Troubleshooting Messages and Frequently Asked Questions in Getting Started

This appendix contains:

- Error Messages
- Frequently Asked Questions

## Error Messages

This section contains the list of error messages that appear in the Getting Started workflow.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Probable Cause</th>
<th>Possible Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>DCRServer is down. Check whether the process is running.</td>
<td>This message occurs when the DCR process or the OGSServer is not up and running.</td>
<td>Ensure the process is up and running.</td>
</tr>
<tr>
<td>Cisco.com credentials and E-mail settings are required to download software updates and device packages. Go to General System Settings to configure the settings.</td>
<td>This message occurs in the Software and Device Updates page when the Cisco.com credentials are not configured.</td>
<td>To configure the Cisco.com credentials, go to the General System Settings page and update the Cisco.com credentials.</td>
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</tbody>
</table>
Frequently Asked Questions

This section provides the frequently asked questions for Getting Started workflow in LMS:

- **Q.** What happens when the check box Do not show Getting Started wizard at next login is selected in Introduction page?
  
  **A.** The user during the next login will be directed to the Device Status dashboard as home page.

- **Q.** In General System Settings page, what is the checkbox Use of proxy for communication with Cisco.com?
  
  **A.** You can select the check box and type in the Proxy server name and Port to connect to Cisco.com. You can also enter the Proxy Username and Password.

- **Q.** In Multiserver Configuration page, which mode is configured by default?
  
  **A.** By default, the Cisco Prime LMS server is in standalone with both DCR mode and SSO mode.

- **Q.** What happens when I select the check box Do not show Getting Started wizard at next login in Advanced Configurations page?
  
- **Q.** Why the login home page is directed to dashboard while logging in as Help Desk, System Administrator, Approver or Network Approver?
  
- **Q.** Why there is no link in Mega Menu for Getting Started when I log in as Help Desk, System Administrator, Approver or Network Approver?
  
- **Q.** While logging into LMS, with custom role, the Getting Started workflow cannot be viewed?
  
- **Q.** When I launch the Getting Started page, I am not able to locate the Device Management task in the Getting Started Assistant pane?
  
- **Q.** When I launch Getting Started, the introduction page appears shrinked?

- **Q.** What happens when the check box Do not show Getting Started wizard at next login is selected in Introduction page?
  
  **A.** The user during the next login will be directed to the Device Status dashboard as home page.
Q. In Other System Settings page, what happens when I do not restart the daemons after changing the Browser-Server security mode?
A. Whenever you launch the Other System Settings page, an error message is displayed on the banner mentioning Daemons not restarted after changing the HTTPS setting. The change will get effected only when the daemons are restarted.

Q. How to manage the devices by groups?
A. In Device Allocation Settings page, when you select the check box Allocate all devices and click Apply, the Policy Configuration for Device Allocation link will be shown on the workflow assistant pane on the right in Device Management.

Q. How do I allocate and manage devices for the functions in LMS?
A. Select the functions in Device Allocation Settings page for the devices to be managed and select Allocate all devices check box and click Apply.

Q. While configuring credential sets, after entering the credential set name, the Apply button is disabled?
A. To add new Credential Set, enter at least one credential value by selecting any one of the option below the Default Credentials.
   For Example,
   Select SNMP credential and type the RO Community String and return back to Credential set name.
   After entering the values in field, the Apply button will be enabled.

Q. What needs to be done after configuring the device discovery?
A. Once Device Discovery is configured, the Start Discovery button allows you to discover the device details in the repository.

Q. How to create a group to allocate devices?
A. Select Policy Configuration for Device Allocation from the assistant pane on the right and click groups (hyperlink) located above the device selector and follow the steps to create group.

Q. Why cannot I edit or delete the default system-defined roles in LMS?
A. System defined roles cannot be edited or deleted. You can edit or delete only custom user created roles. You can clone the System defined roles using the Copy option.

Q. Why am I not able to delete the logged in user?
A. You can only modify the profile of the logged in user, but cannot delete the user.

Q. Why am I not able to schedule software update and device package downloads?
A. To schedule software updates and device package downloads, you must configure E-mail and cisco.com credentials in the General System Settings page.

Q. Why do I get an error message as invalid argument while scheduling the schedule download for software updates or device packages?
A. Check if the E-mail and the Cisco.com credentials are configured in General System Settings page.

Q. What happens when I select the check box Do not show Getting Started wizard at next login in Advanced Configurations page?
A. The Device Status dashboard page is launched at next login. If the check box is not selected, then the Getting Started page is launched.

Q. Why the login home page is directed to dashboard while logging in as Help Desk, System Administrator, Approver or Network Approver?
A. Getting Started is not authorized for the above roles. Irrespective of the check box Do not show Getting Started wizard at next login selection in the Introduction page, LMS is directed to the Device Status dashboard page for the above roles.

Q. Why there is no link in Mega Menu for Getting Started when I log in as Help Desk, System Administrator, Approver or Network Approver?
A. If you are not authorized, then the menu will not have the link to launch Getting Started workflow.

Q. While logging into LMS, with custom role, the Getting Started workflow cannot be viewed?
A. If the Getting Started task is not selected, while logging you will be directed to the Device Status dashboard and the link to navigate the Getting Started workflow will not be displayed in the menu.

Q. When I launch the Getting Started page, I am not able to locate the Device Management task in the Getting Started Assistant pane?
A. Check your DCR mode in LMS. If the DCR mode is changed to slave, the Device Management task is hidden from the Getting Started Assistant pane.

Q. When I launch Getting Started, the introduction page appears shrinked?
A. If you have accessed LMS earlier and if there is an abnormal behavior in the UI, we recommend you to clear the browser cache and delete cookies before logging into LMS 4.2 again. See Clearing Cache and Cookies for more information.