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# FAQs and Troubleshooting Guide for Cisco Services Ready Engine Virtualization 1.0 and 1.1

## Frequently Asked Questions

**Note:** Additional FAQs are provided in the ?Services Ready Engine Virtualization? section in *Cisco Unified Computing System Express* at:
http://www.cisco.com/en/US/prod/collateral/contnetw/ps5719/ps11273/qa_c67-625001.html

### Q. Is the vSphere Client bundled with the Cisco SRE-V software package?

**A.** No, the vSphere Client is not bundled with the Cisco SRE-V software package. You must download it after you install Cisco SRE-V.

To download the vSphere Client, do the following:

**1.** Go to https:*//hypervisor-ip-address*. You are directed to the VMware website, and the Welcome page opens.

**2.** Click **Download vSphere Client**, and then click **Run** to download the vSphere Client. The VMware vSphere Client is installed and a shortcut icon to the client appears on your desktop.

**Note:** To download the vSphere Client, connection to the Internet is required.

### Q. How do I know which type of Cisco SRE Service Module is installed in the router from a Microsoft Windows virtual machine?

**A.** To determine which type of Cisco SRE Service Module is installed in your router, do the following:

From the Microsoft Windows virtual machine, choose **System > Properties**. From the CPU and processor information, you can determine the type of Cisco SRE Service Module, whether it is a Cisco SRE 700 Service Module or a Cisco SRE 900 Service Module:

- Cisco SRE 700 Service Module?Solo CPU and Processor Type L3400
- Cisco SRE 900 Service Module?Duo CPU and Processor Type L9400

### Q. How do I check the Cisco SRE-V software version?

**A.** You can check the Cisco SRE-V software version from the router or from the Cisco SRE Service Module.

- **Checking the Cisco SRE-V Software Version from the Router**

**1.** From the host router CLI, enter the service-module sm 1/0 status command to display the software version.

**Example:**

```
Router# service-module sm 1/0 status
Service Module is Cisco SM1/0
Service Module supports session via TTY line 67
Service Module is in Steady state
Service Module heartbeat-reset is enabled
Getting status from the Service Module, please wait..
Cisco SRE-V Software 1.1.1
SRE-V Running on SMV
```

- **Checking the Cisco SRE-V Software Version from the Console Manager (Cisco SRE-V Service Module)**

**1.** From your PC or workstation, start the SSH Client, enter the IP address of the Console Manager, and then enter the username and password to access the Console Manager.

**2.** Use the **show software versions** command to display the software version.

**Example:**

```
SRE-Module# show software versions
Cisco SRE-V Software version (1.1.1)
Technical Support: http://www.cisco.com/techsupport Copyright (c) 1986-2010 by Cisco Systems, Inc.
```

## Q. How do I set the clock on the VMware vSphere Hypervisor?

**A.** To set the clock on the VMware vSphere Hypervisor$^{TM}$, you must add an NTP server to it using the vSphere Client GUI. Do the following:

**1.** Click the **Configuration** tab.

**2.** From the left pane, under Software, choose **Time Configuration**. The Time Configuration window opens.

**3.** Choose **Properties**, and then choose **Options**. The NTP Daemon (ntpd) Options dialog box opens.

**4.** Choose **NTP Settings**, and then click **Add**. The Add NTP Server dialog box opens.

**5.** Add the IP address of the NTP Server in the Address field. After you add the NTP server, the clock on the VMware vSphere Hypervisor$^{TM}$ is set.

## Q. How do I display VMware vSphere Hypervisor diagnostic information?

**A.** To display VMware vSphere Hypervisor$^{TM}$ diagnostic information, do the following:

**1.** From your PC or workstation, start the SSH Client, enter the IP address of the Console Manager, and then enter the username and password to access the Console Manager.

**2.** Use the **show tech-support hypervisor** command to display the VMware vSphere Hypervisor$^{TM}$ diagnostic information.

