



APPENDIX **A**

Frequently Asked Questions

- Q.** When I log in to Cisco IP Solution Center (ISC) I do not see the Diagnostics tab.
- A.** You have not installed a valid MDE license. See the “[2.3 Licensing](#)” section on page 2-3. Another reason for the Diagnostics tab not appearing is that you do not have any MDE user roles assigned to you. See the “[2.4 User Roles](#)” section on page 2-3.
- Q.** When I perform an MPLS VPN Connectivity Verification Test, the Progress window appears to hang and performs the same step for up to five minutes. After five minutes the Test Results window displays the following message.
 - Summary:** Cannot connect or login to device router1.
 - Possible Cause(s):** Device could be down, there could be problems with network connectivity, or the login details in the repository might be incorrect
 - Recommended Action:** Restore connectivity to the device before attempting the test. If in-band network management is in use then you might want to consider performing a Traceroute from the management station to device router1 to find where IP connectivity fails.
- A.** The device has not responded when an attempt has been made to log on to it. Ensure that the device is not down. Ensure that you have IP connectivity from the ISC server to the device. Ensure that the device login details configured in the ISC Repository match those configured on the physical device. Ensure that all available VTY sessions on the device are not in use.
- Q.** When I perform an MPLS VPN Connectivity Verification Test, sometimes the devices I configured as the local site are displayed on the left-hand side of the Data Path, in the Test Results window. In other instances, these local site devices are displayed at the right-hand side of the Data Path, in the Test Results window. Why is this?
- A.** Connectivity problems in an MPLS VPN can often only be detected in a particular direction. The MPLS VPN Connectivity Verification Test tests in both directions (from local site to remote site and vice-versa). Depending on the direction of test when the problem is found, the local site devices might be displayed on either the left-hand side, or right-hand side of the Data Path in the Test Results window.
- Q.** When I perform two or more MPLS VPN Connectivity Verification tests in parallel on the same client machine, the test results for one of these tests is displayed in the Result Screens for all tests. The test results for the other tests are lost. How can I avoid this?
- A.** When performing parallel MPLS VPN Connectivity Verification tests on the same client machine, you must ensure each test is performed using a different HTTP session. To do so, run each test in a separate browser launched from the command line or by clicking on the browser icon on the desktop or Start menu. Do not run parallel tests in tabs within the same browser window or in browser windows launched from existing browser windows.

