



Troubleshooting Cisco NIR Application

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Troubleshooting Cisco NIR Common GUI Issues

The following are troubleshooting tips for GUI issues on Cisco NIR app in Cisco DCNM .

- The Cisco NIR app has the ability to display historical data. The specific time duration can be selected from the available calendar to see data within that particular time range.
- The majority of issues will be due to receiving data from the APIs other than what was expected. Opening the **Developer Tools Network** tab and repeating the last action will show the API data received. If the issue is with the APIs, then troubleshooting will need to continue on the backend.
- If the API requests and responses are accurate then check the **Developer Tools Console** tab for any errors.
- After initial installation the application needs time to start. During this time, the GUI may exhibit incomplete or unstable behavior. It is recommended to wait several minutes before starting to use the application.
- Take screenshots just before and just after reproducing an issue. The screenshots along with a full network capture saved as HAR with contents can be used to issue reports. If an issue report has a HAR recording attached then there is a significantly higher chance that the root cause can be identified and resolved quickly.
- If the Cisco NIR GUI page loads to a skeleton template with a spinner then this means almost none of the APIs are responding.
- If the Cisco NIR GUI page is taking a while to load fabrics then this means the `fabrics.json` API is not responding or not returning any fabrics.
- If the fabric anomaly score does not agree with reported anomalies, or the node counts are incorrect, then check the `fabricsSummary.json` response for the fabric `anomalyScore` value, and check the `nodes.json` response for the types and counts of nodes reported.

- If the expected fabrics are not shown in the fabric selection dropdown, first verify that they are not included in the `fabrics.json` response entries, then rerun setup and edit the data collection setup configuration to view the state of the configured fabrics. Make sure the appropriate fabrics are enabled and that no errors are reported. This data comes from the `get_nir_fabrics` request.
- For Flow Analytics issues make sure the following requirements are met:
 - The `capability.json` request is made when the GUI loads and returns true. If it returns false, it means the fabric does not support this feature.
 - Navigate to **Application Settings** tab and make sure **Flow Collection** has been enabled, the Management In-Band EPG has been selected, and verify the flow collection filters have been correctly configured.
 - To verify the MOs are using `visore`, navigate to **uni > fabric > flowcol** to check the configuration and check the classes `telemetrySelector`, `telemetrySubnetFltGrp`, and `telemetrySubnetFilter`.
 - Navigate to **Collection Status** tab and check if the nodes are returning flow telemetry.

Total Audit Logs, Events, and Faults

Faults

If faults occur within the application, they can be viewed from the Warning icon at the top-right of Application GUI screen next to the Settings icon.

Table 1: Total Audit Logs, Events, and Faults

Property	Description
Creation Time	The day and time of when the audit log, event, or fault instance occurred.

Property	Description
Severity	<p>The current severity level of the event. The levels are:</p> <ul style="list-style-type: none"> • Critical—A service-affecting condition that requires immediate corrective action. For example, this severity could indicate that the managed object is out of service and its capability must be restored. • Major—Serious problems exist with one or more components. These issues should be researched and fixed immediately. • Minor—Problems exist with one or more components that might adversely affect system performance. These issues should be researched and fixed as soon as possible before they become a critical problem. • Warning—Potential problems exist with one or more components that might adversely affect system performance if they are allowed to continue. These issues should be researched and fixed as soon as possible before they become a critical problem. • Info—A basic notification or informational message, possibly independently insignificant. • Cleared—A notification that the condition that caused the fault has been resolved, and the fault has been cleared.
Code	The code that helps to categorize and identify different types of fault instance objects.
Last Transition	The day and time on which the severity last changed. If the severity has not changed, this field displays the original creation date.
Description	Additional descriptive information on the audit log, event or fault.

Basic Debugging Commands

```
apic-ifc1# acidiag scheduler status
```

```
Scheduler status:
[True]    APIC-01
[True]    APIC-02
[True]    APIC-03
```

```
apic-ifc1# acidiag scheduler members
```

ID	Name	Status	Address	OOBAddress	Type	Serial	NodeFqdn
1*	apic-ifc1	active	10.0.0.1	172.1.2.3	Apic	FCH1748V24D	
apic-ifc1.node.ifav22.apic.local							
2	apic-ifc2	active	10.0.0.2	172.4.5.6	Apic	FCH1809V18S	
apic-ifc2.node.ifav22.apic.local							
3	apic-ifc3	active	10.0.0.3	172.7.8.9	Apic	FCH1809V191	
apic-ifc3.node.ifav22.apic.local							

```
apic-ifc1#
```

```
apic-ifc1# acidiag scheduler apstatus
```

