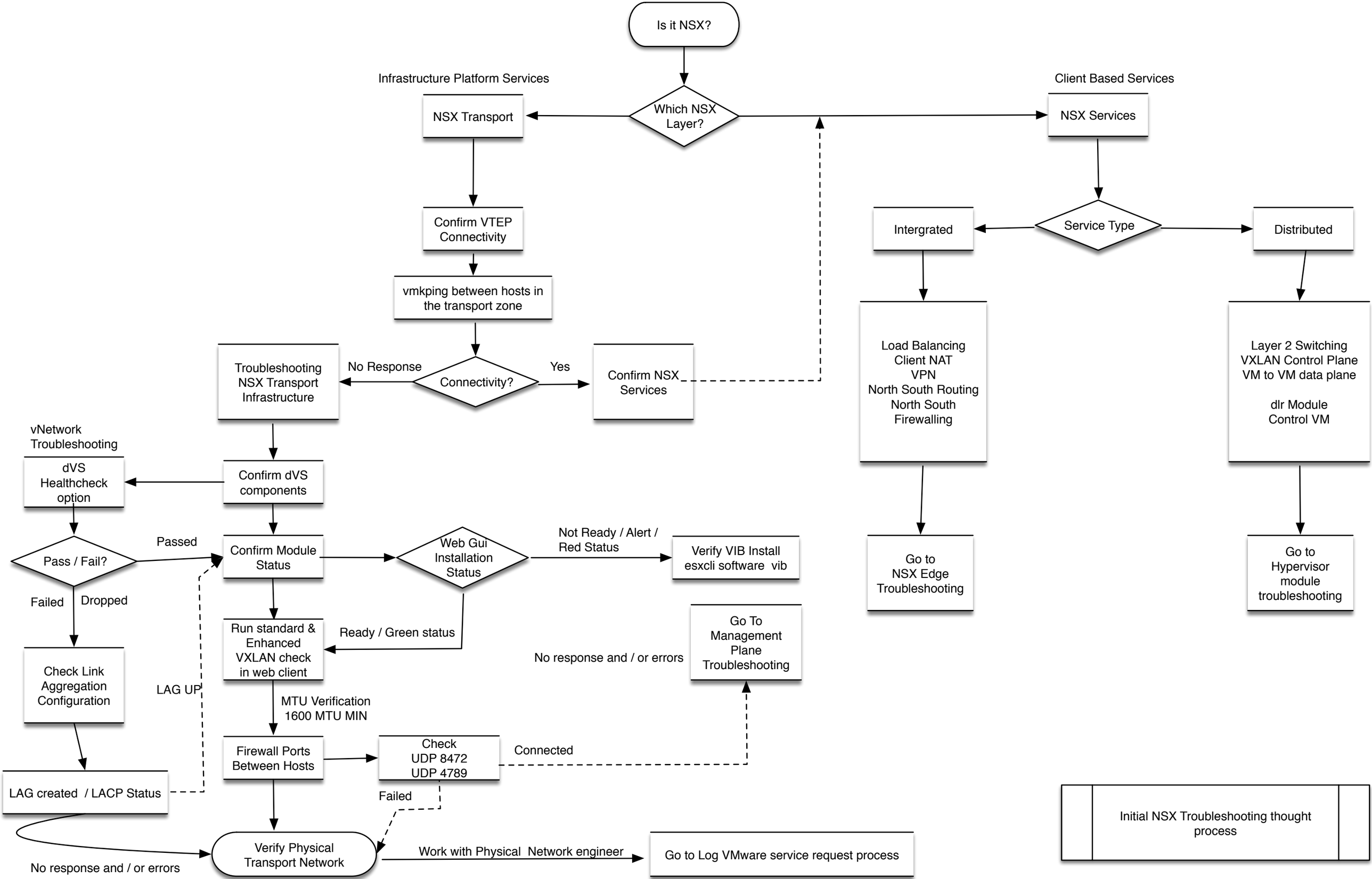
Is it NSX?
Which NSX Layer?
Infrastructure Platform Services
NSX Transport
Confirm VTEP Connectivity
vmkping between hosts in the transport zone
Connectivity?
No Response
Yes
Troubleshooting NSX Transport Infrastructure
Confirm NSX Services
Client Based Services
NSX Services
Service Type
Intergrated
Distributed
Load Balancing
Client NAT
VPN
North South Routing
North South Firewalling
Layer 2 Switching
VXLAN Control Plane
VM to VM data plane
dlr Module
Control VM
Go to NSX Edge Troubleshooting
Go to Hypervisor module troubleshooting
vNetwork Troubleshooting
dVS Healthcheck option
Confirm dVS components
Pass / Fail?
Passed
Failed
Dropped
Check Link Aggregation Configuration
LAG UP
LAG created / LACP Status
No response and / or errors
Confirm Module Status
Web Gui Installation Status
Not Ready / Alert / Red Status
Verify VIB Install esxcli software vib
Ready / Green status
Run standard & Enhanced VXLAN check in web client
No response and / or errors
Go To Management Plane Troubleshooting
MTU Verification
1600 MTU MIN
Firewall Ports Between Hosts
Check
UDP 8472
UDP 4789
Connected
Failed
Verify Physical Transport Network
Work with Physical Network engineer
Go to Log VMware service request process
Initial NSX Troubleshooting thought process