Troubleshooting guide

March 2024

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Pre-requisite and Recommendations

- Configure DNS/PROXY and adminshell is up and running
- Login to collector appliance as collectorlogin
- Switch to root using su – command
- Run command as root 'service adminshell status'
- Confirm [here](#) that your CCO ID has been enabled to download encrypted Software

Open Issues.

Follow the recommendations for successful upgrades.

- Do not install same patch multiple times this might corrupt the collector software and leave appliance into an inconsistence state.
- Do not install lower version of patch manually. Roll back to previous versions is not supported.
- Do not trigger installation of multiple patches at the same time.
- Make sure that no package installation is going on before triggered upgrade. Execute below command which will display any package installation is going on or not.

```
Ex:-  su admin from root and run

show apply

admin# show apply
Version Number : sp-x.x.x-x-x-lnx64
Status : Applied
Start Time : xxxxxxxx
End Time : xxxxxxxxx

Version Number : sp-x.x.x-x-x-lnx64
Status : Applied
Start Time : xxxxxxxx
End Time : xxxxxxxxx

If Status is "Apply-in-progress" , then don't install any patch .
```

- Do not install any patch if adminshell is down.

Workaround to Known Issue

Download Failed

Download might fail due to many reasons to avoid the failure make sure below are configured before upgrading:

- DNS/PROXY is mandatory to be configured if you want to upgrade via LCM. Make sure any one of them should be configured before upgrade.
- Confirm here that your CCO ID has been enabled to download encrypted Software
- Make sure you are using correct CCOID and password.
- Update password in LCM after CCOID Password is modified.

Apply Failed

Apply might fail due to many reasons. After login to admin execute `show apply` command to check why apply failed.

```
Ex :- Show apply:
Version Number : sp-x.x.x-x-x-lnx64
Status : Apply-failed
Start Time : xxxxxxx
End Time : xxxxxxx
Reason : Package file "xxx-x.x.x-x-x-lnx64.zip" not in expected format
```

Apply failed due to package file not in expected format

In such scenario due to network issue sometimes downloaded package is corrupted.

- Execute below commands by using root credentials
  1. Login to collector appliance as collectorlogin
  2. Switch to root using `su –` command
     Download the `clearImproperPatch.sh` from here
  3. Execute the script as below :
         `./clearImproperPatch.sh <packagename>`
     Eg: `./clearImproperPatch.sh sp-30.0.3-0-0-lnx64`
  4. Run command `su admin` and trigger the upgrade once more.

Apply failed due to any other reason

Collect below information and share with collector support team.

1. Login to collector appliance as collectorlogin
2. Switch to root using `su –` command
3. Collect `/opt/LCM/log/install` and `/opt/LCM/log/apply` logs
4. Provide information regarding DNS and Proxy configuration

Upgrade Web UI Errors

Some time it observed that due to cache issue you will face this issue. Follow below steps to resolve it:

1. It recommended to clear cache before login to CSPC WEBUI
2. Login to collector appliance as collectorlogin
3. Switch to root using `su –` command
4. Run command `service adminshell restart` to restart adminshell
5. Try login to CSPC GUI

Download Hung

Due to network issue some time downloading of package hangs. To overcome this issue, follow below steps:

1. Login to collector appliance as collectorlogin
2. Switch to root using `su –` command
3. Run command `vi /opt/LCM/log/install`
4. Check the current download speed, if it is 0 kbps speed then only execute below commands.

```
ex :- 62  551M  62  342M   0    0    544k     0  0:17:18  0:10:44  0:06:34  0k
        62  551M  62  342M   0    0    544k     0  0:17:18  0:10:45  0:06:33  0k
```

1. Login to collector appliance as collectorlogin
2. Switch to root using `su –` command
3. Run below comment to check download process is running

   ```
   Ex:- #ps –aef | grep download
   ```

4. If above command gives any output then download process is running otherwise, it is stopped.
5. If any download process is running, then kill that process using below command.
   ```
   Kill -9 <PID> from above output
   ```
6. Run command `cd  /opt/LCM/tmp/`
7. Run command `rm –rf <Patch file` to delete the patch
8. Download the `updateDBScript.sh` form [here](#)
9. Execute the script as below:
   ```
   ./updateDBScript.sh
   ```
10. Login to CSPC GUI and go to Software Updates and trigger upgrade

Apply-in-progress Hung

Note: Sometimes LCM upgrade may continue for 1 day. During LCM upgrade it will display **Apply-in-progress**. It is strictly recommended that to execute below command if process is hung for more than a day.

