



## Troubleshooting

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## Verify the Cisco Prime Collaboration Provisioning Installation (for Advanced or Standard Mode)

You can verify that Cisco Prime Collaboration Provisioning has been properly installed as follows:

1. In a browser, specify the IP address of the server on which Cisco Prime Collaboration Provisioning (standard or advanced) has been installed. The login page is displayed. Log in with global administrator credentials.
2. Log in to the Provisioning server as globaladmin. Go to **Administration>Logging and Showtech**, create a troubleshooting user, and obtain the response string by mailing challenge string to the Engineering Team, and then login as troubleshooting user to the Troubleshooting UI.



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**Note** With the Troubleshooting UI, the user can check the services, create the console account, and access the PCP CLI.

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3. Display the processes that are running.

**show application status cpcm**

**bash : no job control in this shell httpd** denotes httpd service

**nice.sh** denotes Nice service

**startcupm.sh** denotes Jboss service

**postmaster/su** denotes Postgres service

```
STAT PID USER COMMAND ELAPSED
```

```
=====
```

```
Ss 629 root httpd 02:11:38
```

```
S 613 root nice.sh 02:11:38
```

```
S 610 root startcupm.sh 02:11:38
```

```
S 608 root su 02:11:38
```

The parameters in the COMMAND column are the processes that are running on the Cisco Prime Collaboration Provisioning server (standard or advanced). If you do not see the processes running, enter the following commands to restart the Cisco Prime Collaboration Provisioning services:

**admin#application stop cpcm**

**admin#application start cpcm**

The above commands take one or two minutes to stop or start the Cisco Prime Collaboration Provisioning services.

You can verify if the installation is complete and successful, by checking if the JBoss service is running. In the SSH terminal, run the following command as a troubleshooting user to know if the JBoss service is running:

**ps - aef|grep startcupm**

You can also check at what time the JBoss service was started, in the following location (in the last line of the log file):

```
/opt/cupm/sep/logs/jboss.log
```

If the JBoss service is running, see [Getting Started with the Cisco Prime Collaboration Provisioning Application](#).

## Upgrade the Cisco Prime Collaboration Provisioning from Small to Medium Deployment Model

After you manually upgrade the system requirements (vRAM, vCPU, vDISK, and so on), you must run the following scripts as a troubleshooting user:

1. Execute the **memorymodel.sh** file under `/opt/cupm`:

```
./memorymodel.sh medium "-Xms512m -Xmx1024m -XX:MaxPermSize=256m
-server" "-Xms512m -Xmx1024m -XX:MaxPermSize=256m" simple all
```

2. Execute **cpcmdiskutil.sh** under `/opt/cupm`:

```
./cpcmdiskutil.sh /dev/sda
```

3. Restart the server(VMware instance).



**Note** If you want to support endpoint count as per the upgraded deployment model in Cisco Prime Collaboration Provisioning, you must add a scale license.

## Upgrade the Cisco Prime Collaboration Provisioning Server from the Small or Medium to Large Deployment Model

1. Back up the database from the Cisco Prime Collaboration Provisioning application by following the procedures provided in [Cisco Prime Collaboration Provisioning Guide](#).
2. Deploy a large OVA, both as an application and database server by following the procedure in the [Deploying and Configuring Cisco Prime Collaboration Provisioning](#). Ensure that the globaladmin password is the same as the password that you provided during the deployment.
  1. Copy the licenses from the old server to the new server.
  2. If you use the MAC address of the existing Cisco Prime Collaboration Provisioning server, then update the MAC address using the VMware client for this VMware instance.
  3. If you use a new MAC address for server, then you must rehost the licenses in the `/opt/cupm/license` directory to match the new server VM.
3. Stop provisioning services in the server.
  1. Go to the `/opt/cupm` folder.  
Execute **sudo ./cupm-app-service.sh stop**
  2. Ensure that Apache, JBoss, and NICE services are stopped.  
**ps -aef | grep startcupm**  
**ps -aef | grep nice**
  3. Stop any running process.  
**kill -9 startcupm process id**  
**kill -9 nice process id**
  4. Check whether the nice process is still holding on the postgres connection.  
**ps -aef**
  5. Look for the process:  
**/opt/cupm/jvm/bin/java -server -classpath /opt/cupm/sep/lib/dom.jar**
  6. Stop any running nice process.  
**kill -9 Process-Id found earlier**
  7. Wait a minute to make the resources, such as ports, to become free.

