

Managing and Auditing Service Requests

Each time a QoS service request is deployed in the Cisco IP Solution Center (ISC), a configuration audit occurs. You can view the results of these in QoS configuration audit reports. Use configuration audits and reports to verify that the ISC generated configlet represents the correct QoS configuration to download to the network device.

This chapter describes how to generate and view a configuration audit, how to manage QoS service requests, and how to access task logs.

The chapter includes the following sections:

- QoS Configuration Auditing, page 5-1
- QoS Service Requests, page 5-3
- QoS Task Logs, page 5-14

QoS Configuration Auditing

A configuration audit occurs automatically each time you deploy a QoS service request. During this configuration audit, ISC verifies that all Cisco IOS commands are present and that they have the correct syntax. An audit also verifies that there were no errors during deployment.

The configuration audit verifies the service request deployment by examining the commands configured by the QoS service request on the target devices. If the device configuration does not match what is defined in the service request, the audit flags a warning and sets the service request to a *Failed Audit* or *Lost* state.

You can create audit reports for new or existing QoS service requests.

- Audit new services—This type of audit is for service requests that have just been deployed. This type of audit identifies problems with the configuration files downloaded to the devices.
- Audit existing services—This type of audit checks and evaluates the configuration of deployed service requests to see if the service request is still in effect.

We recommend that you schedule a service request audit on a regular basis to verify the state of the network provisioning requests.

This section describes how to manually generate a configuration audit and view the audit report.

To manually generate a configuration audit:

- Step 1 Select Service Inventory > Inventory and Connection Manager > Service Requests.
- **Step 2** Select a QoS service request in Deployed state for the configuration audit and click **Details**. The Service Request Details window appears (Figure 5-1).

Figure 5-1 Service Request Details

Ciero Sverene		Home Shortcuts Account Index Help About Logout
CISCO STSTEMS	IP Solution	Center
	Service Invent	ory Service Design Monitoring Diagnostics Administration User: admin er
) (au Ana Manar A Camira Investment I	-	Curtaner Noro
You Are Here. • Service Inventory.	inventory and Connection	In Manager > Service Requests Customer, None
Selection	Service Reques	
• Service Requests		Service Request Details for Job ID 13
Traffic Engineering Menogeneert	Attribute	Value
Inventory Manager	Туре	QoS
- Topology Tool	State	DEPLOYED
•	Operation Type	ADD
Devices Device Groups	Service Request ID	13
Customers	Last Modification Time	Fri Sep 23 14:04:27 PDT 2005
Customer Sites	Customer	Customer1
·• CPE Devices	Description	None
> Providers	QoS Service Type	IP QoS
•• Provider Regions	Policy Name	Sample_A
·· Access Domains	Link ID 6	
Resource Pools CE Routing Communities VPNs AAA Servers Named Physical Circuits	CE Link Endpoint	Site: east CE: ce3 Inft: Ethernet0/1.2 VC: VLAN; Vlan ide100 State: DEPLOYED Message: Audit Successful
	PE Link Endpoint	Region: region_1 PE: pe1 Inff: Ethernet4/0.1 VC: VLAN; Vian id=100

Step 3 Click **Audit**. The Service Request Audit Report window appears. Figure 5-2 shows an example of a successful configuration audit.

Figure 5-2 Service Request Audit Report – Successful

		Config	Audit Report for Job ID 13	
Link ID	Device Name	Device Role	Device Messages	
_	ce3	CPE	Audit Successful	
D	pe1	PE	Audit Successful	

This window shows the device name and role, and a message regarding the status of your configuration audit.

If the audit is unsuccessful, the message field shows details on the failed audit. Figure 5-3 shows an example of a failed audit message for a QoS service request.

Figure 5-3 Service Request Audit Report – Failed

Service Request Audit Report

		Config Au	ıdit Report for Job ID 13	
Link ID	Device Name	Device Role	Device Messages	
	ce3	CPE	Audit Successful	
6	pe1	PE	Audit FAILED with 2 MISSING commands: [service-policy input ISC_IN_Customer1_Sample_A] [service-policy output ISC_OUT_Customer1_Sample_A]	
				ок

The audit failure message indicates that some commands are missing. Carefully review the information in the message field. If the audit fails, you must correct all errors and redeploy the service request.

Step 4 Click **OK** to return to the Service Request Details window.

