**WCG WCCP failures**

Symptoms:

1. Customer experience network latency when using WCCP
2. Clients are unable to access the internet through WCCP

Actions and Data to gather:

1. Search KB articles and relevant release notes to identify a match with any existing known issues.
2. Is the latency or internet outage still present if they switch from transparent to explicit?
3. WCG Config Uploader files
4. Check WCCP mode negotiation.  Generally, hash assignment method is used for GRE and mask assignment method is used for L2.  (i.e. L2/Mask/L2 or GRE/Hash/GRE)
5. Mismatchof L2 and Hash can lead to problems.
6. Check to see if ssl decryption is enabled.  WCCP https service can’t be enabled if ssl decryption is off.
7. Reproduce the issue with packet captures on the client and WCG running at the same time
   1. Make sure the packet capture on WCG is running on all interfaces
8. A topology graph of the customer’s network environment and wccp router’s platform info and config file
9. For latency issues, check to see if the latency happens on WCG or their network.
   1. Do a wget from the WCG dom to see if there’s latency when WCG is out of the picture
10. Add the debug tag ‘wccp’ to records.config for additional output to content\_gateway.out
11. Following the best practice documents from Cisco in regards to WCCP
    1. *Cisco Wide Area Application Services Web Cache Communication Protocol Redirection: Cisco Router Platform Support*:  
       <http://d2/~bblack/Training/white_paper_c11-608042.pdf>
    2. WCCP *Network Integration with Cisco Catalyst 6500: Best Practice Recommendations for Successful Deployments:*  
       <http://d2/~bblack/Training/white_paper_c11-629052.pdf>