



# Troubleshooting the Installation

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This appendix provides troubleshooting information for Campus Manager 4.0 installation and setup.

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# Logging In After Upgrading

If the Login Manager dialog box on the CiscoWorks Home page does not appear correctly when you attempt to log in for the first time after upgrading, clear your browser cache then re-enter the server URL in your browser.

To clear the browser cache in Microsoft Internet Explorer:

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- Step 1** Select **Tools>Internet Options**.
- The Internet Options dialog box opens.
- Step 2** Select the **General** tab.
- Step 3** Click **Delete Files** and click **OK** in the Delete Files dialog box.
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To clear the browser cache in Netscape Navigator:

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- Step 1** Select **Edit>Preferences**.
- The Preferences dialog box opens.
- Step 2** Select **Advanced>Cache**.
- Step 3** Click **Clear Memory Cache** and click **OK** in the Memory Cache dialog box.
- Step 4** Click **Clear Disk Cache** and click **OK** in the Disk Cache dialog box.
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# Understanding Installation Error Messages

After verifying that the correct files are installed, check the `/var/tmp/ciscoinstall.log` file for installation errors.

The following types of installation error messages might appear:

- Information messages, give important details.
- Warning messages, which inform you that something might be wrong with a particular process, but the process will complete.

- Error messages, which inform you that a particular process could not complete

Table A-1 shows error messages that might occur during installation and describes the reasons for the errors.

**Table A-1**      **Installation Messages**

| Message                                                     | Reason for Message                                                                                               | User Action                                                |
|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| Access problem with <i>directory</i> .                      | The installation program cannot access the product <i>directory</i> that you specified.                          | Check the permissions on the directory <i>directory</i> .  |
| Bad installation root dir.                                  | You are trying to install the product in an unusable directory.                                                  | Install the product on a different directory.              |
| Base package did not install. Exiting.                      | The installation program cannot install a package that is required for the product.                              | Contact your technical support representative.             |
| Cannot backup /etc/services, no change will be made.        | The installation program could not make a copy of /etc/services before modifying it.                             | Make sure that there is enough space in /tmp.              |
| Cannot become owner of file in directory <i>directory</i> . | You cannot become the owner of a file in the directory that you specified as the product root.                   | Check the permissions on the directory that you specified. |
| Cannot change ownership of library. Exiting.                | The installation program could not write to the product root directory.                                          | Check the permissions on the directory that you specified. |
| Cannot create <i>directory</i> .                            | The installation program could not write to the directory that you specified.                                    | Check the permissions on the directory that you specified. |
| Cannot create symlink: ln -s <i>root</i> /opt/CSCOpX.       | The installation program cannot create a link from /opt/CSCOpX to the product root directory that you specified. | Contact your technical support representative.             |
| Cannot determine the CiscoWorks Common Services version.    | The installation disk is corrupted.                                                                              | Contact your technical support representative.             |

Table A-1 Installation Messages (continued)

| Message                                           | Reason for Message                                                                            | User Action                                                                                   |
|---------------------------------------------------|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| Cannot determine the version of <i>product</i> .  | The installation program was unable to determine the product version.                         | Contact your technical support representative.                                                |
| Cannot make list of packages for installation.    | The installation has suffered a major failure.                                                | Contact your technical support representative.                                                |
| Cannot upgrade.                                   | Upgrade failed.                                                                               | Contact your technical support representative.                                                |
| Copy <i>setupdir</i> to <i>\$NMSROOT</i> failed.  | The installation program could not write to product root directory.                           | Check the permissions on the root.                                                            |
| Installation in progress.                         | You are already running an installation on this machine.                                      | Run only one installation program at a time.                                                  |
| Missing file <i>file</i> .                        | The installation program could not find the <i>file</i> file.                                 | Contact your technical support representative.                                                |
| No syslog facility is available.                  | There are no available syslog facilities.                                                     | Make one of the facilities available.                                                         |
| Not enough disk space: <i>root</i> .              | You have picked 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 install the product. |
| Package verification failed: <i>pkg</i> aborting. | While attempting to load our packages on the machine, one of the packages loaded incorrectly. | Contact your technical support representative.                                                |
| Syslog is not running.                            | The installation program was unable to start syslogd on this machine.                         | Restart syslogd.                                                                              |
| The components have dependency errors.            | The installation program suffered a major failure.                                            | Contact your technical support representative.                                                |

