

# Troubleshoot CVP on SPOG that Shows Out of Sync

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## Introduction

This document describes the steps to troubleshoot Customer Voice Portal (CVP) on Single Pane of Glass (SPOG) when it shows Out of Sync.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- CVP
- Packaged Contact Center Enterprise (PCCE)
- Unified Contact Center Enterprise (UCCE)

### Components Used

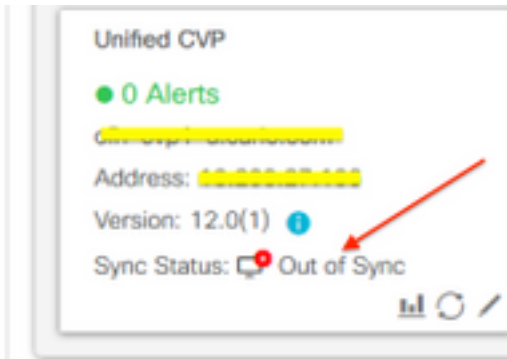
The information in this document is based on these software and hardware versions:

- CVP 12.0.1
- PCCE/UCCE 12.0.1

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

This document considers the situation when CVP is upgraded from 11.(x) to 12.0.(1) and/or upgrade of U/P(CCE) to 12.0.1 and then CVP reports Out of Sync as shown in the image:



## Problem

Post upgrade of CVP to 12.0.(1); in SPOG CVP reports Out of Sync.

## Solution

1. Collect CCBU logs from Administration and Data Server and Administration Client (AW) node.  
Collect CCBU logs from location:

```
(drive):\icm\tomcat\logs  
Filename starts with "CCBU" and "Error".
```

Log snippet sample:

```
0002331956: a.b.c.d: Dec 18 2019 16:28:09.444 +0000: %CCBU_pool-9-thread-1-6-REST_API_INFO:  
Starting DEFERRED SYNC for config=CONFIG_REQUEST_TYPE_CVP_PROPERTIES 0002331957: a.b.c.d: Dec 18  
2019 16:28:09.444 +0000: %CCBU_pool-9-thread-1-6-REST_API_INFO:  
sendRestRequestToMachine :: counterRetryAttempt= 1 0002331958: a.b.c.d: Dec 18 2019 16:28:09.444  
+0000: %CCBU_pool-9-thread-1-6-REST_API_INFO:  
Rest call: PUT https://a.b.c.d:8111/cvp-orm/rest/cvpconfig application/json 0002331959: a.b.c.d:  
Dec 18 2019 16:28:09.475 +0000: %CCBU_pool-9-thread-1-6-REST_API_INFO:  
Response Got Status is Internal Server Error 0002331960: a.b.c.d: Dec 18 2019 16:28:09.475  
+0000: %CCBU_pool-9-thread-1-6-REST_API_INFO:  
Response Got is PUT https://a.b.c.d:8111/cvp-orm/rest/cvpconfig returned a response status of  
500 Internal Server Error 0002331961: a.b.c.d: Dec 18 2019 16:28:09.475 +0000: %CCBU_pool-9-  
thread-1-3-REST_API_EXCEPTION:  
%[exception=com.cisco.ccbu.api.jaxb.error.ApiException: <!doctype html>HTTP Status 500 -  
Internal Server Error][message_string=Error 500 occurred while trying to PUT to  
https://a.b.c.d:8111):  
The REST API has caught an exception
```

Duplicate entries in **mediaserver.properties** (at the location **(drive):\Cisco\CVP\conf**) is the root cause.

2. Open the file that is named **mediaserver.properties** in **CVP A** and notice :

```
MediaServer.default = a.b.c.d  
MediaServer.default = a.b.c.d  
MediaServer.1.hostName = test.test.com  
MediaServer.1.hostName = test.test.com  
MediaServer.1.ip = w.x.y.z  
MediaServer.1.ip = w.x.y.z  
MediaServer.1.port =  
MediaServer.1.port =
```

```
MediaServer.1.isFTPEEnabled = false
MediaServer.1.isFTPEEnabled = false
MediaServer.1.ftpPort = 21
MediaServer.1.ftpPort = 21
MediaServer.1.ftpUserName =
MediaServer.1.ftpUserName =
MediaServer.1.ftpPswd = aaaaaaaaaaaaaa+===
MediaServer.1.ftpPswd = bbbbbbbbbbbbbbb=+---
MediaServer.1.vip =
MediaServer.1.vip =
```

**Note:** Value "MediaServer.1.ip = w.x.y.z" has duplicate entry.

However, when the file **mediaserver.properties** checked in **CVP B**, it is noticed there is no duplicate entry for MediaServer.

```
MediaServer.default = a.b.c.d
MediaServer.1.hostName = test.test.com
MediaServer.1.ip = a.b.c.d
MediaServer.1.port =
MediaServer.1.isFTPEEnabled = false
MediaServer.1.ftpPort = 21
MediaServer.1.ftpUserName =
MediaServer.1.ftpPswd = aaaaaaaaaaaaaa+===
MediaServer.1.vip =
```

**Note:** Ensure to take a backup of the file **mediaserver.properties** and also schedule maintenance window if it is working on a production node as a service restart is needed.

3. Remove all the duplicate entries in the media.properties file on the respective CVP node and **Save** the file for changes.
4. Restart the **Cisco CVP Web Services Manager** Service on this CVP node.
5. Verify the status of CVP in SPOG.