

# Fault Handling of MX-ONE Provisioning Manager

FAULT TRACING INFO



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# 1 INTRODUCTION

This document describes a set of error conditions and corrective actions, when using MX-ONE Provisioning Manager (PM). It is assumed that the procedures described in the *MX-ONE PROVISIONING MANAGER USER GUIDE* are followed. For more information about MX-ONE Provisioning Manager, see the description for *MX-ONE PROVISIONING MANAGER*.

The errors are grouped in the document, depending on when or where the fault occurred. However, it can be difficult to determine if an error is only related to, for example, installation. The recommendation is to check all tables for the most likely error cause and to find the needed corrective actions.

## 1.1 TARGET GROUP



This document is intended for users of MX-ONE Provisioning Manager and support personnel.

## 1.2 REFERENCE LIST

- MX-ONE Provisioning Manager, Description
- MX-ONE Provisioning Manager User Guide

## 2 FAULT LOCATING

### 2.1 GENERAL FAULTS

Error Condition	Possible Cause	Corrective Action
When clicking a <b>Help</b> link or a  (Help) no help information is displayed.	The browser is configured to block pop-up windows.	Enable pop-up windows in the browser.
When clicking a <b>Help</b> link or a  (Help) no help information is displayed.	The pop-up window is already open but hidden behind other windows.	
The message Warning: Page has Expired is displayed.	The <b>Back</b> button or the <b>Forward</b> button in the browser was used to navigate to a different screen.	Reload the page in the browser and use the buttons in MX-ONE Provisioning Manager to navigate.
Not all users are displayed in the list view in the <b>User</b> task or the <b>Administrator</b> task.	Filtering is activated.	Remove the search criteria in the filter fields and click on the <b>View</b> button.
A specific existing user is not found when searching for users to promote to administrators in the <b>Administrator</b> task.	The specific user is already an administrator, only end users are displayed in the list when adding administrators.	To change administrator settings for the specific user, find the user in the list view in the <b>Administrator</b> task and initiate a change.

### 2.2 INSTALLATION AND UPGRADING FAULTS

Error Condition	Possible Cause	Corrective Action
The PM application doesn't show up in the browser.	The installation failed.	Check for errors/indications in log files: /var/log/mxone/eri_mp/mp_install.log /var/log/mxone/eri_mp/eri_mp_rpm_<version>.log /var/log/mxone/webserver/application_log.log
	The application does not start up correctly.	Run command " <b>sudo webserver_config</b> " and choose to restart the web server. Check the log file: /opt/jboss/server/default/log/server.log to find out what might go wrong.

## 2.3 PROBLEMS TO ACCESS THE WEB APPLICATION

Error Condition	Possible Cause	Corrective Action
You are not authorized to access MX-ONE Manager is displayed.	Database error, MX-ONE Provisioning Manager cannot reach the menus in the database.	<p>Check that the database engine is up and running:</p> <pre>/etc/init.d/postgresql status.</pre> <p>If it is not started, run command:</p> <pre>/etc/init.d/postgresql start</pre> <p>If it is started, check log file</p> <pre>/opt/jboss/server/default/log/server.log</pre> <p>for SQL related errors, e.g.:</p> <pre>ERROR [UserMenu] org.postgresql.util.PSQLException: ERROR: relation "mecs_last_menu does not exist.</pre> <p>If more help is needed, report the problem to a system administrator or professional support.</p>

## 2.4 CONNECTION PROBLEMS

Error Condition	Possible Cause	Corrective Action
When clicking on the <b>View</b> button in the <b>Extension</b> task, a connection error message is displayed.	Network problems.	
When clicking on the subsystem link in the <b>Subsystem</b> task, the connection to the subsystem's web management interface does not work.	Network problems.	
Connection error.	No connection with the database, possibly due to network problems.	<p>Check for errors/indications in log file</p> <pre>/opt/jboss/server/default/log/server.</pre> <p>If needed, increase log level through command <b>setloglevel</b>.</p>

