



Preface

This document is intended to provide guidance for troubleshooting issues that may appear when deploying a storage area network (SAN) using the Cisco MDS 9000 Family of switches. This document introduces tools and methodologies to recognize a problem, determine its cause, and find possible solutions.

Document Organization

This document is organized into the following chapters:

Chapter	Title	Description
Chapter 1	Troubleshooting Overview	Describes basic concepts, methodology, and tools to use for troubleshooting.
Chapter 2	Troubleshooting Installs, Upgrades, and Reboots	Describes how to identify and resolve problems that might occur when installing, upgrading, or rebooting Cisco MDS 9000 Family hardware.
Chapter 3	Troubleshooting Hardware	Describes how to identify and resolve problems that might occur when replacing modules, fans, chassis, power supplies or other hardware.
Chapter 4	Troubleshooting Cisco Fabric Services	Describes procedures used to troubleshoot Cisco Fabric Services (CFS) problems.
Chapter 5	Troubleshooting Licensing	Describes procedures used to troubleshoot licensing issues.
Chapter 6	Troubleshooting Ports	Describes how to identify and resolve problems that might occur when using port interfaces.
Chapter 7	Troubleshooting VSANs, Domains, and FSPF	Describes how to identify and resolve problems that might occur when using Virtual Storage Area Networks (VSANs).
Chapter 8	Troubleshooting IVR	Describes how to debug and resolve Inter-VSAN Routing (IVR) configuration issues.
Chapter 9	Troubleshooting Zones and Zone Sets	Describes how to identify and resolve problems that might occur while implementing zones and zone sets.

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Chapter	Title	Description
Chapter 10	Troubleshooting IP Storage Services	Describes how to identify and resolve problems that might occur when using IP Services.
Chapter 11	Troubleshooting IPsec	Describes procedures used to troubleshoot IP security (IPsec) and Internet Key Exchange (IKE) encryption issues.
Chapter 12	Troubleshooting Fabric Manager Problems	Describes procedures used to troubleshoot Fabric Manager.
Appendix A	Before Contacting Technical Support	Describes the steps to perform before calling for technical support with any Cisco MDS 9000 Family product.
Appendix B	Troubleshooting Tools and Methodology	Describes the troubleshooting tools and methodology available for the Cisco MDS 9000 Family product.

Document Conventions

Command descriptions use these conventions:

boldface font	Commands and keywords are in boldface.
italic font	Arguments for which you supply values are in italics.
[]	Elements in square brackets are optional.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.

Screen examples use these conventions:

screen font	Terminal sessions and information the switch displays are in screen font.
boldface screen font	Information you must enter is in boldface screen font.
italic screen font	Arguments for which you supply values are in italic screen font.
< >	Nonprinting characters, such as passwords are in angle brackets.
[]	Default responses to system prompts are in square brackets.
!, #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.

This document uses the following conventions:



Note

Means reader *take note*. Notes contain helpful suggestions or references to material not covered in the manual.

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**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Related Documentation

The documentation set for the Cisco MDS 9000 Family includes the following documents. To find a document online, use the Cisco MDS SAN-OS Documentation Locator at:

http://www.cisco.com/en/US/products/ps5989/products_documentation_roadmap09186a00804500c1.html.

For information on IBM TotalStorage SAN Volume Controller Storage Software for the Cisco MDS 9000 Family, refer to the IBM TotalStorage Support website:

<http://www.ibm.com/storage/support/2062-2300/>

Release Notes

- *Cisco MDS 9000 Family Release Notes for Cisco MDS SAN-OS Releases*
- *Cisco MDS 9000 Family Release Notes for Storage Services Interface Images*
- *Cisco MDS 9000 Family Release Notes for Cisco MDS SVC Releases*
- *Cisco MDS 9000 Family Release Notes for Cisco MDS 9000 EPLD Images*

Compatibility Information

- *Cisco MDS 9000 SAN-OS Hardware and Software Compatibility Information*
- *Cisco MDS 9000 Family Interoperability Support Matrix*
- *Cisco MDS SAN-OS Release Compatibility Matrix for IBM SAN Volume Controller Software for Cisco MDS 9000*
- *Cisco MDS SAN-OS Release Compatibility Matrix for Storage Service Interface Images*

Regulatory Compliance and Safety Information

- *Regulatory Compliance and Safety Information for the Cisco MDS 9000 Family*

Hardware Installation

- *Cisco MDS 9500 Series Hardware Installation Guide*
- *Cisco MDS 9200 Series Hardware Installation Guide*
- *Cisco MDS 9216 Switch Hardware Installation Guide*
- *Cisco MDS 9100 Series Hardware Installation Guide*
- *Cisco MDS 9020 Fabric Switch Hardware Installation Guide*

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Cisco Fabric Manager

- *Cisco MDS 9000 Family Fabric Manager Quick Configuration Guide*
- *Cisco MDS 9000 Family Fabric Manager Configuration Guide*
- *Cisco MDS 9000 Fabric Manager Online Help*

Command-Line Interface

- *Cisco MDS 9000 Family Software Upgrade and Downgrade Guide*
- *Cisco MDS 9000 Family CLI Quick Configuration Guide*
- *Cisco MDS 9000 Family CLI Configuration Guide*
- *Cisco MDS 9000 Family Command Reference*
- *Cisco MDS 9000 Family Quick Command Reference*
- *Cisco MDS 9020 Fabric Switch Configuration Guide and Command Reference*
- *Cisco MDS 9000 Family SAN Volume Controller Configuration Guide*

Troubleshooting and Reference

- *Cisco MDS 9000 Family Troubleshooting Guide*
- *Cisco MDS 9000 Family MIB Quick Reference*
- *Cisco MDS 9020 Fabric Switch MIB Quick Reference*
- *Cisco MDS 9000 Family CIM Programming Reference*
- *Cisco MDS 9000 Family System Messages Reference*
- *Cisco MDS 9020 Fabric Switch System Messages Reference*

Installation and Configuration Note

- *Cisco MDS 9000 Family SSM Configuration Note*
- *Cisco MDS 9000 Family Port Analyzer Adapter Installation and Configuration Note*

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

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You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

The Product Documentation DVD is a comprehensive library of technical product documentation on a portable medium. The DVD enables you to access multiple versions of installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the same HTML documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .PDF versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Ordering Documentation

Registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can submit comments about Cisco documentation by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

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Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For Emergencies only—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For Nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT at the aforementioned e-mail addresses or phone numbers before sending any sensitive material to find other means of encrypting the data.

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Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>



Note

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

Send documentation comments to mdsfeedback-doc@cisco.com

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing network is down, or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired, while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco offerings. To order and find out more about the Cisco Product Quick Reference Guide, go to this URL:

<http://www.cisco.com/go/guide>

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

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- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

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