

# Troubleshoot CUCM Web (GUI) Issues

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## Introduction

This document describes most of the reasons that the Cisco Unified Communications Manager (CUCM) web pages or CUCM User page is not displayed or gives an error.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of CUCM.

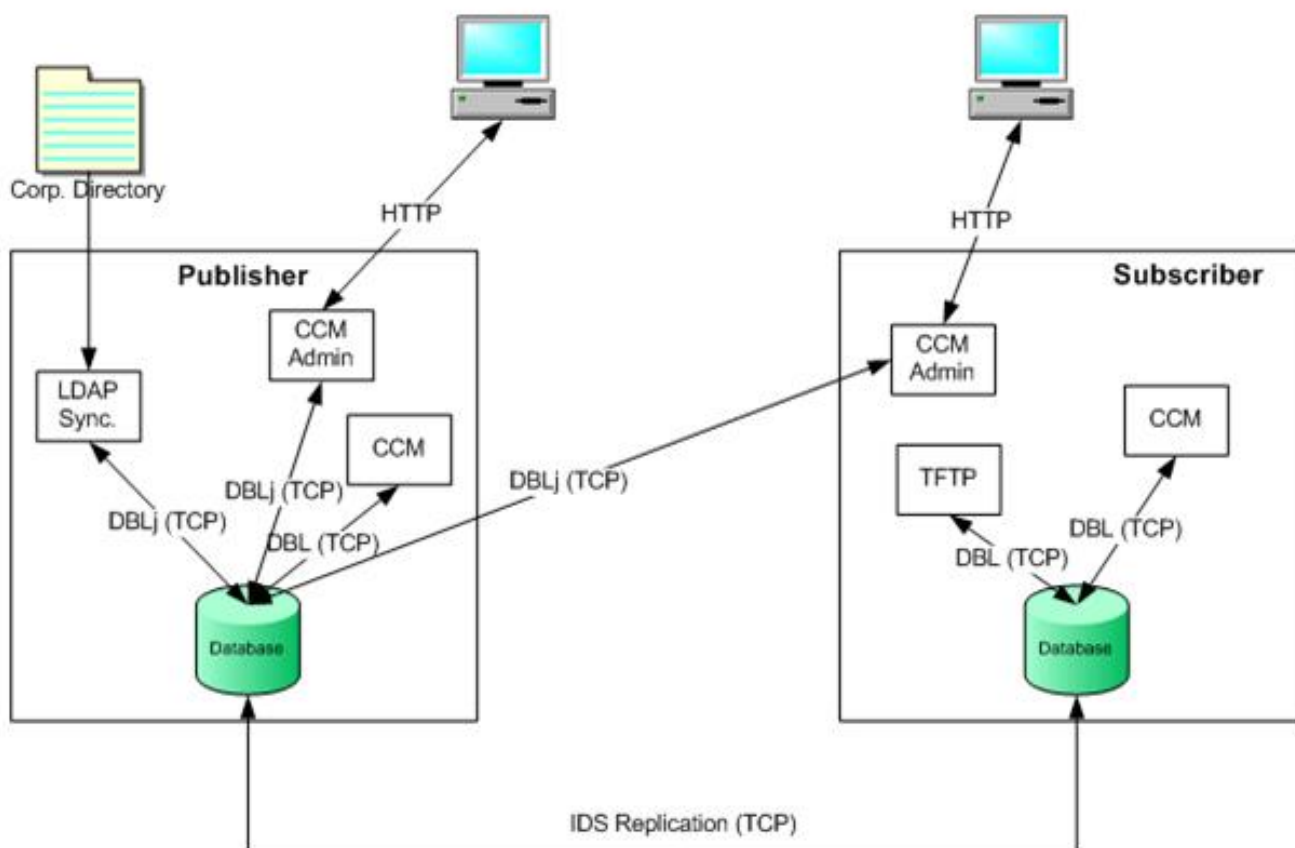
### Components Used

The information in this document is based on CUCM versions 7.x/8.x/9.x/10.x.

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.