**3.** To download the output file, use the **copy log esx-2008-01-12--04.50.20050.tgz url** *url* command.

**Example:**

```
SRE-Module# show tech-support hypervisor
This command will take several minutes to collect hypervisor system information.
Are you sure you want to continue?[confirm]
ESXi ?vm-support -r? is in progress. Please wait.........................................
ESXi ?vm-support -r? was completed successfully.
```

## Q. How do I view RAID related events or errors in VMware vSphere Hypervisor logs??Applicable for Cisco SRE-V 1.1

**A.** To display RAID related events or errors in VMware vSphere Hypervisor logs, do the following:

**1.** From the vSphere Client GUI, choose **View > Administration > System Logs**.

**2.** Use the keyword **promise** to search and display RAID related events or errors.

## Q. How do I create RAID logical volumes??Applicable for Cisco SRE-V 1.1

**A.** Do the following:

- Use the **logdrv -a add -p 1,2 -e 0,0 -z ?raid=raid0,name=RAID0,init=quick?** command to create a simple block level striping RAID 0 volume.

- Use the **logdrv -a add -p 1,2 -e 0,0, -z ?raid=raid1,name=RAID1,init=quick?** command to create a simple 1:1 mirrored RAID 1 volume.

**Examples:**

```
raid-cli> logdrv -a add -p 1,2 -e 0,0 -z ?raid=raid0,name=RAID0,init=quick?
raid-cli> logdrv -a add -p 1,2 -e 0,0, -z ?raid=raid1,name=RAID1,init=quick?
```

## Q. How do I verify the RAID mode after installing Cisco SRE-V??Applicable for Cisco SRE-V 1.1

**A.** Do one of the following:

- From the RAID Management CLI, use the **logdrv** command to display RAID information.

**Example:**

```
raid-cli> logdrv
ID  RAID  Disks  Sectors  Size (MB)   DiskID  Name
----------------------------------------------------------------
0  JBOD    1      64      476940.02   (1)     JBOD on port 01 (00)
1  JBOD    1      64      476940.02   (2)     JBOD on port 02 (00)
```

- From the Console Manager interface, user the **show hypervisor datastore** command to display information about the RAID mode.

**Example for Non RAID:**

```
SRE-Module# show hypervisor datastore
Non RAID (2 JBOD disks of each ~460 GB)
Name              Capacity        Free Space
--------------------------------------------------
```

Q. How do I display VMware vSphere Hypervisor diagnostic information?                    4

```
datastore2              465.50 GB          464.95 GB
datastore1              461.50 GB          460.95 GB
```

**Example for RAID 0:**

```
SRE-Module# show hypervisor datastore
RAID0 (1 Raid0 disk of size ~920 GB)
Name                 Capacity        Free Space
------------------------------------------------
datastore1            927.00 GB        926.45 GB
```

**Example for RAID 1:**

```
SRE-Module# show hypervisor datastore
RAID1 (1 Raid1 disk of size ~470 GB)
Name                 Capacity        Free Space
------------------------------------------------
datastore1            461.50 GB        460.95 GB
```

# Connectivity Issues Troubleshooting

## Cannot Connect to the VMware vSphere Hypervisor from the vSphere Client

**Problem:** You cannot connect to the VMware vSphere Hypervisor™ from the vSphere Client.

**Probable Cause 1:** This problem could occur if the correct license is not installed on the system.

**Solution 1:** To verify that the correct license is installed on the system, do the following:

**1.** From your PC or workstation, start the SSH Client, enter the IP address of the console manager, and then enter the username and password to access the console manager.

**2.** Use the **show license in-use** command to display the license information.

**Example:**

```
SRE Module# show license in-use
StoreIndex:  1  Feature: SRE-V-HOST-LIC                 Version: 1.0
 License Type: Permanent
 License State: Active, In Use
License Count: Non-Counted License Priority: Medium
```

**3.** If the correct license is not installed, install it. The following feature licences are available for Cisco SRE-V:

- FL-SRE-V-HOST?VMware vSphere Hypervisor™ Host pre-activated paper license purchased with the software.
- FL-SRE-V-HOST= ?VMware vSphere Hypervisor™ Host paper license purchased without the software (spare). You must activate this license.
- L-FL-SRE-V-HOST= ?VMware vSphere Hypervisor™ Host electronic license purchased without the software (spare). You must activate this license.

**Probable Cause 2:** This problem could occur if you did not activate the evaluation license; or you activated the evaluation license, but did not enter the **reload** command.

