General Procedures

This chapter provides verification procedures, debugging procedures, maintenance and remedial procedures and other general information that may be used in other chapters of this guide.

This chapter is organized as follows:

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Obtaining Third Party Tools

The following publicly available troubleshooting tools (or equivalent) are required for some of the instructions in this chapter:

- WinSCP—Utility for navigating and transferring files to/from *nix servers through SFTP, SCP, or FTP.

  Freeware available at www.winscp.net
- puTTY—SSH client, used to invoke CLI on *nix servers.

  Available at: http://www.putty.org/
- Firebug—Firefox plug-in that allows real-time debugging of web pages.

  Obtain at: http://getfirefox.com

Modifying Advanced Portal Properties

You may want to change various Advanced Portal Properties when following the troubleshooting instructions in this document. To avoid clutter, instructions as to how to modify an advanced property are not always provided. Instead, refer to the *Cisco WebEx Social Administration Guide* for the instructions.

Checking Where solr Indexes Reside

On Search Store Nodes

These instructions apply to both master and slave nodes.

Log in to the machine, open /opt/cisco/search/conf/solrconfig.xml for viewing and find the <dataDir> entry.

If the value is "${solr.data.dir:./solr/data}", then /opt/cisco/search/data contains the indexes.

Otherwise the full path to the data directory is specified (for example /quaddata/search/solr/data).

On Index Store Nodes

Log in to the machine, open /opt/cisco/search/conf/solrconfig.xml for viewing and find the <dataDir> entry.

- For posts, check the <dataDir> entry in solrconfig.xml under /opt/cisco/searchcache/multicore/post/conf. If no entry is present, /opt/cisco/searchcache/multicore/post/data is the folder. Otherwise the full path to the data directory is specified.

- For social activity, check the <dataDir> entry in solrconfig.xml under /opt/cisco/searchcache/multicore/social/conf. If no entry is present, /opt/cisco/searchcache/multicore/social/data is the folder. Otherwise the full path to the data directory is specified.

- For video, check the <dataDir> entry in solrconfig.xml under /opt/cisco/searchcache/multicore/video/conf. If no entry is present, /opt/cisco/searchcache/multicore/video/data is the folder. Otherwise the full path to the data directory is specified.

- For followers, check the <dataDir> entry in solrconfig.xml under /opt/cisco/searchcache/multicore/follower/conf. If no entry is present, /opt/cisco/searchcache/multicore/follower/data is the folder. Otherwise the full path to the data directory is specified.