Resolve the "Unable to Reach Inventory Process" Issue in EPNM 5.X

Contents

Introduction Prerequisites Requirements Components Used Problem Solution CLI Method GUI Method

Introduction

This document describes the steps to resolve the "Unable to Reach Inventory Process" error in Evolved Programmable Network Manager (EPNM) 5.X.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- EPNM
- How to connect to the EPNM Application Server GUI and CLI with shell access

Components Used

The information in this document is based on EPNM with software Version 5.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Problem

Unable to add new devices in EPNM with the pop-up message "Unable to Reach Inventory Process" in EPNM 5.X application.

Solution

CLI Method

The restart of the Inventory discovery process alone from the EPNM Application server CLI would help resolve the issue quickly.

The commands to disable and enable the inventory discovery process are:

ade # /opt/CSCOlumos/bin/epnmlcm.sh status

NAME	ENABLED	STATUS	STATUS TIME
service-discovery-process	true	REACHABLE	2022-01-28 16:07:49
inventory-discovery-process	true	REACHABLE	2022-01-28 16:25:57
epnm-mcn	true	REACHABLE	2022-01-28 16:03:49

Since the issue is with the Inventory discovery process, that process alone needs to be disabled and then enabled with these commands:

ade#/opt/CSCOlumos/bin/epnlcm.sh disable inventory-discovery-process ade#/opt/CSCOlumos/bin/epnlcm.sh enable inventory-discovery-process

GUI Method

The restart of the Inventory discovery process alone from the EPNM Application server GUI resolves the issue quickly.

Step 1. Navigate to the NCS Diagnostics web page - https://<*EPNM Application Server IP Address*-/webacs/ncsDiag.do and choose **Process LCM**.

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NCS Diagnosti	ic Links
rico Diagnosti	C LINKS
Resource Usage Tool	Resource Usage Tool
DB Overy	Database guery
CDB Viewer	CDB Viewer
Monitoring - MIB	Monitoring policy MIB details
Monitoring - Device Interface	Monitoring policy details per Device[Interface
Managed Object Query	Query device using SSMP
Server Diag	Server diagnostic information
Event Stats	Event statistics
DMS Stats	JMS Statistics
Scheduler Infe	Scheduler Information
Lock Infe	Lock Information
Transaction Info	Transaction Information
Same Query Tool	Query a MIB on a device
Log Verwer	View log files in real-time
Tomcat Heap Dump Generator	Tomcat Heap Dump-Generator
Thread Dump Generator	Thread Dump Generator
PVM Memory Statistics	IVM Memory Statistics
Threadwase CPU Ticks	Threadwase CPU Ticks
Thread Monitor	Thread Monitor
Ping Queue Information	Pag Queue Information
SNMP Lock Info	SNMP Lock Information
XMP Topology Info	Diagnostics page, contains cache, DB info for the XMP Topology
Distributed Cache	Diagnostics page for distributed cache
System Monitoring Diagnostic	System Monitoring Diagnostic
LorScoper	Log Scaper to filter logs
IDL Memory Infe	TDL received and processed Objects Info
Inventory Statistics	Device Inventory Statistics
Service Discovery Tools	Service Decovery Power Tools
Sor Import Tool	Sor Import Api Test
Provide the second seco	Description Logis & Dagnostics
Process LCM	Process LCM
Second Designation of the	Sector Change - Wolfconton (MCN) Diagnostics
Reachedule Reports Jobs	Reschedule Reports jobs

The **Process LCM** web page opens as shown in this image:



Step 2. Click **stop** in order to stop the Inventory discovery process. Once the process is stopped the **start** button becomes active. Then click **start** in order to start the Inventory discovery process.

Note: The **stop** button is not highlighted unless the flag lcm.rest.operation.write is set to **yes** in the /opt/CSCOlumos/conf/epnm-lcm.properties file. In order to make the changes effective, the application must be restarted.