



## **Cisco Virtual Security Gateway for Microsoft Hyper-V Troubleshooting Guide, Release 5.2(1)VSG2(1.1b)**

May 09, 2014

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## Preface

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This preface describes the audience, organization, and conventions of the *Cisco Virtual Security Gateway for Microsoft Hyper-V Troubleshooting Guide, Release 5.2(1)VSG2(1.1b)*. It also provides information on how to obtain related documentation.

This chapter includes the following sections:

- [Audience, page ix](#)
- [Organization, page ix](#)
- [Document Conventions, page x](#)
- [Related Documentation, page xi](#)
- [Documentation Feedback, page xi](#)
- [Obtaining Documentation and Submitting a Service Request, page xi](#)

## Audience

This guide is written for network administrators who configure and maintain a Cisco Virtual Security Gateway (VSG).

## Organization

This document is organized into the following chapters:

Title	Description
<a href="#">Chapter 1, “Overview”</a>	Describes basic troubleshooting information.
<a href="#">Chapter 2, “Using Troubleshooting Tools”</a>	Describes the available troubleshooting tools.
<a href="#">Chapter 3, “Troubleshooting Installation Issues”</a>	Describes how to troubleshoot installation problems.
<a href="#">Chapter 4, “Troubleshooting Licensing Issues”</a>	Describes how to identify and resolve problems related to licensing for the Cisco VSG.
<a href="#">Chapter 5, “Troubleshooting Module Issues”</a>	Describes how to identify and resolve problems with modules.

Title	Description
Chapter 6, “Troubleshooting Policy Engine Issues”	Describes policy engine troubleshooting issues.
Chapter 7, “Troubleshooting High Availability Issues”	Describes how to identify and resolve problems related to High Availability (HA).
Chapter 8, “Troubleshooting System Issues”	Describes how to identify and resolve system-related problems in Cisco VSG.
Chapter 9, “Before Contacting Technical Support”	Describes the steps to take before requesting technical support.

## Document Conventions

Command descriptions use these conventions:

Convention	Description
<b>boldface font</b>	Commands and keywords are in boldface.
<i>italic font</i>	Arguments for which you supply values are in italics.
[ ]	Elements in square brackets are optional.
[ x   y   z ]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.

Screen examples use these conventions:

screen font	Terminal sessions and information that the switch displays are in screen font.
<b>boldface screen font</b>	Information that you must enter is in boldface screen font.
<i>italic screen font</i>	Arguments for which you supply values are in italic screen font.
< >	Nonprinting characters, such as passwords, are in angle brackets.
[ ]	Default responses to system prompts are in square brackets.
!, #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.

This document uses the following conventions:



### Note

Means reader *take note*. Notes contain helpful suggestions or references to material not covered in the manual.



### Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.



## Related Documentation

This section contains information about the documentation available for Cisco Virtual Security Gateway and related products.

## Cisco Virtual Security Gateway Documentation

The following Cisco Virtual Security Gateway for the Microsoft Hyper-V documents are available on Cisco.com at the following URL:

[http://www.cisco.com/en/US/products/ps13095/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps13095/tsd_products_support_series_home.html)

- *Cisco Virtual Security Gateway for Nexus 1000V Series Switch Release Notes, Release 5.2(1)VSG2(1.1b)*
- *Cisco Virtual Security Gateway, Release 5.2(1)VSG2(1.1b) and Cisco Virtual Network Management Center, Release 2.1 Installation Guide*
- *Cisco Virtual Security Gateway for Microsoft Hyper-V Configuration Guide, Release 5.2(1)VSG2(1.1b)*
- *Cisco Virtual Security Gateway for Microsoft Hyper-V Command Reference Guide, Release 5.2(1)VSG2(1.1b)*
- *Cisco Virtual Security Gateway for Microsoft Hyper-V Troubleshooting Guide, Release 5.2(1)VSG2(1.1b)*
- *Cisco vPath and vServices Reference Guide for Microsoft Hyper-V*

## Cisco Nexus 1000V Series Switch Documentation

The Cisco Nexus 1000V Series Switch documents are available on Cisco.com at the following URL:

[http://www.cisco.com/en/US/products/ps13056/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps13056/tsd_products_support_series_home.html)

## Documentation Feedback

To provide technical feedback on this document, or to report an error or omission, please send your comments to [vsg-docfeedback@cisco.com](mailto:vsg-docfeedback@cisco.com). We appreciate your feedback.

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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# Overview

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This chapter introduces the basic concepts, methodology, and general troubleshooting guidelines for problems that might occur when configuring and using the Cisco VSG.

This chapter includes the following sections:

- [Overview of the Troubleshooting Process, page 1-1](#)
- [Overview of Best Practices, page 1-1](#)
- [Troubleshooting Basics, page 1-2](#)
- [Overview of Symptoms, page 1-3](#)
- [System Messages, page 1-3](#)
- [Troubleshooting with Logs, page 1-5](#)
- [Troubleshooting Fragmentation/Jumbo Issues, page 1-6](#)
- [Contacting Cisco Customer Support, page 1-6](#)

## Overview of the Troubleshooting Process

To troubleshoot your network, follow these steps:

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Gather information that defines the specific symptoms.  |
| <b>Step 2</b> | Identify all potential problems that could be causing the symptoms.                               |
| <b>Step 3</b> | Eliminate each potential problem (from most likely to least likely) until the symptoms disappear. |
- 

## Overview of Best Practices

Best practices are the recommended steps you should take to ensure the proper operation of your network. We recommend the following general best practices for most networks:

- Maintain a consistent Cisco VSG release across all network devices.
- Refer to the release notes for your Cisco VSG release for the latest features, limitations, and caveats.
- Enable system message logging. See the [“Overview of Symptoms” section on page 1-3](#).

- Verify and troubleshoot any new configuration changes after implementing the change.

## Troubleshooting Basics

This section introduces questions to ask when troubleshooting a problem with Cisco VSG or connected devices. Use the answers to these questions to identify the scope of the problem and to plan a course of action.

This section includes the following topics:

- [Troubleshooting Guidelines, page 1-2](#)
- [Gathering Information, page 1-2](#)

## Troubleshooting Guidelines

By answering the questions in the following sections, you can determine the paths you must follow and the components that you should investigate further.

Answer the following questions to determine the status of your installation:

- Is this a newly installed system or an existing installation? (It could be a new host, switch, or VLAN.)
- Has the host ever been able to see the network?
- Are you trying to solve an existing application problem (too slow, too high latency, excessively long response time) or did the problem show up recently?
- What changed in the configuration or in the overall infrastructure immediately before the applications started to have problems?

To discover a network problem, follow these steps:

- 
- Step 1** Gather information on problems in your system. See the [“Gathering Information” section on page 1-2](#).
  - Step 2** Verify the Layer 3 connectivity. See the [“Overview of Symptoms” section on page 1-3](#).
  - Step 3** Verify the configuration for your end devices (storage subsystems and servers).
  - Step 4** Verify end-to-end connectivity. See the [“Overview of Symptoms” section on page 1-3](#).
- 

## Gathering Information

This section highlights the tools that are commonly used to troubleshoot problems within your network. These tools are a subset of what you may use to troubleshoot your specific problem.

Each chapter in this guide may include additional tools and commands specific to the symptoms and possible problems covered in that chapter.

You should also have an accurate topology of your network to help isolate problem areas.

Enter the following commands and examine the outputs:

- **show vsg**
- **show version**

- **show running-config**
- **show logging logfile**
- **show interfaces brief**
- **show interface data 0**
- **show accounting log**
- **show tech-support**
- **show nsc-pa status**
- **show ac-driver statistics**

## Overview of Symptoms

The symptom-based troubleshooting approach provides multiple ways to diagnose and resolve problems. By using multiple entry points with links to solutions, this guide serves users who might have identical problems that are perceived by different indicators. You can search this guide in PDF form, use the index, or rely on the symptoms and diagnostics listed in each chapter as entry points to access necessary information.

Using a given a set of observable symptoms on a network, you can diagnose and correct software configuration issues and inoperable hardware components so that the problems are resolved with minimal disruption to the network. Those problems and corrective actions include the following:

- Identify key Cisco VSG troubleshooting tools.
- Obtain and analyze protocol traces using Switched Port Analyzer (SPAN) or Ethalyzer on the command line interface (CLI).
- Identify or rule out physical port issues.
- Identify or rule out switch module issues.
- Diagnose and correct Layer 3 issues.
- Obtain core dumps and other diagnostic data for use by the Cisco Technical Assistance Center (TAC).
- Recover from switch upgrade failures.

## System Messages

The system software sends the syslog (system) messages to the console (and, optionally, to a logging server on another system) during operation. Not all messages indicate a problem with your system. Some messages are purely informational, while others might help diagnose problems with links, internal hardware, or the system software.

This section includes the following topics:

- [System Message Text, page 1-4](#)
- [Syslog Server Implementation, page 1-4](#)

## System Message Text

Message-text is a text string that describes the condition. This portion of the message might contain detailed information about the event, including terminal port numbers, network addresses, or addresses that correspond to locations in the system memory address space. Because the information in these variable fields changes from message to message, it is represented here by short strings enclosed in square brackets ([ ]). A decimal number, for example, is represented as [dec].

```
2009 Apr 29 12:35:51 vsg %KERN-1-SYSTEM_MSG: stun_set_domain_id : Setting domain ID (1024)
- kernel
```

Use this string to find the matching system message in the *Cisco NX-OS System Messages Reference*.

Each system message has an explanation and recommended action. The action might be as simple as no action required or it might involve a fix or a recommendation to contact technical support as shown in the following example:

```
Error Message 2009 Apr 29 14:57:23 vsg %MODULE-5-MOD_OK: Module 3 is online (serial:)
```

**Explanation** VEM module inserted successfully in slot 3.

**Recommended Action** None. This is an information message. Use the **show module** command to verify the module in slot 3.

## Syslog Server Implementation

The syslog facility allows the Cisco VSG device to send a copy of the message log to a host for more permanent storage. This feature can be useful if you must examine the logs over a long period of time or when the Cisco VSG device is not accessible.

The example provided in this section shows how to configure a Cisco VSG device to use the syslog facility on a Solaris platform. Although a Solaris host is being used, syslog configuration on all UNIX and Linux systems is very similar.

Syslog uses a facility to determine how the logging should be handled on the syslog server (the Solaris system in this example) and the message severity. Therefore, different message severities can be handled differently by the syslog server. The messages could be logged to different files or e-mailed to a particular user. Specifying a severity determines that all messages of that level and greater severity (lower number) will be acted upon by the syslog facility.



### Note

You should configure the Cisco VSG messages to be logged to a different file from the standard syslog file so that they cannot be confused with other non-Cisco syslog messages. The logfile should not be located on the / file system, to prevent log messages from filling up the / file system.

Syslog Client: switch1

Syslog Server: 172.22.36.211 (Solaris)

Syslog facility: local1

Syslog severity: notifications (level 5, the default)

File to log Cisco VSG messages to: /var/adm/nxos\_logs

To configure a syslog server, follow these steps:

**Step 1** Configure the Cisco VSG syslog policy and server through the Cisco Prime Network Services Controller (Prime NSC) GUI. See the “Configuring Syslog Policy” section in the *Cisco Prime Network Services Controller GUI Configuration Guide*.

**Step 2** Configure the syslog server as follows:

- a. Modify `/etc/syslog.conf` to handle local1 messages. For Solaris, there must be at least one tab between the facility.severity and the action (`/var/adm/nxos_logs`).

```
#Below is for the NX-OS logging
local1.notice /var/adm/nxos_logs
```

- b. Create a log file.

```
#touch /var/adm/nxos_logs
```

- c. Restart the syslog function.

```
# /etc/init.d/syslog stop
# /etc/init.d/syslog start
syslog service starting.
```

- d. Verify that the syslog function has started.

```
# ps -ef|grep syslogd
root 23508 1 0 11:01:41 ? 0:00 /usr/sbin/syslogd
```

**Step 3** Test the syslog server by creating an event in the Cisco VSG. This example shows that the system image messages generated are listed on the syslog server. Notice that the Cisco VSG IP address is listed in brackets.

```
# tail -f /var/adm/nxos_logs
Sep 17 11:07:41 [172.22.36.142.2.2] : 2004 Sep 17 11:17:29 pacific:
%AAA-6-AAA_ACCOUNTING_MESSAGE: update:171.70.212.30@pts/3:admin:configure terminal ; no
boot system (SUCCESS)
Sep 17 11:07:49 [172.22.36.142.2.2] : 2004 Sep 17 11:17:36 pacific:
%AAA-6-AAA_ACCOUNTING_MESSAGE: update:171.70.212.30@pts/3:admin:Boot Image list set to
bootflash:/nexus-1000v-mzg.VSG1.1.bin
Sep 17 11:07:51 [172.22.36.142.2.2] : 2004 Sep 17 11:17:39 pacific:
%AAA-6-AAA_ACCOUNTING_MESSAGE: update:171.70.212.30@pts/3:admin:configure terminal ; boot
system bootflash:/nexus-1000v-mzg.VSG1.1.bin (SUCCESS)
```

## Troubleshooting with Logs

The Cisco VSG generates many types of system messages on the switch and sends them to a syslog server. You can view these messages to determine what events preceded the current problem that you are facing.

### Viewing Logs

You can access and view logs in the Cisco VSG by entering the `show logging ?` command as follows:

```
VSG# show logging ?
<CR>
```

```

>          Redirect it to a file
>>         Redirect it to a file in append mode
console    Show console logging configuration
info       Show logging configuration
internal   Logging internal information
last       Show last few lines of logfile
level      Show facility logging configuration
logfile    Show contents of logfile
module     Show module(linecard) logging configuration
monitor    Show monitor logging configuration
pending    Server address pending configuration
pending-diff Server address pending configuration diff
server     Show server logging configuration
session    Show logging session status
status     Show logging status
timestamp  Show logging timestamp configuration
|          Pipe command output to filter

```

This example shows how to display the VSG server configuration logs:

```

vsg# show logging server
Logging server: enabled
{192.0.1.1}
server severity: critical
server facility: user

```

## Troubleshooting Fragmentation/Jumbo Issues

When the Cisco VSG and VEM communicate with each other, there may be issues related to fragmentation or jumbo frames. You need to make the correct MTU settings to ensure seamless traffic flow and better network performance.

Some of the likely scenarios and maximum transmission unit (MTU) setting recommendations for the Cisco VSG are as follows:

- When the VEM communicates with the Cisco VSG in the Layer 3 mode, an additional header with 82 bytes is added to the original packet. The VEM does not support fragmentation in Layer 3 mode and the ports/network elements (that carry the vPath-encapsulated packets) must be configured in a way that the vPath overhead is accommodated.
- VSG on Microsoft Hyper-V does not support Jumbo frames.

## Contacting Cisco Customer Support

If you are unable to solve a problem after using the troubleshooting suggestions in this guide, contact a customer service representative for assistance and further instructions. Before you call, have the following information ready to help your service provider assist you as quickly as possible:

- Version of the Cisco VSM/VSG and Prime NSC software
- Version of Microsoft Hyper-V and SCVMM
- Contact phone number
- Brief description of the problem
- Brief explanation of the steps that you have already taken to isolate and resolve the problem



If you purchased a product and support contract from Cisco, contact Cisco for support. Cisco provides Layer 1, Layer 2, and Layer 3 support.

After you have collected this information, see the [“Obtaining Documentation and Submitting a Service Request” section on page -xi](#).

For more information about the steps to take before calling technical support, see the [“Before Contacting Technical Support” section on page 9-1](#).





## Using Troubleshooting Tools

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This chapter describes the troubleshooting tools that are available for the Cisco Virtual Security Gateway (VSG).

This chapter includes the following sections:

- [Commands, page 2-1](#)
- [Ping, page 2-1](#)
- [Traceroute, page 2-2](#)
- [Monitoring Processes and CPUs, page 2-2](#)
- [Syslog, page 2-7](#)
- [CLI Configuration, page 2-8](#)
- [show Commands, page 2-14](#)

### Commands

Use the CLI from a local console or remotely use the CLI through a Telnet or Secure Shell (SSH) session. The CLI provides a command structure that is similar to the Cisco NX-OS software, with context-sensitive help, **show** commands, multi-user support, and role-based access control.

