



Overview and Troubleshooting Basics

This chapter contains the following sections:

- [Topics Covered in This Guide, on page 1](#)
- [Orchestrator GUI Not Loading, on page 2](#)
- [Troubleshooting Basics, on page 2](#)

Topics Covered in This Guide

The chapters in this guide describe troubleshooting tools and tips that can be used to resolve common Cisco ACI Multi-Site Orchestrator issues. The topics covered in each chapter are summarized below.

Troubleshooting Tools—Provides information about the following:

- Explains how to use the Multi-Site troubleshooting tools to generate a troubleshooting report, generate API call logs, log on to a VM for data collection, read the execution log, verify that microservices are active, and verify policy resolution on Cisco APIC sites.
 - Consistency checker
 - Generating API call logs
 - Docker Container Information
 - Execute logs
 - Multi-Site microservices
 - APIC policy resolution

Installations, Upgrades, and Reboots—Provides information about the following:

- Restarting, replacing, or relocating Orchestrator nodes
- Backing up and restoring MongoDB
- Configuring NTP settings after initial installation
- Changing the Orchestrator secret and key files

Users—Provides information about troubleshooting user authentication issues.

Platform Health—Provides information about the following:

- Generating and downloading troubleshooting reports
- Inspecting Docker services
- Resolving missing Node label issues
- Inter-site traffic flow and BGP sessions
- Unicast and Multicast traffic failures

Tenants and Schemas—Provides information about the following:

- Policy deployment errors
- Tenant policy reports using REST API
- Undeploying templates and schemas

Multipod and Multi-Site—Provides information about troubleshooting Multi-Pod and Multi-Site issues.

Verifying NX-OS Hardware Tables—Provides information about the following:

- Endpoint manager learning
- BGP EVPN routing tables
- VNID, S-Class, and VTEP mappings
- Line card hardware tables

Orchestrator GUI Not Loading

In certain cases because of how typical browsers cache information, the Orchestrator GUI may not come up fully and continue to display the loading progress screen.

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- Step 1** Clear browser cache.
Specific steps differ based on the type of browser you're using.
- Step 2** Reload the Orchestrator GUI.
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Troubleshooting Basics

This section describes the first steps to take when you encounter an issue working with Multi-Site. Other chapters in this guide describes issues related to one or more specific features.

Before you begin

Become familiar with the tools listed in [Troubleshooting Tools](#).

Step 1 Determine if the issue is related to Multi-Site.

If you are having issues with Multi-Site Orchestrator, first check the following things to determine if the issues are Multi-Site related. If the answer is no to one of the questions, the issue might be Multi-Site related. If all the answers are no, then it could be related to APIC, a switch, the intersite network, or the WAN.

- a) Is Multi-Site accessible?
- b) If traffic is not flowing...

Generate the APIC policy report as described in [Generating a Tenant Policy Report Using the REST API](#). Then verify the following:

- Are all the expected MOs deployed to the APIC sites?
- Do all the expected MOs have the correct property values on the APIC sites?
- Do the VRFs, BDs, EPGs, and L3InstPs have the correct mappings on all the sites?
- Do the EPGs have the correct peer context Dn?

- c) If traffic is flowing, but should not...

Gather the policy resolution information as described in [Verifying Policy Resolution on APIC Sites](#). Then verify the following:

- Are all the MOs expected not to be there, actually not deployed to the APIC sites?
- Do all the related MOs have the correct property values on the APIC sites?

Step 2 Determine which part of Multi-Site has an issue.

- a) Check that all Docker services are up and running.

For more information, see [Gathering Docker Container Information](#).

- b) Check there are no errors in the execution log

For more information, see [Reading the Execution Log](#).

- c) Check the APIC policy report for any issues.

For more information, see [Generating a Tenant Policy Report Using the REST API](#).

- d) Check for connectivity issues

If you see connectivity issue in the Dashboard tab of the GUI, check one of the following:

- If you see the `No sites configured with BGP peering` OR `BGP Session Failed` error, see [Troubleshooting Inter-Site BGP Sessions](#).
- If you see the `Unicast/Multicast Failure`, see [Troubleshooting Unicast or Multicast Traffic Failures](#) or [Troubleshooting Multi-Site Multicast Functionality](#)

Step 3 Redeploy Schemas and Templates.

After you identify and correct any issues related to schemas or templates, undeploy and redeploy them as described in [Undeploying Schemas and Templates](#).
