

Troubleshooting Cisco Modeling Labs

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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 <i>Cisco</i> <i>Modeling Labs Corporate Edition User Guide,</i> <i>Release 1.1</i> 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.

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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

pe filter text	Node Subtypes $\Leftrightarrow \bullet \bullet$							
General Help	Note: this list will grow automatically when new subtypes are autodetected.							
Node Subtypes	Name	Icon	Show in Palette	Interface name format	Min interface	Max interface	Segment Sizes	
Team	ASAv	asav asav	false	GigabitEthernet0/{0}	0	26	0	
> Terminal	CSR1000v	csr1000v	true	GigabitEthernet{0}	2	15	0	
Web Services	EXT-ROUTER	access_point	false	link(0)	0	1	0	
	FLAT	acloud	false	link{0}	0	1	0	
	generic	? unknown	false	interface{0}	0	27	0	
	IOS XRv	ios_xrv	true	GigabitEthernet0/0/	0	26	0	
	IOSv	iosv	true	GigabitEthernet0/{0}	1	14	0	
	IOSvL2	iosvl2	true	GigabitEthernet{1}/{0}	1	15	4	
	NX-OSv	nx_osv	false	Ethernet2/{0}	1	27	0	
	server	app_server	true	eth{0}	1	25	0	
	server_unmanaged	app_server	false	eth{0}	0	25	0	
	SNAT	aloud	false	link{0}	0	1	0	
	StarOS	staros	false	ethernet 1/{0}	10	21	0	
	transport	waas_node	false	eth{0}	1	2	0	
	Unmanaged Switch	switch	true	link(0)	1	15	0	
					_			
				Fet	ch from Server	Restore Defau	Its Apply	
					[OK	Cancel	

Step 4 Click **OK** to finish.

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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.

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