



Troubleshooting Issues

This chapter describes how to troubleshoot issues with Cisco RPMS, and the Oracle database. It lists possible solutions to those issues.

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Overview: Troubleshooting the Oracle Database

This section describes what you should do if you encounter problems with the Oracle database. It is not intended as an exhaustive guide to Oracle products, but rather, for problems you may encounter while using the Oracle database with Cisco RPMS.



Note

Implementing an Oracle database requires an in-depth knowledge of Oracle tools and database structure. For specific instructions on the Oracle programs, refer to the Oracle documentation and online help, or consult an experienced Oracle database administrator.

Problem: There is No Oracle Connectivity

Use the following instructions to troubleshoot a loss in the Oracle database connectivity.

Step 1 Check the log files for a possible cause of failure by using the commands:

```
tail <RPMS_home_dir>/log/dberror_<date>  
tail <RPMS_home_dir>/log/dbserver.log
```

Step 2 Ensure that you are logged in as the *oracle* user by using the commands:

```
id
```

```
uid=1002(oracle) gid=101(dba)
```

Step 3 Ensure that the environmental variables are inherited by using the command:

```
env
```

Step 4 Check connectivity with the database by using the commands:

```
rlogin localhost -l oracle
cd <Oracle_home_dir>/bin
./tnsping <TNS_name>
./sqlplus rpmsuser/<password>@<TNS_name>
```

Step 5 Start the Oracle database.

```
rlogin localhost -l oracle
<Oracle_home_dir>/bin/svrmgrl
connect internal;
startup
exit
```

Sample Output of 'env' for 'oracle' User

```
HOME=/export/home/oracle
PATH=/bin:/usr/bin:/usr/sbin:/usr/ucb:/usr/openwin/bin:/usr/dt/bin:/etc:/opt/app/oracle/product/8.0.5/bin:/opt/app/oracle/product/8.0.5/sbin:/opt/app/rpms/bin
LOGNAME=oracle
HZ=100
TERM=vt100
TZ=US/Pacific
SHELL=/bin/csh
MAIL=/var/mail/oracle
PWD=/export/home/oracle
USER=oracle
ORACLE_BASE=/opt/app/oracle
ORACLE_HOME=/opt/app/oracle/product/8.0.5
ORACLE_DOC=/opt/app/oracle/doc
ORACLE_SID=epicurus
ORACLE_TERM=xsun5
ORACLE_PATH=/opt/app/oracle/product/8.0.5/bin:/opt/bin:/bin:/usr/bin:/usr/ccs/bin
ORACLE_OWNER=oracle
LD_LIBRARY_PATH=/opt/app/oracle/product/8.0.5/lib:/usr/openwin/lib:/usr/dt/lib:/usr/lib:/usr/local/lib
TMPDIR=/var/tmp
DISPLAY=epicurus:0.0
```

Problem: The TNS Listener is Not Running

Step 1 Ensure that you are logged in as the 'oracle' user by using the commands:

```
id
uid=1002(oracle) gid=101(dba)
```

Step 2 Ensure that the environmental variables are inherited by using the commands:

```
env
```

Step 3 Ensure database connectivity by using the commands:

```
rlogin localhost -l oracle
cd <Oracle_home_dir>/bin
./tnsping <TNS_name>
./sqlplus rpmsuser/<password>@<TNS_name>
```

- Step 4 Start the TNS Listener by using the
<Oracle_home_dir>/bin/lsnrctl start
-

Overview: Troubleshooting a Cisco RPMS Process

This section describes what you should do if any of the Cisco RPMS processes are not running.

A FastTrack Server or Acme Servlet Is Not Running

- Step 1 Check the log files for possible causes of failure by using the commands:

```
tail <RPMS_home_dir>/log/fasttrack.log
tail <RPMS_home_dir>/log/acme.log
```

- Step 2 Stop the Web server process by using the command:

```
<RPMS_home_dir>/sbin/crpms webserver stop
```

- Step 3 Re-start the Web server process by using the command:

```
<RPMS_home_dir>/sbin/crpms webserver start
```

The Cisco RPMS Server Is Not Running

- Step 1 Check the log files for possible causes of failure by using the commands:

```
tail <RPMS_home_dir>/log/rpmsserver.log
tail <RPMS_home_dir>/log/rpms.log
```

- Step 2 Stop the Cisco RPMS server process by using the command:

```
<RPMS_home_dir>/sbin/crpms rpmsserver stop
```

- Step 3 Re-start the Cisco RPMS server process by using the command:

```
<RPMS_home_dir>/sbin/crpms rpmsserver start
```

The Cisco RPMS DBServer Is Not Running

- Step 1 Check log files for possible cause of failure:

```
tail <RPMS_home_dir>/log/dberror_<date>  
tail <RPMS_home_dir>/log/dbserver.log
```

Step 2 Stop the DBServer process by using the command:

```
<RPMS_home_dir>/sbin/crpms dbserver stop
```

Step 3 Re-start the DBServer process by using the command:

```
<RPMS_home_dir>/sbin/crpms dbserver start
```