QoS Service Requests

A QoS service request contains one or more QoS links. Each link can optionally be associated with a QoS link setting. A QoS policy can be associated with a QoS service request.

A QoS service request should:

- Contain a QoS policy
- Contain one or more QoS links
- All links in the service request can be associated with a QoS link setting (it can be the same or a different link policy for each link)

To apply QoS policies to network devices, you must deploy the QoS service request. When you deploy a QoS service request, ISC compares the device information in the Repository (the ISC database) with the current device configuration and generates a configlet.

Use a QoS service request to apply a QoS policy to a network or to an existing L2VPN, MPLS, or VPLS service request.

The following sections describe:

Managing QoS Service Requests, page 5-4

Verifying QoS Service Requests, page 5-5

Service Request States, page 5-5

Service Request States, page 5-5

Changing Service Request Parameters, page 5-7



See Chapter 3, "Provisioning Process for IP QoS" and Chapter 4, "Provisioning Process for Ethernet QoS" for more information on the create and deploy operations.

Managing QoS Service Requests

To manage QoS service request, select Service Inventory > Inventory and Connection Manager > Service Requests.

From the Service Requests window you can perform the following operations for QoS service requests:

- Create
- View Details
- Edit
- Deploy
- Decommission
- Purge

Figure 5-4 shows an example of the Service Requests window.

Figure 5-4 Service Requests List

CISCO SYSTEMS	IP Solu	ition Centei	r				Home Shor	touts Account I	ndex Help About Logout [
adillinaadillina -	Service I	nventory Serv	ice Desig	n Moi	nitoring	Diagno	stics Adm	inistration	User: admin
 Inventory and 	Connection	Manager 🔸 Discov	ery 🔸 Devic	e Conso	le 🔶				
You Are Here: Service Inventory	Inventory and C	Connection Manager • S	ervice Request	s					Customer: None
	Service R	equests							
Selection Service Requests Traffic Engineering		Show Serv	vices with Jo	b ID		 matching 	×	of Type All	▼ Find
Management									Showing 1 - 7 of 7 records
Inventory Manager Topology Tool	# 🗖 Job ID	State	Туре С	peration) Type	Creator	Customer Name	Policy Name	Last Modified	Description
·· ·· Devices	1. 🔲 3	REQUESTED	L2VPN A	NDD 8	admin	Customer1	L2VpnPolicy1	9/20/05 6:59 PM	
·· Device Groups	2. 🔲 4	FAILED_DEPLOY	QoS A	ADD a	admin	Customer1	3550-DSCP	9/23/05 10:57 AM	
 Customers Customer Sites 	3. 🔲 5	REQUESTED	L2VPN A	DD a	admin	Customer1	L2VpnPolicy2	9/20/05 7:00 PM	
·· CPE Devices	4. 🔲 6	REQUESTED	VPLS A	NDD a	admin	Customer2	VPLSPolicy1	9/20/05 7:01 PM	
 Providers Provider Regions 	5. 🔲 7	REQUESTED	VPLS A	DD a	admin	Customer2	VPLSPolicy2	9/20/05 7:01 PM	
- PE Devices	6. 🔲 8	DEPLOYED	MPLS A	DD a	admin	Customer1	MPLSPolicy_PECE	9/23/05 1:46 PM	
Access Domains	7. 🔽 13	DEPLOYED	QoS A	DD a	admin	Customer1	Sample_A	9/23/05 2:04 PM	
Resource Pools CE Routing Communities VPNs	Rows per	page: 10 💌						🛛 🖉 🖓 Go to p	oage: 1 of 1 💿 👂 🕅
AAA Servers Named Physical Circuits NPC Rings	Auto Refres	h: 🔽 [Create 🔻	Detai	ls Sta	atus 🔻	Edit De	ploy 🔻 Decor	nmission Purge 🔻

The Service Requests window shows the current list of service requests for this username. The list includes the following information about each service request:

- JobID—The job number assigned to the service request by ISC. Table 5-1 describes ISC service request states.
- State—The transition state for the service request. See Service Request States, page 5-5 for more information.
- Type—The type of service request. For example, MPLS VPN, L2VPN, VPLS, QoS, or TE.
- Operation Type—The operation type for the service request. For example, ADD means that you are adding this service request, MODIFY that a service request has been changed from an earlier state, and DELETE that you are decommissioning this service request.
- Creator—Username identity of person who created or last modified the service request.
- Customer Name—Customer name for the service request.

