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:

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, in many cases only the Advanced Portal Property name and its target value are mentioned; detailed instructions as to how to access and modify an Advanced Portal Property are provided to the *Cisco WebEx Social Administration Guide.*

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.

How To Verify a WebEx Social Upgrade File Using MD5

Upgrades for WebEx Social are typically performed using .img file downloads. Because of these files' significant size, they may become corrupted in the download process. Checking the integrity of the .img files is highly recommended.

You first need to obtain the MD5 checksum for the file. Check Obtaining the MD5 from CCO, page 2-3. Once you have this, you can check the file integrity on these operating systems:

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Obtaining the MD5 from CCO

Each .img file uploaded to www.cisco.com (CCO) for download by customers has an MD5 checksum calculated to help ensure the integrity of the downloaded copy. Here are the steps to get the MD5 for a given .img:

Step 1   Go to http://www.cisco.com.

Step 2   Click **Support**, then click the **Downloads** tab.

Step 3   Type "webex social" in the Find field, then click the **Find** button.

Step 4   Click the Cisco WebEx Social link that appears.

Step 5   Navigate to the release and service release (SR) that you downloaded.

Step 6   Hover your mouse over the filename and you see a window like this one that has the MD5 (circled in red for clarity):
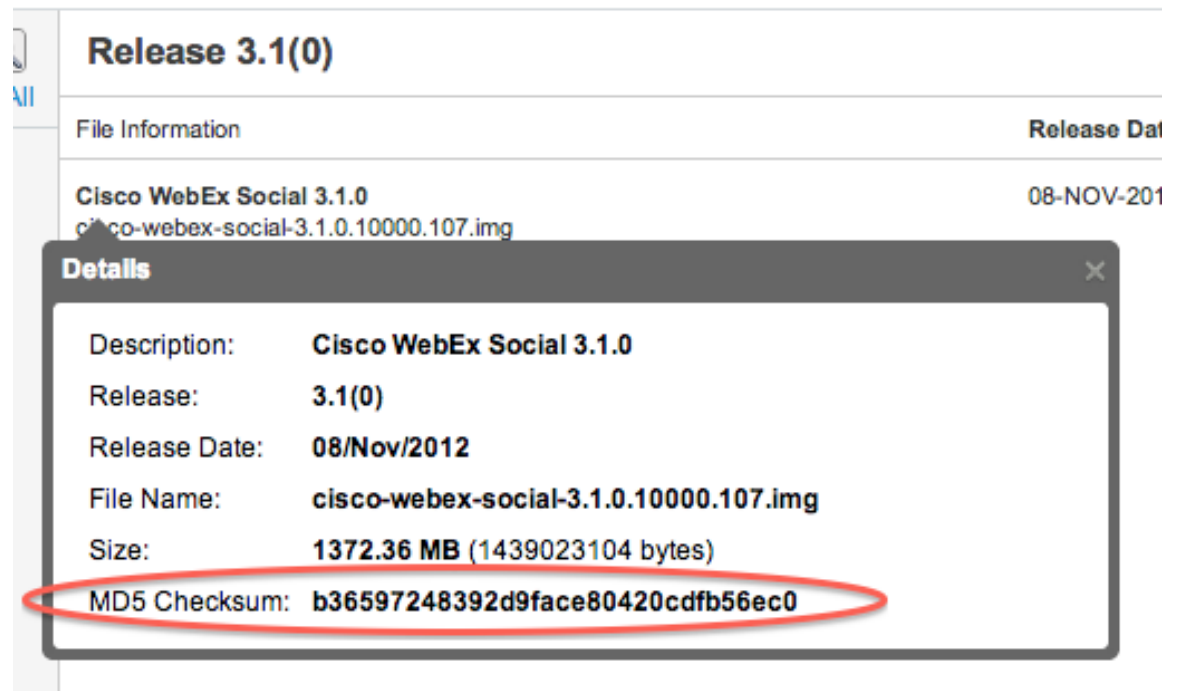
Step 7   Take note of the checksum.

Linux

Follow these steps to check the integrity of an .img file on Linux:

Step 1   Using SSH, log in to the server where the .img file resides.

Step 2   Go to the directory where the .img file resides.

Step 3   Run this command:

md5sum cisco-webex-social-*X.Y.Z.AAAAA.BBB*.img

where cisco-webex-social-X.Y.Z.AAAAA.BBB.img is the filename of the .img file you downloaded from CCO.

The output of this command will be the MD5 checksum and the file name, like so:

```
88a5dba53661da5dcd37f81011201933  cisco-webex-social-3.0.1.10305.39.img
```

Step 4   Compare the MD5 generated in the previous step with the MD5 that was obtained in the Obtaining the MD5 from CCO section.

Step 5   If they are not an identical match then your file download is corrupt and you should redownload the file before attempting to upgrade.

Mac OS

Follow these steps to check the integrity of an .img file on Mac:

Step 1   Open a terminal window on the Mac where the .img file resides.

Step 2   Go to the directory where the .img file resides.

Step 3   Run this command:

md5 cisco-webex-social-*X.Y.Z.AAAAA.BBB*.img

where cisco-webex-social-X.Y.Z.AAAAA.BBB.img is the filename of the .img file you downloaded from CCO.

The output of this command will be the MD5 checksum and the file name, like so:

```
88a5dba53661da5dcd37f81011201933  cisco-webex-social-3.0.1.10305.39.img
```

Step 4   Compare the MD5 generated in the previous step with the MD5 that was obtained in the Obtaining the MD5 from CCO section.

If they are not an identical match then your file download is corrupt and you should redownload the file before attempting to upgrade.

Windows

Windows users need to download the "FCIV" utility to check the integrity of an .img file. This Microsoft Knowledge Base article details where to get the required utility and how to use it:

http://support.microsoft.com/kb/889768

After you download and install the utility, follow these steps to check the integrity of an .img file on Windows:

Step 1   Open a Command Prompt window by clicking Start > Run and then typing cmd followed by the Enter key.

Step 2   In the command prompt that opens, go to the directory where the .img file resides.

Step 3   Run this command:

FCIV -md5 cisco-webex-social-*X.Y.Z.AAAAA.BBB*.img

where cisco-webex-social-X.Y.Z.AAAAA.BBB.img is the filename of the .img file you downloaded from CCO.

The output of this command will be the MD5 checksum and the file name, like so:

```
//
// File Checksum Integrity Verifier version 2.05.
//
88a5dba53661da5dcd37f81011201933   cisco-webex-social-3.0.1.10305.39.img
```

Step 4   Compare the MD5 generated in the previous step with the MD5 that was obtained in the Obtaining the MD5 from CCO section.

If they are not an identical match then your file download is corrupt and you should redownload the file before attempting to upgrade.