



CHAPTER 19

Troubleshooting Cisco DCNM

This chapter describes some common issues you may experience while using Cisco Data Center Network Manager (DCNM), and provides solutions.

This chapter includes the following sections:

- [Initial Troubleshooting Checklist, page 19-1](#)
- [Tips for Using Cisco DCNM, page 19-1](#)
- [Trouble with Cisco DCNM Server Installation, page 19-2](#)
- [Trouble with Starting the Cisco DCNM Server, page 19-4](#)
- [Trouble with the Cisco DCNM Database, page 19-5](#)
- [Trouble with the Cisco DCNM Client, page 19-11](#)
- [Trouble with Device Discovery or Device Status, page 19-16](#)
- [Trouble with Device Management, page 19-17](#)
- [Trouble with Device OS Management, page 19-18](#)
- [Trouble with Event Browsing, page 19-18](#)

Initial Troubleshooting Checklist

Begin troubleshooting Cisco DCNM issues by checking the following issues first:

Checklist	Checkoff
Verify that you have a compatible version of Java installed. Java 1.5.0 is recommended.	<input type="checkbox"/>
Verify that the necessary ports are open in your firewall if Cisco DCNM server is installed behind a firewall.	<input type="checkbox"/>
Verify that you have installed the same version of the Cisco DCNM client and the Cisco DCNM server.	<input type="checkbox"/>

Tips for Using Cisco DCNM

This section includes the following topics:

- [Events Tabs Show Fewer Events than the Event Browser, page 19-2](#)

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- [Event Browser Pie Chart May Be Inaccurate for Small Numbers, page 19-2](#)

Events Tabs Show Fewer Events than the Event Browser

The Event Browser feature shows all messages received by Cisco DCNM, even if the message pertains to a feature that is not supported by Cisco DCNM.

An Events tab shows only those messages that reflect the status of the currently selected feature. For some features, this is a subset of the possible messages about the feature.

Event Browser Pie Chart May Be Inaccurate for Small Numbers

The Event Browser pie chart may sometimes show incorrect sizes for wedges that are less than 5 percent of the pie; however, the numbers shown are correct.

Trouble with Cisco DCNM Server Installation

This section includes the following topics:

- [Postgres Database Installation Fails, page 19-2](#)
- [Previous Installation Found When No Previous Installation Exists, page 19-3](#)
- [Path to the Perl Binary Directory Not Found, page 19-4](#)

Postgres Database Installation Fails

Check [Table 19-1](#) for symptoms related to an installation failure of the Postgres database. For each symptom that describes your trouble, determine which possible causes apply and follow the corresponding solutions.

Table 19-1 ***Postgres Database Installation Fails***

Symptom	Possible Cause	Solution
Postgres database installation fails.	The username specified to run the Postgres service already exists on the server.	Specify a different username or remove the existing username from the server.
	Antivirus software or intrusion detection software, such as Cisco Security Agent, blocked the installation.	Temporarily disable any antivirus software and intrusion detection software, and then reinstall Cisco DCNM.

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Table 19-1 **Postgres Database Installation Fails (continued)**

Symptom	Possible Cause	Solution
The PostgreSQL installer shows the following message: Failed to run initdb: 128	(Windows only) Remote Desktop Connection client not running in console mode.	If you are installing Cisco DCNM on a supported Windows operating system and using Remote Desktop Connection (RDC) to access the Cisco DCNM server system, start RDC from a command prompt and use the /console option, as follows: <code>C:\>mstsc /console /v:server</code> where <i>server</i> is the DNS name or IP address of the Cisco DCNM server system.
The PostgreSQL installer shows the following message: Failed to create process for initdb. The service cannot be started, either because it is disabled or because it has no enabled devices associated with it.	(Windows only) The Secondary Logon service is not running.	Verify that the Secondary Logon service is running. 1. On the Cisco DCNM server system, open the Control Panel and go to Administrative Tools > Services. 2. In the list of services, find the Secondary Logon service. 3. If the status of the Secondary Logon service is not Started, right-click the service and choose Start . 4. Close the Services window. 5. Restart the Cisco DCNM server installation.

