

Troubleshooting and Log Collection

Problem Summary	Troubleshooting and Log Collection
Error Message	N/A
Possible Cause	N/A
Recommended Action	<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 "<a href="http://<UCCX server IP Address>/uccx/isDBMaster">http://<UCCX server IP Address>/uccx/isDBMaster". 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://<UCCX server IP Address>/uccx/isDBMaster">http://<UCCX server IP Address>/uccx/isDBMaster"</p> <p>a) XML response (following is the sample)</p> <pre><?xml version="1.0" encoding="UTF-8" ?> <node> <version>1.0</version> <isMaster>true</isMaster> </node></pre> <p><isMaster>true</isMaster> means requested UCCX server has DB mastership.</p> <p>b) Request can not be processed as it has not been made from wallboard System 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 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 String to search: Wallboard REST API:</p>
Release	Release 8.0(1)
Associated CDETS #	