



Troubleshooting CiscoView

This appendix provides information about troubleshooting CiscoView. It provides whethe most common FAQs (Frequently Asked Questions) and a troubleshooting table of common symptoms.

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Identifying Device Problems

The following sections provide information about frequently asked questions and troubleshooting for device problems within CiscoView.

Frequently Asked Questions

This is a list of frequently asked questions concerning device problems.

How do I know which version of CiscoView is required to support the new devices?

Refer to the Cisco IOS readme file, which lists all the supported new devices and refer to the following URL to find out which version of CiscoView is appropriate to support those new devices:

<http://www.cisco.com/kobayashi/sw-center/netmgmt/ciscoview/cvcww-download.shtml>.

What happens when CiscoView fails to display my device and I receive an error message on screen?

One of the following conditions has occurred:

- The SNMP server is not set in the device. You can still ping the device from the management station.
- You entered an incorrect community string. Open the device and enter the right community string.
- The management station cannot reach and successfully ping the device. This indicates a network problem that should be corrected for CiscoView to work properly.
- The timeout value is too low. To change the timeout value, click **Preferences** from the CiscoView Main menu and enter a new timeout value. Doubling the existing timeout value is a good starting point.
- The device package is not up to date. Check your device package and compare the date to the Cisco.com device package version. Upgrade your device package to the latest version, if required.

Setting Community Strings

This section provides information about frequently asked questions and troubleshooting for setting community strings within CiscoView.

Frequently Asked Questions

This is a list of frequently asked questions concerning community strings.

How do I set the default community strings in CiscoView?

To set the default community strings in CiscoView, click **Preferences** from the CiscoView Main menu and select the Community tab. Modify the community strings as necessary.

Understanding SNMP Error Messages

The following sections provide information about frequently asked questions and troubleshooting for SNMP error messages.

Frequently Asked Questions

This is a list of frequently asked questions concerning SNMP error messages.

I received a timeout SNMP error message. What does this mean and how do I resolve it?

You can no longer reach the device in the time specified in the CiscoView SNMP Preferences window.

Increase the timeout if the device is remote, and reduce timeout if the problem is on the network.

I received a `badValue SNMP` error message. What does this mean and how do I resolve it?

While performing a set of operations on a Management Information Base (MIB) object, the value specified for writing does not follow the proper syntax for the MIB object. Verify whether the type matches up and the values are not out of range.

Resolving Package Upgrade Problems

This section provides information about frequently asked questions and troubleshooting for package upgrades.

Frequently Asked Questions

This is a list of frequently asked questions concerning package upgrades.

How do I know which device packages to download for my version of the devices?

Refer to the IOS readme file for a list of the latest device packages, or go to the following URL to find out which device packages to download:
<http://www.cisco.com/kobayashi/sw-center/netmgmt/ciscoview/cvcww-download.shtml>.

How do I add device support to CiscoView?

CiscoView device support can be updated by downloading device-specific files from Cisco.com. To do this, open a Web browser and enter the following URL:
<http://www.cisco.com/cgi-bin/Software/CiscoView/cvplanner.cgi>. Use the following steps to select, download, and install the new device support.



Note

A valid login and password must be used to access Cisco.com.

For CiscoWorks for Windows and CiscoWorks Windows 2000 and Windows NT users:

1. Using the Software Selector tool from the CiscoView page, choose the CiscoView device file that you wish to download from Cisco.com. Any prerequisite files will automatically be added to your device file and zipped for download.
2. Save the zipped file bundle (named cv5packages.zip by Cisco.com) to your CiscoView server in a temporary directory, such as C:\temp.
3. Unzip your cv5packages.zip file into the temp directory using the WinZip utility. If you do not have this utility, go to the following URL and download the Unzip shareware utility: <http://www.cdrom.com/pub/infozip/UnZip.html>.
4. This will extract multiple .zip files and .readme files. Do not unzip these individual files.
5. From your CiscoView server, choose **Start > Programs > CiscoWorks for Windows** or **CiscoWorks > Package Support Updater**.
6. In the Package Support Updater, navigate to the temp directory where you extracted the downloaded files and select the new device(s) you wish to add to CiscoView. Be sure to select prerequisite files (either StackMaker or SwitchAddlets) if they appear in the list of available files.



Note

Only an NT Administrator can perform this action on Windows 2000 and Windows NT.