**Solution 2:** To resolve this problem, do the following:

**1.** From your PC or workstation, start the SSH Client, enter the IP address of the console manager, and then enter the username and password to access the console manager.

**2.** Use the **license activate** *license-name* command to activate the license.

**Example:**

```
SRE-Module# license activate sreVHost
Evaluation licenses are being activated in the device for the following feature(s):
    Feature Name: SRE-V-HOST-LIC

  ----------------------------

  EULA terms....

  ----------------------------

  ACCEPT? [y/n]? y
```

**3.** Before the license activation can successfully take effect, enter the **reload** command. When prompted to confirm with the reload, press **Enter**, as shown in the following example:

```
SRE-Module# reload
```

**Probable Cause 3:** This problem could occur if you set the wrong IP address for the VMware vSphere Hypervisor™.

**Solution 3:** To resolve this problem, do the following:

**1.** From your PC or workstation, start the SSH Client, enter the IP address of the console manager, and then enter the username and password to access the console manager.

**2.** Use the **show hypervisor IP command** to verify that the IP address of the VMware vSphere Hypervisor™ is correct.

**Example:**

```
SRE-Module# show hypervisor ip
Hostname:              localhost
Domain Name:           None
IP Config:             10.50.80.130(Subnet Mask: 255.255.0.0)
                       169.254.1.1(Subnet Mask: 255.255.255.0)
Default Gateway:       10.50.80.1
Preferred DNS Server:  None
Alternative DNS Server: None
```

**3.** If the IP address of the VMware vSphere Hypervisor™ is not correct, do the following from the host router:

**a.** Use the **interface sm** *slot***/0** command to enter the interface configuration mode.

**b.** Use the **service-module mgf ip address** *hypervisor-ip-address subnet-mask* command to configure the IP address of the VMware vSphere Hypervisor™.

**Example:**

```
Router(config)# interface sm 1/0
Router(config-if)# service-module mgf ip address 20.0.0.1 255.255.255.0
```

**Probable Cause 4:** This problem could occur if the VMware vSphere Hypervisor™ default gateway is not setup correctly.

**Solution 4:** To resolve this problem, do the following:

**1.** From your PC or workstation, start the SSH Client, enter the IP address of the console manager, and then enter the username and password to access the console manager.

**2.** Use the **show hypervisor ip** command to verify that the VMware vSphere Hypervisor™ default gateway is setup correctly.

**3.** If the VMware vSphere Hypervisor™ default gateway is not setup correctly, do the following:

**a.** Use the **hypervisor set ip default-gateway 0.0.0.0** command to remove the existing VMware vSphere Hypervisor™ default gateway.

**b.** Use the **hypervisor set ip default-gateway** *hypervisor-default-gateway-ip-address* command to configure the IP address of the VMware vSphere Hypervisor™ default gateway.

**Example:**

```
SRE-Module# hypervisor set ip default-gateway 0.0.0.0
SRE-Module# hypervisor set ip default-gateway 20.0.0.100
```

**Probable Cause 5:** This problem could occur if you either changed the default vSwitch settings or you deleted the following default vSwitches:

- CiscoSwitch
- CiscoSwitchLocal
- Vswitch0

**Solution 4:** To resolve this problem, reboot the system.

## CLI Takes a Long Time to Execute After the System Comes Online

**Problem:** The very first CLI that interacts with the VMware vSphere Hypervisor™, takes a long time to execute.

**Probable Cause:** This problem occurs because the Management virtual machine initiates a Software Development Kit (SDK) connection during bootup, and the SDK needs time to connect to the VMware

vSphere Hypervisor$^{TM}$. Therefore, the very first CLI that interacts with the VMware vSphere Hypervisor$^{TM}$, takes a long time to execute if that CLI is entered immediately after the system goes online.

**Solution:** To resolve this problem, after the system declares itself Online, we recommend that you wait for some time (less than a minute) before you enter the CLI.

# Installation Troubleshooting

## Microsoft Windows 2003 Installation Does Not Work

**Problem:** You cannot install Microsoft Windows 2003.

**Probable Cause:** This problem could occur if you set the SCSI controller to **LSI Logic SAS** when creating a custom virtual machine.