Previous Installation Found When No Previous Installation Exists

Table 19-2 **Previous Installation Found when No Previous Installation Exists**

Symptom	Possible Cause	Solution
A message wrongly states that a previous installation exists.	The following file has incorrect entries regarding Cisco DCNM: <code>C:\Program Files\Zero G Registry\.com.zerog.registry.xml</code>	1. Perform the steps in the “Editing the Zero G Registry File” section on page 19-3. 2. Install the Cisco DCNM server.

Editing the Zero G Registry File

You can edit the Zero G Registry file to remove incorrect entries, which may cause the installation of the Cisco DCNM server to fail.

- Step 1** Make a backup of the .com.zerog.registry.xml file, found at the following location:

`C:\Program Files\Zero G Registry\.com.zerog.registry.xml`
- Step 2** Open the file in a text editor.
- Step 3** Within the <products> element, remove the following <product> element and all its descendant elements:

`<product name="DCNM" id="9e458447-1ee6-11b2-85ed-d4ed684e9c05" version="4.0.0.0" copyright="2007". . .`

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Step 4 Within the <components> element, remove every instance of the following <component> element:

```
<component id="9e458484-1ee6-11b2-860c-d4ed684e9c05" version="1.0.0.0"
name="InstallAnywhere VM Component" location="C:\Program Files\Cisco Systems\Cisco
DCNM\jre" vendor="Cisco Systems Inc."/>
```

Step 5 Save and close the file.

Path to the Perl Binary Directory Not Found

Check [Table 19-1](#) for symptoms related to the Perl binary directory. For each symptom that describes your trouble, determine which possible causes apply and follow the corresponding solutions.

Table 19-3 Path to the Perl Binary Directory Not Found

Symptom	Possible Cause	Solution
An error message states that the path to the bin directory for Perl is not in the system PATH environment variable.	Perl is not installed on the server system.	<ol style="list-style-type: none"> 1. Install a supported version of ActivePerl. For more information about ActivePerl, see the “Prerequisites for Installing the Cisco DCNM Server” section on page 2-2. 2. Ensure that the system PATH environment variable includes the path to the directory that contains the Perl executable. On Microsoft Windows, the default path to the ActivePerl bin directory is C:\Perl\bin. 3. Start the DCNM server installation again.
	The server system PATH environment variable does not include the path to the directory that contains the Perl executable.	<ol style="list-style-type: none"> 1. Verify that a supported version of ActivePerl is installed on the server system. If not, install a supported version of ActivePerl. For more information about ActivePerl, see the “Prerequisites for Installing the Cisco DCNM Server” section on page 2-2. 2. Ensure that the system PATH environment variable includes the path to the directory that contains the Perl executable. On Microsoft Windows, the default path to the ActivePerl bin directory is C:\Perl\bin. 3. Start the DCNM server installation again.

Trouble with Starting the Cisco DCNM Server

This section includes the following topics:

- [Cisco DCNM Server Fails to Start, page 19-5](#)

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Cisco DCNM Server Fails to Start

Check [Table 19-4](#) for symptoms related to downloading the Cisco DCNM client. For each symptom that describes your trouble, determine which possible causes apply and follow the corresponding solutions.

Table 19-4 Cisco DCNM Server Fails to Start

Symptom	Possible Cause	Solution
Cisco DCNM server fails to start.	The Postgres database did not install.	See the “ Postgres Database Installation Fails ” section on page 19-2 .
	The Postgres service is not running.	Start the Postgres service: <ul style="list-style-type: none"> In Windows Server 2003, choose Start > All Programs > Postgres 8.2 > Start Service. In RHEL 4 AS, use the following command: /DCNM/db/bin/DB start
	The Postgres user credentials are incorrect.	Correct the Postgres user credentials and restart the Cisco DCNM server.
	The ports used by the server are already in use.	<ol style="list-style-type: none"> Check the server log for messages such as “Port <i>port-number</i> already in use”. The server log is the following file: <i>Installation_directory\jboss-4.2.2.GA\server\DCNM\server.log</i> Determine which application is using the port and stop or reconfigure the application. Restart the Cisco DCNM server.

Trouble with the Cisco DCNM Database

This section includes the following topics:

- [Trouble with a PostgreSQL Database, page 19-5](#)
- [Trouble with an Oracle Database, page 19-7](#)

Trouble with a PostgreSQL Database

Check [Table 19-5](#) for symptoms related to the pgAdmin III application for administering a PostgreSQL database used with Cisco DCNM. For each symptom that describes your trouble, determine which possible causes apply and follow the corresponding solutions.



