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## Scenario Setup

### File Server

1. Put the CiscoMB folder on the File Server instead of the Services Server

### Services Server

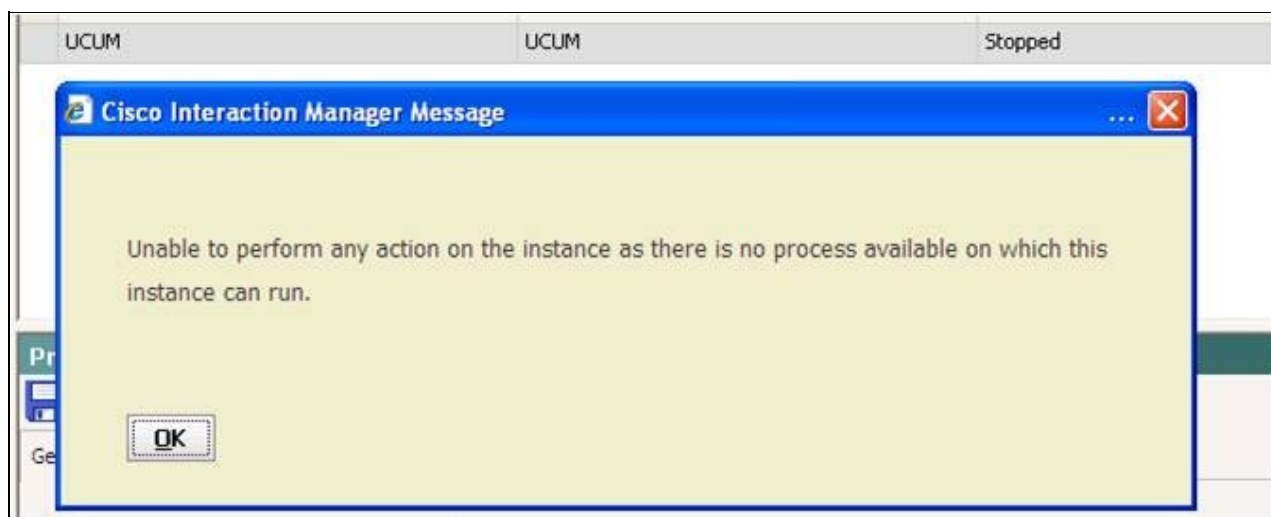
1. Remove/Rename the CiscoMB folder

### System Console

1. Stop the Listener process
2. Attempt to start the Listener Process and Instance

## Problem Statement

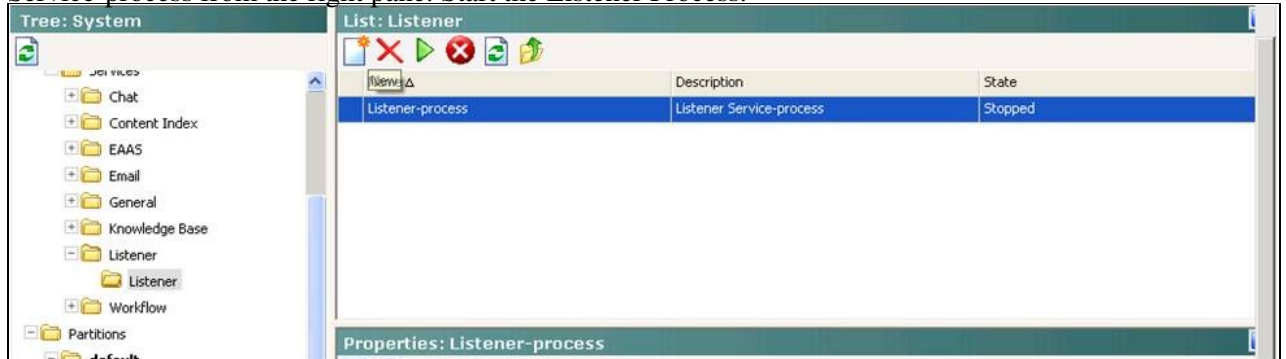
Unable to start the Listener Instance after configuring CMB parameters. The following error appears when trying to start the Listener Instance:



