C H A P T E R 8

Troubleshooting Cisco EPOM

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

Problem	Troubleshooting Action

Recreating the Cisco EPOM database if needed (for example, if you forget the admin password and cannot access the database)	Reinitialize the Cisco EPOM databases:
	`/opt/CSCOepom/mysql/install/bin/install/MySQLDB -ifs`
	`/opt/CSCOepom/mysql/install/bin/install/EPOMDB -ifs`

Problems in Cisco EPOM communicating to the Cisco BTS 10200 EMS server, such as the one reflected in the following message: Could not retrieve object attributes for object name. The most possible reason is failure to log into the Cisco BTS 10200 EMS server or CORBA agent on Cisco EMS server is not working. Please make sure hostname/login/password/siteid is correct. Also check log file.	View log files: Log files are stored in `/var/opt/CSCOepom/logs` Use log files for debugging Cisco EPOM problems or for supplying information to Cisco TAC. • Check the information in the Cisco BTS 10200 EMS server definition to make sure that it is correct. See the "To Determine a BTS EMS Server Site ID" section on page 1-11. • Check connectivity between Cisco EPOM and the Cisco BTS 10200 EMS (if they are not co-resident): Log in to the Cisco EPOM server and ping the Cisco BTS 10200 EMS server. • Verify that the correct CORBA adapter has been installed on the Cisco BTS 10200 EMS server. • Check the log files.