



# Troubleshooting the Cisco Device Assignment Tool

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## Error when Running the Rules

**Problem** You receive an exception error when you run the rules.

**Possible Cause** You may have lost network connectivity or the AXL service went down.

**Solution** Check the log file that the tool produces. Try to run the rules again.

## Error when Performing a Match

**Problem** You receive an error while the tool is matching users to devices.

**Possible Cause** You may have lost network connectivity or the AXL service went down.

**Solution** Check the log file. If there are any issues with assigning devices, they are recorded in the log file and the assignment continues. At the end of the update, you will see the option to save the log file that contains the errors. You can try to run the update again.

