



Troubleshooting the Cisco ACI HTML5 vCenter Plug-in

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If problems arise with the Cisco Application Centric Infrastructure (ACI) HTML5 vCenter plug-in, you can view status and faults for the fabric and for Cisco ACI objects. You also can collect the VMware vSphere Client logs for troubleshooting.

Collect VMware vSphere Client Logs

You can collect VMware vSphere Client logs to troubleshoot problems that might arise in using the Cisco Application Centric Infrastructure (ACI) HTML5 vCenter plug-in.

Step 1 Collect the logs, using one of the following paths, depending on your platform:

- Linux appliance: `/var/log/vmware/vsphere-ui/logs`
- Windows: `C:\ProgramData\VMware\vCenterServer\logs\vsphere-ui\logs`

The main VMware vSphere Client log file is `vsphere_client_virgo.log`.

Step 2 Look for the following information in the log file:

- `URL:=>, Response:=>`

`URL:=>` is printed before the request to the Cisco Application Policy Infrastructure Controller (APIC), and `Response:=>` is printed after the response from the Cisco APIC. You can analyze the XML that was sent and received.

- `com.cisco.aci.vcplugin`

If an error occurs during the Cisco ACI HTML5 vCenter plug-in installation, related error messages contain `com.cisco.aci.vcplugin` strings.

You should see the plug-in details on the page that opens. If the page is blank, registration did not occur.

What to do next

If the installation or upgrade failed, unregister the Cisco ACI HTML5 vCenter plug-in and restart the VMware vSphere Client before trying to install again. For information on how to restart the VMware vSphere Client, see [Collect VMware vSphere Client Logs, on page 1](#).