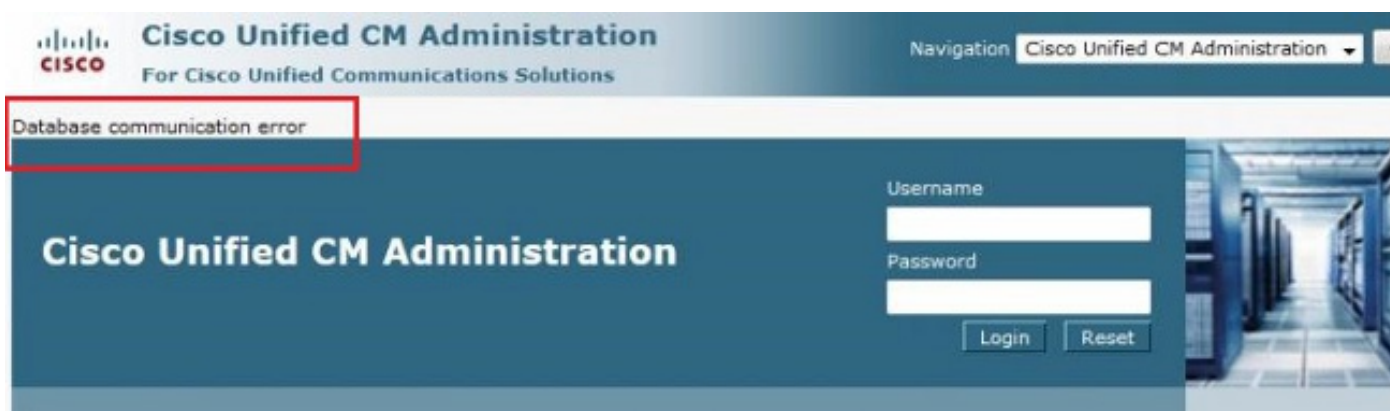
## Flow Diagram

The flow diagram for web access on CUCM is shown here:

