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### Device status changes from green to red in a few minutes

#### Symptom :

After Cisco Configuration Engine setup, the device status changes from green to red in a few minutes. This problem occurs on the Solaris 10 platform, right after restarting the Cisco Configuration Engine services.

#### Possible Cause :

This problem could occur if the TibGate processes shut down a few minutes after starting.

#### Solution :

To resolve this problem, follow these steps:

Step 1 To check whether the TibGate processes are running, enter one of the following commands:

```
/etc/init.d/EvtGateway status
```

```
/etc/init.d/EvtGatewayCrypto status
```

Step 2 If the TibGate processes are not running, ask your System Administrator to disable NISPlus service.

Step 3 If the device status is still red, see the "CNS-Enabled Device Unable to Connect with Cisco Configuration Engine" section for a possible solution.

### TibGate can?t be started on Linux server

#### Symptom :

On Linux server, the CE server kept crashing or TibGate processes couldn't startup with the following error messages: /ce/ConfigEngine/CSCOcsie/bin/TibGate: error while loading shared libraries:

```
/ce/ConfigEngine/CSCOcommon/lib/libibmldap.so: cannot restore segment prot after reloc: Permission denied Start Dispatcher TibGate (Event Gateway) process at port 11011
```

```
/ce/ConfigEngine/CSCOcsie/bin/TibGate: error while loading shared libraries:
```

```
/ce/ConfigEngine/CSCOcommon/lib/libibmldap.so: cannot restore segment prot after reloc: Permission denied Start TibGate (Event Gateway) process at port 11013
```

**Possible Cause :**

SELinux is enabled.

**Solution :**

1. Disable SELinux, edit /etc/selinux/config, change SELINUX=disabled (was enabled) 2. uninstall CE, and then reboot the server before reinstall CE.

## httpd can?t start

**Symptom:**

After CE setup, httpd don?t start with the following error message.

1. httpd restart

Stopping tomcat...

FAILEDng httpd: [FAILED]

.....

Checking if the following ports have been cleared:8009 8005 Starting tomcat...Waiting for tomcat to initialize... Starting httpd: Syntax error on line 66 of /opt/ConfigEngine/CSCOensie/conf/mod\_jk.conf-cns: SSLRequire not allowed here [FAILED]

**Solution:**

Give customer CE 3.5.1

## httpd can?t start (cont.)

**Symptom:**

After CE setup, httpd don?t start with the following error message.

**Workaround:**

Setup CE in non SSL only mode

Step 1 rerun ?setup?

Enable cryptographic (crypto) operation between Event Gateway(s)/Configserver and device(s) (y/n)? [n] y

Enter absolute pathname of server key file: [/root/ssl/server.key]

Enter absolute pathname of server certificate file: [/root/ssl/server.crt]

Enabling plaintext operation will increase security risk.

Enable plaintext operation between Config Server and devices/GUI

administration (y/n)? [y] n

Enable plaintext operation between Event Gateway and devices (y/n)? [y] n

### **Device stays in red (without port auto-assignment enabled)**

#### **Symptom :**

A device is created in the Cisco Configuration Engine GUI but the device displays as red and the port auto assignment is disabled. Possible Cause : The red status indicates that the device is unable to connect with Cisco Configuration Engine or it is still trying to connect. A connection delay might occur due to the device setting of the backoff timer. If after the time has expired, the indicator does not turn to green, follow the steps given below.

#### **Solution :**

To resolve this problem, follow these steps:

Step 1 Make sure that the Event ID and Config ID match with what is defined on the device. Do the following from the Cisco Configuration Engine user interface:

- a. Choose Devices > Edit Device. The Edit Device page appears with a Groups list.
- b. From the Groups list, choose the group that contains the device, then click the icon for the device.
- c. From the left pane, choose Edit Information. The Enter Device Information page appears.
- d. Click Next. The Select Group Membership page appears.
- e. Click Next. The Device IDs page appears.

Verify that the Event ID and Config ID match with what is defined on the router.

Step 2 Make sure that the device type is Agent Enabled Device. From the Cisco Configuration Engine user interface, do the following:

- a. Choose Devices > Edit Device. The Edit Device page appears with a Groups list.
- b. From the Groups list, choose the group that contains the device. Then click the icon for the device.
- c. From the left pane, choose Edit Information. The Enter Device Information page appears.
- d. Verify that the device type is Agent Enabled Device.

