



APPENDIX **C**

Troubleshooting Prime Performance Manager and the Network

This appendix provides this information for troubleshooting basic Cisco Prime Performance Manager network problems.

This appendix contains:

- [Investigating Data Problems, page C-1](#)
- [Checking Prime Performance Manager Server Start Processes, page C-1](#)

Investigating Data Problems

If you suspect that there are problems with the data that Prime Performance Manager is displaying, perform these tasks:

- Enter equivalent **show** commands on the router. Is the data the same as that visible by Prime Performance Manager?
- Send SNMP queries to the nodes. Do all queries complete?

The results of these tasks can help you distinguish between a router problem and an Prime Performance Manager problem.

Checking Prime Performance Manager Server Start Processes

When you run Prime Performance **start** command, normal output appears:

```
Starting Prime Performance Manager Gateway App Server...
```

```
-- Prime Performance Manager Gateway Launch Server IS Started.  
-- Prime Performance Manager Gateway Database Server IS Started.  
-- Prime Performance Manager Gateway Naming Server IS Started.  
-- Prime Performance Manager Gateway MessageLog Server IS Started.  
-- Prime Performance Manager Gateway DataServer Server IS Started.  
-- Prime Performance Manager Gateway JSP Server IS Started.
```

```
Prime Performance Manager Gateway App Server IS Started.
```

```
Connect Web Browser To Gateway:  
http://prime-pm-server:4440
```

```
Starting Prime Performance Manager Unit App Server...
=====
-- Prime Performance Manager Unit Launch Server IS Started.
-- Prime Performance Manager Unit Database Server IS Started.
-- Prime Performance Manager Unit Naming Server IS Started.
-- Prime Performance Manager Unit MessageLog Server IS Started.
-- Prime Performance Manager Unit DataServer Server IS Started.
-- Prime Performance Manager Unit JSP Server IS Started.

Prime Performance Manager Unit App Server IS Started.
```

Viewing Prime Performance Manager Data on the Web

Prime Performance Manager provides extensive web-based troubleshooting information. From Prime Performance Manager web interface, you can access many web pages containing Prime Performance Manager data.

This includes server status, network status, installation logs, message logs, product documentation, and other important troubleshooting information about Prime Performance Manager. For full details, see [Chapter 5, “Accessing Data from the Web Interface.”](#)