

Ericsson Catalog Manager and Ericsson Order Care

Realize Higher Consistency for Faster Time-to-Revenue

Troubleshooting Guideline



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Contents

1	General	4
1.1	Purpose and Scope	4
1.2	Prerequisites.....	4
1.3	Typographic Conventions	4
2	Troubleshooting.....	5
2.1	Diagnostic and Support Guide	5
2.2	System Administration Application User Guide	7
2.3	Configuration User Guide.....	9
2.4	Deployment and Operation Guide.....	10
3	Acronyms	11
4	Reference List	11
5	Trademarks	11
6	Disclaimer.....	11



1 General

This document provides general information needed for troubleshooting the product.

1.1 Purpose and Scope

This document is a troubleshooting guideline and is applicable for the following product release:

- Advanced Virtual Machine, which includes Velocity Studio

The **target groups** for this document are as follows:

- Support Personnel
- System Administrators
- Application Developers

1.2 Prerequisites

Velocity Studio with Administration and Configuration applications must be installed.

It is assumed that you have a good understanding of Velocity Studio.

For information on these applications, see the following documents:

- *Velocity Studio User Guide*

1.3 Typographic Conventions

This document follows a set of typographic rules that make the document consistent and easy to read.

To improve readability, the following convention applies throughout this document:

- User guides and documentation sections are in *italics*.
- Tree view links to user guides and documentation sections are in ***bold italics***.
- The greater than sign (>) is used to show the next level down in a tree view path describing the location of user guides and documentation sections



2 Troubleshooting

This section provides an overview of data to be collected and provided to support personnel for troubleshooting Velocity Studio. This section also describes the steps required to find the data and references to the user guides that contain more detailed information.

The various types of data that can be collected for Velocity Studio include the following:

- Error messages
- Error dumps
- Log files
- Configuration settings
- Database information
- Interface and server statistics
- System parameters
- Product version and license information

2.1 Diagnostic and Support Guide

The *Diagnostic and Support Guide* provides the following troubleshooting data:

- [Stack trace from an error message](#)
- [Error dumps in log files](#)
- [Export configuration settings](#)
- [Export database](#)
- [Interface statistics](#)
- [Error codes](#)

2.1.1 Stack Trace from an Error Message

This section describes how to locate an error message from the event log in the System Administration application, followed by how to find and extract a stack trace from the error message.

Refer to the *Find and Extract a Stack Trace from an Error Message* section.



2.1.2 Error Dumps in Log Files

When encountering problems with process threads or process engines (PEs), error dumps can be located in a log file. This information can be sent to the support team for analysis.

Refer to the *Use the Log File to Provide Dump Details* section.

2.1.3 Export Configuration Settings

Use the Configuration application to export configuration settings for analysis.

Refer to the *Export Configuration* section.

2.1.4 Export Database

To assist in troubleshooting, the support team may need to duplicate the problem that is being experienced by using a copy of the database. This step describes the commands that can be used to export the database, depending on the Oracle version.

Refer to the *Export Your Database* section.

2.1.5 Interface Statistics

This section describes how to enable statistics for a given client or listener port, and then view the statistical data in either the System Administration application or through Java™ Management Extensions (JMX).

Refer to the *Interface Statistics* section.

2.1.6 Error Codes

This section describes how to use the Resource tab of Velocity Studio to view a list of error messages and a description of each message.

Refer to the *Error Codes* section.



2.2 System Administration Application User Guide

The *System Administration Application User Guide* provides the following troubleshooting data:

- [Message log](#)
- [Interface statistics](#)
- [Interface status](#)
- [Event log](#)
- [General framework information](#)

2.2.1 Message Log

The Message Log report contains a list of message log items and it provides information about the messages that are generated from an interface operation including the IDs, interfaces, dates and times and the message data that is sent and received.

Refer to the *Message Log* section under the *Interfaces* section.

