



Cisco WebEx Social Troubleshooting Guide, Release 3.4 and 3.4 SR1

Cisco Systems, Inc.
www.cisco.com

Cisco has more than 200 offices worldwide.
Addresses, phone numbers, and fax numbers
are listed on the Cisco website at
www.cisco.com/go/offices.

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The following information is for FCC compliance of Class A devices: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case users will be required to correct the interference at their own expense.

The following information is for FCC compliance of Class B devices: The equipment described in this manual generates and may radiate radio-frequency energy. If it is not installed in accordance with Cisco's installation instructions, it may cause interference with radio and television reception. This equipment has been tested and found to comply with the limits for a Class B digital device in accordance with the specifications in part 15 of the FCC rules. These specifications are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation.

Modifying the equipment without Cisco's written authorization may result in the equipment no longer complying with FCC requirements for Class A or Class B digital devices. In that event, your right to use the equipment may be limited by FCC regulations, and you may be required to correct any interference to radio or television communications at your own expense.

You can determine whether your equipment is causing interference by turning it off. If the interference stops, it was probably caused by the Cisco equipment or one of its peripheral devices. If the equipment causes interference to radio or television reception, try to correct the interference by using one or more of the following measures:

- Turn the television or radio antenna until the interference stops.
- Move the equipment to one side or the other of the television or radio.
- Move the equipment farther away from the television or radio.
- Plug the equipment into an outlet that is on a different circuit from the television or radio. (That is, make certain the equipment and the television or radio are on circuits controlled by different circuit breakers or fuses.)

Modifications to this product not authorized by Cisco Systems, Inc. could void the FCC approval and negate your authority to operate the product.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)



The Java logo is a trademark or registered trademark of Sun Microsystems, Inc. in the U.S. or other countries.



Preface ix

FAQs and Troubleshooting 1-1

Installation and Upgrade FAQs and Troubleshooting	1-2
Installation and Upgrade Troubleshooting	1-2
Core Functionality FAQs and Troubleshooting	1-2
Core Functionality Troubleshooting	1-2
Email Integration FAQs and Troubleshooting	1-3
Email Integration FAQs	1-3
Email Integration Troubleshooting	1-7
Email and Office Plug-in FAQs and Troubleshooting	1-10
Email and Office Plug-in FAQs	1-10
Calendar FAQs and Troubleshooting	1-11
Calendar FAQs	1-11
Calendar Troubleshooting	1-12
Video Calls FAQs and Troubleshooting	1-13
Video Calls FAQs	1-13
Video Calls Troubleshooting	1-15
Search FAQs and Troubleshooting	1-16
Search Troubleshooting	1-16
Health and Performance Monitoring FAQs and Troubleshooting	1-18
Health and Performance Monitoring FAQs	1-19
Health and Performance Monitoring Troubleshooting	1-19
Logs FAQs and Troubleshooting	1-20
Logs FAQs	1-20
Logs Troubleshooting	1-22
Director FAQs and Troubleshooting	1-22
Director FAQs	1-22
Director Troubleshooting	1-23
Worker FAQs and Troubleshooting	1-25
Worker FAQs	1-25
Message Queue FAQs and Troubleshooting	1-25
Message Queue Troubleshooting	1-25
Analytics FAQs and Troubleshooting	1-29

Analytics FAQs	1-29
My Library FAQs and Troubleshooting	1-29
My Library Troubleshooting	1-29
Framework FAQs and Troubleshooting	1-30
Framework FAQs	1-30
Streams FAQs and Troubleshooting	1-30
Streams FAQs	1-30
UC Integrations FAQs and Troubleshooting	1-31
UC Integrations Troubleshooting	1-31
Open API FAQs and Troubleshooting	1-31
Open API FAQs	1-31
OpenSocial FAQs and Troubleshooting	1-31
OpenSocial FAQs	1-32
OpenSocial Troubleshooting	1-32
Synthetic Monitoring FAQs and Troubleshooting	1-32
Synthetic Monitoring Troubleshooting	1-32
Using Jabber with Cisco WebEx Social FAQs and Troubleshooting	1-33
Using Jabber with Cisco WebEx Social FAQs	1-33
Using Sametime with Cisco WebEx Social FAQs and Troubleshooting	1-34
Using Sametime with Cisco WebEx Social FAQs	1-34
Using Sametime with Cisco WebEx Social Troubleshooting	1-34
SSL Termination FAQs and Troubleshooting	1-35
SSL Termination FAQs	1-35
SSL Termination Troubleshooting	1-35
Chat FAQs and Troubleshooting	1-36
Chat Troubleshooting	1-36
Centralized Credentials Management (Master Password) FAQs and Troubleshooting	1-36
Centralized Credentials Management (Master Password) FAQs	1-36
Session Centralization FAQs and Troubleshooting	1-37
Session Centralization FAQs	1-37
General Procedures	2-1
Obtaining Third Party Tools	2-1
Running Linux Commands on Nodes	2-2
Modifying Advanced Portal Properties	2-2
Setting Log Trace Levels	2-2
Checking Where solr Indexes Reside	2-3
On Search Store Nodes	2-3

On Index Store Nodes	2-3
How To Verify a WebEx Social Upgrade File Using MD5	2-4
Obtaining the MD5 from CCO	2-4
Linux	2-5
Mac OS	2-6
Windows	2-6
Manually Running Synthetic Monitor	2-7
Accessing the Notifier Administration Console	2-8
Accessing the Search Store Administration Console	2-9
Accessing the Index Store Administration Console	2-9
Accessing the Message Queue Administration Console	2-10
Performance and Health Monitoring	3-1
Collected Performance Data	3-1
Monitored Health Metrics	3-15
Logs	4-1
Logs Overview	4-1
Log Files Stored on the Director by Role	4-1
Locally-stored Log Files by Role	4-4
Understanding Logs	4-5
Monit Logs	4-6
Monit Starts Up	4-6
Monit Check Failed	4-6
Manually Restarting Monit	4-6
Resource Overutilization	4-7
Purging /opt	4-7
Nagios Starts Up/Shuts Down	4-7
Common False Positives	4-7
Node is No Longer Active/Available but Exists in the Topology	4-7
Monit service Not Running on a Node	4-8
Chart Data Missing for a Node	4-8
Failure: Core Service is Down for an Extended Period of Time	4-8
Rsyslog Starts Up/Shuts Down	4-9
Rsyslog is Rate Limited	4-9
Service is Down	4-9
Analytics Service Initialized Successfully	4-9
MapReduce Scheduler Logs	4-9
Calendar Logs	4-10

Getting a Month Worth of Meetings with Configured Domino and WebEx (No Cached Data)	4-10
Getting a Month Worth of Meetings with Configured Domino and WebEx (Cached Data)	4-12
Getting a Month Worth of Meetings with Configured WebDAV (No Cached Data)	4-13
Selecting a Domino Event from the List of Events	4-18
Framework Logs	4-19
Incorrect Theme ID	4-19
Streams Logs	4-19
Errors During Interpretation	4-19
VDL Backend Debugging	4-20
Email Integration Logs	4-21
Successfully Sent an Instant Email Notification	4-21
Successfully Sent an Email Digest	4-24
Problem with Connection to Postfix	4-29
No Active SMTP Server or No SMTP Server Defined in Configuration	4-31
VTL Syntax Error in Template File	4-32
Expected Warning Message in Worker Log	4-35
An Email is Sent Following a User Action	4-35
Email Sent to a Community or a Discussion Category	4-36
Office Plug-in Logs	4-37
User Enters Wrong Server URL in Settings	4-37
Office Plug-in Has Loaded Successfully	4-38
Failed Theme Update Due to Server Error	4-38
Failed Theme Update Due to Missing Image	4-38
Cisco WebEx Social Call Plug-in Logs	4-38
Error in User Configuration	4-39
WebEx Social for Office Logs	4-39
Client Lists Attachments to a Post	4-40
Client Lists Comments to a Post and Adds New Comment	4-40
Client Downloads File Successfully	4-40
Client Adds New Version of an Attachment	4-40
Server Side Logs of the Shared Changes Feature	4-41
Client Side Logs of the Shared Changes Feature	4-43
User Provided Invalid Token or Invalid Credentials	4-46
Open API Logs	4-47
Message Format	4-47
Click to Call and Click to Chat Logs	4-52
User Clicks to Call	4-52
User Clicks to Chat	4-53
Email Notifications About Announcements and Alerts	4-53

AnnouncementsMainJob Started	4-53
Announcement/Alert Subject to Email Notification is Found	4-54
Announcement/Alert Pushed to MQ and DB Status Updated	4-54
Consumer Retrieves Event from Queue	4-54
Email Successfully Prepared	4-55
SMTP Transportation Begins for Email	4-55
Email Message Sent Successfully	4-55
Generation of Email Failed	4-56
Synthetic Monitor	4-56
Centralized Credentials Management (Master Password)	4-56
Session Centralization	4-56
Normal startup	4-57
Issues Enforcing The Sessions Limitation	4-57



Preface

Overview

This guide provides troubleshooting hints, FAQs, and other information which can help you find and repair known faults which may occur with Cisco WebEx Social and its components.

Audience

This manual is intended for the system (or portal) administrator of Cisco WebEx Social. It can also be used by someone who administers a Cisco WebEx Social community.

Organization

This manual is organized as follows:

Chapter	Description
FAQs and Troubleshooting	Provides hints on how to overcome known issues or difficulties with configuring, operating or using Cisco WebEx Social. The information in the chapter is organized as Frequently Asked Questions (FAQs) and/or troubleshooting topics.
General Procedures	Provides extended verification and debugging information, as well as general procedures.
Performance and Health Monitoring	Provides information about the facilities in Cisco WebEx Social that provide for performance and health data.
Logs	Provides information about log file names and locations as well as other log-related information.

Related Documentation

- *Cisco WebEx Social Installation and Upgrade Guide*
- *Cisco WebEx Social Administration Guide*

- *Open Source Licenses and Notices for Cisco WebEx Social*
- *Cisco WebEx Compatibility Guide*
- *Cisco WebEx Social API Reference Guide*

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at http://www.access.gpo.gov/bis/ear/ear_data.html.

Document Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface .
<i>italic</i> font	Arguments for which you supply values are in <i>italics</i> .
[]	Elements in square brackets are optional.
{ x y z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in screen font.
boldface screen font	Information you must enter is in boldface screen font.
<i>italic screen</i> font	Arguments for which you supply values are in <i>italic screen</i> font.

Convention	Description
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords are in angle brackets.



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following convention:



Warning

IMPORTANT SAFETY INSTRUCTIONS

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device. Statement 1071

SAVE THESE INSTRUCTIONS





FAQs and Troubleshooting

This chapter provides FAQs and troubleshooting hints for various Cisco WebEx Social components.

This chapter is organized as follows:

- [Installation and Upgrade FAQs and Troubleshooting, page 1-2](#)
- [Core Functionality FAQs and Troubleshooting, page 1-2](#)
- [Email Integration FAQs and Troubleshooting, page 1-3](#)
- [Email and Office Plug-in FAQs and Troubleshooting, page 1-10](#)
- [Calendar FAQs and Troubleshooting, page 1-11](#)
- [Video Calls FAQs and Troubleshooting, page 1-13](#)
- [Search FAQs and Troubleshooting, page 1-16](#)
- [Health and Performance Monitoring FAQs and Troubleshooting, page 1-18](#)
- [Logs FAQs and Troubleshooting, page 1-20](#)
- [Director FAQs and Troubleshooting, page 1-22](#)
- [Worker FAQs and Troubleshooting, page 1-25](#)
- [Message Queue FAQs and Troubleshooting, page 1-25](#)
- [Analytics FAQs and Troubleshooting, page 1-29](#)
- [My Library FAQs and Troubleshooting, page 1-29](#)
- [Framework FAQs and Troubleshooting, page 1-30](#)
- [Streams FAQs and Troubleshooting, page 1-30](#)
- [UC Integrations FAQs and Troubleshooting, page 1-31](#)
- [Open API FAQs and Troubleshooting, page 1-31](#)
- [OpenSocial FAQs and Troubleshooting, page 1-31](#)
- [Synthetic Monitoring FAQs and Troubleshooting, page 1-32](#)
- [Using Jabber with Cisco WebEx Social FAQs and Troubleshooting, page 1-33](#)
- [Using Sametime with Cisco WebEx Social FAQs and Troubleshooting, page 1-34](#)
- [SSL Termination FAQs and Troubleshooting, page 1-35](#)
- [Chat FAQs and Troubleshooting, page 1-36](#)
- [Centralized Credentials Management \(Master Password\) FAQs and Troubleshooting, page 1-36](#)
- [Session Centralization FAQs and Troubleshooting, page 1-37](#)

Installation and Upgrade FAQs and Troubleshooting

- [Installation and Upgrade Troubleshooting, page 1-2](#)

Installation and Upgrade Troubleshooting

This section provides the following troubleshooting information:

- [Symptom](#) The Topology page on the Director is empty after upgrade.
- [Symptom](#) After an upgrade, the Director's Health page displays Integrity check alerts.

Symptom The Topology page on the Director is empty after upgrade.

Possible Cause After upgrading Cisco WebEx Social to a newer version, the System > Topology page on the Director displays an empty server list.

Recommended Action Refresh your web browser using F5 or Ctrl-F5 (for hard refresh).

Symptom After an upgrade, the Director's Health page displays Integrity check alerts.

Possible Cause This issue may arise if the scheduled run of the Integrity service coincides with the upgrade process in which case the integrity check expectably fails because files are changing.

Recommended Action Manually rerun the integrity check on the affected nodes. Take these steps:

-
- | | |
|---------------|--|
| Step 1 | Find the affected nodes' hostnames by looking at the Health page and taking note of the Host column of each occurrence of the alert. |
| Step 2 | Log in to each of the affected nodes using user admin and execute this command:

<code>sudo /opt/cisco/bin/integrity.sh --run-check</code> |
| Step 3 | After running this command, verify the messages log for this particular node in the Director logs to check for any errors resulting from the integrity check script. The alerts from the Director's Health page should disappear in a few minutes. |
-

Core Functionality FAQs and Troubleshooting

- [Core Functionality Troubleshooting, page 1-2](#)

Core Functionality Troubleshooting

This section provides the following troubleshooting information:

- [Symptom](#) File attached to an update is not visible in full page view.
- [Symptom](#) Community creation pauses indefinitely.

Symptom File attached to an update is not visible in full page view.

Possible Cause This issue can appear when you have your browser idle in Cisco WebEx Social for a long period (for example: > 8 hours). More specifically, these conditions must have all been true:

- The Cisco Social session timeout has been increased in Web.xml to more than the default 8 hours.
- The attachment clean-up interval parameter (com.cisco.ecp.vdl.attachment.cleanup.job.interval) has not been changed.
- The update has been posted after waiting on the compose screen for a significant amount of time (more than com.cisco.ecp.vdl.attachment.cleanup.job.interval).

Recommended Action To prevent this issue from appearing again, sign in to the Director, go to Application > Portal > Advanced Portal Properties and search for com.cisco.ecp.vdl.attachment.cleanup.job.interval. Set its value to be one hour longer than the session timeout. (Note that the com.cisco.ecp.vdl.attachment.cleanup.job.interval is in minutes while the session timeout is in hours.)

Symptom Community creation pauses indefinitely.

Possible Cause This issue may be due to you NFS storage being unreachable.

Recommended Action Check to see if your NFS storage is running and responding and that it is reachable from the network segment Cisco WebEx Social is in.

Email Integration FAQs and Troubleshooting

- [Email Integration FAQs, page 1-3](#)
- [Email Integration Troubleshooting, page 1-7](#)

Email Integration FAQs

- [Q. How do I set the log trace levels for Outbound Email and what log files to collect?](#)
- [Q. How do I set the log trace levels for Inbound Email and what log files to collect?](#)
- [Q. How do I set the log trace levels for Digest Scheduler?](#)
- [Q. How do I set the log trace levels for Postfix?](#)
- [Q. What is the size of an email notification and can I control it?](#)
- [Q. Why are some images from the post displayed as thumbnails in the email notification?](#)
- [Q. How do I verify that Inbound Email is functioning properly?](#)
- [Q. How do I set the log trace levels for Email Notifications for Alerts and Announcements?](#)
- [Q. Now that the inbound and outbound email uses RabbitMQ instead of ActiveMQ, has anything changed in respect to how the features work?](#)

Q. How do I set the log trace levels for Outbound Email and what log files to collect?

A. Set the Outbound Email category on one or more Worker nodes as follows:

- ERROR for normal operation.
- DEBUG to gather detailed information.

In addition you may want to enable DEBUG level for the QUAD_EVENTING category on Worker nodes.

Collect the following log files from each Worker node:

- Worker
- postfix (see [Q. How do I set the log trace levels for Postfix?](#))

See [Setting Log Trace Levels, page 2-2](#) for detailed steps.

Q. How do I set the log trace levels for Inbound Email and what log files to collect?

A. Set the Inbound Email category on an App Server and a Worker node (or all nodes of these types) to:

- ERROR for normal operation.
- DEBUG to gather detailed information.

Collect the following log files from each Worker node:

- Worker
- postfix (see [Q. How do I set the log trace levels for Postfix?](#))

See [Setting Log Trace Levels, page 2-2](#) for detailed steps.

Q. How do I set the log trace levels for Digest Scheduler?

A. Set the Digest Scheduler on one or all Worker nodes as follows:

- ERROR for normal operation.
- DEBUG to gather detailed information.

Collect the following log files from each Worker node:

- Worker
- App Server

See [Setting Log Trace Levels, page 2-2](#) for detailed steps.

Q. How do I set the log trace levels for Postfix?

A. If you suspect an issue between Postfix and the SMTP server Postfix is talking to, you can enable verbose logging of all SMTP messaging in the maillog file. Take these steps:

Step 1 Log in to each Worker node as admin and run this command: **sudo vi /etc/postfix/main.cf**

Step 2 In the vi editor, add the following line (assuming it is not already present in the file):

```
debug_peer_list = example.com
```

where *example.com* is the domain of the SMTP server that Postfix is sending to.

Step 3 Save the changes.

Step 4 Run this command to restart Postfix: **sudo service postfix restart**

It is recommended to undo the changes after you are finished troubleshooting. To undo the changes:

-
- Step 1** Log in to each Worker node as admin and run this command: **sudo vi /etc/postfix/main.cf**
- Step 2** In the vi editor, remove the line that you added.
- Step 3** Save the changes.
- Step 4** Run this command to restart Postfix: **sudo service postfix restart**
-

Q. What is the size of an email notification and can I control it?

A. Mail notifications vary in size depending on the content (how much text and how many images are included) but cannot exceed 5MB. The summary size of all text inside an email notification cannot exceed 1MB and the summary size of all images cannot exceed 4MB. In case the former limitation is exceeded, a Read More link is displayed. In case the later limitation is exceeded, a generic thumbnail is displayed instead of images. These limits are not configurable.

Q. Why are some images from the post displayed as thumbnails in the email notification?

A. When the cumulative size of the post images exceeds a certain limit or another size limit is reached (see [Q. What is the size of an email notification and can I control it?](#)) images (starting from the bottom) are replaced in the email notification for that post by generic file type thumbnails to minimize size. How many images are replaced depends on how much size needs to be saved. As a side effect, bottom images that need to be replaced but have also been inserted one or more times up the post, are all displayed as thumbnails, even if the size restrictions do not require this.

Q. How do I verify that Inbound Email is functioning properly?

A. Take these general steps:

- SMTP server
 - Verify that the SMTP server is configured properly and that a forward zone and an MX record are in place for the domain of the email recipients, otherwise undeliverable mail notifications might be received.
- Postfix MTA
 - Ensure that the postfix service is running on the Worker node behind the port specified in the configuration (the default is 25)
 - Ensure that the firewall is not blocking the postfix service
 - Verify that messages are properly deferred from the postfix queues. If not, there might be some problem communicating with SubethaSMTP—either the server is not running or postfix is not configured properly.
- SubethaSMTP MDA
 - Ensure that the SubethaSMTP server is running on the Worker node behind the port specified in the configuration (the default is 2025)
- NFS
 - Verify that the specified folder has been created (the default is data\inboundmail) on the NFS storage and that the owner of the folder is quad:quad. Otherwise there might be problems storing new messages.
- OracleDB
 - Verify that the sender email address belongs to a WebEx Social user and that the user is active and has accepted the license agreement.

- Verify that the user has permission to create content (in the corresponding community). Not having permission should result in respective log messages being written to the App Server log.
- MongoDB
 - Verify that the recipients and messageThread collections exist
 - Verify that there is a recipient whose _emailAddress matches the local part of the email address of the email recipient
 - Verify that the recipient's classNameId value is proper (Group in case of writing to a community, PostMapping in case of writing to a post, MBCategory in case of writing to a discussion category) and that the classPK points to an existing object of the determined type
 - In the case of an email reply, verify that the parent message can be looked up by its in-reply-to, references or threadindex headers

Q. How do I set the log trace levels for Email Notifications for Alerts and Announcements?

A. Set the Outbound Email category as described in [Q. How do I set the log trace levels for Outbound Email and what log files to collect?](#). Set the Digest Scheduler category as described in [Q. How do I set the log trace levels for Digest Scheduler?](#) If you suspect an issue between Postfix and the SMTP server Postfix is talking to, enable verbose logging of all SMTP messaging as described in [Q. How do I set the log trace levels for Postfix?](#)

Q. Now that the inbound and outbound email uses RabbitMQ instead of ActiveMQ, has anything changed in respect to how the features work?

A. The features function the same way as before. However, a set of new Advanced Portal Properties has been added to compensate for differences between the two message queue implementations:

For inbound email:

- inboundmail.retry.interval=5000
- inboundmail.max.retry.count=4
- inboundmail.initial.pool.size=3
- inboundmail.max.pool.size=5
- inboundmail.idle.threads.keepalive=10000
- inboundmail.pool.queue.capacity=10

For outbound email:

- outbound.retry.interval=5000
- outbound.max.retry.count=4
- outbound.instant.initial.pool.size=2
- outbound.instant.max.pool.size=3
- outbound.instant.idle.threads.keepalive=10000
- outbound.instant.pool.queue.capacity=6
- outbound.digest.initial.pool.size=1
- outbound.digest.max.pool.size=1
- outbound.digest.idle.threads.keepalive=10000
- outbound.digest.pool.queue.capacity=2

Email Integration Troubleshooting

This section provides the following troubleshooting information:

- **Symptom** A reply created using Outlook/OWA is added as first level comment in WebEx Social instead of as a reply.
- **Symptom** Out of the Office auto replies to WebEx Social email notifications are added as content in WebEx Social.
- **Symptom** A number of (or all) users did not receive their email digests (summary of important updates).
- **Symptom** Users receive multiple daily digests.
- **Symptom** Users receive multiple weekly digests.
- **Symptom** Inbound email does not appear as content in Cisco WebEx Social.
- **Symptom** Some replies are saved as new posts containing the entire email thread as opposed to comments to the original content.
- **Symptom** Users are not receiving any emails generated by Cisco WebEx Social.
- **Symptom** Video thumbnails do not display in email notifications.
- **Symptom** Email notifications about alerts and announcements stop sending out.

Symptom A reply created using Outlook/OWA is added as first level comment in WebEx Social instead of as a reply.

Possible Cause Your organization is using Microsoft Exchange Server 2003 without the KB908027 fix applied.

Recommended Action Apply the fix or upgrade to the latest version of Microsoft Exchange Server 2003. For more information, see <http://support.microsoft.com/kb/908027>.

Symptom Out of the Office auto replies to WebEx Social email notifications are added as content in WebEx Social.

Possible Cause The user account sending the Out of Office message is hosted on Microsoft Exchange Server 2003.

Recommended Action Mail accounts running on later versions of Microsoft Exchange Server or IBM Lotus Domino should not run into this issue.

Symptom A number of (or all) users did not receive their email digests (summary of important updates).

Possible Cause You have recently increased or decreased `worker.digestscheduler.mainJobRepeatInterval`. After the value has been modified and saved, the Digest Scheduler waits for that interval before it runs again. Depending on a number of related factors some users may be skipped when creating digests.

Recommended Action Wait for `worker.digestscheduler.mainJobRepeatInterval` to run out (30 min. if left at its default), then the digests should start arriving on schedule.

Possible Cause The user has requested a daily digest and you have set `worker.digestscheduler.mainJobRepeatInterval` to a large value that makes the next run of the Digest Scheduler to fall into the next day.

Recommended Action When you are setting the `worker.digestscheduler.mainJobRepeatInterval` parameter, take the “Daily Digest Notification Time” value (Director > Application > Portal > Email Digest) in consideration. Set `worker.digestscheduler.mainJobRepeatInterval` to a value that allows the Digest Scheduler to run at least once in the time frame between “Daily Digest Notification Time” and the end of the day.

For example if you have set “Daily Digest Notification Time” to 23:00 (11 pm), that leaves the Digest Scheduler only 1 hour to start and complete its run; ensure this by setting `worker.digestscheduler.mainJobRepeatInterval` to less than an hour.

Possible Cause The user has recently changed their time zone. If the new time zone has already been notified, the affected user does not receive their daily report.

Recommended Action Keeping the time zone setting should allow the user to receive future daily reports on schedule.

Symptom Users receive multiple daily digests.

Possible Cause The Administrator has changed the Daily Digest Notification Time after the daily digest has been sent out for the day.

Recommended Action If you want to avoid duplicate daily digests when changing Daily Digest Notification Time to an earlier time, ensure you make the change before the original time comes for the day.

Possible Cause The user has recently changed their time zone. If the new time zone has not been notified yet, the affected user receives a second report.

Recommended Action Keeping the time zone setting should allow the user to receive future daily reports on schedule.

Symptom Users receive multiple weekly digests.

Possible Cause The Administrator has changed the Weekly Digest Notification Date forward after the weekly digest has been sent out for the week.

Recommended Action If you want to avoid duplicate weekly digests, ensure you make the change to Weekly Digest Notification Date before the original time comes for the week.

Symptom Inbound email does not appear as content in Cisco WebEx Social.

Possible Cause The Worker node is restarting or has just been restarted.

Recommended Action Wait for about 10 minutes. After that, the emails that have been sent should appear as content.

Symptom Some replies are saved as new posts containing the entire email thread as opposed to comments to the original content.

Possible Cause This issue can arise if the original email has not yet been processed by Cisco WebEx Social.

Recommended Action If you experience this issue often, check the Dashboard for the Worker nodes (Director GUI > Stats). If the App Server/Worker nodes are under heavy load—as indicated by the CPU and Load charts—then consider adding more App Server or Worker nodes, or both.

Possible Cause This issue can arise if some of the SMTP headers that Cisco WebEx Social uses to identify the message thread have been deleted or lost.

Recommended Action Check to see if the all these SMTP headers are present in the email and if they have a meaningful value:

- In-Reply-To
- References
- Thread-Index

If one or more of the headers are missing, investigate to find out why and at what stage these headers have been lost.

Symptom Users are not receiving any emails generated by Cisco WebEx Social.

Possible Cause Your email relay is not relaying messages coming from Cisco WebEx Social.

Recommended Action Configure your email relay host to properly relay messages coming from Worker nodes.

Symptom Video thumbnails do not display in email notifications.

Possible Cause Worker nodes do not have the Show and Share (SNS) security certificates installed. Because email notifications are generated on the Worker role, all Worker nodes should have access to the Show and Share server to be able to access video thumbnail and URL data.

Recommended Action Ensure that you have installed the SNS security certificates on all App Server and Worker nodes. For installing the certificates on App Server nodes, see “Cisco Show And Share” in the *Cisco WebEx Social Administration Guide*. To install the certificates on Worker nodes, complete the following steps on each Worker node:

-
- | | |
|---------------|--|
| Step 1 | Using your preferred method, copy the SNS certificate PEM file to the /home/admin directory on the Worker node. |
| Step 2 | Log in to the Worker node as admin and select Drop to shell . |
| Step 3 | Run this command:

<code>cd /usr/java/default/lib/security/</code> |
| Step 4 | Import the PEM certificate file into the Java keystore by typing the following command:

<code>sudo ../../bin/keytool -import -keystore cacerts -alias <certificate alias> -file /home/admin/<certificate filename></code> |

where *certificate alias* is an arbitrary name such as the SNS server hostname; *certificate filename* is the name of the PEM file containing the certificate.

Step 5 When prompted, enter the keystore password: *changeit*

Step 6 Restart the Worker service:
service worker restart

Symptom Email notifications about alerts and announcements stop sending out.

Possible Cause This issue may appear after the Worker node is restarted. Alerts and announcements are then held in pending state because the main alerts/announcements job has entered an ERROR state.

Recommended Action Take the following steps to restore the notifications:



Note The following steps are only to be taken by or under the supervision of Cisco Advanced Services.

Step 1 Log in to Oracle.

Step 2 Check in what state the triggers are by executing this Oracle statement:

```
select count(*)
from worker_triggers wt
where wt.trigger_state = 'ERROR';
```

Step 3 If you receive more that “0” out of this step then execute the following statement to bring the triggers back to operational state:

```
update worker_triggers wt
set wt.trigger_state = 'WAITING'
where wt.trigger_state = 'ERROR';
```

Email and Office Plug-in FAQs and Troubleshooting

- [Email and Office Plug-in FAQs, page 1-10](#)

Email and Office Plug-in FAQs

- [Q. Does the Cisco WebEx Social Email Plug-in log information on the user computer?](#)
- [Q. How do I enable logging for the office plug-in on the client machine?](#)
- [Q. How do I set the server log trace levels for the office plug-in?](#)

Q. Does the Cisco WebEx Social Email Plug-in log information on the user computer?

A. Yes. These are the log file locations depending on the email client:

- Microsoft Outlook on Windows 7: %USERPROFILE%\AppData\Local\Cisco\WebEx Social Email Plugin\WebexSocialPluginLog.txt
- Microsoft Outlook on Windows XP: %USERPROFILE%\Local Settings\Application Data\Cisco\WebEx Social Email Plugin\WebExSocialPluginLog.txt
- IBM Lotus Notes: %USERPROFILE%\AppData\Local\Lotus\Notes\Data\quadlogs

Q. How do I enable logging for the office plug-in on the client machine?

A. The default log level is ERROR. If you want to collect detailed information, right-click the WebEx Social for Office icon in the Windows notification area and select Settings. Then, on the Logs tab, check Trace Logging Enabled. These are the log file locations per OS version:

- For Windows 7: %USERPROFILE%\AppData\Local\WebEx Social\Log\
- For Windows XP: %USERPROFILE%\Local Settings\Application Data\Cisco\Quad for Office\Log\

Q. How do I set the server log trace levels for the office plug-in?

A. Set the Office API & Attachment category on one or more App Server nodes to:

- INFO for normal operation.
- DEBUG or TRACE to get more information.

See [Setting Log Trace Levels, page 2-2](#) for detailed steps.

In addition, if Docx4j appears in any stack traces, then increase the Log4J logging level for org.docx4j.

Calendar FAQs and Troubleshooting

- [Calendar FAQs, page 1-11](#)
- [Calendar Troubleshooting, page 1-12](#)

Calendar FAQs

- [Q. How do I set the log trace levels for the Calendar?](#)
- [Q. Can I switch a user from Microsoft Exchange to Lotus Domino \(or vice versa\)?](#)
- [Q. In what time zone are the calendar events displayed?](#)

Q. How do I set the log trace levels for the Calendar?

A. Set the Calendar category on an App Server node to:

- ERROR for normal operation.
- INFO to track cache misses. This level should be relatively safe to use for long periods of time.
- DEBUG to track all calls to the cache. Avoid using this level for long periods on production environments.
- TRACE if you want to see the responses from the different servers and should be used for troubleshooting purposes on a case by case basis.

When viewing logs, look for the AGGREGATED_CALENDAR log key.

See [Setting Log Trace Levels, page 2-2](#) for detailed steps.

- Q.** Can I switch a user from Microsoft Exchange to Lotus Domino (or vice versa)?
- A.** The described is not possible in the current release. After the user account has been configured to connect to a certain type of calendar server, it cannot be changed. In Account Settings, the user continues to see the same type of calendar server even if the administrator changes the type for the organization in Control Panel.
- Q.** In what time zone are the calendar events displayed?
- A.** The Calendar application displays events in the time zone of the browser. Server-side, all dates are accepted and returned in UTC. Date transformation to user time is performed in the browser.

Calendar Troubleshooting

This section provides the following troubleshooting information:

- [Symptom LDAP user cannot connect to Microsoft Exchange Server through WebDAV.](#)
- [Symptom Domino users who connect through SSL cannot connect after upgrading WebEx Social.](#)

Symptom LDAP user cannot connect to Microsoft Exchange Server through WebDAV.

Possible Cause (Only if “Use LDAP Directory Synchronization” is checked in the Calendar Configuration under Server > Common Configurations.) The user email address has been changed. Because WebEx Social uses the prefix of the email address to construct the WebDAV URL, the user can be prevented from connecting to Microsoft Exchange.

Recommended Action Ask the user to complete these steps:

-
- Step 1** Open your profile menu and click Account Settings.
- Step 2** Click Calendar and WebEx login.
- Step 3** Under Microsoft Exchange, change the Server URL as follows:
1. Identify your email prefix in the URL. It is the ending part starting right after the last forward slash (/). For example if your URL is `http://dev.example.com/Exchange/emma.jones`, “emma.jones” is your email prefix.
 2. Replace your previous email prefix with your new email prefix. For example if your email prefix has been changed from emma.jones to ejones, your URL should look like this:
`http://dev.example.com/Exchange/ejones`
- Step 4** Click Test.
- The connection should succeed.
-

Symptom Domino users who connect through SSL cannot connect after upgrading WebEx Social.

Possible Cause The IBM Lotus Domino SSL security certificate has been invalidated by WebEx Social.

Recommended Action Reimport the SSL security certificate. See the Administration Guide for detailed instructions.

Symptom I added a new attendee to a recurring meeting using Microsoft Outlook but the new name does not appear in the Calendar application in Cisco WebEx Social.

Possible Cause There is a known issue with some versions of Microsoft Exchange Server when calendaring information is fetched over WebDAV.

Recommended Action Use Microsoft Outlook Web Access to edit the recurring meeting instead of Microsoft Outlook.

Video Calls FAQs and Troubleshooting

- [Video Calls FAQs, page 1-13](#)
- [Video Calls Troubleshooting, page 1-15](#)

Video Calls FAQs

- [Q. How do I check what Call Plug-in version is available on WebEx Social?](#)
 - [Q. Why does the video always appear on top hiding other WebEx Social elements?](#)
 - [Q. Does the WebEx Social Call Plug-in log information during installation?](#)
 - [Q. Does the WebEx Social Call Plug-in log information during operation?](#)
 - [Q. How do I enable JavaScript logging for the Call Plug-in?](#)
 - [Q. What is the device configuration file and how do I download it?](#)
 - [Q. What are the dial rules files and how do I download them for troubleshooting purposes?](#)
 - [Q. How do I remove a whitelisted domain \(user selected “Always Allow” in the Cisco Call Plug-in security dialog box.\)](#)
- Q.** How do I check what Call Plug-in version is available on WebEx Social?
- A.** Open the following URL:
- `http://<WS base url>/plugin/cwc/CWICPluginVersion`
- where <WS base url> is the URL you use to access WebEx Social.
- Q.** Why does the video always appear on top hiding other WebEx Social elements?
- A.** With the intention to provide the best possible video experience to users, WebEx Social tries to use hardware acceleration when available. Because of that most other HTML elements cannot be placed on top of the video frame. Some web browsers may behave differently than others.
- Q.** Does the WebEx Social Call Plug-in log information during installation?

- A.** If you face problems when installing or uninstalling the WebEx Social Call Plug-in, locate the installation log under:

Windows 7: %USERPROFILE%\AppData\Local\Temp\WebCommunicator.LOG

Windows XP: %USERPROFILE%\Local Settings\Temp\WebCommunicator.LOG

Mac OSX: /private/var/log/install.log

- Q.** Does the WebEx Social Call Plug-in log information during operation?

- A.** If you suspect the WebEx Social Call Plug-in is not operating correctly, locate the operation log under:

Windows 7: %USERPROFILE%\AppData\Local\softphone.log

Windows XP: %USERPROFILE%\Local Settings\Application Data\softphone.log

Mac OSX: /Users/{ \$USER }/Library/Application Support/softphone.log

- Q.** How do I enable JavaScript logging for the Call Plug-in?

- A.** Appending “?isDebug=true” at the end of the URL in your browser allows you to view detailed operational information about the WebEx Social Call Plug-in in tools such as FireBug.

- Q.** What is the device configuration file and how do I download it?

- A.** The device configuration file is an XML file that is downloaded from the Cisco Unified Communications Manager (CUCM) by the Cisco WebEx Social Call Plug-in over TFTP. You can download it for troubleshooting purposes by pointing your browser to this URL: `http://<CUCM_Server>:{6970|69}/ecp<user screen name>.cnf.xml` where *CUCM server* is the IP address of FQDN of your CUCM.

- Q.** What are the dial rules files and how do I download them for troubleshooting purposes?

- A.** The Cisco WebEx Social Call Plug-in downloads two additional files from the CUCM server that contain dialing rules. These are:

- **AppDialRules**—Contains the rules that the plug-in applies to any phone number before making a call so that the outgoing call could have a correct and complete phone number. You can download the file for troubleshooting purposes by going to this URL:
`http://<CUCM_Server>:6970/CUPC/AppDialRules.xml`

Example:

```
<DialRule BeginsWith="408902" NumDigits="10" DigitsToRemove="2" PrefixWith=""/>
<DialRule BeginsWith="1408902" NumDigits="11" DigitsToRemove="3" PrefixWith=""/>
<DialRule BeginsWith="408525" NumDigits="10" DigitsToRemove="3" PrefixWith="8"/>
<DialRule BeginsWith="408526" NumDigits="10" DigitsToRemove="3" PrefixWith="8"/>
```

- **DirLookupDialRules**—Contains rules that are applied to a number in case of directory look-ups such as reverse look ups during an incoming call. You can download the file for troubleshooting purposes by going to this URL: `http://<CUCM_Server>:6970/CUPC/DirLookupDialRules.xml`

Example:

```
<DialRule BeginsWith="22101" NumDigits="10" DigitsToRemove="1" PrefixWith="2"/>
<DialRule BeginsWith="902" NumDigits="7" DigitsToRemove="0" PrefixWith="+1408"/>
<DialRule BeginsWith="8256" NumDigits="8" DigitsToRemove="1" PrefixWith="+1206"/>
<DialRule BeginsWith="8525" NumDigits="8" DigitsToRemove="1" PrefixWith="+1408"/>
```

- Q.** How do I remove a whitelisted domain (user selected “Always Allow” in the Cisco Call Plug-in security dialog box.)

- A.** The preference to always allow a domain is stored on the user computer. To remove a whitelisted domain:
- On Windows—Delete the registry entry for the domain at HKCU\Software\Cisco Systems, Inc.\Web Communicator\AlwaysAllow*domain.name*
Where *domain.name* is the name of the whitelisted domain.
 - On Mac OS X—Delete the entry for the domain associated with com.cisco.CiscoWebCommunicator from the Mac OS X user defaults system.

Video Calls Troubleshooting

This section provides the following troubleshooting information:

- **Symptom** I choose to send my video but the remote device does not display it.
- **Symptom** Video originating from WebEx Social does not utilize the entire screen on some hardware communication devices.
- **Symptom** Error appears when the WebEx Social Call Plug-in is trying to load: “The Call Plug-in loaded successfully but there was a problem registering your phone.”
- **Symptom** Call cannot be placed with the Cisco WebEx Social Call Plug-in.

Symptom I choose to send my video but the remote device does not display it.

Possible Cause A network/Internet security software on your computer is blocking the outbound connection.

