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Troubleshooting

1. [The instruction "service fastdpi reload" does not work](#)
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1 The instruction "service fastdpi reload" does not work

This instruction loads "hot" parameters without service restart:

```
service fastdpi reload
```

If this instruction is absent, the following instruction gives the similar effect:

```
kill -HUP 555  
here 555 - is PID of the fastdpi process
```

However it is better to [update DPI to version 1.0](#).

2 Utilities url2dic and ip2bin are absent

Install utilities by the instruction:

```
yum install dpiutils
```

"Vasexperts" repository must be attached if required:

```
rpm --import http://vasexperts.ru/centos/RPM-GPG-KEY-vasexperts.ru  
rpm -Uvh http://vasexperts.ru/centos/6/x86_64/vasexperts-repo-1-0.noarch.rpm
```

3 The network driver can not be loaded after the kernel's update

1. In case your network driver can not be loaded after the kernel's update, you can try to resolve the issue by yourself:

```
ls /lib/modules/`uname -r`/extra
```

If kernel modules pf_ring.ko and igb.ko (or ixgbe.ko for 10G cards) are not present in this directory, please copy them from the similar directory of the previous kernel version:

```
find /lib/modules -name pf_ring.ko
cd path_found
cp pf_ring.ko /lib/modules/`uname -r`/extra
cp igb.ko /lib/modules/`uname -r`/extra # or ixgbe
```

and execute these instructions:

```
depmod -a
modprobe pf_ring
modprobe igb # or modprobe ixgbe
```

2. If your network card supports bypass functionality: you need to recover the bypass driver as well.

To find the driver:

```
find /lib/modules -name bpctl_mod\*
```

Copy it to extra:

```
cp bpctl_mod.ko /lib/modules/`uname -r`/extra
depmod -a
```

To verify operation:

```
bpctl_start
bpctl_util all get_bypass
```

Please contact tech support if these steps do not help.