Troubleshooting Users

This chapter contains the following sections:

Resetting Local Admin Password

This section describes how to reset the local `admin` password for your Multi-Site Orchestrator cluster. Note that this procedure applies to MSO OVA deployments in VMware ESX only and not Application Services Engine or Nexus Dashboard deployments.

Step 1 SSH in to any one of the cluster nodes as the `root` user.

Step 2 Delete the `admin` credentials.

Use the following script to delete the `admin` credentials:

```
# cd /opt/cisco/msc/builds/<build_version>/bin
# ./msc_delete_admin.sh
```

Step 3 Restart the `msc_userservice` service.

```
# docker service update --force --detach=false msc_userservice
```

This will reset the `admin` user's password to the default password. Note that the default password depends on the specific version of the Multi-Site Orchestrator you are running, consult the *Cisco Multi-Site Installation and Upgrade Guide* for your version.

Troubleshooting Cisco ACI Multi-Site External User Authentication

Use the following tips to troubleshoot external user authentication problems.

Step 1 To investigate the error `Authentication method failed`, verify the following:

- The key given in the Provider configuration is correct
- The Multi-Site (client) IP address is registered in the remote Cisco ACS server

Step 2 To investigate the error `Invalid user credentials`, verify the following:

- The username entered on the Multi-Site login screen is correct and matches one that is configured on the Cisco ACS server
- The password entered on the Multi-Site login screen is correct and matches one that is configured on the Cisco ACS server

Step 3 If the user sees a Loading icon, followed by the errors `Loading ...` and `Authentication method failed`, verify the following:

- The IP address in the Provider configuration is correct
- The IP addresses for the Provider and Cisco ACS are reachable
- The port and protocol in the Provider configuration is correct
- The correct authentication method (TACACS+ or RADIUS) is selected on the remote ACS server under ...**Network Devices and AAA Clients** > **Authentication Options**
- The correct shared secret is provided in the remote ACS server user configuration, and it is not empty

Step 4 If the user is able to login, but is not able to see anything or is not able to see any tabs on the Multi-Site GUI, verify that the Cisco AV Pair and the roles are configured correctly for that user, on the remote ACS server.