

Alarms UI Fails to Retrieve Resource Report in CNR 9.1.1.1.

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Introduction

This document describes the solution to the problem that occurs in the Cisco Prime Network Registrar version 9.1.1. where the Alarms dashboard view displays an empty string with [] icon and no resource report is displayed.

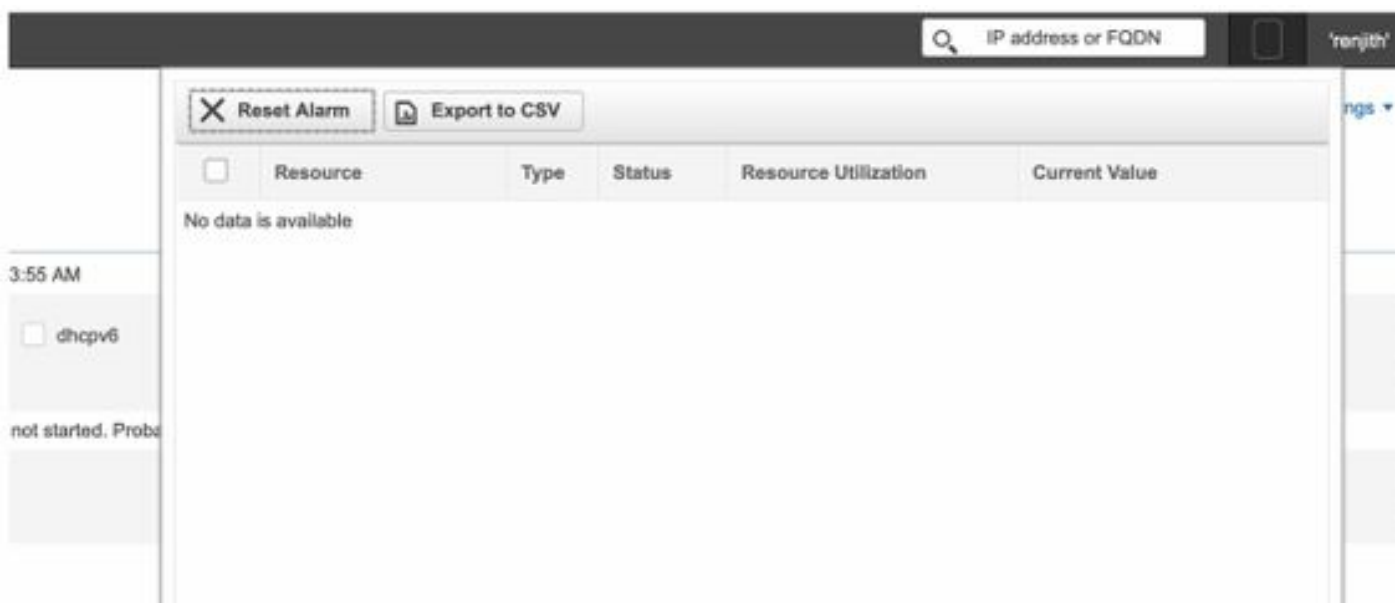
Components Used

The information in this document is based on these software and hardware versions:

- Platform: Bare Metal/virtual VM
- Software: 9.1.1.1.

Problem

Cisco Prime Network Registrar 9.1.1.1. fails to retrieve resource report and the Alarm dashboard returns broken [] character in the User Interface (UI) as shown in the image.



Solution

Step 1. Enable the Web UI log setting to debug mode. Select **Settings > Debug Settings > WebUI Debug Settings > Debug Flags:W=5**. Select **Set** checkbox.

Step 2. Navigate to CLI of the Cisco Prime Network Registrar server and execute this command: **tail -f cnrwebui_log**.

Step 3. Reproduce the issue. Select the **UI Alarm** dashboard and click the empty string.

