



Troubleshooting Cisco Modeling Labs

- [Guidelines for Troubleshooting, page 1](#)
- [Troubleshooting Issues, page 1](#)

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 1.2 .
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 1.2 for more information.

Troubleshooting Issues

Table 1: Troubleshooting Issues

Problem	Probable Cause	Solution
Error returned 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.

Problem	Probable Cause	Solution
Missing node subtypes (images) under the Nodes tab in the Topology 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 2 for more information.
During installation, the Cisco Modeling Labs virtual machine does not launch and the Ubuntu splash screen is displayed indefinitely.	The date and time set on the ESXi host is incorrect.	Ensure that the ESXi host has the correct date and time set. See ESXi Host Time Configuration Issue , on page 3 for more information.

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).

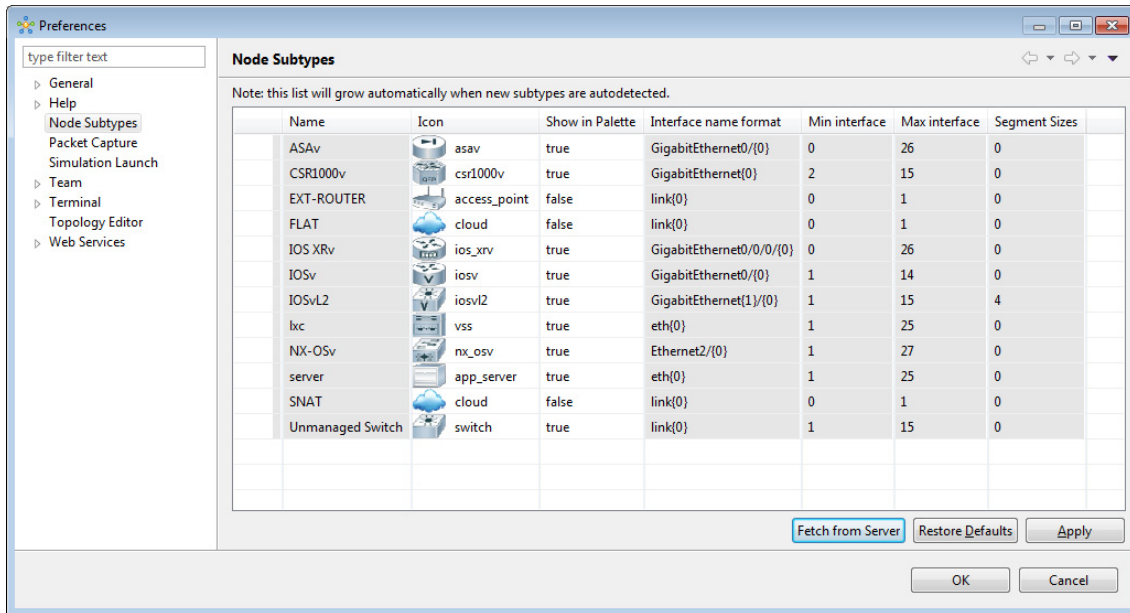
Fetch Node Subtypes from the Cisco Modeling Labs Server

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.

- Step 3** The **Confirm** dialog box is displayed.
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 **Topology 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.

ESXi Host Time Configuration Issue

When the date and time on the ESXi host are not set correctly during the installation process, the virtual machine does not launch and the Ubuntu splash screen is displayed indefinitely.

To resolve this issue, ensure that the ESXi host has the correct date and time set as follows:

- On the ESXi host, select **Configuration > Time Configuration**.
- Update the **Date & Time** field as necessary.

