



APPENDIX **B**

Troubleshooting the Cisco ACS 5.1/5.2-ISE 1.0 Migration Tool

This appendix describes some common issues or conditions that you might encounter when using the Cisco ACS 5.1/5.2-ISE 1.0 Migration Tool:

- [Unable to Start the Migration Tool, page B-1](#)
- [Error Messages Displayed in the Logs, page B-1](#)
- [Default Folders, Files, and Reports are Not Created, page B-3](#)
- [Migration Export Phase is Very Slow, page B-3](#)
- [Reporting Issues to the Cisco TAC, page B-3](#)

Unable to Start the Migration Tool

Condition

Unable to start the migration tool.

Action

Verify that Java JRE, version 1.6 or later is installed on the migration machine and that it is correctly configured in the system path and classpath.

Error Messages Displayed in the Logs

Condition

The following error message is displayed in the logs:

```
"Hosts: Connection to https://hostname-or-ip refused: null"
```

And the object is reported while migrating to Cisco ISE.

Action

- Make sure that the migration application machine is connected to the network and that it is configured correctly.
- Make sure that the Cisco ISE appliance is connected to the network and that it is configured correctly.
- Make sure that the Cisco ISE appliance and the migration machine are able to connect to each other over the network.
- Make sure that the hostname (if any) used in the Cisco ISE primary node is resolvable within the DNS when the migration tool connects to Cisco ISE.
- Make sure that the Cisco ISE appliance is up and running.
- Make sure that the Cisco ISE application server service is up and running.

Condition

The following error message is displayed in the logs:

```
"I/O exception (org.apache.http.NoHttpResponseException) caught when processing request: The target server failed to respond".
```

Action

- Make sure that the Cisco ISE application server service is up and running.
- Make sure that the Cisco ISE web server thresholds have not been exceeded or that there are no memory exceptions.
- Make sure that the Cisco ISE appliance CPU consumption is not 100% and the CPU is active.

Condition

The following error message is displayed in the logs:

```
"OutOfMemory"
```

Action

Increase the Java heap size to at least 1 GB as described in [“Installing and Initializing the ACS 5.1/5.2-ISE 1.0 Migration Tool”](#) section on page 3-3.

Condition

The following error message is displayed in the logs:

```
customError: PI9999, System Error
```

Action

Install the cumulative patch ACS 5.1.0.44.4 that includes the fix for successfully importing policies with compound conditions that include more than four elements (such as a policy with five or more compound condition elements: userName, location, accessType, deviceType, and timeOfDay).

Condition

The following error message is displayed in the logs:

```
Caused by: java.sql.SQLException: [Sybase][ODBC Driver][SQL Anywhere]Temporary
space limit exceeded
```

Action

Install the cumulative patch ACS 5.1.0.44.4 that includes the fix for the temporary database space limit issue.

Default Folders, Files, and Reports are Not Created

Condition

The migration tool fails to create the default folders, log files, reports, and persistence data files.

Action

Make sure the user has file system writing privileges and that there is enough disk space.

Migration Export Phase is Very Slow

Condition

The export phase of the migration process is very slow.

Action

Restart your Cisco Secure ACS appliance before starting the migration process to free up memory space.

Reporting Issues to the Cisco TAC

If you cannot locate the source and potential resolution for a technical issue or problem, you can contact a Cisco customer service representative for information on how to best proceed with resolving your technical issue. For information about the Cisco Technical Assistance Center (TAC), see the *Cisco Information Packet* publication that is shipped with your appliance or visit the following website:

<http://www.cisco.com/tac/>

Before you contact Cisco TAC, make sure that you have the following information ready:

- The appliance chassis type and serial number.
- The maintenance agreement or warranty information (see the *Cisco Information Packet*).
- The name, type of software, and version or release number (if applicable).
- The date you received the new appliance.
- A brief description of the problem or condition you experienced, the steps you have taken to isolate or re-create the problem, and a description of any steps you took to resolve the problem.

- Backup of the Cisco Secure ACS 4.x database (.dmp file)
- Migration logfile (...migration/bin/migration.log)
- All the reports in the config folder (...migration/config)
- Cisco Secure ACS 5.2 logfiles
- Cisco Secure ACS 5.2 build number
- Cisco Secure ACS 4.x build number

**Note**

Be sure to provide the customer service representative with any upgrade or maintenance information that was performed on the Cisco ISE 3300 Series appliance after your initial installation.
