



CHAPTER 6

Installing and Setting Up CiscoView

This chapter contains the following sections:

- [6.1 Overview, page 6-1](#)
- [6.2 Preparing to Install CiscoView, page 6-2](#)
- [6.3 Installing Server-Based CiscoView, page 6-3](#)
- [6.4 Configuring Client Systems, page 6-5](#)
- [6.5 Downloading, Installing, and Upgrading New Device Packages, page 6-7](#)
- [6.6 Installing Embedded CiscoView, page 6-9](#)
- [6.7 Accessing CiscoView from CTM, page 6-10](#)
- [6.8 Troubleshooting the Installation, page 6-11](#)
- [6.9 Uninstalling CiscoView, page 6-16](#)

6.1 Overview

CiscoView is an application used by CTM to configure and monitor ONS 155xx NEs. CiscoView is included on the CTM Server Disk 4 installation CD. The CiscoView package contains the server-based CiscoView application and a device package for each supported device. You must install the CTM server before you can install CiscoView.



Note

The license for CiscoView is sold separately if used to manage the ONS 15530, ONS 15540 ESP, or ONS 15540 ESPx. If you are using this feature in a production environment to manage the ONS 15530, ONS 15540 ESP, or ONS 15540 ESPx, you must purchase a license for LAN Management Solution (LMS) Release 2.5, which includes CiscoView.

The license for CiscoView is bundled with CTM if used to manage the ONS 15501 DC or AC. You do not need to purchase a separate CiscoView license to manage the ONS 15501 DC or AC.

This chapter describes the requirements and installation procedures for server-based CiscoView. There is also a version of CiscoView that is embedded in the hardware, which provides the same functionality as server-based CiscoView. CiscoView is automatically launched from CTM when you use certain CTM options. CTM first tries to launch server-based CiscoView; if that fails, CTM launches embedded CiscoView. If embedded CiscoView is not available, an error message is displayed. Only server-based CiscoView is available for the ONS 15501.

For information about using CiscoView, see the *Cisco Transport Manager Release 7.2 User Guide* and the CiscoView online help.

Table 6-1 summarizes CiscoView support for the ONS 155xx devices.

Table 6-1 Server-Based and Embedded CiscoView

Network Element	Support for Server-Based CiscoView?	Support for Embedded CiscoView?
ONS 15501	Yes	No
ONS 15530	Yes	Yes
ONS 15540 ESP	Yes	Yes
ONS 15540 ESPx	Yes	Yes

6.2 Preparing to Install CiscoView

Before you install CiscoView, verify the following:

- The CTM server is installed but is not running when you install CiscoView. Enter the **ctms-stop** command to stop the CTM server if it is running. The stop procedure shuts down the server and cleans all memory and connections. The overall process takes less than 5 minutes.
- You have root privileges to install CiscoView.



Note

If you need instructions to mount or unmount CDs, see [Appendix C, “Mounting and Unmounting CDs on Sun Solaris.”](#)

6.2.1 Server Requirements

Before installing CiscoView on the CTM R7.2 server, complete the following steps as the root user:

-
- Step 1** See section [1.1 CTM Server Requirements, page 1-1](#), which lists patches required for CTM and CiscoView. Enter the **showrev -p | grep <patch_number>** command to verify that the required Solaris patches are installed.
- Step 2** After installing the Solaris patches, enter the following command to reboot the server:
- ```
init 6
```
-

## 6.3 Installing Server-Based CiscoView

During the installation, the CiscoView application and all ONS 155xx device packages that were available when CiscoView 6.1 was released are installed. You might need to download additional packages to support your devices. For information on downloading and installing device packages, see [6.5 Downloading, Installing, and Upgrading New Device Packages, page 6-7](#).

**Note**

If you have an old version of CiscoView, that version will be uninstalled during the new installation.

- Step 1** Use the admin tool to check if a casuser user already exists. If a casuser user exists, modify the user as follows:
- The casuser must have no shell.
  - The casuser must have /opt/CSCOPx as the home directory.
  - The casuser must belong to the group casusers.

- Step 2** Insert the CTM Server Disk 4 installation CD (which contains the CiscoView software) and enter the following commands:

```
cd /cdrom/cdrom0/Disk4
./installCiscoView.sh
```

The installation script runs on the command tool. You will not see any dialog boxes or GUI windows.