Each feature has **show** commands that provide information about the feature configuration, status, and performance. Additionally, you can use the following commands for more information:

- **show system**—Provides information on system-level components, including codes, errors, and exceptions. Use the **show system error-id** command to find details on error codes:

```
vsg# show system error-id 0x401e0008
Error Facility: sysmgr
Error Description: request was aborted, standby disk may be full
```

### Ping

The ping utility generates a series of echo packets to a destination across a TCP/IP internetwork. When the echo packets arrive at the destination, they are rerouted and sent back to the source. Using ping, you can verify connectivity and latency to a particular destination across an IP routed network.

Ping allows you to ping a port or end device. By specifying the IPv4 address, you can send a series of frames to a target destination. When these frames reach the target, they are looped back to the source and a time stamp is taken. Ping helps you to verify the connectivity and latency to a destination.

## Traceroute

Use traceroute to do the following tasks:

- Trace the route followed by the data traffic.
- Compute inter switch (hop-to-hop) latency.

The **traceroute** command identifies the path taken on a hop-by-hop basis and includes a time stamp at each hop in both directions. This command tests the connectivity of ports along the path between the generating switch and the switch closest to the destination.

If the destination cannot be reached, the path discovery starts, which traces the path up to the point of failure.

## Monitoring Processes and CPUs

This section includes the following topics:

- [Identifying Running Processes and Their States, page 2-2](#)
- [Displaying CPU Usage, page 2-5](#)
- [Displaying CPU and Memory Information, page 2-6](#)

## Identifying Running Processes and Their States

The **show processes** command identifies the running processes and the status of each process as follows:

- PID—Process ID.
- State—Process state.
- PC—Current program counter in hex format.
- Start\_cnt—How many times a process has been started (or restarted).
- TTY—Terminal that controls the process. A dash (-) usually means a daemon that is not running on any particular TTY.
- Process—Name of the process.

Process states are as follows:

- D—Uninterruptible sleep (usually I/O).
- R—Runnable (on run queue).
- S—Sleeping.
- T—Traced or stopped.
- Z—Defunct zombie process.
- NR—Not-running.

- ER—Should be running but is currently not running. The ER state typically designates a process that has been restarted too many times, which causes the system to classify it as faulty and disable it.

This example shows how to identify the available options for the **show processes** command:

```
vsg# show processes ?
<CR>
>      Redirect it to a file
>>    Redirect it to a file in append mode
cpu    Show processes CPU Info
log    Show information about process logs
memory Show processes Memory Info
vdc    Show processes in vdc
|      Pipe command output to filter
```

This example shows how to display the complete output from the Cisco VSG:

```
vsg# show processes
```

PID	State	PC	Start_cnt	TTY	Process
1	S	b7f8a468	1	-	init
2	S	0	1	-	ksoftirqd/0
3	S	0	1	-	desched/0
4	S	0	1	-	events/0
5	S	0	1	-	khelper
10	S	0	1	-	kthread
18	S	0	1	-	kblockd/0
35	S	0	1	-	khubd
188	S	0	1	-	pdflush
189	S	0	1	-	pdflush
190	S	0	1	-	kswapd0
191	S	0	1	-	aio/0
776	S	0	1	-	kseriod
823	S	0	1	-	kide/0
833	S	0	1	-	ata/0
837	S	0	1	-	scsi_eh_0
1175	S	0	1	-	kjournald
1180	S	0	1	-	kjournald
1743	S	0	1	-	kjournald
1750	S	0	1	-	kjournald
1979	S	b7f6c18e	1	-	portmap
1992	S	0	1	-	nfsd
1993	S	0	1	-	nfsd
1994	S	0	1	-	nfsd
1995	S	0	1	-	nfsd
1996	S	0	1	-	nfsd
1997	S	0	1	-	nfsd
1998	S	0	1	-	nfsd
1999	S	0	1	-	nfsd
2000	S	0	1	-	lockd
2001	S	0	1	-	rpciod
2006	S	b7f6e468	1	-	rpc.mountd
2012	S	b7f6e468	1	-	rpc.statd
2039	S	b7dd1468	1	-	sysmgr
2322	S	0	1	-	mping-thread
2323	S	0	1	-	mping-thread
2339	S	0	1	-	stun_kthread
2340	S	0	1	-	stun_arp_mts_kt
2341	S	0	1	-	stun_packets_re
2376	S	0	1	-	redun_kthread
2377	S	0	1	-	redun_timer_kth
2516	S	0	1	-	sf_rdn_kthread
2517	S	b7f37468	1	-	xinetd

2518	S	b7f6e468	1	-	tftpd
2519	S	b79371b6	1	-	syslogd
2520	S	b7ecb468	1	-	sdwrapd
2521	S	b7d6c468	1	-	platform
2526	S	0	1	-	ls-notify-mts-t
2539	S	b7eaabe4	1	-	pfm_dummy
2548	S	b7f836be	1	-	klogd
2555	S	b7c07be4	1	-	vshd
2556	S	b7e4e468	1	-	stun
2557	S	b7af2f43	1	-	smm
2558	S	b7ea0468	1	-	session-mgr
2559	S	b7cb2468	1	-	psshelper
2560	S	b7f75468	1	-	lmgrd
2561	S	b7e69be4	1	-	licmgr
2562	S	b7eb4468	1	-	fs-daemon
2563	S	b7e96468	1	-	feature-mgr
2564	S	b7e44468	1	-	confcheck
2565	S	b7ea8468	1	-	capability
2566	S	b7cb2468	1	-	psshelper_gsvc
2577	S	b7f75468	1	-	cisco
2580	S	b777d40d	1	-	clis
2586	S	b76a340d	1	-	port-profile
2588	S	b7cf9468	1	-	xmlma
2589	S	b7e59497	1	-	vnm_pa_intf
2590	S	b7e6c468	1	-	vmm
2591	S	b7b7d468	1	-	vdc_mgr
2592	S	b7e72468	1	-	ttyd
2593	R	b7eda5f5	1	-	sysinfo
2594	S	b7d06468	1	-	sksd
2596	S	b7e82468	1	-	res_mgr
2597	S	b7e48468	1	-	plugin
2598	S	b7bb7f43	1	-	npacl
2599	S	b7e93468	1	-	mvsh
2600	S	b7e01468	1	-	module
2601	S	b78fb40d	1	-	fwm
2602	S	b7e92468	1	-	evms
2603	S	b7e8c468	1	-	evmc
2604	S	b7ec3468	1	-	core-dmon
2605	S	b7e10468	1	-	bootvar
2606	S	b767040d	1	-	ascii-cfg
2607	S	b7ce4be4	1	-	securityd
2608	S	b77bf40d	1	-	cert_enroll
2609	S	b7ce1468	1	-	aaa
2612	S	b7aecf43	1	-	l3vm
2613	S	b7adff43	1	-	u6rib
2614	S	b7adff43	1	-	urib
2615	S	b7dce468	1	-	ExceptionLog
2616	S	b7da8468	1	-	ifmgr
2617	S	b7ea4468	1	-	tcap
2621	S	b75e140d	1	-	snmpd
2637	S	b7f03896	1	-	PMon
2638	S	b7be1468	1	-	ac1mgr
2662	S	b7af0f43	1	-	adjmgr
2670	S	b7aecf43	1	-	arp
2671	S	b791c896	1	-	icmpv6
2672	S	b7993f43	1	-	netstack
2746	S	b778d40d	1	-	radius
2747	S	b7f3ebe4	1	-	ip_dummy
2748	S	b7f3ebe4	1	-	ipv6_dummy
2749	S	b789840d	1	-	ntp
2750	S	b7f3ebe4	1	-	pktmgr_dummy
2751	S	b7f3ebe4	1	-	tcpudp_dummy
2755	S	b782740d	1	-	cdp
2756	S	b7b6240d	1	-	dcos-xinetd

```

2758      S  b7b8d40d          1    -  ntpd
2869      S  b7dd9468          1    -  vsim
2870      S  b797440d          1    -  ufdm
2871      S  b796740d          1    -  sal
2872      S  b793840d          1    -  pltfm_config
2873      S  b782f40d          1    -  monitor
2874      S  b7d80468          1    -  ipqosmgr
2875      S  b7a2827b          1    -  igmp
2876      S  b7a4340d          1    -  eth-port-sec
2877      S  b7b29468          1    -  copp
2878      S  b7ad740d          1    -  eth_port_channel
2879      S  b7b05468          1    -  vlan_mgr
2880      S  b767240d          1    -  ethpm
2921      S  b7d1e468          1    -  msp
2924      S  b7e8c468          1    -  vsn_service_mgr
2925      S  b7e25497          1    -  sp
2926      S  b7832497          1    -  policy_engine
2927      S  b7e3d497          1    -  inspect
3064      S  b7f836be          1    1  getty
3066      S  b7f806be          1    S0  getty
3091      S  b7f1deee          1    -  pa-httpd.sh
3092      S  b73da4c7          1    -  svc_sam_vsnAG
3096      S  b7db7b49          1    -  httpd
3098      S  b7476be4          1    -  svc_sam_commonA
3103      S  b70254c7          1    -  svc_sam_dme
3108      S  b7f1deee          1    -  sam_cores_mon.s
3150      S  b7db6dcc          1    -  httpd
25835     S  b7b4f40d          1    -  dcos_sshd
25850     S  b78e7eee          1    0  vsh
26766     S  b7f5d468          1    -  sleep
26768     S  b7f5d468          1    -  sleep
26769     R  b7f426be          1    0  more
26770     R  b790ebe4          1    0  vsh
26771     R  b7f716be          1    -  ps
-         NR          -          0    -  tacacs
-         NR          -          0    -  dhcp_snoop
-         NR          -          0    -  installer
-         NR          -          0    -  private-vlan
-         NR          -          0    -  scheduler
-         NR          -          0    -  vbuilder

```

## Displaying CPU Usage

You can use the **show processes cpu** command to display CPU usage. The command output includes the following information:

- Runtime#(ms)—CPU time that the process has used, expressed in milliseconds.
- Invoked—Number of times that the process has been invoked.
- uSecs—Microseconds of CPU time as an average for each process invocation.
- 1Sec—CPU usage as a percentage for the last one second.

This example shows how to display all CPU processes:

```
vsg# show processes cpu
```

```

PID      Runtime(ms)   Invoked    uSecs   1Sec    Process
-----
1         1519         14917     101     0.0%   init
2          555         16391     33      0.0%   ksoftirqd/0
3          96          59084     1       0.0%   desched/0

```

```

 4          1469      36858      39      0.0%  events/0
 5           35       2901      12      0.0%  khelper
10           0         14       3      0.0%  kthread
18           1        193       9      0.0%  kblockd/0
35           0         1       3      0.0%  khubd
188          0         3       0      0.0%  pdflush
189          95      13678       6      0.0%  pdflush
190          0         1       0      0.0%  kswapd0
191          0         2       1      0.0%  aio/0
776          0         1       3      0.0%  kseriod
823          3        138      28      0.0%  kide/0
833          0         2       2      0.0%  ata/0
837          0         1       4      0.0%  scsi_eh_0
1175         0         5      12      0.0%  kjournald
1180         0         1       5      0.0%  kjournald
1743         5        194      29      0.0%  kjournald
1750         0         21      21      0.0%  kjournald
1979         0         21      25      0.0%  portmap
1992         0         32      23      0.0%  nfsd
1993         0         20       4      0.0%  nfsd
1994         0         20       2      0.0%  nfsd
1995         0         20       2      0.0%  nfsd
1996         0         20       1      0.0%  nfsd
1997         0         20       9      0.0%  nfsd
1998         0         22       3      0.0%  nfsd
1999         0         22       3      0.0%  nfsd
2000         0         2      18      0.0%  lockd
2001         0         1       1      0.0%  rpciod
2006         0         1      53      0.0%  rpc.mountd
2012         1         5     341      0.0%  rpc.statd
2039         906     148314       6      0.0%  sysmgr
2322         0         1       9      0.0%  mping-thread
2323         0         1       3      0.0%  mping-thread
...

```

## Displaying CPU and Memory Information

You can use the **show system resources** command to display system-related CPU and memory statistics as follows:

- The load is defined as the number of running processes. The average reflects the system load over the past 1, 5, and 15 minutes.
- The Processes field displays the number of processes in the system and how many processes currently are running.
- The CPU state field shows the CPU usage percentage in the user mode, kernel mode, and idle time in the last one second.
- The memory usage field lists the total memory, used memory, free memory, memory used for buffers, and memory used for the cache in kilobytes. The memory used for buffers and cache is also included in the used memory statistics.

This example shows how to display statistics about available system resources:

```

vsg# show system resources
Load average:  1 minute: 0.00   5 minutes: 0.00   15 minutes: 0.02
Processes   :  321 total, 1 running
CPU states  :  0.0% user,   0.0% kernel, 100.0% idle
Memory usage: 1944668K total, 1114044K used, 830624K free
              62340K buffers, 479040K cache

```



# Syslog

The system message logging software saves messages in a log file or directs messages to other devices. This feature provides the following capabilities:

- Logging information for monitoring and troubleshooting.
- Selecting the types of logging information for capture.
- Selecting the destination of the captured logging information.

A syslog can store a chronological log of system messages locally or send the messages to a central syslog server. Syslog messages can also be sent to the console for immediate use. These messages can vary in detail depending on the configuration.

Syslog messages are categorized into seven severity levels from debug to critical events. Severity levels that are reported can be limited for specific services within the switch.

Log messages are not saved across system reboots. However, a maximum of 100 log messages with a severity level of critical and below (levels 0, 1, and 2) can be logged and saved to a local file or server.

This section includes the following topics:

- [Logging Levels, page 2-7](#)
- [Enabling Logging for Telnet or SSH, page 2-7](#)

## Logging Levels

The Cisco VSG supports the following logging levels:

- 0—Emergency
- 1—Alert
- 2—Critical
- 3—Error
- 4—Warning
- 5—Notification
- 6—Informational
- 7—Debugging

By default, the switch logs normal but significant system messages to a log file and sends these messages to the system console. Users can specify which system messages are saved, based on the type of facility and the severity level. Messages are time stamped to enhance real-time debugging and management.

## Enabling Logging for Telnet or SSH

System logging messages are sent to the console based on the default or configured logging facility and severity values.

Users can disable logging to the console or enable logging to a given Telnet or Secure Shell (SSH) session.

- To disable console logging, use the **no logging console** command in interface configuration mode.
- To enable logging for Telnet or SSH, use the **terminal monitor** command in EXEC mode.

**Note**

When logging to a console session is disabled or enabled, that state is applied to all future console sessions. If you exit and log in again to a new session, the state is preserved. When logging to a Telnet or SSH session that is enabled or disabled, that state applies only to that session. The state is not preserved after you exit the session.

The **no logging console** command is enabled by default. Use this command to disable console logging.

The **terminal monitor** command is disabled by default. Use this command to enable logging for Telnet or SSH.

For more information about configuring syslog, see the *Cisco Prime Network Services Controller GUI Configuration Guide*.

## CLI Configuration

This section includes the following topics:

- [Event Log, page 2-8](#)
- [Configuration and Restrictions, page 2-9](#)

## Event Log

This section describes event logs.

This section includes the following topics:

- [Event Log Configuration Format, page 2-8](#)
- [Viewing the Event Log Configuration, page 2-8](#)
- [Viewing Event Logs, page 2-9](#)
- [Event Log Configuration Persistence, page 2-9](#)

## Event Log Configuration Format

The configuration is displayed using this format:

```
[no] event-log inspect {{error | info} | {{ftp {error | info | warn | pkt_trace} | {rsh {error | info | pkt_trace} | {tftp {error | info }}}} {terminal}}
```

You can configure event logs for either the inspection process or one of its modules. For example, you can use the **event-log inspect error terminal** command to enable error events for the inspection process and to display these messages on the terminal where the command was entered.