Recommended Action The security software may or may not notify you of blocked connections. In both cases the solution is to whitelist the WebEx Social Call Plug-in in your security software.

Symptom Video originating from WebEx Social does not utilize the entire screen on some hardware communication devices.

Possible Cause The device does not have RTCP enabled. RTCP allows devices connected to CUCM to negotiate the best possible video resolution between endpoints. The option is enabled on the WebEx Social Call Plug-in by default.

Recommended Action In your Cisco Unified Communications Manager, ensure RTC is enabled for any devices that receives video from WebEx Social.

Symptom Error appears when the WebEx Social Call Plug-in is trying to load: “The Call Plug-in loaded successfully but there was a problem registering your phone.”

Possible Cause Another device of the same type (Client Services Framework/ECP) has already registered onto the Cisco Unified Communications Manager (CUCM).

Recommended Action To see if another device has registered, go to the CUCM > Device > Phone and search for ECP<username> where <username> is the screen name of the user.

The IP Address column shows the IP address from which the ECP device is currently registered. If the Status column displays “Unregistered”, IP Address is the last address that have been registered with that device. If the status is Registered or the IP Address does not correspond to the last location from where you used your Cisco WebEx phone, then some other application is using the ECP device. Unregister the device and reload the Cisco WebEx Social Call Plug-in before retrying a call.

Symptom Call cannot be placed with the Cisco WebEx Social Call Plug-in.

Possible Cause The Cisco WebEx Social Call Plug-in cannot download the device configuration file from the CUCM. The Call Plug-in reports the following:

```
0x107dd0000] csf.ecc: libXML2 msg: "Namespace prefix xsi for type on device is not
defined"
22-Jun-2012 16:12:55,207 -0700 ERROR [0x107dd0000] csf.ecc: insecureRetrieveConfig()
file tftp://example.com/ecpapkshirs.cnf.xml requires security
22-Jun-2012 16:12:55,207 -0700 ERROR [0x107dd0000] csf.ecc.api: fetchDeviceConfig()
could not obtain config for ecpapkshirs
22-Jun-2012 16:12:55,207 -0700 INFO [0x107dd0000] csf.ecc.api:
getLastTFTPServerUsed() =
22-Jun-2012 16:12:55,207 -0700 INFO [0x107dd0000] csf.ecc.api:
getLastCCMCIPServerUsed() =
22-Jun-2012 16:12:55,207 -0700 INFO [0x107dd0000] csf.ecc.api: connect(eSoftPhone,
ecpapkshirs, )
22-Jun-2012 16:12:55,207 -0700 ERROR [0x107dd0000] csf.ecc: doConnect() failed - No
local IP address set! : eNoLocalIpConfigured
```

The Call Plug-in only supports unsecured devices. If the CUCM device is configured otherwise, this may prevent the Call Plug-in from downloading the device configuration file.

Recommended Action Check if there is network connectivity between the Call Plug-in and the CUCM. Also check if the device configuration file contains this line:
<capfAuthMode>0</capfAuthMode>. If the value is different than 0, then the device in CUCM has been set up as secured, which is not supported by the Call Plug-in. To remedy this, change Device > Phone > <username> > Certification Authority Proxy Function (CAPF) Information > Certificate Operation to No Pending Operation.

Search FAQs and Troubleshooting

- [Search Troubleshooting, page 1-16](#)

Search Troubleshooting

This section provides the following troubleshooting information:

- **Symptom** When I do a global or local search I get the “Internal Server 500” error.
- **Symptom** When I open My Library I get the “An unexpected error occurred” message.

Symptom When I do a global or local search I get the “Internal Server 500” error.

Possible Cause The service is not operational.

Recommended Action Check if the master Search Store, all slave Search Store nodes and the Index Store (if enabled) are operational. These are actions you can take:

On Search Store nodes, run this command as admin:

```
sudo service search status
```

On the Index Store node, run this command as admin:

```
sudo service searchcache status
```

Check if Solr administration console on each of the above nodes is accessible—see [Accessing the Search Store Administration Console, page 2-9](#), and [Accessing the Index Store Administration Console, page 2-9](#).

Possible Cause Misconfiguration.

Recommended Action Check if the master Search Store, all slave Search Store nodes and the Index Store (if enabled) are properly configured in portal-ext.properties on the App Server. These parameters must be set in accordance with your specific deployment:

```
solr.masters
```

```
solr.slave.region.1 (and other slaves if solr.slave.regions > 1)
```

```
search.cache.url
```

```
search.cache.post.url
```

```
search.cache.video.url
```

```
search.cache.social.url
```

```
search.cache.follower.url
```

Possible Cause Not enough disk space.

Recommended Action Take these steps:

Step 1 First check if this is indeed the cause:

- If the disk space on the node is getting low, you must have received an alert about this on the Health page of the Director.
- You can also check manually. To do that, run this command on each Search Store machine (see [Running Linux Commands on Nodes, page 2-2](#)):

```
df -h
```

In the output, find the line that has “/” in the “Mounted on” column. A volume that is out of disk space will show 100% in the “Use%” column.

Step 2 Stop Search:

```
service search stop
```

Step 3 Clean up disk space.

Step 4 Restart Search:

```
service search start
```

Possible Cause Server errors (500 Internal Server Error).

Recommended Action If you are getting “500 Internal Server Error” in the logs (the App Server logs, the master/slave Search Store logs, or the Index Store request logs) instead of 200 status codes for each request, then the machine may be out of disk space or the indexes may be corrupt.

If the machine is out of disk space, see the “Out of disk space” Possible Cause above.

Otherwise the indexes may be corrupt. Take these corrective steps:

-
- Step 1** First verify that the indexes are indeed corrupted. Check solr-out.log in solr\bin\logs. Indexes are most probably corrupt if the log file contains either of the following:
- “lucene” error messages
 - Non-200 statuses of HTTP requests
 - Lock-related error messages such as “org.apache.solr.common.SolrException: Lock obtain timed out: SimpleFSLock”
- Another symptom is to see a core or more missing in the Index Store administrator portal. There should be a total of 5 cores linked as “Admin post”, “Admin video”, “Admin social”, “Admin follower”, and “Admin autocomplete”. If any of those cores is missing, chances are that it is corrupt and you should see 404 error messages in the Index Store logs for the missing core.
- Step 2** After you have identified the machine that stores the corrupt indexes, log in to it as admin and stop solr:
- For Search Store machines:
sudo service search stop
 - For Index Store machines:
sudo service searchcache stop
- Step 3** Delete data directories for all cores. See [Checking Where solr Indexes Reside, page 2-3](#) to understand how to identify the data directories.
- Step 4** Restart solr:
- For Search Store machines, run this command as admin:
sudo service search start
 - For Index Store machines, run this command as admin:
sudo service searchcache start
-

Symptom When I open My Library I get the “An unexpected error occurred” message.

Possible Cause For possible causes and recommended actions, see [Symptom When I do a global or local search I get the “Internal Server 500” error., page 1-17](#) and take all steps related to Index Store.

Health and Performance Monitoring FAQs and Troubleshooting

- [Health and Performance Monitoring FAQs, page 1-19](#)

- [Health and Performance Monitoring Troubleshooting, page 1-19](#)

Health and Performance Monitoring FAQs

- [Q. How do I set the log trace levels for health and performance monitoring?](#)
- Q.** How do I set the log trace levels for health and performance monitoring?
- A.** See the respective FAQ in the [Analytics FAQs](#) section.

Health and Performance Monitoring Troubleshooting

This section provides the following troubleshooting information:

- [Symptom I restarted monit but monitoring does not seem to be working for that node.](#)
- [Symptom I do not receive health data for a node.](#)
- [Symptom This error appears for some nodes “CRITICAL: STATUS integrity: status failed \(1\) for /var/monit/check_integrity.sh”](#)

Symptom I restarted monit but monitoring does not seem to be working for that node.

Possible Cause The initialization of monit has not completed.

Recommended Action Wait for the initialization delay of monit (about 2 minutes).

Symptom I do not receive health data for a node.

Possible Cause If a node is marked as “Disabled” in the Topology page on the Director, monit does not perform checks on that node.

Recommended Action Enable the node.

Symptom This error appears for some nodes “CRITICAL: STATUS integrity: status failed (1) for /var/monit/check_integrity.sh”

Possible Cause This error is known to sometimes appear on new deployments on the Director’s Health page. It may appear multiple times for multiple hosts and is caused by a pair of missing directories (/misc and /net), part of the autofs package, as evidenced by these log messages in the messages log:

```
Mar 21 12:49:26 ce2app1 integrity.sh: S.5....T.
/opt/cisco/quad_synthetic/MonitorTest.py
Mar 21 12:49:26 ce2app1 integrity.sh: missing      /misc
Mar 21 12:49:26 ce2app1 integrity.sh: missing      /net
Mar 21 12:49:26 ce2app1 integrity.sh: (FAIL) 69.52s Verifying RPM packages -> 3
package verification errors
Mar 21 12:49:26 ce2app1 integrity.sh: Total time elapsed: 82.72s
Mar 21 12:49:26 ce2app1 integrity.sh: Total Tests Performed: 18
Mar 21 12:49:26 ce2app1 integrity.sh: Tests Passed: 17
Mar 21 12:49:26 ce2app1 integrity.sh: Tests Failed: 1
```

Mar 21 12:49:26 ce2app1 integrity.sh: Compliance Rating: 94%

Recommended Action Reinstall the autofs package on the affected nodes. Take these steps:

-
- Step 1** Find the affected nodes' hostnames by looking at the Health page and taking note of the Host column of each occurrence of the error.
- Step 2** Log in to each of the affected nodes using user admin and execute this command:
- ```
sudo yum reinstall autofs
```
- Step 3** On each of the affected nodes, manually run the integrity script to verify that the error does not appear anymore:
- ```
sudo /var/monit/check_integrity.sh
```
-

Logs FAQs and Troubleshooting

- [Logs FAQs, page 1-20](#)
- [Logs Troubleshooting, page 1-22](#)

Logs FAQs

- [Q. How do I access Cisco WebEx Social logs?](#)
- [Q. What is security logging?](#)
- [Q. What message categories are defined in the security and auditing log?](#)
- [Q. What is the message format used in the security and auditing log?](#)
- [Q. I see a particular log for one day, but not another. Why is this?](#)
- [Q. I want to check a log file for a past date but the directory for that date seems to have disappeared.](#)
- [Q. I see log files dating back six months or more. Are they not taking free disk space?](#)
- [Q. How do I set the log trace level for the centralized log trace level setting feature?](#)

Q. How do I access Cisco WebEx Social logs?

A. All logs are accessible through HTTP from the Director. Visit this URL to see them:

`http://<director>/logs`

Where <director> is the URL you use to access the Director web UI.

Use user admin and your unified access password to log in.

Alternatively, if you need to perform advanced actions with logs such as tracing logs in real time, log in to the Director node, go to /opt/logs and then enter the directory for the date you need.

Q. What is security logging?

A. Starting from this release, security and auditing logs (new for 3.0 and later releases) have been grouped into high level security categories and consolidated into one audit.log per App Server node. In addition, the log message format has been improved to make it easier to process and aggregate.

Note, however, that you can enable debugging in the App Server logs to cause the same logging to show in the normal App Server application logs.

- Q.** What message categories are defined in the security and auditing log?
- A.** The following categories are defined:
- security.auth—Authentication events related to signing in, signing out, and so on.
 - security.authentication—Authentication events related to signing in, signing out, and so on.
 - security.authorization—Authorization events, such as creating a Post, sharing a Post with a user, editing a Post, and so on.
 - security.admin—Changes to administrative screens, such as those on the control panel, as well as configuration changes to control panels of applications (for example: External Document Repository, Community Calendar, and so on).
 - security.threat—Log messages from AntiSamy (post security HTML sanitizer), CSRF mismatch token violations, and so on.
 - security.policy—Reserved for future use.
- Q.** What is the message format used in the security and auditing log?
- A.** The basic security event logging format is shown below. Some of the fields may be empty if they are not applicable to that event.

Date/time Date and time the message was logged.

Host Originating host.

Process Name: quad

Log Level: Is always INFO.

Category: What type of security event this is. See [Q. What message categories are defined in the security and auditing log?](#)

Thread Name: What thread within Tomcat did the event originate in.

Principal: User account this message pertains to.

Source: Where the message comes from, for example the IP address of the system performing the action.

Component: What area is affected.

Action: What type of action is taking place on the resource.

Resource: What is being affected (for example: Post, Message Boards).

Status: Success or Failure.

Reason: Additional information.

- Q.** I see a particular log for one day, but not another. Why is this?
- A.** Log files does not get created unless that log was written to.
- Q.** I want to check a log file for a past date but the directory for that date seems to have disappeared.
- A.** To prevent the disk space from filling up, the oldest log directories are deleted when the /opt partition on the Director exceeds 85% disk usage.

- Q.** I see log files dating back six months or more. Are they not taking free disk space?
- A.** To prevent the disk space from filling up, the oldest log directories are deleted when the /opt partition on the Director exceeds 85% disk usage. Logs are not deleted before that, regardless of their age.
- Q.** How do I set the log trace level for the centralized log trace level setting feature?
- A.** If you experience problems working with the Apply All and Reset All features in the Log Properties tab, you can debug them by setting the Portlets and Webex Social Eventing categories on the App Server and Worker nodes to INFO or DEBUG. See [Setting Log Trace Levels, page 2-2](#) for detailed steps.

Log messages about remote log settings appear in:

- <appserverhostname>_appserver.log
- <workerhostname>_worker.log
- <MQhostname>_message-queue.log

Logs Troubleshooting

Symptom I used “Apply All” or “Reset All” to modify the log trace levels of all App Server and Worker nodes but the changes does not seem to propagate to all nodes of those types.

Possible Cause Possible reasons include:

- The RabbitMQ service is down or not accessible from the App Server node.
- The Oracle database is locked or not accessible
- portal-log4j.xml or portal-log4j-ext.xml is corrupted

Director FAQs and Troubleshooting

- [Director FAQs, page 1-22](#)
- [Director Troubleshooting, page 1-23](#)

Director FAQs

- [Q. Enable/Disable buttons are missing for some roles on the Topology page.](#)
 - [Q. What is Certificate Management?](#)
- Q.** Enable/Disable buttons are missing for some roles on the Topology page.
- A.** Starting from release 3.0, you do not have the option to Enable/Disable most roles. Only the App Server, Worker, and Cache roles have Enable/Disable buttons.
- Q.** What is Certificate Management?

- A.** Certificate Management is a feature of the Director UI whose main function is to help streamline the management and deployment of various certificates and keys used throughout Cisco WebEx Social from one centralized UI. Additionally, because the uploaded keystores/certificates are persisted as part of the Director DB, they are preserved during backup and restores.

In the current version the following functional areas are managed by Certificate Management:

- WebEx Meetings SSO keystore management
- WebEx Instant Messaging keystore management
- Certificate Authority/Trust Certificate management, including LDAPS (LDAP over SSL), Visual Voicemail (replaces the existing Visual Voicemail keystore UI), OpenSocial, Show and Share integration (when connecting over SSL), and SharePoint integration (when connecting over SSL).

Director Troubleshooting

This section provides the following troubleshooting information:

- **Symptom** I have uploaded a new security certificate using Application > Security but it does not seem to be taking effect.
- **Symptom** After adding a node to the Topology page and deploying that node the node displays ERROR under Version Info ("Last config update: ERROR").

Symptom I have uploaded a new security certificate using Application > Security but it does not seem to be taking effect.

Possible Cause Puppet did not restart the nodes that the certificates were pushed to.

Recommended Action Manually restart all App Server and Worker nodes.

You can also check if the certificate files have been copied correctly to their respective locations, as follows:

- On the Director, the keystore/truststore certificates are staged in the /opt/cisco/software/puppet/data/static/local directory with these filenames:
Cisco WebEx Meetings keystore: webex-ssso.jks
Cisco WebEx IM keystore: webex-im-ssso.jks
Truststore: cacerts
- On App Server nodes, the locations are as follows:
Cisco WebEx Meetings keystore: /opt/cisco/pki/webex-ssso.jks
Cisco WebEx IM keystore: /opt/cisco/pki/webex-im-ssso.jks
Truststore: /usr/java/latest/lib/security/cacerts

Symptom After adding a node to the Topology page and deploying that node the node displays ERROR under Version Info (“Last config update: ERROR”).

Possible Cause The last Puppet run has failed.

Recommended Action Log in to the node in question as admin and run the following command before you refresh the node statuses by clicking Refresh All on the Topology page:

```
sudo service puppet debug
```

If this command doesn’t bring the status to normal, try the remaining Recommended Actions.

Possible Cause There is a significant time difference between the Director’s clock and other nodes’ clocks.

Recommended Action Synchronize the clocks on all nodes (preferably to a central NTP server). Do the following:

- If you have an NTP server and would like to synchronize date and time to it, configure the NTP server IP address using the Director UI. See the *Cisco WebEx Social Administration Guide* for details. If you have done that and the clocks are not yet synchronized, the reason might be that the time difference was too great for NTP to equalize which will be reflected in the logs in the following fashion:

```
Aug 21 13:49:31 ds-director ntpd[17795]: time correction of 25374 seconds exceeds
sanity limit (1000); set clock manually to the correct UTC time.
```

To correct significant time differences, set the clocks manually using the date command (see next bullet).

- If you don’t want to use an NTP server, set the clocks manually using the date command. Take these steps:

Step 1 Log in as admin to the node whose clock you want to set.

Step 2 Run **date** to check the current time. This command will print both the date and the time.

Step 3 After you have verified that the clock is indeed ahead or behind, run this command to set it:

```
sudo date -s "DD MMM YYYY HH:MM:SS"
```

where *DD MMM YYYY HH:MM:SS* is the date followed by the time in 24-hour format. For example if you want to set the clock to Apr 19th 2012, 11:14:00 pm, type "19 APR 2012 11:14:00"

Or if you need to only set the time:

```
sudo date +%T -s "HH:MM:SS"
```

where *HH:MM:SS* is the time in 24-hour format.

After you have synchronized the clocks on all nodes, run `sudo service puppet debug` on all nodes that are showing ERROR on the Topology page.

Possible Cause There is a certificate mismatch between the node and the Director.

Recommended Action Take these steps to resolve the mismatch:

Step 1 Run these commands on the Director node (see [Running Linux Commands on Nodes, page 2-2](#)).

```
salt-key -d <node FQDN>; service salt-master restart
puppetca --clean <node FQDN>; service puppetmaster restart
```

where <node FQDN> is the fully qualified domain name of the new node.

Step 2 Run these commands on the new node (see [Running Linux Commands on Nodes, page 2-2](#)).

```
rm -rf /etc/salt/pki/* ; service salt-minion restart
rm -rf /var/lib/puppet/ssl/* ; service puppet restart
```

Step 3 Run this command on the Director node to verify that the connection can be made:

```
salt '<node FQDN>' cmd.run 'echo -n $(cat /opt/cisco/version.info)'
```

where <node FQDN> is the fully qualified domain name of the new node.

Step 4 Verify the output. The expected output will be similar to this:

```
quad.ecp-deploy.com: 3.4.0.09000.739,2013-06-06 11:57 UTC,OK
```

Worker FAQs and Troubleshooting

- [Worker FAQs, page 1-25](#)

Worker FAQs

- [Q. What tasks are processed by the Worker role?](#)
- Q.** What tasks are processed by the Worker role?
- A.** In the current release the following features leverage the worker framework.
 - Email digest generation
 - Outbound and inbound email processing
 - Metrics and reports generation
 - Activity feed processing
 - Data migration

Message Queue FAQs and Troubleshooting

- [Message Queue Troubleshooting, page 1-25](#)

Message Queue Troubleshooting

This section provides the following troubleshooting information:

- [Symptom](#) Executing “service rabbitmq-server stop” doesn't seem to stop RabbitMQ.
- [Symptom](#) I removed a node from a cluster and now rabbitmq is not functioning correctly.

- **Symptom** RabbitMQ fails to start and shows this error “ERROR: failed to load application amqp_client: {\"no such file or directory\", \"amqp_client.app\"}”
- **Symptom** On a fresh install, RabbitMQ fails to start with the following error the RabbitMQ logs: “Can't set short node name!\nPlease check your configuration\n”
- **Symptom** Both ActiveMQ nodes appear to be running as Master.

Symptom Executing “service rabbitmq-server stop” doesn't seem to stop RabbitMQ.

Possible Cause The described case is a known defect.

Recommended Action Try executing `sudo killall -u rabbitmq` as admin.

Symptom I removed a node from a cluster and now rabbitmq is not functioning correctly.

Possible Cause The described case is a known defect.

Recommended Action As admin, stop rabbitmq on the remaining cluster nodes, then execute “`rm -rf /opt/cisco/rabbitmq/data`” and finally restart rabbitmq on all nodes.

Symptom RabbitMQ fails to start and shows this error “ERROR: failed to load application amqp_client: {\"no such file or directory\", \"amqp_client.app\"}”

Possible Cause A RabbitMQ plug-in has frozen.

Recommended Action Run the following commands as admin to reset the amqp_client plug-in:

```
sudo rabbitmq-plugins disable rabbitmq_management
sudo service rabbitmq-server stop
sudo service rabbitmq-server start
sudo rabbitmq-plugins enable rabbitmq_management
```

Symptom On a fresh install, RabbitMQ fails to start with the following error the RabbitMQ logs: “Can't set short node name!\nPlease check your configuration\n”

Full log message:

```
/var/log/rabbitmq/startup_log
Activating RabbitMQ plugins ...
0 plugins activated:
```

```
{error_logger, {{2012, 12, 1}, {0, 56, 34}}, "Can't set short node name!\nPlease check your
configuration\n", []}
{error_logger, {{2012, 12, 1}, {0, 56, 34}}, crash_report, [[{initial_call, {net_kernel, init, ['Argument__1']}]}, {pid, <0.20.0>}, {registered_name, []}, {error_info, {exit, {error, badarg}, [{gen_server, init_it, 6}, {proc_lib, init_p_do_apply, 3}]}], {ancestors, [net_sup, kernel_sup, <0.10.0>]}, {messages, []}, {links, [<0.17.0>]}, {dictionary, [{longnames, false}]}, {trap_exit, true}, {status, running}, {heap_size, 377}, {stack_size, 24}, {reductions, 180}], []]}
```

Possible Cause The RabbitMQ rpm package was upgraded and RabbitMQ was stopped or restarted before puppet could replace the configuration.

Recommended Action Log in to the Message Queue node and then run the following commands as user admin:

```
sudo sed -i 's/NAME/NAME/g' /usr/lib/rabbitmq/lib/*/sbin/*
sudo service puppet debug
```

This should start RabbitMQ without errors.

Symptom Both ActiveMQ nodes appear to be running as Master.

Possible Cause After NFS issues, the file locking required for the Master/Slave mechanism to function may not work properly, resulting in both ActiveMQ nodes running as Master at the same time. To be sure that you are experiencing this scenario, run the following command on both AMQ nodes:

```
netstat -an | grep 8161
```

You should see one of the nodes have output like this:

```
tcp        0      0 :::8161                :::*                    LISTEN
```

If you see this on both nodes, you are running into this scenario.

Recommended Action Take these steps:

Step 1 Ensure that access to NFS is restored and NFS is healthy.

Step 2 Stop both ActiveMQ services:

- a. Log in to one of the ActiveMQ nodes and run:

```
sudo service monit stop
sudo service puppet stop
sudo service activemq stop
```

- b. Log in to the other ActiveMQ node and run:

```
sudo service monit stop
sudo service puppet stop
sudo service activemq stop
```

Step 3 Having stopped both ActiveMQ services, log in to any ActiveMQ node and ensure that you do not see the following file: /mnt/auto/jms/data/kahadb/lock

- If you do not see the lock file, proceed to the next step.
- If you see the lock file, verify that ActiveMQ is truly stopped by taking these steps on each ActiveMQ node:
 - a. Run **ps -ef | grep activemq**
 - b. Take note of the PID (5441 in the example below):

```

activemq 5441      1  0 Nov30 ?          00:00:15
/opt/cisco/activemq/bin/linux-x86-64/wrapper
/opt/cisco/activemq/bin/linux-x86-64/wrapper.conf wrapper.syslog.ident=ActiveMQ
wrapper.pidfile=/opt/cisco/activemq/bin/linux-x86-64/./ActiveMQ.pid
wrapper.daemonize=TRUE wrapper.lockfile=/var/lock/subsys/ActiveMQ
...

...
org.tanukisoftware.wrapper.WrapperSimpleApp org.apache.activemq.console.Main start
root      26063 10937  0 00:25 pts/0    00:00:00 grep activemq

```

c. Run **sudo kill PID** where PID is the number you took note of in the previous step.

d. Run **ps -ef | grep activemq** again. The output should be similar to the following:

```
root      26063 10937  0 00:25 pts/0    00:00:00 grep activemq
```

Step 4 Start ActiveMQ on just one of the nodes by running the following command on that node:

```
sudo service activemq start
```

Step 5 Wait 2-5 minutes, then rerun the netstat command:

```
netstat -an | grep 8161
```

- If you see the same output as above, continue with the next step.

```
tcp        0      0 :::8161                :::*                    LISTEN
```

- If not, then periodically check if the ActiveMQ process has started by running: **ps -ef | grep activemq**

The expected output should be similar to the following:

```

activemq 5441      1  0 Nov30 ?          00:00:15
/opt/cisco/activemq/bin/linux-x86-64/wrapper
/opt/cisco/activemq/bin/linux-x86-64/wrapper.conf wrapper.syslog.ident=ActiveMQ
wrapper.pidfile=/opt/cisco/activemq/bin/linux-x86-64/./ActiveMQ.pid
wrapper.daemonize=TRUE wrapper.lockfile=/var/lock/subsys/ActiveMQ
activemq 5443 5441  0 Nov30 ?          00:29:01 java -Dactivemq.home=../../
-Dactivemq.base=../../ -Djavax.net.ssl.keyStorePassword=password
-Djavax.net.ssl.trustStorePassword=password
-Djavax.net.ssl.keyStore=../../conf/broker.ks
-Djavax.net.ssl.trustStore=../../conf/broker.ts -Dcom.sun.management.jmxremote
-Dorg.apache.activemq.UseDedicatedTaskRunner=true
-Dderby.storage.fileSyncTransactionLog=true -Dcom.sun.management.jmxremote.port=8002
-Dcom.sun.management.jmxremote.authenticate=false
-Dcom.sun.management.jmxremote.ssl=false -Dcom.cisco.ecp.Role=Messaging
-XX:+HeapDumpOnOutOfMemoryError -XX:HeapDumpPath=/opt/cisco/activemq
-XX:ErrorFile=/opt/cisco/activemq/diagnostic-info.quadjms-crash.txt
-XX:OnOutOfMemoryError=../../bin/quadjms_diagnostics.sh
-XX:OnError=../../bin/quadjms_diagnostics.sh -Xms128m -Xmx4096m
-Djava.library.path=../../bin/linux-x86-64/ -classpath
../../bin/wrapper.jar:../../bin/run.jar -Dwrapper.key=apcwlYMEtZ4ACu7S
-Dwrapper.port=32000 -Dwrapper.jvm.port.min=31000 -Dwrapper.jvm.port.max=31999
-Dwrapper.pid=5441 -Dwrapper.version=3.2.3 -Dwrapper.native_library=wrapper
-Dwrapper.service=TRUE -Dwrapper.cpu.timeout=10 -Dwrapper.jvmid=1
org.tanukisoftware.wrapper.WrapperSimpleApp org.apache.activemq.console.Main start
root      26063 10937  0 00:25 pts/0    00:00:00 grep activemq

```

Step 6 After you see the above output from netstat, go to the other ActiveMQ node and start ActiveMQ:

```
sudo service activemq start
```

Step 7 Wait 2-5 minutes, then rerun the netstat command:

```
netstat -an | grep 8161
```

You should not get a return from this command. If you do, then you have run back into the issue again and you need to troubleshoot NFS to find the root cause.

- Step 8** Run the following commands on both ActiveMQ nodes to restart the services stopped at the beginning of this procedure:

```
sudo service monit start
```

```
sudo service puppet start
```

Analytics FAQs and Troubleshooting

- [Analytics FAQs, page 1-29](#)

Analytics FAQs

- [Q. How do I set the log trace levels for analytics?](#)

Q. How do I set the log trace levels for analytics?

A. Set the Analytics category on an App Server and a Worker node (or all nodes of these types) as follows:

- ERROR for normal operation.
- DEBUG to get more information.

See [Setting Log Trace Levels, page 2-2](#) for detailed steps.

To log events such as sending or receiving to/from Message Queue, also set the QUAD_EVENT category to DEBUG.

Be sure to restart the Worker nodes for the log level to go into effect on that role.

Analytics log messages can appear in *_appserver.log, *_worker.log, or *_analyticsmrscheduler.log.

My Library FAQs and Troubleshooting

- [My Library Troubleshooting, page 1-29](#)

My Library Troubleshooting

This section provides the following troubleshooting information:

- [Symptom The My Library page does not seem to be responding to user actions: dialogs are not opening up, the Delete button does nothing, and so on.](#)

Symptom The My Library page does not seem to be responding to user actions: dialogs are not opening up, the Delete button does nothing, and so on.

Possible Cause A Javascript error has occurred on the page. Possible Javascript errors include:

- File not found/loaded. This type of error is displayed in red color and contains the missing file name.
- Inline Javascript failure. This error occurs if Javascript code inside a .jsp file has failed and any processing of the rest of the code in the .jsp file has been halted. Example follows:
`$LAB.wait()` error caught:
SyntaxError: missing ; before statement

Recommended Action Try reloading the page; if the problem persists, try loading the page with another web browser.

Framework FAQs and Troubleshooting

- [Framework FAQs, page 1-30](#)

Framework FAQs

- [Q. How do I set the log trace levels for the framework?](#)

Q. How do I set the log trace levels for the framework?

A. Set the Portal UI Framework category on all nodes to:

- ERROR for normal operation.
- DEBUG to get more information.

See [Setting Log Trace Levels, page 2-2](#) for detailed steps.

Streams FAQs and Troubleshooting

- [Streams FAQs, page 1-30](#)

Streams FAQs

- [Q. How do I set the log trace levels for Streams?](#)

Q. How do I set the log trace levels for Streams?

A. Set these categories on all nodes (See [Setting Log Trace Levels, page 2-2](#) for detailed steps):

- SocialActivity Application—For general logging. Set ERROR for normal operation and DEBUG to get more information. Note that leaving the DEBUG level on significantly affects the performance of the system.
- Notification—If you want to check logs for dynamic (XMPP) updates. Set ERROR for normal operation and DEBUG to get more information. Note that leaving the DEBUG level on significantly affects the performance of the system.

- **QUAD_EVENTING**—If you still need further information (because activity creation depends on rabbitmq events). Note that turning this category to **DEBUG** will log every event that is occurring in WebEx Social.

UC Integrations FAQs and Troubleshooting

- [UC Integrations Troubleshooting, page 1-31](#)

UC Integrations Troubleshooting

This section provides the following troubleshooting information:

- **Symptom** These errors appear when the user tries to switch the Cisco Call Plug-in from computer audio to desktop phone mode: [cwic] eUnknownFailure, [cwic] Login Error, and [cwic] unregisterPhone

Symptom These errors appear when the user tries to switch the Cisco Call Plug-in from computer audio to desktop phone mode: [cwic] eUnknownFailure, [cwic] Login Error, and [cwic] unregisterPhone

Possible Cause The list of Unified Communications Manager (UCM) servers contains an IP address that does not correspond to a UCM server.

Recommended Action Sign in to Cisco WebEx Social as Administrator, go to Account Settings > Server > Common Configurations > WebDialer, find the offending entry in the list of Registered UCM Clusters and correct or remove it. Use the Cisco Call Plug-in log on the user computer to identify the offending UCM entry.

Open API FAQs and Troubleshooting

- [Open API FAQs, page 1-31](#)

Open API FAQs

- [Q. How do I set the server log trace levels for the office plug-in?](#)

Q. How do I set the log trace levels for Open API?

A. Set the Open API category on all nodes to:

- **ERROR** for normal operation.
- **INFO** to get more information.

See [Setting Log Trace Levels, page 2-2](#) for detailed steps.

OpenSocial FAQs and Troubleshooting

- [OpenSocial FAQs, page 1-32](#)

- [OpenSocial Troubleshooting, page 1-32](#)

OpenSocial FAQs

- [Q. Are external OAuth applications supported?](#)

Q. Are external OAuth applications supported?

A. No. OAuth applications that fetch data from external service providers (such as Twitter, Google, and Yahoo) are not yet supported.

OpenSocial Troubleshooting

This section provides the following troubleshooting information:

- [Symptom When adding a OpenSocial application, the application title is displayed but the application content is not visible.](#)

Symptom When adding a OpenSocial application, the application title is displayed but the application content is not visible.

Possible Cause Unknown.

Recommended Action Refresh the browser window and the contents should appear.

Synthetic Monitoring FAQs and Troubleshooting

- [Synthetic Monitoring Troubleshooting, page 1-32](#)

Synthetic Monitoring Troubleshooting

This section provides the following troubleshooting information:

- [Symptom Posts created manually using the ciscosyntheticmonitoruser are not removed.](#)
- [Symptom Synthetic monitoring reports “Search Created Post Not Found” or similar search related failure.](#)

Symptom Posts created manually using the ciscosyntheticmonitoruser are not removed.

Possible Cause The Cisco WebEx Social indexes were not updated properly.

Recommended Action Sign in to Cisco WebEx Social using the ciscosyntheticmonitoruser user, go to My Library and delete the posts manually.

Symptom Synthetic monitoring reports “Search Created Post Not Found” or similar search related failure.

Possible Cause The value of the batch.manager.fetch.interval.secs advanced portal property exceeds 600 (10 min).

Recommended Action Lower the value of batch.manager.fetch.interval.secs to below 600. The recommended value is 300 (5 min).

Possible Cause An App Server node is running LDAP synchronization with a large LDAP database. In this case you see a corresponding alarm in the Director's Health page.

Recommended Action Wait for a few hours and the error should stop appearing. If it does not, then there is probably a different possible cause.

Using Jabber with Cisco WebEx Social FAQs and Troubleshooting

- [Using Jabber with Cisco WebEx Social FAQs, page 1-33](#)

Using Jabber with Cisco WebEx Social FAQs

- [Q. What do I need to know before I start troubleshooting Using Jabber with Cisco WebEx Social?](#)
- [Q. How do I turn on debug logging for Using Jabber with Cisco WebEx Social?](#)

Q. What do I need to know before I start troubleshooting Using Jabber with Cisco WebEx Social?

A. Have the following in mind:

- All Cisco WebEx Social does is call URLs for user-initiated outgoing chat and phone requests; the rest is handled by Cisco Jabber
- Incoming chat and call request are handled entirely by Cisco Jabber
- If the outgoing request reaches Cisco Jabber but it can't process it, the issue may be among the following:

- The XMPP userID is invalid
- The phone number is not routable in the CUCM dial plan

In either case, the issue will need to be investigated between Cisco Jabber and the chat or unified communications server.

- To replicate an issue, type the URL that was used into a new browser tab and observe the outcome:
 - Use a tool like Firebug to find the URL (example: xmpp:user@example.com)
 - If Cisco Jabber doesn't launch, there is likely an issue with the default programs configuration in the OS
 - If the correct URL is being sent but another application launches instead of Cisco Jabber, check if your default programs configuration

Q. How do I turn on debug logging for Using Jabber with Cisco WebEx Social?

A. This feature is entirely browser-based. To enable logging, append a string to the page URL:

- add `?isDebug=true` if there are no other parameters in the URL
- add `&isDebug=true` if there are other parameters in the URL

After you do that, open the browser's console and start monitoring the output.

If you want to enable Dojo logging, execute the following in the browser's console:

```
dojo.config.isDebug=true
```

Using Sametime with Cisco WebEx Social FAQs and Troubleshooting

- [Using Sametime with Cisco WebEx Social FAQs, page 1-34](#)
- [Using Sametime with Cisco WebEx Social Troubleshooting, page 1-34](#)

Using Sametime with Cisco WebEx Social FAQs

- [Q. Why does the Sametime Connect chat window sometimes appear behind the browser window?](#)
- Q.** Why does the Sametime Connect chat window sometimes appear behind the browser window?
- A.** This may happen when you initiate chat with a user who is in Offline or Do Not Disturb state. In this case the operating system may randomly send the desktop dialog box that opens to behind the browser window, leading the user to the impression that their action was of no effect.

Using Sametime with Cisco WebEx Social Troubleshooting

This section provides the following troubleshooting information:

- [Symptom Sametime Connect does not launch when invoked from Cisco WebEx Social if the latter uses HTTPS.](#)

Symptom Sametime Connect does not launch when invoked from Cisco WebEx Social if the latter uses HTTPS.

Possible Cause This may happen when your organization uses HTTPS to access Cisco WebEx Social because the local Sametime service only supports HTTP and your users' web browsers may block outgoing HTTP requests as a security measure.

Recommended Action To allow Cisco WebEx Social to launch Sametime you need to instruct your users to enable Mixed Content. Enabling mixed content varies from browser to browser. Consult your web browser's documentation or search the internet for detailed steps.

Possible Cause Another possible reason is that the local Sametime service is not running.

Recommended Action To check if this is indeed the case, point your web browser to `http://localhost:59449/stwebapi/listservices` and check the result:

- If you see the Sametime Local WebApi Services List populated with services, then the local Sametime service is running
- If you see a blank page or an HTTP error, then the service is not running or is blocked by a firewall or another security application.

After you have determined the result, take the appropriate action to start the service (see the Sametime documentation) or to unblock the service in your security software.

SSL Termination FAQs and Troubleshooting

- [SSL Termination FAQs, page 1-35](#)
- [SSL Termination Troubleshooting, page 1-35](#)

SSL Termination FAQs

- [Q. How do I check if an App Server node is SSL/HTTPS enabled?](#)
- [Q. Where is the security certificate located?](#)

Q. How do I check if an App Server node is SSL/HTTPS enabled?

A. The simplest way to see if an App Server node has the certificate is simply to open the Cisco WebEx Social sign-in page. Major web browsers display a padlock icon in the Address bar if the connection is SSL-encrypted. By clicking the padlock icon you can view details about the system's certificate.

Q. Where is the security certificate located?

A. The SSL/HTTPS certificate and private key are uploaded using the Director which pushes them to the following locations on your App Server nodes:

- SSL/HTTPS Certificate: /etc/pki/tls/certs/localhost.crt
- SSL/HTTPS Private key: /etc/pki/tls/private/localhost.key

SSL Termination Troubleshooting

This section provides the following troubleshooting information:

- [Symptom SSL sessions cannot be open to one or more App Server nodes.](#)

Symptom SSL sessions cannot be open to one or more App Server nodes.

Possible Cause The SSL termination settings on the Director (Application > Security > Cluster Security) are not applied to all App Server nodes.

Recommended Action Log in to each App Server node as admin and run this command:

sudo service puppet debug

Running this command normally corrects the problem. If it does not, it outputs information that can help you understand the reason for the failure.

Possible Cause The security certificates you uploaded using the Director (Application > Security > HTTPS/SSL) were not propagated to all App Server nodes or the quad service was not restarted.

Recommended Action Log in to each App Server node as admin and run this command:

sudo service puppet debug

If this does not help, manually restart the quad service on each App Server node. Run this command:

sudo service quad restart

Chat FAQs and Troubleshooting

- [Chat Troubleshooting, page 1-36](#)

Chat Troubleshooting

This section provides the following troubleshooting information:

- [Symptom A user cannot change their availability using Cisco Jabber after setting it in Cisco WebEx Social.](#)

Symptom A user cannot change their availability using Cisco Jabber after setting it in Cisco WebEx Social.