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Table 19-5 *pgAdmin III Errors*

Symptom	Possible Cause	Solution
Error message states that the Cisco DCNM database does not exist.	The Cisco DCNM database name may have changed during an upgrade or reinstallation of the Cisco DCNM server software.	In the pgAdmin III application, perform the steps in the “ Updating Cisco DCNM Database Name and Username in pgAdmin III ” section on page 19-6 .
Error message states that password authentication failed for the Cisco DCNM database username.	The Cisco DCNM database username may have changed during an upgrade or reinstallation of the Cisco DCNM server software.	

Updating Cisco DCNM Database Name and Username in pgAdmin III

To update the Cisco DCNM database name and username in pgAdmin III, follow these steps:

-
- Step 1** Open the pgAdmin III application.
- Step 2** In the Object Browser pane, under Servers, click **PostgreSQL Database Server 8.2**.
In the right-hand pane, the Properties tab appears with several other tabs.
- Step 3** On the Properties tab, double-click **Maintenance database**.
A dialog box displays a Properties tab for the server.
- Step 4** If you need to change the database name, click the **Maintenance DB** field and type the correct Cisco DCNM database name.
-
-  **Note** The database name should be the name that you specified when you most recently upgraded or reinstalled the Cisco DCNM server software.
-
- Step 5** If you need to change the database username, click the **Username** field and type the correct Cisco DCNM database username.
-
-  **Note** The database username should be the database username that you specified when you most recently upgraded or reinstalled the Cisco DCNM server software.
-
- Step 6** Click **OK**.
- Step 7** In the Object Browser pane, double-click **PostgreSQL Database Server 8.2**.
If you changed the username in [Step 5](#), the Connect to Server dialog box appears.
- Step 8** If necessary, enter the password for the username that you specified in [Step 5](#) and click **OK**.
The pgAdmin III application connects to the Cisco DCNM database and displays the databases and login roles.
If you need additional assistance, see the Help menu in the pgAdmin III application or see the pgAdmin web site at the following URL:
<http://pgadmin.org/docs/1.6/index.html>
-

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Trouble with an Oracle Database

If the Cisco DCNM server has trouble using an Oracle database, it logs the error messages in the following file:

Installation_directory\jboss-4.2.2.GA\server\dcnm\log\server.log

Check [Table 19-6](#) for symptoms related using an Oracle database with Cisco DCNM. For each error message, see the possible cause and follow the corresponding solution.

Table 19-6 Cisco DCNM server.log File Errors with an Oracle Database

Symptom	Possible Cause	Solution
The following error appears in the server.log file: java.sql.SQLException: ORA-01653: unable to extend table Cisco DCNMUSER.DCMRAWEVENTTABLE by 1024 in tablespace SYSTEM	The tablespace SYSTEM is too small.	Perform the steps in the “Increasing the SYSTEM Tablespace” section on page 19-9.
The following error appears in the server.log file: [org.hibernate.util.JDBCExceptionReporter] Could not create connection; - nested throwable: (java.sql.SQLException: Listener refused the connection with the following error: ORA-12519, TNS:no appropriate service handler found	The number of available sessions and processes is inadequate.	Perform the steps in the “Increasing the Number of Sessions and Processes” section on page 19-9.
The following error appears in the server.log file: 2009-04-08 15:53:47,125 ERROR [org.hibernate.util.JDBCExceptionReporter] ORA-00604: error occurred at recursive SQL level 1 ORA-01000: maximum open cursors exceeded	The number of open cursors is inadequate.	Perform the steps in the “Increasing the Number of Open Cursors” section on page 19-10.