## Viewing the Event Log Configuration

You can display the event log configuration by using the **show event-log all** command. This example shows how to display the event logs for all the processes and their modules:

```
vsg# show event-log all
event-log inspect tftp error
event-log inspect rsh error
event-log inspect ftp error terminal
```

```
event-log policy_engine attr-mgr error
event-log service-path sp pkt-error terminal
```

## Viewing Event Logs

Event logs are always logged in a process that is specific to the message buffer. Process logging in the event log buffer does not incur any overhead. In addition to using the **show event-log** command, you can display messages on a terminal where the event logs are enabled by using the terminal option, which is useful for reproducing a certain behavior.

The **show** command shows all the processes that are integrated with the event log Cisco VSG infrastructure. You can display inspection event logs using the **show system internal event-log inspect** command. The Cisco VSG event log infrastructure is a layer on top of the Cisco NX-OS event log infrastructure. Event logs can be redirected to a file and exported.

To display event logs on the terminal, use the **terminal** option while configuring the event. Different terminals can view different event logs. For example, use the **event-log inspect ftp info terminal** command to enable the information event logs for the inspection FTP module and to display the logs on the terminal. Use the **event-log inspect rsh error terminal** command to display only the error logs that are related to the RSH module. This command helps to debug various modules at the same time.

## Event Log Configuration Persistence

You can save the event log configuration by using the **event-log save config** command. This command allows you to save all of the currently enabled event logs in a file. This file is read at the time of the module/process initialization with the event log infrastructure. The event log configuration that is relevant to the process is reapplied during initialization, which makes the event log configuration persistent across the process/system reboot. Some important things about the event log configuration are as follows:

- Terminal information is not reapplied for process or system restarts because that information might not be applicable.
- The event log configuration is independent of the other Cisco NX-OS configurations. The **copy running-config startup-config** and **show running-config** commands do not save and display the event log configuration.
- The event log configuration is specific to the individual system. In a high-availability setup, the configuration must be set up on both systems.

## Configuration and Restrictions

Event logs CLIs for the Cisco VSG are classified based on the process and its modules. This section describes event log commands.

This section includes the following topics:

- [VNS Agent, page 2-10](#)
- [Inspection Process, page 2-11](#)
- [Service Path Process, page 2-12](#)
- [Policy Engine Process, page 2-13](#)
- [Restrictions, page 2-14](#)

## VNS Agent

Virtual Network Service (VNS) agent-related event logs are maintained on the Virtual Supervisor Module (VSM), not on the Cisco VSG.

This section includes the following topics:

- [Core Module, page 2-10](#)
- [VPath Module, page 2-10](#)
- [License Module, page 2-10](#)

### Core Module

Core events are those events that are related to the port attach, port detach, Internet Protocol Database (IPDB), and port-profile CLI.

This example shows how to enable/disable error messages for the vns\_agent core module:

```
vsm# event-log vns-agent core-error [terminal] ----->enable messages to the terminal
vsm# no event-log vns-agent core-error [terminal] ----->disable messages to the terminal
```

This example shows how to enable/disable informational messages for the vns\_agent core module:

```
vsm# event-log vns-agent core-info [terminal] ----->enable messages to the terminal
vsm# no event-log vns-agent core-info [terminal] ----->disable messages to the terminal
```

This example shows how to enable/disable notice event messages for the vns\_agent core module:

```
vsm# event-log vns-agent core-notice [terminal] ----->enable messages to the terminal
vsm# no event-log vns-agent core-notice [terminal] ----->disable messages to the terminal
```

### VPath Module

Because the vPath module works based on core-module events, you should always enable core module event logs before you enable the vPath module events.

This example shows how to enable/disable error messages for the vns\_agent vPath module:

```
vsm# event-log vns-agent vpath-error [terminal] ----->enable messages to the terminal
vsm# no event-log vns-agent vpath-error [terminal] ----->disable messages to the terminal
```

This example shows how to enable/disable informational messages for the vns\_agent vPath module:

```
vsm# event-log vns-agent vpath-info [terminal] ----->enable messages to the terminal
vsm# no event-log vns-agent vpath-info [terminal] ----->disable messages to the terminal
```

This example shows how to enable/disable notice event messages for the vns\_agent vPath module:

```
vsm# event-log vns-agent vpath-notice [terminal] ----->enable messages to the terminal
vsm# no event-log vns-agent vpath-notice [terminal] ----->disable messages to the terminal
```

### License Module

Because the license module works based on core-module events, you should always enable the core module event logs before enabling the license module.

This example shows how to enable/disable error messages for the vns\_agent license module:

```
vsm# event-log vns-agent license-error [terminal] ----->enable messages to the terminal
vsm# no event-log vns-agent license-error [terminal] ----->disable messages to the terminal
```

This example shows how to enable/disable informational messages for the vns\_agent license module:

```
vsm# event-log vns-agent license-info [terminal] ----->enable messages to the terminal
vsm# no event-log vns-agent license-info [terminal] ----->disable messages to the terminal
```

## Inspection Process

The inspection process uses event log commands for the inspection process and the File Transfer Protocol (FTP), Remote Shell (RSH), and Trivial File Transfer Protocol (TFTP) modules. These processes are all available on the Cisco VSG.

Use the **event-log inspect error** command to display configuration errors, process initialization errors, and so forth. This example shows how to enable/disable error messages for the inspection process:

```
vsg# event-log inspect error [terminal] ----->enable messages to the terminal
vsg# no event-log inspect error [terminal] ----->disable messages to the terminal
```

This example shows how to enable/disable informational messages for the inspection process:

```
vsg# event-log inspect info [terminal] ----->enable messages to the terminal
vsg# no event-log inspect info [terminal] ----->disable messages to the terminal
```

Use the **event-log inspect ftp error** command to display FTP packet processing errors. This example shows how to enable/disable error messages for the inspection FTP module:

```
vsg# event-log inspect ftp error [terminal] ----->enable messages to the terminal
vsg# no event-log inspect ftp error [terminal] ----->disable messages to the terminal
```

The command output is as follows:

```
Mon Oct 4 15:12:14 2010 ie_ftp: flow (->(ING), 6912), Bad ftp command.
Mon Oct 4 15:12:14 2010 ie_ftp: flow (->(ING), 6912), invalid PORT request / PASV reply.
```

This example shows how to enable/disable informational event log messages for the inspection FTP module:

```
vsg# event-log inspect ftp info [terminal] ----->enable messages to the terminal
vsg# no event-log inspect ftp info [terminal] ----->disable messages to the terminal
```

The command output is as follows:

```
Mon Oct 4 15:12:18 2010 ie_ftp: embryonic connection request (ip, port, proto, pfid, cid,
action, offload) = (192.168.1.20, 40074, tcp, 13569, 6912, 3,1).
Mon Oct 4 15:17:11 2010 ie_ftp: flow (<-(ING), 6912), more reply expected in cmd-reply.
```

This example shows how to enable/disable warning messages for the inspection FTP module:

```
vsg# event-log inspect ftp warn [terminal] ----->enable messages to the terminal
vsg# no event-log inspect ftp warn [terminal] ----->disable messages to the terminal
```

The command output is as follows:

```
Mon Oct 4 15:19:03 2010 ie_ftp: flow (<-(ING), 8192), ftp reply not terminated properly.
```

This example shows how to enable/disable packet trace messages for the inspection FTP module:

```
vsg# event-log inspect ftp pkt_trace [terminal] ----->enable messages to the terminal
vsg# no event-log inspect ftp pkt_trace [terminal] ----->disable messages to the terminal
```

The command output is as follows:

```
Mon Oct 4 15:31:46 2010 ie_ftp: flow (->(ING), 17152), flags(S:)
```

```
Mon Oct 4 15:31:54 2010 ie_ftp: flow (->(ING), 17152), cmd (USER)
```

This example shows how to enable/disable error messages for the inspection RSH module:

```
vsg# event-log inspect rsh error [terminal] ----->enable messages to the terminal
vsg# no event-log inspect rsh error [terminal] ----->disable messages to the terminal
```

This example shows how to enable/disable informational messages for the inspection RSH module:

```
vsg# event-log inspect rsh info [terminal] ----->enable messages to the terminal
vsg# no event-log inspect rsh info [terminal] ----->disable messages to the terminal
```

The command output is as follows:

```
Mon Oct 4 15:21:29 2010 ie_rsh: emryonic connection request (ip, port, proto, pfid, cid,
action, offload) = (192.168.1.10, 1021, tcp, 22529, 11264, 3, 1).
```

This example shows how to enable/disable packet trace messages for the inspection RSH module:

```
vsg# event-log inspect rsh pkt_trace [terminal] ----->enable messages to the terminal
vsg# no event-log inspect rsh pkt_trace [terminal] ----->disable messages to the terminal
```

The command output is as follows:

```
Mon Oct 4 15:25:26 2010 ie_rsh: flow (->(ING), 15872), rsh inspect action stop punt
```

This example shows how to enable/disable error messages for the inspection TFTP module:

```
vsg# event-log inspect tftp error [terminal] ----->enable messages to the terminal
vsg# no event-log inspect tftp error [terminal] ----->disable messages to the terminal
```

This example shows how to enable/disable informational messages for the inspection TFTP module:

```
vsg# event-log inspect tftp info [terminal] ----->enable messages to the terminal
vsg# no event-log inspect tftp info [terminal] ----->disable messages to the terminal
```

The command output is as follows:

```
Mon Oct 4 15:27:42 2010 ie_tftp: emryonic connection request (ip, port, proto, pfid, cid,
action, offload) = (192.168.1.10, 32771, udp, 33281, 16640, 3, 1)
```

## Service Path Process

This section includes the following topics:

- [Service Path Module, page 2-12](#)
- [Service Path Flow Manager, page 2-13](#)
- [AC Module, page 2-13](#)

The service path process exposes event log output for the VSN service path, flow manager, and AC infrastructure modules.

### Service Path Module

The **event-log service-path sp error** command can display a failure to initialize the FE, and so forth. This example shows how to enable/disable error messages for the service path module:

```
vsg# event-log service-path sp error [terminal] ----->enable messages to the terminal
vsg# no event-log service-path sp error [terminal] ----->disable messages to the terminal
```

Use the **event-log service-path sp info** command to display FE initialization messages, control path messages, and so forth. This example shows how to enable/disable informational messages for the service path module:

```
vsg# event-log service-path sp info [terminal] ----->enable messages to the terminal
vsg# no event-log service-path sp info [terminal] ----->disable messages to the terminal
```

The **event-log service-path sp pkt-error** command can display failures to read or write a packet, a corrupted packet, and so forth.

This example shows how to enable/disable packet error messages for the service path module:

```
vsg# event-log service-path sp pkt-error [terminal] ----->enable messages to the terminal
vsg# no event-log service-path sp pkt-error [terminal] ----->disable messages to the terminal
```

The **event-log service-path sp pkt-info** command can display the field description of a packet, where the packet arrived from or going to, decisions taken on the packet, and so forth.

This example shows how to enable/disable packet informational messages for the service path module:

```
vsg# event-log service-path sp pkt-info [terminal] ----->enable messages to the terminal
vsg# no event-log service-path sp pkt-info [terminal] ----->disable messages to the terminal
```

The **event-log service-path sp pkt-detail** command can display the first few 100 bytes of the incoming packets.

This example shows how to enable/disable detailed packet messages for the service path module:

```
vsg# event-log service-path sp pkt-detail [terminal] ----->enable messages to the terminal
vsg# no event-log service-path sp pkt-detail [terminal] ----->disable messages to the terminal
```

## Service Path Flow Manager

This example shows how to enable/disable the packet messages for the service path flow manager module:

```
vsg# event-log service-path fm error [terminal] ----->enable messages to the terminal
vsg# no event-log service-path fm error [terminal] ----->disable messages to the terminal
```

## AC Module

The **event-log service-path ac error** command can display failures to initialize the AC, timer, FD, pending queue, and so forth.

This example shows how to enable/disable error messages for the AC module:

```
vsg# event-log service-path ac error [terminal] ----->enable messages to the terminal
vsg# no event-log service-path ac error [terminal] ----->disable messages to the terminal
```

The **event-log service-path ac info** command can display AC initialization messages, control path messages, and so forth.

This example shows how to enable/disable informational messages for the AC module:

```
event-log service-path ac info [terminal] ----->enable messages to the terminal
no event-log service-path ac info [terminal] ----->disable messages to the terminal
```

## Policy Engine Process

This section includes the following topic:

- [Restrictions, page 2-14](#)

## Restrictions

The event log configuration has the following restrictions:

- Terminal information is not reapplied in case of process restart/system restart because it may or may not be applicable.
- Event log configuration is independent of the other Cisco NX-OS configurations. The Cisco NX-OS **copy running-config startup-config** and **show running-config** commands do not save and display event log configuration.
- Event log configuration is specific to the individual system. In the high-availability setup, this configuration must be done on both of the systems.

## show Commands

This section includes the following topics:

- [VSM show Commands, page 2-14](#)
- [Cisco VSG show Commands, page 2-18](#)

## VSM show Commands

This section includes the following topics:

- [show nsc-pa status, page 2-14](#)
- [show vservice node mac brief, page 2-14](#)
- [show vservice node detail, page 2-15](#)
- [show vservice port brief, page 2-15](#)
- [show vservice connection, page 2-16](#)
- [show vservice statistics \[ip ip-addr\] \[module module-num\], page 2-16](#)
- [clear vservice statistics \[ip ip-addr\] \[module module-num\], page 2-17](#)

### show nsc-pa status

You can display the NSC policy agent status by entering the **show nsc-pa status** command.

This example shows how to display the NSC policy agent installation status:

```
vsm# show nsc-pa status
NSC Policy-Agent status is - Installed Successfully. Version 2.1(1e)-vsm
```

### show vservice node mac brief

You can display a consolidated view of all VSNs in use by using the **show vservice node mac brief** command.

This example shows how to display all VSNs in use:

```
VSM-hpv# sh vservice node mac brief
-----
```



```

                                Node Information
-----
ID Type   IP-Address   MAC-Addr           Mode   Fail State  Module
 3 vsg     10.1.0.150   00:00:00:00:00:00 13     close Alive   4

```

The MAC address is shown as 0 for L3 mode since the VSG is configured behind a router that can perform proxy ARP.

## show vservice node detail

You can display detailed information for all VSNs in use by using the **show vservice node detail** command. Information is displayed for each of the associated VEMs. The command output displays the port profile, security profile, organization, and list of Cisco Nexus 1000V Series Switch ports that have inherited this configuration. Also displayed are any configuration mismatches between the VSM and VEM missing ports for a given port profile, all ports of a port profile that are not configured with the same security profile, and so forth.

This example shows how to display all VSNs in use:

```
VSM-hpv# show vservice node detail
```

```

                                Node Information
-----
Node ID:3      Name:VSG-Root
Type:vsg      IPAddr:10.1.0.150   Fail:close L3
Mod  State     MAC-Addr           VVer
 4  Alive     --                  2

```

## show vservice port brief

You can display information for each virtual Ethernet (vEth) interface by using the **show vservice port brief** command. By default, all attached vEths are listed. Use the **Module** option for output of vEth interfaces from specific module.

This example shows how to display the vEth interfaces from specific module:

```
vsm# show vservice port brief module 3
```

```

                                Port Information
-----
PortProfile:PP-VM-VNS1
Org:root
Node:VSG-Node1(90.1.0.79) Profile(Id):SP13(7)
Veth Mod VM-Name vNIC IP-Address
 1 3  lin1 80.1.0.11,
 5 3  lin2 80.1.0.22,
 6 3  vm-11 80.1.0.52,

```

Ensure that the VM Name value matches the name of the VM associated with this vNIC. For VSN Data IP in the brackets in the Node, Profile Name, and Org values, ensure that correct values for this VM are displayed. The Profile ID value should never be zero. For IP addresses, ensure that the list of IP addresses matches the IP addresses configured for the specific vNIC for that VM.

## show vservice connection

You can display VSN connections by using the **show vservice connection** command.