Possible Cause This may happen when the WebEx IM option has been selected as Chat server and the session priority in the Cisco WebEx Social chat server settings has been set higher than or equal to Cisco Jabber's default session priority value (127 as of this writing).

Recommended Action As administrator, go to **Account Settings > Server > Common Configurations > Chat** and lower **Session Priority** to below 127.

Centralized Credentials Management (Master Password) FAQs and Troubleshooting

- [Centralized Credentials Management \(Master Password\) FAQs, page 1-36](#)

Centralized Credentials Management (Master Password) FAQs

- [Q. How do I set the log trace levels for Centralized Credentials Management \(Master Password\) and what log files to collect?](#)
- **Q.** How do I set the log trace levels for Centralized Credentials Management (Master Password) and what log files to collect?

A. Set the Master Account category on one or more Worker nodes as follows:

- ERROR for normal operation.
- DEBUG to gather detailed information.

Collect the following log files from each App Server node:

- App Server

See [Setting Log Trace Levels, page 2-2](#) for detailed steps.

Session Centralization FAQs and Troubleshooting

- [Session Centralization FAQs, page 1-37](#)

Session Centralization FAQs

- [Q. How do I set the log trace levels for Session Centralization/Concurrent Sessions Limitation and what log files to collect?](#)
- [Q. How do I check on which memcached node a user session is stored?](#)
- [Q. How do I find the current session count from memcached?](#)
- [Q. How do I reset the session count?](#)

Q. How do I set the log trace levels for Session Centralization/Concurrent Sessions Limitation and what log files to collect?

A. Set the Memcached Session Manager category on one or more App Server nodes as follows:

- INFO for normal operation.
- DEBUG to gather detailed information (Warning: generates large volumes of messages).

In addition, if you are experiencing connectivity-type issues between the App Servers and memcached servers, set the Caching Services category on one or more App Server nodes as follows:

- INFO for normal operation.
- DEBUG to gather detailed information (Warning: generates large volumes of messages).

Collect the following log files from each App Server node:

- App Server

See [Setting Log Trace Levels, page 2-2](#) for detailed steps.

Q. How do I check on which memcached node a user session is stored?

A. Complete these steps:

-
- Step 1** Using the user's browser, find the cookie named JSESSIONID tied to your Cisco WebEx Social site name and look at its content which contains a SessionID.
- Step 2** In the SessionID, find the memcached server ID. The SessionID format is as follows:
 <alphanumeric number>-<**memcached server id**>.<cisco webex social node>jvm
 where memcached server id is n1, n2, and so on.

- Step 3** Go to a App Server node and open Tomcat's configuration file `/opt/cisco/quad/tomcat/conf/Catalina/localhost/ROOT.xml`.
- Step 4** Search for `MemcachedBackupSessionManager` to find the session centralization configuration section.
- Step 5** In this section, find the `memcachedNodes` parameter.
- Step 6** Use the `memcachedNodes` parameter to identify the IP address or hostname of the memcached server id you found earlier (n1, n2, and so on).
- Step 7** Telnet to the identified host on port 11211.
telnet <memcached server host> 11211
- Step 8** You see a blank prompt. Type this command:
get <session id>
 where *session id* is the value of the JSESSIONID cookie.
- Step 9** Examine the output:
- If you get encoded data back from this command, this means that the session is stored on this memcached.
 - If you simply get END returned instead, that means that the session is not stored on memcached at all.
- Step 10** Type **quit** to exit the telnet session to memcached.
-

Q. How do I find the current session count from memcached?

A. Complete these steps:

-
- Step 1** Find the user ID by signing in as the user and going to Account Settings. The very first number on the details page is the user ID (15379119 for example).
- Step 2** Sign in to the Director user interface and go to the System > Topology page.
- Step 3** Find the hostnames of all Cache nodes.
- Step 4** Telnet to each Cache node:
telnet <memcached server host> 11211
- Step 5** In each telnet session run this command:
get <user id>
 where *user id* is the user ID that you identified earlier.
- Step 6** Examine the output:
- If you see an output, it contains a comma-separated list of all the session IDs created by the user. Count them up to find the current session count.
 - If you don't get an output, try with the next Cache node.
- Step 7** To close the telnet session, type **quit**.
-

Q. How do I reset the session count?

- A.** In rare cases such as when the user computer crashes the session count in memcached may not be properly cleaned up preventing the user from signing in to Cisco WebEx Social. To reset a user's session count to allow them to sign in, complete these steps:

-
- Step 1** Find the user ID by signing in as the user and going to Account Settings. The very first number on the details page is the user ID (15379119 for example).
- Step 2** Follow the steps in [Q. How do I check on which memcached node a user session is stored?](#) to find out which memcached node stored the user sessions.
- Step 3** Telnet to the memcached node that you identified in the previous step:
- ```
telnet <memcached server host> 11211
```
- Step 4** In the telnet session run this command:
- ```
delete <user id>
```
- where *user id* is the user ID that you identified earlier.
- Step 5** To close the telnet session, type **quit**.
-



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, page 2-1](#)
- [Running Linux Commands on Nodes, page 2-2](#)
- [Modifying Advanced Portal Properties, page 2-2](#)
- [Setting Log Trace Levels, page 2-2](#)
- [Checking Where solr Indexes Reside, page 2-3](#)
- [How To Verify a WebEx Social Upgrade File Using MD5, page 2-4](#)
- [Manually Running Synthetic Monitor, page 2-7](#)
- [Accessing the Notifier Administration Console, page 2-8](#)
- [Accessing the Search Store Administration Console, page 2-9](#)
- [Accessing the Index Store Administration Console, page 2-9](#)
- [Accessing the Message Queue Administration Console, page 2-10](#)

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>

Running Linux Commands on Nodes

When troubleshooting or following steps from other sections of this document, you may need to log in to various Cisco WebEx Social nodes and run Linux commands. The procedure is as follows:

-
- Step 1** You first need to obtain and install an SSH client such as puTTY (see [Obtaining Third Party Tools](#)).
 - Step 2** Then you need to obtain the hostname or IP address of the node that you want to connect to. You can check this information on the System > Topology page on the Director.
 - Step 3** Having this information at hand, start your SSH client and point it to the hostname or IP address of the node.
 - Step 4** You see a login prompt. Enter user **admin** and your unified access password as password.
 - Step 5** You see a menu. Select **Drop to shell** and press **Enter**.
 - Step 6** Enter the command line you want to run at the prompt.
-

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*.

Setting Log Trace Levels

You can set log trace levels (log verbosity) by feature in Cisco WebEx Social. Log trace levels can be set independently for each App Server or Worker node or at once for all nodes of these types. Take the following steps to set a log trace level:

-
- Step 1** Point your web browser to the IP or hostname of any App Server node.
 - Step 2** Sign in as administrator.
 - Step 3** Open your profile menu and click **Account Settings**.
 - Step 4** On the page that opens go to **Server > Server Administration > Log Properties**.
 - Step 5** From the **Select a Node** drop-down box, select a node for which to set log trace levels.
 - Step 6** Find the feature (Group) whose log trace level you want to modify.
 - Step 7** Select the new log trace level from the drop-down box under Level.
 - Step 8** Click:
 - **Apply** to apply the changes to the selected node only.
 - **Apply All** to apply the changes to all App Server and Worker nodes.
-

You can also reset all log trace levels to their default values. Take these steps:

-
- Step 1** On the same Account Settings page, select a node for which to reset log trace levels from the **Select a Node** drop-down box,
- Step 2** Click:
- **Reset** to reset all log trace levels on the selected node only.
 - **Reset All** to reset all log trace levels on all App Server and Worker nodes.
-

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.

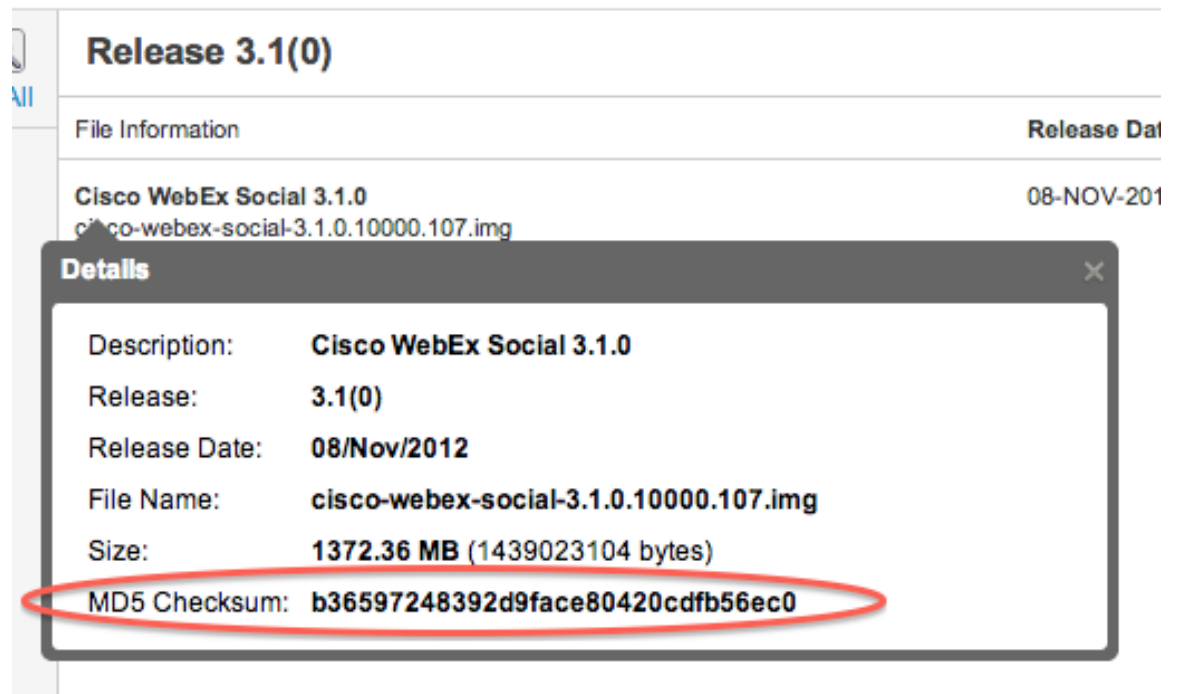
You first need to obtain the MD5 checksum for the file. Check [Obtaining the MD5 from CCO, page 2-4](#). Once you have this, you can check the file integrity on these operating systems:

- [Linux, page 2-5](#)
- [Mac OS, page 2-6](#)
- [Windows, page 2-6](#)

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.

Manually Running Synthetic Monitor

If you need to run the synthetic monitoring script for troubleshooting purposes you can do so by taking these steps:

- Step 1** Log in to an App Server node using the admin user.
- Step 2** Select **Drop to Shell** from the menu.
- Step 3** Run this command:
- ```
sudo -u quad /opt/cisco/quad_synthetic/MonitorTest.py --log=INFO
```
- Also see the list of supported command-line options in the table.

**Table 2-1** *MonitorTest.py Command-Line Options*

| Option                                                         | Description                                                                                                                                                                                                                             |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| -h<br>or<br>--help                                             | Display usage information                                                                                                                                                                                                               |
| -s QUADSERVER<br>or<br>--quadserver=QUADSERVER                 | Specify a Cisco Webex Social App Server node to perform monitoring on. The localhost is used if this option parameter is not specified.<br><br>This option takes either a hostname or an IP address.                                    |
| -u QUADUSER<br>or<br>--quaduser=QUADUSER                       | Specify a local user to use when running the script. Access to Cisco WebEx Social is only allowed on port 9001.                                                                                                                         |
| -t SEARCH_MAX_DELAY<br>or<br>--searchmaxdelay=SEARCH_MAX_DELAY | Specify the Search API maximum delay in seconds. The default value is 600 but you may need to increase it in large deployment where the search index can take a long time to build.<br><br>Lower limit is 600. There is no upper limit. |
| -p XAUTHSERVER<br>or<br>--xauthserver=XAUTHSERVER              | Specify a Cisco Webex Social XAuth server.                                                                                                                                                                                              |

**Table 2-1** *MonitorTest.py Command-Line Options*

| Option                             | Description                                                                                      |
|------------------------------------|--------------------------------------------------------------------------------------------------|
| -c CONFIG<br>or<br>--config=CONFIG | Specify a non-default configuration file.                                                        |
| -l LOG<br>or<br>--log=LOG          | Specify a log level. Possible values are (from most verbose to less verbose): DEBUG, ERROR, INFO |

## Accessing the Notifier Administration Console

This procedure is applicable after either a fresh installation or if there is a problem with Notifier and lets you access the Notifier web UI.

To provision Cisco WebEx Social to Communicate with the Notifier Server, follow these steps:

### Procedure

- 
- Step 1** Sign in to Cisco WebEx Social as an administrator.
- Step 2** Take these actions to access the Common Configurations window:
- Click the down-arrow  to the right of your name in the Global Navigation bar.
  - Select **Account Settings** from the drop-down menu.
  - Click the right-arrow  next to **Server**
  - Click **Common Configurations** in the Server drawer.
- Step 3** Select the **Notification Service** tab.
- Step 4** Verify that at least one Message Queue node is running. If it is not, enable the Message Queue nodes, verify they are running, then restart the quad service on all App Server nodes.
- Step 5** In the **Notification Service** tab, click **Start Synchronization**.  
The system displays a message that informs you when the synchronization process completes.
- Step 6** If the Cisco WebEx Social node that is running the synchronization operation is restarted in the middle of this operation, click **Reset Sync Flag**, then click **Start Synchronization** again.
- Step 7** If you received a synchronization-error notification, you can resume the synchronization where it was stopped by clicking the **Resume Synchronization** button, or you can start the synchronization from the beginning by clicking the **Start Synchronization** button.
- Step 8** To receive XMPP updates:
- Sign out of Cisco WebEx Social.
  - Sign in to Cisco WebEx Social as a regular user.
- 

### Additional Steps

To access the Notifier administration user console, follow these steps:

### Procedure

**Step 1** Enable ports 9095 and 9096 in the firewall by performing the following substeps:



**Note** For security reasons, ports 9095 (for http) and 9096 (for https), which are used by the Notifier administration console, are blocked by the firewall by default.

- a. Use an SSH client to access the Notifier server and log in as the admin user.
- b. Enter these commands:

```
sudo iptables -A INPUT -p tcp --dport 9095 -j ACCEPT
```

```
sudo iptables -A INPUT -p tcp --dport 9096 -j ACCEPT
```

**Step 2** Sign in to the console as follows, where *Notifier\_server\_host* is the fully qualified domain name or IP address of the Notifier node:

```
http://Notifier_server_host:9095\
```

Use the username **admin** and use the Unified Access password that you set when you performed the Cisco WebEx Social installation or upgrade procedure.

**Step 3** To close the ports, enter the following command:

```
sudo /sbin/service firewall restart
```

For more information about the Notification Service, see *Cisco WebEx Social Administration Guide*.

## Accessing the Search Store Administration Console

When troubleshooting Search Store problems you can access the Solr administration console by taking these steps:

### Procedure

**Step 1** Point your browser to the following URL:

```
http://search_store:8983/solr/admin/
```

Where *search\_store* is the hostname or IP address of the Search Store master or slave node.

**Step 2** When prompted, log in using user admin and your unified access password.

## Accessing the Index Store Administration Console

When troubleshooting Index Store problems you can access the Solr administration console by taking these steps:

**Procedure**

- 
- Step 1** Point your browser to the following URL:  
`http://index_store:7973/solr/admin/`  
Where *index\_store* is the hostname or IP address of the Index Store node.
- Step 2** When prompted, log in using user admin and your unified access password.
- Step 3** Select a category on the page that appears.
- 

## Accessing the Message Queue Administration Console

When troubleshooting message queue problems you can access the RabbitMQ administration console by taking these steps:

**Procedure**

- 
- Step 1** Run the following command on the Message Queue node to open port 15672 on that node.  
**`sudo iptables -A INPUT -p tcp --dport 15672 -j ACCEPT`**
- Step 2** Point your web browser at `http://MQ_node:15672`, where *MQ\_node* is the hostname or IP address of your Message Queue node.
- Step 3** Log in as user admin and your unified access password.
- Step 4** Use the administration console.
- Step 5** After you finish using the console, run this command on the Message Queue node to reset the firewall configuration effectively closing port 15672 back up:  
**`sudo /etc/init.d/iptables restart`**
-



# Performance and Health Monitoring

This chapter is organized as follows:

- [Collected Performance Data, page 3-1](#)
- [Monitored Health Metrics, page 3-15](#)

## Collected Performance Data

This section summarizes the performance data collected by the collectd monitoring agent which is installed on all nodes. While some of the collected system-specific performance data is common for all nodes (for example disk space, CPU), the collectd agent uses plug-ins to collect application-specific data (for example for MBean, Tomcat, Apache).

This data can be accessed in several ways:

- From the Director UI > System > Stats.
- Through the WebEx Social API.

| Type       | Instance | Matrix   | Description                                      | Units | Expected Values | Role |
|------------|----------|----------|--------------------------------------------------|-------|-----------------|------|
| Disk Usage | boot     | used     | Used space on partition /boot                    | Bytes | <99%            | All  |
|            |          | reserved | Space on /boot partition reserved for root user. | Bytes |                 |      |
|            |          | free     | Free space on partition /boot                    | Bytes |                 |      |
|            | opt      | used     | Used space on partition /opt                     | Bytes | <99%            | All  |
|            |          | reserved | Space on /opt partition reserved for root user.  | Bytes |                 |      |
|            |          | free     | Free Space on /opt partition.                    | Bytes |                 |      |
|            | root     | used     | Used space on partition /                        | Bytes | <99%            |      |
|            |          | reserved | Space on /opt partition reserved for root user.  | Bytes |                 |      |
|            |          | free     | Free Space on /opt partition.                    | Bytes |                 |      |

## Collected Performance Data

| Type      | Instance | Matrix            | Description                                                                                                                                                      | Units                                                      | Expected Values | Role                                                                                            |
|-----------|----------|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|-----------------|-------------------------------------------------------------------------------------------------|
| Disk      | sdb      | disk_merged read  | The number of read operations, that could be merged into other, already queued operations, i.e. one physical disk access served two or more logical operations.  | Merged Operations/sec                                      |                 | Director-Web Message Queue, Search Store, Analytics Store, JSON Store, RDBMS Store, Index Store |
|           |          | disk_merged write | The number of write operations, that could be merged into other, already queued operations, i.e. one physical disk access served two or more logical operations. | Merged Operations/sec                                      |                 |                                                                                                 |
|           |          | disk_octets read  | Bytes read from disk per second                                                                                                                                  | Bytes/sec                                                  |                 |                                                                                                 |
|           |          | disk_octets write | Bytes written to disk per second                                                                                                                                 | Bytes/sec                                                  |                 |                                                                                                 |
|           |          | disk_ops read     | Read operation from disk per seconds                                                                                                                             | Operations/sec                                             |                 |                                                                                                 |
|           |          | disk_ops write    | Write operation to disk per seconds.                                                                                                                             | Operations/sec                                             |                 |                                                                                                 |
|           |          | disk_time read    | Average time an I/O- read operation took to complete, equivalent to svctime of vmstat                                                                            | Sec                                                        |                 |                                                                                                 |
|           |          | disk_time write   | Average time an I/O-write operation took to complete, equivalent to svctime of vmstat                                                                            | Sec                                                        |                 |                                                                                                 |
| Interface | eth0     | if_errors rx      | Rate of Error in receiving data by network interface.                                                                                                            | Errors/sec                                                 |                 | All                                                                                             |
|           |          | if_errors tx      | Rate of Error in transmitting data by network interface.                                                                                                         | Errors/sec                                                 |                 |                                                                                                 |
|           |          | if_octets rx      | Rate of Bytes received by network interface.                                                                                                                     | Bytes/sec                                                  |                 |                                                                                                 |
|           |          | if_octets tx      | Rate of Bytes transferred by network interface.                                                                                                                  | Bytes/sec                                                  |                 |                                                                                                 |
|           |          | if_packets rx     | Rate of packets received by network interface                                                                                                                    | Packets/sec                                                |                 |                                                                                                 |
|           |          | if_packets tx     | Rate of packets transferred by network interface                                                                                                                 | Packets/sec                                                |                 |                                                                                                 |
| Load      |          | longterm          | Average system load over 15 min period of time.                                                                                                                  | Average number of runnable tasks in the run-queue (15 min) |                 | All                                                                                             |
|           |          | midterm           | Average system load over 5 min period of time.                                                                                                                   | Average number of runnable tasks in the run-queue (5 min)  |                 |                                                                                                 |
|           |          | shortterm         | Average system load over 1 min period of time. Refer top/w/uptime man page for more details.                                                                     | Average number of runnable tasks in the run-queue (1 min)  |                 |                                                                                                 |

| Type   | Instance | Matrix          | Description                                                                                                                                                                                                                                                                                                                                 | Units                                                    | Expected Values | Role |
|--------|----------|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------|------|
| Swap   | swap     | cached          | Memory that once was swapped out is swapped back in but still also is in the swapfile (if memory is needed it doesn't need to be swapped out AGAIN because it is already in the swapfile. This saves I/O) ( <a href="http://www.redhat.com/advice/tips/meminfo.html/">http://www.redhat.com/advice/tips/meminfo.html/</a> )                 | Bytes                                                    |                 | All  |
|        |          | free            | Total amount of swap space available.                                                                                                                                                                                                                                                                                                       | Bytes                                                    |                 |      |
|        |          | used            | Total amount of swap space used                                                                                                                                                                                                                                                                                                             | Bytes                                                    |                 |      |
|        | swap_io  | in              | Amount of memory swapped in from disk                                                                                                                                                                                                                                                                                                       | Kilobytes the system has swapped in from disk per second |                 | All  |
|        |          | out             | Amount of memory swapped out from disk                                                                                                                                                                                                                                                                                                      | Kilobytes the system has swapped out to disk per second  |                 |      |
| VMWare | CPU      | elapsed_ms      | Retrieves the number of milliseconds that have passed in the virtual machine since it last started running on the server. The count of elapsed time restarts each time the virtual machine is powered on, resumed, or migrated using VMotion.                                                                                               | Milliseconds                                             |                 | All  |
|        |          | limit_mhz       | Retrieves the upper limit of processor use in MHz available to the virtual machine.                                                                                                                                                                                                                                                         |                                                          |                 |      |
|        |          | reservation_mhz | Retrieves the minimum processing power in MHz reserved for the virtual machine.                                                                                                                                                                                                                                                             |                                                          |                 |      |
|        |          | shares          | Retrieves the number of CPU shares allocated to the virtual machine.                                                                                                                                                                                                                                                                        |                                                          |                 |      |
|        |          | stolen_ms       | Retrieves the number of milliseconds that the virtual machine was in a ready state (able to transition to a run state), but was not scheduled to run                                                                                                                                                                                        | Milliseconds                                             |                 |      |
|        |          | used_ms         | Retrieves the number of milliseconds during which the virtual machine has used the CPU. This value includes the time used by the guest operating system and the time used by virtualization code for tasks for this virtual machine. Percentage of cpu utilization is $\text{used\_ms} \times \text{number\_of\_core} / \text{elapsed\_ms}$ | Milliseconds                                             |                 |      |
|        | Memory   | active_mb       | Retrieves the amount of memory the virtual machine is actively using—its estimated working set size                                                                                                                                                                                                                                         | MegaBytes                                                |                 | All  |
|        |          | ballooned_mb    | Retrieves the amount of memory that has been reclaimed from this virtual machine by the vSphere memory balloon driver (also referred to as the vmmemctl driver)                                                                                                                                                                             | MegaBytes                                                |                 |      |
|        |          | limit_mb        | Retrieves the upper limit of memory that is available to the virtual machine.                                                                                                                                                                                                                                                               | MegaBytes                                                |                 |      |
|        |          | mapped_mb       | Retrieves the amount of memory that is allocated to the virtual machine. Memory that is ballooned, swapped, or has never been accessed is excluded                                                                                                                                                                                          | MegaBytes                                                |                 |      |
|        |          | reservation_mb  | Retrieves the minimum amount of memory that is reserved for the virtual machine                                                                                                                                                                                                                                                             | MegaBytes                                                |                 |      |
|        |          | shares          | Retrieves the amount of physical memory associated with this virtual machine that is copy-on-write (COW) shared on the host.                                                                                                                                                                                                                |                                                          |                 |      |
|        |          | swapped_mb      | Retrieves the amount of memory that has been reclaimed from this virtual machine by transparently swapping guest memory to disk                                                                                                                                                                                                             | MegaBytes                                                |                 |      |
|        |          | used_mb         | Retrieves the estimated amount of physical host memory currently consumed for this virtual machine's physical memory                                                                                                                                                                                                                        | MegaBytes                                                |                 |      |

### Collected Performance Data

| Type          | Instance                                              | Matrix              | Description                                                                                           | Units | Expected Values | Role       |
|---------------|-------------------------------------------------------|---------------------|-------------------------------------------------------------------------------------------------------|-------|-----------------|------------|
| Apache        | apache_connections                                    |                     | Total number of busy workers (BusyWorkers)                                                            |       |                 | App Server |
|               | apache_idle_workers                                   |                     | Total number of idle workers (IdleWorkers)                                                            |       |                 |            |
|               | apache_scoreboard                                     | closing             | Total number of child processes Closing connections                                                   |       |                 | App Server |
|               |                                                       | dnslookup           | Total number of child precesses performing DNS lookups                                                |       |                 |            |
|               |                                                       | finishing           | Total number of child processes Gracefully finishing                                                  |       |                 |            |
|               |                                                       | idle_cleanup        | Total number of Idle cleanup of worker                                                                |       |                 |            |
|               |                                                       | keepalive           | Total number of child processes maintaining KeepAlive (read) connections                              |       |                 |            |
|               |                                                       | logging             | Total number of child precesses simultaneously writing to the logs                                    |       |                 |            |
|               |                                                       | open                | Total number of Open slot with no current process                                                     |       |                 |            |
|               |                                                       | reading             | Total number of child processes Reading Request                                                       |       |                 |            |
|               |                                                       | sending             | Total number of child processes Sending Reply to request                                              |       |                 |            |
|               |                                                       | starting            | Total number of child processes Starting up                                                           |       |                 |            |
|               |                                                       | waiting             | Total number of child processes Waiting for Connection                                                |       |                 |            |
| State Manager | StateManager HTTP Response Code.<br>200=OK, 500=ERROR | activemq-code       | WxS connectivity status with Message Queue service (ActiveMQ)                                         |       | 200, 500        | App Server |
|               |                                                       | cache-code          | WxS connectivity status with Cache service                                                            |       | 200, 500        |            |
|               |                                                       | digest-code         | WxS connectivity status with Digest service                                                           |       | 200, 500        |            |
|               |                                                       | graph-code          | WxS connectivity status with Graph service                                                            |       | 200, 500        |            |
|               |                                                       | index-code          | WxS connectivity status with Index/Search service                                                     |       | 200, 500        |            |
|               |                                                       | json-code           | WxS connectivity status with JSON service                                                             |       | 200, 500        |            |
|               |                                                       | notifier-code       | WxS connectivity status with Notifier service                                                         |       | 200, 500        |            |
|               |                                                       | quad-code           | Overall connectivity status of WxS with critical services (RDBMS, JSON, Message Queue, Search, Index) |       | 200, 500        |            |
|               |                                                       | quad_analytics-code | WxS connectivity status with Analytics service                                                        |       | 200, 500        |            |
|               |                                                       | rabbitmq-code       | WxS connectivity status with Message Queue service (RabbitMQ)                                         |       | 200, 500        |            |
|               |                                                       | rdbms-code          | WxS connectivity status with RDBMS service                                                            |       | 200, 500        |            |
|               |                                                       | recommendation-code | WxS connectivity status with Recommendation service                                                   |       | 200, 500        |            |
|               |                                                       | search-code         | WxS connectivity status with Search/Index service                                                     |       | 200, 500        |            |
| Processes     | fork                                                  | fork_rate           | Number of new process forked per second.                                                              |       |                 | All        |
|               | ps_state                                              | blocked             | Count of processes in Blocked state. If consistently high, alert condition need attention.            |       |                 | All        |
|               |                                                       | paging              | Count of processes in Paging state. If consistently high or growing, alert condition need attention.  |       |                 |            |
|               |                                                       | running             | Count of processes in running state. Typically less or equal to num of cores.                         |       |                 |            |
|               |                                                       | sleeping            | Count of processes in sleeping state. Typically most processes are in this state.                     |       |                 |            |
|               |                                                       | stopped             | Count of processes in Stopped state                                                                   |       |                 |            |
|               |                                                       | zombies             | Count of processes in Zombies state. If consistently high or growing, alert condition need attention. |       |                 |            |

| Type           | Instance                                                                                                                                                                                         | Matrix      | Description                                                                                                                                                                                                                                                                                          | Units                 | Expected Values | Role                                                                                     |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------|------------------------------------------------------------------------------------------|
| TCP Connection | Port 80 - App Server,<br>Port 61616 - Message Queue,<br>Port 8983 - Search Store,<br>Port 7973 - Index Store,<br>Port 27001 - Analytics Store,<br>Port 27000 - JSON Store,<br>Port 11211 - Cache | close_wait  | (both server and client) represents waiting for a connection termination request from the local user                                                                                                                                                                                                 | number of connections |                 | App Server, Message Queue, Search Store, Index Store, Analytics Store, JSON Store, Cache |
|                |                                                                                                                                                                                                  | closed      | (both server and client) represents no connection state at all                                                                                                                                                                                                                                       | number of connections |                 |                                                                                          |
|                |                                                                                                                                                                                                  | closing     | (both server and client) represents waiting for a connection termination request acknowledgment from the remote TCP                                                                                                                                                                                  | number of connections |                 |                                                                                          |
|                |                                                                                                                                                                                                  | established | (both server and client) represents an open connection, data received can be delivered to the user. The normal state for the data transfer phase of the connection                                                                                                                                   | number of connections |                 |                                                                                          |
|                |                                                                                                                                                                                                  | fin_wait1   | (both server and client) represents waiting for a connection termination request from the remote TCP, or an acknowledgment of the connection termination request previously sent                                                                                                                     | number of connections |                 |                                                                                          |
|                |                                                                                                                                                                                                  | fin_wait2   | (both server and client) represents waiting for a connection termination request from the remote TCP                                                                                                                                                                                                 | number of connections |                 |                                                                                          |
|                |                                                                                                                                                                                                  | last_ack    | (both server and client) represents waiting for an acknowledgment of the connection termination request previously sent to the remote TCP (which includes an acknowledgment of its connection termination request)                                                                                   | number of connections |                 |                                                                                          |
|                |                                                                                                                                                                                                  | listen      | (server) represents waiting for a connection request from any remote TCP and port                                                                                                                                                                                                                    | number of connections |                 |                                                                                          |
|                |                                                                                                                                                                                                  | syn_recv    | (server) represents waiting for a confirming connection request acknowledgment after having both received and sent a connection request                                                                                                                                                              | number of connections |                 |                                                                                          |
|                |                                                                                                                                                                                                  | syn_sent    | (client) represents waiting for a matching connection request after having sent a connection request                                                                                                                                                                                                 | number of connections |                 |                                                                                          |
|                |                                                                                                                                                                                                  | time_wait   | (either server or client) represents waiting for enough time to pass to be sure the remote TCP received the acknowledgment of its connection termination request. [According to RFC 793 a connection can stay in TIME-WAIT for a maximum of four minutes known as a MSL (maximum segment lifetime).] | number of connections |                 |                                                                                          |

## Collected Performance Data

| Type   | Instance                                                            | Matrix                      | Description                                                                                                                                       | Units     | Expected Values | Role                        |
|--------|---------------------------------------------------------------------|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------------|-----------------------------|
| Oracle |                                                                     | blockingLock                | Locks that are blocking other sessions. Should be as low as possible and should be for shorter durations.                                         |           |                 | RDBMS Store                 |
|        |                                                                     | cacheHitRatio               | Cache hit ratios should be as high as possible (highest is 100%)                                                                                  | %         |                 |                             |
|        |                                                                     | dbBlockBufferCacheHitRatio  | DB block buffer cache hit ratios should be as high as possible (highest is 100%)                                                                  | %         |                 |                             |
|        |                                                                     | dictionaryCacheHitRatio     | Dictionary cache hit ratios should be as high as possible (highest is 100%).                                                                      | %         |                 |                             |
|        |                                                                     | diskSortRatio               | Disk sorting should be minimal                                                                                                                    |           |                 |                             |
|        |                                                                     | invalidObjects              | Invalid objects should be as minimal as possible                                                                                                  |           |                 |                             |
|        |                                                                     | latchHitRatio               | Latch hit ratios should be as high as possible (highest is 100%)                                                                                  | %         |                 |                             |
|        |                                                                     | libraryCacheHitRatio        | Library Cache hit ratios should be as high as possible (highest is 100%)                                                                          | %         |                 |                             |
|        |                                                                     | lock                        | Minimum number of locks for shorter durations                                                                                                     |           |                 |                             |
|        |                                                                     | lockedUserCount             | The QUADDB and XMPP accounts should be unlocked and so are the DBA/other accounts such as SYS, SYSTEM, SYSMAN etc.                                |           |                 |                             |
|        |                                                                     | offlineDataFiles            | All the Datafiles should be ONLINE                                                                                                                |           |                 |                             |
|        |                                                                     | pgaInMemorySortRatio        | PGA memory sorts should be as high as possible                                                                                                    |           |                 |                             |
|        |                                                                     | rollBlockContentionRatio    | Should be minimal                                                                                                                                 |           |                 |                             |
|        |                                                                     | rollHeaderContentionRatio   | Should be minimal                                                                                                                                 |           |                 |                             |
|        |                                                                     | rollHitRatio                | Should be as high as possible                                                                                                                     |           |                 |                             |
|        |                                                                     | rollbackSegmentWait         | Should be minimal                                                                                                                                 |           |                 |                             |
|        |                                                                     | sessionPGAMemory            | PGA memory consumed by a session                                                                                                                  |           |                 |                             |
|        |                                                                     | sessionUGAMemory            | UGA memory consumed by a session                                                                                                                  |           |                 |                             |
|        |                                                                     | sgaDataBufferHistogramRatio | Hit ratios should be as high as possible (highest is 100%)                                                                                        | %         |                 |                             |
|        |                                                                     | sgaSharedPoolFree           | Too much of free shared pool means over allocation/wastage of memory resource. No shared pool being free can be an indication of memory starving. |           |                 |                             |
|        |                                                                     | sgaSharedPoolReloadRatio    | System Global Area shared pool reload ratio                                                                                                       |           |                 |                             |
|        |                                                                     | softParseRatio              | Soft parse ratio of the SQLs                                                                                                                      |           |                 |                             |
|        |                                                                     | staleStatistics             | Statistics should be up-to-date                                                                                                                   |           |                 |                             |
|        | ioPerTableSpace:<br>ecp_data, sysaux,<br>system, undotbs1, users    | PHY_BLK_R                   | Physical Blocks Read                                                                                                                              |           |                 | RDBMS Store,<br>Graph Store |
|        |                                                                     | Phy_BLK_W                   | Physical Blocks WRITE                                                                                                                             |           |                 |                             |
|        | oraUsageTablespace:<br>ecp_data, sysaux,<br>system, undotbs1, users | free_mb                     | Free Space in MB                                                                                                                                  | MegaBytes |                 | RDBMS Store,<br>Graph Store |
|        |                                                                     | percent_free                | % Free Space                                                                                                                                      | %         |                 |                             |
|        |                                                                     | percent_used                | % Used                                                                                                                                            | %         |                 |                             |
|        |                                                                     | size_mb                     | Size in MB                                                                                                                                        | MegaBytes |                 |                             |

| Type | Instance                                                                                                                                                                                                                    | Matrix               | Description                                                                                                                                                                                                                                                                                          | Units        | Expected Values | Role                      |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------------------|
| Solr | Search                                                                                                                                                                                                                      | avgRequestsPerSecond | Number of requests server per second                                                                                                                                                                                                                                                                 | Seconds      |                 | Search Store              |
|      |                                                                                                                                                                                                                             | avgTimePerRequest    | average time taken to server each request                                                                                                                                                                                                                                                            | Milliseconds |                 |                           |
|      |                                                                                                                                                                                                                             | errors               | Rate of error, requests that returned error.                                                                                                                                                                                                                                                         | Number       |                 |                           |
|      |                                                                                                                                                                                                                             | requests             | Rate of request servered by SOLR.                                                                                                                                                                                                                                                                    | Number       |                 |                           |
|      |                                                                                                                                                                                                                             | timeouts             | Rate of request timed out, request that failed due to time out error.                                                                                                                                                                                                                                | Number       |                 |                           |
|      | Search:<br>documentcache,<br>fieldvaluecache,<br>filtercache,<br>queryresultcache<br>Index:<br>autocompletefieldvalue,<br>followerfieldvaluecach,<br>postfieldvaluecache,<br>socialfieldvaluecache,<br>videofieldvaluecache | cumulative_evictions | The number of entries that have been removed from the cache, from the start of the solr server                                                                                                                                                                                                       | Number       |                 | Search Store, Index Store |
|      |                                                                                                                                                                                                                             | cumulative_hits      | This number denotes the total number of lookups that were sent to the cache that resulted in positive match in the cache, from the start of the solr server                                                                                                                                          | Number       |                 |                           |
|      |                                                                                                                                                                                                                             | cumulative_inserts   | The total number of values inserted in the cache, from the start of the solr server                                                                                                                                                                                                                  | Number       |                 |                           |
|      |                                                                                                                                                                                                                             | cumulative_lookups   | This number shows the total number of lookups/reads on the cache from the start of the solr server                                                                                                                                                                                                   | Number       |                 |                           |
|      |                                                                                                                                                                                                                             | evictions            | The number of entries that have been removed from the cache                                                                                                                                                                                                                                          | Number       |                 |                           |
|      |                                                                                                                                                                                                                             | hitratio             | The percentage of accesses that result in cache hits is known as the hit rate or hit ratio of the cache                                                                                                                                                                                              | Number       |                 |                           |
|      |                                                                                                                                                                                                                             | hits                 | The number of documents returned upon search                                                                                                                                                                                                                                                         | Number       |                 |                           |
|      |                                                                                                                                                                                                                             | inserts              | The number of entries that have been added to the cache                                                                                                                                                                                                                                              | Number       |                 |                           |
|      |                                                                                                                                                                                                                             | lookups              | The number of lookups/reads on the cache, since the last cache invalidation (or last commit operation)                                                                                                                                                                                               | Number       |                 |                           |
|      |                                                                                                                                                                                                                             | size                 | Maximum number of entries in the cache                                                                                                                                                                                                                                                               | Number       |                 |                           |
|      |                                                                                                                                                                                                                             | warmupTime           | Time to warm up the cache in milliseconds.                                                                                                                                                                                                                                                           | Milliseconds |                 |                           |
|      | Search: searcher<br>Index: autocomplete,<br>follower, post, social,<br>video                                                                                                                                                | maxDoc               | maxDoc is the maximum internal document id currently in use. The difference between maxDocs and numDocs numbers gives an idea of how many "deleted" (or replaced) documents are currently still in the index. They gradually get cleaned up as segments get merged or when the index gets optimized. | Number       |                 | Search Store, Index Store |
|      |                                                                                                                                                                                                                             | numDocs              | numDocs is the number of unique "live" Documents in the solr index. It's how many docs you would get back from a query for *.*.                                                                                                                                                                      | Number       |                 |                           |

