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## FAQs and Troubleshooting Guide for Cisco Services Ready Engine Virtualization 1.5

### 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](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. What is the correct syntax for using the FTP credentials in the installation and upgrade URL?

A. The correct syntax for using the FTP credentials in the installation URL is:

```
Router# service-module sm 2/0 install url ftp://username:password@server.com/dir/sre-v-k9-r.SPA.sm
```

The correct syntax for using the FTP credentials in the upgrade URL is:

```
Router# service-module sm 2/0 install url ftp://username:password@server.com/dir/sre-v-k9-r.SPA.sm
```

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

A. To display the software version, use the **service-module sm 1/0 status** command from the host router.

### Example:

```
Router# service-module sm 1/0 status
Service Module is Cisco SML/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 1.5.1.0
VMware ESXi 4.1.0 build-348481 running on SRE
```

## Q. How do I enable Remote Tech Support (SSH) for a host?

A. You can enable SSH for a host from the DCUI or from the vSphere Client.

- To enable SSH for a host from the DCUI, press **F2**, and then choose **Customize System > Troubleshooting Mode Options > Enable Remote Tech Support (SSH)**.

- To enable SSH for a host from the vSphere Client, do the following:

- Choose the host for which you want to enable SSH.
- Click the **Configuration** tab. From the left pane, under Software, choose **Security Profile**.
- From the top right corner, choose **Properties**.
- Choose **Remote Tech Support (SSH) > Options > Start**.

## Q. How do I start, stop, restart, or check the status of the RBCP Agent?

A. To start, stop, restart, or check the status of the RBCP Agent, do the following:

1. Enable Remote Tech Support (SSH) from the DCUI or the vSphere Client (see previous FAQ), and then SSH to the host.

2. Do one of the following as appropriate:

- To start the RBCP agent, use the **/etc/init.d/cisco-rbcp start** command.

- To stop the RBCP agent, use the `/etc/init.d/cisco-rbcp stop` command.
- To restart the RBCP agent, use the `/etc/init.d/cisco-rbcp restart` command.
- To check the RBCP agent current status, use the `/etc/init.d/cisco-rbcp status` command.

## Q. How do I enable or disable the debug level logging for the RBCP Agent?

A. To enable or disable the debug level logging for the RBCP Agent, do the following:

1. Enable Remote Tech Support (SSH) from the DCUI or the vSphere Client, and then SSH to the VMware vSphere Hypervisor™ host.

2. Do one of the following as appropriate:

- To enable the debug level logging for the RBCP Agent, use the `esxcfg-advcfg --user-var CiscoRBCPDebugLevel --set-user-var 1` command.
- To disable the debug level logging for the RBCP Agent, use the `esxcfg-advcfg --user-var CiscoRBCPDebugLevel --set-user-var 0` command.

3. Reboot the VMware vSphere Hypervisor™ host for the setting to take effect.

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

A. To set the clock on the VMware vSphere Hypervisor™, 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™ is set.

## Q. How do I view RAID related events or errors in VMware vSphere Hypervisor logs?

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?

A. To create RAID logical volumes, complete the following steps:

Q. How do I start, stop, restart, or check the status of the RBCP Agent?

1. Use the SSH Client software to log into the VMware vSphere Hypervisor™. Do the following:
  - a. For the hostname, enter the IP address of the VMware vSphere Hypervisor™ or the DNS hostname.
  - b. If prompted to accept the server's host key, click **Yes**.
  - c. Use **root** for the username.
  - d. When prompted for a password, do the following:
    - If you are a first time user, leave the password empty by pressing **Enter**.
    - If you have configured a password, enter that password, and then press **Enter**.

The following Tech Support Shell prompt appears:

```
~ #
```

2. At the Tech Support Shell prompt, use the **promise-raid-cli** command, and then press **Enter**. You enter the RAID management command environment:

```
~ # promise-raid-cli  
raid-cli>
```

3. To create logical volumes use one of the following commands as appropriate:

- 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?

- A. To verify the RAID mode after you have installed Cisco SRE-V, complete the following steps: 1. Use the SSH Client software to log into the VMware vSphere Hypervisor. Do the following:
  - a. For the hostname, enter the IP address of the VMware vSphere Hypervisor or the DNS hostname.
  - b. If prompted to accept the server's host key, click **Yes**.
  - c. Use **root** for the username.
  - d. When prompted for a password, do the following:
    - If you are a first time user, leave the password empty by pressing **Enter**.
    - If you have configured a password, enter that password, and then press **Enter**.

