Troubleshoot the Deployment

Troubleshooting Tasks

When troubleshooting issues with the appliance's configuration, you will normally perform the following tasks:

1. If you are currently using the Catalyst Center GUI: Log Out, on page 1.

2. To reconfigure the appliance's hardware, log in to and use the CIMC GUI, as explained in Steps 12 and 13 of Enable Browser Access to the Cisco Integrated Management Controller.

3. To change the appliance configuration, launch and use the Maglev Configuration wizard, as explained in Reconfigure the Appliance Using the Configuration Wizard, on page 2.

For more information about the appliance's network adapters, see the Managing Adapters section of the *Cisco UCS C-Series Servers Integrated Management Controller CLI Configuration Guide, Release 3.1*. As noted elsewhere, never attempt to manage the appliance hardware through the Linux CLI. Use only the CIMC GUI or the Maglev Configuration wizard to change appliance settings.

Log Out

For security reasons, we recommend that you log out after you complete a work session. If you do not log out yourself, you will be logged out automatically after 30 minutes of inactivity.

To log out of the Catalyst Center GUI, from the top-right corner, click your displayed username and choose **Log Out**.

This ends your session and logs you out.

Reconfigure the Appliance Using the Configuration Wizard

To reconfigure an appliance and update its settings, you must use the Configuration wizard. You cannot use the Linux CLI to do this. The normal Linux administration procedures that you might use to update configuration settings on a standard Linux server will not work and should not be attempted.

After the appliance is configured, you cannot use the Configuration wizard to change all the appliance settings. Changes are restricted to the following settings only:

- Host IP address of the appliance
- DNS server IP addresses
- Default gateway IP address
- NTP server IP addresses
- Cluster Virtual IP address
- Cluster hostname (FQDN)
- Static routes
- Proxy server IP address
- Maglev user password
- Admin user password
- NIC bonding enablement

Before you begin

You need the Linux username (*maglev*) and password that are currently configured on the target appliance.

Step 1   Point your browser to the Cisco IMC IP address you set during the Cisco IMC GUI configuration that you performed, and log in to the Cisco IMC GUI as the Cisco IMC user (see Enable Browser Access to the Cisco Integrated Management Controller).

After successful login, the appliance displays the **Cisco Integrated Management Controller Chassis Summary** window, with a hyperlinked menu at the top of the window, as shown below.
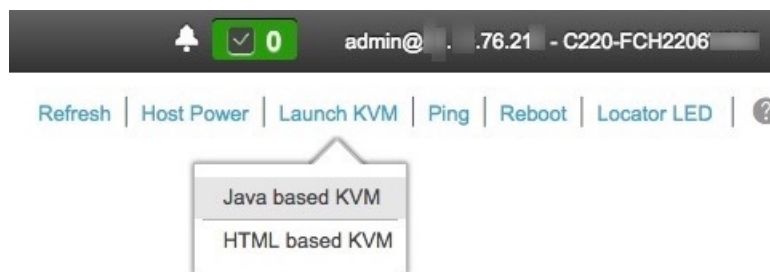
Step 2 In the hyperlinked menu, choose **Launch KVM** and then select either **Java based KVM** or **HTML based KVM**. If you select **Java-based KVM**, you need to launch the Java startup file from your browser or file manager in order to view the KVM console in its own window. If you select **HMTL-based KVM**, it launches the KVM console in a separate window or tab automatically.

Irrespective of the KVM type you choose, use the KVM console to monitor the progress of the configuration and respond to the Maglev Configuration wizard prompts.

Step 3 When prompted, enter the Linux password.

Step 4 Enter the following command to access the Configuration wizard.

sudo maglev-config update

If you are prompted for the Linux password, enter it again.

Step 5 The Configuration wizard presents an abbreviated version of the same series of screens shown in, for example, Configure a Secondary Node Using the Maglev Wizard. Make changes to the settings presented, if required. After you finish making changes on each screen, choose **[Next]**, as needed, to proceed through the Configuration wizard.