### Collected Performance Data

| Type        | Instance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Matrix                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Units | Expected Values | Role                                                         |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----------------|--------------------------------------------------------------|
| Java Memory | <p>HeapMemoryUsage: Current memory usage of the heap that is used for object allocation. The heap consists of one or more memory pools. The used and committed size of the returned memory usage is the sum of those values of all heap memory pools whereas the init and max size of the returned memory usage represents the setting of the heap memory which may not be the sum of those of all heap memory pools. The amount of used memory in the returned memory usage is the amount of memory occupied by both live objects and garbage objects that have not been collected, if any.</p> <p>NonHeapMemoryUsage: Current memory usage of non-heap memory that is used by the Java virtual machine. The non-heap memory consists of one or more memory pools. The used and committed size of the returned memory usage is the sum of those values of all non-heap memory pools whereas the init and max size of the returned memory usage represents the setting of the non-heap memory which may not be the sum of those of all non-heap memory pools.</p> | HeapMemoryUsage_committed    | Represents the amount of memory (in bytes) that is guaranteed to be available for use by the Java virtual machine. The amount of committed memory may change over time (increase or decrease). The Java virtual machine may release memory to the system and committed could be less than init.committed will always be greater than or equal to used.                                                                                                                                       | Bytes |                 | Search Store, Index Store, Message Queue, App Server, Worker |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | HeapMemoryUsage_init         | Represents the initial amount of memory (in bytes) that the Java virtual machine requests from the operating system for memory management during startup. The Java virtual machine may request additional memory from the operating system and may also release memory to the system over time. The value of init may be undefined.                                                                                                                                                          | Bytes |                 |                                                              |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | HeapMemoryUsage_max          | Represents the maximum amount of memory (in bytes) that can be used for memory management. Its value may be undefined. The maximum amount of memory may change over time if defined. The amount of used and committed memory will always be less than or equal to max if max is defined. A memory allocation may fail if it attempts to increase the used memory such that used > committed even if used <= max would still be true (for example, when the system is low on virtual memory). | Bytes |                 |                                                              |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | HeapMemoryUsage_used         | Represents the amount of memory currently used (in bytes).                                                                                                                                                                                                                                                                                                                                                                                                                                   | Bytes |                 |                                                              |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | NonHeapMemoryUsage_committed | Represents the amount of memory (in bytes) that is guaranteed to be available for use by the Java virtual machine. The amount of committed memory may change over time (increase or decrease). The Java virtual machine may release memory to the system and committed could be less than init.committed will always be greater than or equal to used.                                                                                                                                       | Bytes |                 |                                                              |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | NonHeapMemoryUsage_init      | Represents the initial amount of memory (in bytes) that the Java virtual machine requests from the operating system for memory management during startup. The Java virtual machine may request additional memory from the operating system and may also release memory to the system over time. The value of init may be undefined.                                                                                                                                                          | Bytes |                 |                                                              |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | NonHeapMemoryUsage_max       | Represents the maximum amount of memory (in bytes) that can be used for memory management. Its value may be undefined. The maximum amount of memory may change over time if defined. The amount of used and committed memory will always be less than or equal to max if max is defined. A memory allocation may fail if it attempts to increase the used memory such that used > committed even if used <= max would still be true (for example, when the system is low on virtual memory). | Bytes |                 |                                                              |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | NonHeapMemoryUsage_used      | Represents the amount of memory currently used (in bytes).                                                                                                                                                                                                                                                                                                                                                                                                                                   | Bytes |                 |                                                              |
| Java fd     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | OpenFileDescriptorCount      | Number of all file handles taken by the Java virtual machine currently. This includes all created sockets and virtual machine resources, too. Example notification value: (MaxFileDescriptorCount - OpenFileDescriptorCount) < 100. Monitor to determine if the number of open files that can be opened by the vm is sufficient.                                                                                                                                                             |       |                 | Search Store, Index Store                                    |

| Type                           | Instance       | Matrix    | Description                                                                                                                                                                                                                                                                                                                                            | Units     | Expected Values | Role                                         |
|--------------------------------|----------------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------------|----------------------------------------------|
| Non Java Application processes | ps_count       | processes | Total number of processes (including child) forked for particular program.                                                                                                                                                                                                                                                                             |           |                 | Analytics Store, JSON Store, Cache, RabbitMQ |
|                                |                | threads   | Total number of threads created for particular program.                                                                                                                                                                                                                                                                                                |           |                 |                                              |
|                                | ps_code        |           | Total (in KB) of Shared library code size (VmLib) & Size of text segment (VmExe)                                                                                                                                                                                                                                                                       | KiloBytes |                 | Analytics Store, JSON Store, Cache           |
|                                | ps_data        |           | Size (in KB) of data segment (VmData)                                                                                                                                                                                                                                                                                                                  | KiloBytes |                 | Analytics Store, JSON Store, Cache           |
|                                | ps_rss         |           | Number of pages the process has in real memory. This is just the pages which count towards text, data, or stack space. This does not include pages which have not been demand-loaded in, or which are swapped out.                                                                                                                                     |           |                 | Analytics Store, JSON Store, Cache           |
|                                | ps_stacksize   |           | Stack size. Difference between the address of the start of the stack (startstck) & current value of ESP stack pointer, as found in the kernel stack page for the process (kstkesp).                                                                                                                                                                    |           |                 | Analytics Store, JSON Store, Cache           |
|                                | ps_vm          |           | Virtual memory size in bytes.                                                                                                                                                                                                                                                                                                                          | Bytes     |                 | Analytics Store, JSON Store, Cache           |
|                                | ps_cputime     | syst      | Amount of time that this process has been scheduled in kernel mode, measured in clock ticks (divide by sysconf(_SC_CLK_TCK)).                                                                                                                                                                                                                          |           |                 | Analytics Store, JSON Store, Cache           |
|                                |                | user      | Amount of time that this process has been scheduled in user mode, measured in clock ticks (divide by sysconf(_SC_CLK_TCK)). This includes guest time, guest_time (time spent running a virtual CPU), so that applications that are not aware of the guest time field do not lose that time from their calculations.                                    |           |                 |                                              |
|                                | ps_disk_octets | read      | I/O counter: chars read<br>The number of bytes which this task has caused to be read from storage. This is simply the sum of bytes which this process passed to read() and pread().<br>It includes things like tty IO and it is unaffected by whether or not actual physical disk IO was required (the read might have been satisfied from pagecache). |           |                 | Analytics Store, JSON Store, Cache           |
|                                |                | write     | I/O counter: chars written<br>The number of bytes which this task has caused, or shall cause to be written to disk. Similar caveats apply here as with rchar.                                                                                                                                                                                          |           |                 |                                              |
|                                | ps_disk_ops    | read      | I/O counter: read syscalls<br>Attempt to count the number of read I/O operations, i.e. syscalls like read() and pread().                                                                                                                                                                                                                               |           |                 | Analytics Store, JSON Store, Cache           |
|                                |                | write     | I/O counter: write syscalls<br>Attempt to count the number of write I/O operations, i.e. syscalls like write() and pwrite().                                                                                                                                                                                                                           |           |                 |                                              |
|                                | ps_pagefaults  | majfit    | The number of major faults the process has made which have required loading a memory page from disk.                                                                                                                                                                                                                                                   |           |                 | Analytics Store, JSON Store, Cache           |
|                                |                | minfit    | The number of minor faults the process has made which have not required loading a memory page from disk.                                                                                                                                                                                                                                               |           |                 |                                              |

| Type    | Instance | Matrix         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Units | Expected Values | Role                        |
|---------|----------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----------------|-----------------------------|
| MongoDB |          | cache_misses   | <p>'serverStatus.indexCounters.accesses' divided by 'serverStatus.indexCounters.misses'</p> <p>serverStatus.indexCounters.accesses:</p> <p>accesses reports the number of times that operations have accessed indexes. This value is the combination of the hits and misses. Higher values indicate that your database has indexes and that queries are taking advantage of these indexes. If this number does not grow over time, this might indicate that your indexes do not effectively support your use.</p> <p>serverStatus.indexCounters.misses:</p> <p>misses represents the number of times that an operation attempted to access an index that was not in memory. These "misses," do not indicate a failed query or operation, but rather an inefficient use of the index. Lower values in this field indicate better index use and likely overall performance as well</p>                                                                                                                                                                                                                                                                               |       |                 | Analytics Store, JSON Store |
|         |          | connections    | <p>serverStatus.connections.current:</p> <p>The value of current corresponds to the number of connections to the database server from clients. This number includes the current shell session. Consider the value of available to add more context to this datum.</p> <p>This figure will include the current shell connection as well as any inter-node connections to support a replica set or sharded cluster.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |       |                 |                             |
|         |          | page_fault     | <p>serverStatus.extra_info.page_faults:Reports the total number of page faults that require disk operations. Page faults refer to operations that require the database server to access data which isn't available in active memory. The page_faults counter may increase dramatically during moments of poor performance and may correlate with limited memory environments and larger data sets. Limited and sporadic page faults do not necessarily indicate an issue.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |       |                 |                             |
|         |          | lock_ratio%    | <p>Displays the relationship between lockTime and totalTime. Low values indicate that operations have held the globalLock frequently for shorter periods of time. High values indicate that operations have held globalLock infrequently for longer periods of time</p> <p>serverStatus.globalLock.totalTime:</p> <p>The value of totalTime represents the time, in microseconds, since the database last started and creation of the globalLock. This is roughly equivalent to total server uptime.</p> <p>serverStatus.globalLock.lockTime:</p> <p>The value of lockTime represents the time, in microseconds, since the database last started, that the globalLock has been held. Consider this value in combination with the value of totalTime. MongoDB aggregates these values in the ratio value. If the ratio value is small but totalTime is high the globalLock has typically been held frequently for shorter periods of time, which may be indicative of a more normal use pattern. If the lockTime is higher and the totalTime is smaller (relatively,) then fewer operations are responsible for a greater portion of server's use (relatively.)</p> |       |                 |                             |
|         | flushes  | flushes        | <p>serverStatus.backgroundFlushing.flushes:</p> <p>flushes is a counter that collects the number of times the database has flushed all writes to disk. This value will grow as database runs for longer periods of time.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |       |                 |                             |
|         |          | flushes_avg_ms | <p>serverStatus.backgroundFlushing.average_ms:The average_ms value describes the relationship between the number of flushes and the total amount of time that the database has spent writing data to disk. The larger flushes is, the more likely this value is likely to represent a "normal," time; however, abnormal data can skew this value. Use the last_ms to ensure that a high average is not skewed by transient historical issue or a random write distribution.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |       |                 |                             |

| Type | Instance | Matrix       | Description                                                                                                                                                                                                                                                                                                                                                                       | Units     | Expected Values | Role |
|------|----------|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------------|------|
|      | memory   | mapped       | serverStatus.mem.mapped:<br>The value of mapped provides the amount of mapped memory, in megabytes (MB), by the database. Because MongoDB uses memory-mapped files, this value is likely to be roughly equivalent to the total size of your database or databases.                                                                                                                | MegaBytes |                 |      |
|      |          | resident     | serverStatus.mem.resident:<br>The value of resident is roughly equivalent to the amount of RAM, in megabytes (MB), currently used by the database process. In normal use this value tends to grow. In dedicated database servers this number tends to approach the total amount of system memory.                                                                                 | MegaBytes |                 |      |
|      |          | virtual      | serverStatus.mem.virtual:<br>virtual displays the quantity, in megabytes (MB), of virtual memory used by the mongod process. In typical deployments this value is slightly larger than mapped. If this value is significantly (i.e. gigabytes) larger than mapped, this could indicate a memory leak. With journaling enabled, the value of virtual is twice the value of mapped. | MegaBytes |                 |      |
|      | network  | bytesin      | serverStatus.network.bytesIn:<br>The value of the bytesIn field reflects the amount of network traffic, in bytes, received by this database. Use this value to ensure that network traffic sent to the mongod process is consistent with expectations and overall inter-application traffic.                                                                                      | Bytes     |                 |      |
|      |          | bytesout     | serverStatus.network.bytesOut:<br>The value of the bytesOut field reflects the amount of network traffic, in bytes, sent from this database. Use this value to ensure that network traffic sent by the mongod process is consistent with expectations and overall inter-application traffic.                                                                                      | Bytes     |                 |      |
|      | oplogs   | diffimesec   | Time difference between the most recent and the oldest oplog.                                                                                                                                                                                                                                                                                                                     |           |                 |      |
|      |          | storagesizeb | The total amount of storage (in MB) allocated to this collection for document storage. The storageSize does not decrease as you remove or shrink documents.                                                                                                                                                                                                                       | MegaBytes |                 |      |
|      |          | usedsizeb    | The size (in MB) of the data stored in this collection. This value does not include the size of any indexes associated with the collection.                                                                                                                                                                                                                                       | MegaBytes |                 |      |

| Type | Instance    | Matrix       | Description                                                                                                                                  | Units | Expected Values                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Role |
|------|-------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
|      | replication | health       | The health value is only present for the other members of the replica set. This field conveys if the member is up (i.e. 1) or down (i.e. 0.) |       | Up=1,<br>Down=0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |      |
|      |             | optimelagsec | Replication lag between secondary node and primary node                                                                                      |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |      |
|      |             | state        | The value of the state reflects state of this replica set member.                                                                            |       | <p>An integer between 0 and 10 represents the state of the member. These integers map to states, as follows:</p> <p>0<br/>STARTUP<br/>Startup, phase 1 (parsing config.)</p> <p>1<br/>PRIMARY<br/>Primary.</p> <p>2<br/>SECONDARY<br/>Secondary.</p> <p>3<br/>RECOVERING<br/>Member is recovering (initial sync, post-rollback, stale members.)</p> <p>4<br/>FATAL<br/>Member has encountered unrecoverable error.</p> <p>5<br/>STARTUP2<br/>Start up, phase 2 (forking threads.)</p> <p>6<br/>UNKNOWN<br/>Unknown (the set has never connected to the member.)</p> <p>7<br/>ARBITER<br/>Member is an arbiter.</p> <p>8<br/>DOWN<br/>Member is not accessible to the set.</p> <p>9<br/>ROLLBACK<br/>Member is rolling back data.</p> <p>10<br/>SHUNNED<br/>Member has been removed from replica set.</p> |      |

| Type              | Instance                                                                                                                                                                                                                                                                                                                        | Matrix                   | Description                                                                                                                                                                                                                                | Units                                              | Expected Values | Role       |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|-----------------|------------|
|                   | total_operations<br>Note: The opcounters data structure provides an overview of database operations by type and makes it possible to analyze the load on the database in more granular manner. These numbers will grow over time and in response to database use. Analyze these values over time to track database utilization. | command                  | Provides a counter of the total number of commands issued to the database since the mongod instance last started                                                                                                                           |                                                    |                 |            |
|                   |                                                                                                                                                                                                                                                                                                                                 | delete                   | Provides a counter of the total number of delete operations since the mongod instance last started                                                                                                                                         |                                                    |                 |            |
|                   |                                                                                                                                                                                                                                                                                                                                 | getmore                  | Provides a counter of the total number of “getmore” operations since the mongod instance last started. This counter can be high even if the query count is low. Secondary nodes send getMore operations as part of the replication process |                                                    |                 |            |
|                   |                                                                                                                                                                                                                                                                                                                                 | insert                   | Provides a counter of the total number of insert operations since the mongod instance last started                                                                                                                                         |                                                    |                 |            |
|                   |                                                                                                                                                                                                                                                                                                                                 | query                    | Provides a counter of the total number of queries since the mongod instance last started                                                                                                                                                   |                                                    |                 |            |
|                   |                                                                                                                                                                                                                                                                                                                                 | update                   | Provides a counter of the total number of update operations since the mongod instance last started                                                                                                                                         |                                                    |                 |            |
|                   |                                                                                                                                                                                                                                                                                                                                 |                          |                                                                                                                                                                                                                                            |                                                    |                 |            |
| MongoDB databases | quad, recommendation                                                                                                                                                                                                                                                                                                            | collections              | Contains a count of the number of collections in that database                                                                                                                                                                             |                                                    |                 |            |
|                   |                                                                                                                                                                                                                                                                                                                                 | indexes                  | Contains a count of the total number of indexes across all collections in the database                                                                                                                                                     |                                                    |                 |            |
|                   |                                                                                                                                                                                                                                                                                                                                 | num_extents              | Contains a count of the number of extents in the database across all collections                                                                                                                                                           |                                                    |                 |            |
|                   |                                                                                                                                                                                                                                                                                                                                 | object_count             | Contains a count of the number of objects (i.e. documents) in the database across all collections                                                                                                                                          |                                                    |                 |            |
|                   |                                                                                                                                                                                                                                                                                                                                 | data file_size           | The total size of the data held in this database including the padding factor. The dataSize will not decrease when documents shrink, but will decrease when you remove documents                                                           | Bytes                                              |                 |            |
|                   |                                                                                                                                                                                                                                                                                                                                 | index file_size          | The total size of all indexes created on this database                                                                                                                                                                                     | Bytes                                              |                 |            |
|                   |                                                                                                                                                                                                                                                                                                                                 | storage file_size        | The total amount of space allocated to collections in this database for document storage. The storageSize does not decrease as you remove or shrink documents                                                                              | Bytes                                              |                 |            |
| Tomcat            |                                                                                                                                                                                                                                                                                                                                 | activeSessions           | Number of active sessions at this moment                                                                                                                                                                                                   |                                                    |                 | App Server |
|                   |                                                                                                                                                                                                                                                                                                                                 | expiredSessions          | Number of sessions that expired (doesn't include explicit invalidations)                                                                                                                                                                   |                                                    |                 |            |
|                   |                                                                                                                                                                                                                                                                                                                                 | processExpiresFrequency  | The frequency of the manager checks (expiration and passivation)                                                                                                                                                                           |                                                    |                 |            |
|                   |                                                                                                                                                                                                                                                                                                                                 | processingTime           | Time spent doing housekeeping and expiration                                                                                                                                                                                               | Cumulative milliseconds of wall clock elapsed time |                 |            |
|                   |                                                                                                                                                                                                                                                                                                                                 | rejectedSessions         | Number of sessions rejected due to maxActive being reached                                                                                                                                                                                 |                                                    |                 |            |
|                   |                                                                                                                                                                                                                                                                                                                                 | sessionAverageAliveTimes | Average time an expired session had been alive                                                                                                                                                                                             | Seconds                                            |                 |            |
|                   |                                                                                                                                                                                                                                                                                                                                 | sessionCounter           | Total number of sessions created by this manager                                                                                                                                                                                           |                                                    |                 |            |
|                   |                                                                                                                                                                                                                                                                                                                                 | sessionCreateRate        | Session creation rate in sessions per minute                                                                                                                                                                                               | Minute                                             |                 |            |
|                   |                                                                                                                                                                                                                                                                                                                                 | sessionExpireRate        | Session expiration rate in sessions per minute                                                                                                                                                                                             | Minute                                             |                 |            |
|                   |                                                                                                                                                                                                                                                                                                                                 |                          |                                                                                                                                                                                                                                            |                                                    |                 |            |

### Collected Performance Data

| Type     | Instance                                                             | Matrix                | Description                                                                                                                | Units        | Expected Values | Role          |
|----------|----------------------------------------------------------------------|-----------------------|----------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|
| RabbitMQ | Queue: Activity, Analytics, EMailDigest, Migrate, Polling, Scheduler | consumers             | Number of consumers for the queue                                                                                          |              |                 | Message Queue |
|          |                                                                      | memory                | Bytes of memory consumed by the Erlang process associated with the queue, including stack, heap and internal structures.   | Bytes        |                 |               |
|          |                                                                      | messages              | Sum of ready and unacknowledged messages (queue depth).                                                                    |              |                 |               |
|          |                                                                      | messages_ready        | Number of messages ready to be delivered to clients.                                                                       |              |                 |               |
|          |                                                                      | messages_acknowledged | Number of messages delivered to clients but not yet acknowledged.                                                          |              |                 |               |
|          |                                                                      | node                  | Node associated with the queue                                                                                             |              |                 |               |
|          | Server                                                               | fd_total              | File descriptor count and limit, as reported by the operating system. The count includes network sockets and file handles. |              |                 | Message Queue |
|          |                                                                      | fd_used               | File descriptor count used by RabbitMQ.                                                                                    |              |                 |               |
|          |                                                                      | mem_limit             | The memory threshold RabbitMQ will use on the system.                                                                      | Bytes        |                 |               |
|          |                                                                      | mem_used              | Memory used by RabbitMQ                                                                                                    | Bytes        |                 |               |
|          |                                                                      | proc_total            | Maximum number of erlang processes for RabbitMQ                                                                            |              |                 |               |
|          |                                                                      | proc_used             | Number of erlang processes used by RabbitMQ                                                                                |              |                 |               |
|          |                                                                      | sockets_total         | The network sockets count and limit managed by RabbitMQ.                                                                   |              |                 |               |
|          |                                                                      | sockets_used          | The network sockets count used by RabbitMQ.                                                                                |              |                 |               |
|          |                                                                      | uptime                | Uptime of the service                                                                                                      | Milliseconds |                 |               |
| ActiveMQ | Broker                                                               | TotalEnqueueCount     | Number of messages sent to queues                                                                                          |              |                 | Message Queue |
|          |                                                                      | TotalDequeueCount     | Number of messages removed from queues & consumed by the clients                                                           |              |                 |               |
|          |                                                                      | TotalConsumerCount    | Number of clients listening to the queue                                                                                   |              |                 |               |
|          |                                                                      | TotalMessageCount     | Number of Messages held by the broker.<br>[TotalMessagesCount+TotalDequeueCount = TotalEnqueueCount]                       |              |                 |               |
|          |                                                                      | MemoryLimit           | The memory usage limit of the broker                                                                                       | Bytes        |                 |               |
|          |                                                                      | MemoryPercentUsage    | Percentage usage of the memory                                                                                             | %            |                 |               |
|          |                                                                      | StoreLimit            | The upper limit of the store usage of the broker -- we haven't configured any upper limit for WxS queues                   |              |                 |               |
|          |                                                                      | StorePercentUsage     | The actual storage usage of the broker                                                                                     |              |                 |               |

| Type     | Instance                                      | Matrix              | Description                                                                                                                                                    | Units | Expected Values | Role          |
|----------|-----------------------------------------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----------------|---------------|
| ActiveMQ | Queue: inbound, outbound, portal, search, vdl | QueueSize           | Total number of messages in the queue/store that have not been ack'd by a consumer                                                                             |       |                 | Message Queue |
|          |                                               | EnqueueCount        | Total number of messages sent to consumer sessions (Dequeue + Inflight)                                                                                        |       |                 |               |
|          |                                               | DequeueCount        | Number of messages sent to a consumer session and have not received an ack                                                                                     |       |                 |               |
|          |                                               | ConsumerCount       | Total number of messages sent to the queue since the last restart                                                                                              |       |                 |               |
|          |                                               | DispatchCount       | Total number of messages removed from the queue (ack'd by consumer) since last restart                                                                         |       |                 |               |
|          |                                               | ExpiredCount        | Number of client/consumers listening on this Queue                                                                                                             |       |                 |               |
|          |                                               | InFlightCount       | Number of messages which didn't get sent to the clients/Consumers and reach the expiry timeout and cleared by broker -- We have the expired timeout of 8 hours |       |                 |               |
|          |                                               | CursorMemory Usage  | Indicates the memory(heap) used by non-persistent messages -- this doesn't to WxSocial as we use persistent messaging                                          |       |                 |               |
|          |                                               | CursorPercentUsage  | Indicates the memory(heap) used by non-persistent messages in percentage                                                                                       | %     |                 |               |
|          |                                               | MemoryLimit         | The upper limit of memory usage of a particular Queue—WxS we haven't configured any upper limits for the Queues in WxS                                         | Bytes |                 |               |
|          |                                               | MemoryPercent Usage | The percentage of memory usage of a particular Queue                                                                                                           | %     |                 |               |

## Monitored Health Metrics

This section summarizes the resources that are monitored by monit to ensure good health of the system. Monit automatically takes corrective action if a process stops or becomes unresponsive. A syslog message is generated on alert and when corrective action is taken. Monit checks are only done on Enabled applications.

This data can be accessed in several ways:

- From the Director UI > System > Health.
- Through the WebEx Social API.

**Table 3-1 Monitored Health Metrics**

| CheckName/<br>Filename                                 | Type    | Checks                       | Action         | Role           |
|--------------------------------------------------------|---------|------------------------------|----------------|----------------|
| jms-message-queue/<br>process_activemq                 | Process | pid                          | Restart        | Message Queue  |
|                                                        |         | cpu > 98% for 5 polls        | Syslog Err Msg |                |
| analyticsstore/<br>process_analyticsstore              | Process | pid                          | Restart        | Analytic Store |
|                                                        |         | tcp on port 27001 for 1 poll | Syslog Err Msg |                |
| analyticsstore/<br>process_analyticsstore <sup>1</sup> | Process | pid                          | Restart        | Director       |
|                                                        |         | tcp on port 27001 for 1 poll | Syslog Err Msg |                |
|                                                        |         | cpu > 98% for 5 polls        | Syslog Err Msg |                |

**Table 3-1** *Monitored Health Metrics (continued)*

| CheckName/<br>Filename                       | Type       | Checks                                                              | Action                                             | Role                              |
|----------------------------------------------|------------|---------------------------------------------------------------------|----------------------------------------------------|-----------------------------------|
| cache/<br>process_cache                      | Process    | pid                                                                 | Restart                                            | Cache                             |
|                                              |            | Built-in monit protocol check for memcache on port 11211 for 1 poll | Syslog Err Msg                                     |                                   |
|                                              |            | cpu > 98% for 5 polls                                               | Syslog Err Msg                                     |                                   |
| carbon/<br>process_carbon                    | Process    | pid                                                                 | Restart                                            | Director                          |
|                                              |            | cpu > 25% for 5 polls                                               | Syslog Err Msg                                     |                                   |
| cmanager/<br>process_cmanager                | Process    | pid                                                                 | Restart                                            | WebEx Social                      |
|                                              |            | cpu > 98% for 5 polls                                               | Syslog Err Msg                                     |                                   |
| collectd/<br>process_collectd                | Process    | pid                                                                 | Restart                                            | All                               |
|                                              |            | cpu > 25% for 5 polls                                               | Syslog Err Msg                                     |                                   |
| director-web/<br>process_cps                 | Process    | pid                                                                 | Restart                                            | Director                          |
|                                              |            | cpu > 98% for 5 polls                                               | Syslog Err Msg                                     |                                   |
|                                              | Disk Space | /opt > 85% for 5 polls                                              | Purge<br>/opt/logs/*,<br>except for<br>today's log |                                   |
| cron/<br>process_cron                        | Process    | pid                                                                 | Restart                                            | All                               |
| httpd/<br>process_httpd                      | Process    | pid                                                                 | Restart                                            | Director, WebEx<br>Social, Worker |
| indexstore/<br>process_indexstore            | Process    | pid                                                                 | Restart                                            | Index Store                       |
|                                              |            | cpu > 98% for 5 polls                                               | Syslog Err Msg                                     |                                   |
| jsonstore/<br>process_jsonstore              | Process    | pid                                                                 | Restart                                            | JSON Store                        |
|                                              |            | tcp on port 27000 for 1 poll                                        | Syslog Err Msg                                     |                                   |
|                                              |            | cpu > 98% for 5 polls                                               | Syslog Err Msg                                     |                                   |
| jsonstore/<br>process_jsonstore <sup>1</sup> | Process    | pid                                                                 | Restart                                            | Director                          |
|                                              |            | tcp on port 27000 for 1 poll                                        | Syslog Err Msg                                     |                                   |
|                                              |            | cpu > 98% for 5 polls                                               | Syslog Err Msg                                     |                                   |
| nagios/<br>process_nagios                    | Process    | pid                                                                 | Restart                                            | Director                          |
|                                              |            | cpu > 25% for 5 polls                                               | Syslog Err Msg                                     |                                   |
| ntpd/<br>process_ntpd                        | Process    | pid                                                                 | Restart                                            | All                               |
|                                              |            | cpu > 25% for 5 polls                                               | Syslog Err Msg                                     |                                   |
| notifier/<br>process_openfire                | Process    | pid                                                                 | Restart                                            | Notifier                          |
|                                              |            | cpu > 98% for 5 polls                                               | Syslog Err Msg                                     |                                   |
| postfix/<br>process_postfix <sup>2</sup>     | Process    | pid                                                                 | Restart                                            | Director, Worker                  |
|                                              |            | cpu > 40% for 2 polls                                               | Syslog Err Msg                                     |                                   |
|                                              |            | cpu > 60% for 5 polls                                               | Restart                                            |                                   |
|                                              |            | Built-in monit protocol check for SMTP for 1 poll                   | Syslog Err Msg                                     |                                   |
|                                              |            | Children > 2000                                                     | Syslog Err Msg                                     |                                   |
|                                              |            | Memory > 2GB for 2 polls                                            | Restart                                            |                                   |
| puppet/<br>process_puppet                    | Process    | pid                                                                 | Restart                                            | All                               |
|                                              |            | cpu > 98% for 5 polls                                               | Syslog Err Msg                                     |                                   |
| puppetmaster/<br>process_puppetmaster        | Process    | pid                                                                 | Restart                                            | Director                          |
|                                              |            | tcp on port 8140 for 1 poll                                         | Syslog Err Msg                                     |                                   |
|                                              |            | cpu > 98% for 5 polls                                               | Syslog Err Msg                                     |                                   |

**Table 3-1 Monitored Health Metrics (continued)**

| CheckName/<br>Filename                 | Type                                     | Checks                                                      | Action         | Role                                                                           |
|----------------------------------------|------------------------------------------|-------------------------------------------------------------|----------------|--------------------------------------------------------------------------------|
| quad/<br>process_quad                  | Process                                  | pid                                                         | Restart        | WebEx Social                                                                   |
|                                        |                                          | cpu > 98% for 5 polls                                       | Syslog Err Msg |                                                                                |
|                                        |                                          | WxS State Manager URL check for 2 polls <sup>3</sup>        | Syslog Err Msg |                                                                                |
| message-queue/<br>process_rabbitmq     | Process                                  | pid                                                         | Restart        | Message Queue                                                                  |
|                                        |                                          | cpu > 98% for 5 polls                                       | Syslog Err Msg |                                                                                |
| rsyslog/<br>process_rsyslog            | Process                                  | pid                                                         | Restart        | All                                                                            |
|                                        |                                          | tcp on port 514 for 1 poll                                  | Syslog Err Msg | Director                                                                       |
|                                        |                                          | cpu > 50% for 5 polls                                       | Syslog Err Msg | All                                                                            |
| saltmaster/<br>process_saltmaster      | Process                                  | pid                                                         | Restart        | Director                                                                       |
|                                        |                                          | tcp on port 4506 for 1 poll                                 | Syslog Err Msg |                                                                                |
|                                        |                                          | cpu > 98% for 5 polls                                       | Syslog Err Msg |                                                                                |
| saltminion/<br>process_saltminion      | Process                                  | pid                                                         | Restart        | All                                                                            |
|                                        |                                          | cpu > 98% for 5 polls                                       | Syslog Err Msg |                                                                                |
| search/<br>process_searchstore         | Process                                  | pid                                                         | Restart        | Search Store                                                                   |
|                                        |                                          | cpu > 98% for 5 polls                                       | Syslog Err Msg |                                                                                |
| sshd/<br>process_sshd                  | Process                                  | pid                                                         | Restart        | All                                                                            |
|                                        |                                          | Built-in monit protocol check for ssh on port 22 for 1 poll | Syslog Err Msg |                                                                                |
|                                        |                                          | cpu > 25% for 5 polls                                       | Syslog Err Msg |                                                                                |
| worker/<br>process_worker              | Process                                  | pid                                                         | Restart        | Worker                                                                         |
|                                        |                                          | cpu > 98% for 5 polls                                       | Syslog Err Msg |                                                                                |
| oracle/<br>program_oracle <sup>4</sup> | Program (script)                         | script return value; for 10 polls                           | Restart        | RDBMS Store,<br>Graph Store                                                    |
| integrity/<br>program_integrity        | Program (script)                         | script return value;                                        | Syslog Err Msg | All                                                                            |
| Disk usage check <sup>5</sup>          | /opt                                     | > 85%                                                       | Nagios Alert   | All<br>Note: Nagios Alert when /opt usage > 85% is for the Director role only. |
|                                        | /opt                                     | > 95%                                                       | Nagios Alert   |                                                                                |
|                                        | /boot                                    | > 99%                                                       | Nagios Alert   |                                                                                |
|                                        | /root                                    | > 99%                                                       | Nagios Alert   |                                                                                |
| Filesystems <sup>3</sup>               | /opt, /boot, /root & NFS (where mounted) | Not Writable for 2 polls                                    | Nagios Alert   | All                                                                            |

1. Arbiter check available only where there are multiple Json/Analytics VMs.
2. Postfix service monitored only when maildomain/external host and external SMTP port are provisioned.
3. Introduced in 3.3(1).
4. The check is done using “/etc/init.d/dbora status”. Restarting is done using “/etc/init.d/dbora cond\_start”. Only services that are not running (Enterprise Manager, Database etc) are started. Checks are not made during database installation.
5. The disk utilization check uses performance statistics as collected by collectd.





## Logs

---

This chapter provides information about log file names and locations as well as other log-related information.

This chapter is organized as follows:

- [Logs Overview, page 4-1](#)
- [Log Files Stored on the Director by Role, page 4-1](#)
- [Locally-stored Log Files by Role, page 4-4](#)
- [Understanding Logs, page 4-5](#)

## Logs Overview

Most Cisco WebEx Social logs are centralized on the Director node. There are a few exceptions (log files with dynamic name patterns and non-critical logs) where log files are managed locally on nodes instead of streaming to the Director node.

Cisco WebEx Social uses rsyslog as a logging framework. rsyslog sends critical logs to the Director node but, if configured, can also stream logs to an upstream host (see the *Cisco WebEx Social Administration Guide* for details).

The central log location on the Director node is `/opt/logs/<date>/` where *date* is the date that the log message was written. For example `/opt/logs/2012_12_01/` would contain all log messages generated on Dec 1 2012.

The logs on the Director can be accessed through the Director GUI (see the *Cisco WebEx Social Administration Guide* for details) or through the Cisco WebEx Social Director API.

## Log Files Stored on the Director by Role

This sections lists the log files that each role sends to the Director.

**Table 4-1** *Log Files Stored on the Director*

| Role       | Log filename                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Director   | %HOSTNAME%_director_web.log<br>%HOSTNAME%_catalina.log<br>%HOSTNAME%_localhost.log<br>%HOSTNAME%_manager.log<br>%HOSTNAME%_host_manager.log<br>%HOSTNAME%_deploy_db.log<br>%HOSTNAME%_graphite_access.log<br>%HOSTNAME%_graphite_exception.log<br>%HOSTNAME%_graphite_info.log<br>%HOSTNAME%_graphite_error.log<br>%HOSTNAME%_carbon_console.log<br>%HOSTNAME%_salt_master.log<br>%HOSTNAME%_mongod.log<br>%HOSTNAME%_jsonstore.log<br>%HOSTNAME%_analyticsstore.log                          |
| App Server | %HOSTNAME%_appserver.log<br>%HOSTNAME%_analyticsmrscheduler.log<br>%HOSTNAME%_catalina.log<br>%HOSTNAME%_localhost.log<br>%HOSTNAME%_tomcat-access.log<br>%HOSTNAME%_manager.log<br>%HOSTNAME%_host_manager.log<br>%HOSTNAME%_httpd_access.log<br>%HOSTNAME%_httpd_error.log<br>%HOSTNAME%_cmanager.log<br>%HOSTNAME%_cmanager_debug.log<br>%HOSTNAME%_cmanager_info.log<br>%HOSTNAME%_cmanager_warn.log<br>%HOSTNAME%_cmanager_error.log<br>%HOSTNAME%_deploy_db.log<br>%HOSTNAME%_audit.log |
| Worker     | %HOSTNAME%_worker.log<br>%HOSTNAME%_catalina.log<br>%HOSTNAME%_localhost.log<br>%HOSTNAME%_manager.log<br>%HOSTNAME%_host_manager.log<br>%HOSTNAME%_httpd_access.log<br>%HOSTNAME%_httpd_error.log<br>%HOSTNAME%_cmanager.log<br>%HOSTNAME%_cmanager_debug.log<br>%HOSTNAME%_cmanager_info.log<br>%HOSTNAME%_cmanager_warn.log<br>%HOSTNAME%_cmanager_error.log                                                                                                                               |

**Table 4-1** Log Files Stored on the Director (continued)

| Role            | Log filename                                                                                                                                                                                                                                                                                      |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Message Queue   | %HOSTNAME%_message-queue_wrapper.log<br>%HOSTNAME%_message-queue.log<br>%HOSTNAME%_message-queue_shutdown_err<br>%HOSTNAME%_message-queue_startup_err<br>%HOSTNAME%_message-queue_shutdown.log<br>%HOSTNAME%_message-queue_startup.log<br>%HOSTNAME%_rabbitmq.log<br>%HOSTNAME%_rabbitmq-sasl.log |
| Notifier        | %HOSTNAME%_notifier.log<br>%HOSTNAME%_notifier_nohup.out<br>%HOSTNAME%_notifier_debug.log<br>%HOSTNAME%_notifier_info.log<br>%HOSTNAME%_notifier_warn.log<br>%HOSTNAME%_notifier_error.log                                                                                                        |
| Cache           | %HOSTNAME%_messages                                                                                                                                                                                                                                                                               |
| Search Store    | %HOSTNAME%_search.log<br>%HOSTNAME%_search.request.log                                                                                                                                                                                                                                            |
| Index Store     | %HOSTNAME%_index.log<br>%HOSTNAME%_index.request.log                                                                                                                                                                                                                                              |
| Analytics Store | %HOSTNAME%_mongod.log                                                                                                                                                                                                                                                                             |
| JSON Store      | %HOSTNAME%_mongod.log                                                                                                                                                                                                                                                                             |

**Table 4-1 Log Files Stored on the Director (continued)**

| Role                    | Log filename                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| RDBMS Store             | %HOSTNAME%_oracle_quad_log.xml<br>%HOSTNAME%_oracle_alert_quad.log<br>%HOSTNAME%_oracle_rdfprod_log.xml<br>%HOSTNAME%_oracle_alert_rdfprod.log<br>%HOSTNAME%_oracle_sqlnet.log                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Common logs (all roles) | %HOSTNAME%_secure<br>%HOSTNAME%_mail_log<br>%HOSTNAME%_cron<br>%HOSTNAME%_spooler<br>%HOSTNAME%_boot.log<br>%HOSTNAME%_collectd.log<br>%HOSTNAME%_monit.log<br>%HOSTNAME%_puppet.log<br>%HOSTNAME%_messages<br>%HOSTNAME%_nagios.log<br>%HOSTNAME%_faillog<br>%HOSTNAME%_lastlog<br>%HOSTNAME%_snmpd.log<br>%HOSTNAME%_yum.log<br>%HOSTNAME%_tallylog<br>%HOSTNAME%_vmware_tools_guestd<br>%HOSTNAME%_wtmp<br>%HOSTNAME%_audit_local_log<br>%HOSTNAME%_mail_statistics<br>%HOSTNAME%_pm-suspend.log<br>%HOSTNAME%_prelink.log<br>%HOSTNAME%_mod-jk.log<br>%HOSTNAME%_rewrite.log<br>%HOSTNAME%_ssl_access_log<br>%HOSTNAME%_ssl_request_log<br>%HOSTNAME%_ssl_error_log<br>%HOSTNAME%_install.log<br>%HOSTNAME%_install.log.syslog<br>%HOSTNAME%_salt_minion.log |

## Locally-stored Log Files by Role

This sections lists the log files that some roles store locally.

