a table
USERID	Char	32	User ID of the user who performed a particular operation
RUNASUSERID	Char	32	User ID of the RunAs user who performed a particular operation
CATEGORY	nvarchar	32	Entity type, for example, REPORT, DATASOURCE, VALUELIST, REPORTDEFINITION
OPERATION	nvarchar	32	Operation performed by a user, for example, CREATE, SAVE, UPDATE, IMPORT,EXPORT

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LOGGEDTIME	datetime year to fraction(3)		Date and Time of the operation
DESCRIPTION	lvarchar	1000	Detailed description of the performed operation
SERVERIP	nvarchar	100	IP address of the Unified Intelligence Center server
SERVERNAME	nvarchar	100	Hostname of the Unified Intelligence Center server
STATUS	nvarchar	32	Status of the operation SUCCESS or FAILURE

Raw Schema:

```
CREATE TABLE informix.CUICAUDITLOG(
ID char(32),
USERID char(32),
RUNASUSERID char(32),
CATEGORY nvarchar(32),
OPERATION nvarchar(32),
LOGGEDTIME datetime year to fraction(3) NOT NULL,
DESCRIPTION lvarchar(1000),
SERVERIP nvarchar(100),
SERVERNAME nvarchar(100),
STATUS nvarchar(32)
)
```