Step 3 Ping or telnet to the device to verify that the device is reachable from Cisco Configuration Engine.

httpd can?t start (cont.)

## Troubleshooting\_the\_General

Step 4 From the Cisco Configuration Engine server, make sure that TibGate, httpd, and the Java process are up.

? To verify that all TibGates are up, enter the following command:`ps -ef | grep tibgate`

Note For information about TibGate event gateway ports, see the "Scalability Among Event Gateway Ports" chapter in the Cisco Configuration Engine Installation and Configuration Guide, 3.5.3.

? To verify that httpd is up, enter the following command: `httpd status`

? To verify that the Java process is up, enter the following command:`ps -ef | grep -i java | grep ConfigEngine`

Step 5 Check the following on the device:

a. Make sure that the following Event ID string is defined:`cns id string <id string> cns id string <id string>`  
event The default value of the <id string> is the hostname of the device. This ID must be the same as the Config ID defined in the Cisco Configuration Engine host.

b. To verify that the Cisco Configuration Engine hostname or IP address is specified to receive the events, enter the following command:`cns event <configengine hostname or ip address> 11011 keepalive 30 10`

To verify that the Cisco Configuration Engine hostname or ip address is reachable from the device, enter the following command:`ping <configengine hostname or ip address>`

d. If you are unable to reach the device through the ping command, use the ip host command to configure the device: `ip host <hostname> <ip address> ip host <hostname.domainname> <ip address>`

(Optional) To resolve hostnames, set up DNS on the device by entering the following command:`ip name-server <ip address of DNS>`  
Step 6 If the device status changes from green to red after Cisco Configuration Engine setup, follow the steps in "Device Status Changed from Green to Red After Setup" section.

## Device can?t be auto-discovered or stays red with port auto-assignment enabled

### Symptom :

After Cisco Configuration Engine setup, the device status stays in red or can?t be auto-discovered. This problem occurs when port allocation feature is enabled during setup.

### Possible Cause :

Dispatcher process can?t redistribute a new tibgate port to the agent successfully when port auto-allocation is enabled.

### Solution :

To resolve this problem, follow these steps:

Device stays in red (without port auto-assignment enabled)

## Troubleshooting\_the\_General

Step 1 To check whether the dispatcher TibGate processe is running, enter one of the following commands:  
/etc/init.d/EvtGateway status ? the plain-text dispatcher tibgate on 11011 should be running if plain-text is enabled during setup (default)  
/etc/init.d/EvtGatewayCrypto status ? the crypto dispatcher tibgate on 11012 should be running if crypto is enabled during setup

Note: Debuging page: <http://<ce-host>/cns/ResourceInit?name=port>

Step 2 Make sure ?cns trusted-server all-agents ce-host? and ?cns config partial ce-host [encrypt]? commands are configured on the device. Where ce-host is the IP address or the hostname of the CE. ?Encrypt? should be specified is crypto is enabled.

Step 3 If results from step 1 and 2 are verified and devices are still not green, then increase the value of WAIT\_AFTER\_CONFIG in \$CISCO\_CE\_HOME/conf/resource.properties file, then restart CE by using command \$CISCO\_CE\_HOME/bin/setup -r command.

### No ?group name? in device auto discovery GUI

#### Symptom :

Device auto discovery GUI can?t display ?Group Name? column after 2000 devices.

#### Possible Cause :

IE6.0.

#### Solution :

1. This is a IE6.0 specific issue. User need to upgrade the IE version.

### Can?t access CE login page on Linux server

#### Symptom :

After CE setup is done, user can?t access the login page on Linux server.

#### Possible Cause :

Firewall on the Linux server is enabled.

#### Solution :

CE uses port 80 and 443 to access GUI pages. User need to talk to his/her system administrator to enable those ports. If it?s a lab server, user can use the following comments to disable the firewall:

```
# /etc/init.d/iptables save
```

```
# /etc/init.d/iptables stop
```

Device can?t be auto-discovered or stays red with port auto-assignmentenabled

## Error during Web Services deployment

### Symptom:

Error during Web Services deployment.