**Solution:** To resolve this problem, set the SCSI controller to **LSI Logic Parallel**. Do the following:

**1.** Right click the virtual machine, and then choose **Edit Settings**. The Virtual Machine Properties page opens.

**2.** Choose **SCSI Controller**, and then click the **Change Type** button on the right pane. The Change SCSI Controller Type page opens.

**3.** Choose **LSI Logic Parallel**, and then click **OK**.

## Cannot View Datastore After Installing Cisco SRE-V?Applicable for Cisco SRE-V 1.1

**Problem:** After installing Cisco SRE-V, the **show hypervisor data** command displays 0 total datastore(s):

```
SRE-Module# show hypervisor data
Name          Capacity        Free Space
----------------------------------------
0 total datastore(s)
```

**Solution:** To resolve this problem, manually add the datastores. From the vSphere Client GUI Home page, do the following:

**1.** Choose **Inventory > Configur**ation.

**2.** From the Hardware pane (left pane), choose **Storage**.

**3.** Click the **Add Storage...** button. The Select Storage Type wizard page opens.

**4.** Follow the wizard steps to manually add the datastores to the inventory.

**5.** Click the **Refresh** and **Rescan All...** buttons. The datastores should now be visible from the Management virtual machine.

## Module Does Not Respond After Using the Cisco SRE-V Install or Uninstall Commands?Applicable for Cisco SRE-V 1.1

**Problem:** Occasionally, after using the Cisco SRE-V install or uninstall commands, the Cisco SRE Service Module does not respond.

**Solution:** To resolve this problem, verify that the router is using the supported Cisco IOS version, which is 15.1(4)M or later. Use the **show version** command to verify the Cisco IOS version.

If the Cisco IOS version that is installed on the router is not supported, install the appropriate Cisco IOS version.

If the Cisco IOS version that is installed on the router is supported, and the service module still does not respond, reset the service module and then install Cisco SRE-V again. Use the **service-module sm *slot*/0 reset** command to reset the service module:

```
Router# service-module sm 1/0 reset
```

## No Virtual Machines or Unknown Virtual Machines Displayed After an Online Upgrade?Applicable for Cisco SRE-V 1.1

**Problem:** After a Cisco SRE-V online upgrade, the show virtual-machine command does not display the existing virtual machines that are in the system or displays the virtual machine as unknown:

```
SRE-Module# show virtual-machine
Name                            Status
-------------------------------------------
Unknown                         Stopped
Unknown 1                       Stopped
```

**Solution:** To resolve this problem, do the following:

**1.** From the vSphere client GUI, remove the unknown virtual machines.

**2.** From the appropriate virtual machine folder, browse to the datastore.

**3.** Right-click the vmx file, which is located in the virtual machine folder, and then choose **Add to Inventory**.

# Virtual Machine Troubleshooting

## Cannot Export the Virtual Machine

**Problem:** You cannot export the virtual machine.

**Probable Cause:** This problem could occur if the name of the virtual machine contains a space.

**Solution:** To resolve this problem, make sure that the name of the virtual machine does not contain a space. If it does, make sure that you add the name in quotes, otherwise, the export operation will fail. For example, ?Win 2K3?.

**Example:**

```
SRE-Module# virtual-machine export ?Win 2K3? ftp://ftpserver.com/dir
```

## Cannot Import the Virtual Machine

**Problem:** You cannot import the virtual machine.

**Probable Cause:** This problem could occur for one of the following reasons:

- The name of the virtual machine contains a space.
- The name of the OVF file contains a space.

**Solution:** To resolve this problem, do the following:

- Make sure that the name of the virtual machine does not contain a space. If it does, make sure that you add the name in quotes, otherwise, the export operation will fail. For example ?Win 2K3?.
- Make sure that the name of the OVF file does not contain a space.

**Example:**

```
SRE-Module# virtual-machine import ftp://1.1.1.1/x/y.ovf datastore datastore1 ?Win 2K3?
```

## Microsoft Windows License Activation Fails after Export and Import of the Virtual Machine

**Problem:** You exported a virtual machine and then imported it back, and you noticed that the Microsoft Windows software license activation failed. Further Problem Description: You purchased the Cisco SRE-V Option 3 (Hardware, plus Virtualization software, plus Microsoft Windows software), and a virtual machine was provided to you by default. Both the Virtualization software license and the Microsoft Windows software license on this virtual machine were preactivated. You exported this virtual machine and then imported it back, and you noticed that the Microsoft Windows software license activation failed.

