



Troubleshooting

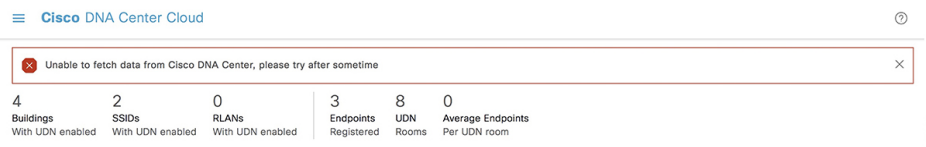
This chapter provides instructions for troubleshooting any issues that may arise while using the Cisco User Defined Network cloud portal.

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Unable to fetch data from Cisco DNA Center

Problem

Unable to fetch data from Cisco DNA Center, please try after sometime.



Possible Cause

The above error message is displayed while viewing the **Summary** section in the dashboard of the Cisco User Defined Network cloud portal. This issue might occur if the Cisco DNA Center is unreachable. This might also cause cached data to be displayed.

Solution

Verify that the Cisco User Defined Network Cloud is connected to the Cisco DNA Center. Also, refresh the **Summary** report to fetch the latest data from the Cisco DNA Center.

Registration Failed

Problem

In the **Endpoint Management** table, the **Status** of the device is listed as **Registration Failed**.

MAC Address	User Name	Device Name	Device Type	Email Address	UDN Name	Status	Last Action Status
74:da:38:bb:00:0f	sam	TestDevice	Computer	@gmail.com	sam's room	⊗ Registration Failed	⊗ Registration Failed
11:22:33:11:11:33	sam	newTv	Streaming/Entertainment	@gmail.com	sam's room	⊙ Registered	⊙ Registered

Possible Cause

To view the reason for device registration failure, click the failed device's **MAC Address** in the endpoint table.

Device registration might fail if there is an ISE CoA error.

Note that sometimes you may observe device registration failure while attempting to add a device for the first time after the Cisco User Defined Network and Cisco DNA Center are paired. This may be due to the prolonged time taken to activate the channel between Cisco User Defined Network and the Cisco DNA Center. This issue usually resolves on its own during subsequent attempts to register the device.

MAC Address: 74:da:38:bb:00:0f

Last Updated: March 7, 2022 7:58 PM

⊗ ISE COA request Failed
 ✕

User Name: sam
 UDN Name: sam's room
 Device Type: Computer
 Status: ⊗ Registration Failed
 Shared: No
 Device Name: TestDevice

Details

[▶ Retry](#) [↻ Refresh](#)

- ⊙ Register
 March 7, 2022 7:58 PM
- ⊙ Registering
 March 7, 2022 7:58 PM
- ⊗ Registration Failed
 March 7, 2022 7:58 PM

Solution

If you encounter the **Registration Failed** device status error, first fix the ISE COA error, and then try registering the device again.

Room Limit Configuration Failure

Problem

udn-user-name's room has *number-of-devices* added to it. UDN room limit cannot be lower than the current number of devices in any room.

UDN Room Settings

To limit the number of devices in the room, specify a limit here. The total number of devices in the room includes the rc



Devices per room ⓘ

Maximum devices in a room: 6

Rooms that have the most devices: udn_3's room, udn_1's room

UDN Room Limit

4

Enter a number between 1 to 64,000

Devices per user ⓘ

User Device Limit

3

Enter a number between 1 to 50

468413

Possible Cause

The above error message is displayed in the **UDN Room Settings** window of the Cisco User Defined Network cloud portal. This issue occurs when you try to change the **UDN Room Limit** to a number that is lesser than the number of devices already registered to a room.

Solution Ensure that the UDN room limit is always more than the current number of devices in any room.

Unable to Add Devices to UDN Room

Problem

Unable to process your request because you are allowed to add a maximum of *udn-room-limit* devices only in a room.

For example, in the below figure, the **UDN Room Limit** is set at 6 devices and the user is unable to add a seventh device.

Add Endpoint ✕

✕ Unable to process your request because you are allowed to add maximum of 6 devices only in a room ✕

Shared Access To All ⓘ

Search an email address*

Select an email id

MAC Address* ⓘ

Device Name* ⓘ

Device Type*

Possible Cause

The above error message is displayed in the **Add Endpoint** window of the Cisco User Defined Network cloud portal. This issue occurs when you try to add more devices than the specified **UDN Room Limit**.

Solution The number of devices registered to any UDN room cannot exceed the maximum number of devices specified as the **UDN Room Limit**.

Fail to Unshare Device

Problem

number-of-devices failed to submit for unshare.

Endpoint Management

Add, remove, move, share and view devices across UDN rooms.

✕ 6/6 Device(s) failed to submit for unshare. [Click here to view status](#)

Endpoints (6) ⓘ

Search Table

Show **All** Completed In Progress Failed Last Ac

0 Selected [Delete endpoints](#) [More Actions](#)

MAC Address	User Name	Dev
<input type="checkbox"/>	aa:bb:cc:dd:11:27	00u2o2ic43NRWdSH5d7
<input type="checkbox"/>	aa:bb:cc:dd:11:26	00u2o2ic43NRWdSH5d7
<input type="checkbox"/>	aa:bb:cc:dd:11:25	00u2o2ic43NRWdSH5d7
<input type="checkbox"/>	aa:bb:cc:dd:11:24	00u2o2ic43NRWdSH5d7
<input type="checkbox"/>	aa:bb:cc:dd:11:23	00u2o2ic43NRWdSH5d7
<input type="checkbox"/>	aa:bb:cc:dd:11:22	00u2o2ic43NRWdSH5d7

Unshare Status Details ✕

Endpoints (6)

Search Table

MAC Address	Status	Status Details
aa:bb:cc:dd:11:27	Failed	Unable to process your request because you are allowed to unshare upto 4 devices. You already own 1 devices.
aa:bb:cc:dd:11:26	Failed	Unable to process your request because you are allowed to unshare upto 4 devices. You already own 1 devices.
aa:bb:cc:dd:11:25	Failed	Unable to process your request because you are allowed to unshare upto 4 devices. You already own 1 devices.
aa:bb:cc:dd:11:24	Failed	Unable to process your request because you are allowed to unshare upto 4 devices. You already own 1 devices.
aa:bb:cc:dd:11:23	Failed	Unable to process your request because you are allowed to unshare upto 4 devices. You already own 1 devices.
aa:bb:cc:dd:11:22	Failed	Unable to process your request because you are allowed to unshare upto 4 devices. You already own 1 devices.

6 Records Show Records: 25 1 - 6

Possible Cause

The above error message is displayed in the **Endpoint Management** window of the Cisco User Defined Network cloud portal. This issue occurs if a user tries to unshare a device but the number of devices registered to that user is already equal to the **User Device Limit**.

Solution

Once the number of registered devices for the user goes below the specified **User Device Limit**, the user can then try to unshare the device again.