- Policy Name—Name of policy assigned to this service request.
- Last Modified—Date and time the service request was created or last modified.
- Description—Optional text description of the service request.

Verifying QoS Service Requests

After you deploy a QoS service request, you should verify that there were no errors.

You can verify a QoS service request through the following:

- Transition state—The transition state of a QoS service request is listed on the Service Requests window in the State column. See Service Request States, page 5-5 for more information.
- View service request details—From the Service Requests Details window, you can view the QoS link endpoints and the QoS configlets for this service request. See Changing Service Request Parameters, page 5-7 for more information.
- Task Logs—Access the task logs either from the Monitoring > Task Manager or from Service Inventory > Inventory and Connection Manager > Service Requests (Status button) to help you troubleshoot a failed service request or to view more details about a service request. See QoS Task Logs, page 5-14 for more information.

Service Request States

A service request transition state describes the different stages a service request enters during the QoS provisioning process.

For example, when you deploy a QoS service request, ISC compares the device information in the Repository (the ISC database) with the current device configuration and generates a QoS configlet for each device. When the configlets are generated and downloaded to the devices, the QoS service request enters the *Pending* state. When the devices are audited, the QoS service request enters the *Deployed* state.

Table 5-1 describes the transition states for an ISC service request.

Service Request Type	Description
Broken (valid only for L2TPv3	The router is correctly configured but the service is unavailable (due to a broken cable or Layer 2 problem, for example).
and MPLS services)	An MPLS service request moves to Broken if the auditor finds the routing and forwarding tables for this service, but they do not match the service intent.
Closed	A service request moves to Closed if the service request should no longer be used during the provisioning or auditing process. A service request moves to the Closed state only upon successful audit of a decommission service request. ISC does not remove a service request from the database to allow for extended auditing. Only a specific administrator purge action results in service requests being removed.

 Table 5-1
 Cisco IP Solution Center Service Request States

Service Request Type	Description
Deployed	A service request moves to Deployed if the intention of the service request is found in the router configuration file. Deployed indicates that the configuration file has been downloaded to the router, and the intent of the request has been verified at the configuration level. That is, ISC downloaded the configlets to the routers and the service request passed the audit process.
Failed Audit	This state indicates that ISC downloaded the configlet to the router successfully, but the service request did not pass the audit. Therefore, the service did not move to the Deployed state. The Failed Audit state is initiated from the Pending state. After a service request is deployed successfully, it cannot re-enter the Failed Audit state (except if the service request is redeployed).
Failed Deploy	The cause for a Failed Deploy status is that DCS reports that either the upload of the initial configuration file from the routers failed or the download of the configuration update to the routers failed (due to lost connection, faulty password, and so on).
Functional (valid only for L2TPv3 and MPLS services)	An MPLS service request moves to Functional when the auditor finds the VPN routing and forwarding tables (VRF) for this service and they match with the service intent. This state requires that both the configuration file audit and the routing audit are successful.
Invalid	Invalid indicates that the service request information is incorrect in some way. A service request moves to Invalid if the request was either internally inconsistent or not consistent with the rest of the existing network/router configurations (for example, no more interfaces were available on the router). The Provisioning Driver cannot generate configuration updates to service this request.
Lost	A service request moves to Lost when the Auditor cannot find a configuration-level verification of intent in the router configuration files. The service request was in the Deployed state, but now some or all router configuration information is missing. A service request can move to the Lost state <i>only</i> when the service request had been Deployed .
Pending	A service request moves to Pending when the Provisioning Driver determines that the request looks consistent and was able to generate the required configuration updates for this request. Pending indicates that the service request has generated the configuration updates and the configuration updates are successfully downloaded to the routers.
	The Auditor regards pending service requests as new requests and begins the audit. If the service has been freshly provisioned and not yet audited, it is not an error (pending audit). However, if an audit is performed and the service is still pending, it is in an error state.

Table 5-1 Cisco IP Solution Center Service Request States (continued)

Service Request Type	Description
Requested	If the service is newly entered and not yet deployed, it is not an error. However, if a Deploy is done and it remains Requested , the service is in an error state.
Wait Deploy	This service request state pertains only when downloading configlets to a Cisco CNS-CE server, such as a Cisco CNS IE2100 appliance. Wait Deploy indicates that the configlet has been generated, but it has not been downloaded to the Cisco CNS-CE server because the device is not currently online. The configlet is staged in the repository until such time as the Cisco CNS-CE server notifies ISC that it is up. Configlets in the Wait Deploy state are then downloaded to the Cisco CNS-CE server.