## 2.5

## PROBLEMS TO LOG IN

Error Condition	Possible Cause	Corrective Action
Unable to log in.	The user is not registered in the system	The administrator must register the user in the <b>User</b> task.
Unable to log in.	Incorrect User Id or password has been entered.	Enter correct User Id and password. The password is case sensitive, make sure that Caps Lock is off.
Unable to log in.	The user has been locked after three failed login attempts.	The administrator must unlock the user in the <b>Unlock</b> task. Some users, for example the super user, have auto unlock privileges, that is, they are automatically unlocked after 20 minutes.
You are not authorized to access MX-ONE Manager is displayed.	You do not have access to any of the tasks in MX-ONE Provisioning Manager.	Ask an administrator to add privileges in your security profile to be able to access tasks in MX-ONE Provisioning Manager.
Unable to log in.	Problem with AD authentication.	See document AD authentication, Description.

## 2.6

## PROBLEMS WITH ACCESS RIGHTS

Error Condition	Possible Cause	Corrective Action
Not all users are displayed in the list view in the <b>User</b> task or the <b>Administrator</b> task.	Only users with departments and locations that you have access to are displayed in the list.	
The property's multistep button, <b>Edit...</b> , is missing.	With a multistep button you make a detour to the task where the property's values are configured. If you do not have access to the detour task the multistep button is not displayed.	Ask an administrator with access to the detour task to edit or add configuration items in the detour task according to your needs.
When adding a new subsystem in the <b>Subsystem</b> task, there are no locations.	You do not have access to any existing locations.	Add locations in the <b>Location</b> task or ask an administrator for access to existing locations.
Unable to view all existing locations, subsystems, and so on.	Only configuration items you have access to are displayed. Locations can, for example, be used to restrict administrator access to subsystems.	
Unable to view all departments displayed in the department tree.	You can only view departments you have access to. However, for the departments you have access to, the names of the parent departments are displayed in the tree structure.	
When adding a user in the <b>User</b> task, no departments are displayed.	You do not have access to any existing departments.	
When adding a user in the <b>User</b> task, the <b>Next</b> button, which is used to go to the Service Summary screen, is not displayed.	You are not allowed to configure services, that is, extensions, when adding users.	
All tasks are not displayed in the main menu or in the submenus.	Only tasks that you have access to are displayed in the menus. Your security profile defines which tasks you have access to.	
When adding an administrator, not all security profiles can be selected.	It is only possible to assign the same privileges that you have been assigned, or a subset of your privileges, to a new administrator.	
After changing the security profile for an administrator, Not Authorized is displayed.	It takes a while until the application server Jboss is updated after a change of an administrator's security profile. When creating a new administrator, Jboss is instantly updated.	Wait for approximately one hour and then try again.
Click on subsystem gives a login prompt.	AD authentication is activated.	The automatic login when clicking on subsystem is de-activated when AD authentication is active. Not a fault.

**Note:** If you do not have the access rights to, for example, perform an action, ask an administrator to extend your access rights or to perform the action for you.

## 2.7

## SERVICE FAULTS

Error Condition	Possible Cause	Corrective Action
Unable to view or add extensions in the <b>Extension</b> task.	No subsystems have been registered in the <b>Subsystem</b> task. The subsystems provide services, for example extensions.	Add a MX-ONE Service Node subsystem in the <b>Subsystem</b> task.
MX-ONE Provisioning Manager is unable to contact the subsystem.	The subsystem has not been configured correctly.	In the <b>Subsystem</b> task, enter correct configuration information for the subsystem, for example, IP address, port, and login information.
When clicking on the <b>View</b> button in the <b>Extension</b> task, a connection error message is displayed.	The selected subsystem is not up and running.	
When adding an extension in the Extension task, some Common Service Profiles, Customer Groups, and so on, are missing.	All Common Service Profiles, Customer Groups, and so on, have not been configured in MX-ONE Service Node Manager.	Add or edit existing Common Service Profiles, Customer Groups, and so on, in MX-ONE Service Node Manager (SNM).
Unable to do anything that relates to a defined Service Node Manager (SNM) subsystem, e.g. working with the Extension task.	Wrong credentials provided for the subsystem.	<p>Activities that require connectivity to an SNM subsystem will use the user credentials (service account) provided when the subsystem was created. If these credentials not are correct, or do have to few/low privileges, the activity will fail.</p> <p>If the SNM is configured for PM authentication, the user account used as service account for the subsystem, must have the correct privileges defined in PM.</p> <p>If the SNM is configured for Linux authentication, the account must be defined as a Linux account in SNM server, and have enough privileges. The privileges in Linux is defined by the means of that the user belongs to a group - snlev0, snlev1, etc. up to snlev7 - where snlev7 is the highest.</p>