Steps 4. You can see from the **cnrwebui_log** that the server fails to initialize resource monitoring thread or session. Resource monitor thread is started and running which was confirmed from **ccm_startup_log**.

```
08/28/2020 1:14:11 cnrwebui/log Debug Webui 0 00000 Application.readPageLayoutData():
called with filename = basicPages.conf, context = 1
08/28/2020 2:05:58 cnrwebui/log Info Webui 0 00000 Application.setDebugFlags():

    s_debugFlags = W=5

    s_debugCategories = W

    s_debugLevel = 5

08/28/2020 2:05:58 cnrwebui/log Debug Webui 0 00000 Last Accessed Time : 1598560546304
08/28/2020 2:06:10 cnrwebui/log Debug Webui 0 00000 Last Accessed Time : 1598560558309
08/28/2020 2:06:10 cnrwebui/log Debug Webui 0 00000 Last Accessed Time : 1598560558309
08/28/2020 2:06:11 cnrwebui/log Debug Webui 0 00000 Last Accessed Time : 1598560571542
08/28/2020 2:06:11 cnrwebui/log Debug Webui 0 00000 Failed to initialize resource monitoring
```

Step 5. On analysing **config_ccm_1_log**, you see that the required token needed in order to establish a session with the server is returning with an error. This prevents in fetching Alarm details from ccm database.

```
08/30/2020 0:36:53 config/ccm/1 Info Server 0 06064 SCP request 'GetCurrentAuthToken' from
conn(0xaf2)

08/30/2020 0:36:53 config/ccm/1 Info Server 0 06067 SCP request 'GetCurrentAuthToken',
conn(0xaf2), admin 'admin':

handler returned AX_ENOENT (0x80010002)
```

Step 6. Navigate to **nrcmd prompt** and unset the shared key on the problematic cluster.

```
nrcmd> cluster <clustername> show

shared-secret = 00:00:00:00:00:00:00:45

nrcmd> cluster <clustername> unset shared-secret

nrcmd> save

nrcmd> cluster <clustername> show

shared-secret =
```

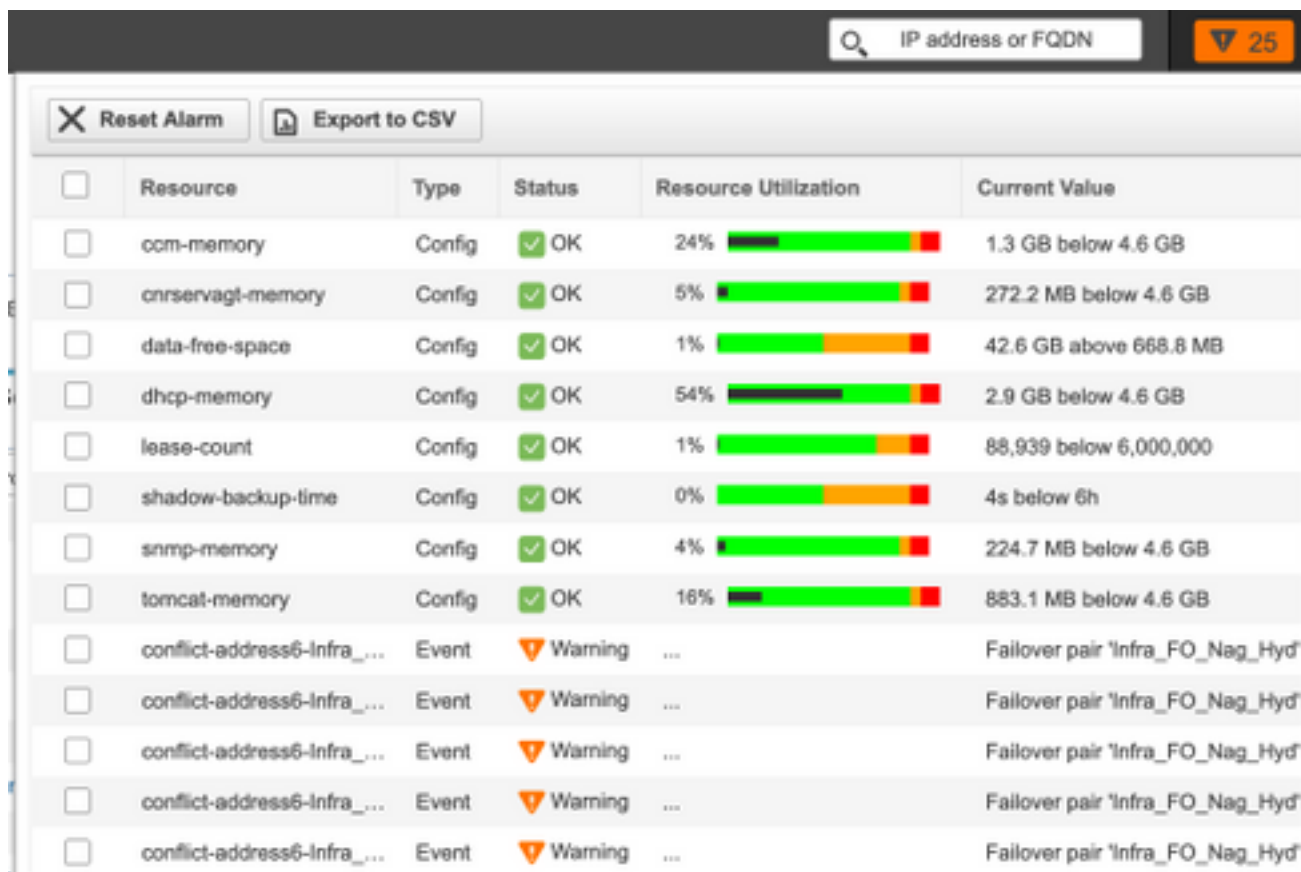
Step 7. Post that unset of a shared key, you need to reload cluster to regenerate new shared key

