

## Troubleshooting and Log Collection

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|---------------------------|---|
| <b>Problem Summary</b>    | Troubleshooting and Log Collection  |
| <b>Error Message</b>      | N/A   |
| <b>Possible Cause</b>     | N/A   |
| <b>Recommended Action</b> | <p>1. Open DSN created in WB server for UCCX and verify that DB connectivity is working fine by clicking</p> <p>2. If data displayed on WB display is not coming from Master DB server.</p> <p>a) First check which server in cluster has the DB mastership by using following URL<br/> "<a href="http://&lt;UCCX server IP Address&gt;/uccx/isDBMaster">http://&lt;UCCX server IP Address&gt;/uccx/isDBMaster</a>". This URL will tell whether</p> <p>b) In the registry of WB server, check value of "SERVER" field in DSN created for</p> <p>3. Various responses of REST API requested using "<a href="http://&lt;UCCX server IP Address&gt;/uccx/isDBMaster">http://&lt;UCCX server IP Address&gt;/uccx/isDBMaster</a>"</p> <p>a) XML response (following is the sample)</p> <pre>&lt;?xml version="1.0" encoding="UTF-8" ?&gt; &lt;node&gt;     &lt;version&gt;1.0&lt;/version&gt;     &lt;isMaster&gt;true&lt;/isMaster&gt; &lt;/node&gt;</pre> <p>&lt;isMaster&gt;true&lt;/isMaster&gt; means requested UCCX server has DB mastership.</p> <p>b) Request can not be processed as it has not been made from wallboard System<br/> This response means, the server from where web service has been requested is not</p> <p>c) Request can not be processed as DB master node is not reachable<br/> This response means that requested server is down or not reachable.</p> <p>4. REST API, Log collection and analysis.</p> <p>Log file Location: /uccx/log/MADM<br/> String to search: Wallboard REST API:</p> |
| <b>Release</b>            | Release 8.0(1)  |
| <b>Associated CDETS #</b> |   |