

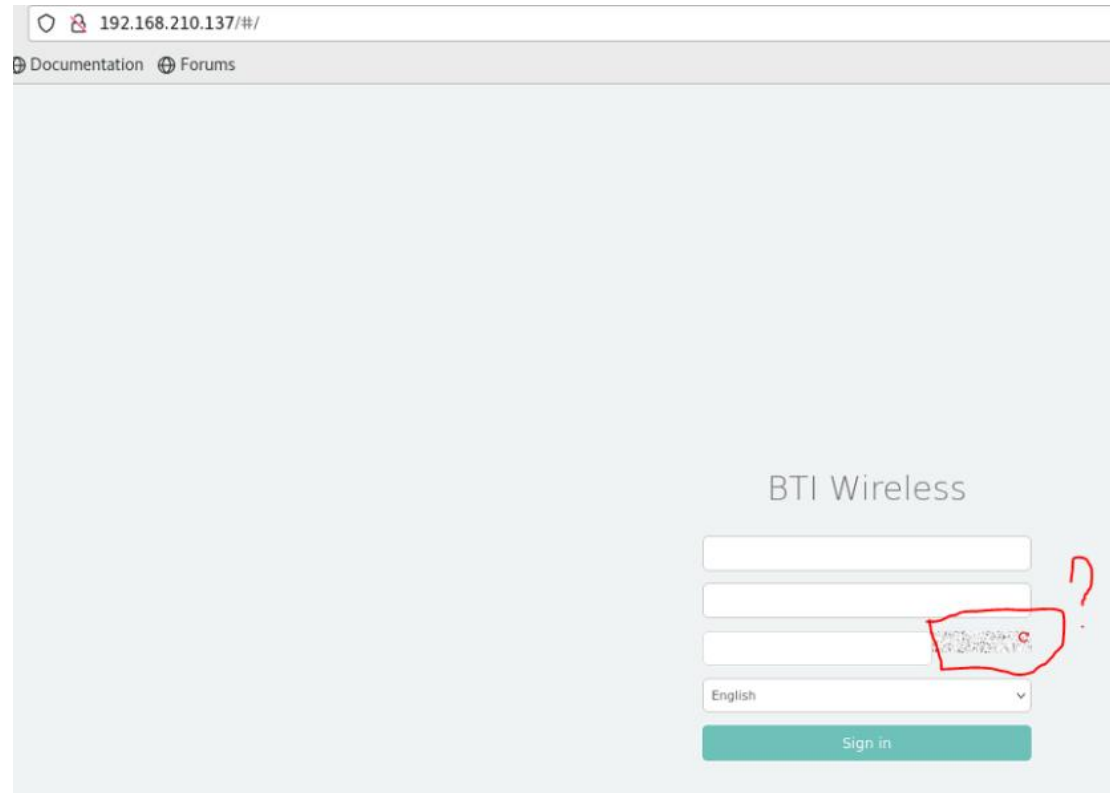
5G Femto WEB GUI Captcha is Blank

Equipment: ncell-F2240

Version: Firmware: 2.5.4+Software 503

1. Issue Description

Webgui captcha is blank and refuse to login in.



2. Troubleshooting

Check the file: `/opt/bbu/oam/cm/.PMSPLib.xml` , it changed to 0 byte.

```
root@btifemtolab:/opt/bbu/oam/cm# ll
total 1104
drwxrwxr-x 2 1014 1014 4096 Oct 17 22:06 ./
drwxrwxr-x 9 1014 1014 4096 Jul 12 18:33 ../
-rw-r--r-- 1 root root 68 Sep 6 2022 company.conf
-rw-r--r-- 1 root root 350393 Oct 17 22:11 confdb_v2.xml
-rw-r--r-- 1 root root 350393 Oct 17 22:11 confdb_v2.xml.back
-rw-r--r-- 1 root root 351373 Oct 17 11:39 confdb_v2.xml.back20231219
-rwxr-xr-x 1 root root 5887 Oct 17 22:06 dataplane_envy*
-rwxr-xr-x 1 root root 302 Sep 11 08:31 devInfo.cfg*
-rw-r--r-- 1 root root 310 Sep 6 2022 interface.txt
-rw-r--r-- 1 root root 11628 Sep 6 2022 logo.png
-rwxr-xr-x 1 root root 11421 Sep 6 2022 phyStart.sh*
-rwxr-xr-x 1 root root 11421 Sep 6 2022 phyStart.sh.tmk*
-rw-r--r-- 1 root root 0 Oct 17 11:57 .PMSPLib.xml*
-rw-r--r-- 1 root root 3247 Oct 17 22:06 protStackCfg.sh
-rwxr-xr-x 1 root root 3239 Sep 6 2022 protStackCfg.sh.tmk*
root@btifemtolab:/opt/bbu/oam/cm#
```

3. Solution

Get the same file from normal Femto site and replace it.