Troubleshoot Cisco Smart PHY Installation

This section provides tips that would help troubleshoot issues with the installation.

Troubleshooting

Make sure that the IP addresses and the virtual machine (VM) names in the configuration file are not currently used, when deploying a new deployer or a new Cisco Smart PHY cluster.

For deployers, the VM name is the same as the deployer name.

For single-node clusters, the VM name is the cluster-name with `-ops`.

For a multinode cluster, there are 12 VMs. Their names are cluster names with `-master-n`, `-etcd-n`, `-infra-n`, and `-ops-n`, where `n` is 1, 2, and 3.

Troubleshoot Deploying a New Deployer

- Check if the VM is created on a vCenter.

- Log into the deployer VM using SSH with the correct username and public key file.

  ```
  ssh -i <private-key-file> <deployer-user>@<deployer-address>
  ```

- Use **kubectl** command to find the internal IP address of the Operation Center service:

  ```
  kubectl get svc ops-center-smi-cluster-deployer -n smi
  ```

- Look for the CLUSTER-IP field in the output. Use it to SSH into the deployer:

  ```
  ssh admin@<cluster-ip> -p 2024
  ```

- Check whether the product tar files available in the `offline-products` directory are downloaded to the deployer:

  ```
  software-package list
  ```

Troubleshoot Deploying a New Cisco Smart PHY Cluster

- Check if the configuration for Cisco Smart PHY clusters is pushed to the deployer:

  ```
  show running-config
  ```

- Monitor the deployment status from the deployer:

```
monitor sync-logs <cluster>
```

(Press control-C to quit monitoring)

- Check whether the VMs of the cluster are created on the VMware vCenter.

- Log into the cluster VMs using SSH to see if they are accessible.

- For a single-node cluster, log into the `-ops` VM. For multinode clusters, log into one of the control plane VMs using SSH with the correct username and the SSH private key file.

  ```
  ssh -i <private-key-file> <cluster-user>@<vm-ip-address>
  ```

- Check the Kubernetes cluster using the **kubectl** command.

  For example, to check the status of all pods, use the following command:

  ```
  kubectl get pod --all-namespaces
  ```

  When all pods are in the `Running` state, you can log in to the Cisco Smart PHY UI page.