APPENDIX A

Troubleshooting

This appendix addresses some common issues you might encounter while using Cisco Prime Network Analysis Module.

It contains the following sections:

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General NAM Issues

Q. What information should I collect and what else should I do when the NAM is not responding?

A. Determine the answers to the following questions and gather the following information:

- Does session from the switch/router CLI work?
- Does ping over EOBC (127 subnet) work?
- Does ping to the management IP address work?
- Collect output of show tech-support command from both the NAM and the switch or router.
- Collect core files.
- Check if NAM is seated correctly in chassis
- Reset NAM
- Reset into maintenance image or helper
- Clear the configuration
- Reinstall the application image (possibly with the repartition option --install)
Error Messages

Q. I’m waiting for the graphical data to populate on a dashboard. What does this red error “Request Error -- Please Try Again” mean?
A. This means an internal error has occurred, or the login session may have timed out.

Q. I’m waiting for the graphical data to populate on a dashboard. What does this red error “Query resulted in no data” mean?
A. The NAM does not have any data for the specified time frame and specified filter. Go to the Interactive Report (on the left side of the window) and click the Filter button to check the filter settings and data sources to make sure the NAM is getting data.

Q. What does the message “Client or NAM time is incorrect” mean?
A. The browser or client time and the NAM time must be synched to avoid this error.

Packet Drops

Q. How can I find out using the CLI if packets are being dropped?
A. The following CLI command shows packet drops at different layers of the NAM system at 5 minute intervals and up to the last 24 hours:

```
root@NAM1x-18.cisco.com# show pkt-drop-counters Hour-0
```

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<tr>
<th>Time</th>
<th>hardware pkts dropped</th>
<th>FM pkts dropped</th>
<th>ART pkts dropped</th>
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<tbody>
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</table>

NAM Not Responding

Q. Why is my NAM Blade not responding?
A. Do the following:

- Check the NAM IP configuration (using the CLI command `show ip`)
- Check VLAN configuration of management port on Sup:
  
  analysis module <slot> management-port access-vlan <#>

- Does the session from the switch/router work?
NAM Behavior

Q. Why is the browser behaving strangely? It is displaying data for no apparent reason.
A. Clear the browser cache, close the browser, and open a new session and try again. Also, make sure you are using a browser that is supported with NAM 5.x (see the Cisco Prime Network Analysis Module Release Notes).

Q. Why is the NAM performance lower than expected?
A. Disk capture will reduce the NAM performance considerably. It is due to the disk input/output speed. You will see a warning in the top right corner of the window.

WAAS Troubleshooting

Q. Why is no WAAS data seen in the Monitor windows?
A. Perform the following steps:
   • Use the NAM GUI to verify that the Monitored Servers list is configured with the correct server IP addresses.
   • Use the NAM GUI to verify that WAAS data sources have data collection enabled for applicable segments.
   • Use the WAAS CLI “show statistics flow filters” to verify that the servers have active traffic flows that are optimized and monitored.
   • Use the WAAS CLI “show statistics flow mon tcpstat” to verify that WAAS Flow Agent exports flow data to the correct NAM IP address.

Q. The WAAS is not sending data to the NAM, and the reports are not showing any values.
A. The WAAS will not send data unless filtering is enabled on the NAM. Enable filtering at Setup > Data Sources > WAAS > Monitored Servers, and check the “Filter Response Time for all Data Sources by Monitored Servers” check box.

Performance Agent (PA)

Q. Why is the NAM not receiving data from PA?
A. First troubleshoot Flexible NetFlow (FNF). Check whether FNF sent data to the NAM with show flow exporter statistics.
   If FNF did not send data, check Performance Agent with show mace metrics summary. Check whether flows are exported.
   If flows are not exported by PA, debug PA to identify the error with debug mace cp.