## 2.8 IMPORT FAULTS

Error Condition	Possible Cause	Corrective Action
Strange User Ids after import of users.	No User Ids were imported, so the User Ids were generated automatically.	There are two ways to correct the problem: In the <b>User</b> task, change the User Id for each user manually. Remove all imported users, for example by using the filtering function in the <b>User</b> task and remove all found users. Include the User Ids in the import file, and import the users again.
Strange department name, <i>Users without department</i> , after import of users.	Users were imported before departments were imported or added. Since no departments existed in the system, the department <i>Users without department</i> was set for all imported users.	There are two ways to correct the problem: Import or add departments. Then change the department for the users manually by changing each imported user. Remove all imported users, for example by filtering by department in the <b>User</b> task and remove all found users. Import or add departments and import the users again.
Imported extensions do not exist on the MX-ONE Service Node.	When extensions are imported together with users, the extensions are not created on the MX-ONE Service Node. Only references to the extensions assigned to each imported user are imported.	There are two ways to correct the problem: In the <b>Extension</b> task, create the missing extensions. Use the Command Line Interface in MX-ONE Service Node Manager to upload an MML file containing the corresponding extension data.
Imported mailboxes do not exist on the Messaging Server.	When mailboxes are imported together with users, the mailboxes are not created on the messaging Server. Only references to the mailboxes assigned to each imported user are imported.	In the <b>Mailbox</b> task, create the missing mailboxes.
After importing D.N.A. extensions, the D.N.A. extensions' subsystem is not available in the <b>Subsystem</b> drop-down list in the <b>Extension</b> task.	The subsystem's IP address has not been set in the <b>Subsystem</b> task.	In the <b>Subsystem</b> task, do a change for the subsystem and set the IP address.
Imported subsystem is empty.	If the subsystem was created during the import, no settings for the subsystem were configured.	In the <b>Subsystem</b> task, enter all necessary configuration data for the subsystem.
Strange characters after import.	The import file was not stored in correct format.	Store the import file with the character set UTF8 or Latin-1.
Unable to import departments or users from D.N.A.	The definition file (.def) or the data file (.txt) has the wrong format.	
Unable to import departments or users from D.N.A.	The definition file (.def) does not map the data file (.txt), that is, they do not have the same number of columns.	Edit the definition file so that it maps the data file.

## 2.9

## DATA INCONSISTENCIES

Error Condition	Possible Cause	Corrective Action
Departments on the Mitel CMG Server are not synchronized with the departments in MX-ONE Provisioning Manager.	Mitel CMG department data has been altered directly on the Mitel CMG Server with the Directory Manager.	Mitel CMG department data must be altered on the Mitel CMG Server with Directory Manager. Edit department data in MX-ONE Provisioning Manager to synchronize it with the Mitel CMG Server department data.
Users on the Mitel CMG Server are not synchronized with the users in MX-ONE Provisioning Manager.	Mitel CMG user data has been altered directly on the Mitel CMG Server with the Directory Manager.	Mitel CMG user data must be altered on the Mitel CMG Server with MX-ONE Provisioning Manager. Alter user data in MX-ONE Provisioning Manager to synchronize it with the Mitel CMG Server data.
In the <b>Backup &amp; Restore</b> task, the  ( <b>Restore</b> ) icon is not displayed for a particular backup directory.	The system release version of the backup directory is older than the system release version that is installed. It is not possible to restore MX-ONE Provisioning Manager with a backup directory with a system release version older than the version of MX-ONE Provisioning Manager that is installed.	
After a restore of MX-ONE Provisioning Manager, data on MX-ONE Service Node, Messaging Server and Mitel CMG Server is not synchronized with MX-ONE Provisioning Manager data.	When MX-ONE Provisioning Manager is backed up and restored, all data except data stored in the subsystems is backed up and restored.	Restore the subsystems, run a compare in the <b>Compare with Subsystem</b> task and synchronize the data manually.
Subsystem data in the subsystem is not synchronized with subsystem data in MX-ONE Provisioning Manager.	Subsystem data has been altered directly in the subsystem without using MX-ONE Provisioning Manager.	Run a compare in the <b>Compare with Subsystem</b> task and synchronize the data manually.
Invalid mailbox.	The length of the Mailbox Id entered in MX-ONE Provisioning Manager is not the same as the mailbox length specified in the Messaging Server.	Run a compare in the <b>Compare with Subsystem</b> task and synchronize the data manually.

