Troubleshooting Users

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Troubleshooting Cisco ACI Multi-Site External User Authentication

Use the following tips to troubleshoot external user authentication problems.

Procedure

Step 1 To investigate the error `Authentication method failed`, verify the following:

- The key given in the Provider configuration is correct
- The Multi-Site (client) IP address is registered in the remote Cisco ACS server

Step 2 To investigate the error `Invalid user credentials`, verify the following:

- The username entered on the Multi-Site login screen is correct and matches one that is configured on the Cisco ACS server
- The password entered on the Multi-Site login screen is correct and matches one that is configured on the Cisco ACS server

Step 3 If the user sees a Loading icon, followed by the errors `Loading ...` and `Authentication method failed`, verify the following:

- The IP address in the Provider configuration is correct
- The IP addresses for the Provider and Cisco ACS are reachable
- The port and protocol in the Provider configuration is correct
- The correct authentication method (TACACS+ or RADIUS) is selected on the remote ACS server under ...**Network Devices and AAA Clients** > **Authentication Options**
- The correct shared secret is provided in the remote ACS server user configuration, and it is not empty

Step 4 If the user is able to login, but is not able to see anything or is not able to see any tabs on the Multi-Site GUI, verify that the Cisco AV Pair and the roles are configured correctly for that user, on the remote ACS server.