Information About the Oracle SQL*Plus Command-Line Tool

The Oracle database troubleshooting procedures in this chapter require the use of the SQL*Plus command-line tool. The SQL*Plus executable is typically installed in the bin directory under the Oracle home directory. In Microsoft Windows, the default location for the SQL*Plus executable is as follows:

C:\oracle\app\oracle\product\10.2.0\server\bin

In Linux, the default location for the SQL*Plus binary file is as follows:

/usr/lib/oracle/xe/app/oracle/product/10.2.0/server/bin

Linux Environment Variables

If you are using Linux, before you use the SQL*Plus command-line tool, ensure that the ORACLE_HOME and ORACLE_SID environment variables are set to correct values. For example, if you are using Oracle 10g on Linux, the following commands set the environment variables to the default Oracle home directory and SID if you are using a bash shell:

```
export ORACLE_HOME=/usr/lib/oracle/xe/app/oracle/product/10.2.0/server
export ORACLE_SID=XE
```

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Logging Into Oracle



Note

Ensure that you know the database administrator username and password.

To log into the Oracle database by using the SQL*Plus command-line tool, follow these steps:

-
- Step 1** Run the SQL*Plus executable.
A command prompt appears.
- Step 2** Enter the **connect** command.
The Username prompt appears.
- Step 3** Enter the database administrator username.
The Password prompt appears.
- Step 4** Enter the password for the username that you specified.
For example, if the Oracle administrator username is system and the password is oracle, you would log in as follows:
- ```
Username: sys as sysdba
Password: oracle
```
- 

For more information about using SQL\*Plus, see the documentation for the Oracle database version that you are using.

## Information About the init.ora File

The init.ora file specifies startup parameters. The default name and location of the file is platform specific, as shown in [Table 19-7](#).

**Table 19-7**      **Name and Default Location of init.ora File**

| Oracle Version | Operating System  | Content of init.ora File                                             |
|----------------|-------------------|----------------------------------------------------------------------|
| 10g            | Microsoft Windows | C:\oracle\app\oracle\product\10.2.0\server\database\initXE.ora       |
|                | Linux             | /usr/lib/oracle/xe/app/oracle/product/10.2.0/server/dbs/initXE.ora   |
| 11g            | Microsoft Windows | C:\app\Administrator\product\11.1.0\db_1\dbs\initORCL.ora            |
|                | Linux             | /usr/lib/oracle/orcl/app/oracle/product/11.1.0/db_1/dbs/initORCL.ora |

The init.ora file should contain only one line, which is the full path of the server parameter file, as shown in [Table 19-8](#).

**Table 19-8**      **Content of init.ora File**

| Oracle Version | Operating System  | Content of init.ora File                                                      |
|----------------|-------------------|-------------------------------------------------------------------------------|
| 10g            | Microsoft Windows | SPFILE='C:\oracle\app\oracle\product\10.2.0\server\dbs\spfileXE.ora           |
|                | Linux             | SPFILE='/usr/lib/oracle/xe/app/oracle/product/10.2.0/server/dbs/spfileXE.ora' |



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**Table 19-8**      **Content of init.ora File (continued)**

| Oracle Version | Operating System  | Content of init.ora File                                                     |
|----------------|-------------------|------------------------------------------------------------------------------|
| 11g            | Microsoft Windows | SPFILE='C:\oracle\app\oracle\product\11.1.0\server\dfs\spfileXE.ora          |
|                | Linux             | SPFILE='/usr/lib/oracle/orcl/app/oracle/product/11.1.0/db_1/dfs/spfileXE.ora |

## Increasing the SYSTEM Tablespace

To increase the SYSTEM tablespace, follow these steps:

- 
- Step 1**      Use the SQL\*Plus command-line tool to log in to the Oracle database. For more information, see the [“Information About the Oracle SQL\\*Plus Command-Line Tool”](#) section on page 19-7.
- Step 2**      Enter the following command:
- ```
select file_name, bytes, autoextensible, maxbytes
from dba_data_files
where tablespace_name='SYSTEM';
```
- Step 3** Enter the following command:
- ```
alter database datafile 'file_name' autoextend on next 100m maxsize 2000m;
```
- where *file\_name* is the filename from the output of the **select** command in [Step 2](#).
- The SYSTEM tablespace is increased.
- Step 4**      Enter the **exit** command.
- 

## Increasing the Number of Sessions and Processes

To increase the number of sessions and processes to 150, follow these steps:

