



Troubleshooting

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Tip

For troubleshooting issues with Configuration Manager, see the knowledge base articles available from [Support for Microsoft System Center 2012](#).

Unable to login to Cisco IMC

Problem When you import servers using the Import IMC Servers Wizard utility, an error occurs during the authentication process of the user credentials provided to login to Cisco IMC.

Solution The table below gives the reasons as to why this error occurs and also the possible action to be taken to correct the error.

Reason	Action
There is no free XMLAPI sessions available in Cisco IMC.	Terminate unused session from Cisco IMC Web GUI
Either the username or password entered is not valid	Enter valid credentials.
Redirect HTTP to HTTPS Enabled check box is checked in the communication settings of Cisco IMC	Uncheck the Redirect HTTP to HTTPS Enabled check box
Unsupported server model is selected when importing servers	See the list of supported servers in the Overview chapter and select
Proxy is enabled when it is not required to access the servers.	Disable the proxy server
Under Communication Services, XML API Properties, XML API Enabled check box is disabled.	Enable the check-box for XML API under Communication Properties in the Cisco IMC Web GUI.

OS Deployment

Problem Windows Server 2008 R2, Windows 2012, and Windows 2012 R2 virtual machines reboot repeatedly. This issue occurs when an invalid License Key is entered in the Task Sequence.

Solution Provide the correct License Key in the Task Sequence.

Problem Reply has no message header marker and cannot recognize client identity. The problem is caused by the incorrect date and time or both being set in the BIOS.

Solution Correct the date and time in the Cisco IMC Server.

Problem Fails to stage WinPE.

Solution Correct the date and time of the Configuration Manager Server.

Firmware Update Profile

Problem When Cisco UCS M4 server is imported using Cisco IMC integration pack 1.0.1, firmware update profiles are not listed for this server in 1.0.2 version.

Solution To resolve this issue, follow these steps:

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- Step 1** Save the resource ID of the server for which the issue occurs.
 - Step 2** Delete the server from the **Configuration Manager Admin** console.
 - Step 3** Open **WBEMTEST.exe** on the configuration manager site server.
 - Step 4** Connect to the configuration manager WMI namespace, root\sms\site_<SITECODE>. Where SITECODE is the configuration manager site code.
 - Step 5** Once the connection is successful, open the query and enter the following:
Select * from SMS_R_CIMC Where ServerID=<ResourceID>. The resource ID is same as saved in **Step 1**.
 - Step 6** Delete the object shown in the query result window.
 - Step 7** Re-import the server using the **Import Cisco IMC** wizard.