

Traffic Server & sFlow Probe Troubleshooting

9/6/2001

Symptom	Cause	Action
Key not valid reported when config file submitted (or reported on front page v2.1.xx)	Incorrect IP configuration	<ul style="list-style-type: none"> Set FQDN as hostname for Traffic Server box and eth0 Make sure /etc/hosts has local host line and FQDN line Run <i>ipconf</i>
Web interface is not accessible	Apache did not start	Run <code>/etc/rc.d/init.d/httpd</code> restart
	Apache was reinstalled and there is a new <code>httpd.conf</code>	Rerun Traffic Server install or add include lines to <code>/etc/httpd/conf/httpd.conf</code> : <code>include /usr/inmon/apache/conf/inmon.conf</code> <code>include /usr/inmon/apache/conf/inmon_sp.conf</code>
Queries fail	Incorrect Apache configuration	Make sure localhost is allowed in <code>/etc/httpd/conf/access.conf</code> Make sure "server" in <code>/etc/httpd/conf/httpd.conf</code> matches hostname
	Servlet engine is too large (~200MB)	<code>/etc/rc.d/init.d/inxjsvd</code> restart
Samplers discovered but no data available. /home/inmon/log/<yyyymmddhhmmss>/inxAuto.log gives switches that have been discovered	Samplers are sending samples to themselves (localhost 127.0.0.1). Traffic Server IP configuration is incorrect	<ul style="list-style-type: none"> Set FQDN as hostname for Traffic Server box and eth0 Make sure /etc/hosts has local host line and FQDN line This can be done with <i>ipconf</i>
"No data" in Monitor -> Traffic (no streams discovered)	No or empty config file	Make entries in config file (use Quick Config)
	SNMP community string wrong, or agent address mapping to wrong community	Set community string in config file. If necessary use narrowest scope [subnet] or [agent] section: <code>[agent]</code> <code>address = <agent IP address></code> <code>community = <community string></code>
	Read-only SNMP access	Change switch configuration to allow Traffic Server write access or configure Traffic server to use different community
	Access control lists for SNMP	Change switch to allow Traffic Server IP address

	NetFlow agents configured with NetFlow unexpected source address eg 0.0.0.0 or <virtual interface> or source address not mapped to community string	Configure NetFlow source address to be any IP address that Traffic Server can talk SNMP to, which will repond with the full IfTable: % ip flow-export source <ip address> eg % ip flow-export source loopback1 also for 6000 series % set mls nde source <ip address> use for diagnosis % show mls nde % show ip flow-export MSFC or virtual interfaces or VLAN interfaces should not appear as source since they cannot access IfTable.
	Traffic Server is listening for NetFlow on the wrong port	Configure NetFlow export to use the correct ports eg: % ip flow-export destination <IP> <PORT> % set mls nde destination <IP> <PORT> OR change ports used by Traffic Server in the site section of the config file: firstNetflowPort = 9985 netflowPortsToOpen = 11 Then stop and restart the Traffic Server sample analyzer either through the web interface: Server -> Control (pause between stop and start), or: /etc/rc.d/init.d/inxtdskd restart or killall inxsazd
	Switch/Router is sending an unsupported version of NetFlow. Traffic Server understands NetFlow versions 1,5,7 but not version 8.	Configure switch/router to send a supported version of NetFlow eg: % ip flow-export version 5 origin_as
	Traffic Server configuration has disabled discovery or sampling	Make sure Traffic Server config has: discoveryEnabled = YES samplingEnabled = YES
	Key has expired	Contact InMon for new key
TopN gives “no data” on drilldown	Switch/router counters being polled only – traffic data export not supported	
	NetFlow/sFlow not enabled on all ports	
	Foundry device (eg VM-1) and traffic is not IPv4	Expect Foundry to support Layer 2 and non-IP v4 flow export soon
	Using sFlow Probe and it cannot map the BridgeTable	Make sure sFlow Probe can access BridgeTable of switch. If the switch is Cisco, edit sFlow probe config in /home/inmon/inx/bin/pollSwitch to uncomment “ciscoBridgeTable” script

	Polling sub-interface which NetFlow does not resolve down to, or vice versa	Future enhancement
No data in Reports -> Pollution -> Layer 2 Broadcasts	No layer 2 information available (eg NetFlow is traffic data source)	
Utilization is > 100%	XRMON is traffic data source. XRMON does not support full duplex counters	
	Counters reset manually on router	Fixed in future Traffic Server release
No data in Reports -> Path Analysis	Traffic directed trace not enabled	Make sure Traffic Server config file at site level includes: TraceEnabled = YES To make sure Traffic Server analyzes paths to specific subnets as well as those defined by traffic patterns also add this line at site level: TraceAutoSubnet = < list of IP/Prefix>
No data in Reports -> Routing -> ASN Reports or when using AS filter	XRMON is traffic source / not monitoring BGP router	
Reports have no data	Traffic Server cannot talk to its own Apache server on port 80	If you apply security contols to Apache, make sure that localhost can still access http on port 80. Do not change the port Apaache runs on.
TopN charts are very slow	DNS scope is incorrectly set. DNS lookups can be very time consuming for addresses outside the local site or enterprise	Limit the range for which lookups will be performed by entering in the config file a comma separated list of subnets specifying the range of IP addresses for which lookups should be performed: DNS_Scope = 10.0.0.0/8 ; limit DNS requests to 10.* addresses
AS are always the same or a small number of variations	NetFlow export is configured to export peer as not origin as	% ip flow-export version 5 origin_as
Internal server error	Crash in Traffic Server servlet engine	Send /home/inmon/log/jserve.log to InMon
	Servlet engine not running	/etc/rc.d/init.d/inxjsvd restart