**Note**

Let the installation script run on its own. If you receive any prompts during the execution of the script, do not enter any choices; the script proceeds with the default selections. It might take 20 to 30 minutes for the CiscoView installation to complete.

**Note**

During CiscoView installation, the installation window might become blank and the application appears to be unresponsive. If this occurs, use the /var/tmp/ctm\_ciscoview\_install.log file to view the status of installation. After the CiscoView installation is complete, the window returns to normal again.

After the script finishes, the command prompt reappears. The CiscoView installation is complete. When you start the CTM server, the CiscoView process starts along with other CTM processes.

**Note**

A warning message is displayed if obsolete Solaris patches are present on your server. Before running CiscoView, download and install the required patches from <http://sunsolve.sun.com>. See [6.2.1 Server Requirements, page 6-2](#).

**Note**

In this application, the following possible warning messages are normal; no action is required:

```
Warning: cscoosa was not found in /etc/services
Warning: cscoani was not found in /etc/services
```



**Note** If you want to start the CTM server before installing CiscoView, you can do so. However, you must enter the following command to start the CiscoView process alone, without disturbing the running CTM server:

```
/etc/init.d/dmgttd start
```

**Step 3** If errors occurred during the installation, check the `/var/tmp/ctm_ciscoview_install.log` file. Each installation appends messages to this file. For troubleshooting information, see [6.8 Troubleshooting the Installation, page 6-11](#).



**Tip** Use the `ctms-start` and `ctms-stop` commands to start and stop the CiscoView daemon (`dmgttd`).



**Tip** Use the `showctm` command to see whether the CiscoView daemon is running. In the output, you should see the text “CiscoView.” This indicates that CiscoView server processes are running. Do not try to kill the individual processes.

**Step 4** Set the following environment variables for CiscoView system administrators (CiscoView users with administrator privileges). These variables are not required for tasks performed by users from the desktop.

- Depending on your UNIX shell, add `/opt/CSCOPx/bin` to the `PATH` variable in the `.cshrc` or `.profile` files of CiscoView users who have administrator privileges.



**Note** The `cd` command takes you to the default user path, where you can locate the `.cshrc` or `.profile` files. Open the `.cshrc` or `.profile` file in an editor (such as `vi`) and add the following line:

```
set path = ($path /opt/CSCOPx/bin)
```

- Add `/opt/CSCOPx/man` to the `MANPATH` variable.



**Note** Open the `.cshrc` or `.profile` file in an editor (such as `vi`) and add the following line:

```
setenv MANPATH = ($MANPATH:/opt/CSCOPx/bin)
```

**Step 5** Enter the following commands to eject the installation CD:

```
cd /
eject cdrom
```

## 6.4 Configuring Client Systems

First, verify that your client systems meet the requirements for CiscoView; then, use the procedures in this section to set up client systems.


**Note**

Verify that the CTM client is installed. If the CTM client is not installed, see [Chapter 5, “Installing the CTM R7.2 Client and Cisco Edge Craft.”](#)

### 6.4.1 Client Requirements

Before attempting to run CiscoView on a client, verify that the requirements listed in [Table 6-2](#) are met.

**Table 6-2** Client Requirements

| Requirement               | Windows 2000/Windows XP                                                                                                                                         | Solaris 8                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Browser                   | Any of the following web browsers: <ul style="list-style-type: none"> <li>• Mozilla 7.0(.1)</li> <li>• Internet Explorer 6.0</li> <li>• Netscape 7.0</li> </ul> | Mozilla 7.0                                                                                                                                                                                                                                                                                                                                                                                                     |
| Java Plug-in <sup>1</sup> | 1.3.1-b24                                                                                                                                                       | 1.3.1-b24                                                                                                                                                                                                                                                                                                                                                                                                       |
| Patches                   | —                                                                                                                                                               | See section <a href="#">1.1 CTM Server Requirements, page 1-1</a> , which lists patches required for CTM and CiscoView.<br><br><b>Note</b> Patches are available from SunSolve Online at <a href="http://sunsolve.sun.com">http://sunsolve.sun.com</a> . Download the patches and add them by using the <b>addpatch</b> <patch_number> command.<br><br>This website is Copyright © 2006, Sun Microsystems, Inc. |

1. CiscoView works only with the Java Plug-in 1.3.1-b24. The following Plug-in versions do not work: 1.4.2, 1.4.1, 1.4.0\_01, 1.4.0, 1.3.1\_04, 1.3.1\_03, 1.3.1\_02, 1.3.1\_01a, 1.3.1\_01, 1.3.0\_05, 1.3.0\_04, 1.3.0\_03, 1.3.0\_02, 1.3.0\_01, or 1.3.0.