### Solution:

To resolve this problem, follow these steps:

Step 1 Step 1 Check the httpd status (web server status).

```
/etc/init.d/httpd status
```

Step 2 Check whether the Cisco Configuration Engine service endpoint is up:

```
http://<CE hostname>/cns/services/CEAdminService
```

```
http://<CE hostname>/cns/services/CEConfigService
```

```
http://<CE hostname>/cns/services/CEImageService
```

```
http://<CE hostname>/cns/services/CEExecService
```

```
http://<CE hostname>/cns/services/CENSMSService
```

Step 3 If the httpd status is okay, deploy all or individual services.

? Go to: `cd $CISCO_CE_INSTALL_ROOT/CSCOcnstie/bin.`

? To deploy all services, enter the following command: `./deploy.all.websvc`

? To deploy an individual service, enter the following command: `./deploy.<service>.websvc`

## Device can't be activated

### Symptom:

Device is not getting the initial configuration after reload. The initial configuration does not work.

### Solution:

To resolve this problem, follow these steps:

Step 1 Make sure that you can access the device from Cisco Configuration Engine and that you can access Cisco Configuration Engine from the device. Use the ping command to validate connectivity.

Step 2 Make sure that the device is agent-enabled.

## Troubleshooting\_the\_General

In router configuration mode, enter `cns ?`. If the `cns` command list is displayed, the device is agent-enabled. If the device is not agent-enabled, this command fails.

Step 3 Make sure that the Cisco Configuration Engine is set up properly. Cisco Configuration Engine is set up in either `crypto` or `plaintext` mode. Make sure that the device setup and the Cisco Configuration Engine setup are consistent.

Step 4 Make sure that the system processes are running properly. Enter the following on the Cisco Configuration Engine server:

To verify that all TibGates are up, enter the following command: `/etc/rc.d/init.d/EvtGateway status` and/or `/etc/rc.d/init.d/EvtGatewayCrypto status`

Note For information about TibGate event gateway ports, see the "Scalability Among Event Gateway Ports" chapter in the Cisco Configuration Engine Installation and Configuration Guide, 3.5.

To verify that `httpd` is up, enter the following command: `/etc/init.d/httpd status`

To verify that the Java process is up, enter the following command: `/ps -ef | grep -i java | grep ConfigEngine`

Step 5 Check the object status for the device in Cisco Configuration Engine. If the status is green, the Cisco Configuration Engine and the device are connected.

If the status is red, verify that the Event ID and Config ID match with what is defined on the device. From the Cisco Configuration Engine user interface, do the following:

- a. Choose `Devices > Edit Device`. The `Edit Device` page appears with a `Groups` list.
- b. From the `Groups` list, choose the group that contains the device, then click the icon for the device.
- c. From the left pane, choose `Edit Information`. The `Enter Device Information` page appears.
- d. Click `Next`. The `Select Group Membership` page appears.
- e. Click `Next`. The `Device IDs` page appears.
- f. Verify that the Event ID matches with what is defined on the router.

Step 6 Verify the agent setup on the device.

In non-configuration mode, enter the `show run` command to display the agent settings that are running. Then verify the following:

```
ip host <ce_host.domain_name> <ce_ipaddress>
```

```
cns trusted-server <ce_host.domain> dns trusted-server all-agents <ce_host.domain_name> dns id string  
<ce_ipaddress> dns id string <ce_ipaddress> event dns event <ce_ipaddress> <ce_serverport> dns config init  
<ce_ipaddress> dns config partial <ce_ipaddress> dns exec
```

Note If port auto-assignment is enabled, the `<ce_serverport>` in the `cns event <ce_ipaddress>` command can be omitted.

## Troubleshooting\_the\_General

Step 7 If the authentication feature is enabled in Cisco Configuration Engine, make sure that the device password (`cns password <password string>`), matches with what is defined in the Cisco Configuration Engine user interface.

Note You cannot see the password setting after you have configured it on the router, nor can you edit the password in Cisco Configuration Engine. Therefore, you must reset the password. To reset the password, use the `resync device` feature in Cisco Configuration Engine.

Step 8 If you have tried all of the preceding steps but the initial configuration still does not work, use the `debug cns config all` command to enable debugging on the agent. Analyze the output to verify that the agent is set up correctly with proper connectivity.

Step 9 If the initial configuration still does not work, reboot the device.