Troubleshooting Cisco Modeling Labs

Guidelines for Troubleshooting

When troubleshooting issues in Cisco Modeling Labs, you should follow the guidelines described in the following table.

Guideline	Description
Check the release notes to see if the issue is a known problem.	The latest release notes are available at Release Notes for Cisco Modeling Labs.
Generate a problem report.	The Cisco Modeling Labs client provides functionality that allows you to generate problem reports for any problems encountered in your topology. It is accessible from the menu under **Help** > **Generate Problem Report**. See the *Cisco Modeling Labs Corporate Edition User Guide, Release 1.1* for more information.

Troubleshooting Issues

Table 1: Troubleshooting Issues

Problem	Probable Cause	Solution
Java Runtime Environment (JRE) or Java Development Kit (JDK) error is displayed.	Java executable is missing or not set in the PATH environment variable.	Install Java or add the Java executable to the PATH environment variable. See Java Issues, on page 2 for more information.

Problem	Probable Cause	Solution
Error when applying multiple Cisco Modeling Labs licenses.	Licenses have been applied in the incorrect order.	Re-apply the licenses in the correct order. See Applying Licenses, on page 2 for more information.
Missing node subtypes (images) under the Nodes tab in the **Palette** view.	Fetch from server option not run.	Fetch available node subtypes from the Cisco Modeling Labs server. See Fetch Node Subtypes from the Cisco Modeling Labs Server, on page 3 for more information.

Java Issues

When installing the Cisco Modeling Labs client, ensure that you have the appropriate Java version installed and that the PATH environment variable contains the path for the Java binary.

Where mismatched architecture versions of Java 6 or Java 7 and the Cisco Modeling Labs client are installed, a Java runtime error is returned and the installation fails.

Therefore, before starting your installation, ensure that:

- If you are installing a 32-bit build of the Cisco Modeling Labs client, a 32-bit version of Java must be installed.

- If you are installing a 64-bit build of the Cisco Modeling Labs client, a 64-bit version of Java must be installed.

Where the Java binary is not on the PATH, you can update the CML.ini file to point to the full path of the Java binary (javaw.exe) file, as follows:

1 Open the CML.ini in a text editor.

2 Add the following two lines immediately before the `vmargs` string:
```
-vm <path to javaw.exe file>
For example C:\Program Files\Java\jre7\bin\javaw.exe
```

Applying Licenses

The order in which you apply your Cisco Modeling Labs license is important.

- You must apply your base license (R-PID) first and then apply any remaining expansion license(s) (L-PID).

- Applying an expansion license before a base license will result in an error.

To resolve this issue, remove all licenses and then re-apply them starting with your base license (R-PID).

Fetch Node Subtypes from the Cisco Modeling Labs Server

To fetch new node subtypes from the Cisco Modeling Labs server, perform the following tasks:

Step 1   Click **File** > **Preferences** > **Node Subtypes**.

Step 2   Click the **Fetch from Server** button.
The **Confirm** dialog box is displayed.

Step 3   Click **OK** to update the list of node subtypes.

Figure 1: Fetch Node Subtypes from Server
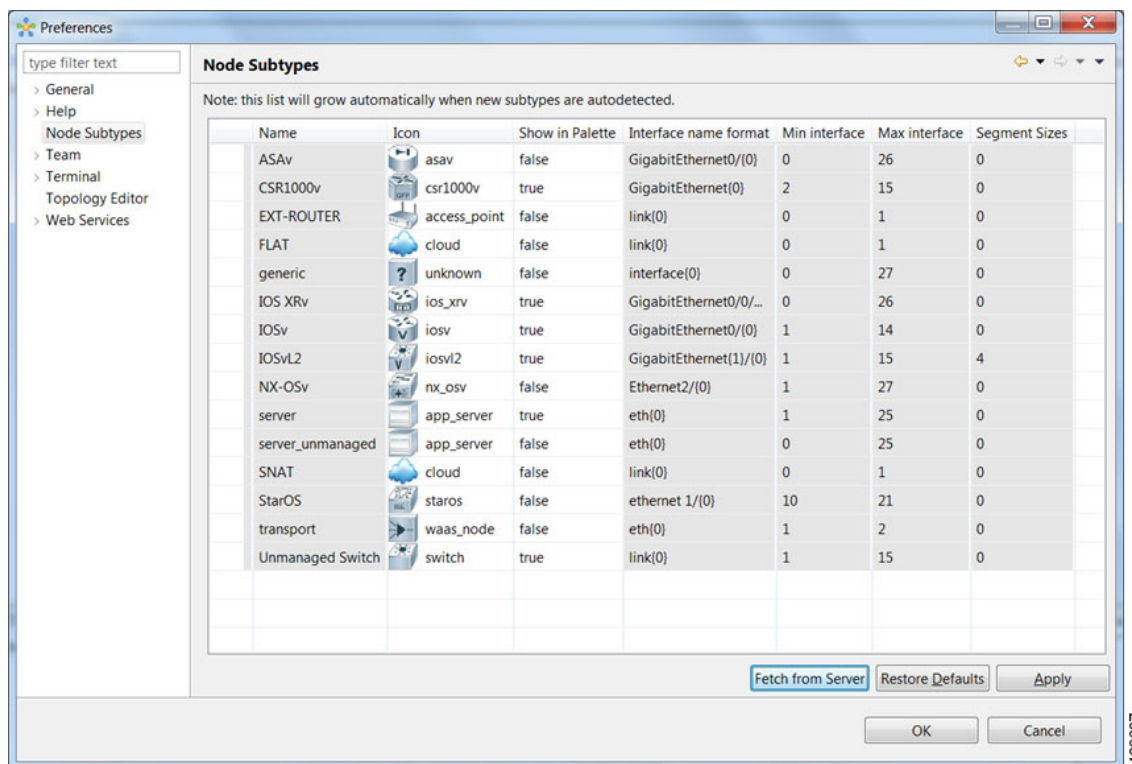
Step 4   Click **OK** to finish.

The updated list of node subtypes is available for use in the **Palette** view.
Contact your system administrator if a specific node subtype is missing from the list, as the system administrator is responsible for adding new node subtypes to the Cisco Modeling Labs server.