### 6.4.2 Setting Up a Microsoft Windows 2000 or Windows XP Client

Before launching CiscoView, set up the client:

- 
- Step 1** Verify that one of the following browsers is installed as the default browser on the client system:
- Mozilla 7.0(.1)
  - Internet Explorer 6.0
  - Netscape 7.0
- Step 2** If Java Plug-in 1.3.1 is not installed on the client and you launch CiscoView, you will be prompted to download the Java Plug-in from the CTM server (valid only if the embedded CiscoView device package is used). On-screen instructions guide you through the download and installation process.
- Step 3** The browser requirements for embedded CiscoView are Netscape Navigator 4.77, 4.78, and 4.79 (Windows, AIX 4.3.3, HP-UX 11.0).




---

**Note** Use Netscape Navigator downloaded from Sun's website only.

---

## 6.4.3 Setting Up a Sun Solaris Client

Before launching CiscoView, set up the client:

- 
- Step 1** Verify that Mozilla 7.0 is installed as the default browser on the client system.
  - Step 2** The browser requirements for embedded CiscoView are Netscape Navigator 4.76 for Solaris 2.6, 2.7, and 2.8.




---

**Note** Use Netscape Navigator downloaded from Sun's website only.

---

- Step 3** Verify that the Netscape executable is in the PATH environment variable.
- Step 4** In a terminal window, open a Netscape browser and enter the following URL to install CiscoView:

**http://<CTM\_server\_name\_or\_IP\_address>:1741**




---

**Note** If you are using the embedded CiscoView device package and you are prompted to install Java Plug-in 1.3.1, follow the "Procedure" section in the on-screen instructions to download and install the Plug-in. Note that there is a step missing before Step 5 to unzip the downloaded file. To unzip the file, enter the **gunzip <downloaded\_file>.gzip** command.

Be sure to follow all of the "Procedure" section in the on-screen instructions, including the prompt to run the **pam.sh** script.

If a Plug-in other than version 1.3.1 is installed, uninstall it; then, install Java Plug-in 1.3.1.

---

- Step 5** (Only for embedded CiscoView device packages) Depending on your UNIX shell, add one of the following jpi scripts to your environment startup file (for example, .cshrc, .profile, and so on).

- For the Bourne or Korn shell, add the following line:

```
. /jpi.profile
```

- For the Bash shell, add the following line:

```
source /jpi.profile
```

- For the C shell, add the following line:

```
source /jpi.cshrc
```

For example, for the Bourne or Korn shell, edit the .profile file (or the user's private file that is being executed from .profile) by adding the line **./jpi.profile** (and provide the path to jpi.profile).

- Step 6** (Only for embedded CiscoView device packages) Enter the following command to reboot the system:

```
init 6
```

**Step 7** (Only for embedded CiscoView device packages) Enter the following command to verify that the variables have been set properly:

```
env | grep NPX
```

You should see:

```
NPX_JRE_PATH=/usr/j2se
NPX_PLUGIN_PATH=/usr/j2se/jre/plugin/sparc/ns4:<note possibly more values are appended>
```

If you do not see the preceding line, repeat [Step 5](#).

**Step 8** (Only for embedded CiscoView device packages) To verify that the CiscoView client is installed, open a terminal window, launch Netscape, and enter the following URL:

```
http://<CTM_server_name_or_IP_address>:1741
```

---

## 6.5 Downloading, Installing, and Upgrading New Device Packages

The Package Support Updater is used to integrate newly downloaded device packages into the CiscoView application. Use the Package Support Updater to:

- Integrate new Cisco device information asynchronously with the CiscoView engine
- Install or uninstall device packages
- Upgrade installed device packages
- View a list of currently installed device packages and their versions
- View a log of all device package changes
- Automate device package installations and upgrades

### 6.5.1 About Device Packages

CiscoView manages many different types of NEs. For each type of NE, there is a specific device package. Device packages for all of the devices supported at the time CiscoView 6.1 was released are included on the CiscoView CD-ROM.

