



# Troubleshoot

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## Troubleshooting Tasks

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

**Table 1: Troubleshooting Tasks for Cisco ONP Installation**

Warning Message or Error	Probable Reason for the Error	Workaround
Non-Responsive user interface	The Server is not reachable. Or The internet connectivity is not stable.	Check whether <code>cnp</code> and <code>onp_frontend</code> containers are running using this command: <pre>\$sudo docker ps</pre> If the containers are not up, <a href="#">Restart Cisco ONP</a> . Or Check whether the internet connectivity is fine and log in to Cisco ONP again.
Installation not successful. Creating network "lni_network-lni" with driver "bridge" Pool overlaps with other one on this address space No container found for <code>mongo_1</code> .	Tar extraction may be partially completed due to exhausted server disk space. You may see an error message similar to "Error processing tar file(exit status 1): write /usr/lib/gcc/x86_64-linux-gnu/8/cc1plus: no space left on device" in the Installation logs.	<ul style="list-style-type: none"> <li>• Uninstall Cisco ONP.</li> <li>• Remove unwanted files from the server and retain at least 20 GB of free space.</li> <li>• Untar the Cisco ONP tar file and install again.</li> </ul>

Warning Message or Error	Probable Reason for the Error	Workaround
<p>LNI services are not coming UP at the end of the installation. Getting timed out and all services are DOWN.</p>	<p>Network proxy may not be set, and the Host server does not have shared network access.</p> <p>Or</p> <p>No proper permission is set on the docker volumes.</p>	<p>Check whether the network proxy is set in the file path, <code>/etc/environment</code>. If either of <code>http_proxy</code>, <code>https_proxy</code>, and <code>no_proxy</code> details are not present on this file, configure the required proxy on the server and then reinstall Cisco ONP.</p> <p>After you untar the Cisco ONP tar file, set read, write, and execute permissions for the Install script, LNI, and ONP folders using the following commands, and start the installation:</p> <pre>sudo chmod -R 777 ONP sudo chmod -R 777 LNI sudo chmod 777 ONPLniInstaller.sh</pre>
<p>MongoDb container is not starting within stipulated time Exiting.</p>	<p>Server disk space has exhausted.</p>	<ul style="list-style-type: none"> <li>• Check the available disk space by using the command <b>df -h</b>.</li> <li>• If the memory utilization is 100%, remove the unwanted files from the server.</li> <li>• Retain at least 20GB of free space and reinstall Cisco ONP again.</li> </ul>
<p>After successful installation, not able to log in to Cisco ONP with default username and password (admin/cisco123)</p>	<p>Check whether any special characters are used in the Cisco ONP database username or password during installation.</p>	<p>Uninstall and reinstall Cisco ONP. Make sure that only alphanumeric characters are used in the database username or password.</p>
<p>Cisco ONP keeps on reverting to the login page after logging in.</p>	<p>Old browser cache may not be cleaned up.</p>	<p>Clear browser cache, relaunch browser and log in again.</p>