

Avaya CMS

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Troubleshooting

Avaya CMS - NFS Not Mounted local disk full

CMS Disk getting full reason was daily backups where being stored locally as NFS mount did not automatically mount after a reboot.

```
[root@lab-cms /]# df -kh
Filesystem      Size  Used Avail Use% Mounted on
/dev/sda2       9.8G  9.8G   0 100% /
tmpfs           32G   0  32G   0% /dev/shm
/dev/sda1       546M  38M  480M   8% /boot
/dev/sda3       9.8G  1.8G  7.5G  19% /cms
/dev/sda7       32G   6.1G  24G  21% /export/home
/dev/sda10      12G   759M  11G   7% /opt
/dev/sda6       87G   13G  70G  15% /storage
/dev/sda9       16G   45M  15G   1% /tmp
/dev/sda8       26G  297M  24G   2% /var
```

See output here, there is no nfs drive mounted.

I have helped to remount the drive like this:

```
[root@lab-cms /]# mount -a
[root@lab-cms /]# df -kh
Filesystem      Size  Used Avail Use% Mounted on
/dev/sda2       9.8G  9.8G   0 100% /
tmpfs           32G   0  32G   0% /dev/shm
/dev/sda1       546M  38M  480M   8% /boot
/dev/sda3       9.8G  1.8G  7.5G  19% /cms
/dev/sda7       32G   6.1G  24G  21% /export/home
/dev/sda10      12G   759M  11G   7% /opt
/dev/sda6       87G   13G  70G  15% /storage
/dev/sda9       16G   45M  15G   1% /tmp
```

```
/dev/sda8      26G  8.6G  16G  36% /var
```

```
10.10.10.122:/CMS-Share
```

```
50G  35G  16G  70% /nfsbu
```

As the issue is marked as SBI, I have helped to move the backup files which is around 8GB from local partition to nfs location. And the whole procedure is not service impacting.

Now the partition issue is solved

```
[root@lab-cms var]# df -kh
```

Filesystem	Size	Used	Avail	Use%	Mounted on
/dev/sda2	9.8G	1.5G	7.8G	16%	/
tmpfs	32G	0	32G	0%	/dev/shm
/dev/sda1	546M	38M	480M	8%	/boot
/dev/sda3	9.8G	1.8G	7.5G	19%	/cms
/dev/sda7	32G	6.1G	24G	21%	/export/home
/dev/sda10	12G	759M	11G	7%	/opt
/dev/sda6	87G	13G	70G	15%	/storage
/dev/sda9	16G	45M	15G	1%	/tmp
/dev/sda8	26G	297M	24G	2%	/var
10.10.10.122:/CMS-Share					
	50G	43G	7.2G	86%	/nfsbu

Avaya CMS - CMS Supervisor status link icon

Status message descriptions

The status bar of the Controller window and other Avaya CMS Supervisor windows display the following status messages:

Field	Definition
^	The primary link is active.
∇	TCP/IP connection to the primary link is inactive.
-	TCP/IP connection to the primary link is slow or not responding.
*	TCP/IP connection is connected to the Survivable Communication Manager.

Note:

When Call Management System (CMS) is connected to the Survivable Communication Manager for Automatic Call Distribution (ACD), the **Connection** field in the Connection Status window displays the message "Secondary".

Avaya CMS - Healthcheck commands

who -q -- check who's logged on
rpm -qa cms -- View CMS Version
df -h -- check drive space (GB)
df -i -- check drive space (b)
iostat -- monitor input/output device average transfer rates (for more info
<https://linux.die.net/man/1/iostat>)
crontab -l -- list cronejobs
/cms/aom/bin/active_alarms
cat /cms/aom/data/db/alarm.lst
cat /cms/aom/data/log/alarm.log
tail /cms/pbx/acd1/spi.err
tail /cms/pbx/acd1/xln.log
tail /cms/dc/archive/arch.log
tail /cms/dc/harchive/harch.log
tail /cms/install/logdir/backup.log
tail /cms/maint/backup/back.log
/cms/aom/bin/active_alarms
cat /cms/aom/data/db/alarm.1st
cat /cms/aom/data/log/alarm.log
cat /var/elog/elog - view elog (Prognosis if installed)
cat /var/log/messages
ls /usr/lib/HA/ -- shows if CMS is primary or secondary
cat /export/home/pserv/HAcms/Log -- Heartbeats and sync log
/export/home/pserv/HAcms/HAheartbeat.log -- check Hearbeats between servers
/export/home/c1as/xcpr/xcpr_status