- 
- Step 1**      Ensure that the init.ora file exists and that it contains the single line that is applicable for your Oracle database installation. If there are additional lines, remove them.
- For more information, see the [“Information About the init.ora File”](#) section on page 19-8.
- Step 2**      Stop the Cisco DCNM server. For more information, see the [“Stopping the Cisco DCNM Server”](#) section on page 2-19.
- Step 3**      Use the SQL\*Plus command-line tool to log in to the Oracle database. For more information, see the [“Information About the Oracle SQL\\*Plus Command-Line Tool”](#) section on page 19-7.
- Step 4**      Enter the **shutdown** command. If the command fails, use the **shutdown abort** command.
- Step 5**      Enter the following command:
- ```
startup pfile='init_file_name';
```
- where *init_file_name* is the init.ora filename for your Oracle database installation. For more information, see the [“Information About the init.ora File”](#) section on page 19-8.
- Step 6** Set the number of sessions to 150 by entering the following command:
- ```
alter system set sessions = 150 scope=spfile;
```
- Step 7**      Set the number of processes to 150 by entering the following command:

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```
alter system set processes = 150 scope=spfile;
```

- Step 8** Enter the **shutdown** command. If the command fails, use the **shutdown abort** command.
  - Step 9** Enter the **startup** command.
  - Step 10** Verify that the number of sessions and processes is changed to 150 by entering the following command:  

```
show parameter sessions
```
  - Step 11** Enter the **exit** command.
  - Step 12** Start the Cisco DCNM server. For more information, see the [“Starting the Cisco DCNM Server” section on page 2-9](#).
- 

## Increasing the Number of Open Cursors

To increase the number of open cursors to 1000, follow these steps:

- 
- Step 1** Ensure that the init.ora file exists and that it contains the single line that is applicable for your Oracle database installation. If there are additional lines in the file, remove them.  
 For more information, see the [“Information About the init.ora File” section on page 19-8](#).
  - Step 2** Shut down the Cisco DCNM server. For more information, see the [“Stopping the Cisco DCNM Server” section on page 2-19](#).
  - Step 3** Use the SQL\*Plus command-line tool to log in to the Oracle database. For more information, see the [“Information About the Oracle SQL\\*Plus Command-Line Tool” section on page 19-7](#).
  - Step 4** Enter the **shutdown** command. If the command fails, use the **shutdown abort** command.
  - Step 5** Enter the following command:  

```
startup pfile='init_file_name';
```

 where *init\_file\_name* is the init.ora filename for your Oracle database installation. For more information, see the [“Information About the init.ora File” section on page 19-8](#).
  - Step 6** Set the number of open cursors to 1000 by entering the following command:  

```
alter system set open_cursors = 1000 scope=spfile;
```
  - Step 7** Enter the **shutdown** command. If the command fails, use the **shutdown abort** command.
  - Step 8** Enter the **startup** command.
  - Step 9** Verify that the number of open cursors is changed to 1000 by entering the following command:  

