Troubleshoot CVP 12.5 when NOAMP VVB Configuration Reports Internal Server Error

Contents

Introduction

This document describes how to troubleshoot Customer Voice Portal (CVP) (12.5) when New OAMP (NOAMP) reports Internal server Error for Virtualized Voice Browser (VVB) 12.5 configuration.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CVP 12.5
- VVB 12.5
- Unified Contact Center Enterprise (UCCE) 12.5

Components Used

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

- VVB 12.5
- CVP 12.5
- UCCE 12.5

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.

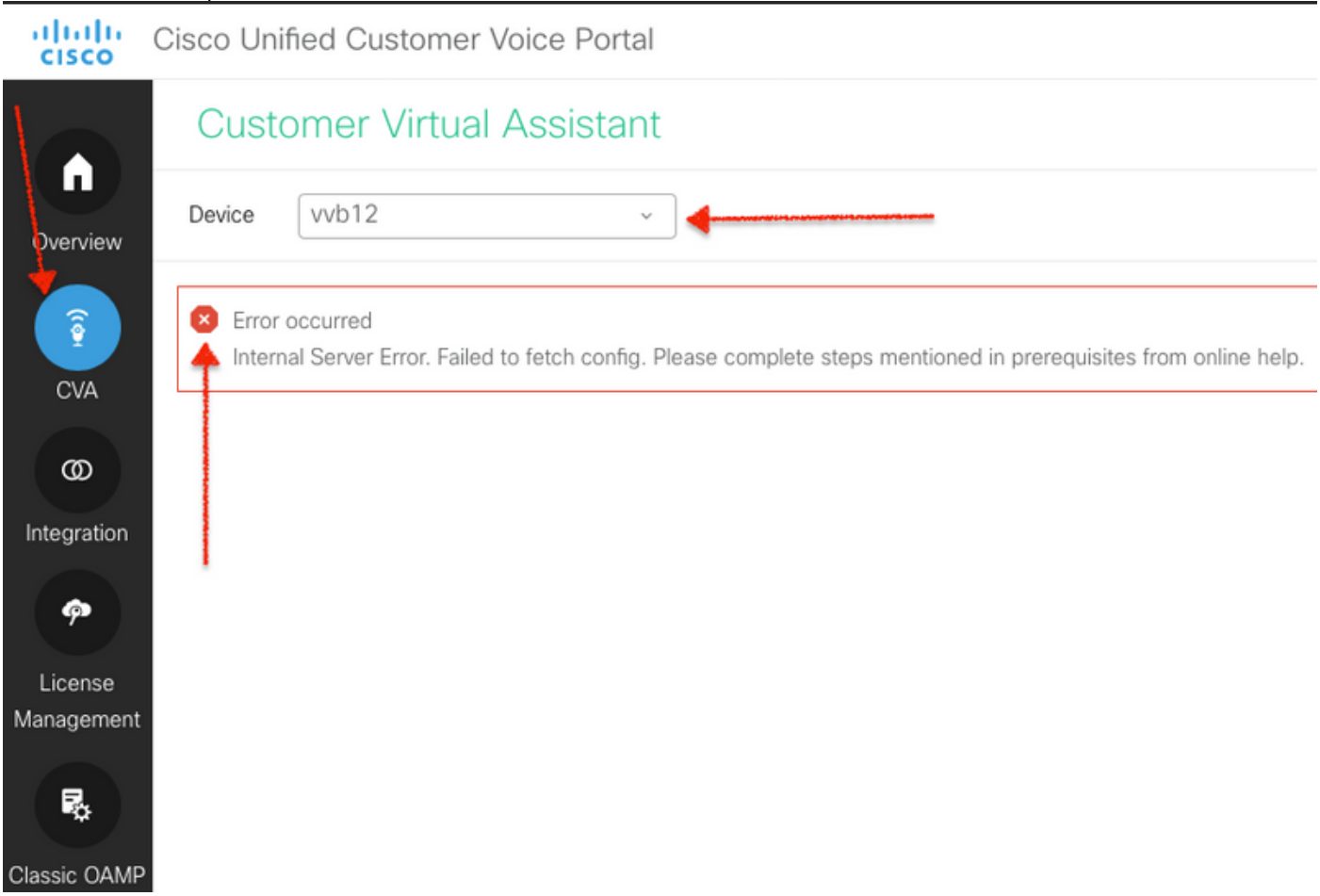
Background Information

When you configure Customer Virtual Assistant via NOAMP administration page in CVP 12.5:

1. Click **CVA**, then click **Configuration**.

2. Select VVB instance from the Device drop-down and it reports;

```
Error occurred
Internal Server Error. Failed to fetch config. Please complete steps mentioned in prerequisites
from online help.
```



Solution

Steps to resolve this:

1. Collect OAMP logs from folder location.

```
<Drive>:\Cisco\CVP\logs\OAMP
```

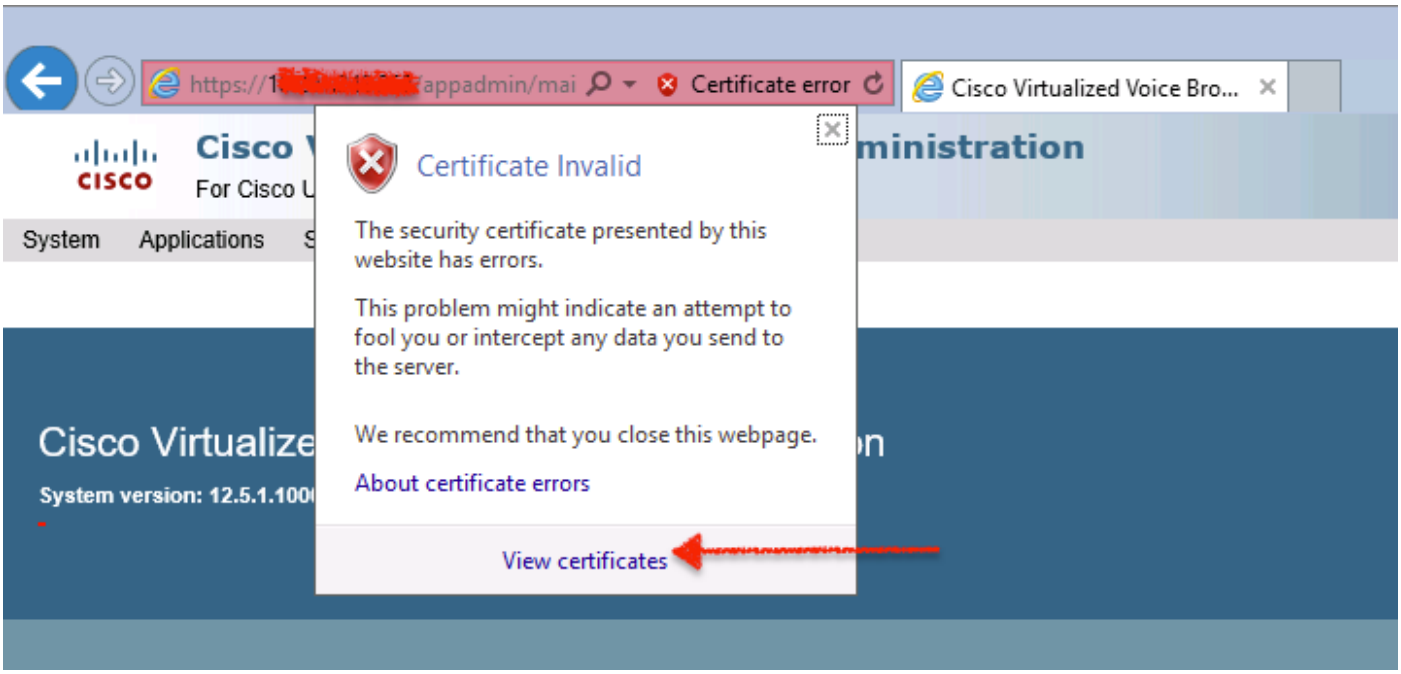
2. Check Logfile for error.

```
][product_name=CVP][subsystem_exception_info=][tid=http-
processor55][version_number=CVP_12_5_1_0_0_0_325]:
Information associated with the following logged exception [id:9007] 238: 10.201.248.252: Mar 28
2020 22:45:43.520 -0700: %CVP_12_5_OAMP-3-EXCEPTION_INFO: %[build_date=Jan 07,
2020 1:20 AM][build_type=rel][exception=java.net.UnknownHostException: vvb12 at
java.net.AbstractPlainSocketImpl.connect(AbstractPlainSocketImpl.java:184) at
java.net.PlainSocketImpl.connect(PlainSocketImpl.java:172)
```

3. Ensure that certificate of VVB is downloaded and then added to the CVP's keystore; ensure this CVP node is running OAMP role.

4. Download the VVB certificate by navigating to https://<VVB ip address>/appadmin/main as

shown in the image.



5. Navigate to **Certificates > Details > Copy to File**. Select **Base-64 encoded X.509**.

6. Save the file locally on the CVP node. For this article's reference, the certificate file is saved at location **c:** and this certificate file is named **vvb12.cer**.

