

# GVP Troubleshooting Guide

## Reporting Server

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# Reporting Server

This section describes issues with the Reporting Server (RS).


- Internet Explorer error: Web page cannot be found
- Only loopback connection is supported
- GVP dashboard
- Troubleshooting options


## Internet Explorer error: Web page cannot be found

**Problem**

The RS returns HTTP errors in numerous situations, such as when the report URLs or parameters are malformed, or when data is not available to fulfill a given report request. In such cases, the HTTP response has error code 400, and contains a human-readable error message.

By default, in Internet Explorer (IE), an HTTP response with error code 400; however, results in IE displaying a page with the text Web Page Cannot Be Found. As a result, the error message returned by the RS is not displayed.

**Resolution**

1. In IE, go to the **Tools** > **Internet Options** > **Advanced** tab.
2. Clear the **Show Friendly HTTP Error Messages** option.
3. Click **OK**.

## Only loopback connection is supported

**Problem**

The RS can connect to an LCA only on the local host, and it relies on the DNS resolution of the host name localhost for this. If the local host file has been modified so that local host is resolved to anything other than 127.0.0.1, the RS will not be able to start up and would generate an error message like this:

```
17:19:59.082 gvp-linux-ngi RS_252 ERROR LCAManager
-com.genesyslab.platform.commons.protocol.ProtocolException: Only loopback (localhost
or::1) connection is supported
```

**Resolution**

On a Linux platform, open the `/etc/hosts` file and make sure the line `127.0.0.1 localhost` is in the file.

On a Windows Server 2003 platform, open the c:\windows\system32\drivers\etc\hosts file and make sure the line `127.0.0.1 localhost` is in the file.

## GVP dashboard

In the IVR Profile Utilization report, the value for `In-Progress Sessions` is current as of the CDRs in the Reporting Server's database. If this value does not appear to be accurate, generate a corresponding CDR report to validate that CDRs are available for calls.

## Troubleshooting options

Sometimes in some specific cases, engineering might request some "hidden" options adjustments to troubleshoot and/or fine tune a customer's environment. Those options are not described in the options reference guide due to a safeguard measure. A few of them are described here, for an informational purpose.

> ### Warning
> Never change these options unless specifically instructed by Genesys Customer Care or Genesys Engineering.

Version: 8.5.130.61
Section: persistence

**hibernate.connection.isolation**
Default Value: 2
Valid Values: 1, 2, 4, 8
Changes Take Effect: at start/restart

This parameter can be used to configure the JDBC transaction isolation level for MS SQL Server. Valid integer values are `1 (READ UNCOMMITTED)`, `2 (READ COMMITTED)`, `4 (REPEATABLE READ)`, and `8 (SERIALIZABLE)`.

**hibernate.remote.database**
Default Value:
Valid Values: `Database Name`
Changes Take Effect: at start/restart

The name of remote database that will be used for RS. Used to help construct the JDBC connection URL.

*A minor change is required when Reporting Server is deployed with an Oracle RAC database. When the hibernate.remote.database configuration option is used, the Reporting Server internally appends some parameters to the value of the hibernate.remote.url option, including the value of the* hibernate.remote.database option. Therefore, ensure the hibernate.remote.url option is properly configured for use with Oracle RAC by configuring the hibernate.remote.database option with the value blank.

To support SCAN addresses used in Oracle, set these Reporting Server options:

`[persistence] hibernate.remote.database <make it empty>`

`[persistence] hibernate.remote.url = jdbc:oracle:thin:@<SCAN address>:<port>/<service name>`

`The first of these means to set the hibernate.remote.data option to blank, [mentioned already in the config file] where as for the second option you should replace the <SCAN address> with the FQDN of the scan address you've set up for Oracle RAC, <port> is the port number to access Oracle, and <service name> is the name of the Oracle service that has been set up to be used by the Reporting Server.`

`For example: jdbc:oracle:thin:@dbgenesys-scan.pdc.hcnet.vn:1521/gvreport.pdc.hcnet.vn [Not related to your configuration]`

`Then try to start Reporting Server.`

**hibernate.remote.dialect**
Default Value:
Valid Values: `org.hibernate.dialect.SQLServerDialect`, `org.hibernate.dialect.Oracle10gDialect`
Changes Take Effect: at start/restart

The dialect Hibernate should use when interacting with the database.