```
show parameter open_cursors
```
  - Step 10** Enter the **exit** command.
  - Step 11** Start the Cisco DCNM server. For more information, see the [“Starting the Cisco DCNM Server” section on page 2-9](#).
-

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## Trouble with the Cisco DCNM Client

This section includes the following topics:

- [Cannot Download the Cisco DCNM Client from the Server, page 19-11](#)
- [Cannot Install the Cisco DCNM Client, page 19-12](#)
- [Cannot Start the Cisco DCNM Client, page 19-12](#)
- [Cannot Log into the Cisco DCNM Client, page 19-14](#)
- [Client Loses Connection to the Cisco DCNM Server, page 19-16](#)

### Cannot Download the Cisco DCNM Client from the Server

Check [Table 19-9](#) for symptoms related to downloading the Cisco DCNM client. For each symptom that describes your trouble, determine which possible causes apply and follow the corresponding solutions.

**Table 19-9**      ***Cannot Download the Cisco DCNM Client from the Server***

| Symptom                                                | Possible Cause                               | Solution                                                                                                                |
|--------------------------------------------------------|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| Cannot download the Cisco DCNM client from the server. | You are using wrong URL or web server port.  | Verify that you are using the correct URL, including the port number.                                                   |
|                                                        | The TCP port is blocked by a gateway device. | Open the TCP port in your firewall.                                                                                     |
|                                                        | You are using an unsupported web browser.    | To download the Cisco DCNM client from the Cisco DCNM server, use Microsoft Internet Explorer 7 or Mozilla Firefox 3.0. |

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## Cannot Install the Cisco DCNM Client

Check [Table 19-9](#) for symptoms related to installing the Cisco DCNM client. For each symptom that describes your trouble, determine which possible causes apply and follow the corresponding solutions.

**Table 19-10**      *Cannot Install the Cisco DCNM Client*

| Symptom                                                        | Possible Cause                                                                          | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Installer attempts to install Java version 1.5.0_11 but fails. | The system does not have Internet access.                                               | The Cisco DCNM client installer requires Internet access to download the Java version 1.5.0_11 JRE. If the system cannot access the Internet, use another system to download the Java installer, copy it to the system that you want to install the Cisco DCNM client on, install Java, and restart the Cisco DCNM client installation.<br><br>You can download Java version 1.5.0_11 JRE from the Java[tm] Technology Products Download web site, at <a href="http://java.sun.com/products/archive">http://java.sun.com/products/archive</a> . The Java version 1.5.0_11 JRE is listed as JRE 5.0 Update 11. |
|                                                                | Your network environment requires the use of a proxy connection to access the Internet. | If your network environment requires a proxy connection to permit the download of the Java installer, ensure that the proxy settings are configured in Internet Options, available from the Control Panel. For more information, see <a href="http://java.sun.com/j2se/1.5.0/proxy_note.html">http://java.sun.com/j2se/1.5.0/proxy_note.html</a> .                                                                                                                                                                                                                                                            |

## Cannot Start the Cisco DCNM Client

Check [Table 19-11](#) for symptoms related to starting the Cisco DCNM client. For each symptom that describes your trouble, determine which possible causes apply and follow the corresponding solutions.

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**Table 19-11**      **Cannot Start the Cisco DCNM Client**

| Symptom                             | Possible Cause                                                                                      | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cannot start the Cisco DCNM client. | <p>The client installation may be corrupted.</p> <p>The wrong version of Java may be installed.</p> | <ol style="list-style-type: none"><li>1. Uninstall the Cisco DCNM client. For more information, see the <a href="#">“Uninstalling the Cisco DCNM Client”</a> section on page 3-5.</li><li>2. Download and install the Cisco DCNM client from the Cisco DCNM server.</li></ol> <p>During the client installation, allow Cisco DCNM to install the supported version of Java on the computer. When you download the client from the Cisco DCNM server, if the supported version of Java is not detected on the computer, Cisco DCNM asks you for permission to install the supported version of Java.</p> <p>Your browser may notify you that the Java installer was digitally signed by an expired certificate. To continue, confirm the installation.</p> <p>For more information, see the <a href="#">“Downloading and Launching the Cisco DCNM Client”</a> section on page 3-2.</p> |

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## Cannot Log into the Cisco DCNM Client

Check [Table 19-12](#) for symptoms related to logging into the Cisco DCNM client. For each symptom that describes your trouble, determine which possible causes apply and follow the corresponding solutions.

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**Table 19-12**      **Cannot Log into the Cisco DCNM Client**

| Symptom                                | Possible Cause                                                           | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------------------------------------|--------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cannot log into the Cisco DCNM client. | You forgot password.                                                     | Ask a Cisco DCNM administrator to reset your password.<br><br>If no one has administrative access to Cisco DCNM, you can reset the local administrator account or change Cisco DCNM server authentication settings by reinstalling the Cisco DCNM server software. For more information, see the <a href="#">“Reinstalling the Cisco DCNM Server”</a> section on page 2-15.                                                                                                                                                                                                                                                                                        |
|                                        | The Cisco DCNM server is down.                                           | Restart the Cisco DCNM server. See the <a href="#">“Starting the Cisco DCNM Server”</a> section on page 2-9.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                        | The Cisco DCNM server is unreachable.                                    | Ensure that the computer that runs the Cisco DCNM client meets the network requirements for using the Cisco DCNM client remotely. Any gateway network devices between the Cisco DCNM client and server must allow connections to the Cisco DCNM web server and to the Cisco DCNM server. By default, the Cisco DCNM web server listens to port 8080 and the Cisco DCNM server listens to port 1099; however, you can configure these ports during Cisco DCNM server installation. If you need to change either port, reinstall the server and choose the Full Reinstall option. See the <a href="#">“Reinstalling the Cisco DCNM Server”</a> section on page 2-15. |
