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# Troubleshooting DFM Error Message "Could not load console alarm\_log.iccon"

Document ID: 27664

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- Introduction**
- Prerequisites**
  - Requirements
  - Components Used
  - Conventions
- Problem**
- Solutions**
- Related Information**

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## Introduction

This document addresses Device Fault Manager (DFM) failure when trying to launch the DFM Monitoring Console and resulting in the following error message:

```
Could not load console alarm_log.iccon
```

If you check the Admin Console, you also see that there is no DFM Domain (Globe is missing).

## Prerequisites

### Requirements

There are no specific prerequisites for this document.

### Components Used

The information in this document is based on the software and hardware versions below.

- Device Fault Manager 1.1
- Device Fault Manager 1.2

### Conventions

For more information on document conventions, see the [Cisco Technical Tips Conventions](#).

## Problem

Access to DFM monitoring console fails with the following message:

```
Could not load console alarm_log.iccon.
```

**Note:** Failure occurs on the client web browser when attempting to open the Monitoring Console on a machine different than the DFM server.

# Solutions

The solutions to this problem are explained in detail below.

## Solution 1

Follow these steps:

1. In the Admin Console go to **Domain** -> **Attach**
2. Enter the IP address of the broker machine instead of the hostname

## Solution 2

Follow the steps below:

1. Stop the CiscoWorks 2000 Daemon Manager
2. Edit the broker info file
3. Edit the file **CSCOpX\conf\dfm\broker.info** (on **Solaris:/opt/CSCOpX/objects/smarts/conf/runcmd\_env.sh**)
4. Change: `localhost:9002` to the following: (where *<ip address>* is the actual address of the server such as 172.18.123.234)

*<ip\_address>*:9002

5. Start the CiscoWorks 2000 Daemon Manager

- ◆ Windows: from the command line, issue the **net start crmdmgtd** command
- ◆ UNIX: from the command line, issue the **/etc/init.d/dmgtd start** command

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## Related Information

- [Device Fault Manager Documentation](#)
- [Device Fault Manager TAC Documents](#)
- [Technical Support – Cisco Systems](#)

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