Troubleshooting Guide
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VoiceTestingAutomationTool and SBCTool are hosted inside docker container on **clecvoip-02.lab1(192.168.100.107) VM**

Whenever the **clecvoip-02.lab1(192.168.100.107) VM** undergoes a reboot or restart, the docker container running the VoiceTestingAtuomationTool and SBCTool stops.

Below are the troubleshooting steps to be followed to bring the applications/containers up and running

- Run `docker ps -a` or `docker container ls -a` and confirm the status of the two containers viz. Jenkins and SBCTool. Best case status is **Up**.

`docker ps -a`

```
[cfernando@clecvoip-02.lab1 ~]$ docker ps -a
CONTAINER ID   IMAGE          COMMAND        CREATED        STATUS        PORTS                                     NAMES
41e60fd82d6b   31aecf437916   "/bin/bash"    2 months ago   Up 3 weeks    0.0.0.0:5000->5000/tcp, 5001/tcp          SBCTool
1070d3f4aff1   2d696327ab2e   "/bin/bash"    7 months ago   Up 3 weeks    0.0.0.0:8080->8080/tcp                    Jenkins
[cfernando@clecvoip-02.lab1 ~]$
```

`docker container ls -a`

```
[cfernando@clecvoip-02.lab1 ~]$ docker container ls -a
CONTAINER ID   IMAGE          COMMAND        CREATED        STATUS        PORTS                                     NAMES
41e60fd82d6b   31aecf437916   "/bin/bash"    2 months ago   Up 3 weeks    0.0.0.0:5000->5000/tcp, 5001/tcp          SBCTool
1070d3f4aff1   2d696327ab2e   "/bin/bash"    7 months ago   Up 3 weeks    0.0.0.0:8080->8080/tcp                    Jenkins
[cfernando@clecvoip-02.lab1 ~]$
```

- It the status is **Exited,** then simply run the below command to start the container

`docker start <containerId>`

- Once the container is Up and running, one needs to check if the application is running in the container. To achieve this first type the below command to enter into the bash of the desired container

`docker container exec -it 1070d3f4aff1 /bin/bash`

- For VoiceTestingAutomationTool or jenkins container, firstly run below command to verify that the jenkins process is running.

`ps aux | grep jenkins`

```
root@1070d3f4aff1:/# ps aux | grep jenkins
jenkins       59  0.0  0.0  17212   180 ?        S    Apr12   0:00 /usr/bin/daemon --name=jenkins --inherit --env=JENKINS_HOME=/var/li
.install.runSetupWizard=false -jar /usr/share/jenkins/jenkins.war --webroot=/var/cache/jenkins/war --httpPort=8080
jenkins       60  0.0 20.6 2515400 375500 ?      Sl   Apr12  35:59 /usr/bin/java -Djava.awt.headless=true -Djenkins.install.runSetupWi
root        6189  0.0  0.0   3044   168 pts/4    R+   18:54   0:00 grep --color=auto jenkins
root@1070d3f4aff1:/#
```

If there is no running jenkins process, then simply run below command inside the container

```
sudo service jenkins start
```

➢ For SBCTool container, firstly run below command to verify that the sbcTool process is running

```
ps aux | grep sbc
```
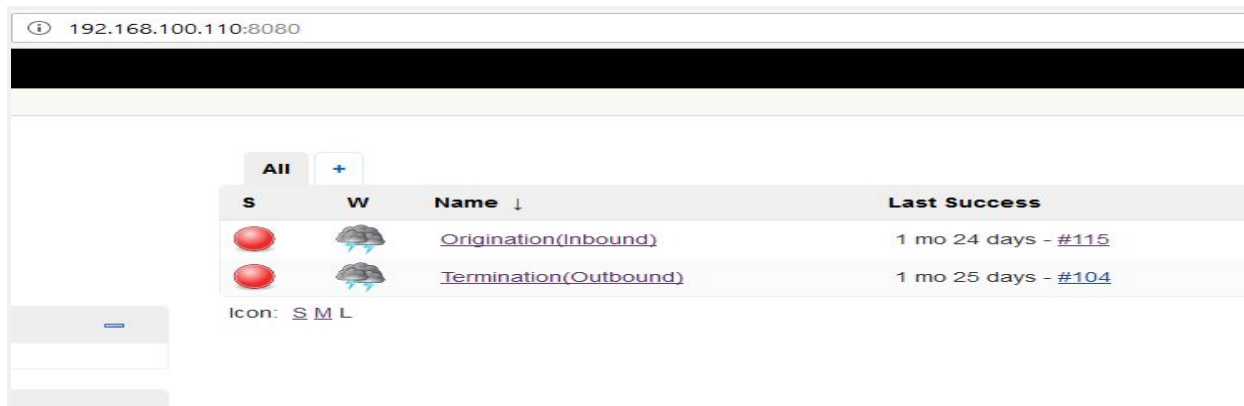
```
[cfernando@clecvoip-02.lab1 ~]$ docker container exec -it 41e60fd82d6b /bin/bash
root@41e60fd82d6b:/# ps aux | grep sbc
root       642  0.0  0.9  56164 17612 pts/4    S     Apr13   6:10 python sbcTool.py
root      1002  0.0  0.0  11276   712 pts/5    S+    19:19   0:00 grep --color=auto sbc
root@41e60fd82d6b:/#
```

If there is no running sbcTool process, then simply run below command inside the container

```
root@41e60fd82d6b:/# python /home/cfernando/SBCWebAppTool/sbcTool.py
```

● Verify the application by typing, on a browser, **192.168.100.110:8080** and **192.168.100.110:5000** to check VoiceTestingAutomationTool and SBC Tool respectively

| ⓘ 192.168.100.110:8080 |

S	W	Name ↓	Last Success
🔴	⛈	Origination(Inbound)	1 mo 24 days – #115
🔴	⛈	Termination(Outbound)	1 mo 25 days – #104

Icon: S M L

ⓘ 192.168.100.110:5000

RRIER SBC TG PROVISIONING TOOL   Origination TG

Origination SIP Trunk

C Hostname

BNBS-02a
SBC-01a.lab1

ne

one name

Follow below steps to create new container altogether(If the above steps fail)

- Run below command to view list of docker images. The image with name ubuntu is of importance

```
docker images
```

```
[cfernando@clecvoip-02.lab1 ~]$ docker images
REPOSITORY          TAG             IMAGE ID          CREATED          SIZE
<none>              <none>          31aecf437916      7 months ago     461MB
<none>              <none>          db5477f5ef29      7 months ago     1.06GB
ubuntu              latest          2d696327ab2e      7 months ago     122MB
```

- Run below command to start container with jenkins

```
docker run -it --dns 8.8.8.8 -p 8080:8080 --name jenkins -v /home:/home:z
2d696327ab2e
```

- Run below command to start container with sbcTool

```
docker run -it --dns 8.8.8.8 -p 5000:5000 --name sbcTool -v /home:/home:z
2d696327ab2e
```