Troubleshooting

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Troubleshooting Network-Wide Path Insight

Problem

No information is displayed when you view the results of a trace.

Solution

Check the following:

• Data stream collection might not be operating properly. To resolve this issue, choose **Administration** > **Settings** > **Data stream**, click **Disabled**, then click **Save**. Click **Data stream** again, click **Enabled**, choose **System** for the IP address type, then click **Save**.

• You may have enabled DNS domain discovery for the trace, and the monitored traffic may not be from DNS domains. To resolve this issue, choose **Tools** > **Network Wide Path Insight**, uncheck the **Enable DNS Domain Discovery** check box in the **Trace** area, and run the trace again.

Problem

The location of devices does not appear in the **Geography View** section for releases before Cisco vManage Release 20.6.1 or the **Geography** tab in Cisco vManage Release 20.6.1.

Solution

Ensure that GPS is configured for the device.