Table 5-1	Cisco IP Solution Cent	er Service Request :	States (continued)
		01 001 1100 110 quoot (

Figure 5-5 illustrates which service request states relate to the QoS configuration auditing process, and which states relate to the provisioning process.



Figure 5-5 Service Requests States

Changing Service Request Parameters

You can change the QoS parameters associated with a deployed service request without decommissioning the service. For example, you might want to change a configuration to increase the bandwidth on the UNI interface.

To change the parameters, use the following procedure:

- **Step 1** Create a new QoS policy that represents the new level of service.
- **Step 2** Select the existing QoS service and edit that service request.

Step 3 Select the new policy (created in Step 1) and save the service request.

The QoS service request goes from DEPLOYED state to REQUESTED state and the Operation Type from ADD to MODIFY with the new QoS policy displayed.

Step 4 Deploy the QoS service request.

The provisioning engine first removes the replaced policy parameters and immediately replaces them with the new policy parameters (see the following configlet).

```
interface Vlan201
  no service-policy input isc_in_Customer_A_Default_GE2/1.201
  no shutdown
I.
no policy-map isc_in_Customer_A_Default_GE2/1.201
T
no class-map match-all Customer_ADefault_EFFORTGE2/1.201vlan201
!
no class-map match-all Customer_ADefaultRITICALGE2/1.201vlan201
1
no class-map match-all Customer_ADefaultAVVIDGE2/1.201vlan201
1
no class-map match-all Customer_ADefaultCONTROLGE2/1.201vlan201
class-map match-all Customer_Adefault2AVVIDGE2/1.201vlan201
 match ip precedence 5
!
class-map match-all Customer_Adefault2ONTROLGE2/1.201vlan201
 match ip precedence 3
class-map match-all Customer_Adefault2ITICALGE2/1.201vlan201
 match ip precedence 2
!
class-map match-all Customer_Adefault2EFFORTGE2/1.201vlan201
 match ip precedence 0 1 2 3 4 5 6 7
ļ
policy-map isc_in_Customer_A_default2_GE2/1.201
  class Customer_Adefault2AVVIDGE2/1.201vlan201
   set ip precedence 5
   police 40000 bps 40000 byte conform-action transmit exceed-action drop
  class Customer_Adefault2ONTROLGE2/1.201vlan201
    set ip precedence 3
   police 40001 bps 40001 byte conform-action transmit exceed-action drop
  class Customer_Adefault2ITICALGE2/1.201vlan201
   set ip precedence 2
   police 40002 bps 40002 byte conform-action transmit exceed-action drop
  class Customer_Adefault2EFFORTGE2/1.201vlan201
    set ip precedence 0
   police 40003 bps 40003 byte conform-action transmit exceed-action drop
L
interface Vlan201
  service-policy input isc_in_Customer_A_default2_GE2/1.201
I
```

<u>Note</u>

The policy parameters that were not changed (congestion management parameters in this case (tx-queue statements) are not removed, as shown in the following configlet.

```
interface GigabitEthernet2/1
  tx-queue 3
```

```
bandwidth 16000 bps
priority high
tx-queue 4
bandwidth 16001 bps
tx-queue 2
bandwidth 16002 bps
tx-queue 1
bandwidth 16003 bps
!
interface Vlan201
no shutdown
!
```

Viewing QoS Service Request Details

The QoS service request details include the link endpoints for the QoS service request, the history, and the QoS configlet generated during the service request deployment operation. Use the service request details to help you troubleshoot a problem or error with the service request or to check the QoS commands in the configlet.

This section describes how to view the details of a QoS service request, including the history, link details, and QoS configlets.

To view QoS service request details:

- Step 1 Select Service Inventory > Inventory and Connection Manager > Service Requests.
- Step 2 Select the QoS service request and click Details. The Service Request Details window appears as shown in Figure 5-6.