Step 6 At the end of the configuration process, a message appears, stating that the Configuration wizard is now ready to apply your changes. The following options are available:

- **[back]**: Review and verify your changes.

- **[cancel]**: Discard your changes and exit the Configuration wizard.

- **[proceed]**: Save your changes and begin applying them.

Choose **proceed>>** to complete the installation. The Configuration wizard applies the changes you made.

At the end of the configuration process, a CONFIGURATION SUCCEEDED! message appears.

Power Cycle the Appliance

Complete one of the following procedures on your Catalyst Center appliance to either halt it or perform a warm restart. You can halt the appliance before you make hardware repairs, or you can initiate a warm restart after you have corrected software issues.

Using the Cisco IMC GUI

If you want to use the KVM console that is accessible from the Cisco IMC GUI in order to halt your appliance or perform a warm restart, complete the tasks described in this procedure.

Before you begin

Note the following points:

- You will need the Linux user name (*maglev*) and the password that is currently configured on the target appliance.

- Any hardware changes you make using the Cisco IMC GUI will be applied after the appliance reboots.

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> **Caution**   Power-cycling your appliance from the Cisco IMC GUI can result in the corruption or loss of data. Only do so if your appliance is completely unresponsive to SSH, the Cisco IMC console, or the physical console.

Step 1   Point your browser to the Cisco IMC IP address you set during the Cisco IMC GUI configuration you performed, and log in to the Cisco IMC GUI as the Cisco IMC user. (see Enable Browser Access to the Cisco Integrated Management Controller).

After successful login, the appliance displays the **Cisco Integrated Management Controller Chassis Summary** window, with a hyperlinked menu at the top of the window, as shown below.
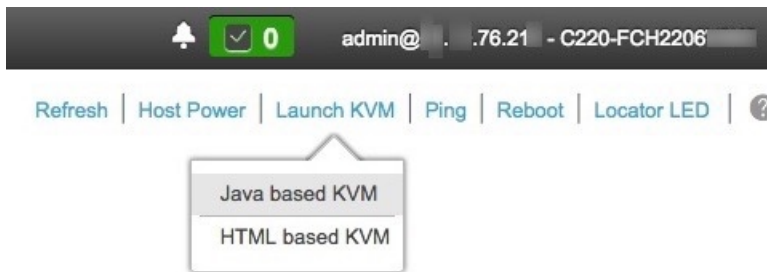
Step 2   With the KVM displayed, reboot the appliance by choosing **Host Power** > **Power Cycle** .

If you are asked to confirm your choice to reboot the appliance, click **OK**.

Step 3   When prompted, enter the Linux password.

Using SSH

If you want to use SSH in order to halt your appliance or perform a warm restart, complete the following tasks:

Before you begin

You will need the following:

- Secure Shell (SSH) client software.

- The IP address that you configured for the 10-Gbps Enterprise port on the appliance that needs reconfiguration. Log in to the appliance at this address, on port 2222.

  To identify the Enterprise port, see the rear-panel figures in Front and Rear Panels.

- The Linux user name (*maglev*) and the password that is currently configured on the target appliance.

Step 1   Using a Secure Shell (SSH) client, log in to the IP address of the Enterprise port of the appliance that needs to be reconfigured, on port 2222:

ssh maglev@*Enterprise-port's-IP-address* **-p 2222**

Step 2   When prompted, enter the Linux password.

Step 3   Enter the command that is appropriate for the task you want to perform:

• To halt the appliance, enter: **sudo shutdown -h now**

• To initiate a warm restart, enter: **sudo shutdown -r now**

If you are prompted for the Linux password, enter it again.

Step 4   Review the command output that is displayed as the host shuts down.

Step 5   If you halted your appliance, power up the Maglev root process by turning the appliance back on, using the front-panel power button.