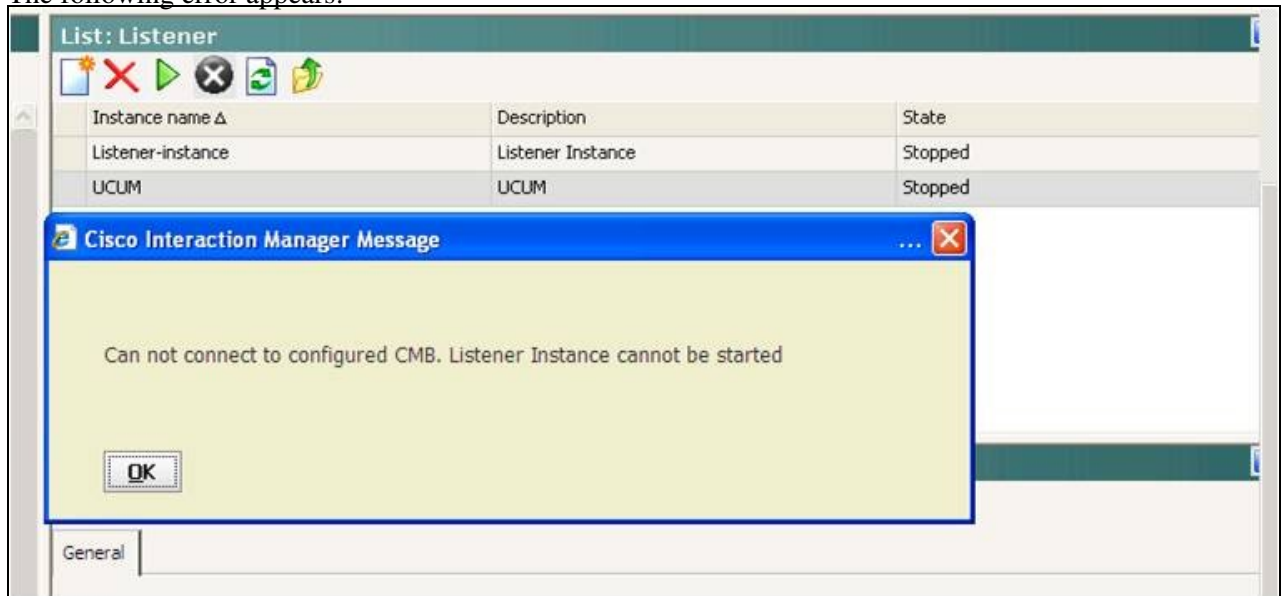
## Isolation

This error indicates that the main Listener Process has not been started.

1. Navigate to System > Shared Resources > Services > Listener and Select the Listener Service-process from the right pane. Start the Listener Process.



2. After the Listener Process has started navigate to System > Partitions > default > Services > Listener > Listener
3. From the right pane highlight the UCUM and start the services.
4. The following error appears:



## Digging Deeper

The trace level for the Listener-process is set to 4-Info in this scenario.

- **Hint:** The following error in the snip-it from the eimService;Listener-process log is present even when the listener process starts properly.

## Unable\_to\_Start\_Listener\_Process

```
2011-06-27 12:48:49.680 GMT-0400 <@> WARN <@> [21:RMI TCP Connection(2)-14.104.48.14] <@>
ProcessId:5572 <@> PID:1 <@> UID:12 <@> HttpSessionId: <@>
com.egain.platform.framework.cache.CacheClient <@> CacheClient(CallerContext m_callerContext,
String module) <@> CacheException::Checking if the caching for the service is on <@>
2011-06-27 12:48:49.774 GMT-0400 <@> INFO <@> [21:RMI TCP Connection(2)-14.104.48.14] <@>
ProcessId:5572 <@> PID:1 <@> UID:12 <@> HttpSessionId: <@>
com.egain.platform.framework.cache.CacheClient <@> get(String name, String group) <@>
I18N_CACHECLIENT_FAILED_TO_GET_OBJECT_OBJECTNOTFOUNDEXCEPTION <@>
com.egain.platform.framework.cache.exception.ObjectNotFoundException:
I18N_OBJECT_DOES_NOT_EXIST_ERROR
```

