



Troubleshooting

Also refer to the section [Validate VM Deployment](#) for steps to verify that the CPS installation was successful.

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Deployed Node is not able to access Cluster Manager VM

- Make sure the `/etc/hosts` in the VM node contains the Cluster Manager entry.
- Make sure the IP address of the VM node is in the Internal subnet as specified in the VLAN excel sheet.

Not Able to Deploy VM

- Make sure the entries in the Definitions sheet, Datastores column of the excel file does not contain any space in the string.
- Make sure the `hv_password_0` and `hv_user_0` (which is the ESX servers user name and password) are correct.
- Make sure the target ESX server has enough memory for the VM.

VMs are not able to Communicate with each other

- Make sure they are on the same Internal subnet.
- Make sure the `/etc/hosts` file in the VM contains all the hosts specified in the excel sheet.

Issue in Bringing Up Diameter Stack

Problem: Diameter Stack is not UP even if the hostname is configured for the Policy Director (LB) VMs and same names are configured in Local End Points under Diameter Stack configuration plug-in in Policy Builder.

Solution:

- Update the `/etc/hosts` in Cluster Manager VM.

Example:

If hostnames configured for lb01/lb02 VMs are lab1-lb01 and lab1-lb02 and same names are configured in Local End Points of Diameter Stack configuration, then update `/etc/hosts` file:

Before update:

```
cat /etc/hosts | grep lb0
10.10.75.164 lb01 lab1-lb01
10.10.75.165 lb02 lab1-lb02
10.10.90.132 lab2-lb01 lab2-lb01
10.10.90.133 lab2-lb02 lab2-lb02
[root@shiprock-base ~]#
```

After update:

```
cat /etc/hosts | grep lb0
10.10.75.164 lab1-lb01 lb01
10.10.75.165 lab1-lb02 lb02
10.10.90.132 lab2-lb01 lab2-lb01
10.10.90.133 lab2-lb02 lab2-lb02
[root@shiprock-base ~]#
```

- Execute the following command to rebuild the `/etc/hosts` file from the Cluster Manager VM:

```
/var/qps/install/current/scripts/build/build_etc.sh
```

- Execute the following commands in Cluster manager VM to copy `/etc/hosts` file to all deployed VMs.

```
SSHUSER_PREFERROOT=true; copytoall.sh /etc/hosts /etc/hosts
```

- Login to the individual Policy Director (LB) VMs and restart the Policy Server (QNS) service by executing the following commands:

```
service monit stop
```

```
monit stop qns-1...4
```

```
monit start qns-1...4
```

```
service monit start
```