### 6.5.2 Using the Package Support Updater in Web-Based Interactive Mode

The Device Updates link under Software Center takes you to the Device Updates page. It displays a count of devices supported for each product installed in the system. Click on the product name link to view a Package Map that lists all the installed device support packages of the product, and the version of each package. Package name identifies the device package. You have to use the package name while specifying the download policy.

Package Map is a snapshot of the currently installed device packages for a product. The backup-restore framework uses Package Map during data backup.

Click on the device type count link to view the Device Map that lists the SysObjectID, Device Name, Package Name, and Version.

To check for updates:

- 
- Step 1** In the upper right corner of the CiscoView page, click the **CiscoWorks** link; then, choose **Common Services > Software Center > Device Updates**.
- The Device Updates page appears.
- Step 2** Check the check box corresponding to the product for which you want to check for updates; then, click **Check for Updates**.
- The Source Location page appears. You can check for updates on Cisco.com or on a server.
- Step 3** Click the **Cisco.com** radio button to check for updates on Cisco.com. Alternately, click the **Enter Server Path** radio button to check for updates on a server. Enter the path or use the **Browse** button to browse to the location.
- Step 4** Click **Next**.

The Available Packages and Installed Packages page appears with the following information:

- Package Name—Name of the package.
  - Type—Type of update. For example, whether the update is a device package or a patch.
  - Product Name—Product for which the update is available.
  - Installed Version—Current version of the product installed on the server.
  - Available Version—Version of the product that is available (other than the installed version).
  - Readme Details—Link to the Readme file(s) associated with the update.
  - Posted date—Date on which the update was posted on Cisco.com.
  - Size—Size of the update.
- Step 5** Check the check box corresponding to the package that you wish to update; then, click **Next**.
- The Device Update page appears. You can either download device packages or install device packages.
- To download device packages, click the **Download Device Packages** radio button.
  - To install device packages, click the **Install Device Packages** radio button.

If you select **Download Device Packages**:

- a. Enter the folder in File Selection field or click **Browse** to select the folder.
- b. To set the frequency of downloads, select the run type from the Run Type drop-down list. You have the following options:
  - Immediate
  - Once
  - Daily
  - Weekly
  - Monthly

If you choose any of the options other than Immediate, set the date and time.

  - Select the date from the date picker.
  - Specify the time from the drop-down lists.
- c. In the Job Description field, enter a description for the download job. This is mandatory.
- d. Enter the e-mail ID in the E-mail field.

- e. Click **Next**.

The Summary window displays the details.

- f. Click **OK** to confirm.

If you select **Install Device Packages**:

- a. Click **Next**.

A summary of your inputs is displayed.

- b. Click **OK** to confirm.

A warning appears, informing you that the daemons are restarted.

- c. Click **OK** to continue the installation.

## 6.6 Installing Embedded CiscoView

To install the embedded CiscoView package:

- Step 1** Download the embedded CiscoView tar file (for example, ONS15530.v1-0.tar) from the following website:

<http://www.cisco.com/kobayashi/sw-center/netmgmt/ciscoview/embed-cview-planner.shtml>

- Step 2** Copy the tar file to the TFTP directory of the TFTP server.

- Step 3** Telnet to the device and enter the following CLI command to verify that CiscoView is not installed:

```
sh ciscoview version
```

If CiscoView is not installed, proceed to [Step 5](#).

- Step 4** If the directory is occupied by outdated CiscoView files, copy them to a different directory. Alternately, delete them by entering the following CLI commands:

```
delete slot1:cv/*
squeeze slot1:
```

- Step 5** Use TFTP to transfer the tar file from the TFTP server to the desired Flash device (BootFlash, PCMCIA, or SanDisk card). Enter the following command at the enable prompt to untar the file:

```
archive tar /xtract tftp://<TFTP_server>/<tar_filename device_name>:cv
```

where *<device\_name>* equals slot0, slot1, disk0, disk1, or bootflash.