-		-				
CISCO SYSTEMS				Home Shortcuts	I Account I Index I Help	About Logout
	IP Solution	n Center				
	Service Invent	tory Service Design	Monitoring	Diagnostics	Administration	User: admin
Inventory and	Connection Manag	ger 🔹 Discovery 🔹 Device	Console 🔹			
You Are Here: Service Inventory	Inventory and Connecti	on Manager > Service Requests				Customer: None
	Service Reque	st Details				
Selection						
Service Requests Traffic Engineering		Ser	vice Request Detail	s for Job ID 13		
Management	Attribute	Value				<u> </u>
 Inventory Manager 	Туре	QoS				
 Topology Tool 	State	DEPLOYED				
" Devices	Operation Type	ADD				
Device Groups	Service Request ID	13				
> Customers	Last Modification Tim	e Fri Sep 23 14:04:27 PDT 2005				
·· Customer Sites	Customer	Customer1				
·· CPE Devices	Description	None				
Providers	QoS Service Type	IP QoS				
·· Provider Regions	Policy Name	Sample_A				
··· PE Devices	Link ID 6					
·· Resource Pools		Site: east				
·· CE Routing Communities		CE: ce3				
·· VPNs	CE Link Endpoint	Intf: Ethernet0/1.2				
·· AAA Servers		State: DEPLOYED				
Named Physical Circuits		Message: Audit Successful				
·· NPC Rings		Region: region_1 PE: pe1				
	PE Link Endpoint	Intf: Ethernet4/0.1 VC: VLAN; Vlan id=100				•
			Links	History	Audit Configlets	ок 827861

Figure 5-6 QoS Service Request Details—Attributes

The service request attribute details include the type, transition state, operation type, ID, modification history, customer, Description, QoS Service Type, and policy name.

The service request link ID details include the link endpoints, link bandwidth, and link operation type.

From the Service Request Details page, you can view more information about:

- Links—The link endpoint details.
- History—Service request history report
- Audit—Audit reports for the link IDs
- Configlets-View the ISC generated configlet for the QoS service request

The following sections describe the links, history, and configlet details for a QoS service request. The audit details are described in QoS Configuration Auditing, page 5-1.

Links

Service Request links are displayed in the Service Request Links window (Figure 5-7).

Figure 5-7 QoS Service Request Links

Service Request Links

	Links for Service Re	quest Job ID 13
N.		Showing 1 - 1 of 1 record
#	PE	CE
1. 💿 pe1		ce3
Rows per page: 10 💌		📢 🍕 Go to page: 🚺 🚺 of 1 🚳 🕞 🕅
		Details OK

Click Details to display the devices marked with link QoS settings for this service request (Figure 5-8).

FIGURE 3-0 Service nequest Link Detail	Fiaure 5-8	Service Request Link Details
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	Link Details
Туре:	QoS
Link ID:	6
Link Operation Type:	ADD
CE Link Endpoint:	Site: east CE: ce3 Intf: Ethernet0/1.2 VC: VLAN; Vlan id=100 State: DEPLOYED Message: Audit Successful
PE Link Endpoint:	Region: region_1 PE: pe1 Intf: Ethernet4/0.1 VC: VLAN; VIan id=100 State: LOST Message: Audit FAILED with 2 MISSING commands: [service-policy input ISC_IN_Customer1_Sample_A] [service-policy output ISC_OUT_Customer1_Sample_A]
Link Bandwidth:	0

Click OK (twice) to return to the Service Request Details page.

History

Figure 5-9 shows the Service Request History Report window.

Figure 5-9 Service Request History Report

Service Request State Change Report

Element Name	State	Create Time	Report
QoS Link ID 6, PE endpoint: pe1	PENDING	2005-09-23 14:04:08	transitioned from REQUESTED to PENDING state.
QoS Link ID 6, CPE/CLE endpoint: ce3	PENDING	2005-09-23 14:04:08	transitioned from REQUESTED to PENDING state.
SR Job ID 13 SR ID 13	PENDING	2005-09-23 14:04:08	transitioned from REQUESTED to PENDING state.
QoS Link ID 6, CPE/CLE endpoint: ce3	DEPLOYED	2005-09-23 14:04:27	transitioned from PENDING to DEPLOYED state.
QoS Link ID 6, PE endpoint: pe1	DEPLOYED	2005-09-23 14:04:27	transitioned from PENDING to DEPLOYED state.
SR Job ID 13 SR ID 13	DEPLOYED	2005-09-23 14:04:27	transitioned from PENDING to DEPLOYED state.
QoS Link ID 6, CPE/CLE endpoint: ce3	DEPLOYED	2005-09-27 13:10:18	transitioned from DEPLOYED to DEPLOYED state.
QoS Link ID 6, PE endpoint: pe1	LOST	2005-09-27 13:10:18	transitioned from DEPLOYED to LOST state.
SR Job ID 13 SR ID 13	LOST	2005-09-27 13:10:18	transitioned from DEPLOYED to LOST state.
			ОК

The history report shows the following information about the service request:

- Element name—The device, interface, and subinterfaces participating in this service request.
- State—The transition states the element has gone through.
- Create Time—The time the element was created for this service request.
- Report—The action taken by ISC for the element in this service request.

