



# Troubleshooting

## ONTAP Select

David Peterson  
November 21, 2019

This PDF was generated from [https://docs.netapp.com/us-en/ontap-select/reference\\_vpi\\_troubleshooting.html](https://docs.netapp.com/us-en/ontap-select/reference_vpi_troubleshooting.html) on October 30, 2020. Always check docs.netapp.com for the latest.

# Table of Contents

- Troubleshooting ..... 1
  - Installation, uninstallation, and update errors..... 1
  - Plug-in errors in vCenter ..... 1

# Troubleshooting

You should be aware of the available troubleshooting techniques and common errors as a part of supporting the Deploy vCenter plug-in.

## Installation, uninstallation, and update errors

If an error occurs during installation, uninstallation, or an update procedure, the API returns an error message that is displayed by the Deploy interface used to initiate the procedure (web user interface or CLI).

Common errors include the following:

- Bad credentials (username or password)
- Invalid or missing plug-in specified for installation
- vCenter server is offline or unreachable

For additional information about an error, examine the following logs:

- Deploy server log
- vCenter server log

## Plug-in errors in vCenter

If an error occurs during a session with vCenter, an error message is displayed. Common errors include the following:

- Failure to load embedded content in vCenter from the Deploy server because the SSL certificate of the Deploy server was not accepted in the browser.
- The Deploy server fails to authorize the session ID for a vCenter user who is attempting to access the Deploy vCenter plug-in. The session times out.
- Insufficient privileges to access the Deploy vCenter plug-in.
- The Deploy server is offline or unreachable.

For additional information about an error, look in the following logs:

- vCenter server log
- Deploy server log

## Copyright Information

Copyright © 2020 NetApp, Inc. All rights reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means-graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system-without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP “AS IS” AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

RESTRICTED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7103 (October 1988) and FAR 52-227-19 (June 1987).

## Trademark Information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.