



## Troubleshooting

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The Cisco Prime vNAM software undergoes extensive testing before software release. If you encounter problems, use the information in this section to help isolate problems or to eliminate the virtual appliance as the source of the problem.

This topic does not cover every possible trouble event that might occur on an virtual appliance, but instead focuses on those events that are frequently seen by the customer.

## Frequently Asked Questions

- Q.** The monitored traffic rate does not match the expected value. How do I troubleshoot?
- A.** If the monitored traffic rate does not match the expected value, check the license type using the `show license` command.
  
- Q.** I'm unable to connect to the Prime vNAM webserver. What do I do?
- A.** Run `ping`. Run `show ip`. Ensure that the webserver is enabled.
  
- Q.** I do not see any data traffic reaching the Prime vNAM. What do I do?
- A.** Ensure that the bridge connected to the data port is configured in promiscuous mode.
  
- Q.** Telnet do not work. What do I do?
- A.** Run `show ip` command to see whether Telnet is enabled. If not, enable Telnet.
  
- Q.** How do I recover the installation if the Prime vNAM image gets corrupted?
- A.** Try rebooting the Prime vNAM. If it is persistently not responding, you might need to deploy a new Prime vNAM.
  
- Q.** It appears like the data is corrupted. What do I need to do?
- Use the `clear monitoring data` command to clear the monitoring data.

## Additional References

All product documentation is available on [Cisco.com](https://www.cisco.com) under **Cloud and System Management > Network Analysis Module (NAM) Products > Cisco Prime Network Analysis Module Software**.

For an detailed list of all documentation, see the Cisco Prime Network Analysis Module [Documentation Overview](#).