



Troubleshooting CiscoView

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

The following topics are described in this section:

- [Identifying Network Problems, page 5-2](#)
- [Identifying Device Problems, page 5-2](#)
- [Setting SNMP Credentials, page 5-3](#)
- [Setting Debugging Options and Display Logs, page 5-3](#)
- [Understanding SNMP Error Messages, page 5-4](#)
- [Understanding Device Package Updates, page 5-6](#)
- [Testing Basic Connectivity and Setup, page 5-7](#)

Identifying Network Problems

Check the following to identify network problems:

- Color-coded legend to determine the status of a port. See [Understanding the Color Legend, page 1-13](#) for more information.
- Port configuration information to determine if the port is active. See [Configuring Devices, page 2-3](#) for more information.
- Monitor display to view performance information. See [Monitoring Devices, page 2-4](#) for more information.
- Port utilization and error information.
- Memory information for a device.
- Status bar for error messages.

Identifying Device Problems

The following sections provide answers to frequently asked questions and troubleshooting for device problems within CiscoView.

Frequently Asked Questions

The following are frequently asked questions concerning device problems.

Q. How do I know that CiscoView supports a particular device?

A. Refer to the CiscoView Planner page at the following URL:

http://www.cisco.com/cgi-bin/Software/CiscoView/cvresult.cgi?product_class=All+Product+Types&product=All+Products&application=CiscoView+6.1 (Cisco.com login required)



Note It may take a few minutes for this URL to launch.

- Q.** What happens when CiscoView fails to display my device and I receive an error message on screen?
- A.** One of the following conditions exists:
- The SNMP server is not set in the device. You can still ping the device from the management station.
 - The SNMP credentials are incorrect. Verify that the device attributes are correct in the Device and Credential Repository (DCR). See *User Guide for CiscoWorks Common Services* for more information.
 - 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. Doubling the existing timeout value is a good starting point. Open the Device Preferences dialog box by either selecting **Administration > Device Preferences** from the CiscoView tab in the CiscoWorks homepage or clicking **Preferences** from the Options bar in the CiscoView desktop.
 - 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. See *User Guide for CiscoWorks Common Services* for more information on updating device packages.

Setting SNMP Credentials

Device attributes and credentials are set in the DCR. For more information, see the *User Guide for CiscoWorks Common Services*.

Setting Debugging Options and Display Logs

You can set SNMP and activity trace and/or view the trace log. This option records trace information into a file located in the displayed directory (a subdirectory of the install directory). See [Setting Debugging Options and Display Logs, page 1-16](#) for more information.

Understanding SNMP Error Messages

The following sections provide answers to frequently asked questions and troubleshooting for SNMP error messages.

Frequently Asked Questions

The following are frequently asked questions concerning SNMP error messages.

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

A. 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. Open the Device Preferences dialog box by either selecting **Administration > Device Preferences** from the CiscoView tab in the CiscoWorks homepage or clicking **Preferences** from the Options bar in the CiscoView desktop.

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

A. While performing a set of operations on a MIB object, the value specified for writing does not follow the proper syntax for the MIB object. Verify that the type is correct and the values are not out of range.

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

A. You sent a request for a variable that is inaccessible. Enter the correct SNMP credentials for the device.

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

A. An error has occurred, and there is no unique error message associated with it.

See [Table 5-1](#) for a listing of SNMPv3 error messages, their cause, and the recommended user action.