**Table 4-2 Locally-stored Log Files**

| Role                       | Log filename                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| RDBMS Store                | /opt/oracle/app/oracle/diag/rdbms/[quad, rdfprod]/[quad, rdfprod]/cdump/*<br>/opt/oracle/app/oracle/admin/[quad, rdfprod]/adump/*<br>/opt/oracle/app/oracle/diag/tnlsnr/*/listener/alert/log.xml<br>/opt/oracle/app/oracle/diag/tnlsnr/*/listener/trace/listener.log<br>/opt/oracle/app/oracle/diag/rdbms/[quad, rdfprod]/[quad, rdfprod]/trace/*.trc, *.trm |
| Common logs<br>(all roles) | /var/log/sa/sa*<br>/var/log/httpd/[ssl*log]<br>/var/log/anaconda.*<br>/var/log/btmp<br>/var/log/dmesg<br>/var/log/dracut.log                                                                                                                                                                                                                                 |

## Understanding Logs

This section contains log excerpts for various normal and abnormal events, as follows:

- [Monit Logs, page 4-6](#)
- [Resource Overutilization, page 4-7](#)
- [Purging /opt, page 4-7](#)
- [Nagios Starts Up/Shuts Down, page 4-7](#)
- [Common False Positives, page 4-7](#)
- [Failure: Core Service is Down for an Extended Period of Time, page 4-8](#)
- [Rsyslog Starts Up/Shuts Down, page 4-9](#)
- [Rsyslog is Rate Limited, page 4-9](#)
- [Service is Down, page 4-9](#)
- [Analytics Service Initialized Successfully, page 4-9](#)
- [MapReduce Scheduler Logs, page 4-9](#)
- [Calendar Logs, page 4-10](#)
- [Framework Logs, page 4-19](#)
- [Streams Logs, page 4-19](#)
- [Email Integration Logs, page 4-21](#)
- [Office Plug-in Logs, page 4-37](#)
- [Cisco WebEx Social Call Plug-in Logs, page 4-38](#)
- [WebEx Social for Office Logs, page 4-39](#)
- [Open API Logs, page 4-47](#)
- [Click to Call and Click to Chat Logs, page 4-52](#)

- [Email Notifications About Announcements and Alerts, page 4-53](#)
- [Synthetic Monitor, page 4-56](#)
- [Centralized Credentials Management \(Master Password\), page 4-56](#)
- [Session Centralization, page 4-56](#)

## Monit Logs

This section is organized as follows:

- [Monit Starts Up, page 4-6](#)
- [Monit Check Failed, page 4-6](#)
- [Manually Restarting Monit, page 4-6](#)

### Monit Starts Up

These log entries are generated during normal monit startup.

```
Mar 15 20:40:35 quad-web-a monit[19684]: Shutting down monit HTTP server
Mar 15 20:40:35 quad-web-a monit[19684]: monit HTTP server stopped
Mar 15 20:40:35 quad-web-a monit[19684]: monit daemon with pid [19684] killed
Mar 15 20:40:35 quad-web-a monit[19684]: 'system_quad-web-a.example.com' Monit stopped

Mar 15 20:40:35 quad-web-a monit[27469]: Starting monit daemon with http interface at
[*:2812]
Mar 15 20:40:35 quad-web-a monit[27469]: Monit start delay set -- pause for 120s
Mar 15 20:42:35 quad-web-a monit[27472]: Starting monit HTTP server at [*:2812]
Mar 15 20:42:35 quad-web-a monit[27472]: monit HTTP server started
Mar 15 20:42:35 quad-web-a monit[27472]: 'system_quad-web-a.example.com' Monit started
```

### Monit Check Failed

These log entries are generated when collectd and httpd are not running and are failing to start:

```
Mar 15 21:05:27 quad-web-b monit[16949]: 'collectd' process is not running
Mar 15 21:05:27 quad-web-b monit[16949]: 'collectd' trying to restart
Mar 15 21:05:27 quad-web-b monit[16949]: 'collectd' start: /etc/init.d/collectd

Mar 15 20:17:27 quad-web-a monit[19684]: 'httpd' process is not running
Mar 15 20:17:27 quad-web-a monit[19684]: 'httpd' trying to restart
Mar 15 20:17:27 quad-web-a monit[19684]: 'httpd' start: /etc/init.d/httpd
Mar 15 20:17:57 quad-web-a monit[19684]: 'httpd' failed to start
```

### Manually Restarting Monit

These log entries are generated when a service is restarted manually in which case monit detects the PID change and logs it:

```
May 22 18:02:13 quad-web-c monit[1811]: 'rsyslog' process PID changed from 1425 to 2959
May 22 18:03:13 quad-web-c monit[1811]: 'rsyslog' process PID has not changed since last
cycle
```

## Resource Overutilization

These log entries are generated when monit has detected that a resource utilization has gone over the predefined threshold:

```
May 27 18:25:11 quad-web-a monit[2236]: 'rsyslog' cpu usage of 50.1% matches resource
limit [cpu usage>50.0%]
```

## Purging /opt

These log entries are generated when monit has detected that the /opt usage has grown beyond 85% and the purge action has been performed:

```
Jun 5 01:05:44 quad-test monit[16057]: 'opt' space usage 92.6% matches resource limit
[space usage>85.0%]
Jun 5 01:05:44 quad-test monit[16057]: 'opt' exec: /bin/bash
Jun 5 01:05:44 quad-test monit: /opt disk usage exceeded 85% threshold. Purging log
folder: /opt/logs/2012_06_03
```

These log entries are generated when “today” is the only remaining folder and there is nothing left to purge:

```
Jun 5 01:07:44 quad-test monit: /opt disk usage exceeded 85% threshold. Purging log
folder:
```

## Nagios Starts Up/Shuts Down

These log entries are generated during normal Nagios startup/shutdown.

```
[1336003714] Nagios 3.3.1 starting... (PID=9416)
[1336003714] Local time is Thu May 03 00:08:34 UTC 2012
[1336003714] LOG VERSION: 2.0
[1336003714] Finished daemonizing... (New PID=9417)
.....
[1335307549] Auto-save of retention data completed successfully.
[1336003770] Caught SIGTERM, shutting down...
[1336003770] Successfully shutdown... (PID=9417)
```

## Common False Positives

These false positives are known to appear:

- [Node is No Longer Active/Available but Exists in the Topology](#)
- [Monit service Not Running on a Node](#)
- [Chart Data Missing for a Node](#)

### Node is No Longer Active/Available but Exists in the Topology

```
[1335313142] SERVICE ALERT: test.example.com;Load:
midterm;UNKNOWN;HARD;4;check_graphite_stats :err : getData failed 500
[1335296859] SERVICE ALERT: test.example.com;Disk: opt;CRITICAL;SOFT;1;CRITICAL:
Exception: [Errno 113] No route to host
```

## Monit service Not Running on a Node

Node name in the example: test.example.com.

```
[1335946047] SERVICE NOTIFICATION:
nagiosadmin;test.example.com;cron;CRITICAL;notify-service-by-email;CRITICAL: Exception:
[Errno 111] Connection refused
```

## Chart Data Missing for a Node

The charts are fed by collectd. If you are missing data for a particular node, look for the collectd log on the Director for that node.

In many cases the counters are either 0 or missing for certain attributes on certain nodes. For example, with ActiveMQ, there is only one active node at any one time. The other node is in standby mode waiting to take over. The resulting log messages look like this for the standby AMQ node:

```
May 29 16:00:09 quad-queue-2 collectd[3793]: GenericJMXConfValue.query: Querying attribute
TotalEnqueueCount failed.
May 29 16:00:09 quad-queue-2 collectd[3793]: GenericJMXConfValue.query: getAttribute
failed: javax.management.RuntimeMBeanException: java.lang.NullPointerException
```

This is normal behavior in this case as the other AMQ node is currently active.

## Failure: Core Service is Down for an Extended Period of Time

These log entries are generated when a core service has not been running for an extended period of time.

```
[1335317564] SERVICE ALERT: quad-test.example.com;ntpd;CRITICAL;SOFT;1;CRITICAL: PROCESS
ntpd: failed to start
[1335317624] SERVICE ALERT: quad-test.example.com;ntpd;CRITICAL;SOFT;2;CRITICAL: PROCESS
ntpd: failed to start
[1335317684] SERVICE ALERT: quad-test.example.com;ntpd;CRITICAL;SOFT;3;CRITICAL: PROCESS
ntpd: failed to start
[1335317744] SERVICE ALERT: quad-test.example.com;ntpd;CRITICAL;HARD;4;CRITICAL: PROCESS
ntpd: failed to start
[1335317744] SERVICE NOTIFICATION:
test@example.com;quad-test.example.com;ntpd;CRITICAL;notify-service-by-email;CRITICAL:
PROCESS ntpd: failed to start
[1335318044] SERVICE ALERT: quad-test.example.com;ntpd;OK;HARD;4;OK: Total 1 services are
monitored
[1335318044] SERVICE NOTIFICATION:
test@example.com;quad-test.example.com;ntpd;OK;notify-service-by-email;OK: Total 1
services are monitored
```

The text highlighted in red shows that:

- There have been four successive failures, which causes Nagios to generate an email alert.
- The email address that the alert was sent to (test@example.com).
- The text that was sent in the email (the rest of the message).

The very last line shows:

- The service recovering (indicated by the OK: Total 1 services are monitored).
- The email address that the alert was sent to (test@example.com) informing the service has gone back online.

## Rsyslog Starts Up/Shuts Down

These log entries are generated during normal rsyslog startup/shutdown.

```
May 31 01:22:16 quad-web-a kernel: Kernel logging (proc) stopped.
May 31 01:22:16 quad-web-a rsyslogd: [origin software="rsyslogd" swVersion="5.8.6"
x-pid="1612" x-info="http://www.rsyslog.com"] exiting on signal 15.
May 31 01:22:17 quad-web-a kernel: imklog 5.8.6, log source = /proc/kmsg started.
May 31 01:22:17 quad-web-a rsyslogd: [origin software="rsyslogd" swVersion="5.8.6"
x-pid="28666" x-info="http://www.rsyslog.com"] start
```

## Rsyslog is Rate Limited

These log entries are generated when rsyslog has reached the default maximum of 200 input log messages per 5 seconds. Any excess messages are dropped for the process.

```
May 25 23:37:36 quad-web-a rsyslogd-2177: imuxsock begins to drop messages from pid 2061
due to rate-limiting
May 25 23:40:02 quad-web-a rsyslogd-2177: imuxsock lost 1085 messages from pid 2061 due to
rate-limiting
```

## Service is Down

If a service is down, collectd won't be able to collect stats for that service, for example if the Worker service is not running then the Health state manager check fails and collectd logs the following:

```
Jun 4 21:01:44 quad-web-b collectd[7176]: curl_json plugin: curl_easy_perform failed with
status 7: couldn't connect to host (http://localhost:8080/monit/status.do?output=json)
```

If Memcached is not running, you see a message like this:

```
Jun 7 00:04:24 quad-cache-1 collectd[6847]: memcached: Could not connect to daemon.
```

## Analytics Service Initialized Successfully

This log message appears if the Analytics service on an App Server or Worker node initializes successfully.

```
AnalyticEventReceiver initialized
```

## MapReduce Scheduler Logs

Mapreduce jobs are run for analytics and suggestions. Typically, these jobs are run once per day (unless you change the “Analytics Store Cron Job Hour of Day (UTC)” on the Director, in which case the scheduler job might run again for the day when it was changed).

The mapreduce scheduler logs are written to *worker-host-name\_analyticmsrscheduler.log*. One of the Worker nodes picks up the entire job for execution.

- To verify the job has started, look for:  
Running Map Reduce Jobs
- The end of the job is signified by this message:

```
----- MapReduce Jobs completed. Exiting Program -----
```

- To see if all mapreduce jobs completed successfully, run:

```
cat worker-host-name_analyticmscheduler.log | grep 'exitValue'
```

The command should return something similar to:

```
Apr 26 00:00:08 ecp-10-194-190-32.example.com analyticmscheduler[]: INFO
[ANALYTICS_MR_SCHEDULER] - [pool-32-thread-2]: Process : cmd = user_library_usage,
exitValue = 0
```

An `exitValue = 0` signifies that the command has executed successfully. If any command has an `exitValue` *not equal* to 0, there is likely some issue executing the mapreduce jobs.

- If you see messages similar to “login failed”, check for the following:

Execute:

```
/usr/bin/mongo -u username -p password analytics_store_host:port/dbName
/opt/cisco/scheduler/analytics/mapreduce/user_library_usage.js
```

Verify that *username*, *analytics\_store\_host*, *port*, and *dbName* match the respective properties set in `portal-ext.properties`. If they match, ensure that the credentials are valid for the `qudanalytics` database on the Analytics Store.

If the credentials look good, but the login still fails, there might be no primary Analytics Store node on the cluster; all available nodes might be in secondary mode. Check if that is the case by running:

```
db.isMaster();
```

inside the mongo console on each Analytics Store node.

- If you see that there are no scheduler logs being generated, go to the Director > Configuration and check the running schedule (it is set to run at midnight GMT by default). If the schedule run has passed, check if the MessageQueue Scheduler Queue has some messages stuck. If you see the messages are stuck, check if the Worker role shows exceptions. If there are no exceptions, ensure Message Queue is working properly.

## Calendar Logs

This section explains the following procedures from logging standpoint:

- [Getting a Month Worth of Meetings with Configured Domino and WebEx \(No Cached Data\)](#), page 4-10
- [Getting a Month Worth of Meetings with Configured Domino and WebEx \(Cached Data\)](#), page 4-12
- [Getting a Month Worth of Meetings with Configured WebDAV \(No Cached Data\)](#), page 4-13
- [Selecting a Domino Event from the List of Events](#), page 4-18

### Getting a Month Worth of Meetings with Configured Domino and WebEx (No Cached Data)

When you click on the arrow to go to the next month in the Calendar application (assuming that this is the first time you request the data—that is, there is no data in the cache), the application goes through the following steps, logging the respective messages:

---

**Step 1** Display the Domino settings that are used to connect to Domino.

```
DEBUG 14:07:40,269 | AGGREGATED_CALENDAR:65 | [] Using Domino Calendar settings for
user: "r3". Username: "vmdomino domino", Password: "****", URL: "198.51.100.35", Domain:
"dominotest"
```

**Step 2** Try to get the events for Domino from the cache without success.

```
INFO 14:07:40,279 | AGGREGATED_CALENDAR:78 | [] getCachedListEvents:[AggCalCacheUtil]:
Cache miss for [Mail-Chain-10195-14610005_Sat Mar 31 21:00:00 GMT 2012_Sat May 05 20:59:59
GMT 2012] - we got 0 meetings
```

**Step 3** Try to get the events for WebEx from the cache without success.

```
INFO 14:07:40,279 | AGGREGATED_CALENDAR:78 | [] getCachedListEvents:[AggCalCacheUtil]:
Cache miss for [WebEx-Chain-10195-14610005_Sat Mar 31 21:00:00 GMT 2012_Sat May 05
20:59:59 GMT 2012] - we got 0 meetings
```

**Step 4** Display the period for which the events are being retrieved from Domino.

```
INFO 14:07:40,279 | AGGREGATED_CALENDAR:78 | [] Get events from Sat Mar 31 21:00:00
GMT 2012 to Sat May 05 20:59:59 GMT 2012
```

**Step 5** Display the period for which the events are being retrieved from WebEx.

```
INFO 14:07:40,281 | AGGREGATED_CALENDAR:78 | [] Get events from Sat Mar 31 21:00:00
GMT 2012 to Sat May 05 20:59:59 GMT 2012
```

**Step 6** Successful creation of a Domino session.

```
INFO 14:07:40,289 | AGGREGATED_CALENDAR:78 | [] Domino session was successfully
created for user: vmdomino domino
```

**Step 7** Execute a query to get the events from Domino.

```
DEBUG 14:07:40,293 | AGGREGATED_CALENDAR:65 | [] SELECT
((@IsAvailable(CalendarDateTime) & (@Explode(CalendarDateTime) *=
@Explode(@TextToTime("04/01/2012 12:00:00 AM ZE2-05/05/2012 11:59:59 PM ZE2"))))) |
(@IsAvailable(EndTime) & (@Explode(EndTime) *= @Explode(@TextToTime("04/01/2012
12:00:00 AM ZE2-05/05/2012 11:59:59 PM ZE2")))) & @IsUnavailable(FailureReason) &
(@IsAvailable(AppointmentType) & AppointmentType <> "1" & AppointmentType <> "4") & (Form
= "Appointment"))
```

**Step 8** Parse each Domino meeting attendees by common name (CN).

```
DEBUG 14:07:40,376 | AGGREGATED_CALENDAR:65 | [] Search user document for common name:
CN=gp gp
DEBUG 14:07:40,386 | AGGREGATED_CALENDAR:65 | [] Search user document for common name:
CN=r2@example.com
DEBUG 14:07:40,388 | AGGREGATED_CALENDAR:65 | [] Search user document for common name:
CN=vmdomino domino
```

**Step 9** Output each Domino meeting after we have processed it.

```
TRACE 14:07:40,397 | AGGREGATED_CALENDAR:53 | [] Events:
[eventId : 594B9C51FA2258CCC22579AC00431138 - 1335862800000 - 1335872700000
subject : Domino - host
location :
organizer :
email : vmdomino @ dominotest.com
screenName : vmdomino
fullName : vmdomino domino
attendees : [
email : gp @ dominotest.com
screenName : ggp
fullName : gp gp,
email : r2 @ example.com
screenName :
fullame : r2 @ example.com]
```

```

 nonSendableTo : null
 required : null
 resource : null
 htmlDescription : null
 hasattachment : false
 importance : null
 allDayEvent : false
 reminderOffset : null
 href : null
 busyStatus : BUSY
 textDescription : This is some rich text
 Lets see what goes to the client
 startDate : Tue May 01 09 : 00 : 00 GMT 2012
 endDate : Tue May 01 11 : 45 : 00 GMT 2012
 isRecurring : false
 recurrencePattern : null
 hasPartialMeetingData : false
 webExDetails : {
 null
 }
}
]

```

**Step 10** Cache asynchronously the list of received Domino events.

```

DEBUG 14:37:41,408 | AGGREGATED_CALENDAR:65 | [] cacheListEvents:[AggCalCacheUtil]:
[26] meetings cached for [Mail-Chain-10195-14610005_Sat Mar 31 21:00:00 GMT 2012_Sat May
05 20:59:59 GMT 2012]

```

**Step 11** Cache asynchronously each Domino event.

```

DEBUG 14:37:41,410 | AGGREGATED_CALENDAR:65 | [] cacheMeeting:[AggCalCacheUtil]:
Meeting cached for
[DCAED24B00328A37C22579B90057D567-1333375200000-1333378800000-10195-14610005]
DEBUG 14:37:41,410 | AGGREGATED_CALENDAR:65 | [] cacheMeeting:[AggCalCacheUtil]:
Meeting cached for
[0DE08C580301255FC22579DC002A8062-1334066400000-1334070000000-10195-14610005]
DEBUG 14:37:41,410 | AGGREGATED_CALENDAR:65 | [] cacheMeeting:[AggCalCacheUtil]:
Meeting cached for
[E371DB4510E56367C22579DC002E5EA8-1334133900000-1334134800000-10195-14610005]
DEBUG 14:37:41,411 | AGGREGATED_CALENDAR:65 | [] cacheMeeting:[AggCalCacheUtil]:
Meeting cached for
[2426637EABDBD784C22579DC002C3108-1334140200000-1334143800000-10195-14610005]
DEBUG 14:37:41,411 | AGGREGATED_CALENDAR:65 | [] cacheMeeting:[AggCalCacheUtil]:
Meeting cached for
[4D3E6229EF5DCA07C22579DC002D2EEF-1334483100000-1334484000000-10195-14610005]
...

```

**Step 12** Cache asynchronously the list of received WebEx events.

```

DEBUG 14:37:44,377 | AGGREGATED_CALENDAR:65 | [] cacheListEvents:[AggCalCacheUtil]:
[20] meetings cached for [WebEx-Chain-10195-14610005_Sat Mar 31 21:00:00 GMT 2012_Sat May
05 20:59:59 GMT 2012]

```

## Getting a Month Worth of Meetings with Configured Domino and WebEx (Cached Data)

When you click on the arrow to go to the next month in the Calendar application (assuming that this is *not* the first time you request the data—that is, there *is* data in the cache), the application logs the following messages:

```
INFO 12:50:05,479 | AGGREGATED_CALENDAR:78 | [] getCacheListEvents:[AggCalCacheUtil]:
Cache hit for [WebEx-Chain-10195-14610005_Sat Mar 31 21:00:00 GMT 2012_Sat May 05 20:59:59
GMT 2012] - we got 20 meetings
INFO 12:50:05,479 | AGGREGATED_CALENDAR:78 | [] getCacheListEvents:[AggCalCacheUtil]:
Cache hit for [Mail-Chain-10195-14610005_Sat Mar 31 21:00:00 GMT 2012_Sat May 05 20:59:59
GMT 2012] - we got 26 meetings
```

## Getting a Month Worth of Meetings with Configured WebDAV (No Cached Data)

When you click on the arrow to go to the next month in the Calendar application (assuming this that is the first time you request the data—that is, there is no data in the cache), the application goes through the following steps, logging the respective messages:

**Step 1** Display the Exchange settings that are used to connect to Exchange.

```
DEBUG 13:52:37,382 | AGGREGATED_CALENDAR:65 | [] Using Exchange Calendar settings for
user: "r2". Username: "vm2007", Password: "*****", URL:
"https://198.51.100.35/exchange/vm2007/", Domain: ""
```

**Step 2** Try to get the events for Exchange from the cache without success.

```
INFO 13:52:37,385 | AGGREGATED_CALENDAR:78 | [] getCacheListEvents:[AggCalCacheUtil]:
Cache miss for [Mail-Chain-10195-1410026_Sun Mar 25 21:00:00 GMT 2012_Sun May 06 20:59:59
GMT 2012] - we got 0 meetings
```

**Step 3** Execute a WebDAV query to log into WebDAV.

```
DEBUG 13:52:37,421 | AGGREGATED_CALENDAR:65 | [] Search Query:
<?xml version='1.0'?><d:searchrequest xmlns:d="DAV:"><d:sql>SELECT
"urn:schemas:httpmail:subject",
"urn:schemas:calendar:location", "urn:schemas:mailheader:to",
"urn:schemas:mailheader:cc", "http://schemas.microsoft.com/mapi/nonsendableto", "urn:schemas:
mailheader:from", "urn:schemas:calendar:organizer",
"urn:schemas:calendar:uid", "urn:schemas:calendar:instancetype",
"urn:schemas:httpmail:htmldescription", "urn:schemas:httpmail:hasattachment",
"urn:schemas:calendar:busystatus", "urn:schemas:httpmail:textdescription",
"urn:schemas:calendar:alldayevent", "urn:schemas:calendar:reminderoffset",
"urn:schemas:calendar:dtstart", "urn:schemas:calendar:dtend",
"urn:schemas:calendar:created", "urn:schemas:calendar:recurrenceid",
"urn:schemas:calendar:lastmodified" FROM Scope('SHALLOW TRAVERSAL OF
"https://198.51.100.35/exchange/vm2007/calendar"') WHERE NOT
"urn:schemas:calendar:instancetype" = 1 AND "urn:schemas:calendar:dtend" <=
CAST("2012-04-27T13:52:37.421Z" as 'dateTime') AND "urn:schemas:calendar:dtstart" >=
CAST("2012-04-26T13:52:37.421Z" as 'dateTime') ORDER BY "urn:schemas:calendar:dtstart"
ASC </d:sql></d:searchrequest>
```

**Step 4** Get the response.

```
INFO 13:52:37,440 | AGGREGATED_CALENDAR:78 | [] Number of events we got: 0
TRACE 13:52:37,441 | AGGREGATED_CALENDAR:53 | [] Response Document: <?xml version="1.0"
encoding="UTF-16"?><a:multistatus xmlns:a="DAV:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/" xmlns:c="xml:"
xmlns:d="urn:schemas:httpmail:" xmlns:e="urn:schemas:calendar:"
xmlns:f="urn:schemas:mailheader:" xmlns:g="http://schemas.microsoft.com/mapi/">
```

**Step 5** Execute another WebDav query to get the events for the month.

```
DEBUG 13:52:37,441 | AGGREGATED_CALENDAR:65 | [] login exchange server sucessful
DEBUG 13:52:37,442 | AGGREGATED_CALENDAR:65 | [] resolveMailServerInfo() success code:
200
DEBUG 13:52:37,442 | AGGREGATED_CALENDAR:65 | [] Search Query:
```

```
<?xml version='1.0'?><d:searchrequest xmlns:d="DAV:"><d:sql>SELECT
"urn:schemas:httpmail:subject",
"urn:schemas:calendar:location", "urn:schemas:mailheader:to",
"urn:schemas:mailheader:cc", "http://schemas.microsoft.com/mapi/nonsendableto",
"urn:schemas:mailheader:from", "urn:schemas:calendar:organizer",
"urn:schemas:calendar:uid", "urn:schemas:calendar:instancetype",
"urn:schemas:httpmail:htmldescription", "urn:schemas:httpmail:hasattachment",
"urn:schemas:calendar:bustatus", "urn:schemas:httpmail:textdescription",
"urn:schemas:calendar:alldayevent", "urn:schemas:calendar:reminderoffset",
"urn:schemas:calendar:dtstart", "urn:schemas:calendar:dtend",
"urn:schemas:calendar:created", "urn:schemas:calendar:recurrenceid",
"urn:schemas:calendar:lastmodified" FROM Scope('SHALLOW TRAVERSAL OF
"https://198.51.100.35/exchange/vm2007/calendar") WHERE NOT
"urn:schemas:calendar:instancetype" = 1 AND "urn:schemas:calendar:dtend" <=
CAST("2012-05-06T20:59:59.999Z" as 'dateTime') AND "urn:schemas:calendar:dtstart" >=
CAST("2012-03-25T21:00:00.000Z" as 'dateTime') ORDER BY "urn:schemas:calendar:dtstart"
ASC </d:sql></d:searchrequest>
```

### Step 6 Get the response.

```
INFO 13:52:37,466 | AGGREGATED_CALENDAR:78 | [] Number of events we got: 7
TRACE 13:52:37,475 | AGGREGATED_CALENDAR:53 | [] Response Document: <?xml version="1.0"
encoding="UTF-16"?><a:multistatus xmlns:a="DAV:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/" xmlns:c="xml:"
xmlns:d="urn:schemas:httpmail:" xmlns:e="urn:schemas:calendar:"
xmlns:f="urn:schemas:mailheader:" xmlns:g="http://schemas.microsoft.com/mapi/">
 <a:response>
 <a:href>https://198.51.100.35/exchange/vm2007/Calendar/Have%20fun-5.EML</a:href>
 <a:propstat>
 <a:status>HTTP/1.1 200 OK</a:status>
 <a:prop>
 <d:subject>Have fun</d:subject>
 <e:location>some location</e:location> <e:uid>
040000008200E00074C5B7101A82E008000000006C327C3319FDCC0100000000000000100000003AD41318CF
A170488967581FBBC63202 </e:uid> <e:instancetype b:dt="int">3</e:instancetype>
 <d:htmldescription><!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 3.2//EN">
<HTML>
<HEAD>
<META HTTP-EQUIV="Content-Type" CONTENT="text/html; charset=utf-8">
<META NAME="Generator" CONTENT="MS Exchange Server version 08.03.0083.000">
<TITLE>Have fun</TITLE>
</HEAD>
<BODY>
<!-- Converted from text/plain format --><P>When:
Wednesday, March 28, 2012 3:00 AM-4:00 AM. (GMT-08:00) Pacific Time (US &
Canada)

Where: some location

~~*~*~*~*~*~*~*~*

 some body here

</P>
</BODY>
</HTML></d:htmldescription>
 <d:hasattachment b:dt="boolean">0</d:hasattachment>
 <e:bustatus>TENTATIVE</e:bustatus>
 <d:textdescription>When: Wednesday, March 28, 2012 3:00 AM-4:00 AM.
(GMT-08:00) Pacific Time (US & Canada)
Where: some location
~~*~*~*~*~*~*~*~*
some body here
 </d:textdescription>
 <e:alldayevent b:dt="boolean">0</e:alldayevent>
 <e:reminderoffset b:dt="int">900</e:reminderoffset>
```

```
<e:dtstart b:dt="dateTime.tz">2012-03-28T10:00:00.000Z</e:dtstart>
<e:dtend b:dt="dateTime.tz">2012-03-28T11:00:00.000Z</e:dtend>
<e:created b:dt="dateTime.tz">2012-03-08T10:49:58.000Z</e:created>
<e:recurrenceid b:dt="dateTime.tz">2012-03-11T10:00:00.000Z</e:recurrenceid>
<e:lastmodified b:dt="dateTime.tz">2012-04-10T14:29:08.000Z</e:lastmodified>
</a:prop>
</a:propstat>
<a:propstat>
 <a:status>HTTP/1.1 404 Resource Not Found</a:status>
 <a:prop>
 <f:to/>
 <f:cc/>
 <g:nonsendableto/>
 <f:from/>
 <e:organizer/>
 </a:prop>
</a:propstat>
</a:response>
...
</a:multistatus>
```

**Step 7** Receive a warning because there is a meeting without an organizer.

```
WARN 13:52:37,505 | AGGREGATED_CALENDAR:90 | [] Failed to get organizer for WebDav event [Have fun] with ID [040000008200E00074C5B7101A82E008000000006C327C3319FDCC01000000000000000100000003AD41318CFA170488967581FBBC63202@2012-03-11T10:00:00.000Z]
DEBUG 13:52:37,508 | AGGREGATED_CALENDAR:65 | [] <?xml version="1.0" encoding="UTF-16"?><a:response xmlns:a="DAV:">
 <a:href>https://198.51.100.35/exchange/vm2007/Calendar/Have%20fun-5.EML</a:href>
 <a:propstat>
 <a:status>HTTP/1.1 200 OK</a:status>
 <a:prop>
 <d:subject xmlns:d="urn:schemas:httpmail:">Have fun</d:subject>
 <e:location xmlns:e="urn:schemas:calendar:">some location</e:location>
 <e:uid xmlns:e="urn:schemas:calendar:">040000008200E00074C5B7101A82E008000000006C327C3319FDCC01000000000000000100000003AD41318CFA170488967581FBBC63202 </e:uid>
 <e:instancetype xmlns:e="urn:schemas:calendar:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/" b:dt="int">3</e:instancetype>
 <d:htmldescription xmlns:d="urn:schemas:httpmail:"><!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 3.2//EN">
<HTML>
<HEAD>
<META HTTP-EQUIV="Content-Type" CONTENT="text/html; charset=utf-8">
<META NAME="Generator" CONTENT="MS Exchange Server version 08.03.0083.000">
<TITLE>Have fun</TITLE>
</HEAD>
<BODY>
<!-- Converted from text/plain format --><P>When:
Wednesday, March 28, 2012 3:00 AM-4:00 AM. (GMT-08:00) Pacific Time (US & amp;
Canada)

Where: some location

~~*~*~*~*~*~*

some body
here

<P></BODY></HTML></d:htmldescription>
<d:hasattachment xmlns:d="urn:schemas:httpmail:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/"
b:dt="boolean">0</d:hasattachment>
<e:busystatus xmlns:e="urn:schemas:calendar:">TENTATIVE</e:busystatus>
<d:textdescription xmlns:d="urn:schemas:httpmail:">When: Wednesday, March 28, 2012 3:00
AM-4:00 AM. (GMT-08:00) Pacific Time (US & Canada) Where: some
location*~*~*~*~*~*~*~* some body here
</d:textdescription>
```

```

 <e:alldayevent xmlns:e="urn:schemas:calendar:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/" b:dt="boolean">0</e:alldayevent>
 <e:reminderoffset xmlns:e="urn:schemas:calendar:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/" b:dt="int">900</e:reminderoffset>
 <e:dtstart xmlns:e="urn:schemas:calendar:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/"
b:dt="dateTime.tz">2012-03-28T10:00:00.000Z</e:dtstart>
 <e:dtend xmlns:e="urn:schemas:calendar:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/"
b:dt="dateTime.tz">2012-03-28T11:00:00.000Z</e:dtend>
 <e:created xmlns:e="urn:schemas:calendar:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/"
b:dt="dateTime.tz">2012-03-08T10:49:58.000Z</e:created>
 <e:recurrenceid xmlns:e="urn:schemas:calendar:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/"
b:dt="dateTime.tz">2012-03-11T10:00:00.000Z</e:recurrenceid>
 <e:lastmodified xmlns:e="urn:schemas:calendar:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/"
b:dt="dateTime.tz">2012-04-10T14:29:08.000Z</e:lastmodified>
 </a:prop>
</a:propstat>
<a:propstat>
 <a:status>HTTP/1.1 404 Resource Not Found</a:status>
 <a:prop>
 <f:to xmlns:f="urn:schemas:mailheader:"/>
 <f:cc xmlns:f="urn:schemas:mailheader:"/>
 <g:nonsendableto xmlns:g="http://schemas.microsoft.com/mapi/"/>
 <f:from xmlns:f="urn:schemas:mailheader:"/>
 <e:organizer xmlns:e="urn:schemas:calendar:"/>
 </a:prop>
</a:propstat>
</a:response>
DEBUG 13:52:37,509 | AGGREGATED_CALENDAR:65 | [] Event with missing information,
subject:Have fun

```

#### Step 8 Query for additional event details.

```

DEBUG 13:52:37,509 | AGGREGATED_CALENDAR:65 | [] Search Query:
<?xml version='1.0'?><d:searchrequest xmlns:d="DAV:"><d:sql>SELECT
"urn:schemas:mailheader:to" ,"urn:schemas:mailheader:cc", "urn:schemas:mailheader:from" ,
"urn:schemas:calendar:organizer" FROM Scope('SHALLOW TRAVERSAL OF
"https://198.51.100.35/exchange/vm2007/calendar"') WHERE
"urn:schemas:calendar:instancetype" = 1 AND "urn:schemas:calendar:uid" =
'040000008200E00074C5B7101A82E008000000006C327C3319FDCC010000000000000000100000003AD41318C
FA170488967581FBBC63202' </d:sql></d:searchrequest>
INFO 13:52:37,518 | AGGREGATED_CALENDAR:78 | [] Number of events we got: 1
TRACE 13:52:37,519 | AGGREGATED_CALENDAR:53 | [] Response Document: <?xml version="1.0"
encoding="UTF-16"?><a:multistatus xmlns:a="DAV:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/" xmlns:c="xml:"
xmlns:d="urn:schemas:mailheader:" xmlns:e="urn:schemas:calendar:">
 <a:response>
 <a:href>https://198.51.100.35/exchange/vm2007/Calendar/Have%20fun.EML</a:href>
 <a:propstat>
 <a:status>HTTP/1.1 200 OK</a:status>
 <a:prop>
 <d:to>"vm2010" <vm2010@ex7aquila.com>; "vm2007"
<vm2007@ex7aquila.com></d:to>
 <d:cc><vm2003@ex3aquila.com></d:cc>
 <d:from>"vm2010" <vm2010@ex7aquila.com></d:from>
 <e:organizer>"vm2010" <vm2010@ex7aquila.com></e:organizer>
 </a:prop>
 </a:propstat>
 </a:response>

```

```
</a:multistatus>
```

**Step 9** Dump all returned events.

```
DEBUG 13:52:37,521 | AGGREGATED_CALENDAR:65 | [] Event Object:
eventId:0400000008200E00074C5B7101A82E008000000006C327C3319FDCC0100000000000000100000003A
D41318CFA170488967581FBBC63202@2012-03-11T10:00:00.000Z subject:Have fun
location: some location
organizer:
email : vm2010@ex7aquila.com
screenName :
fullName : vm2010
attendees: [
 email : vm2007@ex7aquila.com
 screenName :
 fullName : vm2007,
 email : vm2003@ex3aquila.com
 screenName :
 fullName :]
nonSendableTo:
required: null
resource: null
htmlDescription: null
hasattachment: false
importance: null
allDayEvent: false
reminderOffset: 900
href: https://198.51.100.35/exchange/vm2007/Calendar/Have%20fun-5.EML
busyStatus: TENTATIVE
textDescription:When: Wednesday, March 28, 2012 3:00 AM-4:00 AM. (GMT-08:00) Pacific Time
(US & Canada)
Where: some location *~*~*~*~*~*~*~*~* some body here
startDate: Wed Mar 28 10:00:00 GMT 2012
endDate: Wed Mar 28 11:00:00 GMT 2012
isRecurring: true
recurrencePattern: null
hasPartialMeetingData: false
webExDetails: {
 null
}
DEBUG 13:52:37,531 | AGGREGATED_CALENDAR:65 | [] Event Object:

eventId:0400000008200E00074C5B7101A82E008000000006C5CD2E7F2F2CC010000000000000010000000A6
30507C9F849A4D9D57EC07207E54ED@
subject:VM2010 is a host vm 2007 is invitee
location: Location
organizer:
email : vm2010@ex7aquila.com
screenName :
fullName : vm2010
attendees: [
 email : vm2007@ex7aquila.com
 screenName :
 fullName : vm2007]
nonSendableTo:
required: null
resource: null
htmlDescription: null
hasattachment: false
importance: null
allDayEvent: false
reminderOffset: 900
```

```
href:
https://198.51.100.35/exchange/vm2007/Calendar/VM2010%20is%20a%20host%20vm%202007%20is%20i
nvitee-2.EML
busyStatus: TENTATIVE
textDescription:When: Wednesday, March 28, 2012 11:00 AM-12:00 PM. (GMT-08:00) Pacific
Time (US & Canada)
Where: Location *~*~*~*~*~*~*~*~* Body
startDate: Wed Mar 28 18:00:00 GMT 2012
endDate: Wed Mar 28 19:00:00 GMT 2012
isRecurring: false
recurrencePattern: null
hasPartialMeetingData: false
webExDetails: {
 null
}
```

- Step 10** Cache asynchronously the list of received WebDav events.

```
DEBUG 13:52:37,567 | AGGREGATED_CALENDAR:65 | [] cacheListEvents:[AggCalCacheUtil]:
[7] meetings cached for [Mail-Chain-10195-1410026_Sun Mar 25 21:00:00 GMT 2012_Sun May 06
20:59:59 GMT 2012]
```

- Step 11** Cache asynchronously each WebDav event.

```
DEBUG 13:52:37,568 | AGGREGATED_CALENDAR:65 | [] cacheMeeting:[AggCalCacheUtil]:
Meeting cached for
[0400000008200E00074C5B7101A82E0080000000006C327C3319FDCC010000000000000000100000003AD41318C
FA170488967581FBBC63202@2012-03-11T10:00:00.000Z-10195-1410026]
```

## Selecting a Domino Event from the List of Events

The following messages are logged when a Domino event is clicked to be expanded in the list of events. The event has not been previously cached.