**Note** The untar should be done only in the cv directory of a Flash device.

For a redundant system, the embedded CiscoView files also need to be untarred in the Flash device of the secondary CPU (sby-slot0, sby-slot1, sby-disk0, sby-disk1, sby-bootflash).

- Step 6** Enter the following CLI commands at the config level to enable the HTTP server on the device:

```
config terminal
ip http server
end
```

- Step 7** (Optional) To troubleshoot or access package information, enter the following CLI commands:

```
sh ciscoview package
sh ciscoview version
```

**Step 8** Enter the following commands to exit from the router:

```
write mem
exit
```

---

## 6.7 Accessing CiscoView from CTM

The following sections describe how to access CiscoView, depending on whether or not the CiscoView server is installed on the CTM server.

### 6.7.1 Accessing CiscoView When the CiscoView Server Is Not Installed on the CTM Server

If the CiscoView server is not installed on the CTM server, complete the following steps to launch CiscoView:



**Note**

Embedded CiscoView should already be installed. See [6.6 Installing Embedded CiscoView, page 6-9](#). If CiscoView is not installed, you might receive the error message “Error launching CiscoView” or “404 Not Found.”

---

- Step 1** Log into the CTM client with the appropriate CTM user access profile.
- Step 2** In the Domain Explorer window, do one of the following:
- Double-click an ONS 155xx node.
  - Right-click an ONS 155xx node and choose **Launch CiscoView**.
  - Select an ONS 155xx node and choose **Configuration > ONS 155XX > Launch CiscoView**.
- Step 3** At the Enter Network Password dialog box, enter the enable username and password. Click **OK**.
- Step 4** At the Java PlugIn Security Warning dialog box, click **Grant this session**.
- Step 5** At the Enter Network Password dialog box, enter the enable username and password. Click **Yes**.
- Step 6** At the Community String dialog box, the username and password fields are already filled in (encrypted). Click **OK**.
- CiscoView opens.
-

## 6.7.2 Accessing CiscoView When the CiscoView Server Is Installed on the CTM Server

If the CiscoView server is installed on the CTM server, complete the following steps to launch CiscoView:

- 
- Step 1** Log into the CTM client with the appropriate CTM user access profile.
- Step 2** In the Domain Explorer window, do one of the following:
- Double-click an ONS 155xx node.
  - Right-click an ONS 155xx node and choose **Launch CiscoView**.
  - Select an ONS 155xx node and choose **Configuration > ONS 155XX > Launch CiscoView**.




---

**Note** If you receive an error that says “Can’t find applicable device package for <IP\_address>,” you must install a device package for the device type. Click **OK** to close the error message dialog box. Complete [6.5 Downloading, Installing, and Upgrading New Device Packages, page 6-7](#). Then, retry [Step 2](#).

---




---

**Note** When you install devices packages or use CiscoView, you will receive a Java PlugIn Security Warning dialog box that prompts you to install and run signed applets distributed by Cisco Systems, Inc. Click **Grant this session** or **Grant always**. Click **Yes** at the prompt “Do you want to proceed?”

---

- Step 3** At the prompt to enter the username and password, enter the CiscoView admin account. The default username is *admin*; the default password is *admin*.




---

**Note** Do not enter the username and password of the user account defined on the node.

---

- Step 4** At the Community String dialog box, choose **SNMP V1/V2C** as the protocol. Enter the read-only (RO) and read-write (RW) community strings; then, click **OK**.
- 

## 6.8 Troubleshooting the Installation

This section provides troubleshooting information for the CiscoView installation. For more information, see the “Troubleshooting the Installation” section in [Installation and Setup Guide for CD One on Windows 2000](#) or [Installation and Setup Guide for CD One on Solaris](#).




---

**Note** CiscoView will not launch if you have the Google Toolbar installed with the Popup Blocker option enabled. To disable the Popup Blocker option, select the Options menu to open the Toolbar Options dialog box and uncheck the check box next to Popup Blocker in the Accessories frame.

---

## 6.8.1 Explanation of Installation Messages

Table 6-3 shows messages that might occur during installation and describes the reasons and recommended actions.

