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.