



Troubleshooting Cisco SPA

This chapter contains Cisco SPA-specific troubleshooting procedures. For information on troubleshooting the Cisco BTS 10200 Softswitch, refer to the *Cisco BTS 10200 Softswitch Operations Manual*.

This chapter contains the following topics:

- [Troubleshooting Cisco SPA, page 5-1](#)
- [About Cisco SPA Alarms, page 5-2](#)

Troubleshooting Cisco SPA

Problem	Troubleshooting Action
Problems in launching Cisco SPA	• Check the information in the Cisco BTS EMS server definition to make sure that it is correct. • Check connectivity between Cisco SPA and the Cisco BTS EMS: Log in to the Cisco SPA server and ping the Cisco BTS EMS server. • Verify that the correct CORBA adapter has been installed on the Cisco BTS EMS server.
Problems in Cisco SPA communicating with the Cisco BTS EMS server.	• View log files: log files are stored in /opt/SPA/data/log. Use log files for debugging Cisco SPA problems or for supplying information to Cisco TAC. • Check that the Cisco BTS EMS host name (as defined on the Cisco Cisco BTS EMS host) is also defined in the /etc/hosts file on the Cisco SPA server.
Excessive time for a Cisco SPA query.	Cisco SPA queries the Cisco BTS EMS server in real time. Response time is directly related to responsiveness of the Cisco BTS EMS server. Check the log files stored in /opt/SPA/data/log.

About Cisco SPA Alarms

Cisco SPA alarms are converted into SNMP traps and are categorized by their severity level:

- INFO—information; service (call processing) is not affected
- MINOR—service (call processing) is not affected
- MAJOR—service is degraded
- CRITICAL—service is severely affected

The alarms in this section are organized alphabetically:

- [Failed To Connect to BTS EMS, page 5-2](#)
- [Failed To Connect to Database, page 5-2](#)
- [Free Memory in Web Server Is Exhausted, page 5-3](#)
- [Free Memory in Web Server Is Running Low, page 5-3](#)
- [Number of SP Admin Sessions on System Exceeds Limit, page 5-4](#)
- [Number of User Sessions on System Exceeds Limit, page 5-4](#)
- [Phone Number in a Centrex Group in the BTS EMS Is not Found in SPA, page 5-4](#)
- [Phone Number in a Multiline Hunt Group in the BTS EMS Is Not Found in SPA, page 5-4](#)
- [Phone Number Not Found in the BTS EMS, page 5-5](#)
- [Security Violation, User Locked, page 5-5](#)
- [User Locked for Repeated Failed Login Attempts, page 5-5](#)
- [User Locked, page 5-5](#)
- [User Unlocked, page 5-6](#)

Failed To Connect to BTS EMS

Description

Cisco SPA failed to connect to the Cisco BTS EMS server.

Severity

CRITICAL

Recovery

View the log files stored in /opt/SPA/data/log.

These log files are used to debug Cisco SPA problems or for supplying information to Cisco TAC.

Failed To Connect to Database

Description

Cisco SPA failed to connect to the MySQL database.

Severity

CRITICAL

Recovery

- Stop and restart Cisco SPA:
 - Stop Cisco SPA operation (see the [“Using the Status Tab” section on page 4-4](#)).
 - Confirm that all the processes have stopped (see the [“Using the Status Tab” section on page 4-4](#)).
 - Start Cisco SPA (see the [“Using the Status Tab” section on page 4-4](#)).
- Reboot the server (performed by a root user):
 - Stop Cisco SPA operation (see the [“Using the Status Tab” section on page 4-4](#)).
 - Enter the command:
`/usr/sbin/reboot`
 - Start Cisco SPA (see the [“Using the Status Tab” section on page 4-4](#)).

Free Memory in Web Server Is Exhausted**Description**

Free memory left on the Cisco SPA server is less than 5% of capacity.

Severity

MAJOR

Recovery

- If there are many user sessions open on Cisco SPA, this condition is corrected when users log off.
- During a lull in operation, reboot the server (performed by a root user):
 - Stop Cisco SPA operation (see the [“Using the Status Tab” section on page 4-4](#)).
 - Enter the command:
`/usr/sbin/reboot`
 - Start Cisco SPA (see the [“Using the Status Tab” section on page 4-4](#)).
- If the condition persists, contact Cisco TAC.

Free Memory in Web Server Is Running Low**Description**

Free memory left on the Cisco SPA server is less than 20% of capacity.

Severity

MINOR

Recovery

- If there are many user sessions open on Cisco SPA, this condition is corrected when users log off.
- During a lull in operation, reboot the server (performed by a root user):
 - Stop Cisco SPA operation (see the [“Using the Status Tab” section on page 4-4](#)).
 - Enter the command:

`/usr/sbin/reboot`

- Start Cisco SPA (see the [“Using the Status Tab”](#) section on page 4-4).
- If the condition persists, contact Cisco TAC.

Number of SP Admin Sessions on System Exceeds Limit

Description

The number of active Cisco SPA service provider administrator sessions exceeds the limit of 100.

Severity

MINOR

Recovery

Log out of any Cisco SPA service provider administrator sessions that exceed 100.

Number of User Sessions on System Exceeds Limit

Description

The number of active Cisco SPA user sessions exceeds 1000. These consist of sessions opened by all Cisco SPA users below the level of service provider administrator.

Severity

MINOR

Recovery

Log out of any Cisco SPA user sessions that are in excess of 1000.

Phone Number in a Centrex Group in the BTS EMS Is not Found in SPA

Description

A phone number in a Centrex group on the Cisco BTS EMS server is not present in the Centrex group on Cisco SPA.

Severity

INFO

Recovery

Add the phone number to the account on Cisco SPA (see the Edit User window in Cisco SPA).

Phone Number in a Multiline Hunt Group in the BTS EMS Is Not Found in SPA

Description

A phone number in a multiline hunt group on the Cisco BTS EMS server is not present in the multiline hunt group on Cisco SPA.

Severity

INFO

Recovery

Add the phone number to the account on Cisco SPA (see the Edit User window in Cisco SPA).

Phone Number Not Found in the BTS EMS**Description**

A phone number on Cisco SPA does not exist on the Cisco BTS EMS server.

Severity

INFO

Recovery

- Delete the phone number from the account on Cisco SPA.
- Create the phone number on the Cisco BTS EMS server (see the Edit User window in Cisco SPA).

Security Violation, User Locked**Description**

A Cisco SPA user, who is already logged in, tried to access a restricted window or data.

Severity

INFO

Recovery

The service provider or account administrator unlocks the user (see the [“Using the Configuration Tab” section on page 4-8](#)).

User Locked for Repeated Failed Login Attempts**Description**

The number of times that the user mistyped the user name or password exceeds the specified limit (see the [“Using the Configuration Tab” section on page 4-8](#)).

Severity

INFO

Recovery

The service provider or account administrator unlocks the user (see the [“Using the Configuration Tab” section on page 4-8](#)).

User Locked**Description**

The service provider or account administrator locked the user account specified in the alarm.

Severity

INFO

Recovery

The service provider or account administrator unlocks the user (see the [“Using the Configuration Tab” section on page 4-8](#)).

User Unlocked**Description**

The service provider or account administrator unlocked the user (see the [“Using the Status Tab” section on page 4-4](#)).

Severity

INFO

Recovery

None