Avaya CMS - Find zombie process

pps auxww

Z = Zombie Process

D = uninterruptible sleep.

```
$ ps auxww | grep "Z"
USER      PID %CPU %MEM    VSZ   RSS TTY      STAT START   TIME COMMAND
root      935  0.0  0.0     0     0 ?        Z    17:40   0:00 [ech_copy.sh] <defunct>
cms       6569  0.0  0.0 103324   868 pts/4    S+   17:50   0:00 grep Z

$ find ech_copy.sh
find: `ech_copy.sh': No such file or directory

$ locate ech_copy.sh
/export/home/pserv/ech/ech_copy.sh

$ cat /export/home/pserv/ech/ech_copy.sh
#!/bin/ksh

#####
#####
#
#          #
#   Copyright (c) 1997 - 2017 by Avaya Inc. All rights reserved.   #
#
#          #
#####
#####
#
# ech_copy.sh
#

# Load common functions and environment settings
```

```

BASEDIR=$(dirname $0)
. ${BASEDIR}/functions

# Set local variables
#HOME=/export/home/pserv/ech
. ${PKGHOME}/ech.conf      # ECH configuration variables file.
# . ${PKGHOME}/cvx_ftp.funcs  # declare functions

logit "=====
logit "Calling ech_copy"

# See if a timestamp file name is requested
if [[ "$TS_NAME" == "yes" ]]
then
    ts=`date +$TS_FORMAT`
    chr_name=`echo $2 | cut -f1 -d.`
    new_name="${chr_name}.${ts}"
    ${PKGHOME}/ech_copy $1 $new_name
else
    ${PKGHOME}/ech_copy $1 $2
fi

```

```

$ ps auxww | grep "D"
USER      PID %CPU %MEM  VSZ  RSS TTY      STAT START  TIME COMMAND
root    4999  0.0  0.0  6872  796 ?        Ss   Mar11   2:48 /export/home/pserv/rt_socket/rt_socket1 -w29 -w 10 -
a 5000 -E ==EOD== new_rtsocket 7000 1
root    5191  0.0  0.0  7528  956 ?        Ss   Mar11   2:25 /export/home/pserv/rt_socket/rt_socket2 -w29 -w 10 -
a 10000 -E ==EOD== new_rtsocket 7002 1
root    5324  0.0  0.0  6872  984 ?        Ss   Mar11  14:07 /export/home/pserv/rt_socket/rt_socket3 -w29 -w 10 -
a 5000 -E ==EOD== new_rtsocket 7001 1
root    5455  0.0  0.0  7528  880 ?        Ss   Mar11   1:29 /export/home/pserv/rt_socket/rt_socket4 -w29 -w 10 -
a 10000 -E ==EOD== new_rtsocket 7003 1
root    5543  0.0  0.0  7528  936 ?        Ss   Mar11   2:11 /export/home/pserv/rt_socket/rt_socket5 -w29 -w 10 -
a 10000 -E ==EOD== new_rtsocket 7004 1
root    5677  0.0  0.0  6872  756 ?        Ss   Mar11   0:19 /export/home/pserv/rt_socket/rt_socket6 -w29 -a 5000
-E ==EOD== -M180 -w90 COSVMDEV01 6996 1

```


Troubleshooting

Avaya CMS - Autosync

Click on Link below to display PDF.

Troubleshooting

ECH Data

```
cd /cms/ech_data/archive  
ls -lt | more to identify dates to re upload
```

```
2024144.bz2  
cp 2024143.bz2 ../recovery  
cd ../recovery  
bunzip2 2024144.bz2  
cpio -ivm < 2024144  
/export/home/pserv/ech/ascii_resend
```

created a script on /cms/data/ to automatically upload files

check echlog

```
cat /export/home/pserv/ech/echlog
```

Administration, upgrades and maintenances

Administration, upgrades and maintenances

Avaya CMS - CMSADM backup to NFS

cat /etc/fstab (to verify NFS share name, in this example is /nfsbu)

```
.....122:/CMS-Share /nfsbu nfs rw,bg,soft,intr,nosuid 0 0
```

```
su root
cmsadm
option 3
then option 2 for network backup
remote destination type /nfsbu
wait
```

Backup Log
/cms/maint/backup/back.log

```
reboot -n
```

add cronjob to clean up old backups and to automate cmsadm backups

```
#
# Script to purge old backups
13 6 * * * /export/home/c1as/nfs_cleanup >/dev/null 2>&1
#
# Script to automate CMSADM backups on the first and third Monday of the month
5 3 * * 0 [ `date +%d` -le 7 ] && /export/home/c1as/cmsadm_backup >/dev/null 2>&1
5 3 * * 0 [[ `date +%d` -ge 15 && `date +%d` -le 21 ]] && /export/home/c1as/cmsadm_backup >/dev/null
2>&1
```