

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.
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.

Warning message or error	Probable reason for the error	Workaround
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.
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 this command. `$docker swarm init --advirtise-addr` *`IP address of Ubuntu Server`* **2.** Use this command. `$docker swarm join` *`token`* Use the token that is generated after running the command in the previous step. **3.** Re-install Cisco ONP.