



Troubleshooting Prime Network Services Controller Issues

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Troubleshooting Integration Issues

If you encounter issues with the and DCNM integration, you can look for information in the following locations:

- On the DCNM server, review the log files in `/opt/nscadapter/var/log` for information.
- In the GUI:
 - Review faults for services by choosing **Resource Management > Managed Resources > root > tenant > Network Services > network-service > Edit > Faults** tab.
 - Review audit logs and faults by choosing **Resource Management > Diagnostics > Audit Logs** or **Faults**.

For either option, double-click a fault to view more information.

The following table describes specific issues that you might encounter and how to address them:

Symptom	Cause	Resolution
Organizations and partitions are created in DCNM but no tenants or virtual device contexts (VDCs) are displayed in	The configurations in DCNM and are incomplete.	<ol style="list-style-type: none">1 Confirm that the Service Configuration parameters are complete for networks created in DCNM.2 Confirm that is registered with the VM Manager IP parameter.

Symptom	Cause	Resolution
Networks are created in DCNM but no tenants, VDCs, or subnetworks are displayed in .	The Network Services Controller (NSC) Adapter does not have an active connection to .	Use the nsc-adapter-mgr adapter connections command to ensure there is an active connection to .
	The NSC Adapter is not active on DCNM.	Use the nsc-adapter-mgr adapter connections command to ensure there is an active connection to DCNM.
	does not have the VM Manager IP.	Confirm that is registered with the correct VM Manager and provide the VM Manager IP address in the VM Manager IP parameter.
	Networks were added to DCNM while or the NSC Adapter was down.	<ol style="list-style-type: none"> 1 Enter the command nsc-adapter-mgr adapter connections and verify that the connections are correct. 2 In the DCNM GUI, choose the auto-config interface, choose the network, click Edit, and then click OK without making changes.
Service networks were deleted in DCNM but the tenants, VDCs, and subnetworks are still shown in .	Networks were deleted from DCNM while or the NSC Adapter was down.	<ol style="list-style-type: none"> 1 Enter the nsc-adapter-mgr adapter connections command and verify that the connections are correct. 2 In the DCNM GUI, choose the auto-config interface, choose the network, click Edit, and then click OK without making changes.
An edge service was removed from but the Service Node IP Address is still shown in DCNM.	The service was deleted from while DCNM or the NSC Adapter was down.	Manually delete the Service Node IP Address in DCNM for the affected partition.
An edge service was deployed in but the Service Node IP Address is not shown in DCNM.	The service was deployed in while DCNM or the NSC Adapter was down.	Manually update the Service Node IP Address in DCNM auto-config for the affected partition.

Symptom	Cause	Resolution
<p>Host traffic does not reach the service node.</p>	<ul style="list-style-type: none"> • The wrong profile is specified in DCNM for host networks. • The service is not attached to the leaf. 	<ul style="list-style-type: none"> • Make sure that the correct profile is specified in DCNM for the host network. • Make sure that the auto-config profile and parameters are correct with particular attention to the Service Node IP address.

