



## Troubleshooting Tenants and Schemas

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### Troubleshooting Deployment Errors From APIC

When deploying tenant policies you have configured in a Cisco ACI Multi-Site schema, you may receive errors or issues may occur. To troubleshoot these errors and issues follow these steps.

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- Step 1** If you receive an APIC error after clicking **DEPLOY TO SITES**, correct any problems and try to deploy the schema/template again. For example, errors can be of two kinds:
- Misconfiguration—for example, a required association has not been defined, such as forgetting to choose the VRF for a BD.
  - Site problem—there may be problems such as network failures, communication failures, or problems with the Infra settings. Save the schema, address the site problem, then return to deploy the schema again.
- Step 2** If the schema is deployed successfully, but traffic does not flow, perform the following steps:
- a) Generate a Troubleshooting Report and examine it for errors; see [Generating Troubleshooting Report and System Logs](#)
  - b) Generate a policy report and examine the tenant policy configuration; see [Generating a Tenant Policy Report Using the REST API, on page 2](#)
  - c) Log on to the Multi-Site VM and generate the execution log to find errors; see [Gathering Docker Container Information and Reading the Execution Log](#).
- Step 3** If you find no errors, the problem may be with APIC, switches, the IPN or the WAN.
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## Generating a Tenant Policy Report Using the REST API

To generate a tenant policy report, use the Multi-Site REST API, to enter a query such as the following example.

When receiving the query, Multi-Site queries APIC for all policies defined in the tenant, generating traffic between Multi-Site and APIC. You may want to do this during a maintenance window.

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To list the tenants with issues, enter a query such as the following example and copy the output:

**Example:**

```
GET https://multi-site-ip-address/api/v1/policy-report?
tenants=tenant1,tenant2&validate=true
```

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## Undeploying Schemas and Templates

In troubleshooting, if you find that some tenant policies are incorrectly configured, you may want to undeploy a template or schema and later recreate it. To undeploy templates and schemas follow these steps.

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- Step 1** Undeploy a template that is deployed to one site:
- In the Schema tab click the three dots on a site-specific template.
  - Click **YES** to confirm.
- Step 2** Undeploy a template on one site, that is deployed to multiple sites:
- In the Schema tab click the template.
  - Click + to open the sites-selection panel.
  - On the row for the site, click **X** on the template.
  - Click **SAVE**.
  - Redeploy the remaining templates to the site.
- Step 3** Remove a schema from all sites:
- In the Schemas tab, click the schema.
  - Click **Actions** and choose **Delete**.
  - Confirm you want to undeploy the schema and click **YES**.
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### What to do next

Correct the schema or template then redeploy.