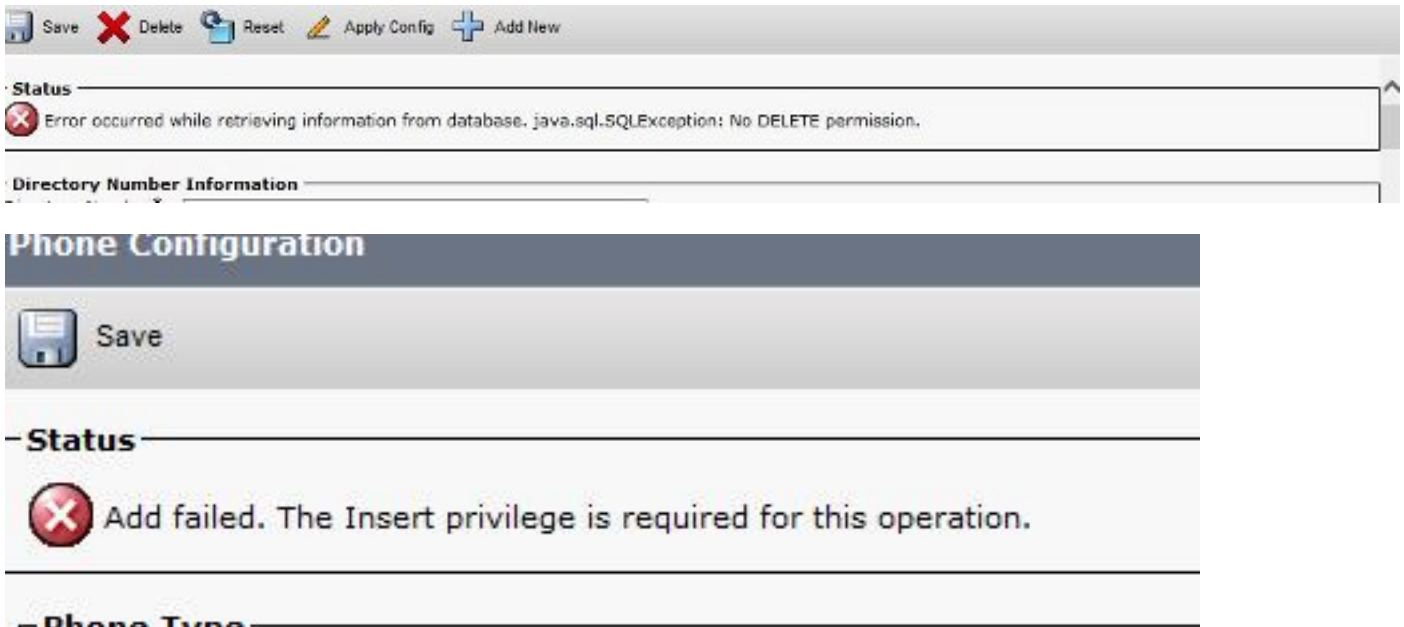


## Problem 1: Database Communication Error

When you try to log in to the CUCM Admin web page from Publisher, the 'Database communication error' error is received.



You are able to log in to the CUCM Admin web page from Subscriber, but any changes on CUCM cause one of these errors: 'Error occurred while retrieving information from database. java.sql.SQLException: No DELETE permission.' or 'Add failed. The Insert privilege is required for this operation.'.



This issue can occur when you try to log in to the server after changes are made in the Publisher server, such as when the hostname or IP address is changed either through the CLI or the Operating System (OS) Admin page. In this case, revert the changes made back to the old configuration in order to let you log in.

If no changes were made to CUCM Publisher and you still receive the Database Communications Error message, then check these items:

- Enter the **utils dbreplication runtimestate** command in order to check the DBreplication Status. Confirm that the status of replication is 2 on all nodes without any errors or mismatches.
- Determine whether a Cisco database (DB) service currently runs. A Cisco DB not started on Publisher could also cause this issue. The error/symptom on Subscriber is different because Subscriber uses its own A Cisco DB process which runs fine. However when you try to update the configuration, Subscriber contacts A Cisco DB on Publisher which does not work and causes an error on Subscriber as well.

Also, the inability to access the CUCM page of Publisher might be because of a database communication error where Informix does not accept any more connections.

The **utils dbreplication runtimestate** command does not work:

```
admin:utils dbreplication runtimestate
File "/usr/local/cm/bin/DbReplRTstate.py", line 578, in ?
    fin = open(tfile, 'r')
IOError: [Errno 2] No such file or directory:
'/var/log/active/cm/trace/dbl/sdi/getNodes'
```

This issue is also documented by Cisco bug ID [CSCti74037](https://tools.cisco.com/bugtools/bugs/show_bug.do?bugID=CSCti74037). The workaround for this is to enter these commands from the CLI:

```
utils service stop A Cisco DB
utils service start A Cisco DB
```

and stop the Cisco Express Forwarding (CEF) service from the serviceability page.

