

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

<b>Guide Contents</b>
<a href="#"><u>Main Article</u></a>
<a href="#"><u>Understanding the WAAS Architecture and Traffic Flow</u></a>
<a href="#"><u>Preliminary WAAS Troubleshooting</u></a>
<a href="#"><u>Troubleshooting Optimization</u></a>
<b>Troubleshooting Application Acceleration</b>
<a href="#"><u>Troubleshooting the CIFS AO</u></a>
<a href="#"><u>Troubleshooting the HTTP AO</u></a>
<a href="#"><u>Troubleshooting the EPM AO</u></a>
<a href="#"><u>Troubleshooting the MAPI AO</u></a>
<a href="#"><u>Troubleshooting the NFS AO</u></a>
<a href="#"><u>Troubleshooting the SSL AO</u></a>
<a href="#"><u>Troubleshooting the Video AO</u></a>
<a href="#"><u>Troubleshooting the Generic AO</u></a>
<a href="#"><u>Troubleshooting Overload Conditions</u></a>
<a href="#"><u>Troubleshooting WCCP</u></a>
<a href="#"><u>Troubleshooting AppNav</u></a>
<a href="#"><u>Troubleshooting Disk and Hardware Problems</u></a>
<a href="#"><u>Troubleshooting Serial Inline Clusters</u></a>
<a href="#"><u>Troubleshooting vWAAS</u></a>
<a href="#"><u>Troubleshooting WAAS Express</u></a>
<a href="#"><u>Troubleshooting NAM Integration</u></a>

## Contents

- [1 General Troubleshooting Methodology for AOs](#)

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](#)
- [Troubleshooting the SSL AO](#)
- [Troubleshooting the Video AO](#)
- [Troubleshooting the Generic AO](#)