



Troubleshoot

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Fault Remediation

This section describes some basic troubleshooting including common faults and how to remediate them.

Parameter Configurations

Any misconfigured configuration parameters for an FTD service node in a network service graph in the APIC may return one of the following faults.

Fault Format

Graph configuration resulted in *Major script error: Configuration error: <error>* for <parameter-name> in context <context-name> on cluster <cluster-name> in tenant <tenant-name>

Fault Message

Graph configuration resulted in *Major script error: Configuration error: Specified interface type and security zone type must match** for enabled in context SampleTenantctx1 on cluster StrictFTDvCluster in tenant SampleTenant

Remediation

Create a new security zone with the correct type, and delete the old zone. The FMC cannot alter a security zone after it is created. Correct the misconfigured configuration parameter in the service graph based on what the FMC is expecting.

Fault Message

Graph configuration resulted in *Major script error: Configuration error: Item with name DefaultInlineSet already exists. Please choose a different name or delete the current item**

Remediation

Verify that the inline set with the name DefaultInlineSet is not configured in the FMC. Inline sets that already exist cannot be used by the device package. The device package wants to create a fresh inline set so that it can delete it without affecting the workflow.

Fault Message

Graph configuration resulted in *Major script error : Configuration error : Interface name cannot be more than 48 characters long*

Remediation

Verify that the Tenant, Device, and Interface logical or Inline Set names combined with 2 delimiters ("_") is not more than 48 characters.

Fault Message

Graph configuration resulted in *Major script error : Configuration error : Name should be less than 48 characters *

Remediation

Verify that the Tenant, Device, and Interface Security Zone names combined with 2 delimiters ("_") is not more than 48 characters.

Appliance Configurations

Any misconfigured appliance login and IP information in the APIC may return one of the following faults.

Fault Message

Graph configuration resulted in *Major script error : Configuration error : Can't login to a appliance, configured login information is wrong.*

Remediation

Verify that the configured FMC username and password are correct.

Fault Message

Graph configuration resulted in *Major script error : Configuration error : The requested device does not exist.*

Remediation

Verify that the configured device is registered with the configured FMC.

Fault Message

Graph configuration resulted in * A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host has failed to respond.*

Remediation

Verify that the configured FMC IP address is correct and reachable.

Fault Message

Graph configuration resulted in *Major script error : Configuration error : Unable to find the requested interface.*

Remediation

Verify that the concrete interface configured in the device which is in the device cluster is present in the FMC.

Fault Message

Graph configuration resulted in *Major script error : Configuration error : Unable to deploy configuration changes to device. Possible reasons could be that another deployment is in progress, or APIC and FMC times are out of sync. Please be sure to sync their time to the same NTP service, set up their time zones, and retry by re-attaching the service graph.*

Remediation

Verify that the ACI and FMC are configured with the same NTP service and that no other deployment is in progress for the same device.

Fault Message

Graph configuration resulted in *Major script error : Configuration error : Device configuration missing.*

Remediation

Verify that the device in the device cluster is configured correctly. Also, verify that the Device Manager is configured with information for only one FMC host.

Fault Message

Graph configuration resulted in *Major script error : Configuration error : Device IP or Port configuration missing.*

Remediation

Verify that the registered device cluster or appliance IP address and port are configured correctly.

Fault Message

Graph configuration resulted in *Major script error : Configuration error : Device Username or Password configuration missing.*

Remediation

Verify that the registered device cluster username and password are configured correctly.

Fault Message

Graph configuration resulted in *Major script error : Configuration error : Device Username or Password configuration missing.*

Remediation

Verify that the registered device cluster username and password are configured correctly.

Fault Message

Graph configuration resulted in *Major script error : Configuration error : FMC fields are limited to 48 characters and are saved on FMC as "<Field Value>_<Tenant Name>_<L4-L7 Device Name>". Your current Tenant and Device names combined with 2 delimiters ("_") are greater than 40 characters, leaving you with an 8-character function profile field. Please reduce your Tenant or Device name lengths to accommodate this limit.*

Remediation

Verify that the Tenant and Device names combined are not more than 38 characters.