**Table 6-3** CiscoView Installation Messages

| Message                                                                                                                     | Reason for Message                                                                                      | User Action                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Access problem with directory.                                                                                              | Installation program cannot access the product directory that you specified.                            | Check permissions on the specified directory.                                                                                                                   |
| Bad installation root dir.                                                                                                  | You are trying to install the product in an unusable directory.                                         | Install the product in a different directory.                                                                                                                   |
| Base package did not install.<br>Exiting.                                                                                   | Installation program cannot install a required package.                                                 | Contact your technical support representative.                                                                                                                  |
| Cannot backup /etc/services, no change will be made.                                                                        | Installation program cannot copy /etc/services before modifying it.                                     | Verify that there is enough space in /tmp.                                                                                                                      |
| Cannot become owner of file in directory <directory>.                                                                       | You cannot become the file owner in the directory you specified as product root.                        | Check permissions on the specified directory.                                                                                                                   |
| Cannot change ownership of library.<br>Exiting.                                                                             | Installation program cannot write to the product root directory.                                        | Check permissions on the specified directory.                                                                                                                   |
| Cannot create <directory>.                                                                                                  | Installation program cannot write to the directory you specified.                                       | Check permissions on the specified directory.                                                                                                                   |
| Cannot create symlink<br>ln -s root /opt/CSCOpX.                                                                            | Installation program cannot create a link from /opt/CSCOpX to the product root directory you specified. | Contact your technical support representative.                                                                                                                  |
| Cannot determine the CiscoView version.                                                                                     | Installation disk is corrupted.                                                                         | Contact your technical support representative.                                                                                                                  |
| Cannot determine the version of product.                                                                                    | Installation program cannot determine the product version.                                              | Contact your technical support representative.                                                                                                                  |
| Cannot make list of packages for installation.                                                                              | Installation suffered a major failure.                                                                  | Contact your technical support representative.                                                                                                                  |
| Cannot make root dir.                                                                                                       | You do not have permission to make the product directory you specified for the program.                 | Check the permissions on the root.                                                                                                                              |
| Copy setupdir to nmsroot failed.                                                                                            | Installation program cannot write to the product root directory.                                        | Check the permissions on the root.                                                                                                                              |
| Daemon Manager could not start. The port is in use.                                                                         | The operating system has not reallocated the port.                                                      | Verify that all CiscoView processes are terminated ( <code>/usr/ucb/ps -ef   grep CSCO</code> ). Wait 5 to 10 minutes; then, try to restart the daemon manager. |
| Installation in progress.                                                                                                   | You are already running an installation on this workstation.                                            | Run only one installation program at a time.                                                                                                                    |
| If no other packages are being installed, remove the following file and restart the install:<br>/var/sadm/pkg/.save.CSCOweb | The previous installation failed or was killed.                                                         | Remove the /var/sadm/pkg/.save.CSCOweb file and restart the CiscoView installation.                                                                             |

Table 6-3 CiscoView Installation Messages (continued)