For CiscoWorks UNIX users:

1. Using the Software Selector tool from the CiscoView page, choose the CiscoView device file that you wish to download from Cisco.com. Any prerequisite files will automatically be added to your device file and zipped for download.
2. Save the Cisco.com zipped file bundle (named cv5packages.zip by Cisco.com) to your CiscoView server in a temporary directory, such as /tmp.
3. Unzip your cv5packages.zip file into the temp directory using the Unzip utility. If you do not have this utility, go to the following URL and download the Unzip shareware utility: <http://www.cdrom.com/pub/infozip/UnZip.html>. This will extract multiple .zip files and .readme files. Do not unzip these individual files.

4. At your CiscoView server, run `/opt/CSCOpX/bin/xpsu`.
5. Using the Package Support Updater, navigate to the temp directory where you extracted the downloaded files and select the new device(s) you wish to add to CiscoView. Be sure to select prerequisite files (either StackMaker or SwitchAddlets) if they appear in the list of available files.

**Note**

You must be logged in as root.

Resolving Java Plug-in Problems with CiscoView 5.5

This section provides information and troubleshooting for the Java Plug-in when used with CiscoView 5.5.

Frequently Asked Questions

This is a list of frequently asked questions concerning the Java Plug-in when used with CiscoView 5.5. For a more detailed list of Java Plug-in FAQ, please visit www.javasoft.com.

Why does the browser prompt me to install the Java Plug-in every time I launch CiscoView?

For Solaris and AIX clients, make sure you source the `/jpi.cshrc` (for C shell) or the `/jpi.profile` (for shell) before launching Navigator to set the correct environment variables.

Why does CiscoView run slowly with the Java Plug-in installed?

Make sure the Java Plug-in console is disabled:

(Windows clients)

1. To bring up the Java Plug-in control panel, click on the Java Plug-in icon in the Windows Control Panel.
2. Uncheck the "Show Java Console" checkbox.

(UNIX clients)

1. To bring up the Java Plug-in control panel, enter:
 - `/usr/j2se/jre/bin/ControlPanel` on Solaris clients
 - `/usr/java130/jre/bin/JavaPluginControlPanel` on AIX clients
 - `$HOME/.netscape/java/ControlPanel` on HP-UX clients
2. Uncheck the "Show Java Console" checkbox.

How do I find out what version of the Java Plug-in I am currently using?

1. Bring up the Java Plug-in control panel as described in the previous question.
2. Click the **About** tab.

Why does Navigator freeze right after I have installed the Java Plug-in?**(Windows clients)**

If this problem occurs, restart the machine. The problem should not reoccur after the restart.

Testing Basic Connectivity and Setup

The following information describes how to test the basic connectivity and setup for CiscoView. Perform these tasks first when you have a CiscoView-related problem. Then proceed to the troubleshooting tips described in the Troubleshooting table for more solutions to common problems when using CiscoView.

1. Test the IP connectivity:
 - a. From the UNIX workstation, try to ping the router's IP address. If the ping is unsuccessful, make sure that IP routing is properly enabled and is functioning normally.
 - b. Ping the device by its name as well as by its IP address.
 - c. If you can ping the device by its IP address but not its resolved name, there is a name resolution problem. Consult your system administrator for assistance in resolving this problem.
2. Open a Telnet session to the router:
 - a. Enter the **show running-config** privileged EXEC command to view the router configuration. Verify that there is an **snmp-server community string rw** command entry in the configuration. If the command is not present, configure the router with the **snmp-server community** command. If the command is present, make sure that the **rw** (read-write) keyword is specified, not the **ro** (read only) keyword.

Table A-1 provides possible solutions for symptoms sometimes experienced by users of CiscoView.

Table A-1 Troubleshooting CiscoView

Symptom	Probable Cause	Possible Solution(s)
Received CiscoView Timeout error messages.	<ol style="list-style-type: none"> 1. There is a problem with the basic connectivity or setup. 2. The polling interval is too low. 3. There may be a problem with community string, name resolution, or timeout problem. 	<ol style="list-style-type: none"> 1. Perform the steps in the section, “Testing Basic Connectivity and Setup.” Verify if the device is running, and you are able to connect to the device. Use the command ping <device name> and check if the device is active. 2. Verify if SNMP is active. On Cisco routers, SNMP may be inactive and has to be activated using device CLI. 3. Increase the timeout if the device is remote, and reduce timeout errors if the problem is on the network.
Unable to modify or configure devices.	<p>The write community string may be invalid.</p> <p>The Modify button is disabled.</p>	Click Preferences to modify the write community string. The write community set forth in CiscoView should match what is set in the device for any modification or configuration to work.
A card is missing for a particular device.	The latest device package may not be installed.	<p>Upgrade the device package at the following URL:</p> <p>http://www.cisco.com/kobayashi/sw-center/netmgmt/ciscoview/cvcww-download.shtml.</p> <p>Contact TAC if this does not solve the problem.</p>