Q. How do I create RAID logical volumes?

The following Tech Support Shell prompt appears:

```
~ #
```

2. At the Tech Support Shell prompt, use the `promise-raid-cli` command, and then press Enter. You enter the RAID management command environment:

```
~ # promise-raid-cli  
raid-cli>
```

3. 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)
```

**Q. How can I view the VMware vSphere Hypervisor logs and diagnostic information?**

A. To view the VMware vSphere Hypervisor logs<sup>TM</sup> and diagnostic information, do one of the following:

- From the DCUI, press **F2**, choose **Customize System > View System Logs**, and then choose **1** to display the messages.
- From vSphere Client, connect to the VMware vSphere Hypervisor<sup>TM</sup> host, and then choose **Home > Administration > System Logs**. Choose **hostd.log** and **messages.log**.

**Note:** Make sure that you follow this procedure from vSphere Client and not from vCenter.

**Q. How can I view Cisco specific logs?**

A. To view Cisco specific logs, look for specific tags in the RAID and RBCP Agent components:

For the RAID component, look for the **promise** tag.

For the RBCP Agent, look for the **cisco\_rhcp** tag.

**Example of the cisco\_rhcp tag:**

```
Jan 7 06:03:30 root: cisco_rhcp get_vswitch [vmnic1]  
Jan 7 06:03:31 root: cisco_rhcp Running get_vswitch cmd[r:0]: /sbin/esxcfg-vswitch -l | grep vmnic1  
Jan 7 06:03:31 root: cisco_rhcp get_vmkernel_in_vswitch [vSwitch0] [Management Network]
```

**Q. How can I get the log files from the VMware vSphere Hypervisor host?**

A. To get the log files from the VMware vSphere Hypervisor<sup>TM</sup> host, do the following:

1. From the vSphere Client, connect to the VMware vSphere Hypervisor host<sup>TM</sup>, and then choose **Home > Administration > System Logs**.

2. Choose **Export Logs**, which is located on top of the page. The logs are saved on the system that is running the vSphere Client.

**Note:** Make sure that you follow this procedure from vSphere Client and not from vCenter.

### Q. How can I view alerts and warnings in the vCenter Server?

A. To view alerts and warnings in the vCenter Server, do one of the following:

- Click the **Alert** icon, which is located in the top right corner of the page.
- Click the **Alarm** tab, and then click the **Summary** tab.

**Note:** Occasionally, when you click the **Alarm** tab, warnings might not be displayed. Therefore, we recommend that you also click the **Summary** tab to view the warnings.

### Q. How can I add an USB device to a Microsoft Windows virtual machine?

A. For information about how to add an USB device to a Microsoft Windows virtual machine, see the following documents:

- For step-by-step instructions, see the USB Passthrough in vSphere 4.1 document, at:

<http://vstorage.wordpress.com/2010/07/15/usb-passthrough-in-vsphere-4-1/>

- For a list of VMware supported USB device models, see:

[http://kb.vmware.com/selfservice/microsites/search.do?language=en\\_US&cmd=displayKC&externalId=1021345](http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&cmd=displayKC&externalId=1021345)

## Connectivity Issues Troubleshooting

### Network Connectivity Failure After Installing the Operating System

**Problem:** After installing the operating system on a virtual machine, the system cannot connect to the network.

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

- Make sure that the network configuration includes a valid IP address.
- Make sure that the status of the virtual machine is **Active**. To view the status of the virtual machine, choose the **Activate** button from the Network Configuration page.

## Installation Troubleshooting

### Microsoft Windows 2003 Installation Does Not Work

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

Q. How can I get the log files from the VMware vSphere Hypervisor host?

**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

**Problem:** After installing Cisco SRE-V, the datastore is missing:

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

1. Choose **Inventory > Configuration**.
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 datastore to the inventory.
5. Click the **Refresh** and **Rescan All...** buttons. The datastore should now be visible from the Management virtual machine.

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

**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
```

## Cisco SRE-V Installation Fails

**Problem:** Cisco SRE-V installation does not work.



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

- Make sure that you are able to ping the FTP server from the router.
- Make sure that the FTP server is able to reach the **service-module ip address** *hypervisor-ip-address subnet-mask* that was configured on the router.
- Make sure that the appropriate installation files are in the FTP server:

- sre-v-k9-r.spa.smv.1.5.1.pkg?For Cisco SRE 900 Service Module

- sre-v-k9.spa.smv.1.5.1.pkg?For Cisco SRE 700 Service Module

- View the SRE installation log files to determine the cause of the installation failure. To view the SRE installation log files, enter the following command:

```
Router# Debug sre-install all
```

- View the service module console log files to determine the cause of the installation failure. To view the service module console log files, enter the following command after executing the installation command:

```
Router# service-module sm slot/0 session
```

## Cisco Management Console Disappears After Cisco SRE-V Installation

**Problem:** After installing Cisco SRE-V, the Cisco management console disappears and the VMware vSphere Hypervisor Direct Console User Interface (DCUI) appears.

