Troubleshoot Cisco Smart PHY Installation

This section provides tips that would help troubleshoot issues with the installation.

Access the Deployer

You can access the Deployer using a web browser or a terminal.

Step 1 To access the Deployer using a web browser, use the following URL: `https://cli.smi-deployer.deployer-fqdn/`

Step 2 Log in with the following user credentials:

- Username: `admin`

- Password: Available in the `init-k3` section of your deployer configuration file

You must change the password after your first login.

After you log in, you can access the operations center of the Deployer. The operations center provides a CLI environment, where, for example, you can run the `show run` command to show the running configuration.

Troubleshooting

Make sure that the IP addresses in the configuration file and the virtual machine (VM) names are not currently used, when deploying a new deployer or a new Cisco Smart PHY cluster.

Troubleshoot Deploying a New Deployer

- For deployers, the VM name is the same as the deployer name.

- For single-node clusters, the VM name is the cluster name with `-ops` appended.

- For multi-node clusters, there are 12 VMs. The names of these VMs are the cluster names with a comma (,) and `-ops-n` appended, where `n` is 1, 2, or 3. Check if the VM is created on a vCenter.

- Log into the deployer VM using SSH with the correct username and public key file.

  ```
  ssh -i <private-key-file> <deployer-user>@<deployer-address>
  ```

- Use **kubectl** command to find the internal IP address of the Operation Center service:

  ```
  kubectl get svc ops-center-smi-cluster-deployer -n smi
  ```

- Look for the `CLUSTER-IP` field in the output. Log into the deployer through SSH using this cluster IP address and the password for the deployer Operation Center:

  ```
  ssh admin@<cluster-ip> -p 2024
  ```

- Check whether the product tar files available in the `offline-products` directory are downloaded to the deployer:

  ```
  software-package list
  ```

Troubleshoot Deploying a New Cisco Smart PHY Cluster

- Check if the configuration for Cisco Smart PHY clusters is pushed to the deployer:

  ```
  show running-config
  ```

- Monitor the deployment status from the deployer VM:

  ```
  monitor sync-logs <cluster>
  ```

  (Press control-C to quit monitoring)

- Check whether the VMs of the cluster are created on the VMware vCenter.

- Log into the cluster VMs using SSH to see if they are accessible.

- For a single-node cluster, log into the `-ops` VM. For multinode clusters, log into one of the control plane VMs using SSH with the correct username and the SSH private key file.

  ```
  ssh -i <private-key-file> <cluster-user>@<vm-ip-address>
  ```

- Check the Kubernetes cluster using the **kubectl** command.

  For example, to check the status of all pods, use the following command:

  ```
  kubectl get pod --all-namespaces
  ```

  When all pods are in the `Running` state, you can log in to the Cisco Smart PHY UI page.