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# Administration (OAMP)

## Admin User Management

## Command Line Interface

## Control Center

## Device Configuration

## License Management

## Log and Trace Settings

## RTMT

## SNMP

## Unified CCE User Integration

- [Unable to Delete UCCE system collections](#)

## 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<br><br>? Importing a zip file fails<br>? Importing a report file fails<br>?<br>Import.outOfSync<br>? Mismatch in the data reported by CUIC | Report execution failed due to some issues in the production of a dataset<br><br>Import could not be completed: Unexpected error. This has been logged in the server logs. Please contact Cisco support<br>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.<br><br>Take the SQL query build by CUIC and execute the same directly against MSSQL. Compare the no: of rows returned. | <b>Report Failure</b><br>Cisco Unified In Center -> Log le<br><br><b>Subsystem Tra</b><br>-> CUIC_SUBS<br>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 ';'.<br><br>? <b>Note</b> : End of SQL statement ';' should not be mentoned in the report definition query used in CUIC<br>? Run the query directly against MSSQL and find if the query validation is successful.<br>? If the query is successfully validated in MSSQL, it may be an issue with CUIC SQL parser.                  |   |
| CUIC - Datasource             | Exception message something like:<br><br>Cannot open database "<.>" requested by the login. The login failed  | One of the following could be wrong:<br><br>- database name<br>- port number<br>- charset<br>- 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 :<br/>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><b>Data processing failure :</b></p> <p>CUIC1 -&gt; CUIC PROCESSING -&gt; Detailed <b>Subsys Definitions</b> -&gt; 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><b>OAMP</b> -&gt; Infra</p> <p>Log level =</p> <p>Detailed <b>Subsys Definitions</b> -&gt; TRACE_LICEN</p>                        |
| <p>OAMP- CUIC status - unknown</p> |   | <p>? Run the foll URL :<br/><a href="https://&lt;IP&gt;:8443/cuic-dp/rest/ReportingService/csvc/GetStatus">https://&lt;IP&gt;:8443/cuic-dp/rest/ReportingService/csvc/GetStatus</a> 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><b>Look for the following messages in logs:</b> (Check "Log Files" column for the list of log files )</p> <p>• ERROR: Error executing</p> <p><b>How to fix the Replication setup issue:</b></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><b>Still Replication issue not resolved:</b></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> <ul style="list-style-type: none"> <li>? utils dbreplication stop all</li> <li>? utils dbreplication dropadmindbforce (run this command on all nodes in cluster)</li> <li>? utils dbreplication reset all</li> </ul> <p><b>How to fix if there is any discrepancy in data in nodes:</b><br/>Run the following CLI command:</p> <ul style="list-style-type: none"> <li>? utils dbreplication repair all</li> </ul> <p>How to syncup data of publisher onto Subscriber:<br/>Run the following CLI command:</p> <ul style="list-style-type: none"> <li>? utils dbreplication forcedatasub</li> </ul> |  |
| CUIC-Oscache  | Entities are not getting replicated across cluster although DB Replication is UP.   | <ul style="list-style-type: none"> <li>- Execute the command: netstat -an   grep -i 45566. \\</li> <li>- sockets status should be in LISTEN/ESTABLISHED.\\</li> <li>- Output of the command should have entries same as number of nodes in cluster</li> </ul> <ul style="list-style-type: none"> <li>• CUIC service " Intelligence Center Reporting Service" in other nodes may be down, bring it up</li> <li>• port 45566 may not be LISTEN/ESTABLISHED state</li> </ul>   |  |
| DRF (Backup and Restore)  | <ul style="list-style-type: none"> <li>• Failed to take a successful backup</li> <li>• Restore failed on a node</li> </ul>        | <p><b>check the following services on publisher:</b></p> <ul style="list-style-type: none"> <li>- Cisco DRF Master</li> <li>- Cisco DRF Local</li> <li>- A Cisco DB</li> </ul> <p><b>check the following service on all subscribers:</b></p> <ul style="list-style-type: none"> <li>- Cisco DRF Local</li> </ul>  |  |
| CLI ?<br>show cuic<br>component-status<br>show cuic<br>license-info<br>show cuic<br>properties<br>show cuic tech<br>show cuic trace | Command executed unsuccessfully   |   |  |
| CLI - platform  |   |   |  |
| Install   | <ul style="list-style-type: none"> <li>• Install failed due to DB issue</li> <li>• Install failed due to corrupt media</li> </ul> | 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"> <li>• Error in line</li> <li>• Exception during execution of</li> </ul>   |  |

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|   |   |  |  |
|---|---|--|--|
|   |   | <ul style="list-style-type: none"> <li>• ISAM error</li> </ul>   |  |
| AFG (Answer File Generator)                                     |   | <p><b>check the following:</b></p> <ul style="list-style-type: none"> <li>• Should not use IP of other nodes' in the same cluster as new IP</li> </ul>   |  |
| 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><b>check the following:</b></p> <p>Check the Active Directory Configuration OAMP -&gt; Cluster Configuration -&gt; Reporting Configuration.</p> <ul style="list-style-type: none"> <li>• If LDAP server authentication is successful, then verify if the User Search Base is valid</li> </ul> | <p><b>CUIC1 -&gt; CUIC</b><br/>         Log level = Deta<br/> <b>Subsystem Tra</b><br/>         -&gt;PERMISSION<br/>         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><b>CUIC1 -&gt; CUIC</b><br/>         Log level = Deta<br/> <b>Subsystem Tra</b><br/>         -&gt;PERMISSION<br/>         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)
)
```