



# Troubleshooting Cisco Smart PHY Installation

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This section provides tips that would help troubleshoot issues with the installation.

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## Access the Deployer

You can access the Deployer using a web browser or a terminal.

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- Step 1** To access the Deployer using a web browser, use the following URL: `https:deployer-fqdn/smi-deployer/cli`
- Step 2** Log in with the following user credentials:
- Username: `admin`
  - Password: The password set during deployment of deployer and cluster.
- For more information, see [Deploying the Deployer VM and Cisco Smart PHY Cluster](#).

You must change the password after your first login.

After you log in, you can access the operations center of the Deployer. The operations center provides a CLI environment, where, for example, you can run the `show run` command to show the running configuration.

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## Troubleshooting

Make sure that the IP addresses in the configuration file and the virtual machine (VM) names are not currently used, when deploying a new deployer or a new Cisco Smart PHY cluster.

### Troubleshoot Deploying a New Deployer

- For deployers, the VM name is the same as the deployer name.
- For single-node clusters, the VM name is the cluster name with `-ops` appended.

- For multi-node clusters, there are 12 VMs. The names of these VMs are the cluster names with a comma (,) and `-ops-n` appended, where `n` is 1, 2, or 3. Check if the VM is created on a vCenter.

- Log into the deployer VM using SSH with the correct username and public key file.

```
ssh -i <private-key-file> <deployer-user>@<deployer-address>
```

- Use **kubectl** command to find the internal IP address of the Operation Center service:

```
kubectl get svc ops-center-smi-cluster-deployer -n smi
```

- Look for the `CLUSTER-IP` field in the output. Log into the deployer through SSH using this cluster IP address and the password for the deployer Operation Center:

```
ssh admin@<cluster-ip> -p 2024
```

- Check whether the product tar files available in the `offline-products` directory are downloaded to the deployer:

```
software-package list
```

### Troubleshoot Deploying a New Cisco Smart PHY Cluster

- Check if the configuration for Cisco Smart PHY clusters is pushed to the deployer:

```
show running-config
```

- Monitor the deployment status from the deployer VM:

```
monitor sync-logs <cluster>
```

(Press control-C to quit monitoring)

- Check whether the VMs of the cluster are created on the VMware vCenter.
- Log into the cluster VMs using SSH to see if they are accessible.
- For a single-node cluster, log into the `-ops` VM. For multinode clusters, log into one of the control plane VMs using SSH with the correct username and the SSH private key file.

```
ssh -i <private-key-file> <cluster-user>@<vm-ip-address>
```

- Check the Kubernetes cluster using the **kubectl** command.

For example, to check the status of all pods, use the following command:

```
kubectl get pod --all-namespaces
```

When all pods are in the `Running` state, you can log in to the Cisco Smart PHY UI page.