

Troubleshoot

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Troubleshooting tasks

This table describes the common error messages that are related to Cisco ONP installation and the workarounds:

Table 1: Troubleshooting tasks forCisco ONP installation

Warning Message or Error	Probable Reason for the Error	Workaround
Non-Responsive user interface	The Server is not reachable. Or The internet connectivity is not stable.	Check whether cnp and onp_frontend containers are running using this command: `$sudo docker ps` If the containers are not up, Restart Cisco ONP. Or Check whether the internet connectivity is fine and log in to Cisco ONP again.
Installation not successful. Creating network "lni_network-lni" with driver "bridge" Pool overlaps with other one on this address space No container found for postgres_1.	Tar extraction may be partially completed due to exhausted server disk space. You may see an error message similar to “Error processing tar file(exit status 1): write /usr/lib/gcc/x86_64-linux-gnu/8/cc1plus: no space left on device” in the Installation logs.	• Uninstall Cisco ONP. • Remove unwanted files from the server and retain at least 20 GB of free space. • Untar the Cisco ONP tar file and install again.

Warning Message or Error	Probable Reason for the Error	Workaround

LNI services are not coming UP at the end of the installation. Getting timed out and all services are DOWN.	Network proxy may not be set, and the Host server does not have shared network access.
	Or
	No proper permission is set on the docker volumes.
		Check whether the network proxy is set in the file path, `/etc/environment`. If either of http_proxy, https_proxy, and no_proxy details are not present on this file, configure the required proxy on the server and then reinstall Cisco ONP.
		After you untar the Cisco ONP tar file, set read, write, and execute permissions for the Install script, LNI, and ONP folders using the following commands, and start the installation:
		`sudo chmod -R 777 ONP`
		`sudo chmod -R 777 LNI`
		`sudo chmod 777 ONPLniInstaller.sh`

PostgresDb container is not starting within stipulated time Exiting.	Server disk space has exhausted.	• Check the available disk space by using the command **df -h**. • If the memory utilization is 100%, remove the unwanted files from the server. • Retain at least 20GB of free space and reinstall Cisco ONP again.
After successful installation, not able to log in to Cisco ONP with default username and password (admin/cisco123)	Check whether any special characters are used in the Cisco ONP database username or password during installation.	Uninstall and reinstall Cisco ONP. Make sure that only alphanumeric characters are used in the database username or password.
Cisco ONP keeps on reverting to the login page after logging in.	Old browser cache may not be cleaned up.	Clear browser cache, relaunch browser and log in again.
CONP 5.2 PostgresDB volume (/var/lib/postgresdb_cnp) is not present. Data Migration Not Possible. Exiting CONP installation. Re-try CONP 24.3.1 installation without data migration option.	PostgresDB is not present.	Terminate installation using **Ctrl+C** and reinstall Cisco ONP without data migration option.

Warning Message or Error	Probable Reason for the Error	Workaround

Error response from daemon : This node is not swarm manger. Use "docker swarm init"or "docker swarm join" to connect this node to swarm and try again.	Server is not in Swarm mode.	**1.** Use the following command:
		`$docker swarm init --advirtise-addr IP address of Ubuntu Server`
		2. Use the following command:
		`$docker swarm join token`
		Use the token that is generated after running command in previous step.
		3. Re-install Cisco ONP.