This example shows how to display VSN connections:

```
vsm-hpv# show vservice connection
Actions(Act):
d - drop s - reset
p - permit t - passthrough
r - redirect e - error
_ - not processed yet upper case - offloaded
Flags:
A - seen ack for syn/fin from src a - seen ack for syn/fin from dst
E - tcp conn established (SasA done)
F - seen fin from src f - seen fin from dst
R - seen rst from src r - seen rst from dst
S - seen syn from src s - seen syn from dst
T - tcp conn torn down (FafA done) x - IP-fragment connection

#Port-Profile:PP-VM-VNS1 Node:VSG-Node1
#Module 3
Proto SrcIP[:Port] SAct DstIP[:Port] DAct Flags Bytes
icmp 80.1.0.52 P 80.1.0.53 888
```

## show vservice statistics [ip ip-addr] [module module-num]

You can display VSN statistics by using the **show vservice statistics** command.

This example shows how to display the VSN statistics:

```
VSM-hpv# show vservice statistics module 4
#VSN VLAN: 0, IP-ADDR: 10.1.0.150
Module: 4
#VPath Packet Statistics      Ingress      Egress      Total
Total Seen                    2             2            4
Policy Redirects              2             2            4
No-Policy Passthru            0             0            0
Policy-Permits Rcvd           1             2            3
Policy-Denies Rcvd            0             0            0
Permit Hits                    0             0            0
Deny Hits                     0             0            0
Decapsulated                   1             2            3
Fail-Open                      0             0            0
Badport Err                    0             0            0
VSN Config Err                 0             0            0
VSN State Down                 228           1288         1516
Encap Err                      0             0            0
Version Mismatch               0             0            0
V1 In svcPath                  0             0            0
All-Drops                      228           1288         1516
Flow Notificns Sent            0
Total Rcvd From VSN            5
Non-Cisco Encap Rcvd           0
VNS-Port Drops                 2
Policy-Action Err              0
Decap Err                      0
L2-Frag Sent                   0
L2-Frag Rcvd                   0
L2-Frag Coalesced              0
Encap exceeded MTU             0
ICMP Too Big Rcvd              0
```

```

#VPath Flow Statistics
Active Flows                0  Active Connections                0
Forward Flow Create        1  Forward Flow Destroy              1
Reverse Flow Create        1  Reverse Flow Destroy              2
Flow ID Alloc              3  Flow ID Free                      3
Connection ID Alloc        1  Connection ID Free                1
L2 Flow Create             1  L2 Flow Destroy                   1
L3 Flow Create             0  L3 Flow Destroy                   0
L4 TCP Flow Create         0  L4 TCP Flow Destroy               0
L4 UDP Flow Create         2  L4 UDP Flow Destroy               2
L4 Oth Flow Create         0  L4 Oth Flow Destroy               0
Embryonic Flow Create      0  Embryonic Flow Bloom              0
L2 Flow Timeout            2  L2 Flow Offload                   3
L3 Flow Timeout            0  L3 Flow Offload                   0
L4 TCP Flow Timeout        0  L4 TCP Flow Offload               0
L4 UDP Flow Timeout        5  L4 UDP Flow Offload               0
L4 Oth Flow Timeout        0  L4 Oth Flow Offload               0
Flow Lookup Hit            5  Flow Lookup Miss                  3
Flow Dual Lookup           8  L4 TCP Tuple-reuse                0
TCP chkfail InvalACK       0  TCP chkfail SeqPstWnd             0
TCP chkfail WndVari        0
Flow Classify Err          0  Flow ID Alloc Err                 0
Conn ID Alloc Err          0  Hash Alloc Err                    0
Flow Exist                 0  Flow Entry Exhaust                0
Flow Removal Err           0  Flow Entry Miss                    0
Flow Full Match Err        0  Bad Action Receive                0
Invalid Flow Pair          3  Invalid Connection                 0
Hash Alloc                 0  Hash Free                          0
InvalFID Lookup Err        0  Deferred Delete                    0

```

## clear vservice statistics [ip ip-addr] [module module-num]

You can clear the VSN statistics by using the **clear vservice statistics** command.

This example shows how to clear VSN statistics:

```

VSM# clear vservice statistics ip 200.1.1.67 module 3
Cleared statistics successfully for specified VSN in module 3
VSM#show vservice statistics ip 200.1.1.67 module 3
#VSN  VLAN: 756, IP-ADDR: 200.1.1.67
Module: 3
#VPath Packet Statistics      Ingress      Egress      Total
Total Seen                    0             0            0
Policy Redirects              0             0            0
No-Policy Passthru            0             0            0
Policy-Permits Rcvd           0             0            0
Policy-Denies Rcvd            0             0            0
Permit Hits                   0             0            0
Deny Hits                     0             0            0
Decapsulated                  0             0            0
Fail-Open                     0             0            0
Badport Err                   0             0            0
VSN Config Err                0             0            0
ARP Resolve Err               0             0            0
Encap Err                     0             0            0
All-Drops                     0             0            0
Total Rcvd From VSN           0
Non-Cisco Encap Rcvd          0
VNS-Port Drops                0
Policy-Action Err             0
Decap Err                     0
L2-Frag Sent                  0

```

```

L2-Frag Rcvd                                0
L2-Frag Coalesced                            0

#VPath Flow Statistics
Active Flows                                0 Active Connections                        0
Forward Flow Create                          0 Forward Flow Destroy                      0
Reverse Flow Create                          0 Reverse Flow Destroy                      0
Flow ID Alloc                                0 Flow ID Free                              0
Connection ID Alloc                          0 Connection ID Free                        0
L2 Flow Create                                0 L2 Flow Destroy                           0
L3 Flow Create                                0 L3 Flow Destroy                           0
L4 TCP Flow Create                           0 L4 TCP Flow Destroy                       0
L4 UDP Flow Create                           0 L4 UDP Flow Destroy                       0
L4 Oth Flow Create                           0 L4 Oth Flow Destroy                       0
Embryonic Flow Create                        0 Embryonic Flow Bloom                     0
L2 Flow Timeout                              0 L2 Flow Offload                           0
L3 Flow Timeout                              0 L3 Flow Offload                           0
L4 TCP Flow Timeout                          0 L4 TCP Flow Offload                       0
L4 UDP Flow Timeout                          0 L4 UDP Flow Offload                       0
L4 Oth Flow Timeout                          0 L4 Oth Flow Offload                       0
Flow Lookup Hit                              0 Flow Lookup Miss                         0
Flow Dual Lookup                             0 L4 TCP Tuple-reuse                       0
Flow Classify Err                            0 Flow ID Alloc Err                         0
Conn ID Alloc Err                            0 Hash Alloc Err                           0
Flow Exist                                   0 Flow Entry Exhaust                       0
Flow Removal Err                             0 Bad Flow ID Receive                       0
Flow Entry Miss                              0 Flow Full Match Err                       0
Bad Action Receive                           0 Invalid Flow Pair                         0
Invalid Connection                           0
Hash Alloc                                   0 Hash Free                                 0
InvalFID Lookup                              0 InvalFID Lookup Err                       0
Deferred Delete                              0

```

## Cisco VSG show Commands

The attribute manager maintains a set of tables and does a lookup that is based on the fields in the packet. The VNISP table is the main table. Use the **show vsg security-profile** command to display runtime information for the VNISP table.

Hash tables are maintained based on IP addresses (IP address to DV port entry) and the VNISP ID (VNISP ID to VNISP entry). An IP address is used to determine which policy set to evaluate for a given traffic type. The VNISP ID is used (the valid VNISP ID in the packet header) to determine which policy set to evaluate.

This section details the following commands:

- [show nsc-pa status, page 2-19](#)
- [show service-path statistics, page 2-19](#)
- [clear service-path statistics, page 2-20](#)
- [show service-path connection, page 2-20](#)
- [clear service-path connection, page 2-21](#)
- [show vsg security-profile {\[vnspace-name\] | detail | table}, page 2-21](#)
- [show vsg zone, page 2-22](#)
- [clear policy-engine, page 2-23](#)
- [show ac-driver statistics, page 2-23](#)

- [clear ac-driver statistics, page 2-24](#)
- [show system internal ac ipc-stats fe \[process-name\], page 2-24](#)
- [clear system internal ac ipc-stats fe \[process-name\], page 2-24](#)
- [show inspect ftp statistics, page 2-25](#)
- [clear inspect ftp statistics, page 2-26](#)

## show nsc-pa status

Enter the **show nsc-pa status** command to display the Cisco Prime NSC policy agent status.

This example shows how to display the Cisco Prime NSC policy agent status:

```
vsg# show nsc-pa status
NSC Policy-Agent status is - Installed Successfully. Version 2.1(1e)-vsg
```

## show service-path statistics

You can display the following statistics that pertain to one vPath by using the **show service-path statistics** command:

- The packets seen by the service path from the vPath.
- Flows created by the service path due to these packets.
- Packets dropped in the service path due to various errors.



### Note

If no module is given, the command displays the aggregate statistics of all the modules in the given SVS domain.

This command provides the following keyword filters:

- **svs-domain-id** *domain-id*—Displays only the Cisco VSG connections that are associated to the svcs-domain specified by the *domain-id* argument.
- **module** *module-num*—Displays only the Cisco VSG connections that are associated to the svcs-domain and VEM module specified by the *domain-id* and the *module-num* argument. Use this keyword filter only with the **svs-domain-id** filter.

This example shows how to display the statistics using the **svs-domain-id** keyword filter:

```
vsg# show service-path statistics svcs-domain-id 118 module 5
Input Packet          161359233  Output Packet          161359220
Vpath Ingress Packet  7608059   Vpath Egress Packet   153751174
Vpath Frag            0         VSN Offload Packet    0
ARP Packet            0         Unknown L2 Packet     0
802.3 Packet          0         Vpath Jumbo Frame     0
IPV4 Packet           161359233  IPV4 options Packet   0
IPV4 Frag             0         Unknown L3Proto Packet 0
ICMP Packet           66        IGMP Packet            0
TCP Packet            161359095  UDP Packet             72
Policy Lookup Packet  160669149  Inspect FTP Packet    0
Inspect RSH Packet    0         Inspect TFTP Packet   0
Policy Lookup Fail    0         Policy Lookup Drop    0
Inspect FTP Fail      0         Inspect FTP Drop      0
Inspect RSH Fail      0         Inspect RSH Drop      0
Inspect TFTP Fail     0         Inspect TFTP Drop     0
Malformed Packet      0         Output Fail           0
Active Flows          473278    Active Connections    379521
```

Forward Flow Create	8690219	Forward Flow Destroy	3008524
Reverse Flow Create	3362016	Reverse Flow Destroy	8570433
Flow ID Alloc	12052235	Flow ID Free	11578957
Connection ID Alloc	3362016	Connection ID Free	2982495
L2 Flow Create	0	L2 Flow Destroy	0
L3 Flow Create	66	L3 Flow Destroy	66
L4 TCP Flow Create	12052097	L4 TCP Flow Destroy	11578819
L4 UDP Flow Create	72	L4 UDP Flow Destroy	72
L4 Other Flow Create	0	L4 Other Flow Destroy	0
Embryonic Flow Create	0	Embryonic Flow Bloom	0
L2 Flow Timeout	0	L2 Flow Offload	0
L3 Flow Timeout	99	L3 Flow Offload	66
L4 TCP Flow Timeout	25158984	L4 TCP Flow Offload	160668998
L4 UDP Flow Timeout	108	L4 UDP Flow Offload	72
L4 Other Flow Timeout	0	L4 Other Flow Offload	0
Flow Lookup Hit	157997217	Flow Lookup Miss	12052235
Flow Dual Lookup	138932556	L4 TCP Tuple-reuse	151978861
Flow Classify Err	0	Flow ID Alloc Err	0
Conn ID Alloc Err	0	Hash Alloc Err	0
Flow Exist	0	Flow Entry Exhaust	0
Flow Removal Err	0	Bad Flow ID receive	0
Flow Entry Missing	0	Flow Full Match Err	0
Bad Action Received	0	Invalid Flow Pair	0
Invalid Connection	0		

## clear service-path statistics

You can clear the service path statistics globally by using the **clear service-path statistics** command when no option is given. When the SVS domain ID and the module are provided, entering the command clears the statistics of the specified module.

This command provides the following keyword filters:

- **svs-domain-id** *domain-id*—Displays only the Cisco VSG connections that are associated to the svs-domain specified in the *domain-id*.
- **module** *module-num*—Displays only the Cisco VSG connections that are associated to the svs-domain and VEM module specified in the *domain-id* and the *module-num*. Use this only with the **svs-domain-id** filter.

This example shows how to clear the service path statistics:

```
vsg# clear service-path statistics
```

## show service-path connection

You can display the connections (flow-table) maintained in the Cisco VSG by using the **show service-path connection** command. These connections are provided per VEM module per SVS domain.

This command provides the following keyword filters:

- **svs-domain-id** *domain-id*—Displays only the Cisco VSG connections that are associated to the svs-domain specified in the *domain-id*.
- **module** *module-num*—Displays only the Cisco VSG connections that are associated to the svs-domain and VEM module specified in the *domain-id* and the *module-num*. Use this keyword filter only with the **svs-domain-id** keyword filter.

This example shows how to display the connections in the Cisco VSG:

```
vsg# show service-path connection
Flags:
```

```

P - policy at src                p - policy at dst
O - conn offloaded to ser-path at src  o - conn offloaded to ser-path at dst
S - seen syn from src            s - seen syn from dst
A - seen ack for syn/fin from src    a - seen ack for syn/fin from dst
F - seen fin from src            f - seen fin from dst
R - seen rst from src            r - seen rst from dst
E - tcp conn established (SasA done)  T - tcp conn torn down (FafA done)

#SVS Domain 2007  Module  3
Proto SrcIP[:Port]          DstIP[:Port]          VLAN Action  Flags

#SVS Domain 2007  Module  4
Proto  SrcIP[:Port]          DstIP[:Port]          VLAN  Action  Flags
icmp   10.100.201.176        10.100.201.185        160   permit  PpOo

```

## clear service-path connection

You can clear the connections (flow-table) maintained in the Cisco VSG by using the **clear service-path connection** command.

This example shows how to clear the flow-table connection output:

```
vsg# clear service-path connection
```

## show vsg vm uuid {vm\_uuid}

You can display relevant information for a particular VM by using the **show vsg vmuuid** command. The attribute manager looks up the VM attributes for the VM based on this association before doing a policy evaluation.

When debugging issues, such as when the wrong VM attributes are fetched, check the output of this command as well as the IP address to DV port mapping.

This example shows how to display the relevant information for a VM:

```

firewall1# show vsg vm uuid c42067b5-4533-43c5-8f2f-a3766d4cff4e
VM uuid : c42067b5-4533-43c5-8f2f-a3766d4cff4e
VM attributes :
name : vm-11
os-fullname : windows server 2012 r2 datacenter
os-hostname : windows123

DV Port(s) :
DV Port : c42067b5-4533-43c5-8f2f-a3766d4cff4e--75650fec-3694-49f0-b3
4c-f843d0d0fb88::542e5b16-694f-4bcb-ba2e-f7cb484cfc9b
Security Profile : SP13@root
Port Profile : pp-vm-vns1
IP Addresses :
80.1.0.52

Zone(s) :

```

## show vsg security-profile {[vnsn-name]} detail | table

You can display information for a specific VNSP or all VNSPs by using the **show vsg security-profile** command. The attribute manager looks up custom attributes for a particular VNSP that is based on this association before doing a policy evaluation. By default, information is displayed for all VNSPs. You can specify a particular VNSP by using the *vnsn-name* argument.

When debugging issues such as the wrong policy set, check if the correct policy set is associated with the VNSP. If custom attribute values are not correct, this command displays some details.

The detailed version of this command includes names of the VMs that are using the security profile in addition to their security-profile information. A VNSP name can be specified to get details of a specific security profile.

This example shows how to display detailed information about a specific Cisco VSG security profile with the name `sp_deny@root`:

```
firewall-1# show vsg security-profile sp_deny@root detail
VNSP                : sp_deny@root
VNSP id             : 5
Policy Name         : ps_deny@root
Policy id           : 3
Custom attributes   :
  Name              : vnsporg
  Value             : root
  Name              : profile1
  Value             : eng
Virtual Machines:
  sg-pg-vm206
  sg-pg-redhat
```

You can display the associated VNSP ID and policy for all VNSPs by using the **show vsg security-profile** command. The attribute manager uses this association when looking up a VNSP and associated policy from the packet that reaches the data0 interface of the Cisco VSG. When vPath redirects the packets to the Cisco VSG, the VNSP ID is added in the packet header.