**Note:** When synchronizing data, the administrator must decide how the synchronization of the data is done, that is, if to alter data in the subsystem to match the data in MX-ONE Provisioning Manager or if to alter MX-ONE Provisioning Manager data to match the subsystem data. For example, if to add or remove extensions in MX-ONE Provisioning Manager or on the MX-ONE Service Node.

## 2.10 CONFIGURATION PROBLEMS

Error Condition	Possible Cause	Corrective Action
In <b>General</b> in the <b>Own Settings</b> task, the <b>UDF</b> field is disabled.	In the <b>UDF Mapping</b> task, <b>Read Only</b> is selected for the <b>UDF</b> .	In the <b>UDF Mapping</b> task, clear <b>Read Only</b> for the UDF.
Unable to find a particular user to add as an administrator in the <b>Administrator</b> task.	The user does not exist in the system.	Add the user in the <b>User</b> task and then promote the user to administrator.
Fields related to the Mitel CMG Server subsystem are not displayed in the <b>User</b> task or <b>UDF Mapping</b> task.	No Mitel CMG Server subsystem exists in the system.	Add a Mitel CMG Server subsystem in the <b>Subsystem</b> task.
In the <b>Subsystem</b> task, the subsystem name is not displayed as a link to the subsystem in the list.	No IP address has been entered for the subsystem.	Enter the IP address for the subsystem in the <b>Subsystem</b> task.
In the <b>Subsystem</b> task, the subsystem name is not displayed as a link to the subsystem in the list.	The subsystem type does not have a web interface that the link can connect you to.	
When clicking on the subsystem link in the <b>Subsystem</b> task, the connection to the subsystem's web management interface does not work.	Incorrect configuration data, for example IP address or port, has been entered for the subsystem.	In the <b>Subsystem</b> task, enter correct configuration data for the subsystem.
Unable to access the <b>Extension</b> task, authentication failed.	Incorrect User Id or password has been entered for the MX-ONE Service Node.	In the <b>Subsystem</b> task, enter a valid administrator User Id and password for the MX-ONE Service Node.
Unable to access the <b>Mailbox</b> task, invalid administrator to log in.	Incorrect User Id or password has been entered for the Messaging Server.	In the <b>Subsystem</b> task, enter a valid administrator User Id and password for the Messaging Server.
In the <b>Logs</b> task, not enough or too much information is displayed in the logs.	Incorrect log level is set in configuration file <code>jboss-log4j.xml</code> that is stored on the server that MX-ONE Provisioning Manager is installed on.	Run command: setloglevel And choose which log level to use: - Info (i) - Debug (d) - Trace (t)
CMG Speech option for a user is not updated in CMG server (CMG 8.2 version with Speech setup) when configured from PM user task.	The default settings for CMG speech are not updated CMG to enable provisioning from PM.	The CMG speech shall have web services interface enabled and following files should be configured. In CMGUserInfoService under Application Settings "SpeechProvisioningEnabled" parameter should be set to TRUE. ..\Aastra\Aastra Speech Service\SpeechServiceConfig.xml the Provisioning Port should be set to 8006.