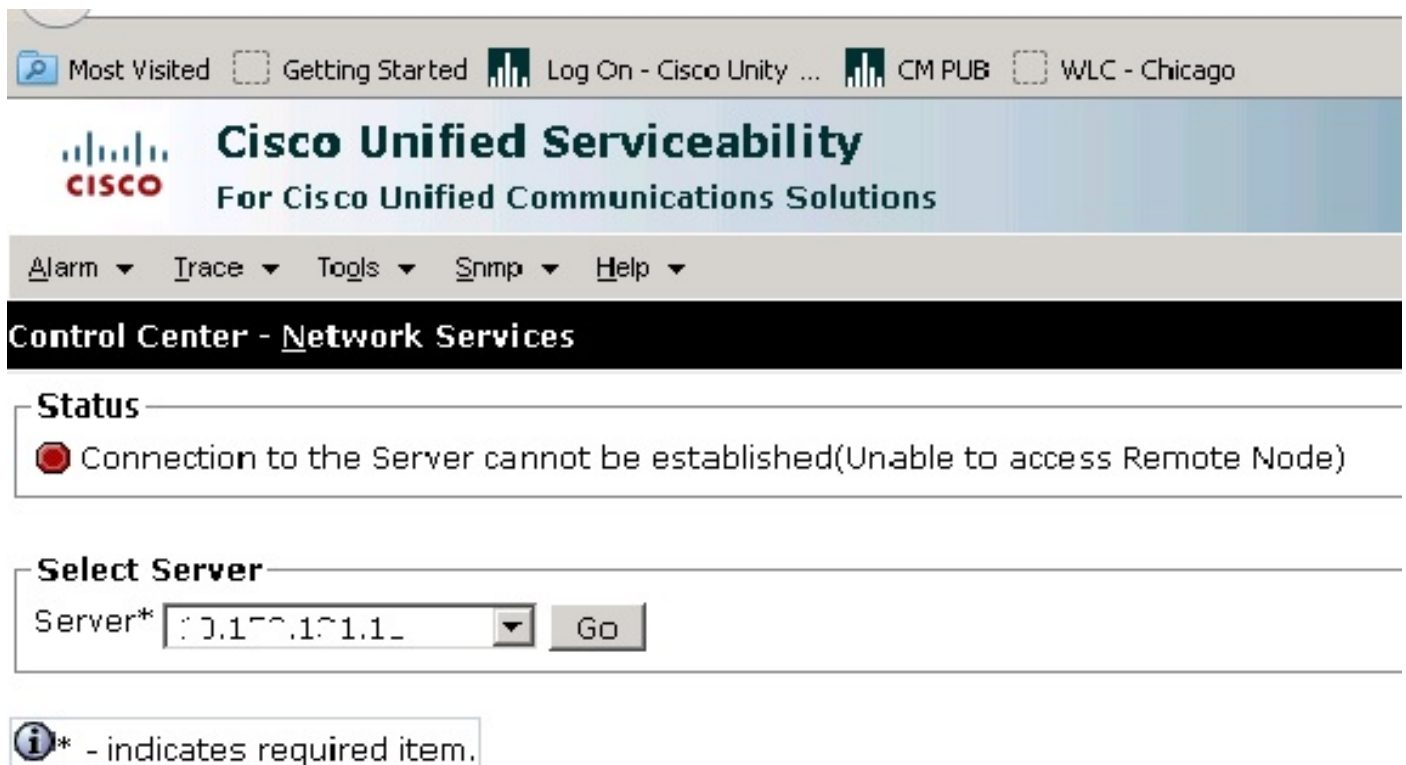
Enter the **utils service start A Cisco DB** command in order to start the A Cisco DB service. If the

service does not start, then call the Cisco Technical Assistance Center (TAC) in order to start the service from root. The TAC verifies the issue with root access. In few cases, if the DB is corrupted then a rebuild of CUCM is necessary.

## Problem 2: Connection to the Server Cannot Be Established (Unable to Access the Remote Node)

You are unable to access the other CUCM nodes from the Serviceability page of the CUCM that you are currently logged in. Choose **Cisco Unified Serviceability > Tools > Control Center Feature/Network Services > Select Server > Go**.

The error message displayed is 'Connection to the Server cannot be established (Unable to access remote node)'.



The screenshot shows the Cisco Unified Serviceability interface. At the top, there is a navigation bar with links for 'Most Visited', 'Getting Started', 'Log On - Cisco Unity ...', 'CM PUB', and 'WLC - Chicago'. Below this is the Cisco logo and the text 'Cisco Unified Serviceability For Cisco Unified Communications Solutions'. A menu bar contains 'Alarm', 'Trace', 'Tools', 'Snmp', and 'Help'. The main heading is 'Control Center - Network Services'. Under the 'Status' section, a red error icon is followed by the message: 'Connection to the Server cannot be established(Unable to access Remote Node)'. Below this is the 'Select Server' section, which includes a 'Server\*' dropdown menu with '10.177.171.1' selected and a 'Go' button. At the bottom left, there is an information icon and the text '\* - indicates required item.'