Job	Type	Status
Cisco_NIR		
`-Cisco_NIR-ClusterService	service	running
`-Cisco_NIR-SystemService	system	running
bird_kafka		
`-bird_kafka-kafka	system	running
bird_kafkax		
`-bird_kafkax-kafka	system	running
bird_zk		
`-bird_zk-zk	service	running
elastic		
`-elastic-systemjob	system	running
elasticx		
`-elasticx-systemjob	system	running

apic-ifc1# **acidiag scheduler appstatus bird_kafka**

Container Modified	Group Image	Node	Status
kafka 0d 19h 37m 16s	bird_kafka-kafka.kafka apic-system/kafka:0.1.0	apic-ifc3	running
kafka 0d 19h 37m 16s	bird_kafka-kafka.kafka apic-system/kafka:0.1.0	apic-ifc1	running
kafka 0d 19h 37m 16s	bird_kafka-kafka.kafka apic-system/kafka:0.1.0	apic-ifc2	running

apic-ifc1# **acidiag scheduler appstatus elastic**

Container Modified	Group Image	Node	Status
es 0d 19h 41m 8s	elastic-systemjob.db apic-system/elastic:v1	apic-ifc1	running
es 1d 13h 2m 52s	elastic-systemjob.db apic-system/elastic:v1	apic-ifc3	running
es 1d 13h 13m 15s	elastic-systemjob.db apic-system/elastic:v1	apic-ifc2	running

apic-ifc1# **acidiag scheduler appstatus Cisco_NIR**

Container Modified	Group Image	Node	Status
app-brain 0d 18h 58m 53s	Cisco_NIR-ClusterService.brain local-docker-repo/cisco-nir/aci-docker-reg-cisco-com/telemetry/brain:v1-0-1-827	apic-ifc2	running
app-scheduler 0d 18h 58m 54s	Cisco_NIR-ClusterService.scheduler local-docker-repo/cisco-nir/aci-docker-reg-cisco-com/telemetry/scheduler:v1-0-1-827	apic-ifc1	running
app-correlator 0d 18h 58m 53s	Cisco_NIR-ClusterService.correlator local-docker-repo/cisco-nir/aci-docker-reg-cisco-com/telemetry/correlator:v1-0-1-827	apic-ifc3	running
app-predictor 0d 18h 58m 53s	Cisco_NIR-ClusterService.predictor local-docker-repo/cisco-nir/aci-docker-reg-cisco-com/telemetry/predictor:v1-0-1-827	apic-ifc3	running
app-apicagent 0d 18h 58m 54s	Cisco_NIR-ClusterService.apicagent local-docker-repo/cisco-nir/aci-docker-reg-cisco-com/telemetry/apicagent:v1-0-1-827	apic-ifc2	running

```

app-logstash          Cisco_NIR-SystemService.logstash          apic-ifc1          running
0d 18h 59m 4s
local-docker-repo/cisco-nir/aci-docker-reg-cisco-com/telemetry/logstash:v1-0-1-827
app-eventcollector    Cisco_NIR-SystemService.eventcollector    apic-ifc3          running
0d 18h 59m 5s
local-docker-repo/cisco-nir/aci-docker-reg-cisco-com/telemetry/eventcollector:v1-0-1-827
app-eventcollector    Cisco_NIR-SystemService.eventcollector    apic-ifc1          running
0d 18h 59m 4s
local-docker-repo/cisco-nir/aci-docker-reg-cisco-com/telemetry/eventcollector:v1-0-1-827
app-logstash          Cisco_NIR-SystemService.logstash          apic-ifc2          running
0d 18h 59m 5s
local-docker-repo/cisco-nir/aci-docker-reg-cisco-com/telemetry/logstash:v1-0-1-827
app-apiserver         Cisco_NIR-SystemService.apiserver         apic-ifc2          running
0d 18h 59m 4s
local-docker-repo/cisco-nir/aci-docker-reg-cisco-com/telemetry/apiserver:v1-0-1-827
app-apiserver         Cisco_NIR-SystemService.apiserver         apic-ifc1          running
0d 18h 59m 5s
local-docker-repo/cisco-nir/aci-docker-reg-cisco-com/telemetry/apiserver:v1-0-1-827
app-logstash          Cisco_NIR-SystemService.logstash          apic-ifc3          running
0d 18h 59m 4s
local-docker-repo/cisco-nir/aci-docker-reg-cisco-com/telemetry/logstash:v1-0-1-827
app-apiserver         Cisco_NIR-SystemService.apiserver         apic-ifc3          running
0d 18h 59m 4s
local-docker-repo/cisco-nir/aci-docker-reg-cisco-com/telemetry/apiserver:v1-0-1-827
app-eventcollector    Cisco_NIR-SystemService.eventcollector    apic-ifc2          running
0d 18h 59m 4s
local-docker-repo/cisco-nir/aci-docker-reg-cisco-com/telemetry/eventcollector:v1-0-1-827