This example shows how to display brief tabular information for the Cisco VSG security profile:

```
firewall-tenant-aa# show vsg security-profile table
-----
Security-Profile Name      VNSP ID      Policy Name
-----
default@root               1            default@root
sec-profile-AB@root/Tenant-A/Data-Center-B 30
sec-profile-AA@root/Tenant-A/Data-Center-A 31
policyset-AA@root/Tenant-A/Data-Center-A
```

## show vsg zone

You can display VM to zone mappings on a Cisco VSG by using the **show vsg zone** command.

This example shows how to display the VM to zone mappings on a Cisco VSG:

```
vsg# show vsg zone
Zone : vzone2@root/T1
Virtual Machines :
-----
Zone : zone1@root/T1
Virtual Machines :
```

## show policy-engine stats

You can display statistics on the policy engine by using the **show policy-engine stats** command.

This example shows how to display the statistics for the Cisco VSG policy engine:

```
firewall-1# show policy-engine stats
```



```

Policy Match Stats:

default@root          :          0
  default/default-rule@root :      0 (Drop)
  NOT_APPLICABLE       :          0 (Drop)

policyset-one@root/Tenant-one      : 844935064
  policy-one/rule-z1@root/Tenant-one : 808288619 (Permit)
  policy-one/rule-one@root/Tenant-one : 366464445 (Permit)
  NOT_APPLICABLE                   :          0 (Drop)

```

This example shows how to use the help (?) feature of the command to display command options:

```

firewall-1# show policy-engine ?
WORD  Enter policy-name to show its stats
stats Show the Stats

firewall-1# show policy-engine policyset-one@root/Tenant-one stats

Policy Match Stats:

policyset-one@root/Tenant-one      : 844935064
  policy-one/rule-z1@root/Tenant-one : 808288619 (Permit)
  policy-one/rule-one@root/Tenant-one : 366464445 (Permit)
  NOT_APPLICABLE                   :          0 (Drop)

```

## clear policy-engine

You can clear the policy-engine statistics by using the **clear policy-engine** command.

This example shows how to see the options for clearing the policy-engine statistics:

```

firewall-1# clear policy-engine ?
WORD  Enter policy-name to clear its stats
stats Clear the Stats

```

When the **stats** argument is used, the statistics are cleared and the only response for a successful action is a return to the prompt. This example shows how to clear the policy engine statistics:

```

firewall-1# clear policy-engine stats

```

## show ac-driver statistics

You can display statistics that are collected in the AC driver module by using the **show ac-driver statistics** command. These statistics indicate how many packets are received, how many of those received packets are from vPath, how many packets are passed up to the service path, how many packets are passed as a response to the vPath, and any error statistics, and so on.

This example shows how to display the AC driver module statistics:

```

firewall-1# show ac-driver statistics
#Packet Statistics:
Rcvd Total          852079858  Buffers in Use          3190
Rcvd VPath Pkts    848148272  Sent to VPath          846621771
Sent to Service-Path 848148272  Sent to Control-Path   3931586
All Drops           0          Invalid LLC              0
Invalid OUI         0          Invalid VNS Hdr         0
Invalid VNS PDU     1          Service-Path not Inited 0
Service-Path Down  0          Rcvd Bad Descriptor    0
Send to Service-Path Err 0          Packet Offset Err      0
Send Bad Descriptor 0          Send NIC Err            0

```

## clear ac-driver statistics

You can clear the statistics that are collected in the AC driver module by using the **clear ac-driver statistics** command.

This example shows how to clear the statistics collected in the AC driver module:

```
vsg# clear ac-driver statistics
Cleared statistics successfully.
```

## show system internal ac ipc-stats fe [*process-name*]

You can display internal statistics of the following processes by using the **show system internal ac ipc-stats fe** command:

- attribute-manager
- inspection-ftp
- inspection-rsh
- inspection-tftp
- service-path

This example shows how to display the statistics for the inspection-ftp process:

```
firewall-1# show system internal ac ipc-stats fe inspection-ftp
=====
Instance:                1
IPC Type:                MTS(SAP 1326)
  Async requests sent:   0
  Async responses received: 0
  Async requests received: 764364
  Async responses sent:  764364
  Sendto requests sent:  32485
  Sendto requests received: 32485
  Async send errors:     0
  Async receive errors:  0
  Async response errors: 0
  Sendto send errors:    0
  Sendto receive errors: 0
  Receive errors:       0
  Token errors :        0
  Destination not found errors: 0
  Sendto response errors: 0
  Timer Errors :        0
  Timouts :             0
  Recv Queue Len:       11
  Queue Length High:    0
  Reciever Busy Errors:  0
=====
```

## clear system internal ac ipc-stats fe [*process-name*]

You can clear the internal statistics for the following processes by using the **clear system internal ac ipc-stats fe** command:

- attribute-manager
- inspection-ftp
- inspection-rsh

- inspection-tftp
- service-path

This example shows how to clear the statistics for the inspection-ftp process:

```
firewall-1# clear system internal ac ipc-stats fe inspection-ft
```

## show inspect ftp statistics

You can display the following inspect FTP statistics pertaining to one vPath by using the **show inspect ftp statistics** command:

- The packets seen by the inspect FTP path from the vPath.
- Flows created by the inspect FTP path due to these packets.
- Packets dropped in the inspect FTP path due to various errors.

This example shows how to display FTP statistics:

```
firewall-1# show inspect ftp statistics
Input packets          764364
Dropped packets        0
Reset-drop packets     0
New connections        32485
Deleted connections    31064
IPC errors             0
IPC allocation errors  0

SVS Domain 131 Module 4
Input packets          764364
Dropped packets        0
Reset-drop packets     0
New connections        32485
Deleted connections    31064

firewall-1# show inspect ftp statistics svs-domain-id 131 module 4
Input packets          764364
Dropped packets        0
Reset-drop packets     0
New connections        32485
Deleted connections    31064
Port zero drops        0
Invalid port drops     0
No port drops          0
Port command long drops 0
Rx port mismatch drops 0
Command not port command drops 0
Embryonic connections 32485
Embryonic connection failures 0
Memory allocations     64970
Memory de-allocations 63549
Memory allocation failures 0
Command in reply mode drops 0
Invalid command drops  0
Un-supported command drops 0
Command not terminated drops 0
Unexpected reply drops 0
Command too short drops 0
Reply code invalid drops 0
Reply length negative drops 0
Reply unexpected drops 0
Rx command in command mode drops 0
```

## clear inspect ftp statistics

Use the **clear inspect ftp statistics** command to clear the inspect FTP statistics globally when no option is given. When the SVS domain ID and the module are provided, the command clears the statistics of the specified module.

This command provides the following keyword filters:

- **svs-domain-id** *domain-id*—Displays only the Cisco VSG connections that are associated to the svcs-domain specified in the *domain-id*.
- **module** *module-num*—Displays only the Cisco VSG connections that are associated to the SVS domain and VEM module specified in the *domain-id* and the *module-num*. Use this keyword filter only with the **svs-domain-id** filter.

This example shows how to clear the inspect FTP statistics:

```
firewall-1# clear inspect ftp statistics
firewall-1# clear inspect ftp statistics svcs-domain-id 131 module 4
```



## Troubleshooting Installation Issues

---

This chapter describes how to troubleshoot installation issues for the Cisco Virtual Security Gateway (VSG).

This chapter includes the following sections:

- [Verifying VM attributes on VSG, page 3-1](#)
- [Verifying Port Profile Assignments for a Cisco VSG VM Virtual Interface, page 3-1](#)

### Verifying VM attributes on VSG

If VM attributes are not displayed using the show commands on VSG for the virtual machines configured with vservice enabled port-profile functionality, you need to check the SPF configuration.

- On Prime NSC in VM manager, check that VM attributes are seen correctly for all the VMs.
- If VM attributes are not available for the VMs, check the SPF configuration on SCVMM:
  - Verify whether the SPF installation is successful and functional, launch the following VMM REST interface web link on SCVMM:

```
https://spf_host_ip:8090/SC2012R2/VMM/Microsoft.Management.Odata.Svc
```

For more details, see the *Cisco VSG for Microsoft Hyper-V, Release 5.2(1)VSG2(1.1b)* and *Cisco Prime NSC, Release 3.2 Installation and Upgrade Guide*.

### Verifying Port Profile Assignments for a Cisco VSG VM Virtual Interface

Create the following port profiles on the VSM:

- Data interface port profile (VLAN is the data VLAN)
- Management port profile (VLAN is the management VLAN)
- HA interface port profile (VLAN is the HA VLAN)

Ensure that the port profiles are assigned to the three virtual interfaces of the Cisco VSG VM in the following order:

1. Network adapter 1 for the data port profile
2. Network adapter 2 for the virtual switch

**3.** Network adapter 3 for the HA port profile

The Cisco VSG VM network adapter 1, network adapter 2, and network adapter 3 are carrying the data VLAN, the management VLAN, and the HA VLAN respectively.



## Troubleshooting Licensing Issues

---

This chapter describes how to troubleshoot issues that are related to firewall licensing on the Virtual Supervisor Module (VSM).

This chapter includes the following sections:

- [VSG Services Unavailable, page 4-1](#)
- [Verifying Nexus1000V Multi-Hypervisor License Upgrade, page 4-2](#)

### VSG Services Unavailable

If you try to access VSG services in the essential mode, a syslog error message is generated in the Cisco Virtual Supervisor Module (VSM) console indicating that the Nexus1000V Multi-Hypervisor License is required for VSG. The following syslog messages is generated in the VSM console:

```
VSM does not have Advanced licenses. May not be able to use VSG services. Please install Advanced licenses.
```

VSG services are available if the VSM is configured to advanced mode. You can use the show switch edition command to verify the VSM mode. This example shows how to display the switch mode information:

```
VSM# show switch edition
Switch Edition: Advanced

Advanced Features
Feature Name      Feature State
-----
dhcp-snooping    disabled

Licenses Available: 1020
Licenses In Use: 4
License Expiry Date: 15 Mar 2014
VSM#
```

You can configure the VSM in two modes:

- Essential(default mode): VSG services are not available.
- Advanced: VSG services are available.



**Note**

---

You need to install the Nexus1000V Multi-Hypervisor License to enable VSG services.

---

**Note**


---

Use **svs switch edition** command to configure the VSM mode to advanced.

---

## Verifying Nexus1000V Multi-Hypervisor License Upgrade

Use the **show license usage** command to verify the license installed on the VSM.

This example shows output of the **show license usage** command to verify the license installed on the VSM:

```
VSM# show license usage
Feature Ins Lic Status Expiry Date Comments Count
-----
NEXUS1000V_LAN_SERVICES_PKG No 1024 In use 15 Mar 2014 -
-----
VSM#
```

**Caution**


---

Before you upgrade to Nexus1000V Multi-Hypervisor License, change the VSM mode to advanced and save the configuration.

---

**Note**


---

For more information about troubleshooting Nexus1000V Multi-Hypervisor License, see Refer to *Cisco N1kv License Troubleshooting guide*.

---





## Troubleshooting Module Issues

---

This chapter describes how to troubleshoot various issues that could occur while Cisco VSG is communicating with the Virtual Supervisor Module (VSM), Virtual Ethernet Module (VEM), Cisco Prime Network Services Controller (Prime NSC), or Hyper-V Server.

This chapter includes the following sections:

- [Troubleshooting Cisco VSG and VSM Interactions, page 5-1](#)
- [Troubleshooting Cisco VSG and VEM Interactions, page 5-2](#)
- [Troubleshooting VSM and Cisco Prime NSC Interactions, page 5-5](#)
- [Troubleshooting Cisco VSG and Cisco Prime NSC Interactions, page 5-6](#)

## Troubleshooting Cisco VSG and VSM Interactions

This section describes how to troubleshoot issues with the Cisco VSG and VSM interactions.

The port profile used to bring up the data interface of the Cisco VSG should not have any vn service or org configured.

This example shows how to use a port profile to bring up the Cisco VSG data interface:

```
vsm# show port-profile name vsg-data
port-profile vsg-data
  type: Vethernet
  description:
  status: enabled
  max-ports: 32
  inherit:
  config attributes:
    switchport mode access
    switchport access vlan 754
    no shutdown
  evaluated config attributes:
    switchport mode access
    switchport access vlan 754
    no shutdown
  assigned interfaces:
    Vethernet4
    Vethernet6
  port-group: vsg-data
  system vlans: none
  capability l3control: no
  capability iscsi-multipath: no
  port-profile role: none
```

```
port-binding: static
```

Make sure that you add the Cisco VSG service VLAN and HA VLAN as part of the allowed VLAN. Without adding this information into the allowed VLAN, Cisco VSGs may not pair. If you have a Cisco VSG on one VEM and the VMs to be firewalled are on another VEM, you must make sure that the Cisco VSG service VLAN is added as the allowed VLAN.

This example shows how to display the VLAN configurations:

```
vsm# show vlan
```

VLAN	Name	Status	Ports
1	default	active	
501	VLAN0501	active	Po1, Po2, Po3, Po4, Veth3

For the port profiles that are used to protect the VMs, make sure that you provide the correct vn service IP (the exact data 0 IP address of the Cisco VSG), and the service VLAN and the security profile name. Make sure that the tenant name is configured correctly under the org, for example, root/Tenant-cisco.

## Troubleshooting Cisco VSG and VEM Interactions

This section describes how to troubleshoot issues with Cisco VSG and VEM interactions.

This section includes the following topics:

- [Policies Configured on the Cisco VSG that Are Not Effective, page 5-2](#)
- [Traffic Fails to Reach Destination with a Permit Policy Configured on Cisco VSG, page 5-3](#)
- [Policy Decision Inconsistent with Port Profile Changes, page 5-4](#)
- [Using vPath Ping to Determine Connectivity, page 5-4](#)

## Policies Configured on the Cisco VSG that Are Not Effective

Sometimes, when policies are configured on Cisco VSG and the data traffic is sent from the VMs, traffic flows through the Cisco Nexus 1000V Series Switch as if the firewall service is not enabled on the port.

### Possible reason:

- VMs are not bound to the proper port profiles.

### Verifications:

Go to the prompt to execute the `vemcmd` commands, for example, `cd \\Program File(x86)\Cisco\Nexus1000V` and do the following:

- Check if the VMs to be protected are bound to proper port profiles. The port profiles are expected to have the org/vn-service identified.
- On the VEM, enter the `vemcmd show vsn binding` command to check if the VM is protected by the firewall.
- To get the lower threshold limit (LTL) of the VM on the VEM, enter the `vemcmd show port` command as follows:

```
vem# vemcmd show port | Select-String w2k-client_110.eth2 <--- VM name
50 Veth5 UP UP FWD 0 w2k-client_110.eth2
```

Verify if the LTL is found as follows:

```
vem# vemcmd show vsn binding
VSG Services Enabled | VSG Licenses Available 2 <--- should be nonzero
LTL PATH VSN SWBD IP P-TYPE P-ID
50 1 1 101 10.1.1.230 1 3
```

The VSG Licenses Available message should display a nonzero value in the output.



**Note**

All **vemcmd** commands can be executed by logging into the Hyper-V.

## Traffic Fails to Reach Destination with a Permit Policy Configured on Cisco VSG

When policies are configured on the Cisco VSG to permit a certain type of traffic, but the traffic does not reach the destination, a complete failure can result.

### Possible reason:

The Virtual Ethernet Modules (VEMs) have not learned the MAC address of the Cisco VSG.

### Verifications:

Check if the Cisco VSG MAC address is learned on all the VEMs that host the protected VMs involved in the communication by entering the **vemcmd show L2 all** command on the VEM.

