

To troubleshoot Cisco Configuration Engine Services services, see the following sections:

### Cisco Configuration Engine Not Working Properly

**Problem:** The Cisco Configuration Engine is not working properly.

**Possible Cause:** This can occur if any of the processes fails.

**Solution:** Use the Cisco Configuration Engine (CE) Monitor feature to check the status of the processes. The CE Monitor checks the status of a set of processes at a configured time interval and reports the status in the `/var/log/CNSCE/ce_monitor/ce_monitor.log` file. The CE Monitor exits if any of the processes fails.

To check the status of the processes, follow these steps:

1. Check the status of CE Monitor to determine whether the service is up or down:

- \* For Linux, enter: `/etc/rc.d/init.d/MonitorCE status`
- \* For Solaris, enter: `/etc/init.d/MonitorCE status`

2. Check the `/var/log/CNSCE/ce_monitor/ce_monitor.log` file to identify which process is down.

3. If a particular process is down, check the process to determine the problem.

### XML Request Sent but No Response Received

**Problem:** An XML request was sent, but you did not get a response.

**Solution:** To resolve this problem, do the following in any order:

- To monitor events on the bus, use the `cns-listen` utility.
- For Intelligent Modular Gateway (IMGW) devices, do the following:

\* Set the IMGW logging level to verbose.

- Check the following log files under the `/var/log/CNSCE/imgw` directory:

IMGW-LOG-<hostname> (log file for the IMGW runtime)  
IMGW-DEVMOD-LOG (log file for debugging the IMGW script)

- For agent-enabled devices, configure `cns debug` on the router.