2.2.2 Interface Statistics

Clicking **Interfaces > Interface Statistics** from the menu bar allows you to view details about an interface, based on the specified search criteria.

Refer to the *Interface Statistics* section under the *Interfaces* section.

2.2.3 Interface Status

Clicking **Interfaces > Interface Status** from the menu bar allows you to test external services for connectivity, availability, and status:

- **Connectivity** is the ability for the framework to make a network connection to the remote service
- **Availability** is the existence of a remote service or operation, or both
- **Status** is the ability to get an expected or OK response from that service or operation.

Refer to the *Interface Status* section under the *Interfaces* section.

2.2.4 Event Log

The Event Log report displays a list of messages logged by the product application. The report contains information about when the message was logged, and the message's source, severity, and recipient.

Refer to the *Event Log* section under the *Tools* section.



2.2.5 General Framework Information

The General Framework Information report displays information about the current metadata, license, and servers.

Refer to the *Information* section under the *Tools* section.



2.3 Configuration User Guide

The *Configuration User Guide* provides the following troubleshooting data:

- [System parameters](#)
- [Logging](#)
- [Event handler](#)
- [Catalog servers](#)
- [Product version and license information](#)

2.3.1 System Parameters

This section describes the following type of system parameters:

- Main parameters
- Process Engine (PE) parameters
- Catalog parameters
- Framework parameters
- External configuration

Refer to the *System Parameters* section under the *Systems* section.

2.3.2 Logging

Clicking the System vertical tab, and then clicking the Logging horizontal tab displays the system logging levels, which specifies the level of logging of various components.

Logging Charge Type Information

You can use custom logging to troubleshoot Catalog pricing rules when there is a discrepancy processing them in the process engine and the user interface. In the Configuration application, you can add the **com.conceptwave.catalognew** flag in **System > Logging**. In Catalog Designer, when you add an item and create a charge type with a pricing rule, and then turn on Test Mode and pricing, information about the charge type is logged.

Refer to the *Logging* section under the *Systems* section.

2.3.3 Event Handler

Clicking the System vertical tab, and then clicking the Event Handler horizontal tab displays events that you can turn on or off. You can then view the logged information in the user actions menu.

Refer to the *Event Handler* section under the *Systems* section.



2.3.4 Catalog Servers

Clicking the System vertical tab, and then clicking the Catalog Servers horizontal tab allows you to define one or more catalog server nodes for each catalog client node. A list of catalog server nodes appears, allowing you to add, remove, and sequence catalog server nodes.

Refer to the *Catalog Servers* section under the *Systems* section.

2.3.5 Product Version and License Information

This About tab contains information about the product, including its version number and licensing details.

Refer to the *About* section under the *Systems* section.

2.4 Deployment and Operation Guide

The *Deployment and Operation Guide* provides JMX and JConsole monitoring data for troubleshooting.

2.4.1 JMX and JConsole

Java™ Management Extensions (JMX) is a Java technology that supplies tools for managing and monitoring applications, system objects, devices, and more.

JConsole is a JMX-compliant monitoring tool. It can monitor JVMs extensively, such as the Velocity Studio runtime deployed in any J2EE container with JMX arguments enabled.

MBeans allow views, monitors and manages information on all registered MBeans on the server. Other information that can be collected includes data on caching, queuing, and performance monitoring properties.

Refer to the following sections:

- *JMX* section under the *Operations Guide* section
- **Operations Guide > JMX > Profiling with JMX** section to set up JMX
- **Operations Guide > JMX > Monitor and Manage MBeans in JConsole** to monitor and set up statistics to monitor the system



3 Acronyms

J2EE - Java™ 2 Platform, Enterprise Edition

JMX – Java™ Management Extensions

4 Reference List

The following is a list of documentation for reference:

- *Configuration User Guide*
- *System Administration Application User Guide*
- *Deployment and Operations Guide*
- *Diagnostic and Support Guide*
- *Catalog User Guide*
- *Velocity Studio User Guide*

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