**Probable Cause:** This is expected behavior.

**Note:** If you are a first-time user of the VMware vSphere Hypervisor, use **root** for the username; and for the password, leave the field empty. After you login, we recommend that you change the password.

## Missing Virtual Machines After Cisco SRE-V Installation with keep-ds Argument

**Problem:** Virtual machines are missing from vSphere Client after using the **service-module sm slot/0 install url url argument keep-ds** command to install Cisco SRE-V.

**Probable Cause:** This problem occurs because when you use the **keep-ds** argument with the installation command, the datastores and the virtual machines are retained, but you must manually add the virtual machines back into the inventory.

**Solution:** To manually add the virtual machines back into the inventory, do the following:

1. Choose **Inventory > Configuration > Storage > Datastore**.
2. Browse to the datastore for the appropriate virtual machine folder.
3. Right-click the vmx file, which is located in the virtual machine folder, and then choose **Add to Inventory**. The virtual machines appear in the vSphere Client.

## New Virtual Machine Names Not Reflected After Cisco SRE-V Installation with keep-ds Argument

**Problem:** After using the `service-module sm slot/0 install url url argument keep-ds` command to install Cisco SRE-V, the renamed virtual machines change back to their original names.

**Probable Cause:** This is expected behavior. This problem occurs because when you use the `keep-ds` argument with the installation command, disk data is retained but the vSphere Client is restored to its default settings. Therefore, the names of the virtual machines change back to their original names.

**Solution:** Rename the virtual machines.

## Virtual Machine Troubleshooting

### 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.

### **Virtual Machine Cannot Mount the USB Thumb Drive**

**Problem:** The virtual machine cannot mount the USB Thumb Drive.

**Probable Cause:** This problem occurs when the USB Thumb Drive that was used and formatted by a Microsoft Windows virtual machine was again used on a Linux-based virtual machine.

**Solution:** Use a new USB Thumb Drive.

### **Cannot Activate the Microsoft Windows License on a Virtual Machine**

**Problem:** You cannot activate the Microsoft Windows license on a virtual machine.

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

1. Use the show oem marker command to verify the OEM marker.
2. Make sure that the virtual machine is not a third-party virtual machine.
3. Make sure that the virtual machine is installed by Cisco manufacturing or is imported using the recovery DVD.
4. Make sure that the ACPIPassthrough setting is enabled in the virtual machine. To do so, check the Microsoft Windows hardware vendor information or the vmx file.

If the virtual machine is exported and then re-imported, see the appropriate user documentation for the procedure to enable the ACPI Passthrough setting.

## **vCenter Troubleshooting**

### **Disconnected Host in vCenter Server**

**Problem:** The host appears disconnected and is grayed out in the vCenter Server.

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

1. Make sure that you can ping the host IP address.
2. Right-click the hostname, and then choose **Connect**.

### **Orphaned Virtual Machine in the vCenter Server**

**Problem:** There is an orphaned and grayed out virtual machine in the vCenter Server.

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

1. Remove the virtual machine from the inventory. Right-click the virtual machine and then choose **Remove from Inventory**.
2. Choose **Inventory > Configuration > Storage > Datastore**.
3. Browse to the datastore for the appropriate virtual machine folder.
4. Right-click the vmx file, which is located in the virtual machine folder, and then choose **Add to Inventory**. The virtual machine that was grayed out is now active.

## **Cannot Connect to the vCenter Server**

**Problem:** You cannot connect to the vCenter Server even though network connectivity is available.

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

1. Open services in the PC that has the vCenter Server.
2. Manually start the vCenter Server service and then try to connect again.

## **RAID Troubleshooting**

### **Cannot View Datastores**

**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-XXXXXX-datastore\_R0; and datastore\_R1 displays as snap-XXXXXX-datastore\_R1. To change the name of the datastore, right-click the appropriate datastore, and then choose **Rename**.

### **Datastore Name is Displayed as snap-XXXXXX-datastore\_ *datastore\_name***

**Problem:** After adding a new datastore in vSphere Client, the datastore displays with the name: snap-XXXXXX-datastore\_ *datastore\_name*.

**Solution:** This is a known 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**

**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 -1 1
```

**Note:** -1 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

**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 ??? -e ???
```

## Cannot Create Datastores on a Single Disk RAID 0 Array

**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.

## RAID Troubleshooting Tips

### 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.

## Error Messages

### 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.

### Error Message: Aesop Application Error

**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 1.5 software using the helper install, the installation fails. Cisco SRE-V 1.5 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 1.5. The Cisco SRE-V 1.5 installation automatically converts the SATA mode from IDE to AHCI.