| Message                                                                                                                                | Reason for Message                                                                        | User Action                                                                                                                                                                                                                                                                                        |
|----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Missing file <file>.                                                                                                                   | Installation program cannot find the file.                                                | Contact your technical support representative.                                                                                                                                                                                                                                                     |
| mkdir -p root failed. Exiting.                                                                                                         | Installation program cannot create the root specified.                                    | Check the permissions on the root.                                                                                                                                                                                                                                                                 |
| No syslog facility is available.                                                                                                       | No syslog facilities are available for CiscoView.                                         | Make one of the facilities available.                                                                                                                                                                                                                                                              |
| Not enough disk space: root.                                                                                                           | You selected a product root in a file system with insufficient space to load the product. | Make at least 2 GB of disk space available on the partition on which you will install the product.                                                                                                                                                                                                 |
| OS version less than recommended or supported.                                                                                         | Operating system is not a supported version of Solaris.                                   | Verify that you are running Solaris 8.                                                                                                                                                                                                                                                             |
| Package verification failed: pkg aborting.                                                                                             | While the packages were being loaded, one loaded incorrectly.                             | Verify that the package on the installation CD is properly loaded by using the <b>pkgchk -d &lt;disk&gt;/packages &lt;packagename&gt;</b> command.<br><br>If the package was loaded properly, there might be a network problem if you are installing over the network using a remotely mounted CD. |
| Required JRE patches are unavailable on the system patch. Product will fail without these patches.                                     | Installation program cannot find the required JRE patches.                                | Continue the installation and install patches after CiscoView is installed. Alternately, stop the installation and install the required patches before installing CiscoView.                                                                                                                       |
| Some files cannot get backed up, datafile missing.                                                                                     | During product upgrade, key files were not found and cannot be restored.                  | Check other directories for the missing files.                                                                                                                                                                                                                                                     |
| Syslog is not running.                                                                                                                 | Installation program cannot start syslogd on this workstation.                            | Restart syslogd.                                                                                                                                                                                                                                                                                   |
| The components have dependency errors.                                                                                                 | Installation suffered a major failure.                                                    | Contact your technical support representative.                                                                                                                                                                                                                                                     |
| There is no table of contents file.                                                                                                    | Installation disk is corrupted.                                                           | Contact your technical support representative.                                                                                                                                                                                                                                                     |
| You must be logged in as root to install or uninstall this product.                                                                    | You must be logged in as the root user.                                                   | Log in as the root user and enter the correct password.                                                                                                                                                                                                                                            |
| The installer has discovered a problem with the DNS resolution. The DNS must resolve within 10 seconds for CiscoView to work properly. | The DNS is not being resolved or is not resolving properly.                               | Continue the installation as usual; then, correct the DNS resolution problem.                                                                                                                                                                                                                      |
| /etc/hosts should be readable by all                                                                                                   | /etc/hosts should have read permission for all.                                           | Continue with the installation. Correct the permissions of /etc/hosts after the installation.                                                                                                                                                                                                      |

Table 6-3 CiscoView Installation Messages (continued)

| Message                                                                                                                                                                                                                     | Reason for Message                                                                     | User Action                                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| /tmp permission should be 777                                                                                                                                                                                               | /tmp should have read/write permission for all.                                        | The installation will quit. Change /tmp permissions and restart the installation.                                                                                                               |
| This is not a supported architecture. The product cannot be installed on this server.                                                                                                                                       | The server architecture should be 32-bit compatible.                                   | Install the product on a 32-bit compatible server.                                                                                                                                              |
| Setup has detected the following product on the destination server: CiscoWorks 2000 Integration Utility - Standalone                                                                                                        | CiscoView and Standalone Network Management Integration Module (SNMIM) cannot coexist. | Uninstall SNMIM from the workstation and restart the setup.                                                                                                                                     |
| Microsoft Internet Explorer has encountered a problem and needs to close. We are sorry for the inconvenience.                                                                                                               | Two Java Plug-ins are installed for Internet Explorer, so Internet Explorer crashes.   | Uninstall both Java Plug-ins; then, run CiscoView again. CiscoView automatically installs the required Java Plug-in.                                                                            |
| ERROR: Update attributes of casuser failed.<br>ERROR: Contact your system administrator to update casuser in NIS/NIS+.<br>ERROR: casuser should have no shell, /opt/CSCOpX as home directory, and belong to group casusers. | The casuser is already present on the server workstation.                              | Contact your system administrator to update the casuser in NIS/NIS+.<br><br>The casuser must have no shell, must have /opt/CSCOpX as the home directory, and must belong to the group casusers. |

## 6.8.2 Problems After Installation

This section describes problems that might occur after installation and recommends workarounds.

### 6.8.2.1 CiscoView Fails to Launch

When trying to launch CiscoView for an NE, the browser URL string points to the NE IP address instead of to the CTM server IP address, resulting in a failure to launch CiscoView.

This problem occurs because CiscoView did not install correctly.

To work around this problem, complete the following steps:

**Step 1** Enter the following command to stop the CTM server:

```
ctms-stop
```

**Step 2** Kill the dmgtD demon if it is still running. To kill dmgtD demon, complete the following substeps:

**a.** Enter the following command to find the process ID:

```
ps -ef | grep dmgtD
```

The output from the above command will be similar to:

```
root 14135 1 0 11:25:53 ? 0:00 /opt/CSCOpX/objects/dmgt/dmgtD.sol
root 14474 3964 0 11:28:56 pts/3 0:00 grep dmgtD
```




---

**Note** The numeric value in the second field of the first line (in this example, 14135) is the process ID.

---

- b. Enter the following command to kill the dmgttd process using the appropriate process ID:

```
kill -9 <process_ID>
```

- Step 3** Enter the following command to restart the CTM server:

```
ctms-start
```

---

If CiscoView still does not start, complete the following steps:

---

- Step 1** Enter the following command to shut down the CTM server:

```
ctms-abort
```

- Step 2** Uninstall CiscoView. See [6.9 Uninstalling CiscoView, page 6-16](#).