- Step 1** Initiating call to the VDL local service.

```
DEBUG 14:37:44,494 | AGGREGATED_CALENDAR:65 | [] getMeetingDetails() method from
AggregatedCalendarLocalServiceImpl called.
```

- Step 2** Display the Domino settings that are used to connect to Domino.

```
DEBUG 14:37:44,504 | AGGREGATED_CALENDAR:65 | [] Using Domino Calendar settings for
user: "r3". Username: "vmdomino domino", Password: "*****", URL: "198.51.100.35", Domain:
"dominotest"
```

- Step 3** Try to get the events for Domino from the cache without success.

```
INFO 14:37:44,507 | AGGREGATED_CALENDAR:78 | [] getCachedEvent:[AggCalCacheUtil]:
Cache miss for
[C5F48FA61382B436C22579DE003AE145-1335456000000-1335459600000-10195-14610005]
```

- Step 4** Initiate a call to the Domino server.

```
INFO 14:37:44,507 | AGGREGATED_CALENDAR:78 | [] Get events with ID
C5F48FA61382B436C22579DE003AE145-1335456000000-1335459600000
INFO 14:37:44,512 | AGGREGATED_CALENDAR:78 | [] Domino session was successfully
created for user: ymdomino domino
```

**Step 5** Log a message just before the Domino call is initiated.

```
DEBUG 14:37:44,527 | AGGREGATED_CALENDAR:65 | [] Get meeting details for event:
C5F48FA61382B436C22579DE003AE145-1335456000000-1335459600000
```

**Step 6** Parse each Domino meeting attendees by common name (CN).

```
DEBUG 14:37:44,534 | AGGREGATED_CALENDAR:65 | [] Search user document for common name:
CN=vmdomino domino
DEBUG 14:37:44,544 | AGGREGATED_CALENDAR:65 | [] Search user document for common name:
CN=no mail
```

**Step 7** Cache the event after it has been successfully retrieved.

```
DEBUG 14:37:44,557 | AGGREGATED_CALENDAR:65 | [] cacheMeeting:[AggCalCacheUtil]:
Meeting cached for
[C5F48FA61382B436C22579DE003AE145-1335456000000-1335459600000-10195-14610005]
```

## Framework Logs

This section is organized as follows:

- [Incorrect Theme ID, page 4-19](#)

### Incorrect Theme ID

```
ERROR [org.apache.velocity] - [TP-Processor49]: Exception in macro #content_include called
at _SERVLET_CONTEXT_/html/themes/classic/templates/portal_normal.vm[line 559, column 33]
```

If you see this error, it is probably the theme ID that is misconfigured. Check if these advanced portal properties have values as follows:

```
default.regular.theme.id = albani
```

```
control.panel.layout.regular.theme.id = albani
```

## Streams Logs

This section is organized as follows:

- [Errors During Interpretation, page 4-19](#)
- [VDL Backend Debugging, page 4-20](#)

### Errors During Interpretation

The most common exceptions when interpreting social activities are due to permission related errors (when accessing resources like documents or images). If any other type of exception appears when interpreting a social activity, that activity is ignored when displaying the list of activities to the user in which case you would usually see a log entry similar to:

```
quad-web-2.example.com 2012-04-17 20:52:22,522 ERROR [socialActivities] - [TP-Processor42]
- [alafemin] - [10B879E3B61F30994AEE245D77F8F84B.quad-web-2.example.comjvm]:
PostActivityInterpreter.doInterpretToJSON : Cannot interpret private activity.
```

```
quad-web-2.example.com 2012-04-17 20:52:22,523 ERROR
[social.model.BaseSocialActivityInterpreter] - [TP-Processor42] - [alafemin] -
[10B879E3B61F30994AEE245D77F8F84B.quad-web-2.example.comjvm]: Unable to interpret activity
com.liferay.portal.PortalException: Cannot interpret private activity.
```

Note that this type of error is logged even for activities that are excluded from the user Streams for normal reasons such as privacy so they do not necessarily mean exceptions.

## VDL Backend Debugging

If you want to debug Streams API calls on the backend, enable Debug logging for SocialActivity Application (see [Streams FAQs, page 1-30](#)) then look for the following in the App Server logs:

- When you refresh the Home page or navigate to it:

```
Apr 25 18:08:01 ecp-10-194-189-67.example.com quad[]: DEBUG [socialActivities] -
[TP-Processor47]: getUserActivities for 110060: Start
Apr 25 18:08:01 ecp-10-194-189-67.example.com quad[]: DEBUG [socialActivities] -
[TP-Processor47]: getUserActivities for 110060, ResultSize:1, Time:21msecs: End
```

Where:

getUserActivities is the API called, 110060 is the userid, ResultSize shows how many activities have been returned, Time shows how long this call took.

- When you navigate to your profile:

```
Apr 25 18:32:16 ecp-10-194-189-67.example.com quad[]: DEBUG [socialActivities] -
[TP-Processor44]: getUserPublicActivities for 110060: Start
Apr 25 18:32:16 ecp-10-194-189-67.example.com quad[]: DEBUG [socialActivities] -
[TP-Processor44]: getUserPublicActivities for 110060, ResultSize:3, Time:2msecs: End
```

- When you navigate to the profile of another user:

```
Apr 25 18:37:06 ecp-10-194-189-67.example.com quad[]: DEBUG [socialActivities] -
[TP-Processor47]: getUserPublicActivities for 110112: Start
Apr 25 18:37:06 ecp-10-194-189-67.example.com quad[]: DEBUG [socialActivities] -
[TP-Processor47]: getUserPublicActivities for 110112, ResultSize:1, Time:1msecs: End
```

Where:

1100112 is user ID of the user whose profile activities you are requesting.

- If a certain activity does not appear on the Home page, check if it is supposed to be there. If it is supposed to appear, then check the logs for errors.

If there is an error returning the activity to the user interface, you see a warning like this followed by an exception:

```
Ignoring activity due to an error while building activity entry for cnId =
<classname_id>, cpk = <postid or documentid etc.>
```

If there is an error during the activity creation process, it is logged. The example that follows is for a successful post creation activity. In case of an error you see the start message but not the end message and an exception is logged.

```
Apr 25 18:36:42 ecp-10-194-189-67.example.com quad[]: DEBUG [socialActivities] -
[TP-Processor44]: handleSync for POST_CREATE: classNameId = 10060, classPK= 2500002:
Start
```

```

Apr 25 18:36:42 ecp-10-194-189-67.example.com quad[]: DEBUG [socialActivities] -
[TP-Processor44]: PostActivityHandler:handleSynchProcess: for POST_CREATE: classNameId
= 10060, classPK= 2500002: Start
Apr 25 18:36:42 ecp-10-194-189-67.example.com quad[]: DEBUG [socialActivities] -
[TP-Processor44]: PostActivityHandler:handleSynchProcess: for POST_CREATE: classNameId
= 10060, classPK= 2500002, Time:7msecs: End
Apr 25 18:36:42 ecp-10-194-189-67.example.com quad[]: DEBUG [socialActivities] -
[TP-Processor44]: handleSync for POST_CREATE: classNameId = 10060, classPK= 2500002,
Time:7msecs: End

```

- If DEBUG has been enabled for the QUAD\_EVENTING log category:

```

Apr 25 18:36:42 ecp-10-194-189-67.example.com quad[]: DEBUG [QUAD_EVENTING] -
[TP-Processor44]: Sending event POST_CREATE
Apr 25 18:36:42 ecp-10-194-189-67.example.com quad[]: DEBUG [QUAD_EVENTING] -
[TP-Processor44]: Event content for event: POST_CREATE:
{"addedRecipients":[{"class":"com.cisco.ecp.vdl.post.model.impl.PostRecipientImpl","id
":110112,"permission":{"allPermissions":null,"authorize":true,"authorized":true,"class
":"com.cisco.ecp.vdl.post.model.impl.PostPermissionImpl","comment":true,"commentable":
true,"edit":true,"editable":true,"share":true,"shared":true,"view":true,"viewable":tru
e},"recipientType":"USER"}],"attachmentInfo":{"attachments":[],"class":"com.cisco.ecp.
vdl.attachment.PostAttachmentInfoImpl","postVersion":1,"tnailURLs":[],"totalNumAttachm
ents":0},"class":"com.cisco.ecp.vdl.event.model.impl.post.PostCreateEvent","classNameI
d":10060,"classPK":2500002,"clientId"...
Apr 25 18:36:42 ecp-10-194-189-67.example.com
0,"companyId":10193,"content":"hello
sucharitha","eventCreatorFirstName":"shanthi","eventCreatorMedium1PortraitId":110561,"
eventCreatorMedium2PortraitId":110562,"eventCreatorMedium3PortraitId":3610011,"eventCr
eatorName":"shanthi
n","eventCreatorScreenName":"shanthi","eventCreatorSmallPortraitId":110560,"eventCreat
orUserId":110112,"eventCreatorUtil":null,"eventTime":1335379001899,"eventType":"POST_C
REATE","excludes":["addedRecipients.recipient"],"extraAttributes":null,"includes":null
,"mentionedUsers":[],"ownerName":"shanthi
n","ownerScreenName":"shanthi","ownerUserId":110112,"postType":"MICRO_POST","publicSco
pe":true,"quadServerIp":0,"question":false,"quickComment":"","tags":[],"title":"hello
sucharitha","version":1}

```

## Email Integration Logs

This section is organized as follows:

- [Successfully Sent an Instant Email Notification, page 4-21](#)
- [Successfully Sent an Email Digest, page 4-24](#)
- [Problem with Connection to Postfix, page 4-29](#)
- [No Active SMTP Server or No SMTP Server Defined in Configuration, page 4-31](#)
- [VTL Syntax Error in Template File, page 4-32](#)
- [Expected Warning Message in Worker Log, page 4-35](#)
- [An Email is Sent Following a User Action, page 4-35](#)
- [Email Sent to a Community or a Discussion Category, page 4-36](#)

### Successfully Sent an Instant Email Notification

These log messages appear when an instant email notification has been sent successfully.

```

2012-04-27 11:07:25,660 DEBUG [InstantListener:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] An instant notification
message received. Message: ActiveMQObjectMessage {commandId = 22, responseRequired = true,
messageId = ID:dodo-dido.dev.example.com-40208-1335524786989-4:1:10:1:1,
originalDestination = null, originalTransactionId = null, producerId =
ID:dodo-dido.dev.example.com-40208-1335524786989-4:1:10:1, destination =
queue://com.cisco.ecp.outbound.instant.notifications.queue.dido, transactionId = null,
expiration = 0, timestamp = 1335524845647, arrival = 0, brokerInTime = 1335524834490,
brokerOutTime = 1335524834490, correlationId = null, replyTo = null, persistent = true,
type = null, priority = 4, groupId = null, groupSequence = 0, targetConsumerId = null,
compressed = false, userID = null, content =
org.apache.activemq.util.ByteSequence@74bf5c86, marshalledProperties = null, dataStructure
= null, redeliveryCounter = 0, size = 0, properties = null, readOnlyProperties = true,
readOnlyBody = true, droppable = false}
2012-04-27 11:07:25,675 DEBUG [MailTransport:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] SMTP configuration being
used: protocol: smtp, host: 10.62.72.190, port: 25, user: null
2012-04-27 11:07:25,701 DEBUG [TemplateEngineImpl:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] Start processing the
template for event with ID: 4ac4f98e-e9b0-481b-97e2-3112c9b8f7f0
2012-04-27 11:07:25,768 DEBUG [TemplateEngineImpl:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] Template path for event
with ID '4ac4f98e-e9b0-481b-97e2-3112c9b8f7f0': follow_me.vm
2012-04-27 11:07:25,794 DEBUG [TemplateEngineImpl:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] Template for event with ID
'4ac4f98e-e9b0-481b-97e2-3112c9b8f7f0' processed successfully. The generated content is:
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">
<html xmlns="http://www.w3.org/1999/xhtml">
<head>
</head>
<body style="background-color: #e5e7e6; margin: 0px" alink="#0086C0" link="#0086C0"
vlink="#0086C0" bgcolor="#e5e7e6">
 <table cellpadding="0" cellspacing="0" align="center" width="583" bgcolor="#ffffff"
border="0">
 <tbody>
 <tr height="15" bgcolor="#e5e7e6">
 <td colspan="4"></td>
 </tr>
 <tr>
 <td width="37"></td>
 <td align="right" colspan="2" width="543"></td>
 <td width="37"></td>
 </tr>
 <tr>
 <td width="25"></td>
 <td colspan="2" style="padding: 10px 0 13px 0;">
 <table dir="ltr" cellpadding="0" cellspacing="0" border="0"
width="543">
 <tr height="10">
 <td colspan="9"></td>
 </tr>
 <tr>
 <td colspan="9"><a href="http://localhost/web/test"
style="text-decoration: none">Test
Test <font face="arial"
size="2"> is following you.</td>
 </tr>
 <tr height="10">
 <td colspan="9"></td>
 </tr>
 </table>
 </td>
 </tr>
 </tbody>
 </table>

```

```
 </td> ``` <!-- FOOTER_START_TAG --> <!-- do not edit or remove the above tag --> ``` | |
```

```

 <a
href="http://localhost/group/control_panel/manage?p_p_id=2&p_p_lifecycle=0&p_p_state=maxim
ized&p_p_mode=view&_2_struts_action=%2Fmy_account%2Fedit_user&_2_backURL=%2Fweb%2Fdido#ema
ilNotificationsQuad" style="text-decoration: none"><font color="#0086C0" size="1"
face="arial">email notifications<font color="#666666" size="1"
face="arial">.

 Please do not reply to this
email.
 </td>
 <td width="37"> </td>
</tr>
<tr bgcolor="#e5e7e6">
 <td width="37"> </td>
 <td width="58"></td>
 <td width="400">©
2012 Cisco System, Inc. All rights reserved.</td>

 <td width="37"> </td>
</tr>

</tbody>
</table>
</body>
</html>

```

```

2012-04-27 11:07:25,810 DEBUG [SMTPHeadersInstantUtil:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] Start generating SMTP
headers for event with ID: 4ac4f98e-e9b0-481b-97e2-3112c9b8f7f0
2012-04-27 11:07:25,811 DEBUG [SMTPHeadersInstantUtil:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] [Message-ID] Header:
<quad-8c20c6ebd86f4f4e8cb9ceabcde2d4d5-810258-1335524845811@dodo.local>
2012-04-27 11:07:25,813 DEBUG [SMTPHeadersInstantUtil:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] [Date] Header: Apr 27, 2012
2012-04-27 11:07:25,817 DEBUG [SMTPHeadersInstantUtil:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] [Subject] Header: Test Test
is following you
2012-04-27 11:07:25,822 DEBUG [SMTPHeadersInstantUtil:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] [To] Header: Diyan Yordanov
<dido@dodo.local>
2012-04-27 11:07:25,826 DEBUG [SMTPHeadersInstantUtil:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] [From] Header: Cisco Quad
<noreply@dodo.local>
2012-04-27 11:07:25,832 DEBUG [SMTPHeadersInstantUtil:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] [Sender] Header: Cisco Quad
<noreply@dodo.local>
2012-04-27 11:07:25,898 DEBUG [MailSender:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] Thumbnail for image
'/14/10/06/4592ba37/924d/4053/bae1/984aabe5e042.jpg' encoded in : 63 milliseconds
2012-04-27 11:07:26,380 DEBUG [MailSender:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] successfully send email for
event 4ac4f98e-e9b0-481b-97e2-3112c9b8f7f0
2012-04-27 11:07:26,381 DEBUG [InstantListener:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] An instant notification
message processed successfully. Message ID:
ID:dodo-dido.dev.example.com-40208-1335524786989-4:1:10:1:1

```

## Successfully Sent an Email Digest

These log messages appear when an email digest has been sent successfully.

```

2012-04-27 11:31:22,831 DEBUG [DigestListener:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] A digest notification
message received. Message: ActiveMQObjectMessage {commandId = 5, responseRequired = true,
messageId = ID:dodo-dido.dev.example.com-34675-1335526282656-2:1:1:1,
originalDestination = null, originalTransactionId = null, producerId =
ID:dodo-dido.dev.example.com-34675-1335526282656-2:1:1:1, destination =
queue://com.cisco.ecp.outbound.digest.notifications.queue.dido, transactionId = null,
expiration = 0, timestamp = 1335526282828, arrival = 0, brokerInTime = 1335526271961,
brokerOutTime = 1335526271961, correlationId = null, replyTo = null, persistent = true,
type = null, priority = 4, groupId = null, groupSequence = 0, targetConsumerId = null,
compressed = false, userID = null, content =
org.apache.activemq.util.ByteSequence@16d1581c, marshalledProperties = null, dataStructure
= null, redeliveryCounter = 0, size = 0, properties = null, readOnlyProperties = true,
readOnlyBody = true, droppable = false}
2012-04-27 11:31:22,841 DEBUG [MailTransport:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] SMTP configuration being
used: protocol: smtp, host: 10.62.72.191, port: 25, user: null
2012-04-27 11:31:22,844 DEBUG [TemplateEngineImpl:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] Start processing the
template for event with ID: testDigest
2012-04-27 11:31:22,872 DEBUG [QuadHighlightsContext:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] processed follow events
{messageFormat=class java.text.MessageFormat, dir=ltr, locale=en_US,
peopleContextBean=com.cisco.ecp.outbound.template.context.mail.bean.PeopleContextBean@3cbc
e6b6,
emailSettingsURL=http://localhost/group/control_panel/manage?p_p_id=2&p_p_lifecycle=0&p_p_
state=maximized&p_p_mode=view&_2_struts_action=%2Fmy_account%2Fedit_user&_2_backURL=%2Fweb
%2Fdodo#emailNotificationsQuad,
languageUtil=com.liferay.portal.language.LanguageImpl@2ed80128,
subscriberEmail=dodo@dodo.local}
2012-04-27 11:31:22,892 DEBUG [QuadHighlightsContext:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] processed digest event
{userId: 1210053, follow events: [{ {event id: 0637667d-cd83-46c6-8089-33d5e7f07034 ,
event type: FOLLOW_MUTUAL, action user: {{id: 810258, url: http://localhost/web/test},
display name: Test Test, image id: 1410062, email address: test@example.com, organization:
[] } , eventTime:1335526313124, subscribedUsers=null} , followee: {{id: 1210053, url:
http://localhost/web/dodo}, display name: dodo dodo, image id: 1410018, email address:
dodo@dodo.local, organization: [,] } }, community events: [], watch events: [],
discussion events: []}
2012-04-27 11:31:22,893 DEBUG [TemplateEngineImpl:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] Template path for event with
ID 'testDigest':quad_digest.vm
2012-04-27 11:31:22,923 DEBUG [TemplateEngineImpl:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] Template for event with ID
'testDigest' processed successfully. The generated content is: <html>
<head>
<title>Template Digest</title>
</head>

<body style="background-color: #e5e7e6; margin: 0px" alink="#0086C0" link="#0086C0"
vlink="#0086C0" bgcolor="#e5e7e6">
 <table cellpadding="0" cellspacing="0" align="center" width="570" bgcolor="#ffffff"
border="0">
 <tbody>
 <tr>
 <td></td>
 <td bgcolor="#0093E1" colspan="2" align="left" width="600">
 <div style="padding: 0 0 0 0">
 Quad Activity
Snapshot | Apr 20 - Apr 27
 </div>
 </td>
 <td></td>
 </tr>
 </tbody>
 </table>

```

Ex Social Troubleshooting Guide, Release 3.4 and 3.4 SR1

```

 <td align="right" valign="bottom">
 <a
href="http://localhost/user/dodo?p_p_id=ACTIVITIES_WATCHLIST&_ACTIVITIES_WATCHLIST_filterT
ype=WATCHLIST_FILTER" style="text-decoration: none">
 View Watch List

 </td>
 </tr>
 <tr>
 <td colspan="3" height="7"></td>
 </tr>
 <tr>
 <td colspan="3" height="3" bgcolor="#747474"></td>
 </tr>
 <tr>
 <td colspan="3" height="5"></td>
 </tr>

 <tr>
 <td colspan="3">

 No new post or update events.

 </td>
 </tr>

 <!-- 'Community Memberships' -->

 <tr>
 <td colspan="3" height="27"></td>
 </tr>
 <tr height="20">
 <td align="left" colspan="3">
 Community Memberships
 </td>
 <td align="right" valign="bottom"></td>
 </tr>
 <tr>
 <td colspan="3" height="8"></td>
 </tr>
 <tr>
 <td colspan="3" height="3" bgcolor="#747474"></td>
 </tr>

 <tr>
 <td colspan="3" height="4"></td>
 </tr>
 <tr>
 <td colspan="3">

 No new community membership events.

 </td>
 </tr>

 <!-- 'Community Discussions' -->

 <tr>
 <td colspan="3" height="35"></td>
 </tr>
 <tr height="20">

```

```

 <td align="left" colspan="2">Community
Discussions
 </td>
 <td align="right" valign="bottom">
 <a
href="http://localhost/web/my-communities/about-us/-/communities/view/communities-joined/m
aximized" style="text-decoration: none">
 View My communities

 </td>
</tr>
<tr>
 <td colspan="3" height="7"></td>
</tr>
<tr>
 <td colspan="3" height="3" bgcolor="#747474"></td>
</tr>
<tr>
 <td colspan="3" height="5"></td>
</tr>

 <tr>
 <td colspan="3">

 No new community discussion events.

 </td>
 </tr>
<tr>
 <td colspan="3" height="25"></td>
</tr>

 </table>
 </td>
 <td></td>
</tr>

 <!-- FOOTER_START_TAG -->
<!-- do not edit or remove the above tag -->
<tr>
 <td></td>
 <td colspan="2" width="543"></td>
 <td></td>
</tr>
<tr height="15" bgcolor="#e5e7e6"><td colspan="4"></td></tr>
<tr bgcolor="#e5e7e6" height="60">
 <td width="37"> </td>
 <td colspan="2">

 This message was send to dodo@dodo.local.

 If you do not wish to receive emails of this type, visit your account settings
to manage

 <a
href="http://localhost/group/control_panel/manage?p_p_id=2&p_p_lifecycle=0&p_p_state=maxim
ized&p_p_mode=view&_2_struts_action=%2Fmy_account%2Fedit_user&_2_backURL=%2Fweb%2Fdodo#ema
ilNotificationsQuad" style="text-decoration: none"><font color="#0086C0" size="1"
face="arial">email notifications<font color="#666666" size="1"
face="arial">.

 </td>
 <td width="37"> </td>
</tr>

```

```

<tr bgcolor="#e5e7e6">
 <td width="37"> </td>
 <td width="58"></td>
 <td width="400">© 2012
Cisco System, Inc. All rights reserved.</td>
 <td width="37"> </td>
</tr>

</tbody>
</table>
</body>
</html>

2012-04-27 11:31:22,928 DEBUG [SMTPHeadersDigestUtil:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] Start generating SMTP
headers for digest notification: [UserID: 1210053, NotificationDate: Apr 27, 2012]
2012-04-27 11:31:22,928 DEBUG [SMTPHeadersDigestUtil:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] [Message-ID] Header:
<quad-b95b9561c0b5465199fe10bd9906e1c7-1210053-1335526282928@dodo.local>
2012-04-27 11:31:22,929 DEBUG [SMTPHeadersDigestUtil:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] [Date] Header: Apr 27, 2012
2012-04-27 11:31:22,931 DEBUG [SMTPHeadersDigestUtil:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] [Subject] Header: Quad
Activity Snapshot: Apr 20, 2012 - Apr 27, 2012
2012-04-27 11:31:22,934 DEBUG [SMTPHeadersDigestUtil:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] [To] Header: dodo dodo
<dodo@dodo.local>
2012-04-27 11:31:22,937 DEBUG [SMTPHeadersDigestUtil:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] [From] Header: Cisco Quad
<noreply@dodo.local>
2012-04-27 11:31:22,939 DEBUG [SMTPHeadersDigestUtil:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] [Sender] Header: Cisco Quad
<noreply@dodo.local>
2012-04-27 11:31:22,943 DEBUG [MailSender:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] Thumbnail for image
'/14/10/05/fc934473/f86a/4c2d/8469/d52bd6695d86.jpg' encoded in : 3 milliseconds
2012-04-27 11:31:22,959 DEBUG [MailSender:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] successfully send email for
event testDigest
2012-04-27 11:31:22,961 DEBUG [DigestListener:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] An digest notification
message processed successfully. Message ID:
ID:dodo-dido.dev.example.com-34675-1335526282656-2:1:1:1:1

```

## Problem with Connection to Postfix

These log messages appear when a problem has appeared when trying to connect to Postfix (postfix2.example.com in this example).

```

2012-04-27 11:14:46,998 WARN [MailSender:98]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] Cannot send email for event
8b3912d6-9bfb-4905-8dab-73d8af962110 using SMTP server postfix2.example.com and will retry
with another one
org.springframework.mail.MailSendException: Mail server connection failed; nested
exception is javax.mail.MessagingException: Unknown SMTP host: postfix2.example.com;
nested exception is:
 java.net.UnknownHostException: postfix2.example.com. Failed messages:
javax.mail.MessagingException: Unknown SMTP host: postfix2.example.com;
nested exception is:

```

```

 java.net.UnknownHostException: postfix2.example.com; message exception details (1)
are:
Failed message 1:
javax.mail.MessagingException: Unknown SMTP host: postfix2.example.com;
 nested exception is:
 java.net.UnknownHostException: postfix2.example.com
 at com.sun.mail.smtp.SMTPTransport.openServer(SMTPTransport.java:1280)
 at com.sun.mail.smtp.SMTPTransport.protocolConnect(SMTPTransport.java:370)
 at javax.mail.Service.connect(Service.java:275)
 at
org.springframework.mail.javamail.JavaMailSenderImpl.doSend(JavaMailSenderImpl.java:389)
 at
org.springframework.mail.javamail.JavaMailSenderImpl.send(JavaMailSenderImpl.java:340)
 at
org.springframework.mail.javamail.JavaMailSenderImpl.send(JavaMailSenderImpl.java:355)
 at
org.springframework.mail.javamail.JavaMailSenderImpl.send(JavaMailSenderImpl.java:344)
 at com.cisco.ecp.outbound.sender.mail.MailSender.sendImpl(MailSender.java:156)
 at com.cisco.ecp.outbound.sender.mail.MailSender.sendImpl(MailSender.java:175)
 at com.cisco.ecp.outbound.sender.mail.MailSender.send(MailSender.java:70)
 at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
 at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
 at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
 at java.lang.reflect.Method.invoke(Method.java:597)
 at
org.springframework.aop.support.AopUtils.invokeJoinpointUsingReflection(AopUtils.java:318)
 at
org.springframework.aop.framework.ReflectiveMethodInvocation.invokeJoinpoint(ReflectiveMet
hodInvocation.java:183)
 at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvoc
ation.java:150)
 at
com.liferay.portal.monitoring.ServiceMonitoringAdvice.invoke(ServiceMonitoringAdvice.java:
214)
 at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvoc
ation.java:172)
 at
org.springframework.aop.interceptor.ExposeInvocationInterceptor.invoke(ExposeInvocationInt
erceptor.java:90)
 at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvoc
ation.java:172)
 at
org.springframework.aop.framework.JdkDynamicAopProxy.invoke(JdkDynamicAopProxy.java:202)
 at $Proxy426.send(Unknown Source)
 at com.cisco.ecp.outbound.jms.InstantListener.process(InstantListener.java:178)
 at com.cisco.ecp.outbound.jms.InstantListener.onMessage(InstantListener.java:86)
 at
org.springframework.jms.listener.AbstractMessageListenerContainer.doInvokeListener(Abstrac
tMessageListenerContainer.java:561)
 at
org.springframework.jms.listener.AbstractMessageListenerContainer.invokeListener(AbstractM
essageListenerContainer.java:499)
 at
org.springframework.jms.listener.AbstractMessageListenerContainer.doExecuteListener(Abstra
ctMessageListenerContainer.java:467)
 at
org.springframework.jms.listener.AbstractPollingMessageListenerContainer.doReceiveAndExecu
te(AbstractPollingMessageListenerContainer.java:325)

```

```

 at
org.springframework.jms.listener.AbstractPollingMessageListenerContainer.receiveAndExecute
(AbstractPollingMessageListenerContainer.java:263)
 at
org.springframework.jms.listener.DefaultMessageListenerContainer$AsyncMessageListenerInvok
er.invokeListener(DefaultMessageListenerContainer.java:1059)
 at
org.springframework.jms.listener.DefaultMessageListenerContainer$AsyncMessageListenerInvok
er.executeOngoingLoop(DefaultMessageListenerContainer.java:1051)
 at
org.springframework.jms.listener.DefaultMessageListenerContainer$AsyncMessageListenerInvok
er.run(DefaultMessageListenerContainer.java:948)
 at java.lang.Thread.run(Thread.java:662)
Caused by: java.net.UnknownHostException: postfix2.example.com
 at java.net.PlainSocketImpl.connect(PlainSocketImpl.java:195)
 at java.net.SocksSocketImpl.connect(SocksSocketImpl.java:366)
 at java.net.Socket.connect(Socket.java:529)
 at java.net.Socket.connect(Socket.java:478)
 at com.sun.mail.util.SocketFetcher.createSocket(SocketFetcher.java:232)
 at com.sun.mail.util.SocketFetcher.getSocket(SocketFetcher.java:189)
 at com.sun.mail.smtp.SMTPTransport.openServer(SMTPTransport.java:1250)
 ... 33 more

```

## No Active SMTP Server or No SMTP Server Defined in Configuration

These log messages appear when there are no active SMTP servers or there are not any SMTP servers defined in the configuration.

```

2012-04-27 11:14:46,999 ERROR [InstantListener:116]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] could not process event {
{event id: 8b3912d6-9bfb-4905-8dab-73d8af962110 , event type: FOLLOW, action user: {{id:
810258, url: http://localhost/web/test}, display name: Test Test, image id: 1410062, email
address: test@example.com, organization: []} , eventTime:1335525321868,
subscribedUsers=[1210101]} , followee: {{id: 1210101, url: http://localhost/web/dido},
display name: Diyan Yordanov, image id: 6410023, email address: dido@dodo.local,
organization: [,]} }
com.cisco.ecp.outbound.NonRetryableSendException: bad configuration - there are no SMTP
servers
 at
com.cisco.ecp.outbound.sender.mail.MailTransport.reconfigure(MailTransport.java:61)
 at com.cisco.ecp.outbound.sender.mail.MailSender.sendImpl(MailSender.java:174)
 at com.cisco.ecp.outbound.sender.mail.MailSender.sendImpl(MailSender.java:175)
 at com.cisco.ecp.outbound.sender.mail.MailSender.send(MailSender.java:70)
 at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
 at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
 at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
 at java.lang.reflect.Method.invoke(Method.java:597)
 at
org.springframework.aop.support.AopUtils.invokeJoinpointUsingReflection(AopUtils.java:318)
 at
org.springframework.aop.framework.ReflectiveMethodInvocation.invokeJoinpoint(ReflectiveMet
hodInvocation.java:183)
 at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvoc
ation.java:150)
 at
com.liferay.portal.monitoring.ServiceMonitoringAdvice.invoke(ServiceMonitoringAdvice.java:
214)
 at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvoc
ation.java:172)

```

```

 at
org.springframework.aop.interceptor.ExposeInvocationInterceptor.invoke(ExposeInvocationInt
erceptor.java:90)
 at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvoc
ation.java:172)
 at
org.springframework.aop.framework.JdkDynamicAopProxy.invoke(JdkDynamicAopProxy.java:202)
 at $Proxy426.send(Unknown Source)
 at com.cisco.ecp.outbound.jms.InstantListener.process(InstantListener.java:178)
 at com.cisco.ecp.outbound.jms.InstantListener.onMessage(InstantListener.java:86)
 at
org.springframework.jms.listener.AbstractMessageListenerContainer.doInvokeListener(Abstrac
tMessageListenerContainer.java:561)
 at
org.springframework.jms.listener.AbstractMessageListenerContainer.invokeListener(AbstractM
essageListenerContainer.java:499)
 at
org.springframework.jms.listener.AbstractMessageListenerContainer.doExecuteListener(Abstra
ctMessageListenerContainer.java:467)
 at
org.springframework.jms.listener.AbstractPollingMessageListenerContainer.doReceiveAndExecu
te(AbstractPollingMessageListenerContainer.java:325)
 at
org.springframework.jms.listener.AbstractPollingMessageListenerContainer.receiveAndExecute
(AbstractPollingMessageListenerContainer.java:263)
 at
org.springframework.jms.listener.DefaultMessageListenerContainer$AsyncMessageListenerInvok
er.invokeListener(DefaultMessageListenerContainer.java:1059)
 at
org.springframework.jms.listener.DefaultMessageListenerContainer$AsyncMessageListenerInvok
er.executeOngoingLoop(DefaultMessageListenerContainer.java:1051)
 at
org.springframework.jms.listener.DefaultMessageListenerContainer$AsyncMessageListenerInvok
er.run(DefaultMessageListenerContainer.java:948)
 at java.lang.Thread.run(Thread.java:662)

```

## VTL Syntax Error in Template File

These log messages appear when a VTL syntax error has been encountered in a template file.

```

2012-04-29 09:36:40,254 ERROR [VelocityEngine:43]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] Parser Exception:
reminder.vm
2012-04-29 09:36:40,256 ERROR [VelocityEngine:43]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2]
org.apache.velocity.runtime.parser.ParseException: Encountered
"<EOF>" at line 48, column 44.
Was expecting one of:
 "(" ...
 <RPAREN> ...
 <ESCAPE_DIRECTIVE> ...
 <SET_DIRECTIVE> ...
 "##" ...
 "\\\" ...
 "\\\" ...
 <TEXT> ...
 "*" ...
 "*" ...
 "]]#" ...
 <STRING_LITERAL> ...
 <END> ...

```

```

<IF_DIRECTIVE> ...
<ELSEIF_DIRECTIVE> ...
<ELSE_DIRECTIVE> ...
<INTEGER_LITERAL> ...
<FLOATING_POINT_LITERAL> ...
<WORD> ...
<BRACKETED_WORD> ...
<IDENTIFIER> ...
<DOT> ...
"{" ...
"}" ...
<EMPTY_INDEX> ...

 at
org.apache.velocity.runtime.parser.Parser.generateParseException(Parser.java:3679)
 at org.apache.velocity.runtime.parser.Parser.jj_consume_token(Parser.java:3558)
 at org.apache.velocity.runtime.parser.Parser.IfStatement(Parser.java:1740)
 at org.apache.velocity.runtime.parser.Parser.Statement(Parser.java:352)
 at org.apache.velocity.runtime.parser.Parser.process(Parser.java:317)
 at org.apache.velocity.runtime.parser.Parser.parse(Parser.java:117)
 at org.apache.velocity.runtime.RuntimeInstance.parse(RuntimeInstance.java:1226)
 at org.apache.velocity.runtime.RuntimeInstance.parse(RuntimeInstance.java:1181)
 at org.apache.velocity.Template.process(Template.java:134)
 at
org.apache.velocity.runtime.resource.ResourceManagerImpl.refreshResource(ResourceManagerIm
pl.java:569)
 at
org.apache.velocity.runtime.resource.ResourceManagerImpl.getResource(ResourceManagerImpl.j
ava:319)
 at
org.apache.velocity.runtime.RuntimeInstance.getTemplate(RuntimeInstance.java:1533)
 at org.apache.velocity.app.VelocityEngine.mergeTemplate(VelocityEngine.java:343)
 at
com.cisco.ecp.outbound.template.TemplateEngineImpl.processTemplate(TemplateEngineImpl.java
:99)
 at
com.cisco.ecp.outbound.template.TemplateEngineImpl.getNotificationMailBean(TemplateEngineI
mpl.java:66)
 at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
 at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
 at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
 at java.lang.reflect.Method.invoke(Method.java:597)
 at
org.springframework.aop.support.AopUtils.invokeJoinpointUsingReflection(AopUtils.java:318)
 at
org.springframework.aop.framework.ReflectiveMethodInvocation.invokeJoinpoint(ReflectiveMet
hodInvocation.java:183)
 at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvoc
ation.java:150)
 at
com.liferay.portal.monitoring.ServiceMonitoringAdvice.invoke(ServiceMonitoringAdvice.java:
214)
 at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvoc
ation.java:172)
 at
org.springframework.aop.interceptor.ExposeInvocationInterceptor.invoke(ExposeInvocationInt
erceptor.java:90)
 at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvoc
ation.java:172)

```

```

 at
org.springframework.aop.framework.JdkDynamicAopProxy.invoke(JdkDynamicAopProxy.java:202)
 at $Proxy424.getNotificationMailBean(Unknown Source)
 at
com.cisco.ecp.outbound.sender.mail.mime.MimeGeneratorImpl$1.prepare(MimeGeneratorImpl.java:79)
 at
org.springframework.mail.javamail.JavaMailSenderImpl.send(JavaMailSenderImpl.java:352)
 at
org.springframework.mail.javamail.JavaMailSenderImpl.send(JavaMailSenderImpl.java:344)
 at com.cisco.ecp.outbound.sender.mail.MailSender.sendImpl(MailSender.java:156)
 at com.cisco.ecp.outbound.sender.mail.MailSender.send(MailSender.java:70)
 at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
 at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
 at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
 at java.lang.reflect.Method.invoke(Method.java:597)
 at
org.springframework.aop.support.AopUtils.invokeJoinpointUsingReflection(AopUtils.java:318)
 at
org.springframework.aop.framework.ReflectiveMethodInvocation.invokeJoinpoint(ReflectiveMethodInvocation.java:183)
 at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:150)
 at
com.liferay.portal.monitoring.ServiceMonitoringAdvice.invoke(ServiceMonitoringAdvice.java:214)
 at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:172)
 at
org.springframework.aop.interceptor.ExposeInvocationInterceptor.invoke(ExposeInvocationInterceptor.java:90)
 at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:172)
 at
org.springframework.aop.framework.JdkDynamicAopProxy.invoke(JdkDynamicAopProxy.java:202)
 at $Proxy426.send(Unknown Source)
 at com.cisco.ecp.outbound.jms.InstantListener.process(InstantListener.java:178)
 at com.cisco.ecp.outbound.jms.InstantListener.onMessage(InstantListener.java:86)
 at
org.springframework.jms.listener.AbstractMessageListenerContainer.doInvokeListener(AbstractMessageListenerContainer.java:561)
 at
org.springframework.jms.listener.AbstractMessageListenerContainer.invokeListener(AbstractMessageListenerContainer.java:499)
 at
org.springframework.jms.listener.AbstractMessageListenerContainer.doExecuteListener(AbstractMessageListenerContainer.java:467)
 at
org.springframework.jms.listener.AbstractPollingMessageListenerContainer.doReceiveAndExecute(AbstractPollingMessageListenerContainer.java:325)
 at
org.springframework.jms.listener.AbstractPollingMessageListenerContainer.receiveAndExecute(AbstractPollingMessageListenerContainer.java:263)
 at
org.springframework.jms.listener.DefaultMessageListenerContainer$AsyncMessageListenerInvoker.invokeListener(DefaultMessageListenerContainer.java:1059)
 at
org.springframework.jms.listener.DefaultMessageListenerContainer$AsyncMessageListenerInvoker.executeOngoingLoop(DefaultMessageListenerContainer.java:1051)

```

```

 at
org.springframework.jms.listener.DefaultMessageListenerContainer$AsyncMessageListenerInvok
er.run(DefaultMessageListenerContainer.java:948)
 at java.lang.Thread.run(Thread.java:662)

```

## Expected Warning Message in Worker Log

The warning message below is logged when the user comments on a post or update and the log level for Outbound Email is INFO, DEBUG, or TRACE.

The reason this warning is logged is because the system checks if there is a parent comment to determine whether the event is a top-level comment or a reply to a comment.

In most cases these warning can be ignored, but if there is an actual problem, the provided information can be used to determine the cause.

```

Jun 25 18:57:45 worker.dodo.local quadworker[]: WARN [context.mail.PostCommentContext] -
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] - [] - []: parentcomment is
null for event { {event id: 48e29b78-8968-4845-b1dc-ef13366c634c , event type:
POST_COMMENT, action user: {{id: 210600, url: https://quad.dodo.local/web/tm}, display
name: Todor Minakov, image id: 0, email address: tm@dodo.local, organization: [,]} ,
eventTime:1340650665448, subscribedUsers=[210280]} , post: {{id: 1700026, url:
https://quad.dodo.local/web/view-post/post/-/posts?postId=1700026}, author: 210280, type:
POST, title: My post with a lot stuff in it, summary: null}, comment: {{id: 2610480, url:
https://quad.dodo.local/web/view-post/post/-/posts?postId=1700026&messageScrollId=2610480}
, title: null, summary: a, user: {{id: 210600, url: https://quad.dodo.local/web/tm},
display name: Todor Minakov, image id: 0, email address: tm@dodo.local, organization: [,]}
, parent comment: null}}

```

## An Email is Sent Following a User Action

When an email event is sent based on a user action, you see a log message on the App Server node that looks similarly to the following:

```

Apr 25 22:35:09 test-int.example.com quad[]: DEBUG [QUAD_EVENTING] - [TP-Processor40]:
Sending event POST_CREATE
Apr 25 22:35:09 test-int.example.com quad[]: DEBUG [QUAD_EVENTING] - [TP-Processor40]:
Event content for event: POST_CREATE:
{"addedRecipients":[{"class":"com.cisco.ecp.vdl.post.model.impl.PostRecipientImpl","id":"11
0005","permission":{"allPermissions":null,"authorize":false,"authorized":false,"class":"com
.cisco.ecp.vdl.post.model.impl.PostPermissionImpl","comment":false,"commentable":false,"ed
it":false,"editable":false,"share":false,"shared":false,"view":true,"viewable":true},"reci
pientType":"USER"},{"class":"com.cisco.ecp.vdl.post.model.impl.PostRecipientImpl","id":"110
057","permission":{"allPermissions":null,"authorize":false,"authorized":false,"class":"com
.c...

