Troubleshoot

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Problem: Asset Tags not populated in Cisco Spaces: Asset Locator

> **Possible Cause** Cisco CMX is unable to communicate with Cisco Spaces: Asset Locator.

• **Solution** Verify if the proxy is configured on the Cisco CMX device, by issuing the following command from the command line interface (CLI) of Cisco CMX.

```
cmxos sysproxy show command
```

> • **Solution** If the proxy is not configured on the Cisco CMX, see *Configuring a Proxy on Cisco CMX for Cisco Spaces: Asset Locator*.

> • **Solution** If proxy is configured correctly on the Cisco CMX, issue one of the following CURL commands. If the command does not give an error and instead outputs many lines of text, then the proxy is able reach the external network and can allow Cisco CMX to communicate with Asset Locator.

> ```
> curl https://www.google.com
> ```
>
> OR
>
> ```
> curl http://www.dnaspaces.io
> ```

• **Solution** Verify that the correct floor map which was exported from Cisco Prime Infrastructure with APs detecting tags is uploaded in CMX.

• **Solution** Verify if the Floor ID of the Cisco CMX floor map is same as the Floor ID in the Asset Locator floormap (Floor ID is displayed on the floor map page in lower-left corner)

• **Solution** Verify if tags are visible on Cisco CMX floor maps

Problem: Assets do not display location information despite functional connectivity between Cisco CMX and Asset Locator

Floor ID mismatch between Cisco CMX and Asset Locator

• **Solution** Verify if the correct floor map was exported.

Problem: Last Heard Time in Asset Locator > Locator > List is longer than expected.

Tags may not be getting detected either on Cisco CMX or there is a problem with the connectivity between Cisco CMX and Asset Locator.

- **Solution** Ensure that the tags on Cisco CMX floor maps are updated at configured intervals.

- **Solution** Check **Location Engine** dnaspaces-stream to check if **Last Heard Time** is updated regularly. If not, check Cisco CMX and Cisco Spaces: Connector.

- **Solution** Verify that same floor maps are uploaded in Asset Locator.

- **Solution** Verify if the Floor ID in the Cisco CMX floor map is same as floor ID in the Asset Locator floor map. Floor ID is displayed in the lower-left corner of the **Map** page.

- **Solution** Verify tags are shown on Cisco CMX floor maps.

If the problem persists, contact the support team.

Problem: Alerts not received as SMS or email for an asset.

- **Solution** Verify if the email and phone numbers are configured correctly.

- **Solution** Asset Locator provides 100 SMS by default. To enable further SMSs, the Tropos account has to be setup.

- **Solution** Verify if the phone number is validated by the user.