```

apic-ifc1#

apic-ifc1# **acidiag scheduler elastic members**

ip	heap.percent	ram.percent	cpu	load_1m	load_5m	load_15m	node.role	master	name
10.0.0.3	26	99	20	4.88	4.40	3.49	mdi	-	apic-ifc3
10.0.0.1	26	91	19	3.04	3.75	3.56	mdi	-	apic-ifc1
10.0.0.2	26	88	19	0.97	1.77	2.05	mdi	*	apic-ifc2

apic-ifc1# **acidiag scheduler elastic health**

```

{
  "cluster_name" : "elasticsearch",
  "status" : "green",
  "timed_out" : false,
  "number_of_nodes" : 3,
  "number_of_data_nodes" : 3,
  "active_primary_shards" : 120,
  "active_shards" : 360,
  "relocating_shards" : 0,
  "initializing_shards" : 0,
  "unassigned_shards" : 0,
  "delayed_unassigned_shards" : 0,
  "number_of_pending_tasks" : 0,
  "number_of_in_flight_fetch" : 0,
  "task_max_waiting_in_queue_millis" : 0,
  "active_shards_percent_as_number" : 100.0
}

```

apic-ifc1# **acidiag scheduler elastic indices**

health	status	index	uuid	pri	rep
docs.count	docs.deleted	store.size	pri.store.size		
green	open	cisco_nir-fabricnodesdb	B8X8lKtsSnWzCckzms8JfQ	1	2
16	0	182.7kb	61kb		
green	open	cisco_nir-aggflowdb-2019.01.31.18.00.00	RnIB3S7fTBikO07xPhquFw	9	2
0	0	6.1kb	2kb		
green	open	cisco_nir-sysmetrics-2019.01.31	HBP_iJgsRQyGTyOa-Horvg	7	2
1807463	0	747.1mb	249.1mb		
green	open	cisco_nir-statsdb-000003	Sgh1bZ7CQ_et4j__AQ56Ww	5	2

```

9517896          0      2.9gb      998.8mb
green open      cisco_nir-eventsdb      tJTC02wpSmy_9Fa8p33WDg  5  2
22940           0      25.4mb      8.4mb
green open      searchguard              9nSh8NeqSYKYF7w4W0eHkQ  1  2
5               2      65.1kb      21.7kb
green open      cisco_nir-statsdb-000002  Zv9P247tSfyK_6o37NGkjg  5  2
9494058        0      2.9gb      999.5mb
green open      cisco_nir-fault_historydb  mUY-NT2lQqmP54f1D44xzg  5  2
2405           0      4.3mb      1.4mb
green open      cisco_nir-collectorstatsdb  6RrCkrhxT6OWz-M8eIfjrw  5  2
0               0      3.4kb      1.1kb
green open      cisco_nir-sysmetrics-2019.01.30  wz3Jif_8SMOhc4Or8MEXNg  7  2
41870          0      19.2mb      6.4mb
green open      cisco_nir-fabric_issuesdb  tj-Y0cP4SF20dfMkumqcqQ  2  2
0               0      1.3kb      466b
green open      cisco_nir-anomalytsdb      rzGukbWCTk276i2FQpRCJQ  3  2
1               0      24.9kb      8.3kb
green open      cisco_nir-aggflowdb-2019.01.31.12.00.00  hvUmPx5JQJi9gtiEB4no_A  9  2
0               0      6.1kb      2kb
green open      cisco_nir-resourcecollectdb  kDTBYxq0RtSp0tzXkFgVWw  3  2
168380         0      38.1mb      12.7mb
green open      cisco_nir-resourcescoresdb  ApM3S1QE03m9co-UeX-tvQ  3  2
38120          0      29.4mb      9.8mb
green open      cisco_nir-aggflowdb-2019.01.31.16.00.00  fdaRZvNVS2eVqEFluRFKcg  9  2
0               0      6.1kb      2kb
green open      cisco_nir-eprecordsdb      JIzHooPPQwShJeFCa11GyA  5  2
0               0      3.4kb      1.1kb
green open      cisco_nir-statsdb-000004  pqhaqo30Tv6E6y1zBwfwYg  5  2
1539566        0      507.6mb     170.8mb
green open      cisco_nir-aggflowdb-2019.01.31.14.00.00  G6yngLS0QzynlodMCDLIaQ  9  2
0               0      6.1kb      2kb
green open      cisco_nir-licensedb        87XBQmQHRfap024AAXnEXg  1  2
1               0      10.2kb      3.4kb
green open      cisco_nir-aggflowdb-2019.01.31.20.00.00  ZQdM12yxSaaNCdGXW-4YOg  9  2
0               0      6.1kb      2kb
green open      cisco_nir-aggflowdb-2019.01.31.10.00.00  bt01x9A0Teakv2AdK_6n-A  9  2
0               0      6.1kb      2kb
green open      cisco_nir-anomalydb        QrHtrk2LSZ-LNsS37E0btQ  3  2
1               0      23.5kb      7.8kb

