



Troubleshooting Matrix

- [Troubleshooting Matrix, page 1](#)

Troubleshooting Matrix

The following table lists solutions for the most common issues that relate to Cisco APIC-EM. Reference is made to the relevant chapters and topics throughout this guide.

Table 1: Cisco APIC-EM Troubleshooting Matrix

Symptom	Possible Cause	Recommended Action
Installation Issues		
Failed or unsuccessful installation on a bare-metal server.	Attempted installation of the controller is being made without meeting the system requirements for the release.	Access the latest Cisco APIC-EM release notes and review the system requirements. Be sure to review the appropriate specific system requirements for a bare-metal installation.

Symptom	Possible Cause	Recommended Action
Failed or unsuccessful installation on a virtual machine.	Attempted installation of the controller is being made without meeting the system requirements for the release.	<p>Access the latest Cisco APIC-EM release notes and review the system requirements. Be sure to review the appropriate specific system requirements for a virtual machine installation, including the VMware resource pool requirements.</p> <p>Note For additional assistance with deploying the controller in a virtual machine, refer to the appendix in the <i>Cisco Application Policy Infrastructure Controller Enterprise Module Installation Guide</i> that discusses virtual machine preparation.</p>
Failed or unsuccessful installation on either a bare-metal server or virtual machine.	Core services failing to start up on the Cisco APIC-EM.	<p>Perform the following actions:</p> <ul style="list-style-type: none"> • If possible, log into the controller's GUI. • Review the state of the controller services in the Systems Health tab. • Create an rca file and send to support for additional assistance. <p>References:</p> <ul style="list-style-type: none"> • Reviewing the Service Version and Status Using the SYSTEM HEALTH Tab • Creating a Support File for a Single Host
Unable to log into the controller GUI after an apparently successful installation.	Network connectivity to the controller is failing.	<p>Review and test your network connections to the controller.</p> <p>Reference:</p> <ul style="list-style-type: none"> • Confirming Network Access to the Controller
Update Issues		

Symptom	Possible Cause	Recommended Action
Unable to update Cisco APIC-EM using the recommended standard methods.		Run the <i>apply_update</i> script. Reference: <ul style="list-style-type: none"> • Updating Cisco APIC-EM Using the Apply Update Script
Configuration Issues		
Controller in a <i>single-host</i> configuration appears to be in an unstable state. For example, applications are not running, are inaccessible, and/or not appearing in the GUI.	Controller in unstable state, possibly due to error(s) in entering configuration values with the Cisco APIC-EM configuration wizard.	Log into the host, check the configuration values, and reenter any configuration values that are incorrect. References: <ul style="list-style-type: none"> • Updating the Configuration Using the Wizard
Controller in a <i>multi-host</i> configuration appears to be in an unstable state. For example, applications are not running, are inaccessible, and/or not appearing in the GUI.	Controller in unstable state, possibly due to error(s) in entering configuration values with the Cisco APIC-EM configuration wizard.	Log into the host, check the configuration values, and reenter any configuration values that are incorrect. References: <ul style="list-style-type: none"> • Changing the Settings in a Multi-Host Cluster
Controller was working fine for a period of time after its initial deployment, but then lapses into an unstable state. For example, applications are not running, are inaccessible, and/or not appearing in the GUI.	Possible user or other error in configuration values that occurs after the initial deployment.	Revert back to the first configuration or the factory default configuration. References: <ul style="list-style-type: none"> • Resetting the Cisco APIC-EM • Restoring the Controller to the Factory Default
Controller was working fine for a multi-host configuration, but after a period of time one of the hosts becomes erratic and unstable.	Possible failed service or services in the multi-host cluster.	Remove and then reattach unstable host from the multi-host cluster. References: <ul style="list-style-type: none"> • Removing a Single Host from a Multi-Host Cluster

Symptom	Possible Cause	Recommended Action
Controller was working fine for a multi-host configuration, but after a period of time one of the hosts <i>fails</i> .	Possible failed service or services in the multi-host cluster.	Remove and then reattach failed and inoperable host from the multi-host cluster. References: <ul style="list-style-type: none"> • Removing a Faulted Host from a Multi-Host Cluster
Hardware Issues		
Single host (on an physical appliance or server) reboots, but the controller is not returning to former status.	Services are failing as a result of the reboot and not restarting	If possible, log into the controller's GUI, determine the failed service, restart the service. Note You can review the status of controller services using the controller's GUI. References: <ul style="list-style-type: none"> • Reviewing the Service Version and Status Using the SYSTEM HEALTH Tab • Removing a Service Instance Using the SYSTEM HEALTH Tab • Creating a Service Instance Using the SYSTEM HEALTH Tab
Service Issues		

Symptom	Possible Cause	Recommended Action
Service failure on a host that leads to one or more applications on the controller failing. For example, getting a "503 Service Unavailable" message when trying to access the Controller UI.		<p>If possible, log into the controller's GUI, determine the failed service, restart the service.</p> <p>Note You can review the status of controller services using the controller's GUI.</p> <p>References:</p> <ul style="list-style-type: none"> • Reviewing the Service Version and Status Using the SYSTEM HEALTH Tab • Removing a Service Instance Using the SYSTEM HEALTH Tab • Creating a Service Instance Using the SYSTEM HEALTH Tab
Password Issues		
Lost password for controller access.	A user (administrator, installer or observer) has lost their password, and there exists at least one controller administrator (ROLE_ADMIN) user account.	<p>Perform the appropriate password recovery for this scenario.</p> <p>References:</p> <ul style="list-style-type: none"> • Performing Password Recovery with an Existing Administrator
Lost password for controller access.	A user (administrator, installer or observer) has lost their password and there exists only one controller administrator (ROLE_ADMIN) user account and that account cannot be successfully logged into.	<p>Perform the appropriate password recovery for this scenario.</p> <p>References:</p> <ul style="list-style-type: none"> • Performing Password Recovery with No Existing Administrator
Lost password for system access.	The Linux grapevine user password has been lost.	<p>Perform the appropriate password recovery for this scenario.</p> <p>References:</p> <ul style="list-style-type: none"> • Performing Password Recovery for the Linux Grapevine User Account

