



CHAPTER 4

Troubleshooting

This chapter provides a listing of problems or common error messages that you might see when using the Device Manager; and, provides actions that you can take to resolve the issues.

This chapter addresses the following topics:

- [Certificate Errors, page 4-1](#)
- [Connection Errors, page 4-2](#)

Certificate Errors

“What should I do when I see the following errors?”

Causes:

- Certificate Error
- Failed to create cert file
- Failed to parse cert file
- Failed to read client cert
- Failed to open client cert
- Invalid client cert
- Key Error
- Missing Certificate

Resolution: Verify that the Device Manager has a valid certificate. See [Certificate Installation, page 2-2](#)

“How do I check to see if the certificate is installed?”

See [Certificate Installation](#) page 2-5.

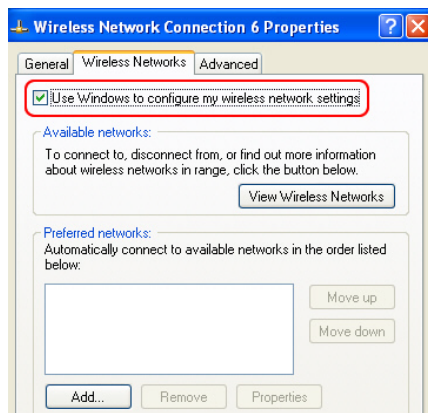
Connection Errors

“After I click Connect, I received a connection error message”

Resolution:

- For an Ethernet connection: Verify that an IP address is defined for the interface, and verify that you can ping this IP address from the Device Manager laptop.
- For an Auto-Detect connection: Ensure that the Ethernet port on the Device Manager has a direct connection to the CGR 1000 router, and that the router interface is configured with *ipv6 address use-link-local-only*.
- For a WiFi connection:
 - Verify that the WiFi parameters (SSID and passphrase) match the WiFi configuration on the router.
 - Verify that the laptop has Windows Wireless Zero Configuration enabled.
 - Ensure that there is no third-party wireless client tool is controlling the WiFi interface. For example, if you are using a third-party client tool (such as Intel PROSet Wireless Client Tool), change the settings from that tool to enable Windows Wireless Zero Configuration.
- Enable Windows Wireless Zero Configuration by following these steps:

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- Step 1** Click **Start > Settings > Control Panel**.
 - Step 2** Double-click **Network Connections**.
 - Step 3** Right-click **Wireless Network Connection**.



- Step 4** Click **Properties**.
 - Step 5** Click **Wireless Networks** tab.
 - Step 6** Check the *Use Windows to configure my wireless network settings* check box.
 - Step 7** Click **OK**. This confirms the third-party WiFi utility is not configured to manage your WiFi interface.
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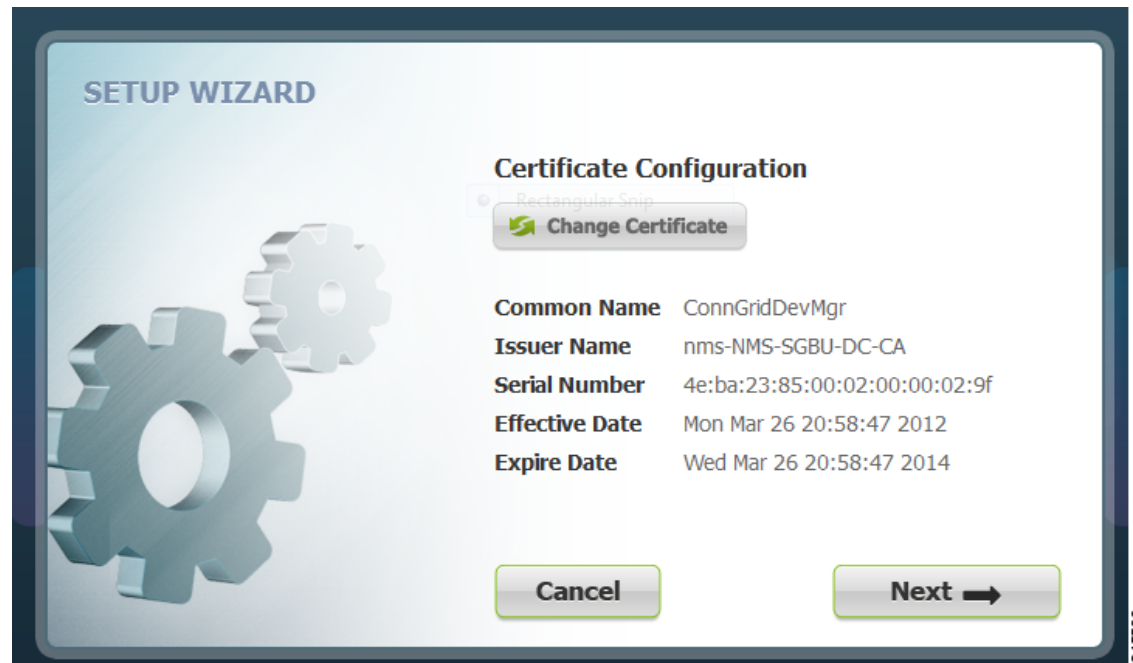
“I cannot log in to Device Manager”

Cause: This message displays when the application cannot find a valid certificate. When this condition occurs, the Certificate Configuration page opens to display the currently installed certificate.

Resolution:

Verify that the clock is set to the correct time, otherwise the certificate will not be honored.

See [Certificate Installation, page 2-2](#) for details on installing certificates.



“Connectivity: Windows failed to join WLAN”

Cause: The Device Manager cannot create a WiFi profile on the laptop on which it resides because third-party software has control of the laptop WiFi adapter. Additionally, the Device Manager cannot control WiFi through Windows API.

Resolution: Disable the third-party software and enable Windows Wireless Zero Configuration.

“Cannot detect peer’s IPv6 address”

Cause: IPv6 peer was not found.

Resolution: Enable the IPv6 link local address on CGR 1000 so that it will respond to an Auto-Discovery from the Device Manager.

See [Cisco 1000 Series Connected Grid Routers Unicast Routing Software Configuration Guide](#)

“Connection Refused” and “Connection Timeout”**Causes:**

- IP HTTP server is not enabled on the CGR 1000
- IP HTTP server port is not setup on the CGR 1000
- Target port for the CGR 1000 and the Device Manager do not match
- IP HTTP server crashed

Resolution: Check the IP HTTP server settings noted above.

“Valid work authorization is required to connect”

Cause: The work authorization does not fall within the expected time, serial, and role requirements.

Resolution: Contact the CG-NMS admin to resubmit the work order.

“SSL handshake failed”**Causes:**

- Certificates for the Device Manager and CGR 1000 do not match
- Inaccurate System time on the Device Manager or CGR 1000

Resolution: Verify that the certificates for the Device Manager and CGR 10000 match and check the System time setting on the Device Manager and CGR 1000.

“Unable to connect to the CGR 1000 over WiFi”**Causes:**

- WiFi is not up
- Incorrect Passphrase entered in the Connect to Router page of the Device Manager

Resolution:

- Attempt to connect to the CGR 1000 router over Ethernet.
- Recheck the WiFi Passphrase provided by your admin and reenter the value at the Connect to Router page.
- Check the status of the WiFi connection.