



Troubleshoot the Dynamic Attributes Connector

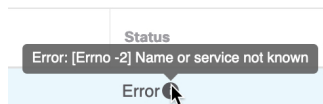
How to troubleshoot issues with the dynamic attributes connector, including using provided tools.

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Troubleshoot Error Messages

Problem: Name or service not known error

This error is displayed as a tooltip when you hover the mouse over an error condition on an adapter or connector. An example follows; yours might look different.

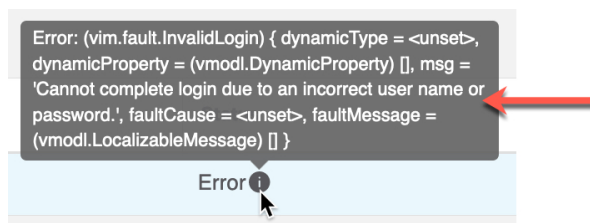


Solution: Edit the connector and check for:

- A trailing slash on a host name
- Verify the password is correct

Problem: Incorrect username or password

This error is displayed as a tooltip when you hover the mouse over an error condition on a connector.



Solution: Edit the connector and change the user name or password.

Get Your Tenant ID

If you require assistance with the Cisco Secure Dynamic Attributes Connector, you must provide your tenant ID to Cisco TAC so we can look at your logs.

Procedure

- Step 1** Log in to CDO.
- Step 2** Click **Settings** > **General Settings**.
- Step 3** Copy your tenant ID to the clipboard to provide to Cisco TAC.

A sample follows.