### Workaround

Log in to each CUCM node separately in order to access Serviceability and Activate/Deactivate services.

### Solution

1. Check whether the Tomcat certificate is expired. (Choose **Cisco OS Administration > Security > Certificate Management > tomcat.pem**). If expired, regenerate the Tomcat certificate and restart the Tomcat service. If you use a Certificate Authority (CA) signed certificate, get the Tomcat Certificate Signing Request (CSR) re-signed by the CA, re-upload it back, and restart the Cisco Tomcat service with the **utils service restart Cisco Tomcat** command. If you use a self-signed certificate on the affected server, regenerate the Tomcat certificate with the **set cert regen tomcat** command from the CLI or from OS Admin and then restart the Cisco Tomcat service with the **utils service restart Cisco Tomcat**

command. This known defect is documented in Cisco bug ID [CSCth44399](#).

2. Confirm the validity of Tomcat certificates. Check whether the Tomcat trust certificate of the problematic node is on the other node. If it is not on the node, download the Tomcat trust certificate of the problematic node and upload it to the other node as Tomcat trust. Then, regenerate the Tomcat certificate on the problematic node and restart the Tomcat service on both nodes.

## Problem 3: Connection to the Server Cannot Be Established (Unknown Error)

You are unable to access the other CUCM nodes from the Serviceability page of the CUCM that you are currently logged in. Choose **Cisco Unified Serviceability > Tools > Service Activation/Control Center Feature/Network Services > Select Server > Go**.

The error message displayed is 'Connection to the Server cannot be established (Unknown Error)'.



The screenshot shows the Cisco Unified Serviceability web interface. At the top, there is a header with the Cisco logo and the text "Cisco Unified Serviceability For Cisco Unified Communications Solutions". Below the header is a navigation bar with dropdown menus for Alarm, Trace, Tools, Snmp, CallHome, and Help. The main content area is titled "Service Activation" and contains several buttons: Save, Set to Default, and Refresh. Below the buttons, there is a section titled "Status" which displays a red error icon and the message "Connection to the Server cannot be established (Unknown Error)". Underneath the status section is a "Select Server" section with a text input field labeled "Server\*" containing the IP address "10.17.1", a dropdown arrow, and a "Go" button. At the bottom of this section is a checkbox labeled "Check All Services".

### Workaround

Log in to each CUCM node separately in order to access Serviceability and Activate/Deactivate services.

### Solution

1. Enter the **utils dbreplication runtimestate** command in order to check for any dbreplication issues in the CUCM cluster.
2. Restart the Tomcat Service with the **utils service restart Cisco Tomcat** command.
3. Check for any Tomcat certificate (tomcat-trust) serial number mismatches on the nodes.
4. Choose **Cisco OS Administration > Security > Certificate Management > tomcat.pem**

and check whether the Tomcat certificate is expired. If expired, regenerate the Tomcat certificate and restart the Tomcat service. If you use a CA signed certificate, get the Tomcat CSR re-signed by the CA, re-upload it back, and restart the Cisco Tomcat service with the **utils service restart Cisco Tomcat** command. If you use a self-signed certificate on the affected server, regenerate the Tomcat certificate with the **set cert regen tomcat** command from the CLI or from OS Admin and then restart the Cisco Tomcat service with the **utils service restart Cisco Tomcat** command. These known defects are documented in Cisco bug IDs [CSCui29232](#) and [CSCud67438](#).

## Problem 4: Connection to the Server Cannot Be Established (Certificate Exception)

You are unable to access the other CUCM nodes from the Serviceability page of the CUCM that you are currently logged in. Choose **Cisco Unified Serviceability > Tools > Service Activation/Control Center Feature/Network Services > Select Server > Go**.

The error message displayed is 'Connection to the Server cannot be established (Certificate Exception)'.



