

## Understanding Updating Errors Displayed in the Job Manager

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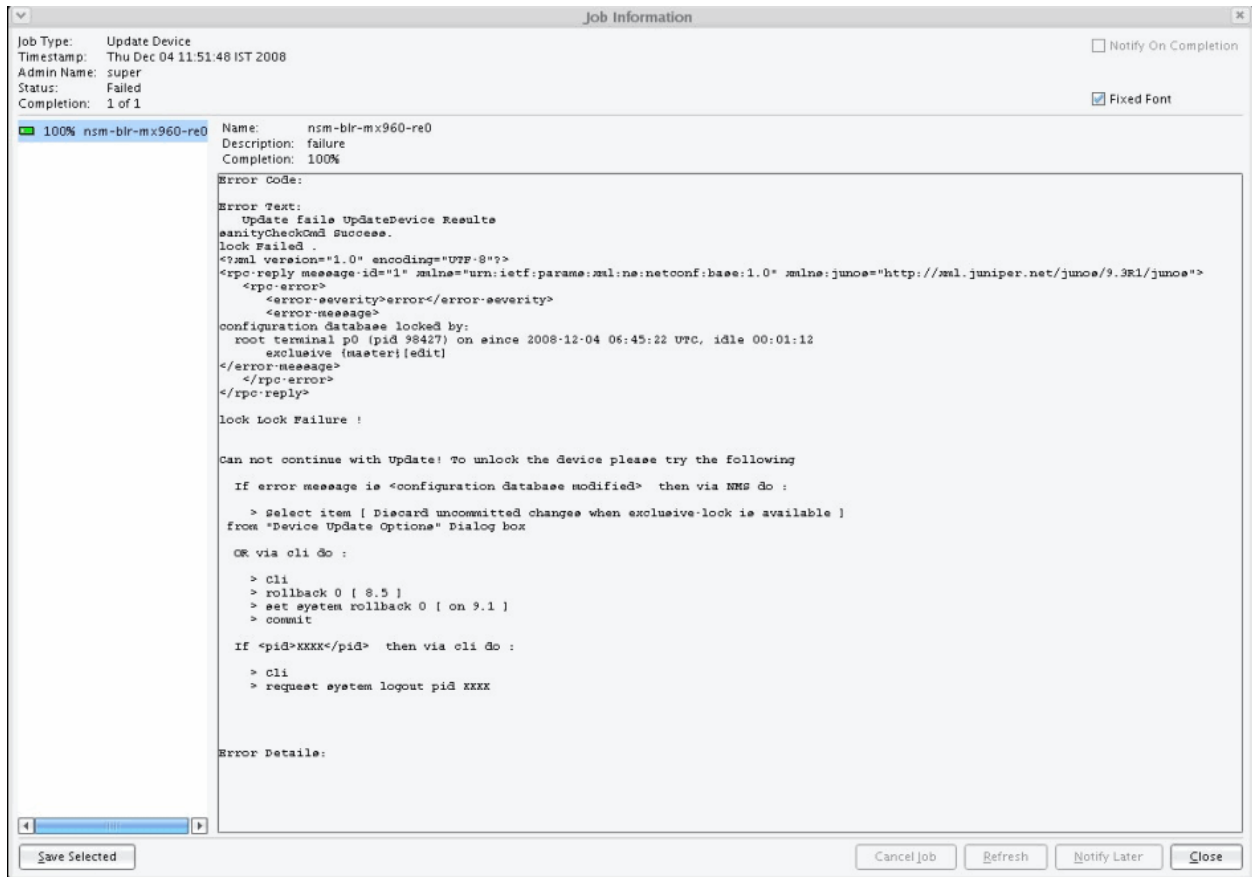
When an update fails for any reason, Job Manager displays error codes and error messages that can help you identify and locate the problem. Typical errors include:

- The modeled configuration contained invalid values that the device could not process.
- During the update process, the connection between the managed device and the Device Server was lost.
- The modeled configuration caused the managed device to lose its connection to NSM.
- An exclusive lock on the configuration prevented NSM from completing an update. This error is specific to devices running the Device Management Interface (DMI), such as the M-series and MX-series devices.

For these update errors, the Job Information dialog box displays the job status as “Failed.”

Figure 1 shows that on December 4 a configuration update to an MX960 failed. The super user was locked out by the root user as indicated in the text of the error that shows **lock Failed** and **configuration database locked by: root**. For an M-series or MX-series device, NSM attempts to acquire an exclusive lock on the candidate configuration so that the update can proceed. In this instance, the root user was updating the configuration, probably from the CLI, preventing NSM from locking and successfully updating the configuration.

**Figure 1: Failed Update Job Information Dialog Box**



In the Job Information dialog box, the update:

- Successfully checked sanity
- Unsuccessfully attempted to lock the configuration that was already locked by the root user

At the end of the error message, there are some suggestions as to how to proceed. In this particular case, the second solution, `> request system logout pid xxx`, is the appropriate action. From the CLI, the `request system logout pid pid` command can be used to forcibly log out the root user. The root user is represented by `pid pid`, which indicates the user session using the specified management process identifier (PID). After the root user is locked out, you can try to update the configuration again. NSM should lock the configuration and continue successfully.

After a device is updated, you can run a delta configuration summary to determine any remaining differences between the modeled configuration and the running configuration; the output of this summary appears in the Job Information dialog box. For successful updates, no discrepancies are found or displayed. For failed updates, the Job Information dialog box lists the remaining discrepancies.

You can also check the Connection Status and Configuration Status columns for the device in the Realtime Monitor to determine whether the device is running. For more information, see “About the Realtime Monitor.”

- Related Topics**
- About Updating M-series and MX-series Devices
  - How the Update Process Works
  - Job Manager
  - Tracking Updated Devices Using Job Manager
  - Reviewing Job Information Displayed in Job Manager
  - Device States Displayed in Job Manager During Update