1. Login to collector appliance as collectorlogin
2. Switch to root using `su –` command
3. Run below commend to check apply process is running

   ```
   Ex:- #ps –aef | grep apply
   ```

4. If any apply process is running, then kill that process using below command.
   ```
   Kill -9 <PID> from above output
   ```
5. Get the `updateDBScript.sh` from [here](#) and run as root
6. Login to CSPC UI and go to Software Updates and trigger upgrade

Software Updates Page Spins Only Loading Message

Software Updates UI page spins with **Loading** message on 2.X/2.X.0.1 after initiating upgrade from UI. The upgrade job triggered from CSPC version 2.X/2.X.0.1 might be triggered as casuser process. If the download fails for any reason in this scenario, which can be identified with below logs in `/opt/LCM/logs/install` file and along with this `sh download` command displays the status as `downloading`.

```
"jeos-30.1.0-1-lnx64.zip ==========

[Fri Nov 16 09:30:36 EST 2018] Starting download operation

jeos-30.1.0-1-lnx64.zip ++++++++++++

~~~~~~~~


ASD-DOWNLOAD: Getting File details from the server


/opt/LCM/tmp/downloads/jeos-30.1.0-1-lnx64.zip~~~~~~~~~~~~~~~~~~

% Total    % Received % Xferd  Average Speed   Time    Time     Time  Current

Dload  Upload   Total   Spent    Left  Speed

104   839  104   839    0     0   2064       0 --:--:-- --:--:-- --: ----- 18644

RetVal:0


ASD-DOWNLOAD: Checksum error. Downloaded file is corrupted.
(5cbfed16c7e93db9a6c829cd7a825723, 6f7907d0fbaa6f860aa32a1642155d50)"
```

Database will not be updated with the failure status and Software Updates UI will end up in spinning with **Loading** message.

To resolve the spinning message issue, perform the following :

1. Login to collector appliance as collectorlogin.
2. Switch to root using su – command.
3. Get the casuserDownload_Failed.zip from [here](#).
4. Unzip casuserDownload_Failed.zip and run cd to casuserDownload_Failed folder.
5. Run install.sh as root.
6. Login to CSPC UI and go to Software Updates and re-trigger upgrade.

Upgrade Job Stuck at Initiated state

Rarely, it is observed that upgrade job scheduled is stuck at initiated state in UI, which could be because of message queue not refreshed or Scheduler wait timeout or the scheduler did not receive the message from MQ. In such case, follow below steps to clear and status in order to re-initiate the upgrade from GUI.

1. Login to collector appliance as collectorlogin
2. Switch to root using **su –** command
3. Execute the below commands

```
cd /opt/cisco/ss/adminshell/derby/bin

export DERBY_HOME=/opt/cisco/ss/adminshell/derby/bin

export PATH=/opt/java/jre/bin:$PATH

export
CLASSPATH=/opt/cisco/ss/adminshell/derby/lib/derbytools.jar:/opt/cisco/ss/adminsh
ell/derby/lib/derbynet.jar:/opt/cisco/ss/adminshell/derby/lib/derby.jar:/opt/cisc
o/ss/adminshell/derby/lib/derbyclient.jar:.

. setNetworkClientCP

java org.apache.derby.tools.ij

connect 'jdbc:derby://localhost:1527/opt/LCM/info/schedJobDetails;create=true;';
```

4. Once we get the prompt execute the query – `select * from schedjobdetails where job_status='CREATED';`
5. Copy the **RequestID** of the entry referring to SP patch from the list. Exit from the DB using **exit**; command.
6. Login to adminshell using **su admin** , execute the command **delete schedulejob <RequestID>**.
7. Recommended to restart adminshell after deleting the job. Use the command to restart **service adminshell restart**
8. User should be able to initiate the upgrade again.

References

Please go through below Documents for more information & installation details for Collector

Install and Upgrade Guides

Release Notes

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