```

The above message shows a POST\_CREATE event being sent to RabbitMQ when a user creates a post.

On the Worker node, a corresponding log message appears when the event is being processed by the email service:

```

Apr 25 22:35:09 test-int.example.com quad[]: DEBUG [digest] - [pool-3-thread-2]:
DigestEventReceiver.processEvent(): delivery tag = 27, event = {{ eventType: POST_CREATE,
eventTime: 1335393308458, client ip: 0, Quad Ip: 0, classPK: 4700001, classNameId: 10060,
creator id: 10399, creator name: Compliance Officer, screen name:
ciscosyscomplianceofficer, small portrait: 0, medium portrait 1: 0, medium portrait 2: 0,
company id: 10193}, post version: 1, public scope: false, owner id: 10399, owner name:
Compliance Officer, owner screen name: ciscosyscomplianceofficer, title: Solomon Wu's
content has been hidden (Case 9010211), post type: TEXT_POST, mentioned users: []}

```

## Email Sent to a Community or a Discussion Category

When an email has been sent to a community for processing, messages similar to the following appear in the Worker log:

```
2012-04-27 13:53:16,295 DEBUG [MailHandler:97]
[org.subethamail.smtp.server.Session-/10.62.73.210:46524] Received mail for processing.
FROM: user@example.com
2012-04-27 13:53:16,303 DEBUG [MailHandler:172]
[org.subethamail.smtp.server.Session-/10.62.73.210:46524] Received mail for processing.
RCPT0: 257bdfdf4f@example.com
2012-04-27 13:53:16,320 DEBUG [HookFactory:13]
[org.subethamail.smtp.server.Session-/10.62.73.210:46524] Instantiate
com.cisco.ecp.inbound.FileSystemHook
2012-04-27 13:53:16,325 DEBUG [HookFactory:20]
[org.subethamail.smtp.server.Session-/10.62.73.210:46524] Return
com.cisco.ecp.inbound.FileSystemHook
2012-04-27 13:53:16,363 DEBUG [MailHandler:68]
[org.subethamail.smtp.server.Session-/10.62.73.210:46524] Received mail for processing.
Sent for processing.
2012-04-27 13:53:16,364 DEBUG [MailHandler:83]
[org.subethamail.smtp.server.Session-/10.62.73.210:46524] Received mail for processing.
DONE.
2012-04-27 13:53:16,365 DEBUG [MailHandler:83]
[org.subethamail.smtp.server.Session-/10.62.73.210:46524] Received mail for processing.
DONE.
```

The App Server log contains the following additional messages:

```
Apr 27 13:29:48 appserv.example.com quad[]: DEBUG [mail.jms.InboundJmsListenerContainer] -
[com.cisco.ecp.inbound.Container-1]: Received message of type [class
org.apache.activemq.command.ActiveMQObjectMessage] from consumer [Cached JMS
MessageConsumer: ActiveMQMessageConsumer {
value=ID:appserv.example.com-39732-1335513294312-4:1:7:1, started=true }] of session
[Cached JMS Session: ActiveMQSession
{id=ID:appserv.example.com-39732-1335513294312-4:1:7,started=true}]
Apr 27 13:29:48 appserv.example.com quad[]: DEBUG [ecp.inbound.HookFactory] -
[com.cisco.ecp.inbound.Container-1]: Return com.cisco.ecp.inbound.FileSystemHook
2012-06-22 09:00:36,114 DEBUG [MimeMessageCollectorImpl:158]
[com.cisco.ecp.inbound.Container-3] Processing MIME part [headers={Content-Type:
text/plain; charset=UTF-8; format=flowed; Content-Transfer-Encoding: 8bit; }]
2012-06-22 09:00:36,132 DEBUG [MimeMessageCollectorImpl:158]
[com.cisco.ecp.inbound.Container-3] Processing MIME part [headers={Content-Type:
text/html; charset=UTF-8; Content-Transfer-Encoding: 8bit; }]
2012-06-22 09:00:36,135 DEBUG [MimeMessageCollectorImpl:158]
[com.cisco.ecp.inbound.Container-3] Processing MIME part [headers={Content-Type:
image/jpeg;
name="Tulips.jpg"; Content-Transfer-Encoding: base64; Content-ID:
<part1.07080504.09090309@dev.example.com>; Content-Disposition: inline;
filename="Tulips.jpg"; }]
Apr 27 13:29:48 appserv.example.com quad[]: DEBUG [mail.processor.MailProcessorImpl] -
[com.cisco.ecp.inbound.Container-1]: Recipients that will process the action
[{emailaddress=257bdfdf4f, classNameId=10087, classPK=710083, companyId=10195,
displayName=Ope1, outgoingEmailAddress=, outgoingDisplayName=, errorReporting=3}]. Content
should be shared with [257bdfdf4f@example.com].
Apr 27 13:29:48 appserv.example.com quad[]: DEBUG [mail.processor.MailProcessorImpl] -
[com.cisco.ecp.inbound.Container-1]: Parent message id [0]
Apr 27 13:29:48 appserv.example.com quad[]: DEBUG [mail.processor.MailProcessorImpl] -
[com.cisco.ecp.inbound.Container-1]: Inline image addition for [tulips.jpg]
Apr 27 13:29:48 appserv.example.com quad[]: DEBUG [processor.action.PostMailAction] -
[com.cisco.ecp.inbound.Container-1]: Adding a new post.
```

```

Apr 27 13:29:48 appserv.example.com quad[]: DEBUG [processor.action.PostMailAction] -
[com.cisco.ecp.inbound.Container-1]: Creating a post [[PostImpl =>, body=<font size=2
face="sans-serif">GIF below:#015#012
#015#012
,
categoryId=1, companyId=10195, createdUserName=Ordinary Joe, creatorUserId=5910003,
editCount=0, lastModifiedUserId=5910003, lastModifiedUserName=Ordinary Joe,
originalPostId=-1, parentPostId=-1, postId=-1, title=LN-Embedded GIF, version=1, tags=,
comments count=0, edit counts=0, transaction type=null, transaction user id=-1,
transaction time=null, hasAttachments =false, uri=null, isRead=false, favorite=false,
showOnProfile=false, publicPost=true, state=0]].
Apr 27 13:29:49 appserv.example.com quad[]: DEBUG [mail.processor.MailProcessorImpl] -
[com.cisco.ecp.inbound.Container-1]: Recipient {emailaddress=257bdfdf4f,
classNameId=10087, classPK=710083, companyId=10195, displayName=Ope1,
outgoingEmailAddress=, outgoingDisplayName=, errorReporting=3} processed the mail and
created content with id [2,600,012]
Apr 27 13:29:49 appserv.example.com quad[]: DEBUG [ecp.inbound.HookFactory] -
[com.cisco.ecp.inbound.Container-1]: Return com.cisco.ecp.inbound.FileSystemHook

```

The messages that appear when the email has been sent to a discussion category are similar.

If the email is a reply and the parent email is present in WebEx Social, then the Parent message id [0] will have a value different than 0, as shown in the next example:

```

2012-06-22 09:00:36,347 DEBUG [ParentMessageIdentifierImpl:48]
[com.cisco.ecp.inbound.Container-3] Parent message found by in-reply-to header
[quad-ed0af916facd454ab18f4edabc5dcafa-34110004-1340352778537@example.com] and resource id
28,710,004
2012-06-22 09:00:36,348 DEBUG [MailProcessorImpl:249] [com.cisco.ecp.inbound.Container-3]
Parent message id [34,110,004]

```

## Office Plug-in Logs

This section is organized as follows:

- [User Enters Wrong Server URL in Settings, page 4-37](#)
- [Office Plug-in Has Loaded Successfully, page 4-38](#)
- [Failed Theme Update Due to Server Error, page 4-38](#)
- [Failed Theme Update Due to Missing Image, page 4-38](#)

## User Enters Wrong Server URL in Settings

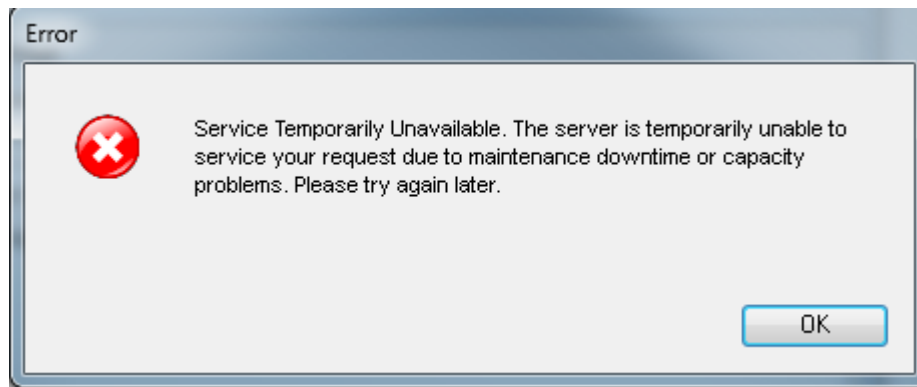
These log messages appear in the office plug-in log file on the user computer when a wrong or inexistent server URL has been entered in the settings dialog box.

```

ERROR 2012-06-27 10:06:40 Unable to connect to the remote server at
System.Net.HttpWebRequest.GetRequestStream(TransportContext& context)
 at System.Net.HttpWebRequest.GetRequestStream()
 at QuadConnector.OAuth.OAuthManager.RequestPOST(String aUrl, NameValueCollection
aHeaders, Dictionary`2 aPostDataList) in C:\work\Quad\email
plugin\email-plugin\Source\Outlook\CommonLibs\QuadConnector\OAuth\OAuthManager.cs:line 177

```

In addition, this GUI error is displayed:



## Office Plug-in Has Loaded Successfully

These log messages appear in the office plug-in log file on the user computer when the office plug-in has loaded successfully.

```
INFO 2012-06-27 11:49:15 Plugin loading. The current user is: Anatoliy Atanasov (aatanaso)
INFO 2012-06-27 11:49:16 Plugin loaded.
```

## Failed Theme Update Due to Server Error

These log messages appear in the office plug-in log file on the user computer when a theme update has failed due to a server error:

```
HTTP GET request failed!
URL: https://appserver.example.com/quadopen/api/rest/config/themes?startIndex=0&count=1
... 39 more
[WARN] 07 Jun 02:01:57.412 PM main [com.cisco.ecp.email.plugin.ui.utils.UIUtils] Theme
update failed.
com.cisco.ecp.email.plugin.exception.http.ServiceUnavailableException:
com.cisco.ecp.email.plugin.exception.http.BaseHttpException:
```

## Failed Theme Update Due to Missing Image

These log messages appear in the office plug-in log file on the user computer when a theme update has failed due to a image, as specified in settings.properties, missing from the theme archive.

```
[ERROR] 07 Jun 02:02:20.535 PM main [com.cisco.ecp.email.plugin.quad.QuadOperations] Error
applying new branding theme:
http://appserver.example.com/c/portal_branding?assetType=portalTheme&assetId=20410016
java.io.FileNotFoundException:
C:\Users\abrisson\AppData\Local\Temp\ProductivityPluginTheme6753766605358143608\custom\ima
ges32_logo.png (The system cannot find the file specified.)
```

## Cisco WebEx Social Call Plug-in Logs

This section is organized as follows:

- [Error in User Configuration, page 4-39](#)

## Error in User Configuration

The following softphone.log log messages are an example of an error that occurs as a result of an incorrect user configuration where the device and operation mode are incompatible.

```
04-May-2012 17:01:46,626 -0700 DEBUG [0x00002110] csf.ecc.api: isDeskPhone()
04-May-2012 17:01:46,626 -0700 DEBUG [0x00002110] csf.ecc.api: isSoftPhone()
04-May-2012 17:01:46,626 -0700 DEBUG [0x00002110] csf.ecc.api: getConfigStatus()
04-May-2012 17:01:46,626 -0700 DEBUG [0x00002110] csf.ecc.api: getServiceState()
04-May-2012 17:01:46,626 -0700 DEBUG [0x00002110] csf.ecc.api: getName()
04-May-2012 17:01:46,626 -0700 INFO [0x00002110] csf.ecc.evt: PHONE_EVENT: eFound, Name:
ecprarasike, IsDeskPhone, ServiceState: eUnknown, ConfigStatus: eFetchedConfig
04-May-2012 17:01:46,626 -0700 DEBUG [0x00002110] csf.ecc.api: getName()
04-May-2012 17:01:46,626 -0700 INFO [0x00002110] webuc: Received Phone Event. Event:
eFound Name: ecprarasike
04-May-2012 17:01:46,626 -0700 INFO [0x00002110] csf.ecc.api: getLastTFTPServerUsed() =
gigantic-6
04-May-2012 17:01:46,627 -0700 INFO [0x00002110] webuc: Received Network Event: 2
04-May-2012 17:01:46,627 -0700 INFO [0x00002110] webuc: Received Network Event: 0
04-May-2012 17:01:46,627 -0700 INFO [0x00002110] csf.ecc.api: getPreferredDeviceName() =
04-May-2012 17:01:46,627 -0700 INFO [0x00002110] csf.ecc.api:
setLocalIpAddressAndGateway("198.51.100.35", "198.51.100.133")
04-May-2012 17:01:46,627 -0700 INFO [0x00002110] webuc: Based on remote address:
gigantic-6, local IP address is: 198.51.100.35 and gateway is: 198.51.100.133
04-May-2012 17:01:46,627 -0700 INFO [0x00002110] csf.ecc.api: connect(eDeskPhone,
ecprarasike,)
04-May-2012 17:01:46,627 -0700 ERROR [0x00002110] csf.ecc: doConnect() failed -
credentials not specified! : eNoCredentialsConfigured
04-May-2012 17:01:46,628 -0700 INFO [0x00002110] csf.ecc: --->
04-May-2012 17:01:46,628 -0700 INFO [0x00002110] csf.ecc: <---
04-May-2012 17:01:46,628 -0700 ERROR [0x00002110] csf.ecc.api: connect() failed -
doConnect() returned error : eNoCredentialsConfigured
04-May-2012 17:01:46,628 -0700 INFO [0x00002110] webuc: Connect returned. Code:
eNoCredentialsConfigured
04-May-2012 17:01:46,629 -0700 INFO [0x00001f18] webuc:
NamedMutexHelper::ReleaseWorkItem::run()
04-May-2012 17:01:46,629 -0700 INFO [0x00001f18] webuc: about to notify
04-May-2012 17:01:46,629 -0700 INFO [0x00002110] webuc: NamedMutexHelper::release:wait
complete
04-May-2012 17:01:46,633 -0700 INFO [0x000022e4] webuc: logout called
04-May-2012 17:01:46,633 -0700 INFO [0x00002110] webuc: releaseInternal - cleaning up
calls in preparation for disconnect
04-May-2012 17:01:46,633 -0700 INFO [0x00002110] webuc: releasing logging
04-May-2012 17:01:46,633 -0700 INFO [0x00002110] webuc: destroying logging file appender
```

In this line taken from the example above, you can see that the user is trying to use the Call Plug-in (named: ecprarasike) in deskphone mode (eDeskPhone) instead of in the correct softphone mode.

```
04-May-2012 17:01:46,627 -0700 INFO [0x00002110] csf.ecc.api: connect(eDeskPhone,
ecprarasike,)
```

## WebEx Social for Office Logs

This section is organized as follows:

- [Client Lists Attachments to a Post, page 4-40](#)

- [Client Lists Comments to a Post and Adds New Comment, page 4-40](#)
- [Client Downloads File Successfully, page 4-40](#)
- [Client Adds New Version of an Attachment, page 4-40](#)
- [Server Side Logs of the Shared Changes Feature, page 4-41](#)
- [Client Side Logs of the Shared Changes Feature, page 4-43](#)
- [User Provided Invalid Token or Invalid Credentials, page 4-46](#)

## Client Lists Attachments to a Post

These log messages appear on the server when the client requests the list of attachments to a post.

```
Apr 27 20:49:47 quad.example.com quad[]: DEBUG [office.server.QuadContentController] -
[TP-Processor40]: updated post id=34227003
Apr 27 20:49:47 quad.example.com quad[]: DEBUG [office.server.QuadContentController] -
[TP-Processor40]: looking up attachments for post id=34227003
Apr 27 20:49:47 quad.example.com quad[]: DEBUG [office.server.QuadContentController] -
[TP-Processor40]: found 1 attachments for post=34227003
Apr 27 20:49:47 quad.example.com quad[]: DEBUG [office.server.QuadContentController] -
[TP-Processor40]: after pruning dups, 1 attachments for post=34227003
```

## Client Lists Comments to a Post and Adds New Comment

These log messages appear on the server when the client requests the list of comments to a post and then comments on the post.

```
Apr 27 20:49:47 quad.example.com quad[]: DEBUG [office.server.CommentController] -
[TP-Processor39]: getComments with query
params=discussionId=000000000-0000-0000-0000-0000020a433b
Apr 27 20:49:47 quad.example.com quad[]: DEBUG [office.server.CommentController] -
[TP-Processor39]: get comments returning 2 comment(s)
Apr 27 20:49:47 quad.example.com quad[]: DEBUG [office.server.CommentController] -
[TP-Processor39]: creating message on postId=34227003 parentMsgId=48463826
threadId=48463827 as Dave Brown
Apr 27 20:49:47 quad.example.com quad[]: DEBUG [office.server.CommentController] -
[TP-Processor39]: created msg with id=48463835 guid=000000000-0000-0000-0000-000002e37fdb
```

## Client Downloads File Successfully

These log messages appear on the server when the client downloads a file successfully.

```
Apr 27 20:49:48 quad.example.com quad[]: DEBUG [office.server.QuadContentController] -
[TP-Processor37]: done writing stream for contentId=319ae504-7d74-47d2-8234-77a2a725bf03
version=1, 10449 bytes.
```

## Client Adds New Version of an Attachment

These log messages appear on the server when the client uploads a new version downloads (v.2 in this case) of a file attachment.

```
Apr 27 20:49:53 quad.example.com quad[]: DEBUG [office.server.QuadContentController] -
[TP-Processor47]: Update content '319ae504-7d74-47d2-8234-77a2a725bf03 (nextVersion is
'null')
```

```
Apr 27 20:49:53 quad.example.com quad[]: DEBUG [office.server.QuadContentController] -
[TP-Processor47]: Version is: Version{date=2012-04-27T20:49:46.920Z,
contentId=319ae504-7d74-47d2-8234-77a2a725bf0\
```

```

3, spaceId=319ae504-7d74-47d2-8234-77a2a725bf03, member=Member, shortName='Dave Brown',
fullName='Dave Brown', emailAddress='davebro@example.com', active=true, role=Admin},
comment='null', diff='null', numericVersion=2, via=Unknown,
url=/c/post_action/get_attachment?postId=34227003&postVersionId=2&attachmentId=48463833,
md5=null, size=13467}
Apr 27 20:49:53 quad.example.com quad[]: DEBUG [office.server.PrincipalUtil] -
[TP-Processor47]: in getId(), permission checker is
com.liferay.portal.security.permission.CMRPermissionChecker@54b97122 o\
n thread TP-Processor47
Apr 27 20:49:53 quad.example.com quad[]: DEBUG [office.server.QuadContentController] -
[TP-Processor47]: Data is: Version{date=2012-04-27T20:49:46.920Z,
contentId=319ae504-7d74-47d2-8234-77a2a725bf03, \
spaceId=319ae504-7d74-47d2-8234-77a2a725bf03, member=Member, shortName='Dave Brown',
fullName='Dave Brown', emailAddress='davebro@example.com', active=true, role=Admin},
comment='null', diff='null', numericVersion=2, via=Unknown,
url=/c/post_action/get_attachment?postId=34227003&postVersionId=2&attachmentId=48463833,
md5=null, size=13467}
Apr 27 20:49:53 quad.example.com quad[]: DEBUG [office.server.QuadContentController] -
[TP-Processor47]: creating new attachment version for
id=319ae504-7d74-47d2-8234-77a2a725bf03, name=New_Doc.docx, \
client passed in version 2
Apr 27 20:49:53 quad.example.com quad[]: DEBUG [office.server.QuadContentController] -
[TP-Processor47]: created content id=319ae504-7d74-47d2-8234-77a2a725bf03

```

## Server Side Logs of the Shared Changes Feature

When users are uploading an attachment while creating or editing a post, you should see the debug messages shown below. The document is not associated with an asset (such as post) at this point as the asset has not been saved, but tagging of the document with certain information (such as version info and a UUID split into two 64-bit integers (VerslyUUID\_MSB, VerslyUUID\_LSB) has already been done completed.

```

Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImpl:addAttachment:{attachmentId=49800012, companyId=100193,
versionUserId=100256, groupId=100264, createDate=Fri Apr 27 17:57:17 GMT 2012,
modifiedDate=Fri Apr 27 17:57:17 GMT 2012, type=0, legacy=false, contentState=0,
embedded=false, fileName=upgrading_ecp_test.docx, dirPath=, summary=0,
parentClassNameId=0, parentClassPK=0, repositoryId=49800012, version=0.0, size=387476,
extraData=, locale=, verslyUUID_MSB=0, verslyUUID_LSB=0}
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImpl:addAttachment: not yet associated with asset
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]: The
type assigned for temporary attachment is:DOCUMENT
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]: Enter
AttachmentLocalServiceImpl::addDocumentAttachment(attachment,userId)
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImpl::addDocumentAttachment(attachment,userId): Temporary one found
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
getBasePath:for the attachment:{attachmentId=49800012, companyId=100193,
versionUserId=100256, groupId=100264, createDate=Fri Apr 27 17:57:17 GMT 2012,
modifiedDate=Fri Apr 27 17:57:17 GMT 2012, type=0, legacy=false, contentState=0,
embedded=false, fileName=upgrading_ecp_test.docx, dirPath=, summary=4,
parentClassNameId=0, parentClassPK=0, repositoryId=49800012, version=0.0, size=387476,
extraData=, locale=, verslyUUID_MSB=0, verslyUUID_LSB=0}the path determined is
:Post/49800012/
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImpl::addAttachment(attachment,userId): basePath= Post/49800012/
Apr 27 17:57:17 quad.example.com quad[]: INFO [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImpl::addAttachment(attachment,userId): commit phase: add default
version

```

```

Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImpl : calling tagDocumentForVersly before addFile()
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
property=versly.office.extensions value:.docx,.xlsx,.pptx
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
extension[i]:.docx
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]: Got
an office extension document:upgrading_ecp_test.docx
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
verslyData.loading file:upload_00000001.docx @ Fri Apr 27 17:57:17 GMT 2012
Apr 27 17:57:21 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
verslyData.load file completed upload_00000001.docx in Fri Apr 27 17:57:21 GMT 2012
Apr 27 17:57:21 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
tagDocumentForVersly : document before tagging[VerslyData: version=1
contentId=c2d54b4d-4537-465e-9080-67771e15dd65
spaceId=c2d54b4d-4537-465e-9080-67771e15dd65 localModificationId=null
lastModifiedBy=Prasad Velagaleti lastModified=2012-04-18T20:23:00Z creator=Prasad
Velagaleti created=2012-04-18T20:23:00Z app=Microsoft Macintosh Word appVersion=14.0000
company=Cisco customProps={{assetId=0, repositoryId=46363836}}]
Apr 27 17:57:21 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
spaced Id :
c2d54b4d-4537-465e-9080-67771e15dd65contentId:c2d54b4d-4537-465e-9080-67771e15dd65
Apr 27 17:57:21 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
verslyData.storing file:upload_00000001.docx started @ Fri Apr 27 17:57:21 GMT 2012
Apr 27 17:57:21 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
verslyData.storing file:upload_00000001.docx started @ Fri Apr 27 17:57:21 GMT 2012
Apr 27 17:57:21 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
verslyData.storing file:upload_00000001.docx completed @ Fri Apr 27 17:57:21 GMT 2012
Apr 27 17:57:21 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
tagDocumentForVersly : document after updating.[VerslyData: version=1
contentId=d5c1fde1-33a5-46f2-9801-314867966e0d
spaceId=d5c1fde1-33a5-46f2-9801-314867966e0d localModificationId=null
lastModifiedBy=Prasad Velagaleti lastModified=2012-04-18T20:23:00Z creator=Prasad
Velagaleti created=2012-04-18T20:23:00Z app=Microsoft Macintosh Word appVersion=14.0000
company=Cisco customProps={{assetId=0, repositoryId=49800012}}]
Apr 27 17:57:21 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]: Saved
versly data done.[VerslyData: version=1 contentId=d5c1fde1-33a5-46f2-9801-314867966e0d
spaceId=d5c1fde1-33a5-46f2-9801-314867966e0d localModificationId=null
lastModifiedBy=Prasad Velagaleti lastModified=2012-04-18T20:23:00Z creator=Prasad
Velagaleti created=2012-04-18T20:23:00Z app=Microsoft Macintosh Word appVersion=14.0000
company=Cisco customProps={{assetId=0, repositoryId=49800012}}]
Apr 27 17:57:21 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImpl::addAttachment(attachment,userId): update attachment in db
with attachment= {attachmentId=49800012, companyId=100193, versionUserId=100256,
groupId=100264, createDate=Fri Apr 27 17:57:17 GMT 2012, modifiedDate=Fri Apr 27 17:57:17
GMT 2012, type_=0, legacy=false, contentState=0, embedded=false,
fileName=upgrading_ecp_test.docx, dirPath=, summary=4, parentClassNameId=0,
parentClassPK=0, repositoryId=49800012, version=1.0, size=387476, extraData=, locale=,
verslyUUID_MSB=-3043872729449806094, verslyUUID_LSB=-7493654117922476531}

```

Once the user saves the post, you should see the following debug messages where VerslyUUID\_MSB and VerslyUUID\_LSB (the tagged information before) will be visible on the attachment:

```

Apr 27 18:07:00 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImpl:addAttachment:{attachmentId=49800012, companyId=100193,
versionUserId=100256, groupId=100264, createDate=Fri Apr 27 17:57:17 GMT 2012,
modifiedDate=Fri Apr 27 17:57:17 GMT 2012, type_=0, legacy=false, contentState=0,
embedded=false, fileName=upgrading_ecp_test.docx, dirPath=, summary=4,
parentClassNameId=100060, parentClassPK=4800002, repositoryId=49800012, version=1.0,
size=387476, extraData=, locale=en_US, verslyUUID_MSB=-3043872729449806094,
verslyUUID_LSB=-7493654117922476531}
Apr 27 18:07:00 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImpl:addAttachment: associated with asset

```

```

Apr 27 18:07:00 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]: Enter
AttachmentLocalServiceImpl::addDocumentAttachment(attachment,userId)
Apr 27 18:07:00 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImpl::addDocumentAttachment(attachment,userId): asset of attachment
found
Apr 27 18:07:00 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
getLatestTempAttachment:companyId 100193 fileName:upgrading_ecp_test.docx
TemporaryAttachment:userId100256
Apr 27 18:07:00 quad.example.com quad[]: INFO [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImpl::addAttachment(attachment,userId): commit phase: latest ver=
1.0
Apr 27 18:07:00 quad.example.com quad[]: INFO [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImpl::addAttachment(attachment,userId): commit phase of temporary
attachment= upgrading_ecp_test.docx
Apr 27 18:07:00 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
getBasePath:for the attachment:{attachmentId=49800012, companyId=100193,
versionUserId=100256, groupId=100264, createDate=Fri Apr 27 17:57:17 GMT 2012,
modifiedDate=Fri Apr 27 17:57:17 GMT 2012, type_=0, legacy=false, contentState=0,
embedded=false, fileName=upgrading_ecp_test.docx, dirPath=, summary=4,
parentClassNameId=100060, parentClassPK=4800002, repositoryId=49800012, version=1.0,
size=387476, extraData=, locale=en_US, verslyUUID_MSB=-3043872729449806094,
verslyUUID_LSB=-7493654117922476531}the path determined is :Post/49800012/
Apr 27 18:07:00 quad.example.com quad[]: DEBUG [QUAD_EVENTING] - [TP-Processor47]: Sending
event ATTACHMENT_UPLOAD
Apr 27 18:07:00 quad.example.com quad[]: DEBUG [QUAD_EVENTING] - [TP-Processor47]: Event
content for event: ATTACHMENT_UPLOAD:
{"attachmentId":49800012,"attachmentName":"upgrading_ecp_test.docx","class":"com.cisco.ecp
.vdl.event.model.impl.attachment.AttachmentUploadEvent","classNameId":100060,"classPK":480
0002,"clientId":0,"communityId":100264,"companyId":100193,"eventCreatorFirstName":"Test","
eventCreatorMedium1PortraitId":32000035,"eventCreatorMedium2PortraitId":32000036,"eventCre
atorMedium3PortraitId":32000037,"eventCreatorName":"Test
Test","eventCreatorScreenName":"test","eventCreatorSmallPortraitId":32000034,"eventCreator
UserId":100256,"eventCreatorUtil":null,"eventTime":1335550020075,"eventType":"ATTACHMENT_U
PLOAD","excludes":null,"includes":null,"quadServerIp":0,"size":387476,"versionId":1.0}
Apr 27 18:07:00 quad.example.com quad[]: DEBUG [QUAD_EVENTING] - [TP-Processor47]:
Finished sending event ATTACHMENT_UPLOAD for 4800002
Apr 27 18:07:00 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImpl::addAttachment(attachment,userId): update attachment in db
with attachment= {attachmentId=49800012, companyId=100193, versionUserId=100256,
groupId=100264, createDate=Fri Apr 27 17:57:17 GMT 2012, modifiedDate=Fri Apr 27 17:57:17
GMT 2012, type_=0, legacy=false, contentState=0, embedded=false,
fileName=upgrading_ecp_test.docx, dirPath=, summary=1, parentClassNameId=100060,
parentClassPK=4800002, repositoryId=49800012, version=1.0, size=387476, extraData=,
locale=en_US, verslyUUID_MSB=-3043872729449806094, verslyUUID_LSB=-7493654117922476531}

```

## Client Side Logs of the Shared Changes Feature

These messages appear when the user opens a document and connection to the XMPP server is established:

```

2012-04-18 15:43:44 [p:10416] [t:1]
[Cisco.Office.AbstractAddIn.AbstractOfficeObjectWatcher`2[TApplication,TOfficeObject]]
[Trace] - OfficeApplication_WindowActivate - C:\Users\shrmohan\Downloads\QF0.docx
2012-04-18 15:43:45 [p:10416] [t:4] [Cisco.Office.Sidebar.Client.ConnectionManager] [Info]
- Trying to reconnect
2012-04-18 15:43:45 [p:10416] [t:4] [Cisco.Office.Sidebar.Client.XmppClient] [Info] -
Reconnecting XMPP
2012-04-18 15:43:45 [p:10416] [t:4] [Cisco.Office.Sidebar.Client.XmppClient] [Info] -
IsRunning was False
2012-04-18 15:43:45 [p:10416] [t:4] [Cisco.Office.Sidebar.Client.XmppClient] [Trace] -
Closing XMPP connection

```

The user then makes edits to the document and clicks “Share Changes” to upload their changes to Quad, resulting in these messages:

```

2012-04-18 15:43:46 [p:10416] [t:9]
[Cisco.Office.Sidebar.Client.PollingLocalModificationWatchdog] [Trace] - [1] Modification
change detected in LocalModificationCallback via timer. Recording new modification id:
0ee8aa0e-22f4-47ad-bd6e-8721279f1a05. Detected status: DirtyWithoutModificationId.
2012-04-18 15:43:46 [p:10416] [t:1] [Cisco.Office.Sidebar.Client.SidebarDataContext]
[Trace] - [Word] Updating content modification status: Dirty. Local mod status:
DirtyWithModificationId; IsContentStale: False
2012-04-18 15:43:50 [p:10416] [t:7] [Cisco.Office.Sidebar.Client.ConnectionManager] [Info]
- Trying to reconnect
2012-04-18 15:43:50 [p:10416] [t:7] [Cisco.Office.Sidebar.Client.XmppClient] [Info] -
Reconnecting XMPP
2012-04-18 15:43:50 [p:10416] [t:7] [Cisco.Office.Sidebar.Client.XmppClient] [Info] -
IsRunning was False
2012-04-18 15:43:50 [p:10416] [t:7] [Cisco.Office.Sidebar.Client.XmppClient] [Trace] -
Closing XMPP connection
2012-04-18 15:43:51 [p:10416] [t:11] [Cisco.Office.Sidebar.Client.XmppClient] [Trace] -
XMPP connection established. Auth: False; SSL: False
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.AuthenticatingRestClient] [Trace] - req 20950175: Get
http://198.51.100.35/office/api/v1/contents/3b324dd5-bd32-4b6f-acce-efefbdb813ee/metadata.
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.AuthenticatingRestClient] [Trace] - req 20950175 response:
RestResponse[status:OK, body:{"status":0,"message":"Operation
succeeded","requestUri":null,"timeStamp":"2012-04-18T15:43:51.261-07:00","data":{"id":"3b3
24dd5-bd32-4b6f-acce-efefbdb813ee","version":{"name":"QFO.docx","id":"00000000-0000-0000-0
000-000000000002","size":8950,"comment":null,"contentType":"application/vnd.openxmlformats
-officedocument.wordprocessingml.document","member":{"shortName":"B Jim","fullName":"B
Jim","emailAddress":"b@example.com","avatarUrl":"/office/api/v1/users/portraits/154903018"
,"active":true,"url":"/web/b","permissions":["READ","COMMENT","WRITE","ADMIN"],"role":"Adm
in"},"creationDate":"2012-04-18T15:42:46.441-07:00","url":"/c/post_action/get_attachment?p
ostId=200007&postVersionId=1&attachmentId=155400220","diff":null,"contentId":"3b324dd5-bd3
2-4b6f-acce-efefbdb813ee","spaceId":"3b324dd5-bd32-4b6f-acce-efefbdb813ee","mergePolicy":n
ull,"numericVersion":2,"md5":"a20e4bbfb46de075812b0d24124ce085","via":"Unknown","contentSh
ortId":null,"scribdData":null},"creationDate":"2012-04-18T15:42:46.441-07:00","folderId":n
ull,"spaceId":"3b324dd5-bd32-4b6f-acce-efefbdb813ee","lastUpdated":"2012-04-18T15:42:46.44
1-07:00","dateDeleted":null,"shortId":null}}, source:Server]
2012-04-18 15:43:51 [p:10416] [t:12] [Cisco.Office.Sidebar.Client.SidebarController]
[Trace] - [Word] Updating content version banner visibilities. Server: v2, controller: v2
2012-04-18 15:43:51 [p:10416] [t:12] [Cisco.Office.Sidebar.Client.SidebarDataContext]
[Trace] - [Word] Updating content modification status: Dirty. Local mod status:
DirtyWithModificationId; IsContentStale: False
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.AuthenticatingRestClient] [Trace] - req 61677545: Get
http://198.51.100.35/office/api/v1/spaces/3b324dd5-bd32-4b6f-acce-efefbdb813ee/members/.
Request stack:
Tuple[http://198.51.100.35/office/api/v1/contents/3b324dd5-bd32-4b6f-acce-efefbdb813ee/met
adata,Get,20950175]
2012-04-18 15:43:51 [p:10416] [t:12] [Cisco.Office.Sidebar.Client.ContentRepository]
[Trace] - loaded content version data {"HeadVersion":2} from
C:\Users\shrmohan\AppData\Local\Cisco\Quad for
Office\b\stage\3b324dd5-bd32-4b6f-acce-efefbdb813ee-version-info
2012-04-18 15:43:51 [p:10416] [t:12] [Cisco.Office.Sidebar.Client.ContentRepository]
[Trace] - loaded content version data {"HeadVersion":2} from
C:\Users\shrmohan\AppData\Local\Cisco\Quad for
Office\b\stage\3b324dd5-bd32-4b6f-acce-efefbdb813ee-version-info
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.Office.WordContentAdapter] [Trace] - content base is current
(v2) -- promoting client version without merge

```

```

2012-04-18 15:43:51 [p:10416] [t:12] [Cisco.Office.Sidebar.Client.ContentRepository]
[Trace] - loaded content version data {"HeadVersion":2} from
C:\Users\shrmohan\AppData\Local\Cisco\Quad for
Office\b\stage\3b324dd5-bd32-4b6f-acce-efefbdb813ee-version-info
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.PollingLocalModificationWatchdog] [Trace] - added latch for
3b324dd5-bd32-4b6f-acce-efefbdb813ee: 47684453
2012-04-18 15:43:51 [p:10416] [t:11]
[Cisco.Office.Sidebar.Client.AuthenticatingRestClient] [Trace] - req 61677545 response:
RestResponse[status:OK, body:{"status":0,"message":"Operation
succeeded","requestUri":null,"timeStamp":"2012-04-18T15:43:51.307-07:00","data":["b@exampl
e.com"]}], source:Server]
2012-04-18 15:43:51 [p:10416] [t:11]
[Cisco.Office.Sidebar.Client.AuthenticatingRestClient] [Trace] - req 59810769: Get
http://198.51.100.35/office/api/v1/spaces/3b324dd5-bd32-4b6f-acce-efefbdb813ee/members/b@e
xample.com. Request stack:
Tuple[http://198.51.100.35/office/api/v1/contents/3b324dd5-bd32-4b6f-acce-efefbdb813ee/met
adata,Get,20950175],
Tuple[http://198.51.100.35/office/api/v1/spaces/3b324dd5-bd32-4b6f-acce-efefbdb813ee/membe
rs/,Get,61677545]
2012-04-18 15:43:51 [p:10416] [t:1]
[Cisco.Office.Sidebar.Client.PollingLocalModificationWatchdog] [Trace] - released and
removed latch for 3b324dd5-bd32-4b6f-acce-efefbdb813ee: 47684453
2012-04-18 15:43:51 [p:10416] [t:11]
[Cisco.Office.Sidebar.Client.AuthenticatingRestClient] [Trace] - req 59810769 response:
RestResponse[status:OK, body:{"status":0,"message":"Operation
succeeded","requestUri":null,"timeStamp":"2012-04-18T15:43:51.339-07:00","data":{"shortNam
e":"B Jim","fullName":"B
Jim","emailAddress":"b@example.com","avatarUrl":"/office/api/v1/users/portraits/154903018"
,"active":true,"url":"/web/b","permissions":["READ","COMMENT","WRITE","ADMIN"],"role":"Adm
in"}}, source:Server]
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.PollingLocalModificationWatchdog] [Trace] - waiting for latch
47684453
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.PollingLocalModificationWatchdog] [Trace] - added latch for
3b324dd5-bd32-4b6f-acce-efefbdb813ee: 44248072
2012-04-18 15:43:51 [p:10416] [t:1]
[Cisco.Office.Sidebar.Client.PollingLocalModificationWatchdog] [Trace] - released and
removed latch for 3b324dd5-bd32-4b6f-acce-efefbdb813ee: 44248072
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.PollingLocalModificationWatchdog] [Trace] - waiting for latch
44248072
2012-04-18 15:43:51 [p:10416] [t:12] [Cisco.Office.Sidebar.Client.SidebarController]
[Trace] - [Word] Updating content version banner visibilities. Server: v3, controller: v3
2012-04-18 15:43:51 [p:10416] [t:12] [Cisco.Office.Sidebar.Client.SidebarDataContext]
[Trace] - [Word] Updating content modification status: Dirty. Local mod status:
DirtyWithModificationId; IsContentStale: False
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.AuthenticatingRestClient] [Trace] - req 7219481: Post
http://198.51.100.35/office/api/v1/contents/3b324dd5-bd32-4b6f-acce-efefbdb813ee/versions/
3?spaceId=3b324dd5-bd32-4b6f-acce-efefbdb813ee. Body:
Cisco.Office.RestClient.MultipartRequestData[version:VersionPost[Comment:],
data:<application/vnd.openxmlformats-officedocument.wordprocessingml.document>]
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.AuthenticatingRestClient] [Trace] - req 7219481 response:
RestResponse[status:OK, body:{"status":0,"message":"Operation
succeeded","requestUri":null,"timeStamp":"2012-04-18T15:43:51.879-07:00","data":{"id":"3b3
24dd5-bd32-4b6f-acce-efefbdb813ee","shortId":null,"version":"3","headVersion":{"name":"QF0
.docx","id":"00000000-0000-0000-0000-000000000003","size":9020,"comment":null,"contentType
":"application/vnd.openxmlformats-officedocument.wordprocessingml.document","member":{"sho
rtName":"B Jim","fullName":"B
Jim","emailAddress":"b@example.com","avatarUrl":"/office/api/v1/users/portraits/154903018"
,"active":true,"url":"/web/b","permissions":["READ","COMMENT","WRITE","ADMIN"],"role":"Adm