### Workaround

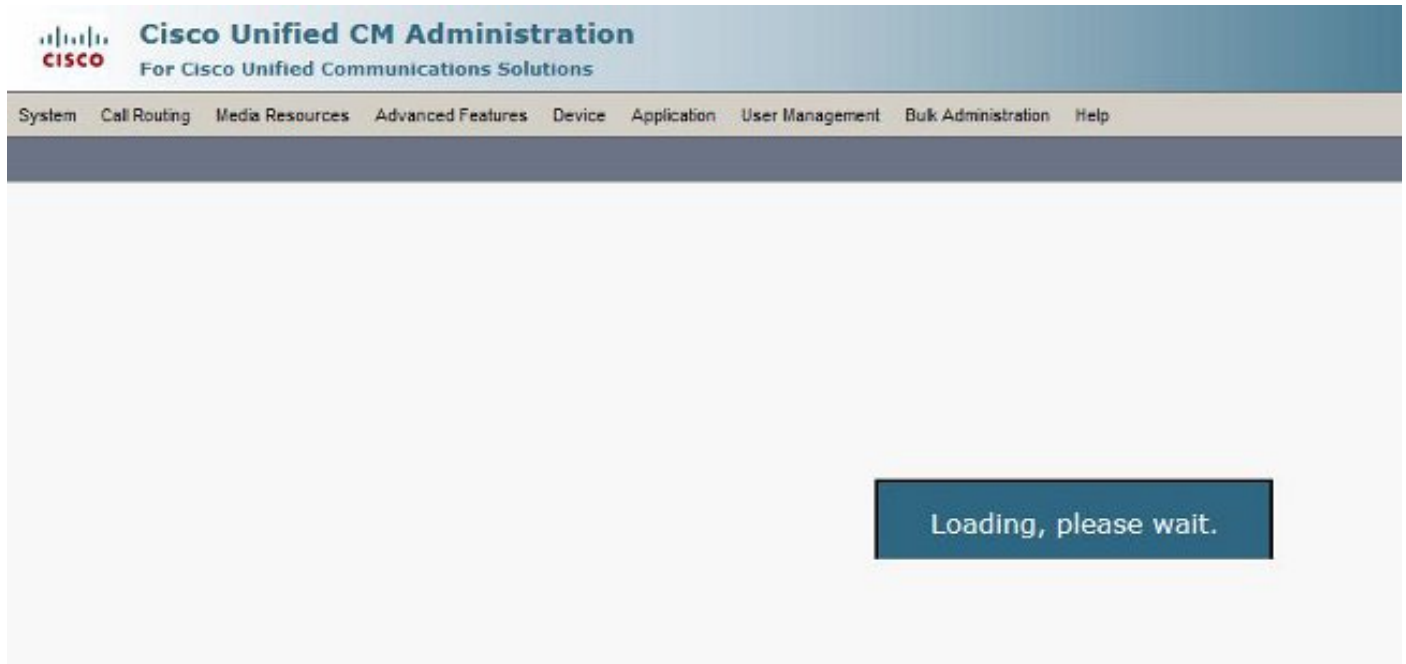
Log in to each CUCM node separately in order to access Serviceability and Activate/Deactivate services.

### Solution

1. Enter the **utils dbreplication runtimestate** command in order to check for any dbreplication issues in the CUCM cluster.
2. Restart the Tomcat Service with the **utils service restart Cisco Tomcat** command.
3. Check for any Tomcat certificate (tomcat-trust) serial number mismatches on the nodes.
4. Choose **Cisco OS Administration > Security > Certificate Management > tomcat.pem** and check whether the Tomcat certificate is expired. If expired, regenerate the Tomcat certificate and restart the Tomcat service. If you use a CA signed certificate, get the Tomcat CSR re-signed by the CA, re-upload it back, and restart the Cisco Tomcat service with the **utils service restart Cisco Tomcat** command. If you use a self-signed certificate on the affected server, regenerate the Tomcat certificate with the **set cert regen tomcat** command from the CLI or from OS Admin and then restart Cisco the Tomcat service with the **utils service restart Cisco Tomcat** command. This known defect is documented in Cisco bug ID [CSCup10995](#).

## Problem 5: GUI Access Very Slow

CUCM Web/GUI access on Publisher and Subscriber is very slow.



