To troubleshoot an image update, see the following sections:

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Information About Log Files

The Log4j file is used as the logging facility for the Cisco Configuration Engine server and the image server. The property file is located at: *<INSTALL_DIR>/CSCOcfgs/conf/logs.properties*. You can control the logging behavior by editing the logs.properties configuration file. This file is located at:

```
cd $CISCO_CE_INSTALL_ROOT/CSCOcnsie/conf.
```

The default level for logging is set to Debug. Accepted values are Debug, Info, Warn, Error, and Fatal.

- /var/log/CNSCE/imgsrv/imgsrv.log?Contains log messages from the server concerning the actions that you have performed that pertain to images, such as creating, updating, or deleting images. This log file also contains detailed message exchanges between the image server and devices during image distribution and activation.

- /var/log/httpd/*.log, /var/log/CNSCE/tomcat/*.out, *.txt, *.log?Contains log messages related to the status of the web server

- /var/log/CNSCE/websvc?Contains log messages related to the web service APIs

- /var/log/CNSCE/imgw/*?Contains log messages related to the IMGW

Cannot Activate Image

Problem: You are trying to activate an image but cannot activate it.

Possible Cause: This problem can occur if the activation template does not contain the correct configuration. If the activation radio button is not checked when you associate the image with the device.

Solution: To resolve this problem, make sure that the configuration is correct. Then try again to activate the image. Make sure the box is checked when associating the image with the device.

http://www.cisco.com/en/US/docs/net_mgmt/configuration_engine/3.5/administration/guide/image.html#wp1230605.

Activation Failed Due to Device Error

Problem: Activation failed due to a device error. The device does not load the specified image.

Solution: To resolve this problem, make sure that the image information matches the image that you have downloaded.

Image update failed with error type MSG_IMAGE_UPDATE_STOPPED

Symptom :

Image update stops and you receive the following error message: 2004-01-13 19:04:52,677 [c7200-1] DEBUG message.EvtMsgSender - Sent msg to Identifier=1074049490996 of Type=MSG_IMAGE_UPDATE_STOPPED.

Possible Cause :

This problem could occur for one of the following reasons:

? The file system could not be found.

? The space was insufficient for distributing the specified image.

? The server was unable to access the image file from a specified location. Solution :

To resolve this problem, follow these steps:

Step 1 If the job stopped because the file system was not found, check the imagsvr log file to verify whether the file system name in the destination field is correct. This log file is located at: /var/log/CNSCE/imgsvr.log. Example: 2005-11-03 15:31:39,974 [TP-Processor9] DEBUG action.UpdateImageProcess - RefCISDevice: ImageID=[d2NonAgent],CN=[d2NonAgent],Inventory Device Ref=[d2NonAgent],Password=[null],Activations=[{}],ActivationTemplate=[DemoRouter.cfgtpl],Img_And_Dist=[{image image2=HashCode=[457703260],Name=[DIST1131057049658],ImgRef=[image2],Destination=[Denver],Location=[2],E

Step 2 If the job stopped because the space was insufficient for distributing the specified image, check the imagsvr log file to verify whether the file system has sufficient space for downloading the specified image. This log file is located at: /var/log/CNSCE/imgsvr.log.

Example:

2004-01-13 19:18:21,563 [c7200-1] DEBUG evaluation.DeviceEvaluator -DeviceEvaluation=[Reachable=[true], Distribution Eval List Size=[1]: List=[Required=[true],Reason=[Compare ImageFile in RunningImageInfo, Check FreeSpace and Running Image MD5.],ErrorInfo=[null],SufficientSpace=[false].,], Activation Eval List Size=[1]: List=[Required=[true],Reason=[Compare ImageFile in RunningImageInfo, Check FreeSpace and Running Image MD5.],ErrorInfo=[null],SufficientSpace=[false].,].]. 2004-01-13 19:18:21,563 [c7200-1] DEBUG distribution.DevicePerformer - Distribution is required, but Space is not sufficient.

Step 3 If the job stopped because the server was unable to access the image from the specified location, make sure that the you can access the URL in the image location field. Example: 2005-11-04 15:52:52,690 [Thread-377] DEBUG evaluation.DeviceEvaluator - Retrieving Inventory from Device=[ImageID=[d1],CN=[d1],Inventory Device Ref=[d1],Password=[null],Activations=[{}],ActivationTemplate=[DemoRouter.cfgtpl],Img_And_Dist=[{img4=HashCode

Image activation

Symptom :

Correct image is not being activated on the device Possible Cause :

This problem could occur if the activation template does not contain the correct configuration.

Solution :

To resolve this problem, make sure that the configuration is correct. Then try again to activate the image.

Sample activation template:

no boot system

boot system flash:/<image name>