APPENDIX E

Troubleshooting

This appendix provides hints and suggestions for troubleshooting.

Note For network monitoring icons, refer to Table C-1 on page C-1.

Common alerts

The Alerts tab timestamps errors and classifies them into the following types:

- Serious errors flagged with a white x on a red circle
- Informative errors flagged with a blue i on a white circle

You can right-click these errors and jump to the network status to edit it in response, or to the policy in the policy view and edit that.

Serious errors

- DSC is down—Presumably it has connected to the NSVE before; wait a while.
- DSC problem(s): Device has never connected to server—Check that the appliance is up, processes are running, is pingable, and so on.
- DSC problem(s): Last known IP address. Device heartbeat timed out—Check powered on, reachable; right-click and jump to network status view, right-click DSC and view log and/or active policy.
- Device is down—Check if it is powered off; right-click and jump to network status view, then right-click and execute device commands as appropriate.
- DeviceName has not confirmed transport established—Device is reachable but does not report traffic; wait a while; right-click and jump to policy status view, then hover over connection pair for tooltip explanation.

Note Transport not established is not necessarily a serious error: it could be that the tunnel is not in use at this time.

- No resources assigned to policy—Right-click, navigate to domain, check out, create, or edit policy as appropriate so resources appear in Participating Resources panel; right-click and edit network access policy to add resources to the panel.
- Policy has no connections—Right-click, jump to policy, investigate.
- Policy has no ports and protocols—Right-click, jump to policy, look in Ports & Protocols tab and fix Selected Ports & Protocols panel contents.

Informative errors

- Business policy w/o connections—Right-click, jump to policy, investigate.

Methodology hints

Every user finds his or her own methods for debugging, but if you're just starting out, the following subsections might give you some helpful ideas.

Tooltips

The tooltips can be your best friend when you can't figure out why something doesn't work. Hover over broken connections in the network or business status views. The tooltips can tell you, for example, that a connection is down because the business policy has not yet assigned ports and protocols.

Alerts

You can right-click on an alert and choose a navigation option, as follows:

- Jump to network status view—Bring up the hardware device tree, with the particular device highlighted. You can right-click that and choose to view its log, or view the active policy, which displays details about IPSec, VLAN, and other connections.
- Navigate to domain—Highlight the domain containing the object in the alert. You can look in its summary view or right-click it and choose Edit to see its subnets or VLAN table, if appropriate.
- Jump to policy status view—Bring up the business status view and highlight the connection or device. If possible, expand the item for more information, and look at its context.