

## Troubleshooting NIC Data Resolution

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**Problem** The NIC does not resolve a request.

**Solution** Troubleshooting NIC data resolution is a complex task that requires a good understanding of how NIC operates, how it resolves resolution requests, and how the NIC configuration scenario that you are using performs resolutions.

This topic provides high-level troubleshooting information. For further assistance troubleshooting NIC operation and NIC resolutions, contact the Juniper Technical Support Center.

Troubleshoot NIC operation:

1. Make sure that the heap size configured for NIC is adequate and that the process is up:

```
user@host> show nic statistics process
```

**Component Statistics**

Component Name	process
Heap in use	456194 bytes (87%)
Heap limit	524288 bytes
Threads	42
Up time	747848 seconds since Wed Jan 31 19:35:57 EST 2007

2. Determine whether there are any NIC resolution errors and whether NIC successfully completed any resolution requests:

```
user@host> show nic statistics host
```

**Component Statistics**

Component Name	/hosts
Number of Components Restart	0
Number of No Match Resolutions	0
Number of Resolution Errors	0
Number of Resolutions	0

3. Test the resolution process by using the **test nic resolve** command.

See Configuring the NIC (SRC CLI).

If you are unsure whether NIC is resolving resolution requests, view data about those requests to see whether NIC is receiving data.

1. Verify that NIC is receiving data by running the **show nic data resolver** command.

See Viewing Data for NIC Resolvers .

For each resolver, which is identified by a component name such as `/realms/login/C1`, the output should show a value, such as `default@sys1` for the key `Vr`, and the NIC value for that key such as the IOR that identifies an SAE.

2. If NIC is not receiving data, determine which agent or agents are not receiving data by running the `show nic data agent` command.

See Viewing Data for NIC Agents .

3. Review your NIC configuration to make sure that NIC is configured correctly by running the `show` command for the NIC configuration scenario. For example:

```
[edit shared nic scenario OnePop]
user@host# show
```

- Related Topics**
- Overview of the NIC Resolution Process
  - NIC Configuration Scenarios

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