

To troubleshoot logging and connection issues, see the following sections:

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System Login Problem

Problem: You cannot log in to the system.

Possible Cause: This problem can occur for one of the following reasons:

- The Cisco Configuration Engine is installed on a Solaris Server containing zones.
- LDAP is corrupted
- You did not run the Setup program to create the initial system configuration
- You lost all of the user account passwords

Solution: To resolve this problem, follow these steps:

1. Cisco Configuration Engine is not supported on a Solaris Server containing zones, Please install Cisco Configuration Engine on a Solaris platform without zones.
2. If you did not run the Setup program, run the Setup program as described in the Cisco Configuration Engine Solaris Installation and Configuration Guide 3.5.
3. If you do not know the passwords for the system user accounts, reconfigure the system to create a new user account.
4. For corrupted LDAP issue, if you receive the following error messages:

Server encountered the following error:

```
javax.naming.CommunicationException: 127.0.0.1:389 [Root exception is \
java.net.ConnectException: Connection refused]
at com.sun.jndi.ldap.Connection.<init>(Connection.java:207)
at com.sun.jndi.ldap.LdapClient.<init>(LdapClient.java:118)
at com.sun.jndi.ldap.LdapClient.getInstance(LdapClient.java:1580)
at com.sun.jndi.ldap.LdapCtx.connect(LdapCtx.java:2616)
at com.sun.jndi.ldap.LdapCtx.<init>(LdapCtx.java:287)
at com.sun.jndi.ldap.LdapCtxFactory.getUsingURL(LdapCtxFactory.java:175)
```

Restart the database by providing the following commands:

```

$CISCO_CE_HOME/bin/ce_shutdown -all
export
LD_LIBRARY_PATH=$LD_LIBRARY_PATH:$CISCO_CE_INSTALL_ROOT/bdb/lib:$CISCO_CE_INSTALL_ROOT/OT/unixodbc/lib
$CISCO_CE_INSTALL_ROOT/bdb/bin/db_recover -h
$CISCO_CE_INSTALL_ROOT/openldap/var/openldap-data
$CISCO_CE_HOME/bin/ce_startup -all
```

If you still cannot log in to the system, contact the Cisco Technical Assistance Center (TAC) for assistance.

System Cannot Connect to the Network

Problem: The system cannot connect to the network.

Possible Cause: This problem can occur for the following reasons:

- The network cable is not connected to an Ethernet port
- The Ethernet interface is disabled or misconfigured
- The system is configured correctly, but the network is down or misconfigured
- The system is not configured correctly

Solution: To resolve this problem, follow these steps:

1. Verify that the network cable is connected to an Ethernet port and the link light is on. If the network cable is not connected, connect it. If the network cable is connected but the Link light is not on, check for these probable causes:

- * The network cable is faulty.
- * The network cable is the wrong type (for example, a crossover type is used, instead of the required straight-through type)
- * The port on the default gateway to which the system connects is down

2. If you still cannot connect to the network, use the ping command to perform the following tests:

- * Try to connect to a well-known host on the network. A Domain Name System (DNS) server is a good target host
- * If the ping command can reach the well-known host, the system is connected to the network. If it cannot connect to the host, the problem is with the network configuration or the host. Contact your network administrator for assistance
- * If the ping command cannot reach the well-known host, try to reach another host on the same subnet as the system
- * If the ping command can reach a host on the same subnet, but cannot reach a host on a different subnet, the default gateway is probably down or misconfigured

3. If the ping command cannot reach any hosts, use the **ifconfig** command to determine whether the Ethernet interface is disabled or misconfigured. If the Ethernet interface is disabled, enable it. If it is misconfigured, configure it correctly.

4. If the interface is enabled and correctly configured but you still cannot connect to the network, ensure that all the network settings are configured correctly. Run the Set up program again by entering the set up command in the shell prompt.

Note: You cannot run the Set up program a second time by logging in as setup. For security reasons, the account is disabled after it is used once successfully.

5. Contact your network administrator to verify that there are no conditions on the network that prevent the system from connecting to the network.

6. If no conditions are preventing the system from connecting to the network, contact the Cisco TAC for assistance.

Cannot Connect to the System Using a Web Browser

Problem: You cannot connect to the system by entering its IP address in a web browser.

Possible Cause: This problem can occur for the following reasons:

- The system cannot connect to the network.
- Encryption is enabled (plain text is disabled).
- The HTTP service is not running.

Solution: To resolve this problem, follow these steps:

1. Make sure that the system can connect to the network. If it cannot connect to the network, see the [?System Cannot Connect to the Network?](#) section for possible resolution.
2. Try to connect to the system by using a web browser.

If encryption is enabled:

- Use [https://?](#) to connect
- Verify that the certificate is correct

3. If you still cannot connect, stop and start the web server by entering the following commands:

```
$CISCO_CE_HOME/bin/ce_shutdown  
$CISCO_CE_HOME/bin/ce_startup
```

If the LDAP directory contains thousands of devices, restart and wait for 20 minutes.

4. Repeat Step 2.
5. If you cannot connect, restart the system. If the LDAP directory contains thousands of devices, restart and wait for 20 minutes.
6. If you still cannot connect to the system, contact the Cisco TAC for assistance.

Problems Connecting to the System with Secure Shell

Problem: When connecting to the system using Secure Shell (SSH), you can experience one of these problems:

- You cannot connect to the system
- The system is extremely slow, even though it is connected to the network
- The system cannot correctly process requests from management applications

Possible Cause: The system cannot obtain the DNS services from the network.

Solution: To resolve this problem, follow these steps. Connect to the console if you cannot connect by using SSH.

1. Do one of the following:

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- Set up the name servers properly by editing the */etc/resolv.conf* file
- Re-execute Setu.

2. Verify that the system can obtain the DNS services from the network by entering the following command:

host <dns-name> where <dns-name> is the DNS name of a host on the network that is registered in DNS. When you enter this command, it responds with the IP address of the host. If the system cannot resolve the DNS names to IP addresses, the DNS server is not working properly.

3. Resolve the network DNS problem.

4. If the system can resolve the DNS names to IP addresses but you still cannot connect to the system using SSH, contact the Cisco TAC for assistance.

Cannot Connect to the System Using Telnet

Problem: You cannot connect to the system by using Telnet even though the system is connected to the network.

Possible Cause: This problem could occur if the Telnet service is disabled on the system.

Solution: To resolve this problem, use SSH to connect to the system.

Unable to access Configuration Engine, even after successful setup

Problem: Even though CE is in running state.

Possible Cause: In case, while setup we did not get any issues. Need to verify the firewall settings.

Solution: Please follow the below commands as part of firewall setting,

```
$service iptables save  
$service iptables stop
```

now try to access the Configuration Engine, it should be accessible.