Troubleshoot the Deployment

- Troubleshooting Tasks, on page 1
- Log Out of Cisco DNA Center, on page 1
- Reconfigure the Appliance Using the Configuration Wizard, on page 2
- Power-Cycle the Appliance, on page 3

Troubleshooting Tasks

When troubleshooting problems with the Cisco DNA Center appliance configuration, you will normally perform the following tasks:

Table 1: Basic Cisco DNA Center Appliance Troubleshooting Tasks

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>If you are currently using the Cisco DNA Center GUI: Log Out of Cisco DNA Center, on page 1.</td>
</tr>
<tr>
<td>2</td>
<td>If you need to reconfigure the appliance hardware, log into and use the CIMC GUI as explained in steps 12 and 13 of Enable Browser Access to CIMC.</td>
</tr>
<tr>
<td>3</td>
<td>If you need 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.</td>
</tr>
<tr>
<td>4</td>
<td>Power-cycle the appliance, so that your changes are active: Power-Cycle the Appliance, on page 3.</td>
</tr>
</tbody>
</table>

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 via the Linux CLI. Use only the CIMC GUI or the Maglev Configuration Wizard to change appliance settings.

Log Out of Cisco DNA Center

Follow the steps below to log out of the Cisco DNA Center web-based GUI interface.
For security reasons, we recommend that you log out whenever you complete a work session. If you do not log out yourself, Cisco DNA Center will log you out automatically after 30 minutes of inactivity.

**Step 1**  
Click 🌒.

**Step 2**  
Click **Sign out**. This ends your session and logs you out of Cisco DNA Center.

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**Reconfigure the Appliance Using the Configuration Wizard**

If you need to reconfigure a Cisco DNA Center appliance, you must use the Cisco DNA Center Configuration Wizard to update the appliance settings. 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 with a Cisco DNA Center appliance, and should not be attempted.

Once the appliance is configured, you cannot use the Configuration Wizard to change all Cisco DNA Center 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
- Static routes
- Proxy server IP address
- Maglev user password
- Admin user password

**Before you begin**

You will need the following:

- Secure Shell (SSH) client software.
- The IP address that you configured for the Enterprise port on the appliance that needs reconfiguration. To identify this port, see the rear-panel figure in *Front and Rear Panels*. You will log into the appliance at this address, on port 2222.
- The Linux user name (**maglev**) and password currently configured on the target appliance.

**Step 1**  
Using a Secure Shell (SSH) client, log into the IP address of the Enterprise port of the Cisco DNA Center appliance that needs to be reconfigured, on port 2222. For example:

```
ssh maglev@Enterprise-port's-IP-address -p 2222
```
Step 2  When prompted, enter the Linux Password.

Step 3  Enter the following command to access the Configuration Wizard.

```
$ sudo maglev-config update
```

If prompted for the Linux Password, enter it again.

Step 4  The Configuration Wizard will present an abbreviated version of the same series of screens shown in, for example,  *Configure Add-On Nodes*. Make any needed changes to the settings presented. When you are finished making your changes on each screen, choose `[Next]` as needed to proceed through the Configuration Wizard.

Step 5  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.

Enter `proceed>>` to complete the installation. After entering `proceed>>`, the Configuration Wizard applies the changes you made.

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

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**What to do next**

Ensure your changes are applied and active by power-cycling the appliance, as explained in the topic  *Power-Cycle the Appliance*, on page 3.

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**Note**  If you have updated DNS Server IP addresses, Cisco recommends that you perform a cold boot when power-cycling the appliance. This will ensure that your DNS changes are applied.

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**Power-Cycle the Appliance**

Complete the following procedure on your Cisco DNA 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. Any hardware changes you make using Cisco IMC will be applied after the appliance reboots.

Note that it is also possible to power-cycle an appliance from the Cisco IMC GUI and the KVM console that is accessible from the Cisco IMC GUI. For details, see Steps 1 through 3 in either  *Configure the Master Node* or *Configure Add-On Nodes*.

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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.
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. To identify this port, see the rear-panel figure in Front and Rear Panels. Log in to the appliance at this address, on port 2222.
- The Linux user name (`maglev`) and the password that is currently configured on the target appliance.

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**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:

```bash
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.