4. Restore the database in the server using the backed-up database file taken from Step 1. For details, see the section Restoring Database in the server section in the [Cisco Prime Collaboration Provisioning Guide](#).
5. Stop and then start the provisioning services in the server
  1. **cd /opt/cupm** folder.  
**sudo ./cupm-db-service.sh stop**
  2. Wait 30 seconds before starting the database services
  3. Start the database services.  
**cd /opt/cupm**  
**sudo ./cupm-db-service.sh start**
6. Copy the following files from the original Cisco Prime Collaboration Provisioning server to the newly deployed server
  1. /opt/cupm/sep/dfc.properties
  2. /opt/cupm/sep/dfc.keystore
  3. /opt/cupm/jboss/server/cupm/conf/login-config.xml
7. Change the directory to /opt/cupm/sep and edit the dfc.properties file using the vi editor
  1. **cd /opt/cupm/sep**
  2. **vi dfc.properties**
  3. Change the property dfc.memory.model=medium to **dfc.memory.model=large**
  4. Change the property dfc.postgres.host=localhost to **dfc.postgres.host=IP of server Database**
  5. Save changes and exit the editor
8. Start application services in the server.
  1. Change directory to /opt/cupm to start the application services
  2. **cd /opt/cupm**  
**sudo ./cupm-app-service.sh start**  
The system is now ready to be used.

## Downgrade Cisco Prime Collaboration Provisioning Deployment Model

Cisco Prime Collaboration does not support the downgrade of the deployment model; that is, you cannot downgrade from the Cisco Prime Collaboration large deployment model to small deployment model.

## Change the IP Address on the Provisioning Server (Single Setup)

The following procedure is applicable for Cisco Prime Collaboration Provisioning 12.3 and later releases.

1. Call the Engineering Team, and get the troubleshooting account access.
2. Generate the Console Account, and then login to the CLI account.
3. In OS, change the configuration file `/etc/sysconfig/network-scripts/ifcfg-eth0` that stores network config settings specific to the new IP address.
4. Restart the network services using the command **service network restart**.
5. To verify IP address change, issue the command **ifconfig** and check for updated IP in the response.
6. Update the file `/etc/resolv.conf` with the DNS of the new IP address.
7. Update `/etc/hosts` file with new server IP and hostname.
8. Set the hostname in Cisco Prime Collaboration Provisioning server by running the command **hostnamectl set-hostname <HOSTNAME>**.

## Creating a Troubleshooting Account

### Procedure

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From PCP

- a) Login to PCP
- b) Go to **Administration > Logging and ShowTech**. In Troubleshooting Account field, provide User ID, and Select duration from **Expires In** dropdown, and then click **Create Account**.

On creating a Troubleshooting user, challenge string is generated, using this we can generate a response which acts as password for a Troubleshooting user. Contact the Engineering Team for generating a response string.

**Note** Login to PCP as Troubleshooting user, then start micro service page from **Troubleshooting>Launch**. Also, Sep admin can be accessed under Troubleshooting menu.

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## To Access Troubleshooting Account or Console Account if the PCP UI is inaccessible

When PCP UI is inaccessible, you can verify the status of the server from the micro service page.




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**Note** We can access Troubleshooting account from micro service page: `https:// <PCP ip server>:28080/index`.

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1. Go to micro service page, create a troubleshooting user. For creating a troubleshooting user, refer to [Creating a Troubleshooting Account](#).
2. Login from micro service page, go to Process Management to verify the status of PCP services.




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**Note** Console account can be created to access CLI account of PCP.

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## Generate Console Account using Troubleshooting User

Follow these steps to generate a console account using troubleshooting user

1. In PCP micro service page under Console Account, we generate a console account user by providing username and password.
2. From console account, you can access CLI of PCP server.



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- Note**
- In PCP 12.1, there is no access to CLI/SSH as root, so the user created through console account can access this privilege.
  - If troubleshooting user is created using trouble shooting UI, and the Cisco Prime Collaboration Provisioning database is not up and running, then the user will be available only through the troubleshooting UI and not through the Cisco prime Collaboration Provisioning UI.
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## Generate Certificate Signing Request (CSR)

### Procedure

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- Step 1** Go to micro service page, and then create a troubleshooting user. For creating a troubleshooting user, refer to [Creating a Troubleshooting Account](#).
- Step 2** Generate the Console Account, and then login to the CLI account.
- Step 3** Go to `cd /opt/cupm/httpd/bin`
- Step 4** To generate the CSR, enter:
- ```
./openssl req -new -key <keyName>.key -out <csrName>.csr
```
- Step 5** Enter the appropriate details when prompted, such as:
- ```
Country Name: <Country>
```

```
State/Prov: <State>
Locality: <Locality>
Organization name: <Org>
Organizational unit name: <unit>
Common name: <hostname>.<companyname>.com
```

**Step 6** The generated CSR is available in the location `/opt/cupm/httpd`.

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