Table A-1 Installation Messages (continued)

| Message            | Reason for Message                                                          | User Action                                                |
|--------------------|-----------------------------------------------------------------------------|------------------------------------------------------------|
| User must be root. | You must be logged in as root to install the product.                       | Log in as root and enter the correct password.             |
| Wrong OS.          | This operating system is not Solaris or not a supported version of Solaris. | Make sure that you are running Solaris 2.8 or Solaris 2.9. |

## Failing to Delete a Package During Uninstallation

If you try to remove Campus Manager 4.0 but the uninstallation program fails to delete a package, try running the uninstallation program again. Several circumstances can cause a package not to uninstall successfully. Running the uninstallation program again will usually remove it.

## Accessing the CiscoWorks Server

The CiscoWorks server uses port 1741 by default (1742 if SSL is enabled). This port is normally used by web servers. If you see an error message that an existing web server is already configured to run on port 1741, and the alternative port 1744 is used instead, verify that you entered the correct URL for the server:

```
http://server_name:1744
```

where *server\_name* is the name of the machine on which CiscoWorks was installed and 1744 is the alternative port on which CiscoWorks is installed if port 1741 is in use.

If you still cannot access the server, enter the following command to make sure your server is running:

```
# ping server_name
```

If you get a message that the server is *alive*, and get a proxy error when you try to connect to the server, make sure the proxy is set up correctly. If your server is configured to use a proxy server outside the firewall, you will get proxy errors if you have configured the proxy to ignore requests to a certain machine, set of machines, or domain.

You specify a proxy server in Netscape Navigator under **Edit>Preferences>Advanced>Proxies** and in Internet Explorer under **Tools>Internet Options>Connections>LAN Settings**.

Your proxy is set up incorrectly if:

- You receive an error message informing you that you are using a proxy outside the firewall.
- The proxy server recognizes www-int as an internal server, so it does not send proxy requests to that server.
- You set up a new internal server, www-nms, but when you make a request to the proxy server, it does not recognize www-nms as an internal server and proxies the request.
- The proxy server outside the firewall tries to request data from a server inside the firewall, and the request is blocked.
- You get a `Connection Refused` error from the proxy server.

## FAQs About IDU

**Q.** What is an IDU?

**A.** IDU (Incremental Device Update) for a CiscoWorks application is a downloadable package containing a collection of updated files to provide you with support for new devices. In addition, the package also contains fixes to certain known problems, as well as fixes to newly discovered problems. IDUs are available for download for various versions of CiscoWorks applications.

**Q.** Why should I install the latest IDU?

**A.** If you had installed IDU 9.0 on Campus Manager 3.3, and then upgraded to Campus Manager 4.0, you will not lose any device support. This is because IDU 9.0 has been merged into Campus Manager 4.0.

**Q.** Where can I download an IDU?

**A.** To retain support for new devices, we recommend that you download and install the latest IDU for Campus Manager 4.0 from:

<http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-campus>

- Q.** How do I know which version of IDU I have installed?
- A.** To check the version of IDU installed on your system, from the CiscoWorks Home page, go to **Software Centre > Software Update > Campus Manager**.
- Q.** I have upgraded to Campus Manager 4.0. However, I have lost support for some devices. Why?
- A.** If you had installed IDU 9.0 on Campus Manager 3.3, and then upgraded to Campus Manager 4.0, you will not lose any device support. This is because IDU 9.0 has been rolled into Campus Manager 4.0.

To retain support for the new devices, we recommend that you download and install the latest IDU for Campus Manager 4.0 from:

<http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-campus>