```

```

in"},"creationDate":"2012-04-18T15:43:51.819-07:00","url":"/c/post_action/get_attachment?p
ostId=200007&postVersionId=1&attachmentId=155400221","diff":null,"contentId":"3b324dd5-bd3
2-4b6f-acce-efefbdb813ee","spaceId":"3b324dd5-bd32-4b6f-acce-efefbdb813ee","mergePolicy":n
ull,"numericVersion":3,"md5":null,"via":"Unknown","contentShortId":null,"scribdData":null}
}}, source:Server]
2012-04-18 15:43:51 [p:10416] [t:12] [Cisco.Office.Sidebar.Client.ContentRepository]
[Trace] - loaded content version data {"HeadVersion":2} from
C:\Users\shrmohan\AppData\Local\Cisco\Quad for
Office\b\stage\3b324dd5-bd32-4b6f-acce-efefbdb813ee-version-info
2012-04-18 15:43:51 [p:10416] [t:12] [Cisco.Office.Sidebar.Client.ContentVersionInfo]
[Trace] - stored new content version data {"HeadVersion":3} in
C:\Users\shrmohan\AppData\Local\Cisco\Quad for
Office\b\stage\3b324dd5-bd32-4b6f-acce-efefbdb813ee-version-info
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.PollingLocalModificationWatchdog] [Trace] - added latch for
3b324dd5-bd32-4b6f-acce-efefbdb813ee: 47088197
2012-04-18 15:43:51 [p:10416] [t:1]
[Cisco.Office.Sidebar.Client.PollingLocalModificationWatchdog] [Trace] - released and
removed latch for 3b324dd5-bd32-4b6f-acce-efefbdb813ee: 47088197
2012-04-18 15:43:52 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.PollingLocalModificationWatchdog] [Trace] - waiting for latch
47088197
2012-04-18 15:43:52 [p:10416] [t:12] [Cisco.Office.Sidebar.Client.SidebarDataContext]
[Trace] - [Word] Updating content modification status: Clean. Local mod status: Clean;
IsContentStale: False

```

## User Provided Invalid Token or Invalid Credentials

These messages appear when the user has provided invalid token or invalid credentials:

```

Apr 10 22:49:58 quad.example.com quad[: ERROR [OFFICE_API] - [TP-Processor45]: login
failed Apr 10 22:49:58 quad.example.com java.lang.IllegalAccessException
Apr 10 22:49:58 quad.example.com at
com.cisco.quad.office.server.LoginUtil.login(LoginUtil.java:104)
Apr 10 22:49:58 quad.example.com at
com.cisco.quad.office.server.QuadUserController.login(QuadUserController.java:87)
Apr 10 22:49:58 quad.example.com at
sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
Apr 10 22:49:58 quad.example.com at
sun.reflect.NativeMethodAccessorImpl.invoke(Unknown Source)
Apr 10 22:49:58 quad.example.com at
sun.reflect.DelegatingMethodAccessorImpl.invoke(Unknown Source)
Apr 10 22:49:58 quad.example.com at java.lang.reflect.Method.invoke(Unknown Source)
Apr 10 22:49:58 quad.example.com at
org.springframework.web.bind.annotation.support.HandlerMethodInvoker.invokeHandlerMethod(H
andlerMethodInvoker.java:176)
Apr 10 22:49:58 quad.example.com at
org.springframework.web.servlet.mvc.annotation.AnnotationMethodHandlerAdapter.invokeHandle
rMethod(AnnotationMethodHandlerAdapter.java:436)
Apr 10 22:49:58 quad.example.com at
org.springframework.web.servlet.mvc.annotation.AnnotationMethodHandlerAdapter.handle(Annot
ationMethodHandlerAdapter.java:424)
Apr 10 22:49:58 quad.example.com at
org.springframework.web.servlet.DispatcherServlet.doDispatch(DispatcherServlet.java:900)
Apr 10 22:49:58 quad.example.com at
org.springframework.web.servlet.DispatcherServlet.doService(DispatcherServlet.java:827)
Apr 10 22:49:58 quad.example.com at
org.springframework.web.servlet.FrameworkServlet.processRequest(FrameworkServlet.java:882)
expected failure but is harmless, when user has invalid token or invalid credentials:

```

## Open API Logs

This section is organized as follows:

- [Message Format, page 4-47](#)

### Message Format

Similarly to all Cisco WebEx Social log messages, API log messages follow this format:

<Timestamp> <Log Level> [Class name] - [thread name] - [user screen name] - [session id]: <log message>

The <log message> part has format that is specific to API log messages, as follows:

- For log levels different than TRACE, the format is:  
[API] - message text
- For log level TRACE, the format is:
  - When capturing an entry into an API method:  
 >>Class.Method( args ) [  
 Where Class is the API class name, Method is the method name and args are the arguments that have been passed to the method.
  - When capturing an exit from an API method:  
 < return data >  
 ] Class.method() << <time elapsed>  
 Where return data is the result from the method execution, Class is the API class name, Method is the method name, and time elapsed is the time spend executing this method.
  - When capturing an exception:  
 < Exception >  
 ] Class.method()  
 Where Exception is the exception text, Class is the API class name, and Method is the method name.

An example log excerpt follows. Section explanations are included inline in bold:

API entry point

```
2011-07-31 21:45:05,984 TRACE [auth.servlet.QuadAuthenticationServletFilter] -
[http-8080-2] - [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
>>QuadAuthenticationServletFilter.doFilter(
org.apache.catalina.connector.RequestFacade@4bdc8171,
org.apache.catalina.connector.ResponseFacade@79b6489f,
org.apache.catalina.core.ApplicationFilterChain@2e59fd26) [
<...lines omitted for brevity...>
2011-07-31 21:45:06,176 DEBUG [common.util.LoginUtil] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
com.cisco.ecp.openapi.common.util.LoginUtil.login() <Login attempt with login
test@example.com and auth type emailAddress >
<...lines omitted for brevity...>
```

Announcing successful login

```
2011-07-31 21:45:06,955 DEBUG [common.util.LoginUtil] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
com.cisco.ecp.openapi.common.util.LoginUtil.login() <Login attempt successful for login
test@example.com and auth type emailAddress >
<...lines omitted for brevity...>
```

### HTTP request details

```
2011-07-31 21:45:06,580 INFO [common.logging.QuadLoggingJerseyFilter] - [http-8080-2] -
[test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
```

```
=====>
```

```
GET http://ws01.example.com/quadopen/api/rest/users/@me/
```

```
host : ws01.example.com
user-agent : Mozilla/5.0 (Windows NT 6.1; WOW64; rv:10.0.2) Gecko/20100101
Firefox/10.0.2
accept : application/json
Accept-Encoding : gzip, deflate
connection : keep-alive
authorization : OAuth
realm="http%3A%2F%2Fws01.example.com%2Fquadopen%2Fapi%2Frest%2Fusers%2F%40me%2F",
oauth_signature="ZxHJK%2FAke2q%2F%2BCCk3Im3UizTFNk%3D"
content-type : application/json
cookie : GUEST_LANGUAGE_ID=en_US; COOKIE_SUPPORT=true;
JSESSIONID=B062955A6C15CC6F74029C5355E461BE.ws01.example.comjvm; LOGIN=6368616e646c6572;
SCREEN_NAME=374b33682f3273465349766e6d45422b5756693537413d3d
content-length : 0
```

```
=====>
```

### Invoking REST handler

```
2011-07-31 21:45:07,110 TRACE [api.rest.UserRestHandlerImpl] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - >>UserRestHandlerImpl.getUser(10382,
@basic,images, com.cisco.ecp.openapi.protocol.model.QueryParameters@799e525a) [
<...lines omitted for brevity...>
```

### Processors initiate request processing

```
2011-07-31 21:45:07,111 TRACE [openapi.processor.DefaultProcessorDelegate] - [http-8080-2]
- [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
>>DefaultProcessorDelegate.processRequest(
{co=com.cisco.ecp.openapi.protocol.model.QueryParameters@799e525a, userId=10382,
_this=com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl@53a21d0b,
_args=[Ljava.lang.Object;@366ec9d4,
_target=com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl@53a21d0b,
_jp=execution(Response com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl.getUser(long,
String, QueryParameters)), fields=@basic,images}) [
2011-07-31 21:45:07,112 TRACE [openapi.processor.AbstractProcessorDelegate] -
[http-8080-2] - [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
>>AbstractProcessorDelegate.getProcessors() [
2011-07-31 21:45:07,112 TRACE [openapi.processor.AbstractProcessorDelegate] -
[http-8080-2] - [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
<[com.cisco.ecp.openapi.processor.FieldsSelectorProcessor@79c05dfa,
com.cisco.ecp.openapi.processor.MetadataSelectorProcessor@445a0688,
com.cisco.ecp.openapi.processor.RequestFiltersProcessor@7262edc6,
com.cisco.ecp.openapi.processor.ServerMessageProcessor@3ce89cd5]>
```

```

2011-07-31 21:45:07,112 TRACE [openapi.processor.AbstractProcessorDelegate] -
[http-8080-2] - [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -]
AbstractProcessorDelegate.getProcessors()<< 0ms
2011-07-31 21:45:07,112 TRACE [openapi.processor.FieldsSelectorProcessor] - [http-8080-2]
- [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
>>FieldsSelectorProcessor.processRequest(
{co=com.cisco.ecp.openapi.protocol.model.QueryParameters@799e525a, userId=10382,
_this=com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl@53a21d0b,
_args=[Ljava.lang.Object;@366ec9d4,
_target=com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl@53a21d0b,
_jp=execution(Response com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl.getUser(long,
String, QueryParameters)), fields=@basic,images}) [
2011-07-31 21:45:07,112 TRACE [openapi.processor.FieldsSelectorProcessor] - [http-8080-2]
- [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
>>FieldsSelectorProcessor.getFieldsFromContext(
{co=com.cisco.ecp.openapi.protocol.model.QueryParameters@799e525a, userId=10382,
_this=com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl@53a21d0b,
_args=[Ljava.lang.Object;@366ec9d4,
_target=com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl@53a21d0b,
_jp=execution(Response com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl.getUser(long,
String, QueryParameters)), fields=@basic,images}) [
2011-07-31 21:45:07,112 TRACE [openapi.processor.Processor] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - >>Processor.getQueryParametersOrNull(
{co=com.cisco.ecp.openapi.protocol.model.QueryParameters@799e525a, userId=10382,
_this=com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl@53a21d0b,
_args=[Ljava.lang.Object;@366ec9d4,
_target=com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl@53a21d0b,
_jp=execution(Response com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl.getUser(long,
String, QueryParameters)), fields=@basic,images}) [
2011-07-31 21:45:07,113 TRACE [openapi.processor.Processor] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
<com.cisco.ecp.openapi.protocol.model.QueryParameters@799e525a>
2011-07-31 21:45:07,113 TRACE [openapi.processor.Processor] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -]
Processor.getQueryParametersOrNull()<< 0ms
<...lines omitted for brevity...>
2011-07-31 21:45:07,118 TRACE [openapi.processor.Processor] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - >>Processor.processRequest(
{co=com.cisco.ecp.openapi.protocol.model.QueryParameters@799e525a, userId=10382,
_this=com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl@53a21d0b,
_args=[Ljava.lang.Object;@366ec9d4,
_target=com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl@53a21d0b,
_jp=execution(Response com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl.getUser(long,
String, QueryParameters)), fields=@basic,images}) [
2011-07-31 21:45:07,118 TRACE [openapi.processor.Processor] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - <null>
2011-07-31 21:45:07,119 TRACE [openapi.processor.Processor] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -] Processor.processRequest()<< 0ms
2011-07-31 21:45:07,119 TRACE [openapi.processor.DefaultProcessorDelegate] - [http-8080-2]
- [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - <null>
2011-07-31 21:45:07,119 TRACE [openapi.processor.DefaultProcessorDelegate] - [http-8080-2]
- [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -]
DefaultProcessorDelegate.processRequest()<< 8ms

```

Request processing completed. Invoking common service.

```

2011-07-31 21:45:07,119 TRACE [common.service.UserService] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - >>UserService.getUser(10382) [

```

Calling VDL for data.

```

2011-07-31 21:45:07,119 TRACE [common.service.BaseService] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - >>BaseService.getVdlUserById(10382)
[

```

```
<...lines omitted for brevity...>
2011-07-31 21:45:07,193 TRACE [common.service.BaseService] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -] BaseService.getVdlUserById()<< 73ms
```

VDL Service returns data. API layer processes the returned data.

```
<...lines omitted for brevity...>
2011-07-31 21:45:07,737 TRACE [common.service.UserService] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
<com.cisco.ecp.openapi.common.model.UserModel@f08f2a[first_name=Test, last_name=Test, full_name=Test
Test, screen_name=test, images=[], start_work_hour=-1, end_work_hour=-1, time_zone=America/Los_Angeles,
job_title=, friendly_job_title=, addresses=[], emails=[com.cisco.ecp.openapi.common.model.EmailModel@3e70bcbe[address=test@example.com, primary=true, id=0, resource=http://ws.example.com/schema/1.0/email]], phones=[], tags=[], id=10382, resource=http://ws.example.com/schema/1.0/user]>
2011-07-31 21:45:07,737 TRACE [common.service.UserService] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -] UserService.getUser()<< 618ms
```

Common service returns processed data to handler layer.

```
2011-07-31 21:45:07,737 TRACE [api.rest.AbstractRestHandlerImpl] - [http-8080-2] - [test]
- [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
>>AbstractRestHandlerImpl.createResponseItems(
com.cisco.ecp.openapi.common.model.UserModel@f08f2a[first_name=Test, last_name=Test, full_name=Test
Test, screen_name=test, images=[], start_work_hour=-1, end_work_hour=-1, time_zone=America/Los_Angeles,
job_title=, friendly_job_title=, addresses=[], emails=[com.cisco.ecp.openapi.common.model.EmailModel@3e70bcbe[address=test@example.com, primary=true, id=0, resource=http://ws.example.com/schema/1.0/email]], phones=[], tags=[], id=10382, resource=http://ws.example.com/schema/1.0/user]) [
2011-07-31 21:45:07,738 TRACE [api.rest.AbstractRestHandlerImpl] - [http-8080-2] - [test]
- [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
>>AbstractRestHandlerImpl.createResponseItem(
com.cisco.ecp.openapi.common.model.UserModel@f08f2a[first_name=Test, last_name=Test, full_name=Test
Test, screen_name=test, images=[], start_work_hour=-1, end_work_hour=-1, time_zone=America/Los_Angeles,
job_title=, friendly_job_title=, addresses=[], emails=[com.cisco.ecp.openapi.common.model.EmailModel@3e70bcbe[address=test@example.com, primary=true, id=0, resource=http://ws.example.com/schema/1.0/email]], phones=[], tags=[], id=10382, resource=http://ws.example.com/schema/1.0/user]) [
2011-07-31 21:45:07,738 TRACE [common.service.MetaService] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - >>MetaService.createMeta(
com.cisco.ecp.openapi.common.model.UserModel@f08f2a[first_name=Test, last_name=Test, full_name=Test
Test, screen_name=test, images=[], start_work_hour=-1, end_work_hour=-1, time_zone=America/Los_Angeles,
job_title=, friendly_job_title=, addresses=[], emails=[com.cisco.ecp.openapi.common.model.EmailModel@3e70bcbe[address=test@example.com, primary=true, id=0, resource=http://ws.example.com/schema/1.0/email]], phones=[], tags=[], id=10382, resource=http://ws.example.com/schema/1.0/user]) [
<...lines omitted for brevity...>
2011-07-31 21:45:07,740 TRACE [common.service.MetaService] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - <null>
2011-07-31 21:45:07,741 TRACE [common.service.MetaService] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -] MetaService.createMeta()<< 2ms
2011-07-31 21:45:07,741 TRACE [api.rest.AbstractRestHandlerImpl] - [http-8080-2] - [test]
- [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
<com.cisco.ecp.openapi.protocol.model.ResponseItem@3021ef0d>
2011-07-31 21:45:07,741 TRACE [api.rest.AbstractRestHandlerImpl] - [http-8080-2] - [test]
- [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -]
AbstractRestHandlerImpl.createResponseItem()<< 3ms
2011-07-31 21:45:07,742 TRACE [api.rest.AbstractRestHandlerImpl] - [http-8080-2] - [test]
- [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
<com.cisco.ecp.openapi.protocol.model.ResponseItems@3d5572b>
```

```

2011-07-31 21:45:07,742 TRACE [api.rest.AbstractRestHandlerImpl] - [http-8080-2] - [test]
- [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -]
AbstractRestHandlerImpl.createResponseItems()<< 5ms
2011-07-31 21:45:07,742 TRACE [api.rest.AbstractRestHandlerImpl] - [http-8080-2] - [test]
- [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - >>AbstractRestHandlerImpl.ok(
com.cisco.ecp.openapi.protocol.model.ResponseItems@3d5572b) [
2011-07-31 21:45:07,745 TRACE [api.rest.AbstractRestHandlerImpl] - [http-8080-2] - [test]
- [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
<com.sun.jersey.core.spi.factory.ResponseImpl@486090fa>
2011-07-31 21:45:07,745 TRACE [api.rest.AbstractRestHandlerImpl] - [http-8080-2] - [test]
- [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -] AbstractRestHandlerImpl.ok()<<
3ms

```

Handlers return processed data to processors. Processors start processing the response.

```

2011-07-31 21:45:07,746 TRACE [openapi.processor.DefaultProcessorDelegate] - [http-8080-2]
- [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
>>DefaultProcessorDelegate.processResponse(
com.sun.jersey.core.spi.factory.ResponseImpl@486090fa) [
<...lines omitted for brevity...>
2011-07-31 21:45:08,081 TRACE [openapi.processor.DefaultProcessorDelegate] - [http-8080-2]
- [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
<com.sun.jersey.core.spi.factory.ResponseImpl@48362efe>
2011-07-31 21:45:08,081 TRACE [openapi.processor.DefaultProcessorDelegate] - [http-8080-2]
- [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -]
DefaultProcessorDelegate.processResponse()<< 335ms
2011-07-31 21:45:08,081 TRACE [common.util.RequestContextThreadLocal] - [http-8080-2] -
[test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
>>RequestContextThreadLocal.unset() [
2011-07-31 21:45:08,081 TRACE [common.util.RequestContextThreadLocal] - [http-8080-2] -
[test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - <null>
2011-07-31 21:45:08,081 TRACE [common.util.RequestContextThreadLocal] - [http-8080-2] -
[test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -]
RequestContextThreadLocal.unset()<< 0ms
2011-07-31 21:45:08,081 TRACE [api.rest.UserRestHandlerImpl] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
<com.sun.jersey.core.spi.factory.ResponseImpl@48362efe>
2011-07-31 21:45:08,081 TRACE [api.rest.UserRestHandlerImpl] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -] UserRestHandlerImpl.getUser()<<
971ms

```

### HTTP response details

```

2011-07-31 21:45:08,081 INFO [common.logging.QuadLoggingJerseyFilter] - [http-8080-2] -
[test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -

```

```
<=====
```

```

STATUS 200 OK
Content-Type : application/json
Content-Encoding : gzip

```

```

{"statusCode":200,"startIndex":0,"itemsPerPage":1,"totalResults":0,"filtered":false,"sorted":false,"entry":[{"data":{"addresses":[],"emails":[{"id":21010003,"resource":"http://ws.example.com/schema/1.0/email","address":"vishal@ws.example.com","primary":true},{id":0,"resource":"http://ws.example.com/schema/1.0/email","address":"vveda@ws.example.com","primary":false}],endWorkHour":-1,"firstName":"Vishal","friendlyJobTitle":"","fullName":"Vishal Veda","id":310003,"images":[{"image":{"id":310058,"resource":"","size":1272,"published":0,"updated":1327177505058,"fileName":null,"mimeType":"jpg","author":null,"uri":"/image/user_portrait?img_id=310058&t=1327177505058","height":102,"width":102},"sizeType":"large"},{"image":{"id":310062,"resource":"","size":1531,"published":0,"updated":1329527064801,"fileName":null,"mimeType":"jpg","author":null,"uri":"/image/user_portrait?img_id=310062&t=1329527064801","height":60,"width":60},"sizeType":"medium2"},{"image":{"id":310060,"resource":"","size":867,"published":0,"updated":1329527064761,"fileName":null,"mimeType":"jpg","author":

```

```
:null,"uri":"/image/user_portrait?img_id=310060&t=1329527064761","height":25,"width":25},"sizeType":"small"},{"image":{"id":310061,"resource":"","size":994,"published":0,"updated":1329527064781,"fileName":null,"mimeType":"jpg","author":null,"uri":"/image/user_portrait?img_id=310061&t=1329527064781","height":33,"width":33},"sizeType":"medium1"}],"jobTitle":"","lastName":"Veda","manager":{"firstName":"Vishal","fullName":"Vishal Veda","id":310003,"images":null,"jobTitle":"","lastName":"Veda","resource":"http://ws.example.com/schema/1.0/manager","screenName":"vveda"},"phones":[{"id":21010004,"resource":"http://ws.example.com/schema/1.0/phone","primary":false,"number":"+1-555-222-6666","extension":"","type":"business"},{"id":21010005,"resource":"http://ws.example.com/schema/1.0/phone","primary":true,"number":"555-111-8888","extension":"1234","type":"business"}],"resource":"http://ws.example.com/schema/1.0/user","screenName":"vveda","startWorkHour":-1,"tags":[],"timeZone":"America/Los_Angeles"}]],"serverMessages":null}
```

<=====

```
2011-07-31 21:45:08,239 TRACE [auth.servlet.UserPermissionServletFilter] - [http-8080-2] - [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - <null>
```

Response processing completed.

```
2011-07-31 21:45:08,239 TRACE [auth.servlet.UserPermissionServletFilter] - [http-8080-2] - [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -]
UserPermissionServletFilter.doFilter()<< 1,221ms
2011-07-31 21:45:08,239 TRACE [auth.servlet.QuadAuthenticationServletFilter] - [http-8080-2] - [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - <null>
2011-07-31 21:45:08,239 TRACE [auth.servlet.QuadAuthenticationServletFilter] - [http-8080-2] - [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -]
QuadAuthenticationServletFilter.callChain()<< 1,222ms
2011-07-31 21:45:08,239 TRACE [auth.servlet.QuadAuthenticationServletFilter] - [http-8080-2] - [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - <null>
2011-07-31 21:45:08,239 TRACE [auth.servlet.QuadAuthenticationServletFilter] - [http-8080-2] - [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -]
QuadAuthenticationServletFilter.doFilter()<< 2,255ms
2011-07-31 21:45:08,240 TRACE [common.util.RequestContextThreadLocal] - [http-8080-2] - [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
>>RequestContextThreadLocal.unset() [
2011-07-31 21:45:08,240 TRACE [common.util.RequestContextThreadLocal] - [http-8080-2] - [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - <null>
2011-07-31 21:45:08,240 TRACE [common.util.RequestContextThreadLocal] - [http-8080-2] - [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -]
RequestContextThreadLocal.unset()<< 0ms
```

Response is sent to the client

## Click to Call and Click to Chat Logs

This section is organized as follows:

- [User Clicks to Call, page 4-52](#)
- [User Clicks to Chat, page 4-53](#)

### User Clicks to Call

These messages appear in the browser's console when the user click to call another user and Cisco Jabber has been selected as preferred client:

```
placing a call to user[7910001] at number [+15559991130]
[VideoTools] Placing a call to +15559991130 via an external call client.
```

where 7910001 and +15559991130 are replaced with the corresponding user ID and phone number.

These messages appear in the browser's console when the user click to call another user and the built-in client has been selected as preferred client:

```
placing a call to user[7910001] at number [+15559991130] Logger.js:82
[VideoTools] Placing a call to +15559991130 via the build-in plugin.
```

where 7910001 and +15559991130 are replaced with the corresponding user ID and phone number.

## User Clicks to Chat

These messages appear in the browser's console when the user click to chat with another user and Cisco Jabber has been selected as preferred client:

```
ChatDebug - Chat.js/startChatScreenName: Starting chat via an external chat client with
moore
```

where moore is replaced with the corresponding user screen name.

These messages appear in the browser's console when the user click to chat with another user and the built-in client has been selected as preferred client:

```
ChatDebug - ChatService.js/startChatSession(): IntegrationId= moore@example.com
```

where moore@example.com is replaced with the corresponding user integration ID (email).

## Email Notifications About Announcements and Alerts

This section is organized as follows:

- [AnnouncementsMainJob Started, page 4-53](#)
- [Announcement/Alert Subject to Email Notification is Found, page 4-54](#)
- [Announcement/Alert Pushed to MQ and DB Status Updated, page 4-54](#)
- [Consumer Retrieves Event from Queue, page 4-54](#)
- [Email Successfully Prepared, page 4-55](#)
- [SMTP Transportation Begins for Email, page 4-55](#)
- [Email Message Sent Successfully, page 4-55](#)
- [Generation of Email Failed, page 4-56](#)

### AnnouncementsMainJob Started

These messages appear on each worker.digestscheduler.announcements.mainJobRepeatInterval interval. They denote normal operation:

```
TRACE [announcements.jobs.MainJob] - [QuartzSchedulerEngineInstanceW_Worker-3] - [] - []:
AnnouncementsMainJob started at Wed Mar 20 13:24:04 GMT 2013
TRACE [announcements.jobs.MainJob] - [QuartzSchedulerEngineInstanceW_Worker-3] - [] - []:
The MainJob's name is 5cbebadd-8fa7-413c-bc7d-cda3d1577ba6
```

## Announcement/Alert Subject to Email Notification is Found

These messages appear when an announcement or alert that is subject to email notification is found:

```
INFO [scheduler.util.UniqueRandomNumbersGenerator] -
[QuartzSchedulerEngineInstanceW_Worker-2] - [] - []: UniqueRandomNumbersGenerator.next =
2319202587
DEBUG [scheduler.api.SchedulingService] - [QuartzSchedulerEngineInstanceW_Worker-2] - [] -
[]: Distributor job scheduled: 9cfe40a7-26dd-4a64-8fd6-6086cf05f09c with size 1
DEBUG [announcements.jobs.MainJob] - [QuartzSchedulerEngineInstanceW_Worker-2] - [] - []:
Created distributor job for announcement: 5310008
INFO [announcements.jobs.BaseJob] - [QuartzSchedulerEngineInstanceW_Worker-3] - [] - []:
Job com.cisco.ecp.scheduler.announcements.jobs.DistributorJob:
<9cfe40a7-26dd-4a64-8fd6-6086cf05f09c>: no memcached record present or the database record
is newer, using the database record.
DEBUG [announcements.jobs.DistributorJob] - [QuartzSchedulerEngineInstanceW_Worker-3] - [] -
[]: No result in transient info storage for announcement: 5310008
INFO [scheduler.util.UniqueRandomNumbersGenerator] -
[QuartzSchedulerEngineInstanceW_Worker-3] - [] - []: UniqueRandomNumbersGenerator.next =
3861783704
INFO [scheduler.util.UniqueRandomNumbersGenerator] -
[QuartzSchedulerEngineInstanceW_Worker-3] - [] - []: UniqueRandomNumbersGenerator.next =
1798206359
```

*(... The above lines are repeated for each  
worker.outbound.announcement.job.recipient.limit group of recipients. Use the number (e.g.  
1798206359) to trace the event...)*

```
DEBUG [scheduler.api.SchedulingService] - [QuartzSchedulerEngineInstanceW_Worker-3] - [] -
[]: Bulk job scheduled: 5833ea08-60fe-4f63-bc66-5a538580efff with size 11
INFO [announcements.jobs.BaseJob] - [QuartzSchedulerEngineInstanceW_Worker-5] - [] - []:
Job com.cisco.ecp.scheduler.announcements.jobs.BulkJob:
<5833ea08-60fe-4f63-bc66-5a538580efff>: no memcached record present or the database record
is newer, using the database record.
```

## Announcement/Alert Pushed to MQ and DB Status Updated

These messages appear when the announcement or alert is pushed to the message queue and its database record is created.

```
DEBUG [announcements.jobs.BulkJob] - [QuartzSchedulerEngineInstanceW_Worker-5] - [] - []:
Processing info record 1798206359. Status = PENDING
DEBUG [announcements.jobs.BulkJob] - [QuartzSchedulerEngineInstanceW_Worker-5] - [] - []:
Transient info record updated successfully
DEBUG [announcements.jobs.BulkJob] - [QuartzSchedulerEngineInstanceW_Worker-5] - [] - []:
Announcement sent successfully.
```

## Consumer Retrieves Event from Queue

These messages appear when the Consumer retrieves the event from the queue and starts preparing the email.

```
DEBUG [outbound.amqp.AnnouncementConsumerAction] - [pool-62-thread-2] - [] - []: An
announcement notification message received. Message: [B@efb86c0
DEBUG [outbound.amqp.AnnouncementConsumerAction] - [pool-62-thread-2] - [] - []: Processed
announcement notification message for announcement: 5310008
DEBUG [outbound.template.TemplateEngineImpl] - [pool-62-thread-1] - [] - []: Template path
for event with ID '3723bf89-4127-4e18-9928-75ee97b42983':alerts_notification.vm
TRACE [outbound.cache.AnnouncementTemplateCache] - [pool-62-thread-2] - [] - []: Templated
announcement : 5310008 not found in cache
```

```
DEBUG [outbound.template.TemplateEngineImpl] - [pool-62-thread-2] - [] - []: Start
processing the template for event with ID: 568e3d90-e7ce-4bc7-b4ae-4690a14a18e2
```

## Email Successfully Prepared

These messages appear when the email has been successfully prepared and is ready for transportation:

```
DEBUG [outbound.template.TemplateEngineImpl] - [pool-62-thread-1] - [] - []: Template for
event with ID '3723bf89-4127-4e18-9928-75ee97b42983' processed successfully. The generated
content is: <html>#012<head>#012</head>#012<body style="background-color: #EAEDED; margin:
0px; padding: 0px;" alink="#0086C0" link="#0086C0" vlink="#0086C0" bgcolor="#EAEDED">#012
<table cellpadding="0" cellspacing="0" align="center" width="570" bgcolor="#ffffff"
border="0">#012 <tbody>#012 <tr height="15" bgcolor="#EAEDED">#012
<td colspan="4"></td>#012 </tr>#012 <tr bgcolor="#0096eb">#012
<td></td>#012 <td
bgcolor="#0096eb" colspan="2" dir="ltr" width="543">#012 <table>#012
<tr>#012 <td width="511">#012
#012
WebEx Social Announcement#012
#012 </td>#012 <td
width="32"></td>#012
</tr>#012 </table>#012 ...
```

(... The message body is dumped here in multiple log lines...)

```
Mar 20 13:22:05 worker.example.com ...#012<tr bgcolor="#EAEDED">#012 <td colspan="4"
dir="ltr">#012 <table cellpadding="0" cellspacing="0" border="0">#012
<tr>#012 <td width="20"> </td>#012 <td width="50"
align="left" ></td>#012
<td width="12"> </td>#012 <td width="481" align="left"
valign="bottom">© 2012 Cisco Systems,
Inc. All rights reserved.</td>#012 <td width="20"> </td>#012
</tr>#012 </table>#012 </td>#012</tr>#012#012 </tbody>#012
</table>#012 </body>#
TRACE [outbound.cache.AnnouncementTemplateCache] - [pool-62-thread-1] - [] - []: Adding to
cache templated announcement: 5310008
DEBUG [mail.mime.SMTPHeadersInstantUtil] - [pool-62-thread-1] - [] - []: Start generating
SMTP headers for event with ID: 3723bf89-4127-4e18-9928-75ee97b42983
DEBUG [mail.mime.SMTPHeadersInstantUtil] - [pool-62-thread-1] - [] - []: [Message-ID]
Header: <quad-a914032d293a40b2bc7215c7fd2f123d-10254-1363785725295@aquila.com>
DEBUG [mail.mime.SMTPHeadersInstantUtil] - [pool-62-thread-1] - [] - []: [Date] Header:
Mar 20, 2013
DEBUG [mail.mime.SMTPHeadersInstantUtil] - [pool-62-thread-1] - [] - []: [Subject] Header:
General Announcement
DEBUG [mail.mime.SMTPHeadersInstantUtil] - [pool-62-thread-1] - [] - []: [From] Header:
Cisco WebEx Social <support@aquila.com>
DEBUG [mail.mime.SMTPHeadersInstantUtil] - [pool-62-thread-1] - [] - []: [Sender] Header:
Cisco WebEx Social <support@aquila.com>
```

## SMTP Transportation Begins for Email

These messages appear when the actual SMTP transportation begins for an email message.

```
DEBUG [sender.mail.MailTransport] - [pool-62-thread-2] - [] - []: SMTP configuration being
used: protocol: smtp, host: worker.example.com, port: 25, user: null
```

## Email Message Sent Successfully

These messages appear when the email message has been sent successfully.

```
DEBUG [sender.mail.MailSender] - [pool-62-thread-1] - [] - []: successfully send email for
event 1a729a88-e94c-4b4b-8b64-21bc3c684efd
```

## Generation of Email Failed

These messages appear on WARN logging level in warn.log when the email message couldn't be created. No email will be sent in this case.

```
ERROR [velocity.app.VelocityEngine] - [pool-62-thread-2] - [] - []: ResourceManager :
unable to find resource 'alerts_notification.vm' in any resource loader.
ERROR [outbound.amqp.AnnouncementConsumerAction] - [pool-62-thread-2] - [] - []: Non
retryable exception has occurred for message: [B@7d9f1f64
```

## Synthetic Monitor

When Synthetic Monitoring logs a failure, it will write details into the messages log for the App Server node where the failure occurred. Consider this example where the Synthetic Monitoring test was disrupted because the App Server was restarted:

```
Apr 4 00:30:01 localhost.localdomain monitor[31730]: ERROR POST
https://localhost/quadopen/oauth/xauth_access_token response is 503
Apr 4 00:30:01 localhost.localdomain monitor[31730]: ERROR Synthetic: Error: POST
operation on uri: https://localhost/quadopen/oauth/xauth_access_token: <!DOCTYPE HTML
PUBLIC "-//IETF//DTD HTML 2.0//EN">#012<html><head>#012<title>503 Service Temporarily
Unavailable</title>#012</head><body>#012<h1>Service Temporarily Unavailable</h1>#012<p>The
server is temporarily unable to service your#012request due to maintenance downtime or
capacity#012problems. Please try again later.</p>#012</body></html>
```

## Centralized Credentials Management (Master Password)

When a service (VoiceMail in example) uses the master account to authenticate a user but the credentials are wrong leading to master account lock out, you can see these logs:

```
2013-06-10 11:39:42,727 DEBUG [service.impl.PaPassLocalServiceImpl] - [http-8080-2] -
[ivxie] - [B4582D507A96A72A7E49FAE5154C7196]: Updated credentials for userId: 31710010 for
Service: VoiceMail to -1
```

Consequently when any service tries to use the master account you can see log lines like these:

```
2013-06-10 11:39:42,823 DEBUG [service.impl.PaPassLocalServiceImpl] - [http-8080-3] -
[ivxie] - [B4582D507A96A72A7E49FAE5154C7196]: Check Credentials for user =>31710010 and
service => VoiceMail
2013-06-10 11:39:42,827 DEBUG [service.impl.PaPassLocalServiceImpl] - [http-8080-3] -
[ivxie] - [B4582D507A96A72A7E49FAE5154C7196]: Credentials for user =>31710010 and service
=> VoiceMail are INACTIVE
```

## Session Centralization

This section is organized as follows:

- [Normal startup, page 4-57](#)
- [Issues Enforcing The Sessions Limitation, page 4-57](#)

## Normal startup

When Tomcat starts up the following log messages appear in the App Server log if session centralization has been configured. If you do not see these messages then you are using normal sessions and sessions are not being stored in memcached. Session limitation cannot be enforced if this is the case.

The log messages also show different parameters configured for session centralization. For example 198.51.100.35 and 198.51.100.36 are the memcached server nodes.

```
Jun 11 22:25:39 appserver.example.com quad[]: INFO
[session.management.MemcachedSessionService] - [main] - [] - []: MemcachedSessionService
starts initialization... (configured nodes definition
n1:198.51.100.35:11211,n2:198.51.100.36:11211, failover nodes null)
Jun 11 22:25:40 appserver.example.com quad[]: INFO
[session.management.RequestTrackingHostValve] - [main] - [] - []: Setting ignorePattern to
.*\.(ico|png|gif|jpg|css|js)$
Jun 11 22:25:40 appserver.example.com quad[]: INFO
[session.management.MemcachedSessionService] - [main] - [] - []: Setting lockingMode to
null
Jun 11 22:25:40 appserver.example.com quad[]: INFO
[session.management.MemcachedSessionService] - [main] - [] - []: Creating transcoder
factory com.cisco.ecp.portal.kernel.session.management.JavaSerializationTranscoderFactory
Jun 11 22:25:40 appserver.example.com quad[]: INFO
[session.management.MemcachedSessionService] - [main] - [] - []: MemcachedSessionService
finished initialization, sticky true, operation timeout 10000, with node ids [n1, n2] and
failover node ids []
```

## Issues Enforcing The Sessions Limitation

These log messages may appear when there are issues enforcing the number of sessions limitation.

```
Jun 11 22:25:39 appserver.example.com quad[]: INFO
[session.management.MemcachedSessionService] - [main] - [] - []: MemcachedSessionService
starts initialization... (configured nodes definition
n1:198.51.100.35:11211,n2:198.51.100.36:11211, failover nodes null)
Jun 11 22:25:40 appserver.example.com quad[]: INFO
```

To verify if this is indeed the case, check to see if all the memcached servers are up. If they are but you still see the error, run this command on the affected App Server nodes and look for TCP sessions with the memcached servers:

**netstat -an | grep 11211**

If you don't see any TCP connections in port 11211, then enable Caching Services debug logging as described in [Q. How do I set the log trace levels for Session Centralization/Concurrent Sessions Limitation and what log files to collect?](#), page 1-37 and examine the logs for clues as to what is happening.

