

This article describes a general troubleshooting methodology for all application accelerators.

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WAAS provides several application accelerators (also known as AOs) that accelerate various TCP protocols such as CIFS, HTTP, NFS, EPM, MAPI, SSL, and live streaming video (RTSP). These application accelerators do not accelerate specific applications, but rather they accelerate any application that uses the specified protocol.

This article describes a general troubleshooting methodology for all AOs.

General Troubleshooting Methodology for AOs

The following general troubleshooting methodology applies to all AOs:

1. Verify the AO configuration and operational state.
2. Verify the Application Traffic Policy configuration for the AO.
3. Check the global and AO-specific statistics.
4. Verify that connections are handled/optimized by the AO.
5. Debug and trace connection-specific AO statistics.

To verify the configuration and operational status of all AOs, use the **show accelerator** and **show license** commands as shown in Figure 1.

Figure 1. Verifying All Accelerator Status

```

WAE674# show accelerator

Accelerator      Config State      Operational State
-----
cifs             Enabled          Shutdown
epm              Enabled          Shutdown
http             Enabled          Shutdown
mapi             Enabled          Shutdown
nfs              Enabled          Shutdown
ssl              Disabled         Shutdown
video           Enabled          Shutdown
WAE674#

WAE674# show license

License Name    Status    Activation Date  Activated By
-----
Transport      active   06/20/2008      admin
Enterprise     active   06/20/2008      admin
Video          not active
Virtual-Blade  not active
WAE674#

```

For specific information on troubleshooting individual AOs, see the following articles:

- [Troubleshooting the CIFS AO](#)
- [Troubleshooting the HTTP AO](#)
- [Troubleshooting the EPM AO](#)
- [Troubleshooting the MAPI AO](#)
- [Troubleshooting the NFS AO](#)
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