



# Troubleshooting the Installation

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

This appendix contains:

- [Logging In After Upgrading](#)
- [Understanding Installation Error Messages](#)
- [Accessing the CiscoWorks Server](#)
- [FAQs About IDU](#)

# Logging In After Upgrading

If the Login Manager dialog box on the CiscoWorks Home page does not appear correctly when you try to log in for the first time after upgrading, clear your browser cache and reenter 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 appears.
  - 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 appears.
  - 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 C:\Ciscoworks\_setup002.log file (or the log file with the highest number, for example Ciscoworks\_setup003.log) for installation errors.

The following types of installation error messages might appear:

- Information messages, which 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 Error Messages**

Message	Reason for Message	User Action
CiscoWorks installation cannot proceed because you are not logged in as an administrator.	You are not logged in to Windows with administrator privileges.	Log in with local administrator privileges and try installing again.
Decompression failed on <i>file</i> . The error was for <i>error code per CompressGet</i> .	If Campus was downloaded, a transmission error occurred, or installation media is damaged.	Retry the download. If you still have errors, contact your technical support representative.
General file transmission error. Please check your target location and try again. Error number: <i>error code</i> .	If Campus was downloaded, a transmission error might have occurred.	Retry the download. If you still have errors, contact your technical support representative.
Unable to write <i>infoFile</i> or Unable to create <i>infoFile</i> .	A file write operation failed.	Run the file system checking utility, then repeat the installation.
Cannot stop service <i>servicename</i> .	The installation (or reinstallation) tried to stop service <i>servicename</i> unsuccessfully.	Select <b>Control Panel &gt; Services</b> and try to stop service <i>servicename</i> manually, then proceed with installing or uninstalling.

Table A-1 Installation Error Messages (continued)

Message	Reason for Message	User Action
UseDLL failed for <i>dll</i> .	<i>dll</i> is supposed to be available at any time for any process, but Windows failed to load it.	Check permissions on Windows System32. If the <i>dll</i> is <i>secure.dll</i> or <i>r_inst.dll</i> , check product installation medium for errors.  or Reinstall Windows.
OpenFile failed: <i>pathname</i>	A file open operation failed.	Run the files system checking utility, then repeat installation.
ProtectFile failed: <i>file</i> : error. WWW admin security may be incomplete.	Setting file permissions failed because you may not be allowed to change them.	Log in as administrator.
Launch of <i>isql</i> script failed.	The existing database file is broken, or the previous version of Campus is destroyed. (This message might appear during reinstallation.)	Contact your support representative.
You have less than 1M free space on <i>drive name</i> . Free up some space and try again.	Insufficient drive space for temporary installation files.	Make more drive space available, then rerun the installation program.
This program requires to run on Windows.	You attempted to install on a system that does not have Windows with Service Pack 3 installed.	Install Campus on a Windows Professional system that is not configured as a PDC or BDC.
Unable to determine the type of operating system. Campus can be installed only on Windows with SP3.	Installation program could not determine which operating system is running.	Install on a Windows Professional system that is not configured as a PDC or BDC.

**Table A-1**      **Installation Error Messages (continued)**

Message	Reason for Message	User Action
<p>Physical memory is &lt;...&gt;M Paging File Size is: File Size is: &lt;...&gt;M(initial), &lt;...&gt;M(maximum).</p> <p>We recommend that initial paging file size is bigger than physical memory and maximum paging file size is at least twice as big as physical memory.</p> <p>(Maximum paging file size might not appear.)</p>	<p>The paging file size is smaller than recommended.</p>	<p>Finish installation, then increase paging file size.</p>
<p>There is not enough space available on the disk <i>drive</i>: This drive has &lt;...&gt; bytes in a cluster. Total required &lt;...&gt; clusters (&lt;...&gt; bytes), only &lt;...&gt; clusters (&lt;...&gt; bytes) available. Please free up some space or change the target location to a different disk.</p> <p>(The second sentence might also appear as “Please free up some space and rerun installation.”)</p>	<p>Insufficient disk space available on <i>drive</i> to install the product.</p>	<p>Create additional free space on the drive or install on a different drive.</p>
<p>Cannot determine the local Administrators group.</p>	<p>Installation program cannot find one of the built-in Windows user groups. This prevents setup of Campus security.</p>	<p>Check the Windows operating system. Reinstall Windows if necessary, then rerun installation.</p>
<p>Cannot determine the local Everyone group.</p>	<p>The installation program cannot find one of the built-in Windows user groups. This prevents the setup of Campus security.</p>	<p>Check the Windows operating system. Reinstall Windows if necessary, then rerun installation.</p>

Table A-1 Installation Error Messages (continued)

Message	Reason for Message	User Action
Failed to set file permissions.	The installation program is unable to set file permissions. The most likely causes are: <ul style="list-style-type: none"> <li>The account you used to log in to the system has insufficient permissions.</li> <li>The drive on which you are installing the product has a FAT file system.</li> </ul>	Fix problem, then rerun installation.
<...> is already running! Wait for it to finish and press the OK button.	One of the installation subtasks is still running.	Wait for subtask to finish running, then click <b>OK</b> to proceed.
Unable to create/open log file.	The installation program could not create or open installation log file (in the root directory of the drive on which you are installing) named Ciscoworks_setupxxx.log, where xxx is a sequential number starting from 001).	Determine why file could not be created or opened, fix problem, then rerun installation. Common causes of this problem are lack of disk space or write protection on the file.
Error creating user bin <... more info here> See troubleshooting section in the User Manual	The installation program could not create the user account bin.	Fix problem, then rerun the installation.
Cannot find script to upgrade database	There was a problem with the database upgrade.	Contact your technical support representative.
Database upgrade failed	There was a problem with the database upgrade.	Contact your technical support representative.
Database upgrade result unknown	There was a problem with the database upgrade.	Contact your technical support representative.

# Accessing the CiscoWorks Server

The CiscoWorks server uses port 1741 by default (1742 if SSL is enabled). If you receive an error message that an alternative port is used instead, verify that you entered the correct URL for the server:

```
http://server_name:port
```

where *server\_name* is the name of the machine on which CiscoWorks was installed and *port* is the port number 1741 or the number supplied during installation.

If you still cannot access the server, enter the following command at a DOS prompt 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 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 3.3, and then upgraded to Campus 4.0, you will not lose any device support. This is because IDU 9.0 has been merged into Campus 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 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 4.0 from:

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