



Overview

This chapter contains the following sections:

- [Topics Covered in This Guide, on page 1](#)
- [Troubleshooting Basics, on page 2](#)

Topics Covered in This Guide

The chapters in this guide describe troubleshooting tools and tips that can be used to resolve common Cisco ACI Multi-Site Orchestrator issues. The topics covered in each chapter are summarized below.

Troubleshooting Tools—Provides information about the following:

- Explains how to use the Multi-Site troubleshooting tools to generate a troubleshooting report, generate API call logs, log on to a VM for data collection, read the execution log, verify that microservices are active, and verify policy resolution on Cisco APIC sites.
 - Consistency checker
 - Generating API call logs
 - Docker Container Information
 - Execute logs
 - Multi-Site microservices
 - APIC policy resolution

Installations, Upgrades, and Reboots—Provides information about the following:

- Restarting, replacing, or relocating Orchestrator nodes
- Backing up and restoring MongoDB
- Configuring NTP settings after initial installation
- Changing the Orchestrator secret and key files

Users—Provides information about troubleshooting user authentication issues.

Platform Health—Provides information about the following:

- Generating and downloading troubleshooting reports
- Inspecting Docker services
- Resolving missing Node label issues
- Inter-site traffic flow and BGP sessions
- Unicast and Multicast traffic failures

Tenants and Schemas—Provides information about the following:

- Policy deployment errors
- Tenant policy reports using REST API
- Undeploying templates and schemas

Multipod and Multi-Site—Provides information about troubleshooting Multi-Pod and Multi-Site issues.

Verifying NX-OS Hardware Tables—Provides information about the following:

- Endpoint manager learning
- BGP EVPN routing tables
- VNID, S-Class, and VTEP mappings
- Line card hardware tables

Troubleshooting Basics

This section describes the first steps to take when you encounter an issue working with Multi-Site. Other chapters in this guide describes issues related to one or more specific features.

Before you begin

Become familiar with the tools listed in [Troubleshooting Tools](#).

Step 1 Determine if the issue is related to Multi-Site.

If you are having issues with Multi-Site Orchestrator, first check the following things to determine if the issues are Multi-Site related. If the answer is no to one of the questions, the issue might be Multi-Site related. If all the answers are no, then it could be related to APIC, a switch, the intersite network, or the WAN.

- a) Is Multi-Site accessible?
- b) If traffic is not flowing...

Generate the APIC policy report as described in [Generating a Tenant Policy Report Using the REST API](#). Then verify the following:

- Are all the expected MOs deployed to the APIC sites?
- Do all the expected MOs have the correct property values on the APIC sites?
- Do the VRFs, BDs, EPGs, and L3InstPs have the correct mappings on all the sites?

- Do the EPGs have the correct peer context Dn?
- c) If traffic is flowing, but should not...

Gather the policy resolution information as described in [Verifying Policy Resolution on APIC Sites](#). Then verify the following:

- Are all the MOs expected not to be there, actually not deployed to the APIC sites?
- Do all the related MOs have the correct property values on the APIC sites?

Step 2 Determine which part of Multi-Site has an issue.

- a) Check that all Docker services are up and running.

For more information, see [Gathering Docker Container Information](#).

- b) Check there are no errors in the execution log

For more information, see [Reading the Execution Log](#).

- c) Check the APIC policy report for any issues.

For more information, see [Generating a Tenant Policy Report Using the REST API](#).

- d) Check for connectivity issues

If you see connectivity issue in the Dashboard tab of the GUI, check one of the following:

- If you see the `No sites configured with BGP peering` or `BGP Session Failed` error, see [Troubleshooting Inter-Site BGP Sessions](#).
- If you see the `Unicast/Multicast Failure`, see [Troubleshooting Unicast or Multicast Traffic Failures](#) or [Troubleshooting Multi-Site Multicast Functionality](#)

Step 3 Redeploy Schemas and Templates.

After you identify and correct any issues related to schemas or templates, undeploy and redeploy them as described in [Undeploying Schemas and Templates](#).