|                                        | The Cisco DCNM server IP address changed after you installed the server. | Do the following: <ol style="list-style-type: none"> <li>1. Ensure that the IP address of the Cisco DCNM server is statically assigned.</li> <li>2. Reinstall the Cisco DCNM server and choose the Full Reinstall option, which allows you to specify the server IP address. See the <a href="#">“Reinstalling the Cisco DCNM Server”</a> section on page 2-15.</li> <li>3. Log into the Cisco DCNM client and specify the new IP address of the Cisco DCNM server in the Cisco DCNM Server field of the login dialog box.</li> </ol>                                                                                                                              |
|                                        | The wrong Cisco DCNM server port number was used in the login attempt.   | In the Cisco DCNM client login window, click <b>More</b> and, in the Port field, change the port number that your Cisco DCNM server uses. See the <a href="#">“Restarting the Cisco DCNM Client”</a> section on page 3-4.<br><br>If you want to change the port that the Cisco DCNM server listens to, reinstall the Cisco DCNM server and choose the Full Reinstall option, which allows you to specify the Cisco DCNM server port. See the <a href="#">“Reinstalling the Cisco DCNM Server”</a> section on page 2-15.                                                                                                                                            |

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**Table 19-12**      **Cannot Log into the Cisco DCNM Client (continued)**

| Symptom                                                                                                                                                                                            | Possible Cause                                                                                                                  | Solution                                                                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| When you try to log into the Cisco DCNM client, you receive the error message “Can not resolve Cisco DCNM server <i>hostname</i> via DNS. Make sure that Cisco DCNM server has a valid DNS entry”. | You used a hostname to specify the Cisco DCNM server during the login and DNS does not have an entry for the Cisco DCNM server. | Ensure that DNS on your network has an entry for the Cisco DCNM server hostname. |

## Client Loses Connection to the Cisco DCNM Server

Check [Table 19-13](#) for symptoms related to the Cisco DCNM client losing its connection with the server. For each symptom that describes your trouble, determine which possible causes apply and follow the corresponding solutions.

**Table 19-13**      **Client Loses Connection to the Cisco DCNM Server**

| Symptoms                                                                                 | Possible Cause                        | Solution                                                                                                             |
|------------------------------------------------------------------------------------------|---------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Client loses connection to the server.</li> </ul> | The client had a failure.             | Restart the Cisco DCNM client.                                                                                       |
|                                                                                          | The Cisco DCNM server is down.        | Restart the Cisco DCNM server. See the <a href="#">“Starting the Cisco DCNM Server”</a> section on page 2-9.         |
| <ul style="list-style-type: none"> <li>The Cisco DCNM client window is pink.</li> </ul>  | The Cisco DCNM server is unreachable. | Investigate your network to determine if it meets the network requirements for using the Cisco DCNM client remotely. |

## Trouble with Device Discovery or Device Status

Check [Table 19-14](#) for symptoms related to issues with device discovery or the device status. For each symptom that describes your trouble, determine which possible causes apply and follow the corresponding solutions.



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**Table 19-14**      **Trouble with Device Discovery or Management**

| Symptoms                                                                                                                                       | Possible Cause                                                                                   | Solution                                                                                                                                                                                                                                             |
|------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>A device discovery task fails.</li> <li>A device status changes to Unmanaged or Unreachable.</li> </ul> | Incorrect device credentials were provided.                                                      | Reenter the username and password, and try discovering the device again.<br><br>If you are attempting to discover CDP neighbors of the seed device, ensure that the credentials that you provide are valid on all devices that you want to discover. |
|                                                                                                                                                | The SSH server is disabled on the device.                                                        | Reenable the SSH server on the device and try discovering the device again.                                                                                                                                                                          |
|                                                                                                                                                | The maximum number of SSH sessions that the device can support has been reached.                 | Check the number of user sessions on the device. Free at least one connection and try discovering the device again.                                                                                                                                  |
|                                                                                                                                                | CDP is disabled on the device or on the device interface that the Cisco DCNM server connects to. | Ensure that CDP is enabled on the device globally and that it is enabled on the specific interface that the Cisco DCNM server connects to.                                                                                                           |
|                                                                                                                                                | The device interface that the Cisco DCNM server connects to is shut down.                        | Ensure that the device interface that the Cisco DCNM server connects to is up.                                                                                                                                                                       |