```

apic-ifc1# **acdiag scheduler elastic shards**

```

index          shard prirep state docs store ip node
cisco_nir-sysmetrics-2019.01.30  4    r    STARTED  5914 924.5kb 10.0.0.3
ifav22-ifc3
cisco_nir-sysmetrics-2019.01.30  4    p    STARTED  5914 928.9kb 10.0.0.2
ifav22-ifc2
cisco_nir-sysmetrics-2019.01.30  4    r    STARTED  5914 899.8kb 10.0.0.1
ifav22-ifc1
cisco_nir-sysmetrics-2019.01.30  1    r    STARTED  6033 920.7kb 10.0.0.3
ifav22-ifc3
cisco_nir-sysmetrics-2019.01.30  1    p    STARTED  6033 954.1kb 10.0.0.2
ifav22-ifc2
cisco_nir-sysmetrics-2019.01.30  1    r    STARTED  6033 982.7kb 10.0.0.1
ifav22-ifc1
cisco_nir-sysmetrics-2019.01.30  2    r    STARTED  6070 944.1kb 10.0.0.3
ifav22-ifc3
cisco_nir-sysmetrics-2019.01.30  2    r    STARTED  6070 914.2kb 10.0.0.2
ifav22-ifc2
cisco_nir-sysmetrics-2019.01.30  2    p    STARTED  6070 951.1kb 10.0.0.1
ifav22-ifc1
cisco_nir-sysmetrics-2019.01.30  6    p    STARTED  5923 961.2kb 10.0.0.3
ifav22-ifc3
cisco_nir-sysmetrics-2019.01.30  6    r    STARTED  5923 944.4kb 10.0.0.2
ifav22-ifc2

```

```

cisco_nir-sysmetrics-2019.01.30      6    r    STARTED    5923 958.8kb 10.0.0.1
ifav22-ifc1
cisco_nir-sysmetrics-2019.01.30      3    p    STARTED    5962 954.4kb 10.0.0.3
ifav22-ifc3
cisco_nir-sysmetrics-2019.01.30      3    r    STARTED    5962 911.1kb 10.0.0.2
ifav22-ifc2
cisco_nir-sysmetrics-2019.01.30      3    r    STARTED    5962 926.3kb 10.0.0.1
ifav22-ifc1
cisco_nir-sysmetrics-2019.01.30      5    r    STARTED    6003 937.9kb 10.0.0.3
ifav22-ifc3
cisco_nir-sysmetrics-2019.01.30      5    r    STARTED    6003 931.6kb 10.0.0.2
ifav22-ifc2
cisco_nir-sysmetrics-2019.01.30      5    p    STARTED    6003   912kb 10.0.0.1
ifav22-ifc1
cisco_nir-sysmetrics-2019.01.30      0    p    STARTED    5965 947.9kb 10.0.0.3
ifav22-ifc3
cisco_nir-sysmetrics-2019.01.30      0    r    STARTED    5965 909.2kb 10.0.0.2
ifav22-ifc2
cisco_nir-sysmetrics-2019.01.30      0    r    STARTED    5965 966.8kb 10.0.0.1
ifav22-ifc1

<-- SNIP LIST OF ALL OTHER RESOURCES -->
apic-ifc1#

```