**Probable Cause:** This problem could occur for the following reasons:

- Some of the configuration lines in the OVF file are missing.
- Some of the VMX file parameters are missing.

**Solution:** To resolve this problem, do the following:

- Manually add the following configuration lines to the OVF file in the Virtual Hardware section:

```
<VirtualHardwareSection>
   ....
   ....
     <vmw:ExtraConfig vmw:key=?acpi.passthru.slic? vmw:value=?true?/>
     <vmw:ExtraConfig vmw:key=?acpi.passthru.slicvendor? vmw:value=?true?/>
     <vmw:ExtraConfig vmw:key=?smbios.addhostvendor? vmw:value=?true?/>
```

- Verify that the VMX file contains the following parameters. If these parameters are missing, you must add them:

```
uuid.action = ?create?
pcie.reportDataLink= ?TRUE?
```

**Cannot Modify the Advanced Settings Parameters in the vSphere Client**

**Problem:** You cannot modify the Advanced Settings parameters.

**Further Problem Description:** From the vSphere client, go to **Home > Inventory**. From the left navigation tree, click the host name. Click the **Configuration** tab. From the left pane, under Software, choose **Advanced Settings**. The Advanced Settings page opens with several parameters. When you try to modify the Advanced Settings parameters, you notice that the **OK** button is disabled and you cannot modify the parameters.

**Cause:** The Advanced Settings parameters are intentionally blocked by Cisco Systems because they contain critical configuration, which you cannot modify.

**Solution:** There is no workaround.

# RAID Troubleshooting

**Cannot View Datastores?Applicable for Cisco SRE-V 1.1**

**Problem:** After disk migration, reboot, or Cisco SRE-V software upgrade, you are unable to view the datastores in **Inventory > Configuration > Storage**.

**Solution:** To resolve this problem, do the following:

**1.** Rescan the system a couple of times. From the vSphere Client GUI Home page, do the following:

**a.** Choose **Inventory > Configuration**.

**b.** From the Hardware pane (left pane), choose Storage.

**c.** From the Datastores pane (right pane), choose **Rescan All...** (located on the upper right corner). The Rescan dialog box opens.

**d.** Click **OK**.

**2.** If rescanning the system does not resolve the problem, do the following:

**a.** Choose **Inventory > Configuration**.

**b.** From the Hardware pane (left pane), choose **Storage**.

**c.** Click the **Add Storage...** button. The Select Storage Type wizard page opens.

**d.** From the right pane, choose **Disk/LUN**, and then click **Next**. The Select Disk/LUN wizard page opens.

**e.** From the right pane, choose a disk, and then click **Next**. The Select VMFS Mount Options wizard page opens.

**f.** From the right pane, choose the **Assign a New Signature** radio button, and then click **Next**.

g. Choose **Free Space**, and then click **Finish**.

The missing datastores display with a modified name, which you can change. For example, Datastore_R0 displays as snap-XXXXX-datastore_R0; and datastore_R1 displays as snap-XXXXX-datastore_R1. To change the name of the datastore, right-click the appropriate datastore, and the choose **Rename**.

## Datastore Name is Displayed as snap-XXXXX-datastore_*datastore_name*?Applicable for Cisco SRE-V 1.1

**Problem:** After adding a new datastore in vSphere Client, the datastore displays with the name: snap-XXXXX-datastore_*datastore_name*.

**Solution:** This is a know problem. You can change the name of the datastore. To change the name, right-click the appropriate datastore, and then choose **Rename**.

## Rebuild Process Does Not Start?Applicable for Cisco SRE-V 1.1

**Problem:** After hot-swapping the faulty RAID 1 disk drive, the rebuild process does not start.

**Probable Cause:** RAID configuration shows a new JBOD logical volume, which you must delete.

**Solution:** To resolve this problem, do the following:

**1.** From the RAID management CLI, use the **logdrv** command to view RAID configuration.

When the valid partition table appears on the newly inserted drive, you might notice that the RAID configuration is unbalanced, as shown in the following example:

```
raid-cli> logdrv
ID    RAID      Disks  Sectors   Size (MB)         Disk ID    Name
0     RAID1     2      64        476876.00         (-,2)      RAID1
1     JBOD      1      64        476940.02         (1)        JBOD on port 01 (00)
```

where (-,2) RAID1 represents an unbalanced array; and ID 1 shows a new JBOD logical volume. JBOD represents non-RAID, which you must delete.