This example shows how to display the Cisco VSG MAC configuration:

```
VEM>vemcmd show L2 all
Bridge domain 6 brtmax 4096, brtcnt 6, timeout 300
VLAN 576, swbd 576, ""
Flags: P - PVLAN S - Secure D - Drop
Type MAC Address LTL timeout Flags PVLAN
Dynamic 00:1e:bd:45:5f:00 17 48
Dynamic 00:1d:d8:b7:1c:12 17 2
Dynamic 00:1d:d8:b7:1c:11 17 6
Static 00:1d:d8:b7:1c:31 52 0
Static 00:15:5d:48:da:2b 51 0
Static 00:15:5d:48:da:31 50 0
```

To troubleshoot, you should manually check if the VSG service (data 0) interface is bound to the correct port profile and VLAN configured.

You can check the Cisco VSG service interface assignment on the VEM by entering the **vemcmd show** command.

This example shows how to check the Cisco VSG service interface assignment on the VEM:

```
vem# vemcmd show vlan 576
VLAN 576, vdc 1, swbd 576, hwbd 6, 3 ports
Portlist:
Multicast Group Table:Group 0.0.0.0 Multicast LTL 4413305
```

You can display the port profile that is associated with the Cisco VSG service interface by entering the **show port-profile name pp-name** command on the VSM.

If the Cisco VSG is bound to the proper port profile and has the correct service VLAN, check the upstream switches. Ensure that this service VLAN is configured across all ports in all upstream switches to which all the VEMs (those talking to Cisco VSG) are connected.

You can ensure that the service VLAN is configured and enabled (active) on the VSM by entering the **show vlan** command.

This example shows how to display the VLAN configurations:

```
vsm# show vlan
```

VLAN	Name	Status	Ports
1	default	active	
501	VLAN0501	active	Po1, Po2, Po3, Po4, Veth3

## Policy Decision Inconsistent with Port Profile Changes

When policy decisions are inconsistent with port-profile changes, either of these conditions can exist:

- A user changed the port profile of the traffic VM from one Cisco VSG port profile to another (having a different security profile).
- A policy is modified and the newer policy does not take immediate effect.

### Reason:

Because of the existing flows, the old policy decision is continued.

### Action:

Administrators must clear the flows in the vPath and Cisco VSG when the policy is modified.

## Using vPath Ping to Determine Connectivity

You can use the vPath **ping** command on VSM to determine the connectivity between the Cisco VSG and the VEM.

This example shows how to ping the Cisco VSG connections and determine if they are reachable:

```
VSM-1# ping vsn all src-module all
VSM1# ping vsn all src-module all
ping vsn 192.161.0.85 vlan 0 from module 3 4, seq=0 timeout=1-sec
module(usec) : 3(0) 4(0)

ping vsn 192.161.0.85 vlan 0 from module 3 4, seq=1 timeout=1-sec
module(usec) : 3(0) 4(0)

ping vsn 192.161.0.85 vlan 0 from module 3 4, seq=2 timeout=1-sec
module(usec) : 3(0) 4(0)

ping vsn 192.161.0.85 vlan 0 from module 3 4, seq=3 timeout=1-sec
module(usec) : 3(0) 4(0)
```

This example shows how to display VSN ping options:

```
VSM-1# ping vsn ?
all    All VSNs associated to VMs
ip     IP Address
vlan   VLAN Number
```

This example shows how to display VSN ping options for all source modules:

```
VSM-1# ping vsn all src-module ?
<3-66>  Module number
all     All modules in VSM
vpath-all All modules having VMs associated to VSNs
```

This example shows how to set up a ping for all source modules from a specified IP address:

```
VSM-1# ping vsn ip 10.1.1.60 src-module all
ping vsn 10.1.1.60 vlan 501 from module 4 5 7, seq=0 timeout=1-sec
  module(usec)   : 4(301) 5(236)
  module(failed) : 7(VSN ARP not resolved)

ping vsn 10.1.1.60 vlan 501 from module 4 5 7, seq=1 timeout=1-sec
  module(usec)   : 4(241) 5(138) 7(270)

ping vsn 10.1.1.60 vlan 501 from module 4 5 7, seq=2 timeout=1-sec
  module(usec)   : 4(230) 5(155) 7(256)

ping vsn 10.1.1.60 vlan 501 from module 4 5 7, seq=3 timeout=1-sec
  module(usec)   : 4(250) 5(154) 7(284)

ping vsn 10.1.1.60 vlan 501 from module 4 5 7, seq=4 timeout=1-sec
  module(usec)   : 4(231) 5(170) 7(193)
```

This example shows to set up a ping for all vPath source modules for a specified IP address:

```
VSM-1# ping vsn ip 10.1.1.60 src-module vpath-all
ping vsn 10.1.1.60 vlan 501 from module 4 5, seq=0 timeout=1-sec
  module(usec)   : 4(223) 5(247)

ping vsn 10.1.1.60 vlan 501 from module 4 5, seq=1 timeout=1-sec
  module(usec)   : 4(206) 5(167)

ping vsn 10.1.1.60 vlan 501 from module 4 5, seq=2 timeout=1-sec
  module(usec)   : 4(241) 5(169)
```

This example shows how to set up a ping for all source modules of a specified IP address with a time-out and a count:

```
VSM-1# ping vsn ip 10.1.1.60 src-module all timeout 2 count 3
ping vsn 10.1.1.60 vlan 501 from module 4 5 7, seq=0 timeout=2-sec
  module(usec)   : 4(444) 5(238) 7(394)

ping vsn 10.1.1.60 vlan 501 from module 4 5 7, seq=1 timeout=2-sec
  module(usec)   : 4(259) 5(154) 7(225)

ping vsn 10.1.1.60 vlan 501 from module 4 5 7, seq=2 timeout=2-sec
  module(usec)   : 4(227) 5(184) 7(216)
```

## Troubleshooting VSM and Cisco Prime NSC Interactions

After registering the VSM to the Cisco Prime NSC, you can check the status of the VSM and Cisco Prime NSC policy agents by entering the **show nsc-pa status** command.

This example shows how to check the status:

```
vsm# show nsc-pa status
NSC Policy-Agent status is - Installed Successfully. Version 3.2(1c)-vsm
```

If there is a failure, there can be several reasons. One failure could be because Cisco Prime NSC is unreachable or dead. Ping the Cisco Prime NSC IP to check for a response. If there is no response, look at the network connectivity.

Another reason could occur because of the wrong shared secret.

This example shows the results of this type of failure:

```
vsm# show nsc-pa status
NSC Policy-Agent status is - Installation Failure
```

Incorrect shared secret.

Provide the correct password and register again.

On the Cisco Prime NSC GUI, on the Resource Management > Resources > VSM tab, make sure that the registered VSM is shown as registered under the Status column.

On the Cisco Prime NSC GUI, make sure that the org is configured in the same way as in the port profile. Org should be configured properly on the port profile.

## Troubleshooting Cisco VSG and Cisco Prime NSC Interactions

After registering the Cisco VSG to the Cisco Prime NSC, you can check the status by entering the **show nsc-pa status** command.

This example shows how to check the Cisco VSG registration status:

```
vsg# show nsc-pa status
NSC Policy-Agent status is - Installed Successfully. Version 2.1(1e)-vsg
```

If there is a failure, there can be several reasons. One failure could be because Cisco Prime NSC is unreachable or dead. Ping the Cisco Prime NSC IP to check for a response. If there is no response, look at the network connectivity.

Another reason could occur because of the wrong shared secret.

This example shows how to display the results of this type of failure:

```
vsg# show nsc-pa status
NSC Policy-Agent status is - Installation Failure
Incorrect shared secret.
```

Provide the correct password and register again.

On the Cisco Prime NSC GUI, on the Resource Management > Resources > VSM tab, make sure that the registered VSG is shown as registered under the Status column.



## Troubleshooting Policy Engine Issues

---

This chapter describes how to troubleshoot issues that might occur on the policy engine.

This chapter includes the following sections:

- [Policy Engine Troubleshooting Commands, page 6-1](#)
- [Policy/Rule Not Working as Expected, page 6-1](#)
- [Policy/Rule Based on VM Attributes Not Working - But Without VM Attributes Policy/Rule Works, page 6-2](#)
- [Policy/Rule Configured for Non-Firewalled VMs \(port profiles\) Not Working, page 6-2](#)
- [Policy Engine Statistics Show Hits as 0 and Traffic Not Reaching the Cisco VSG, page 6-2](#)

### Policy Engine Troubleshooting Commands

When there are policy engine issues, use these commands to troubleshoot:

- **show run rule**—Displays all rules configured in the Cisco VSG.
- **show run policy**—Displays all policies configured in the Cisco VSG.
- **show run zone**—Displays all zones configured in the Cisco VSG.
- **show run object-group**—Displays all object-groups configured in the Cisco VSG.
- **show policy-engine stats**—Displays statistics about the rule hits in the Cisco VSG.
- **clear policy-engine stats**—Clears the statistics about the rule hits in the Cisco VSG.

### Policy/Rule Not Working as Expected

When policies or rules do not work as expected, do the following:

- Check the show policy-engine statistics and verify that the hits are incrementing by entering the **show policy-engine stats** command. If not, go to the module interactions section to see why hits are not incrementing.
- When policy engine statistics are incrementing, check the rule name that is being hit.
- View the configuration of the rule by entering the **show run rule rule-name** command. Verify that the conditions are configured correctly.

## Policy/Rule Based on VM Attributes Not Working - But Without VM Attributes Policy/Rule Works

A policy or rule with VM attributes requires additional data for the Cisco VSG to evaluate the policy engine. This data, if not complete, can result in incorrect or not applicable hits in the statistics. When the policy or rule is configured with VM attributes, make sure that you see VM information in the following outputs:

- **show vsg ip-binding**—The output should have the IPs of all the VMs for which the rules will be written in the Cisco VSG.
- **show vsg dvpport**—The output should have the port profile and IP information of all the VMs for which rules will be written in the Cisco VSG.
- **show vsg vm**—The output should have VM attribute values (whichever is present in the SCVMM for a given VM) of all the VMs for which rules will be written in the Cisco VSG.

## Policy/Rule Configured for Non-Firewalled VMs (port profiles) Not Working

To enable firewall protection for a VM, you must configure the `vn-service` and `org` CLI in the port profile at the VSM—this enables access to IP addresses and other network attributes for the VM.

To turn on firewall protection for the server VM (any traffic to or from server VM is protected by the Cisco VSG but not the client VM), write a rule saying that the source with the Source IP address and destination with the Destination VM IP is permitted by doing the following:

- Configure the `vn-service` and `org` CLI in the server VM port profile at the VSM.
- Configure the `without vn-service` and `org` for the client VM port profile at VSM (no `vn-service` and no `org`).
- Write a rule with a source condition source IP that contains the Client VM IP and a destination IP that contain server VM IP, action permit.

## Policy Engine Statistics Show Hits as 0 and Traffic Not Reaching the Cisco VSG

Confirm that the buffers in use are not zero by entering the **show ac-driver statistics** command. If zero, check/fix the adapter type.

Microsoft Hyper-V offers the choice between network adapter and legacy network adapter; use the regular network adapter for each interface.





# Troubleshooting High Availability Issues

---

This chapter describes how to troubleshoot issues related to high availability (HA).

This chapter includes the following sections:

- [Information About Cisco VSG High Availability, page 7-1](#)
- [Problems with High Availability, page 7-2](#)
- [High-Availability Troubleshooting Commands, page 7-5](#)
- [Standby Synchronization, page 7-9](#)

## Information About Cisco VSG High Availability

Cisco VSG high availability (HA) is a subset of the Cisco NX-OS HA. The following HA features minimize or prevent traffic disruption in the event of a failure:

- [Redundancy, page 7-1](#)
- [Isolation of Processes, page 7-1](#)
- [Cisco VSG Failovers, page 7-2](#)

### Redundancy

Cisco VSG redundancy is equivalent to HA pairing. The two possible redundancy states are active and standby. An active Cisco VSG is always paired with a standby Cisco VSG. HA pairing is based on the Cisco VSG HA-ID. Two Cisco VSGs that are assigned an identical ID are automatically paired. All processes running in the Cisco VSG are data path critical. If one process fails in an active Cisco VSG, a failover to the standby Cisco VSG occurs instantly and automatically.

### Isolation of Processes

The Cisco VSG software contains independent processes known as services. These services perform a function or set of functions for a subsystem or feature set of the Cisco VSG. Each service and service instance runs as an independent, protected process. This operational process ensures a highly fault-tolerant software infrastructure and fault isolation between services. Any failure in a service instance does not affect any other services running at that time. Additionally, each instance of a service runs as an independent process. For example, two instances of a routing protocol run as separate processes.

## Cisco VSG Failovers

The Cisco VSG HA pair configuration allows uninterrupted traffic forwarding by using stateful failovers when a failure occurs.

## Problems with High Availability

The following key problems are found in Cisco VSG HA. In addition to these issues, some of the common Cisco NX-OS HA symptoms are listed in [Table 7-1](#). The symptoms that are related to high availability, their possible causes, and recommended solutions are as follows.

- Cisco VSG pair communication problems.
- Cisco VSGs do not reach an active/standby status.
- Sometimes, Cisco VSG reboots continuously when tenants share the management network (for example, collisions of the domain ID).
  - In a multitenant environment, if there is a shared management network and a collision occurs in the domain ID (two or more tenants using the same domain ID) spontaneous reboots of the Cisco VSGs that are involved in the collision are triggered. There is no workaround for this issue. When domain IDs are provisioned, they must be unique across all tenants.
- Cisco VSGs in the HA pair get stuck in bash# prompt mode during reboots/upgrades/switchovers.

**Table 7-1** *Problems with High Availability*

Symptom	Possible Cause	Solution
The active Cisco VSG does not see the standby Cisco VSG.	Roles are not configured properly: <ul style="list-style-type: none"> <li>• primary</li> <li>• secondary</li> </ul>	Do the following: <ol style="list-style-type: none"> <li>1. Verify the role of each Cisco VSG by entering the <b>show system redundancy status</b> command.</li> <li>2. Update an incorrect role by entering the <b>system redundancy role</b> command.</li> <li>3. Save the configuration by entering the <b>copy run start</b> command.</li> </ol>
	Network connectivity problems are occurring between the Cisco VSG and the upstream and virtual switches. The problem could be in the control or management VLAN.	Restore connectivity as follows: <ol style="list-style-type: none"> <li>1. From the Hyper-V client, shut down Cisco VSG, which should be in standby mode.</li> <li>2. From the Hyper-V client, power on the standby Cisco VSG after network connectivity is restored.</li> </ol>

Table 7-1 Problems with High Availability (continued)

Symptom	Possible Cause	Solution
The active Cisco VSG does not complete synchronization with the standby Cisco VSG.	A version mismatch between Cisco VSGs might be occurring.	Do the following: <ol style="list-style-type: none"> <li>1. Verify the software version on both Cisco VSGs by entering the <b>show version</b> command.</li> <li>2. Reinstall the secondary Cisco VSG with the same version used in the primary.</li> </ol>
	Fatal errors occur during the gsync process. Check the gsyncctrl log by entering the <b>show system internal log sysmgr gsyncctrl</b> command and look for fatal errors.	Reload the standby Cisco VSG by entering the <b>reload module standby_module_number</b> command. See the “ <a href="#">Reloading a Module</a> ” section on page 7-8.
The standby Cisco VSG reboots periodically.	The Cisco VSG has connectivity only through the management interface. When a Cisco VSG is able to communicate through the management interface, but not through the control interface, the active Cisco VSG resets the standby to prevent the two Cisco VSGs from being in HA mode and out of sync.	Check control VLAN connectivity between the primary and secondary Cisco VSG by entering the <b>show system internal redundancy info</b> command. In the output, <b>degraded_mode flag = true</b> . If there is no connectivity, restore it through the control interface.
Both Cisco VSGs are in active mode.	The following network connectivity problems might be occurring: <ul style="list-style-type: none"> <li>• Check for control and management VLAN connectivity between the Cisco VSG at the upstream and virtual switches.</li> <li>• When the Cisco VSG cannot communicate through any of these two interfaces, they both try to become active.</li> </ul>	If network problems exist, do the following: <ol style="list-style-type: none"> <li>1. From the Hyper-V client, shut down the Cisco VSG, which should be in standby mode.</li> <li>2. From the Hyper-V client, bring up the standby Cisco VSG after network connectivity is restored.</li> </ol>

