



Troubleshooting during Installation

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Troubleshooting PMN

- **Problem:** The pmn.logs file contains the following error message:

An authentication Error sending PMN notification: Possibly caused by authentication failure.

Scenario: After you upgrade a DCNM Native-HA setup to Release 11.1(1), an authentication failure message is logged in the pmn.logs file. This error occurs because RabbitMQ is not started correctly, and it is missing the administrator user.

Workaround: Restart the AMQP service. If this issue is not resolved, create an admin user with full access.

- **Option 1** - Restart AMQP using the following commands:

```
#appmgr stop amqp  
#appmgr start amqp
```

- **Option 2** - Create an admin user with full access using the following commands:

```
# rabbitmqctl add_user <username> <password>  
# rabbitmqctl set_user_tags <username> administrator  
# rabbitmqctl set_permissions -p "/" <username> ".*" ".*" ".*"
```

- **Problem:** When checking the “appmgr status all” for the AMQP status, you get the below error message.

```
Cluster status of node rabbit@sol-dcnml ...  
Error:  
{:aborted, {:no_exists, [:rabbit_runtime_parameters, :cluster_name]}}
```

Scenario: This issue might occur in a DCNM Native HA setup.

A workaround is not required for this issue because it is a temporary status. Due to the auto heal option, the AMQP services will come up automatically in both the nodes.

Telemetry Log files not Rotating

Release impacted

Cisco DCNM 11.1(1) only

DCNM collects telemetry logs everyday. If one log file exceeds more than the configured file size, the spill over logs will be created as a separate file. You can configure the maximum number of logs files that will be generated everyday. Any log files created beyond that maximum limit will be rotated, which means the latest log will be retained and the oldest log will be deleted.

Based on the number of days the feature is operational, it may cause the disc space issue ad the logs will not be rotated.

In order for the telemetry logs to be rotated correctly, the `telelmetry.log` script file must be located under `/etc/logrotate.d/telemetry` in both Active and Standby nodes with the following contents:

```
/var/log/telemetry.log
{
    daily
    missingok
    notifempty
    copytruncate
    rotate 10          */maximum number of log files stored/*
    compress
    size 5000k        */maximum space alloted for each log file/*
    create 0600 root root
}
```

If Telemetry is enabled on the Active node, this log file is automatically created. The file is not created on the Secondary node. If Telemetry is not enabled, this file is not present on Active node either and the log rotation will not begin.

Generate the `telelmetry.log` with appropriate content, irrespective of whether telemetry is enabled or disabled. If the above log file is not present, then the log rotation may not happen correctly. Creating the above file manually serves as a safety-net and will ensure that Telemetry logs are always rotated.