**2.** Use the **logdrv -a del -1** *ID number of the JBOD* command to delete the JBOD logical volume:

```
raid-cli> logdrv -a del -l 1
```

**Note:** -l in the command is lower case ?L? and stands for logical.

After the JBOD logical volume is deleted, the rebuild process starts automatically on the new disk drive.

The rebuild process might take approximately two hours to complete. You can continue to perform normal system operations during the rebuild process.

**Caution:** Make sure that you do not unplug the functional disc drive during the rebuild process. If you do, you will lose data.

**3.** If the rebuild process does not start automatically, use the **rb -a start -l 0 -i 0 -p** *ID_number_of_the_hard_drive_to_add_to_the_RAID1_volume* **-e 0** command:

```
raid-cli> rb -a start -l 0 -i 0 -p 1 -e 0
```

**4.** (Optional) To check the rebuild status, use the **rb -a list** command, as shown in the following example:

```
raid-cli> rb -a list
Rebuild is in progress 10% in logical drive with ID 0 on controller #0!
```

You can also check the rebuild status in syslog.

## Rebuild Process Stuck?Applicable for Cisco SRE-V 1.1

**Problem:** After removing and reinserting a disk drive, the rebuild process gets stuck.

**Example:**

```
Array #1 rebuilding progress: 5%
```

**Solution:** To resolve this problem, do the following:

**1.** Reload the Cisco SRE Service module to trigger a rebuild.

**2.** If reloading the module is not possible, use the **logdrv -a del -l** *ID_number_of_reinserted_disk_drive* **-I 0** command to delete the logical drive of the newly inserted disk drive:

```
raid-cli> logdrv -a del -l 1 -I 0
```

**3.** If the rebuild process does not start automatically, use the **rb -a start -l 0 -i 0 -p** *ID_number_of_RAID1* **-e 0** to start the rebuild process:

```
raid-cli> rb -a start -l 0 -i 0 -p ?2? -e ?0?
```

## Cannot Create Datastores on a Single Disk RAID 0 Array?Applicable for Cisco SRE-V 1.1

**Problem:** Cannot create a datastore on a single disk RAID 0 array.

**Solution:** Use the **init ?a start ?l 0 ?i 0 -q** command on the logical drive where you want to create the datastore.

## Cannot Increase the Block Size of a Datastore?Applicable for Cisco SRE-V 1.1

**Problem:** Cannot increase the block size of a datastore.

**Solution:** To resolve this problem, do the following:

**1.** From the Console Manager interface, use the **hypervisor set disk maintenance** command to move the system into disk maintenance mode.

**2.** From the vSphere Client GUI, do the following:

**a.** Delete the datastore.

**b.** Choose **Inventory > Configuration > Storage > Add Storage...** The Add Storage wizard opens and walks you through the steps to create the new datastore. One of the wizard steps, allows you to choose the block size of the datastore.

**c.** Choose the appropriate block size, and the click **Finish**.

**d.** Refresh and rescan the system.

**3.** From the Console Manager interface, use the **hypervisor unset disk maintenance** command to move the system out of disk maintenance mode.

### RAID Troubleshooting Tips?Applicable for Cisco SRE-V 1.1

#### Modifying RAID Configuration

If you are making any changes to the RAID configuration, make sure that you delete all datastores.

If you are using the RAID migration procedure to migrate between RAID levels, you do not need to delete datastores.

#### Orphan Configuration in VMware

Before using RAID management commands to change or delete a logical drive configuration, make sure that you delete the associated datastore. If you do not delete the associated datastores, an orphan configuration remains in the system, which causes VMware vSphere Hypervisor to delay processing all hypervisor and virtual-machine commands including the **show hypervisor** and **show virtual machines** commands.