- Listener service is reading provider configuration from CMB Parameters and <IP address\_port>.properties file. The default location of this file is on the services server c:\CiscoMB

```
2011-06-27 12:48:50.446 GMT-0400 <@> INFO <@> [39:ProviderCreator_Thread_0 listenerInstanceId 2000]
<@> ProcessId:5572 <@> PID:1 <@> UID:12 <@> HttpSessionId: <@>
com.cisco.ipcc.listener.cmb.ProviderCreator <@> <@> PROVIDER_WRAPPER_CREATION_COMPLETE attempting
PROVIDER_CONNECT providerConfig= isDuplex=false peripheralId=5000 isDuplex=false
listenerInstanceId=2000 serverIPSideA=eimPG1A serverIPSideB=null rmiPortSideA=1099 rmiPortSideB=1099
rmiRemotePortSideA=1099 rmiRemotePortSideB=1099 rmiLocalPortSideA=15099 rmiLocalPortSideB=15099
acQueueId=null providerConnectWaitTime=10 w\rootSideA=C:\CiscoMB isvalidated=true enabledSide=0
<@>
```

- The error occurs when the Listener cannot read the directory structure for Cisco Media Blender from the services server

```
2011-06-27 12:48:50.602 GMT-0400 <@> INFO <@> [36:ARMSessionCreatorThread] <@> ProcessId:5572 <@>
PID:1 <@> UID:12 <@> HttpSessionId: <@> com.cisco.ipcc.listener.arm.ARMSessionCreatorThread <@>
ARMSessionCreatorThread exiting the run method...recoverStatus=trueARMConnectionCreatorThread
for listenerInstanceId = 2000:Thread Name=ARMSessionCreatorThread:Thread
Group=java.lang.ThreadGroup[name=ARMSessionCreatorThread-Thread Grp,maxpri=10] isStopped=false <@>
2011-06-27 12:48:51.524 GMT-0400 <@> ERROR <@> [39:ProviderCreator_Thread_0 listenerInstanceId
2000] <@> ProcessId:5572 <@> PID:1 <@> UID:12 <@> HttpSessionId: <@>
com.cisco.ipcc.listener.cmb.ProviderCreator <@> <@> Error while initiating & connecting Provider
wrapper <@>
java.lang.NullPointerException
```

- This is the error message displayed to the system console pop-up.

```
2011-06-27 12:48:55.352 GMT-0400 <@> ERROR <@> [21:RMI TCP Connection(2)-14.104.48.14] <@>
ProcessId:5572 <@> PID:0 <@> UID:1 <@> HttpSessionId:BC885644D3137432D5373B40B5211323 <@>
com.cisco.ipcc.listener.service.ListenersService <@> startInstance <@> Failure: in starting listener
instance listenerInstanceId=2000 <@>
com.egain.platform.common.exception.MethodExecutionException: Can not connect to configured CMB.
Listener Instance cannot be started
```

- Cisco Media Blender will try to connect and you will see in the CMB logs that the connection to the eimServices fails due connection refused

## Unable\_to\_Start\_Listener\_Process

```
06/27/2011 12:57:25.521 ERROR ERROR common.2 LegacyError com.cisco.io.net.rmi.RmiDriver
Authenticate "RmiDriver: rmi://eimservices:15099/Connection_CCS_BAPI"
"java.rmi.ConnectException: Connection refused to host: eimservices; nested exception is: 0
java.net.ConnectException: Connection refused: connect" - Legacy error: null
06/27/2011 12:57:27.599 ERROR ERROR common.2 LegacyError com.cisco.io.net.rmi.RmiDriver
Authenticate "RmiDriver: rmi://eimservices:15099/Connection_CCS_BAPI"
"java.rmi.ConnectException: Connection refused to host: eimservices; nested exception is: 0
java.net.ConnectException: Connection refused: connect" - Legacy error: null
06/27/2011 12:57:28.474 TRACE LOCAL_DUMP Blender com.cisco.ics.common.sys.Eventsync "" Thread-35
""
Eventsync table size: 0
```

## Resolution

CMB requires the entire file directory structure copied from the CMB server to the CIM Services Server.

1. Copy the entire CiscoMB folder from the Cisco Media Blender server to the services server.
2. Be sure to copy the entire folder into the same directory as the Media Blender Server. For example if the Media Blender is installed in C:\CiscoMB on the Media Blender then copy this directory to the C:\CiscoMB on the services server.
3. Navigate to System > Partitions > default > Services > Listener > Listener
4. From the right pane highlight the UCUM and start the services.