### Solution

1. Note that CUCM Admin always queries the database of the publisher when available. See the diagram in the Flow Diagram section.
2. Check for any network issues/network delays. This might happen if the clustering is done over a Wide Area Network (WAN).
3. Restart the Cisco Tomcat Service from the CLI/Secure Shell (SSH) with the **utils service restart Cisco Tomcat** command.
4. Schedule a maintenance window and reboot the CUCM nodes.
5. If the problem occurs again, contact the TAC with these logs: Call Manager (Detailed)

TracesTomcat Logs (logs from output of the **file get activelog tomcat/logs/\*** command from the CLI)Event Viewer Application LogEvent Viewer System LogsCisco Real-Time Information Server (RIS) DataCollector Perfmon LogsService Manager LogsOutput of these commands from the CLI of CUCM:

```
utils diagnose test
utils ntp status
show process load cpu
show process load memory
show process using-most cpu
show process using-most memory
utils core active list
```

Cisco Integrated Management Controller (CIMC) Logs (From VM - [Visual Guide to collect Tech Support files \(B and C series\)](#))

These known defects are documented in Cisco bug IDs [CSCub02337](#) and [CSCui86571](#).

## Problem 6: Unable to Copy/Paste the Password in the End User Login Page

Copy/paste to the Password field in the CUCM End user login page does not work. The paste operation of the password into the Password field in CUCM End user login page is not supported. This will not work with Internet Explorer (IE), Firefox, or Chrome.



Copy/paste of the password is not allowed on end user pages because of the security risk. This is added as part of CUCM Version 9.1.2 and later. However, it has been noticed that the copy/paste function still works with a few versions of CUCM 10.x, which is documented in Cisco bug IDs [CSCus84153](#) and [CSCus84152](#).

## Problem 7: Unable to Access ELM with Firefox and Chrome

You are unable to access Enterprise License Manager (ELM) with Firefox and Chrome, but this works fine with IE. When you log in to ELM with Firefox or Chrome, none of the options are available.



This known defect is documented in Cisco bug ID [CSCu130396](#).

This issue has been fixed in versions of CUCM 9.1.2.11900-10 and later. ELM can be accessed with Firefox, IE, and Chrome.

## Problem 8: Web Page Logs Out Automatically

The CUCM web page logs out automatically after its idle timeout expires.

You can set the web page timeout with these commands from the CLI of CUCM.

```
show webapp session timeout
set webapp session timeout
```

```
admin:set webapp session timeout ?
```

### Syntax

```
set webapp session timeout minutes
```

Minutes is mandatory and is the number of minutes after which sessions are declared to be invalid. The range is 5 to 99999.

```
admin:set webapp session timeout 5
```

If you continue with this operation, it sets the session-timeout for web sessions to 5 minutes after the Cisco Tomcat service has been restarted or after the server has been rebooted.

```
Continue (y/n)?y
```

```
Tomcat session-timeout updated to 5 minutes.
```

The Cisco Tomcat service needs to be restarted for the changes to take effect immediately. This disconnects active web sessions.

```
Continue (y/n)?y
```

Do not press Ctrl-C while the service RESTARTS. If the service has not restarted properly, enter the same command again.

Service Manager is running

Cisco Tomcat[STOPPING]

Cisco Tomcat[STOPPING]

Cisco Tomcat[STOPPING]

Cisco Tomcat[STOPPING]

Commanded Out of Service

Cisco Tomcat[NOTRUNNING]

Service Manager is running

Cisco Tomcat[STARTING]

Cisco Tomcat[STARTING]

Cisco Tomcat[STARTED]

The Cisco Tomcat service restarted successfully. New web sessions time out after 5 minutes. The current session-timeout used for web sessions and applications is 5 minutes.

## Problem 9: Unable to Access the Admin/User Web Page of CUCM

You are unable to access the Admin/User web page of CUCM.

1. Verify whether the user credentials are correct. If you have entered the wrong credentials, you receive this



error.