# Error Messages

## Error Message: Connection Refused

**Problem:** When trying to connect to https*://hypervisor-ip-address*, you receive the following error message: Connection Refused

**Probable Cause:** This problem could occur if either the crypto key is not generated or the generated crypto key is not associated with a label.

**Solution:** To resolve this problem, do the following:

**1.** Make sure that the crypto key is generated. Use the **show crypto key all** command from the console manager interface to verify the crypto key generation.

**2.** If the crypto key is generated, verify that it is associated with a label. Use the **show web session security keylabel** command to verify the crypto key association.

**3.** If the crypto key is not generated, do the following from the console manager interface:

**a.** Use the **crypto key generate** command to generate the crypto key.

**b.** Use the **show crypto key all** command to verify the crypto key generation.

**c.** Use the **web session security keylabel** *label* command to associate the crypto key to a label.

**d.** Use the **show web session security keylabel** command to verify the crypto key association.

**Example:**

```
SRE-Module (config)# crypto key generate
Key generation in progress. Please wait...
The label name for the key is se-10-60-75-125

SRE-Module# show crypto key all
Label name: se-10-60-75-125
Entry type: Key Entry
Creation date: Mon Oct 04 18:54:03 GMT 2010
Owner: C=, ST=, L=, O=, OU=, CN=se-10-60-75-125.localdomain
Issuer: C=, ST=, L=, O=, OU=, CN=se-10-60-75-125.localdomain
SubjectAltName: DNS:se-10-60-75-125.localdomain
Valid from: Mon Oct 04 18:54:03 GMT 2010 until: Wed Oct 03 18:54:03 GMT 2012
Certificate fingerprint (MD5): 9D:CB:17:A2:04:C4:65:8A:AD:DD:13:98:80:B7:82:04

SRE-Module(config)# web session security keyLabel se-10-60-75-125

SRE-Module# show web session security keylabel
Key Label Is se-10-60-75-125
```

## Error Message: File or Directory on the Remote Server Cannot be Accessed

**Problem:** After entering the import command, you get the following error message:

```
File or directory on the remote server cannot be accessed.
```

**Solution:** To resolve this problem, do the following:

- Verify that the ftp server directory has read/write permissions.
- Verify that the username and password of the ftp server are correct.
- Make sure that you have specified the OVF file in the import command:

```
SRE-Module# virtual-machine import ftp://1.1.1.1/x/y.ovf datastore datastore1
```

## Error Message: Hypervisor Information Cannot be Displayed

**Problem:** When you use the **show hypervisor ip** command in the console manager, you get the following error message: Hypervisor information cannot be displayed

**Probable Cause:** This problem could occur if you changed the default setting for the following: ciscoSwitch or ciscoSwitchLocal.

**Solution:** To resolve this problem, restart the Cisco SRE Service module.

**Examples:**

```
SRE-Module# show hypervisor ip
Hypervisor information cannot be displayed.
Error: (com.cisco.galactica.vim.VimRuntimeException: java.net.NoRouteToHostException: No route to
```

## Error Message: User(s) Cannot be Displayed

**Problem:** When you use the **show user** command from the console manager, you get the following error message: User(s) cannot be displayed.

**Probable Cause:** This problem could occur if you changed the default setting for the following: ciscoSwitch or ciscoSwitchLocal.

**Solution:** To resolve this problem, restart the Cisco SRE Service module.

**Examples:**

```
SRE-Module# show user
User(s) cannot be displayed. Error: java.net.NoRouteToHostException: No route to host
```

## Error Message: Aesop Application Error?Applicable for Cisco SRE-V 1.1

**Problem:** Helper install fails and you get the following error message:

```
aesop application error.
```

**Probable Cause:** If the SATA mode of the Cisco SRE Service Module was previously set to IDE mode, and then you try to install the Cisco SRE-V 1.1 software using the helper install, the installation fails. Cisco SRE-V 1.1 is only functional when the SATA mode on the Cisco SRE Service Module is set to AHCI.

**Solution:** To resolve this problem, use the **service-module sm** *slot***/0 install url url argument disk-cfg-mode={raid1 | raid0 | nonraid}** command to install Cisco SRE-V 1.1. The Cisco SRE-V 1.1 installation automatically converts the SATA mode from IDE to AHCI.