



## CHAPTER 7

# Troubleshooting

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This chapter provides hints and suggestions for troubleshooting problems you might encounter while working with Network Services Manager:

- [Where to Look First, page 7-1](#)
- [Checking Status, page 7-1](#)
- [Troubleshooting Procedures, page 7-2](#)
- [Troubleshooting Configurations, page 7-2](#)

## Where to Look First

To view system events, such as error messages upon object creation or VLAN assignment, click the **Alert View** tab. The alerts displayed in the Alert View table are specific to the item selected in the Domain Navigator. For example, if a tenant is selected in the Domain Navigator, any alerts associated with that tenant are displayed in the Alert View table.

## Checking Status

The following questions focus on checking status of devices, controller, communications, and so on.

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- Q.** How can I communicate with the switches if the controller is down?
- A.** Connect to the controller through its serial line interface:
- a. Verify that the controller is powered on.
  - b. Verify that the controller is plugged into the network.
  - c. Try to connect to the controller using Secure Shell (SSH).
  - d. Try to connect to the controller using the serial cable.
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- Q.** I can't find the status change that I am looking for. How can I find it?
  - A.** Look for other changes related to the one you are looking for and see if they took place. Confirm that the controller appliance and processes are both operational.
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## Troubleshooting Procedures

These questions and answers relate to procedures and how to perform certain actions.

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- Q.** I changed the admin account password recently and do not remember the new password. What do I do?
  - A.** You can restore the username and password to the default values by completing the following steps:
    - a.** Log into the Network Services Manager engine from the vSphere console window for that VM.
    - b.** To enter the root shell, enter `shell`.
    - c.** Enter:
 

```
/usr/local/overdrive/engine/bin/resetPasswordToFactory.sh
```
    - d.** When prompted, indicate whether you need to reset the password for the admin account or the apiclient account.
    - e.** Leave the root shell by entering `exit`.
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- Q.** Is there a Go Back button in the UI so I can return to the previous screen?
  - A.** Yes, at the top of the Domain Navigator pane. You can also use the breadcrumb trail, which is displayed above the Domain Navigator. The breadcrumb trail tells you where the currently selected object resides in the domain hierarchy. The domain path at the top of the content pane provides another location indicator.
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## Troubleshooting Configurations

These questions and answers relate to configuration.

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- Q.** How can I verify that the device is configured correctly after entering a change via the NB API?
- A.** You can verify that the configuration on a device matches the information that you entered using the NB API in either of the following ways:
  - Logging into the device and viewing the running configuration.

- Logging into the Network Services Manager Administration UI and viewing the running configuration:
    - a. Navigate to the required device by choosing **ROOT > All**.
    - b. Click **VMDC POD**.
    - c. Choose **Contained > Network Elements**.
    - d. Click the required device.
    - e. In the properties screen, click **Run Commands**.
    - f. In the Run Command dialog box, choose the required Show option from the drop-down list and click **Run**.
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- Q.** How many controllers can be at one site?
  - A.** Network Services Manager supports one controller per site.
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- Q.** How many devices can be assigned to one controller?
  - A.** You can assign one device stack to a controller. The device stack can contain multiple devices, as described in [Device Stack \(Pod\)](#), page 2-4.
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