Table A-1 Troubleshooting CiscoView (continued)

Symptom	Probable Cause	Possible Solution(s)
Webserver is down and unable to connect.	The package installer may be shutting down the server to install a device package. This could last for 2 minutes.	<ol style="list-style-type: none"> Try to reconnect in a few minutes. If it still fails: <ul style="list-style-type: none"> Go to the server machine and run pdshow WebServer from the CSCOp/bin program to verify if the Webserver is running. On UNIX: opt/cscopx/bin On NT: programfiles/pdshow If it still fails: <ul style="list-style-type: none"> run pdexec JRunProxyServer to try and start the Webserver. If you are still unable to restart the Webserver: <ul style="list-style-type: none"> contact TAC. On UNIX: opt/cscopx/bin On NT: programfiles/pdshow
No device package exists for a particular device after using the Package Support Updater to download it.	During the time of the installation, the web server stopped.	<p>Reinstall the device package and start the web server.</p> <p>Select Abort from the CiscoView main menu to manually stop the installation process and restart the server.</p>

Table A-1 Troubleshooting CiscoView (continued)

Symptom	Probable Cause	Possible Solution(s)
There were errors while compiling MIBs during integrations.	MIB compilation failed.	Ignore the errors. This will not affect the completion of the integration.
Integration failed at the beginning.	An unknown bug may have occurred.	Verify the NMS version that you are running on. Contact TAC immediately if the icon integration and application registration fails.

Troubleshooting StackMaker Error Messages

To resolve StackMaker error messages, perform the appropriate recommended action. [Table A-2](#) lists the error message descriptions and possible solutions.

Table A-2 *StackMaker Error Messages and Possible Solutions*

Error Message	Explanation	Possible Solution
Could not reach device <devicename>; SNMP request timed out.	The device is not reachable via SNMP with the configured Read Community string. This error occurs when you try to launch StackMaker by clicking the Stack icon from a device display in CiscoView.	Ensure that the device is in operation and reachable by SNMP. Then launch StackMaker again.
This device is not stackable and doesn't support StackMaker.	StackMaker finds the device via SNMP, but the device is not stackable because it does not contain the StackMaker MIB. This error occurs when you attempt to stack a device that does not have the latest firmware containing the StackMaker MIB.	Upgrade your firmware to a compatible version. To do this, go to Cisco.com and download the firmware. For more information about downloading from Cisco.com, refer to the online help.

Reporting Problems to Cisco Systems

If you receive an error message, follow the recommended action. Review any release-specific information that might apply to a problem by clicking on the Readme File icon in your CiscoWorks program group. If you cannot resolve the problem, see the “Cisco Support Information” card that came with your product package, or see the “Cisco Support Information” help topic for information on how to contact Cisco support personnel.

To ensure that you receive adequate support from Cisco Support personnel, perform the tasks in [Table A-3](#).

Table A-3 *Cisco Support*

Task	Action
Contact Cisco support personnel.	<ol style="list-style-type: none">1. Click the Cisco Support button to display the TAC mailer dialog box.2. Provide your CiscoView serial number and software version.3. Describe the problem behavior or provide the error message text.4. Specify the CiscoView application and version in which you are working when the problem occurs.5. Provide the Cisco device model(s) and Cisco IOS version(s) on those devices when the problem occurs.

Table A-3 Cisco Support (continued)

Task	Action
Reproduce the problem.	Explain the steps that allow you to reproduce the problem(s).
Verify the platform in which you are running CiscoView.	Provide platform information for the following: <ul style="list-style-type: none"> • CastleRock SNMP software package (include version number). • HP OpenView Professional Suite (include version number). • HP OpenView Network Node Manager software package (include version number). • Windows 2000 and Windows NT/95 version. • WINSOCK- 1.1 compliant TCP/IP stack product (include version number). • Hardware setup (CPU, available RAM, available hard disk space, available virtual memory, and serial port or network interface card specifications).