Configlets

To view QoS configlets:

Step 1 Click **Configlets** on the Service Request Details window. The Service Request Configlets window appears (Figure 5-10).

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Figure 5-10 Service Request Configlets

	Configlets for Service Request Job ID 13	
		Showing 1 - 2 of 2 records
#	Device	
1. 💽 ce3		
2. 🔘 pe1		
Rows per page: 10		[] <] Go to page: 1 of 1 of 1 []
		View Configlet OK

This window shows all devices whose configuration is affected by the service request.

- **Step 2** Select the device to view the configlet.
- Step 3 Click View Configlet. The Configlet for Device window appears (Figure 5-11).

Figure 5-11 QoS Configlet Example

Service Request Configlet

Configlet for Device: ce3	
Configlet #1, Job ID 13 (Created: 2005-09-23 14:04:08)	
class-map match-anv ISC OUT Customer1 Sample & BE	
match any	
i	
policy-map ISC_OUT_Customer1_Sample_A	
class ISC_OUT_Customer1_Sample_A_BE	
bandwidth percent 50	
1	
interface EthernetO/1.2	
service-policy output ISC_OUT_Customer1_Sample_A	
i de la companya de la	
1	
	OK
	UN

The device configlet shows all commands downloaded to the device configuration during the service request deployment operation.



For Ethernet QoS, access lists corresponding to the Traffic Classifications **All IP Traffic** and **All Mac Traffic** are generated only once for a device and not each time a service request is deployed to that device. As a result, these access lists will not be removed from the device when you decommission a service request.

Step 4 Click OK to exit.

QoS Task Logs

Use the task logs to help you troubleshoot why a service request has failed or to find more details about a service request. This section describes how to view the task logs generated for configuration messages.

There are two ways to access the task logs:

- From Service Inventory > Inventory and Connection Manager > Service Requests This is easier if you are already working in the Service Requests window.
- From Monitoring > Task Manager

To access the task logs:

Step 1 Use one of the following:

- From the Service Requests window, click the Status button and select Logs
- From the Task Manager window, select **Logs** in the TOC at far left
- **Step 2** Select the task to view the logs for and click **Instances**.
- Step 3 Select the log to view and click Log. The Task Log window appears.
- Step 4 Select the log level from the drop-down menu and click Filter. The log levels are All, Severe, Warning, Info, Config, Fine, Finer, Finest.

Figure 5-12 shows an example of the information contained in an ISC task log.

Figure 5-12	Task Log Example
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Log Level: Warning Component: *						
Date		Level	Component	Message		
2005-09-27	14:43:32	WARNING	Elixir.ServiceBlade	Unable to load support matrix for the platform or platform family. The default support matrix is loaded instead for role: PE_Endpt		
2005-09-27	14:43:33	WARNING	Elixir.ServiceBlade	Unable to load support matrix for the platform or platform family. The default support matrix is loaded instead for role: PE_Endpt		
2005-09-27	14:43:35	SEVERE	Elixir.ConfigManager	2 Rate/3 Color Policer not supported for this device.		
2005-09-27	14:43:35	SEVERE	Elixir.ConfigManager	2 Rate/3 Color Policer not supported for this device.		
2005-09-27	14:43:35	WARNING	Elixir.ConfigManager	Not to generate configlet for device with ID <4> and name <sw3> because this device has failed for one of the service elements in the SR</sw3>		
2005-09-27	14:43:35	WARNING	Elixir.ConfigManager	Not to generate configlet for device with ID <5> and name <sw4> because this device has failed for one of the service elements in the SR</sw4>		
2005-09-27	14:43:38	SEVERE	Provisioning.ProvDrv	Service Blade[com.cisco.vpnsc.prov.qos.ServiceBlade.QosServiceBlade] completed with error:Success		

Step 5 For example, this window shows the task log for a service request that failed audit.

Step 6 To exit from task logs, click **Task Manager** above the TOC to the left of the main window.

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