

# Troubleshoot Prime Collaboration Assurance (PCA) When Network Health Overview Is Blank

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## Introduction

This Document describes how to troubleshoot an issue in PCA where the network health overview is blank or the globaladmin user is locked out.

Contributed by Joseph Koglin, Cisco TAC Engineer.

## Prerequisites

### Requirements

Cisco recommends that you have the knowledge of PCA and the root account in order to log in to PCA.

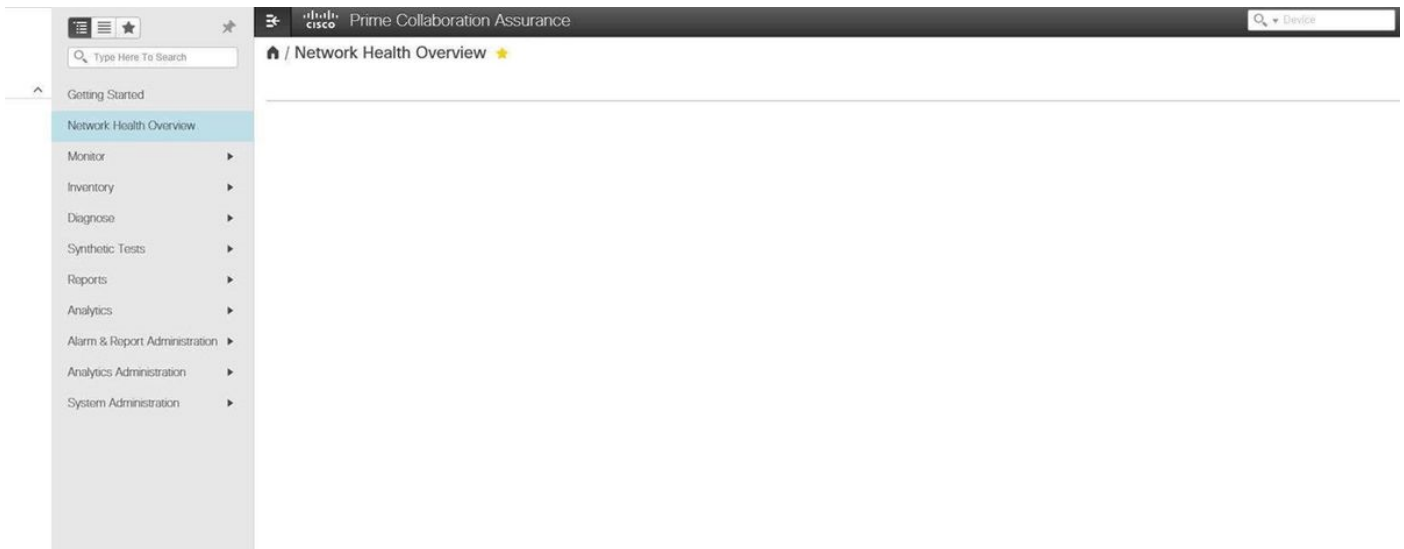
### Components Used

The information in this document is not related to any specific PCA version.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

## Problem

When you log in to PCA, the Network health overview is blank, as shown in the image.



## Solution

Step 1. log in as the root user to the PCA Command Line Interface (CLI) and use port 26.

Step 2. enter **cd /opt/emms/emsam/conf/wapcontext/wap/datastore/emsam/xml/prefs/**.

Step 3. Run the ommand **ls -l**.

**Note:** make sure you see the globaladmin user, if you do, proceed to next step.

Step 4. Run the comman **mkdir /localdisk/tmp**.

Step 5. Run the command **mv globaladmin /localdisk/tmp**.

Step 6. Rin the command **ls -l**.

**Note:** Ensure the globaladmin user is not there

Step 7. Log in again as the globaladmin user and your issue is now resolved.