



A MITEL  
PRODUCT  
GUIDE

# MiVoice MX-ONE

## MX-ONE Service Node Manager Fault Handling

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This chapter contains the following sections:

- [Target Group](#)

This document describes a set of error conditions and corrective actions, when using MX-ONE Service Node Manager (SNM). It is assumed that the procedures described in the *MX-ONE Service Node Manager User Guide*, are followed. For more information about MX-ONE Service Node Manager, see the description for *MX-ONE Service Node 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 Service Node Manager and support personnel.

# Fault Locating

## 2

This chapter contains the following sections:

- [Installation and Upgrading Faults](#)
- [Configuration Problems](#)
- [Problems to Access the Web Application](#)
- [Problems to Log In](#)
- [Problems with Access Rights](#)
- [Connection Problems](#)
- [Feature Specific Problems](#)

### General Faults

Error Condition	Possible Cause	Corrective Action
When clicking a Help link or a, no help information is displayed.	The browser is configured to block pop-up windows.	Enable pop-up windows in the browser.
When clicking a Help link or a, 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 Service Node Manager to navigate.

## 2.1 Installation and Upgrading Faults

Error Condition	Possible Cause	Corrective Action
Unable to start MX-ONE Service Node Manager after installation.	The installation failed.	<p>Check for errors/indications in log files:</p> <p><code>/var/log/mxone/mxone_snm/mts_install.log</code></p> <p><code>/var/log/mxone/mxone_snm/mxone_snm_rpm_&lt;version&gt;.log</code></p> <p><code>/var/log/mxone/webserver/application_log.log</code></p> <p><code>/opt/jboss/standalone/log/server.log</code></p>

## 2.2 Configuration Problems

Error Condition	Possible Cause	Corrective Action
In the Logs task in the SNM application, not enough or too much information is visible in the logs.	The wrong level is set for logging.	Run command <code>setloglevel</code> and set desired level.

## 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, the application cannot reach the menus in the database.	<p>Check that the database engine is up and running:</p> <pre>systemctl status postgresql.service</pre> <p>If it is not started, run command:</p> <pre>systemctl status postgresql.service</pre> <p>If it is started, check log file /opt/jboss/standalone/log/server.log 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 Problems to Log In

Error Condition	Possible Cause	Corrective Action
Unable to log in.	Incorrect User Id or password has been entered.	Enter the correct User Id and password. The password is case sensitive, make sure that Caps Lock is off.

Error Condition	Possible Cause	Corrective Action
Unable to log in.	The user has been locked after three failed login attempts.	<p>The administrator must unlock the user in the <b>Unlock</b> task in Provisioning Manager (PM).</p> <p><b>Note:</b> Linux accounts can not be locked.</p>
Unable to log in.	Wrong configuration in authentication method.	<p>Run command <code>sudo webserver_config</code> to configure authentication method for SNM.</p> <p>If the SNM is configured for PM authentication, the user must have the correct privileges defined in PM.</p> <p>If the SNM is configured for Linux authentication, the user 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 - <code>snlev0</code>, <code>snlev1</code>, etc. up to <code>snlev7</code> - where <code>snlev7</code> is the highest.</p>
Unable to log in.	Problem with AD authentication.	See document description AD Authentication.



## 2.5 Problems with Access Rights

Error Condition	Possible Cause	Corrective Action
All tasks are not displayed in the main menu or in the submenus.	<p>Only tasks that you have access to are displayed in the menus.</p> <p>Your security profile/SN level defines which tasks you have access to.</p>	<p>The administrator must do one of the following:</p> <p>Provisioning Manager (PM).</p> <p>Add privileges to your security profile, in the <b>Security Profile</b> task.</p> <p>Linux</p> <p>Update your SN level.</p> <p><b>Note:</b> For Linux accounts this problem can come up if you belong to more than one SN group. If this is the case, the administrator needs to remove you from the group with the lowest access.</p>

## 2.6 Connection Problems

Error Condition	Possible Cause	Corrective Action
Connection Error	No connection with the database, possibly due to network problems.	<p>Check for errors/indications in log file:</p> <p>/opt/jboss/standalone/log/server.log</p>
Connection Error	No connection with the service node.	<p>Check for errors/indications in log file:</p> <p>/opt/jboss/standalone/log/server.log</p>

Error Condition	Possible Cause	Corrective Action
Connection Error	No connection with the IP Phone Software Server	Check for errors/indications in log file:  /opt/jboss/standalone/log/server.log

## 2.7 Feature Specific Problems

Error Condition	Possible Cause	Corrective Action
All Recorded Voice Announcements are not visible.	The voice prompts has been copied into the Recorded Voice Announcement task manually.	
Certain Recorded Voice Announcements can not be played.	The files are in the wrong format.	
No data is shown in the Quality of Service task.		See the online help for information.
The Command Line Interface is not shown.	The browser is configured to block pop-up windows.	Enable pop-up windows in the browser.
A fault message is received when a command is entered in the Command Line Interface.	There is a list of commands that is not supported by the Command Line Interface.	See the online-help for a list of not supported commands.
The message  Incorrect command line parameters. is displayed in the IP Phone SW task.	The IP Phone Server is trying to install on the wrong Windows version. (IP Phone Server can be installed on Windows Server 2003 SP1 (or later) and Windows XP SP2 (or later))	Manually install the Windows Installer 3.1 Redistributable. It can be fetched from <a href="http://www.microsoft.com">www.microsoft.com</a>
Problems setting up an IP Phone Software server.	The dbc42x02, dbc43x01, or dbc44x01 folders have not been created.	Create the required folder under <b><del>jakarta-tomcat-4.1.31</del>webapps\ROOT</b> .

Error Condition	Possible Cause	Corrective Action
Problems setting up a IP phone configuration file.	Wrong file structure	
Problems setting up a IP phone configuration file.	Boot file or lang file or AppLic file missing	Manually copy the needed file.
No listed/registered IP Phones are visible in the view page.	Wrong IP address or IP port in the configuration file for the IP Phones.	
Problems setting up an Operator.	Incorrect configuration file for the IP Phones.	
Problems with the tasks under External Lines.		
Problems setting up a Branch Office.		See the online-help for the Branch Office walkthrough.

