

Resolve the "Unable to Reach Inventory Process" Issue in EPNM 5.X

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Introduction

This document describes the steps to resolve the "Unable to Reach Inventory Process" error in Evolved Programmable Network Manager (EPNM) 5.X.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- EPNM
- How to connect to the EPNM Application Server GUI and CLI with shell access

Components Used

The information in this document is based on EPNM with software Version 5.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Problem

Unable to add new devices in EPNM with the pop-up message "Unable to Reach Inventory Process" in EPNM 5.X application.

Solution

CLI Method

The restart of the Inventory discovery process alone from the EPNM Application server CLI would help resolve the issue quickly.

The commands to disable and enable the inventory discovery process are:

```
ade # /opt/CSC01umos/bin/epnmlcm.sh status
```

NAME	ENABLED	STATUS	STATUS TIME
service-discovery-process	true	REACHABLE	2022-01-28 16:07:49
inventory-discovery-process	true	REACHABLE	2022-01-28 16:25:57
epnm-mcn	true	REACHABLE	2022-01-28 16:03:49

Since the issue is with the Inventory discovery process, that process alone needs to be disabled and then enabled with these commands:

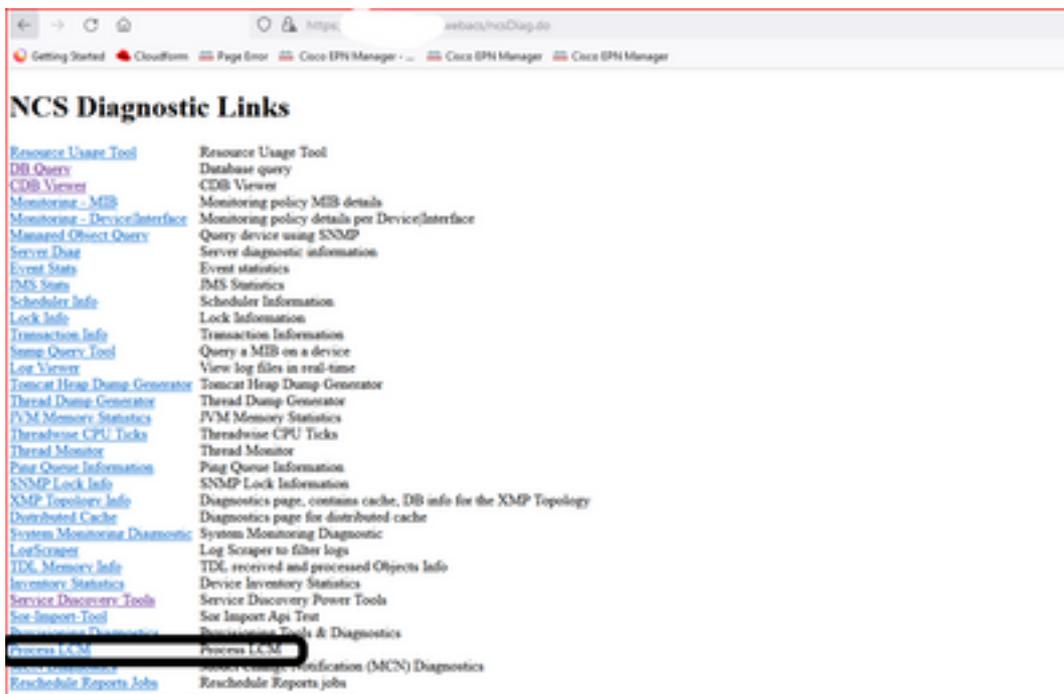
```
ade# /opt/CSC01umos/bin/epnmlcm.sh disable inventory-discovery-process
```

```
ade# /opt/CSC01umos/bin/epnmlcm.sh enable inventory-discovery-process
```

GUI Method

The restart of the Inventory discovery process alone from the EPNM Application server GUI resolves the issue quickly.

Step 1. Navigate to the NCS Diagnostics web page - <https://<EPNM Application Server IP Address>/webacs/ncsDiag.do> and choose **Process LCM**.



The **Process LCM** web page opens as shown in this image:



Step 2. Click **stop** in order to stop the Inventory discovery process. Once the process is stopped the **start** button becomes active. Then click **start** in order to start the Inventory discovery process.

Note: The **stop** button is not highlighted unless the flag `lcm.rest.operation.write` is set to `yes` in the `/opt/CSColumos/conf/epnm-lcm.properties` file. In order to make the changes effective, the application must be restarted.

```
ade # pwd
/opt/CSColumos/conf
ade # ls -lrt *lcm*
-rw-rw-r--. 1 prime gadmin 205 Feb 23 12:04 epnm-lcm.properties
ade # cat epnm-lcm.properties
#####
#           LCM Properties
#####

# flag to allow create/update/delete REST operations
lcm.rest.operation.write=yes
ade # █
```