|                                                                                                                                                | The device restarted or shut down before discovery could complete.                               | Ensure that the device is running and try discovering the device again.                                                                                                                                                                              |
|                                                                                                                                                | The Cisco DCNM server cannot reach the device.                                                   | Ensure that the network requirements for device management are met. See the <a href="#">“Cisco NX-OS Device Configuration Requirements”</a> section on page 1-5.                                                                                     |

## Trouble with Device Management

Check [Table 19-11](#) for symptoms related to device management. For each symptom that describes your trouble, determine which possible causes apply and follow the corresponding solutions.

**Table 19-15**      **Trouble with Device Management**

| Symptom                                                                           | Possible Cause                  | Solution                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------------------------------------|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The Cisco DCNM client shows device configuration information that is out of date. | The Cisco DCNM server was down. | You can do either of the following: <ul style="list-style-type: none"> <li>Rediscover the device. For more information, see the <a href="#">“Discovering a Device”</a> section on page 7-5.</li> <li>Restart the Cisco DCNM server with a clean database. If the server was down for a long time, this is the recommended solution.</li> </ul> |

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## Trouble with Device OS Management

Check [Table 19-17](#) for symptoms related to the Device OS Management feature. For each symptom that describes your trouble, determine which possible causes apply and follow the corresponding solutions.

**Table 19-16**      *Trouble with Device OS Management*

| Symptom                                                                                                                                                                    | Possible Cause                                                 | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>During a software installation job, software image file transfer between a file server and a device takes too much time.</li> </ul> | The connection between the file server and the device is slow. | <p>Use a file server that is on the same LAN as the devices included in the software installation job.</p> <p>If all of the available file servers transfer software image files too slowly, before you create the software installation job, manually copy the files to the devices that you will include the job and configure the job to use the manually copied files rather than a file server.</p> <p>For information about configuring a software installation job, see the <a href="#">“Creating or Editing a Software Installation Job”</a> section on page 13-7.</p> |

## Trouble with Event Browsing

Check [Table 19-17](#) for symptoms related to event browsing issues. For each symptom that describes your trouble, determine which possible causes apply and follow the corresponding solutions.

**Table 19-17**      *Trouble with Event Browsing*

| Symptom                                                                                                                               | Possible Cause                                                | Solution                                                                                                                                                                                                   |
|---------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Events available on the device command line do not appear in the Cisco DCNM client.</li> </ul> | Logging levels on managed devices are set incorrectly.        | Check the logging level configuration on managed devices. See the <a href="#">“Cisco NX-OS System-Message Logging Requirements”</a> section on page 1-6.                                                   |
|                                                                                                                                       | The Cisco DCNM client fetches events that are not old enough. | Check the events-related setting in the Cisco DCNM client preferences. For more information, see the <a href="#">“Configuring the Maximum Age of Events Fetched from the Server”</a> section on page 4-15. |
| <ul style="list-style-type: none"> <li>Too few events shown in Event Browser or an Events tab.</li> </ul>                             |                                                               |                                                                                                                                                                                                            |

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**Table 19-17**      ***Trouble with Event Browsing***

| Symptom                                                                     | Possible Cause                                                                                                                                                                                                                                                                            | Solution                                                                                                                                                                            |
|-----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Too many events shown in Event Browser or on an Events tab.                 | A managed device has an issue that is generating many system log messages.                                                                                                                                                                                                                | Temporarily unmanage the device until you resolve the issues on the device. For more information, see the <a href="#">“Unmanaging a Device”</a> section on page 7-5.                |
|                                                                             | Logging levels on managed devices are set incorrectly.                                                                                                                                                                                                                                    | Check the logging level configuration on managed devices. See the <a href="#">“Cisco NX-OS System-Message Logging Requirements”</a> section on page 1-6.                            |
| A feature Events tab does not show events that appear in the Event Browser. | By design, an Events tab shows only messages that apply to the currently selected feature and may show only a subset of the possible messages for the feature. For more information, see the <a href="#">“Events Tabs Show Fewer Events than the Event Browser”</a> section on page 19-2. | Use the Event Browser to see status-related system messages received by Cisco DCNM. For more information, see the <a href="#">“Viewing the Event Browser”</a> section on page 10-3. |

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