Table 7-1 Problems with High Availability (continued)

Symptom	Possible Cause	Solution
Active and standby Cisco VSGs are not synchronized.	<p><b>Incompatible versions</b></p> <p>The boot variables for active and standby Cisco VSGs are set to different image names, or if image names are the same, the files are not the correct files.</p> <p>When active and standby Cisco VSG devices are running different versions that are not HA compatible, they are unable to synchronize.</p>	<p>Update the software version or the boot variables as follows:</p> <ol style="list-style-type: none"> <li>From each Cisco VSG (active and standby), verify the software version by entering the <b>show version</b> command.</li> <li>Reload the standby Cisco VSG with the version that is running the active Cisco VSG by doing one of the following: <ul style="list-style-type: none"> <li>Correct the boot variable names.</li> <li>Replace the incorrect software files.</li> </ul> </li> </ol> <p>See the <a href="#">“Reloading a Module” section on page 7-8</a>.</p>
	<p><b>Broadcast traffic problem</b></p> <p>The broadcast traffic from the standby to the active Cisco VSG might prevent the Cisco VSGs from synchronizing. The standby Cisco VSG tries to contact the active Cisco VSG periodically, but if broadcast traffic problems persist for over a minute when the standby device is booting up, the system cannot synchronize.</p>	<p>Fix the traffic problem and reload the standby Cisco VSG as follows.</p> <ol style="list-style-type: none"> <li>From the standby Cisco VSG, verify the broadcast traffic problem by entering the <b>show system internal log sysmgr verctrl</b> command.</li> </ol> <p>The following message appears:</p> <pre>standby_verctrl: no response from the active System Manager</pre> <ol style="list-style-type: none"> <li>Fix network connectivity.</li> <li>Reload the standby Cisco VSG by using the <b>reload module standby_module_number</b> command.</li> </ol> <p>See the <a href="#">“Reloading a Module” section on page 7-8</a>.</p>
	<p><b>False standby removal</b></p> <p>The active Cisco VSG falsely detects a disconnect with the standby device, which is removed and reinserted and synchronization does not occur.</p>	<p>Verify redundancy states and reload the standby Cisco VSG as follows:</p> <ol style="list-style-type: none"> <li>Verify active Cisco VSG redundancy by using the <b>show system internal redundancy status</b> command. The output is as follows: <pre>RDN_DRV_ST_AC_NP</pre> </li> <li>Verify the standby Cisco VSG redundancy by using the <b>show system internal redundancy status</b> command. The output is as follows: <pre>RDN_DRV_ST_SB_AC</pre> </li> <li>Reload the standby Cisco VSG by using the <b>reload module standby_module_number</b> command.</li> </ol> <p>See the <a href="#">“Reloading a Module” section on page 7-8</a>.</p>

**Table 7-1** Problems with High Availability (continued)

Symptom	Possible Cause	Solution
The Cisco VSG HA pair reboots continuously in headless mode (VSMs are down).	The nonsystem VLAN Cisco VSG ports are down after they reconnect post reboot of the Cisco VSG because the VSM is not present to bring them up.	Check if the service and HA VLANs are configured as system VLANs. If they are not system VLANs and the Cisco VSG pair reboots for any reason, they do not come back up until the VSM comes up.

## High-Availability Troubleshooting Commands

This section lists commands that you can use to troubleshoot problems related to high availability.

This section includes the following topics:

- [Checking the HA-ID of the Cisco VSG, page 7-5](#)
- [Checking Redundancy, page 7-5](#)
- [Checking the System Manager State, page 7-7](#)
- [Reloading a Module, page 7-8](#)
- [Attaching to the Standby Cisco VSG Console, page 7-8](#)
- [Checking for the Event History Errors, page 7-9](#)

### Checking the HA-ID of the Cisco VSG

You can display the HA-ID information by entering the **show vsg** command.

This example shows how to display the HA-ID information:

```
VSG_Fire(config)# show vsg
Model: VSG
HA ID: 142
VSG software version: 5.2(1)VSG2(1.2b) build [5.2(1)VSG2(1.2b)]
PNSC IP: 10.2.71.139
NSC PA version: 2.1(1e)-vsg
```

### Checking Redundancy

This section includes the following topics:

- [Checking the System Redundancy Status, page 7-5](#)
- [Checking the System Internal Redundancy Status, page 7-6](#)

### Checking the System Redundancy Status

You can check the system redundancy status by entering the **show system redundancy status** command.

This example shows how to display the system redundancy status:

```
vsg# show system redundancy status
Redundancy role
-----
```

```

    administrative: primary <-- Configured redundancy role
    operational:    primary <-- Current operational redundancy role

Redundancy mode
-----
    administrative: HA
    operational:    HA

This supervisor (sup-1)
-----
    Redundancy state: Active <-- Redundancy state of this VSG
    Supervisor state: Active
    Internal state:   Active with HA standby

Other supervisor (sup-2)
-----
    Redundancy state: Standby <-- Redundancy state of the other VSG
    Supervisor state: HA standby
    Internal state:   HA standby <-- The standby VSG is in HA mode and in sync

```

## Checking the System Internal Redundancy Status

You can check the system internal redundancy status by entering the **show system internal redundancy info** command.

This example shows how to display the system internal redundancy status information:

```

vsg# show system internal redundancy info
My CP:
  slot: 0
  domain: 184 <-- Domain id used by this VSG
  role:   primary <-- Redundancy role of this VSG
  status: RDN_ST_AC <-- Indicates redundancy state (RDN_ST) of the this VSG is Active (AC)
  state:  RDN_DRV_ST_AC_SB
  intr:   enabled
  power_off_reqs: 0
  reset_reqs:    0
Other CP:
  slot: 1
  status: RDN_ST_SB <-- Indicates redundancy state (RDN_ST) of the other VSG is Standby
(SB)
  active: true
  ver_rcvd: true
  degraded_mode: false <-- When true, it indicates that communication through the control
interface is faulty
Redun Device 0: <-- This device maps to the control interface
  name: ha0
  pdev: ad7b6c60
  alarm: false
  mac: 00:50:56:b7:4b:59
  tx_set_ver_req_pkts: 11590
  tx_set_ver_rsp_pkts: 4
  tx_heartbeat_req_pkts: 442571
  tx_heartbeat_rsp_pkts: 6
  rx_set_ver_req_pkts: 4
  rx_set_ver_rsp_pkts: 1
  rx_heartbeat_req_pkts: 6
  rx_heartbeat_rsp_pkts: 442546 <-- Counter should be increasing, as this indicates that
communication between VSG is working properly.
  rx_drops_wrong_domain: 0
  rx_drops_wrong_slot: 0
  rx_drops_short_pkt: 0
  rx_drops_queue_full: 0

```

```

rx_drops_inactive_cp: 0
rx_drops_bad_src: 0
rx_drops_not_ready: 0
rx_unknown_pkts: 0
Redun Device 1: <-- This device maps to the mgmt interface
name: ha1
pdev: ad7b6860
alarm: true
mac: ff:ff:ff:ff:ff:ff
tx_set_ver_req_pkts: 11589
tx_set_ver_rsp_pkts: 0
tx_heartbeat_req_pkts: 12
tx_heartbeat_rsp_pkts: 0
rx_set_ver_req_pkts: 0
rx_set_ver_rsp_pkts: 0
rx_heartbeat_req_pkts: 0
rx_heartbeat_rsp_pkts: 0 <-- When communication between VSG through the control
interface is interrupted but continues through the mgmt interface, the
rx_heartbeat_rsp_pkts will increase.
rx_drops_wrong_domain: 0
rx_drops_wrong_slot: 0
rx_drops_short_pkt: 0
rx_drops_queue_full: 0
rx_drops_inactive_cp: 0
rx_drops_bad_src: 0
rx_drops_not_ready: 0
rx_unknown_pkts: 0

```

## Checking the System Manager State

You can check the internal system manager state by entering the **show system internal sysmgr state** command.

This example shows how to display the internal system manager state information:

```
vsg# show system internal sysmgr state
```

```

The master System Manager has PID 1988 and UUID 0x1.
Last time System Manager was gracefully shutdown.
The state is SRV_STATE_MASTER_ACTIVE_HOTSTDBY entered at time Tue Apr 28 13:09:13 2009.

```

```
The '-b' option (disable heartbeat) is currently disabled.
```

```
The '-n' (don't use rlimit) option is currently disabled.
```

```
Hap-reset is currently enabled.
```

```
Watchdog checking is currently disabled.
```

```
Watchdog kgdb setting is currently enabled.
```

```
Debugging info:
```

```

The trace mask is 0x00000000, the syslog priority enabled is 3.
The '-d' option is currently disabled.
The statistics generation is currently enabled.

```

```
HA info:
```

```
slotid = 1    supid = 0
```

```

cardstate = SYSMGR_CARDSTATE_ACTIVE.
cardstate = SYSMGR_CARDSTATE_ACTIVE (hot switchover is configured enabled).
Configured to use the real platform manager.
Configured to use the real redundancy driver.
Redundancy register: this_sup = RDN_ST_AC, other_sup = RDN_ST_SB.
EOBC device name: eth0.
Remote addresses: MTS - 0x00000201/3      IP - 127.1.1.2
MSYNC done.
Remote MSYNC not done.
Module online notification received.
Local super-state is: SYSMGR_SUPERSTATE_STABLE
Standby super-state is: SYSMGR_SUPERSTATE_STABLE
Swover Reason : SYSMGR_SUP_REMOVED_SWOVER <-- Reason for the last switchover
Total number of Switchovers: 0 <-- Number of switchovers
                                >> Duration of the switchover would be listed, if any.

```

#### Statistics:

```

Message count:          0
Total latency:         0           Max latency:          0
Total exec:            0           Max exec:           0

```

## Reloading a Module

You can reload a module by entering the **reload module** command.



**Note** Using the **reload** command without specifying a module reloads the whole system.

This example shows how to reload a module:

```

vsg# reload module 2
This command will reboot standby supervisor module. (y/n)? [n]

```

## Attaching to the Standby Cisco VSG Console

The standby Cisco VSG console is not accessible externally. You can access the standby Cisco VSG console through the active Cisco VSG console by entering the **attach module module-number** command.

This example shows how to access the standby Cisco VSG console through the active Cisco VSG console:

```

vsg# attach module 2
Attaching to module 2...
To exit type 'exit', to abort type '$.'
Cisco Nexus Operating System (NX-OS) Software
TAC support: http://www.cisco.com/tac
Copyright (c) 2002-2011, Cisco Systems, Inc. All rights reserved.
The copyrights to certain works contained in this software are
owned by other third parties and used and distributed under
license. Certain components of this software are licensed under
the GNU General Public License (GPL) version 2.0 or the GNU
Lesser General Public License (LGPL) Version 2.1. A copy of each
such license is available at
http://www.opensource.org/licenses/gpl-2.0.php and
http://www.opensource.org/licenses/lgpl-2.1.php

```



## Checking for the Event History Errors

You can check for errors in the event history by entering the **show system internal sysmgr event-history errors** command.

This example shows how to display errors that have been logged in the event history:

```
vsg# show system internal sysmgr event-history errors
Event:E_DEBUG, length:122, at 370850 usecs after Thu Feb  3 09:45:28 2011
[101] sysmgr_sdb_set_standby_state: Setting standby super state in sdb for vdc 1 to
SYSMGR_SUPERSTATE_STABLE, returned
0x0

Event:E_DEBUG, length:73, at 408277 usecs after Thu Feb  3 09:44:52 2011
[101] active_gsyncctrl_info_parse: UUID 0xB6 in vdc 1 service not running

Event:E_DEBUG, length:73, at 593428 usecs after Thu Feb  3 09:44:49 2011
[101] active_gsyncctrl_info_parse: UUID 0xE0 in vdc 1 service not running

Event:E_DEBUG, length:80, at 624613 usecs after Thu Feb  3 09:44:40 2011
[101] process_plugin_load_complete_msg: Start done rcvd for all plugins in vdc 1

Event:E_DEBUG, length:89, at 624611 usecs after Thu Feb  3 09:44:40 2011
[101] process_plugin_load_complete_msg: Received plugin start done for plugin 1 for vdc 1

Event:E_DEBUG, length:99, at 518152 usecs after Thu Feb  3 09:44:39 2011
[101] perform_bootup_plugin_manager_interactions: all bootup plugins have now been loaded
in vdc: 1

Event:E_DEBUG, length:79, at 518150 usecs after Thu Feb  3 09:44:39 2011
[101] perform_bootup_plugin_manager_interactions:incrementing number of plugins

Event:E_DEBUG, length:118, at 518020 usecs after Thu Feb  3 09:44:39 2011
[101] perform_bootup_plugin_manager_interactions: plugin has been loaded in vdc 1 -
sending response to Plugin Manager

Event:E_DEBUG, length:58, at 631599 usecs after Thu Feb  3 09:44:38 2011
[101] process_reparse_request: on vdc 1, plugin start rcvd
```

## Standby Synchronization

This section includes the following topic:

- [Synchronization Fails, page 7-9](#)

## Synchronization Fails

If the standby Cisco VSG is stuck in the synchronization stage, follow these steps on the active Cisco VSG:

- 
- Step 1** Enter the **show system internal sysmgr state** command and check for a line similar to the following:
- ```
Gsync in progress for uuid: xxxx
```

If this entry is present and shows the same xxxx value for a long time, the system has trouble synchronizing the state for one of the processes.

**Step 2** Identify the process by entering the **show system internal sysmgr service running | grep xxxx** command.

This message appears in the first few lines of the output:

```
BL-bash# show system internal sysmgr state
The master System Manager has PID 1350 and UUID 0x1.
Last time System Manager was gracefully shutdown.
Gsync in progress for uuid: 0x18
The state is SRV_STATE_MASTER_ACTIVE_HOTSTDBY entered at time Mon Feb 21 17:56:3
9 2013.
```

```
The '-b' option (disable heartbeat) is currently disabled.
```

```
...
```

If the synchronization for each process occurs quickly, you might not have the chance to see the line (you might have to enter the command repeatedly as the standby Cisco VSG). If gsync for a particular process gets stuck, the line stays in the output for a while.

**Step 3** If you are able to login to the standby Cisco VSG console (you might need to press **Ctrl-C** after giving the password), check the output of these two commands:

- **show system internal sysmgr state**
- **show system internal sysmgr service running | grep xxxx**  
where xxxx is from the line “Gsync in progress for uuid: xxxx” (found by using the **show system internal sysmgr state** command)

**Step 4** If access to the system is available only after the standby server has booted up and synchronized with the active server, use the following commands:

- Enter the **show system internal sysmgr bootupstats** command and look for processes that took much longer than the rest, in the time that the system took to boot.
  - On the standby console, enter the **show system internal sysmgr gsyncstats** command and look for processes with large Gsync time values.
-



# Troubleshooting System Issues

This chapter describes how to troubleshoot Cisco Virtual Security Gateway (VSG) system issues.

This chapter includes the following sections:

- [Information About the System, page 8-1](#)
- [Problems with VM Traffic, page 8-2](#)
- [VEM Troubleshooting Commands, page 8-2](#)
- [VEM Log Commands, page 8-4](#)
- [Troubleshooting the Cisco VSG in Layer 3 Mode, page 8-4](#)

## Information About the System

The Cisco VSG provides firewall functionality for the VMs that have vEths with port profiles created by the Virtual Supervisor Module (VSM). To allow the Cisco VSG to function properly, the Cisco VSG should have registered with a Cisco Prime Network Services Controller (Prime NSC) and the Cisco VSG state should be alive on the Cisco VSM.