with this command: `/etc/init.d/nwreglocal stop/start`.

Step 8. Perform Manual resync from the regional server to the local cluster in order to reflect the newly generated shared secret.

Step 7. Use `nrcmd> cluster <clustername> show` and `shared-secret = 00:00:00:00:00:01:92:bb`.

Step 8. Verify the UI Alarm dashboard whether the data gets populated or not.



<input type="checkbox"/>	Resource	Type	Status	Resource Utilization	Current Value
<input type="checkbox"/>	ocm-memory	Config	OK	24%	1.3 GB below 4.6 GB
<input type="checkbox"/>	cnrservagt-memory	Config	OK	5%	272.2 MB below 4.6 GB
<input type="checkbox"/>	data-free-space	Config	OK	1%	42.6 GB above 668.8 MB
<input type="checkbox"/>	dhcp-memory	Config	OK	54%	2.9 GB below 4.6 GB
<input type="checkbox"/>	lease-count	Config	OK	1%	88,939 below 6,000,000
<input type="checkbox"/>	shadow-backup-time	Config	OK	0%	4s below 6h
<input type="checkbox"/>	snmp-memory	Config	OK	4%	224.7 MB below 4.6 GB
<input type="checkbox"/>	tomcat-memory	Config	OK	16%	883.1 MB below 4.6 GB
<input type="checkbox"/>	conflict-address6-Infra_...	Event	Warning	...	Failover pair 'Infra_FO_Nag_Hyd'
<input type="checkbox"/>	conflict-address6-Infra_...	Event	Warning	...	Failover pair 'Infra_FO_Nag_Hyd'
<input type="checkbox"/>	conflict-address6-Infra_...	Event	Warning	...	Failover pair 'Infra_FO_Nag_Hyd'
<input type="checkbox"/>	conflict-address6-Infra_...	Event	Warning	...	Failover pair 'Infra_FO_Nag_Hyd'
<input type="checkbox"/>	conflict-address6-Infra_...	Event	Warning	...	Failover pair 'Infra_FO_Nag_Hyd'

Step 9. Verify that DHCP server grants and renews the lease post that implements the change.