



## Troubleshooting Installation Issues

This chapter describes how to troubleshoot installation issues for the Cisco Virtual Security Gateway (VSG).

This chapter includes the following sections:

- [Verifying VM attributes on VSG, page 3-1](#)
- [Verifying Port Profile Assignments for a Cisco VSG VM Virtual Interface, page 3-1](#)

### Verifying VM attributes on VSG

If VM attributes are not displayed using the show commands on VSG for the virtual machines configured with vservice enabled port-profile functionality, you need to check the SPF configuration.

- On Prime NSC in VM manager, check that VM attributes are seen correctly for all the VMs.
- If VM attributes are not available for the VMs, check the SPF configuration on SCVMM:
  - Verify whether the SPF installation is successful and functional, launch the following VMM REST interface web link on SCVMM:

```
https://spf_host_ip:8090/SC2012R2/VMM/Microsoft.Management.Odata.Svc
```

For more details, see the *Cisco VSG for Microsoft Hyper-V, Release 5.2(1)VSG2(1.1a)* and *Cisco Prime NSC, Release 3.2 Installation and Upgrade Guide*.

### Verifying Port Profile Assignments for a Cisco VSG VM Virtual Interface

Create the following port profiles on the VSM:

- Data interface port profile (VLAN is the data VLAN)
- Management port profile (VLAN is the management VLAN)
- HA interface port profile (VLAN is the HA VLAN)

Ensure that the port profiles are assigned to the three virtual interfaces of the Cisco VSG VM in the following order:

1. Network adapter 1 for the data port profile
2. Network adapter 2 for the virtual switch

### 3. Network adapter 3 for the HA port profile

The Cisco VSG VM network adapter 1, network adapter 2, and network adapter 3 are carrying the data VLAN, the management VLAN, and the HA VLAN respectively.