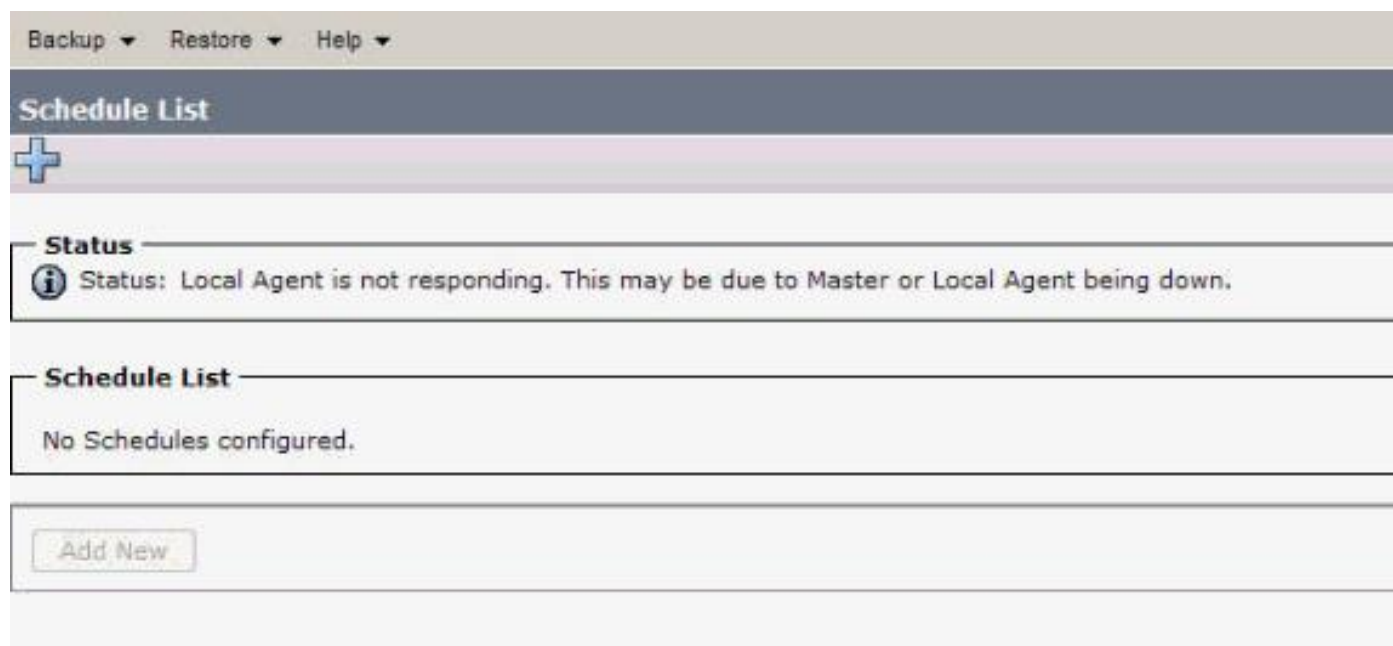
2. Verify whether the User has correct permissions (Roles and User Groups) configured. If they are not correctly configured, the web page prompts the login page again without any error messages.

See the [Cisco Unified Communications Manager System Guide](#) for details in regards to Roles and User Groups.

## Problem 10: Local Agent Does Not Respond, the Master or Local Agent Might Be Down

You are unable to access any options from the Disaster Recovery System (DRF) page of CUCM after you log in. You might get this message:

'Local Agent is not responding. This may be due to Master or Local Agent being down'



1. Check the IPsec certificate and confirm the validity. If it is expired, regenerate the IPsec certificate. See [CallManager Certificate Expiration and Deletion](#) for information on how to regenerate the certificate.
2. Restart the Cisco DRF Master and DRF Local service.

## Related Information

- [Cisco CallManager Administration Web Page Can't Be Displayed](#)
- [Cisco Unified Communications Manager 5.x/6.x/7.x/8.x: Unable to Login to the Administration Page or User Page](#)
- [Technical Support & Documentation - Cisco Systems](#)