**hibernate.remote.driver**
Default Value:
Valid Values: `com.microsoft.sqlserver.jdbc.SQLServerDriver`, `oracle.jdbc.driver.OracleDriver`
Changes Take Effect: at start/restart

SQL Driver Hibernate should use when interacting with the database.

**hibernate.remote.url**
Default Value:
Valid Values: `JDBC URL`
Changes Take Effect: at start/restart

The JDBC URL that RS should use to connect with the database. For Oracle, the final URL is constructed by appending a colon plus the `hibernate.remote.database` string to this option's value.

For SQL Server, the final URL is constructed by appending `';databasename='` plus the `hibernate.remote.database` string to this option's value. The JDBC connection URL will equal the hibernate.remote.url string if the hibernate.remote.database parameter is set to empty.

See also hibernate.remote.database.

**hibernate.remote.user**
Default Value:
Valid Values: `User Name`
Changes Take Effect: at start/restart

The user name that RS should use to connect the the remote database.

**hibernate.show_sql**
Default Value: `false`
Valid Values: `false`, `true`
Changes Take Effect: at start/restart

Enables output of the SQL statement generated by Hibernate to the console.

**password**
Default Value:
Valid Values: `User Password`
Changes Take Effect: at start/restart

The password that RS should use to connect the the remote database.

**rs.histonly.enabled**
Default Value: `false`
Valid Values: `false`, `true`
Changes Take Effect: at start/restart

Configures the RS to run in HIST-Only Mode. The RS will never write to the remote database, but will continue to support historical report queries. The HIST-Only RS does not support writing CDR, OR, SQA, or log data. It does not support data summarization or data purging. It does not support realtime (RT) call reports.

**rs.nodb.enabled**
Default Value: `false`
Valid Values: `false`, `true`
Changes Take Effect: at start/restart

Enables the 'no DB' feature for running the RS without a remote DB. This option controls 'no DB' mode. In 'no DB' mode, the RS functions without a remote DB, however, only a limited number of reporting services are available.

**rs.partitioning.enabled**
Default Value: `false`
Valid Values: `false`, `true`
Changes Take Effect: at setup

Enables CDR/VAR/Upstream partitioning feature. This option must not be changed after initial RS installation (unless the database is reconfigured).

**rs.partitioning.partitions-per-day**
Default Value: 8
Valid Values: 1, 2, 3, 4, 6, 8, 12, 24
Changes Take Effect: at start/restart

Number of partitions a day for CDR/VAR/CustomVAR/EVENT storage. It must be a divider of 24. The higher values are suitable for smaller partitions and high capacity storage. Smaller values correspond to larger partitions and lower storage capacity.

**rs.partitioning.upstream-partition-number**
Default Value: 1
Valid Values: 1, 5, 10, 50 and 100
Changes Take Effect: at start/restart

Number of Event Log partitions per a single CDR partition. Higher number intended for larger number of event metrics per call. At the same time higher number would result in heavier DB activity associated with storing and querying metric results. The number can be 1 (default), 5, 10, 50 and 100.

**rs.partitioning.upstream-start-time.enabled**
Default Value: true
Valid Values: false, true
Changes Take Effect: at setup

Enables faster VAR CDR/CDR EVENT queries by using START_TIME query hint.

**rs.storage.metricsfilter**
Default Value: *
Valid Values: ...
Changes Take Effect: at start/restart

This option controls the metrics that should be persisted to the database backend.

RS uses the string provided to filter metrics before saving to the database. The string uses the same format as in Reporting Client, such as 0-16,18,25,35,36,41,52-55,74,128,136-141. The default value is "*". When the parameter is missing, the default value will be assumed and all metrics received will be saved to the database.

**rs.storage.upstream-serializer.watermark**
Default Value: 60000
Valid Values: ...
Changes Take Effect: at start/restart

Defines the maximal number of calls cached in the serializer component before new calls are no longer processed.