The example shows how to display information about the system:

```
vsg# show vsg
Model: VSG
HA ID: 142
VSG software version: 5.2(1)VSG2(1.2b) build [5.2(1)VSG2(1.2b) ]
PNSC IP: 10.2.71.139
NSC PA version: 2.1(1e)-vsg
```

```
VSG#
VSG# show nsc-pa status
NSC Policy-Agent status is - Installed Successfully. Version 2.1(1e)-vsg
```

Make sure that cisco VSG is alive by entering the **show vservice node detail** command as follows:

```
vsm# show vservice node detail
#Node Information
Node ID:1      Name:VSG-Node-L3
Type:vsg      IPAddr:70.1.0.75 Fail:close L3
Mod State MAC-Addr VVer
4      Alive  --      2
5      Alive  --      2
```

For more information, see the following documents for your release number:

- *Cisco Virtual Security Gateway*

- *Cisco Prime Network Services Controller*
- *Quick Start Guide for Cisco Virtual Security Gateway and Prime Network Services Controller*

## Problems with VM Traffic

### Troubleshooting Problems with Intra-Host VM Traffic

When troubleshooting problems with intrahost VM traffic, follow these guidelines:

- Make sure that at least one of the Hyper-V virtual NICs is on the correct DVS port group and is connected.
- If the Hyper-V virtual NIC is down, determine if there is a conflict between the MAC address configured in the OS and the MAC addresses as that are assigned by Hyper-V. You can see the assigned MAC addresses in the Hyper-V file.

### Troubleshooting Problems with Inter-Host VM Traffic

When troubleshooting problems with inter host VM traffic, follow these guidelines:

- Determine if there is one uplink sharing a VLAN with the Hyper-V virtual NIC. If there is more than one uplink, they must be in a port channel.
- Ping an SVI on the upstream switch by entering the **show intX counters** command.

### Troubleshooting Performance Related Issues

When troubleshooting problems related to performance issues, follow these guidelines:

- To improve the performance, disable the TCP state check functionality on the VSM. Use the **no tcp state-checks** command to disable the TCP state check functionality. To enable the TCP state check functionality, use the **tcp state-checks** command. This example shows how to disable TCP state check functionality:

```
VSM# configure
Enter configuration commands, one per line. End with CNTL/Z.
VSM(config)# vservice global type vsg
VSM(config-vservice-global)# no tcp state-checks
VSM(config-vservice-global)# exit
VSM(config)# exit
VSM# copy running-config startup-config
[#####] 100%
Copy complete, now saving to disk (please wait)...
VSM#
```

## VEM Troubleshooting Commands

This section includes the following topics:

- [Displaying VEM Information, page 8-3](#)

- [Displaying Miscellaneous VEM Details, page 8-3](#)

## Displaying VEM Information

Use the following commands to display Virtual Ethernet Module (VEM) information:

- **vemlog**—Displays and controls VEM kernel logs.
- **vemcmd**—Displays configuration and status information.
- **vemcmd show vem status**—Displays status information.
- **vemcmd show version**—Displays version information.
- **vemcmd show arp all**—Displays the ARP table on the VEM.
- **vemcmd show vsn config**—Displays all the Cisco VSGs configured on the VEM and the Cisco VSG licensing status (firewall on or off).
- **vemcmd show vsn binding**—Displays all of the VM LTL ports to the Cisco VSG bindings.

## Displaying Miscellaneous VEM Details

These commands provide additional VEM details:

- **vemlog show last *number-of-entries***—Displays the circular buffer.

This example shows how to display the number of entries in the circular buffer:

```
PS C:\Program Files (x86)\Cisco\Nexus1000V> vemlog show last 5
Timestamp                Entry CPU  Mod Lv  Message
-----
Oct 13 13:15:52.615416    1095   1    1    4  Warning vssnet_port_pg_data_ ...
Oct 13 13:15:52.620028    1096   1    1    4  Warning vssnet_port_pg_data_ ...
Oct 13 13:15:52.630377    1097   1    1    4  Warning svswitch_state ...
Oct 13 13:15:52.633201    1098   1    1    8  Info vssnet new switch ...
Oct 13 13:16:24.990236    1099   1    0    0  Suspending log
```

- **vemlog show info**—Displays information about entries in the log.

This example shows how to display log entries:

```
PS C:\Program Files (x86)\Cisco\Nexus1000V> vemlog show info
Enabled: Yes
Total Entries: 1092
Wrapped Entries: 0
Lost Entries: 0
Skipped Entries: 0
Available Entries: 6898
Stop After Entry: Not Specified
```

- **vemcmd help**—Displays the type of information you can display.

This example shows how to display the vemcmd help:

```
PS C:\Program Files (x86)\Cisco\Nexus1000V> vemcmd help
show card                Show the card's global info
show vlan [vlan]         Show the VLAN/BD table
show bd [bd]             Show the VLAN/BD table
show l2 <bd-number>     Show the L2 table for a given BD/VLAN
show l2 all              Show the L2 table
show port [priv|vsm]    Show the port table
show pc                  Show the port channel table
show portmac             Show the port table MAC entries
```

```
show trunk [priv|vsm] Show the trunk ports in the port table
show stats           Show port stats
```

## VEM Log Commands

Use the following commands to control the vemlog:

- **vemlog stop**—Stops the log.
- **vemlog clear**—Clears the log.
- **vemlog start *number-of-entries***—Starts the log and stops it after the specified number of entries.
- **vemlog stop *number-of-entries***—Stops the log after the next specified number of entries.
- **vemlog resume**—Starts the log but does not clear the stop value.

You can display the list of debug filters by entering the **vemlog show debug | grp vpath** command.

This example shows how to display the list of debug filters:

```
~ # vemlog show debug | Select-String vpath
      vpath          ENWID P ( 95)      ENW      ( 7)
      vpathapi       ENWID P ( 95)      ENW      ( 7)
      vpathfm        ENWID P ( 95)      ENW      ( 7)
      vpathfsm       ENWID P ( 95)      ENW      ( 7)
      vpathutils     ENWID P ( 95)      ENW      ( 7)
      vpathtun       ENWID P ( 95)      ENW      ( 7)
```

## Troubleshooting the Cisco VSG in Layer 3 Mode

This section includes the following topics:

- [show vservice node brief Command Output Indicates Service Node State Is Down, page 8-4](#)
- [Traffic with Large Payloads Fails: ICMP Too Big Message Does Not Reach the Client with the Cisco VSG in Layer 3 Mode, page 8-5](#)
- [End-to-End Traffic with the Cisco VSG in Layer 3 Mode Fails, page 8-6](#)
- [End-to-End Traffic with the Cisco VSG in Layer 3 Mode and Jumbo Frames Fails, page 8-6](#)
- [TCP State Checks, page 8-6](#)
- [Connection Limit in the Cisco VSG, page 8-6](#)

### show vservice node brief Command Output Indicates Service Node State Is Down

This section includes the following topics:

[Cisco VSG with a VN Service Virtual Network Adapter in Layer 3 Mode, page 8-5](#)

[Cisco VSGs with Multiple I3-vservice Virtual Network Adapters in Layer 3 Mode, page 8-5](#)

## Cisco VSG with a VN Service Virtual Network Adapter in Layer 3 Mode

When encapsulated traffic that is destined to a Cisco VSG is connected to a different subnet other than the virtual network adapter subnet, the VEM does not use the Microsoft Hyper-V host routing table. Instead, the virtual network adapter initiates the Address Resolution Protocol (ARP) for the remote Cisco VSG IP addresses.

You must configure the upstream router to respond by using the proxy ARP feature. If the proxy ARP feature is not configured on the upstream router, ARP fails and the **show vservice node brief** indicates that the service node state is down.

To resolve this issue configure the proxy ARP feature on the router as follows:

```
sg-cat3k-L14-qa(config)# int vlan 3756
sg-cat3k-L14-qa(config-if)# ip proxy-arp
sg-cat3k-L14-qa(config-if)# end
sg-cat3k-L14-qa# sh ip int vlan 3756 | inc Proxy
    Proxy ARP is enabled
    Local Proxy ARP is disabled
sg-cat3k-L14-qa#
```

## Cisco VSGs with Multiple I3-vservice Virtual Network Adapters in Layer 3 Mode

The data path traffic and the ARP packets for the Cisco VSGs in Layer 3 mode can use any virtual network adapter that is configured on the VEM host for packet forwarding to the Cisco VSG when you enter the **capability I3-vservice** command.

Therefore, all virtual network adapters that are on a VEM host must be able to reach all Cisco VSGs in Layer 3 mode.

If a router is between the virtual network adapters and the Cisco VSGs, all virtual network adapters must have an interface in the router network (VLAN), and all the Cisco VSGs in the Layer 3 mode must have an interface in the router network (VLAN) to ensure that each virtual network adapter has a route to each Cisco VSG.

To resolve this issue, ensure that all I3-vservice virtual network adapters can reach all the Cisco VSGs in Layer 3 mode that are used by the VEM host.

**Note**

You must enable Proxy ARP on all the interfaces of the router that is alongside the virtual network adapters.

## Traffic with Large Payloads Fails: ICMP Too Big Message Does Not Reach the Client with the Cisco VSG in Layer 3 Mode

If a router lies between the virtual network adapter and the Cisco VSG device in Layer 3 mode, and the router receives a packet that it cannot forward due to a large packet size, the router generates an ICMP Too Big message for the virtual network adapter. The virtual network adapter cannot forward the ICMP Too Big message of the router to the client and the virtual network adapter drops the message. The client never receives the ICMP Too Big message and cannot refragment the packet for successful end-to-end traffic and the end-to-end traffic fails. This problem is typically seen if the router interface to the VEM is set at a higher maximum transmission unit (MTU) than the router interface to the Cisco VSG. For example, the router interface to the VEM has an MTU of 1600 and the interface to the Cisco VSG has an MTU of 1500.

This problem can be seen as an increase in the ICMP Too Big Rcvd counter in the **show vservice statistics** command.

To resolve this issue, configure an oversized MTU (for example, 1600) on both of the router interfaces.

## End-to-End Traffic with the Cisco VSG in Layer 3 Mode Fails

When the VEM communicates with the Cisco VSG in Layer 3 mode, an additional header with 82 bytes is added to the original packet. The VEM does not support fragmentation in Layer 3 mode and the ports or network elements (which carry a vPath encapsulated packet) must be configured in such a way that the vPath overhead is accommodated.

If end-to-end traffic fails in Cisco VSG Layer 3 mode, set the uplink MTU to 1582 bytes to accommodate the additional overhead. This solution assumes that the client and server VM MTUs are at the default of 1500 bytes.

## End-to-End Traffic with the Cisco VSG in Layer 3 Mode and Jumbo Frames Fails

Traffic with the Layer 3 encapsulation fails even with the uplink MTU set to 9000 bytes.

VSG on Microsoft Hyper-V does not support jumbo frames.

## TCP State Checks

By default, TCP state checks are disabled in vPath for the traffic protected by the Cisco VSG. Sometimes, you might see delays in the TCP traffic. You can enable TCP state checks to diagnose the issue.

Check the following counters at the VSM in the **show vservice statistics** output:

```
vsm# show vservice statistics | grep "TCP chkfail"
TCP chkfail InvalACK 0          TCP chkfail SeqPstWnd 0
TCP chkfail WndVari 0
```

This example shows how to enable the TCP state checks on a VSM:

```
VSM(config)# vservice global type vsg
VSM(config-vsn)# tcp state-checks
VSM(config-vsn)#
```

## Connection Limit in the Cisco VSG

The Cisco VSG can have up to 256,000 active connections at any given point of time. If for some reason new connections slow down or connections see too many failures, you can check the Cisco VSG for any connection limits that it experiences. If the VEM-to-Cisco VSG connection is not smooth or have some issues that indicates that the Cisco VSG might have missed a few updates from vPath which results in an accumulation of large active connections in its flow table.

This example shows how to check the active connection count on the Cisco VSG:

```
vsg# show service-path statistics | inc "Active Connections"
Active Flows 48 Active Connections 24
```





## Before Contacting Technical Support

This chapter describes the steps to take before calling for technical support.

This chapter includes the following sections:

- [Gathering Information for Technical Support, page 9-1](#)
- [Obtaining a File of Core Memory Information, page 9-2](#)
- [Copying Files, page 9-2](#)



**Note** If you purchased Cisco support through a Cisco reseller, contact the reseller directly. If you purchased support directly from Cisco, contact Cisco Technical Support at this URL: [http://www.cisco.com/en/US/support/tsd\\_cisco\\_worldwide\\_contacts.html](http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html)

## Gathering Information for Technical Support

Use this procedure to gather information about your network that you will provide to your customer support representative or Cisco TAC.



**Note** Required logs and counters are part of volatile storage and do not persist through a reload. Do not reload the module or the switch until you have completed this procedure.

### DETAILED STEPS

- Step 1** Configure your Telnet or Secure Shell (SSH) application to log screen output to a text file.
- Step 2** Set the number of lines that appear on the screen so that pausing is disabled:  
**terminal length 0**
- Step 3** Display the configuration information needed to troubleshoot your network by entering the **show tech-support** command.
- Step 4** Capture the error codes that appear in your message logs by entering the following commands:
  - **show logging logfile**—Displays the contents of the logfile.
  - **show logging last *number***—Displays the last few lines of the logfile.
- Step 5** Gather answers to the following questions:

- On which Cisco VSG device is the problem occurring?
- Are Cisco Virtual Security Gateway (VSG) software, driver versions, operating systems versions, and storage device firmware in your fabric?
- Are you running Microsoft SCVMM software?
- What is your network topology?
- Did you make any changes to the environment (VLANs, adding modules or upgrades) before or at the time of this event?
- Are there other similarly configured devices that could have this problem but do not?
- Where was this problematic device connected (which switch and interface)?
- When did this problem first occur?
- When did this problem last occur?
- How often does this problem occur?
- How many devices have this problem?
- Were any traces or debug output captured during the problem time? What troubleshooting steps have you tried? Which, if any, of the following tools were used?
  - Ethalyzer, local or remote SPAN
  - CLI debug commands
  - traceroute, ping
- Is your problem related to a software upgrade attempt?
  - What was the original Cisco VSG version?
  - What is the new Cisco VSG version?

## Obtaining a File of Core Memory Information

Cisco customer support engineers often use files from your system for analysis. One such file that contains memory information is referred to as a core dump. The file is sent to a TFTP server or to a flash card in slot0: of the local switch. You should set up your switch to generate this file under the instruction of your TAC representative, and send it to a TFTP server so that it can be e-mailed to TAC.

This example shows how to generate a file of core memory information or a core dump:

```
vsg(config)# system cores tftp://10.91.51.200/svr15svc_cores
vsg(config)# show system cores
Cores are transferred to tftp://10.91.51.200/svr15svc_cores
```



### Note

The filename (indicated by svr15svc\_cores) must exist in the TFTP server directory.

## Copying Files

You might need to move files to or from the switch. These files may include log, configuration, or firmware files.

The Cisco VSG always acts as a client. For example, an FTP/SCP/TFTP session always originates from the switch and either pushes files to an external system or pulls files from an external system.

```
File Server: 172.22.36.10
File to be copied to the switch: /etc/hosts
```

The **copy CLI** command supports 4 transfer protocols and 12 different sources for files.

This example shows the copy options:

```
vsg# copy ?
bootflash:      Select source filesystem
core:           Select source filesystem
debug:         Select source filesystem
ftp:           Select source filesystem
log:           Select source filesystem
modflash:      Select source filesystem
nvram:         Select source filesystem
running-config Copy running configuration to destination
scp:           Select source filesystem
sftp:          Select source filesystem
startup-config Copy startup configuration to destination
system:        Select source filesystem
tftp:          Select source filesystem
volatile:      Select source filesystem
```

This example shows how to use secure copy (SCP) as the transfer mechanism:

```
vsg# scp: [//[username@]server] [/path]
```

This example shows how to copy /etc/hosts from 203.0.113.11 using the user user1, where the destination is hosts.txt:

```
vsg# copy scp://user1@203.0.113.11/etc/hosts bootflash:hosts.txt
user1@203.0.113.11's password:
hosts 100% |*****| 2035 00:00
```

This example shows how to back up the startup configuration to an SFTP server:

```
vsg# copy startup-config sftp://user1@203.0.113.11/test/startup-configuration.bak1
Connecting to 203.0.113.11...
User1@203.0.113.11's password:
```



#### Tip

You should back up the startup-configuration file to a server daily and before you make any changes. You could use a short script to be run on the Cisco VSG to perform a save and a backup of the configuration. The script must contain two commands: **copy running-configuration startup-configuration** and **copy startup-configuration tftp://server/name**. To execute the script, use the **run-script [filename]** command.