Table 5-1 *SNMPv3 Error Messages*

Error Message	Cause	User Action
The SNMPv3 security level you are using is not supported.	CiscoView does not support the current SNMPv3 security level.	Change the SNMPv3 security level to one that is supported.
The SNMPv3 response was not received within the stipulated time.	Either the device response time is slow or the device is unreachable.	Verify that the device has connectivity.
SNMPv3 Engine ID is wrong.	The wrong engine ID is listed in the DCR.	Verify that the correct SNMPv3 engine ID is listed in the DCR.
SNMPv3 message digest is wrong.	This problem can be caused by one of the following: <ul style="list-style-type: none"> • a mismatch between either the SNMPv3 authentication algorithm or device password and the DCR • network errors 	<ul style="list-style-type: none"> • Verify that the correct SNMPv3 authentication algorithm and device password are set in the DCR. • Check for network errors.
SNMPv3 message decryption error.	CiscoView could not decrypt a SNMPv3 message.	Verify that the correct SNMPv3 authentication algorithm is set in the DCR.
Unknown SNMPv3 Context.	The SNMPv3 context you are trying to reach does not exist on the device.	Verify that the settings for the SNMPv3 context are correct.
Unknown SNMPv3 security name.	This problem could be because of the wrong SNMPv3 username in the device credentials repository or because the SNMPv3 username is not configured on the device.	Verify that the correct SNMPv3 username is set in both the DCR and the device.

Understanding Device Package Updates

This section provides answers to frequently asked questions and troubleshooting for device package updates. For more information on device packages, see [Device Packages, page 1-19](#).

Frequently Asked Questions

The following are frequently asked questions concerning device package updates.

Q. How do I know which device package to download for my device?

A. Refer to the CiscoView Planner page at the following URL:

http://www.cisco.com/cgi-bin/Software/CiscoView/cvresult.cgi?product_class=All+Product+Types&product=All+Products&application=CiscoView+6.1 (Cisco.com login required)



Note It may take a few minutes for this URL to launch.

Q. How do I update a CiscoView device package?

A. CiscoView device support can be updated through Software Center. For more information, see [Update Your Catalyst Switch Device Package, page 4-3](#).

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 [Table 5-2](#) for more solutions to common problems when using CiscoView.

1. Test the IP connectivity:
 - a. 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 either an **snmp-server community string rw** or **snmp-server community string ro** command entry in the configuration.
 - b. Do one of the following:
 - If the command is not present, configure the router with the **snmp-server community** command.
 - If the command is present and write permission is desired, make sure that the **rw** (read-write) keyword is specified, not the **ro** (read only) keyword.

Table 5-2 provides possible solutions for symptoms sometimes experienced by users of CiscoView.

Table 5-2 Troubleshooting CiscoView

Symptom	Probable Causes	Possible Solutions
Received CiscoView Timeout error messages.	<ul style="list-style-type: none"> There is a problem with the basic connectivity or setup. The polling interval is too low. There might be a problem with SNMP credentials name resolution, or timeout. 	<ul style="list-style-type: none"> Perform the steps in Testing Basic Connectivity and Setup, page 5-7. Verify that the device is running, and you are able to connect to the device. Use the command ping <device name> and verify that the device is active. Verify that SNMP is active. On Cisco routers, SNMP might be inactive and will have to be activated using device CLI. Increase the timeout if the device is remote, and reduce the timeout if the problem is on the network.
Unable to modify or configure devices.	<ul style="list-style-type: none"> The SNMP credentials might be invalid. The Modify button is disabled. The SNMP view setting might be incorrect. 	<ul style="list-style-type: none"> Check SNMP credentials in the DCR (see the <i>User Guide for CiscoWorks Common Services</i> for more information on the DCR). Verify that the correct SNMP view settings and privileges are set.

Table 5-2 Troubleshooting CiscoView (continued)

Symptom	Probable Causes	Possible Solutions
A card is missing for a particular device.	The latest device package might not be installed.	<p>Upgrade the device package at the following URL:</p> <p>http://www.cisco.com/cgi-bin/Software/CiscoView/cvresult.cgi?product_class=All+Product+Types&product=All+Products&application=CiscoView+6.1 (Cisco.com login required)</p> <p>Note It may take a few minutes for this URL to launch.</p> <p>Contact TAC if this does not solve the problem.</p>
No device package exists for a particular device after downloading it through Software Center.	During installation, the web server stopped.	<p>Reinstall the device package and start the web server.</p> <p>From the Summary window of the Device Update wizard, click Cancel to manually stop the installation process and restart the server. For more information, see the “Performing Device Update” section in <i>User Guide for CiscoWorks Common Services</i>.</p>
There were errors while compiling MIBs during integrations.	MIB compilation failed.	Ignore the errors. This will not affect the completion of the integration.