7. Run keytool command in order to import the certificate in keystore and mark it as trusted:

a. Navigate to **Command Prompt** as administrator.

b. Type **cd C:\Cisco\CVP\jre\bin.**

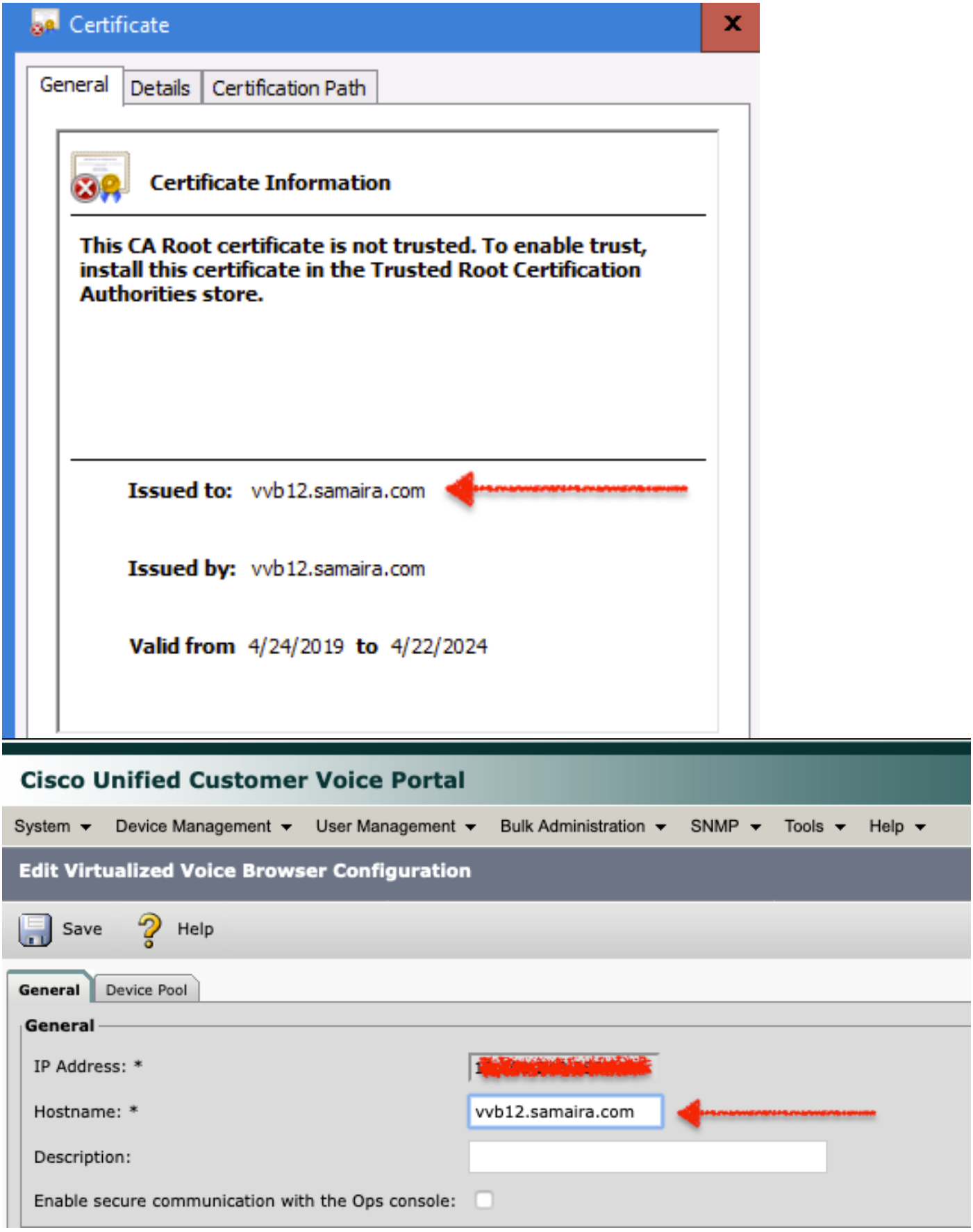
c. Next, type the command in order to import the certificate to the CVP trust store.

keytool -import -trustcacerts -keystore c:\Cisco\CVP\conf\security\.keystore -storetype JCEKS -alias vvb12.samaira.com -file C:\vvb12.cer

> **Note**: "alias" is the same as **Issued To** of the downloaded certificate and ensures running the keytool command during the maintenance window.

8. Copy keystore password from location; **C:\Cisco\CVP\conf** and filename "**security.properties**"

9. Next in classic OAMP, select **Device Management > Virtualized Voice Browser**. Ensure that the VVB hostname is the same as downloaded vvb certificate's "**Issued To**". Click **Save** as shown in the image.



10. Navigate to **NOAMP > CVA > Click Configuration > Select Device name of VVB** and verify the screen looks as shown in the image.


Cisco Unified Customer Voice Portal
administrator
Administrator
Overview
CVA
Integration
Customer Virtual Assistant
Device
vvb12.samaira.com
vvb12.samaira.com
Text to Speech
Automatic Speech Recognition
Natural Language Understanding
New
Service Account
Service Provider
Description
Default
No items found