

To troubleshoot Open Lightweight Directory Access Protocol (OpenLDAP) and Berkeley Data Base (BDB), see the following sections:

OpenLDAP Server Not Responding

Problem: The OpenLDAP server is not responding.

Possible Cause: This problem could occur if, after a system crash, power outage, or manual shutdown, the OpenLDAP sever did not shut down gracefully, which caused data corruption.

Solution: To resolve this problem, stop the OpenLDAP server, and then recover the data. Follow these steps:

1. To stop the OpenLDAP server, enter the following command:

```
/etc/init.d/NetAppOpenLDAP stop
```

2. To recover the data, enter the following command:

```
$CISCO_CE_INSTALL_ROOT/bdb/bin/db_recover -h  
$CISCO_CE_INSTALL_ROOT/openldap/var/openldap-data
```

BDB Using Excessive Disk Space

Problem: The BDB is using excessive disk space.

Possible Cause: BDB creates transaction logs in the \$CISCO_CE_INSTALL_ROOT/openldap/var/openldap-data file. If transaction logs are not purged, the BDB uses excessive disk space. For information about disk space, see the ?System Requirements? and ?Understanding Disk Space Calculation? sections in the Cisco Configuration Engine Installation and Configuration Guide, 3.5.

Solution: To resolve this problem, follow these steps:

1. To verify whether dbpurge.sh is running as a cron job, enter the following command:

```
crontab ?l
```

2. If **crontab ?l** is not in the list, run the Setup program to add it.

3. To manually purge BDB transaction logs, enter the following command:

```
$CISCO_CE_INSTALL_ROOT/CSCOcnsie/bin/dbpurge.sh
```

OpenLDAP Server throws error during setup of Configuration Engine on Solaris

Problem: During Setup of Solaris server the appliance-setup.log reports "javax.naming.NamingException: [LDAP: error code" as mentioned below

```
javax.naming.AuthenticationException: [LDAP: error code 49 - Invalid Credentials]  
at com.sun.jndi.ldap.LdapCtx.mapErrorCode(LdapCtx.java:3005)  
at com.sun.jndi.ldap.LdapCtx.processReturnCode(LdapCtx.java:2951)  
at com.sun.jndi.ldap.LdapCtx.processReturnCode(LdapCtx.java:2753)
```

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```
at com.sun.jndi.ldap.LdapCtx.connect(LdapCtx.java:2667)
at com.sun.jndi.ldap.LdapCtx.<init>(LdapCtx.java:287)
at com.sun.jndi.ldap.LdapCtxFactory.getUsingURL(LdapCtxFactory.java:175)
at com.sun.jndi.ldap.LdapCtxFactory.getUsingURLs(LdapCtxFactory.java:193)
at com.sun.jndi.ldap.LdapCtxFactory.getLdapCtxInstance(LdapCtxFactory.java:136)
at com.sun.jndi.ldap.LdapCtxFactory.getInitialContext(LdapCtxFactory.java:66)
at javax.naming.spi.NamingManager.getInitialContext(NamingManager.java:667)
at javax.naming.InitialContext.getDefaultInitCtx(InitialContext.java:288)
at javax.naming.InitialContext.init(InitialContext.java:223)
at javax.naming.InitialContext.<init>(InitialContext.java:197)
at javax.naming.directory.InitialDirContext.<init>(InitialDirContext.java:82)
at com.cisco.cns.dat.DATConfigurator.loadConfigAppSettings(DATConfigurator.java:204)
at com.cisco.cns.dat.DATConfigWrapper.main(DATConfigWrapper.java:60)
```

```
javax.naming.NamingException: [LDAP: error code 80 - internal error]; remaining name 'ou=config,
at com.sun.jndi.ldap.LdapCtx.mapErrorCode(LdapCtx.java:3049)
at com.sun.jndi.ldap.LdapCtx.processReturnCode(LdapCtx.java:2951)
at com.sun.jndi.ldap.LdapCtx.processReturnCode(LdapCtx.java:2758)
at com.sun.jndi.ldap.LdapCtx.c_bind(LdapCtx.java:383)
at com.sun.jndi.ldap.LdapCtx.c_bind(LdapCtx.java:340)
at com.sun.jndi.toolkit.ctx.ComponentContext.p_bind(ComponentContext.java:596)
at com.sun.jndi.toolkit.ctx.PartialCompositeContext.bind(PartialCompositeContext.java:183)
at com.sun.jndi.toolkit.ctx.PartialCompositeContext.bind(PartialCompositeContext.java:173)
at javax.naming.InitialContext.bind(InitialContext.java:400)
at com.cisco.cns.dat.DATConfigurator.loadConfigAppSettings(DATConfigurator.java:226)
at com.cisco.cns.dat.DATConfigWrapper.main(DATConfigWrapper.java:60)
```

Possible Cause: The Solaris Server on which Cisco Configuration Engine is being is containing zones(containers).

Solution: Cisco Configuration Engine is certified on a Solaris Server with Zone. Please install Cisco Configuration Engine only on non zoned Solaris Server's.