Troubleshooting RISE Integration

This chapter describes how to troubleshoot the Remote Integrated Service Engine (RISE) feature on the Cisco Nexus 6000 Series switches and the Cisco NetScaler Application Delivery Controller (ADC) appliance. The Cisco NX-OS software supports the Cisco Nexus 6000 Series switch. You can find detailed information about supported hardware in the *Cisco Nexus 6000 Series Hardware Installation and Reference Guide*.

This chapter includes the following sections:

Finding Feature Information

Your software release might not support all the features documented in this module. For the latest caveats and feature information, see the Bug Search Tool at https://tools.cisco.com/bugsearch/ and the release notes for your software release. To find information about the features documented in this module, and to see a list of the releases in which each feature is supported, see the "New and Changed Information" chapter.

Troubleshooting the RISE Integration

This chapter includes the following topics:

Interpreting System Messages

For information on error and system messages for the Cisco Nexus 6000 Series switch, see the *Cisco MDS 9000 Family and Nexus 5000 Series NX-OS System Messages Reference*.

For information on system messages for the Citrix NetScaler Application Delivery Controller (ADC) appliance, see the Citrix eDocs, Log Message Reference.

Note   To access Citrix eDocs, see the Citrix eDocs listing page for NetScaler 10.1 at http://support.citrix.com/proddocs/topic/netscaler/ns-gen-netscaler10-1-wrapper-con.html.

Troubleshooting the RISE Configuration on the Switch

Step 1   switch# **show rise detail**

```
switch# show rise detail

RISE module name: ns21
  State: inactive
inactive reason:     Control VLAN interface is not operational.

  Admin state: enabled
  Interface: N/A
  Mode: indirect
  Slot id: 300
  Service token: 0x0
  Serial number: HE2H81UJ47
  SUP IP: 3.101.0.10
  RISE IP: 3.3.3.21
  VDC id: 1
  VLAN: 3
  VLAN group: 21
  VLAN list: 121,222-224,231-234
```

Displays the detailed RISE configuration status on the Cisco Nexus 6000 Series switch. The output shows the state of the RISE service. If the service is inactive, the Inactive Reason field explains the reason for this state. The following reasons might appear in the Inactive Reason field in the output of the show rise detail command:

- Service table is full.

- Another service is already using this port.

- Error in bootstrap response.

- Timed out while waiting for bootstrap response

- Control VLAN interface is not operational.

- RISE interface is not operational.

- RISE interface does not have control VLAN as trunk member.

- Control VLAN interface does not have valid IP.

- RISE port channel has no member ports.

- RISE IP is already assigned to another service.

Step 2   switch# **show tech-support services**
Displays detailed troubleshooting information for RISE on the Cisco Nexus 6000 Series switch.

Cisco Remote Integrated Service Engine for Citrix NetScaler Application Delivery Controller (ADC) Appliance Configuration Guide, Release 7.x

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Troubleshooting the RISE Service on the Appliance

At the Citrix Netscaler Application Delivery Controller (ADC) CLI, enter the **show rise profile** command. Displays RISE configuration status on the Citrix NetScaler Application Delivery Controller (ADC) appliance.

The output shows the state of the RISE service. The status field informs you whether the service is Inactive or Active. If the service is Inactive, it means that the RISE channel was not established or is no longer connected.

```
RISE-mpx> show rise profile

1)      ProfileName:  profile_331 IPAddress:  3.101.0.10
        Mode:  Direct            Status:  Active
        VdcId:  1                 SlotNumber:  331
        Vlan:  3                  VlanGroupId:  25
        Ifnum:  LA/1
 Done
```

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