- Step 3** Enter the following command to clean up the CiscoView uninstall process:

```
cleanview.sh(UninstallerData dir)
```

- Step 4** Kill the dmgttd demon if it is still running. To kill dmgttd demon, complete the following substeps:

- a. Enter the following command to find the process ID:

```
ps -ef | grep dmgttd
```

The output from the above command will be similar to:

```
root 14135 1 0 11:25:53 ? 0:00 /opt/CSCOpX/objects/dmgt/dmgttd.sol
root 14474 3964 0 11:28:56 pts/3 0:00 grep dmgttd
```




---

**Note** The numeric value in the second field of the first line (in this example, 14135) is the process ID.

---

- b. Enter the following command to kill the dmgttd process using the appropriate process ID:

```
kill -9 <process_ID>
```

- Step 5** Install CiscoView again. See [6.3 Installing Server-Based CiscoView, page 6-3](#).

- Step 6** Enter the following command to start the CTM server:

```
ctms-start
```

---

## 6.8.3 Browser Problems

If you have problems using the desktop, try the following:




---

**Note** Java Plug-in-related problems apply only to embedded CiscoView.

---

- If the desktop buttons do not work, Java and JavaScript are not enabled. If you are using Netscape Navigator, install it first and then install the Java Plug-in.
- Uncheck **Edit > Preferences > Advanced > Enable Java PlugIn** for Netscape Navigator 7.0.
- Verify that your cache is not set to zero. If you have browser problems, increase the cache settings.
- Do not resize the browser window while the desktop or main page is still loading. This can cause a Java error.
- If CiscoView does not come up the first time it is launched, uninstall the current Java Plug-in and try launching CiscoView again. You will be prompted to download the Java Plug-in from the CTM server. On-screen instructions guide you through the download and installation process.
- If you try to launch CiscoView on an NE that does not have embedded CiscoView installed, you will receive the following browser-specific error message (which might change depending on your browser version):

- Internet Explorer:

The page you are looking for is currently unavailable. The Web site might be experiencing technical difficulties, or you may need to adjust your browser settings.

- Netscape:

Netscape is unable to locate the server <server\_name>. Please check the server name and try again.

The easiest way to assure proper operation of CiscoView is to install CiscoView on the CTM server. If that is not possible, CiscoView must be installed on all ONS 15530 and ONS 15540 NEs in the network.

## 6.8.4 List of Known Problems

Visit the following URL to view the problems known to exist in this release:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000\\_d/comser30/reInotes/cwcs\\_rns.htm#wp1078778](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000_d/comser30/reInotes/cwcs_rns.htm#wp1078778)

In particular, refer to the following sections:

- Installation Known Problems
- Software Center Known Problems
- Browser Known Problems
- CiscoView Known Problems


**Note**

To obtain more information about known problems, access the Cisco Software Bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. (You will be prompted to log into Cisco.com.)

## 6.9 Uninstalling CiscoView


**Note**

CiscoView is uninstalled automatically when the CTM server is uninstalled.

This section describes how to uninstall CiscoView separately from the CTM server, while leaving the CTM server installed.

To remove CiscoView files and settings:

---

**Step 1** As the root user, enter the following commands to start the uninstall script:

```
cd /
/opt/CSCOpX/bin/uninstall.sh
```

Uninstall messages are written to the /var/tmp/ciscouninstall.log file.

**Step 2** Two messages appear, asking you to confirm that you want to uninstall CiscoWorks2000 (CiscoView) and the device packages installed on your system. To proceed with the uninstallation, enter **y** for both messages.

When the uninstallation is complete, the following message appears:

```
All files were deleted successfully.
```



**Tip**

---

You can also enter the following command as the root user to uninstall CiscoView:

```
/opt/<CTM_server_installation_directory>/UninstallerData/cleanview.sh
```

---

