



# Troubleshooting Tips

---

## Support Contact Information

IWAN App: [iwanapp-support-leads@cisco.com](mailto:iwanapp-support-leads@cisco.com)  
PnP: [pnP-support@cisco.com](mailto:pnP-support@cisco.com)  
DNA Center escalation team: [dnac-ecrt@cisco.com](mailto:dnac-ecrt@cisco.com)

## Checking Package and Service Status

If one or more services do not come up after the migration process, check the status. The Visibility Service (visibility-service) is specific to IWAN, so checking its status is especially relevant in troubleshooting.

```
$maglev catalog package status iwan  
$magctl appstack status | grep visibility-service
```

## Checking Log Files for the Visibility Service

Open the Visibility Service.

```
$magctl service attach visibility-service
```

Locate the logs for the Visibility Service using one of the following:

- Open the directory using root access.

```
sudo tail -f /var/log/containers/visibility*
```

or

- Use magctl, with the **-r** option to print log, and the **-f** option to tail the log.

```
magctl service logs -r -f visib
```

## Migration Logs

The migration logs appear within /tmp, with a dynamically generated tmp.xyz directory name. When providing troubleshooting information in case of a migration failure, include the two log files described below.

```
$ls /tmp/tmp.fYlpeg76ab  
migration-job_console.txt
```

```
migration_support/
start_migration_console.txt
```

**Table 1: Migration Log Files**

| File                        | Description                                                                                                                                                                            |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| start_migration_console.txt | Screen output of the start-migration.sh script                                                                                                                                         |
| migration-job_console.txt   | Migration job logs. The jobs include transferring data and bringing up services.<br><br>Check this log if the migration process fails. Failure messages appear at the end of the file. |

### Migration Backup File

The migration backup file, containing information about the 1.6.x IWAN configuration, is located in the /data/tmp/migration directory. Provide the file to Cisco in case of a migration failure.

Example:

```
backup_2018-05_31_09_15-30.backup
```

### Re-running Migration

If the migration script is interrupted by failures, such as terminal connectivity problems or errors that occur when running the script, it is possible to re-run the start\_migration.sh migration script. This clears the database and runs the script again.



#### Note

Do not re-run the migration script if migration was successful and then configuration changes were made in the IWAN App in DNA Center. Doing so may cause an error state.