



## Troubleshooting the Installation

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This appendix provides troubleshooting information for CD One installation. It contains:

- Checking Processes After Installation
- Viewing and Changing Process Status
- Calling the Technical Assistance Center (TAC)
- Understanding Installation Messages
- Setting Up the Browser

### Checking Processes After Installation

You can run a self test or view process failures from the CiscoWorks2000 Server. To run a self test, select **Server Configuration>Diagnostics>Self Test** from the navigation tree.

To view process failures, select **Server Configuration>Diagnostics>Process Failures** from the navigation tree.

# Viewing and Changing Process Status

Any CiscoWorks2000 user can view the status of any process by selecting **Server Configuration > Administration > Process Management > Process Status** from the CiscoWorks2000 navigation tree.



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**Note** From the browser, only users with administrator privileges can start and stop processes.  
From the server, only users with local administrator privileges can start and stop processes.

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To stop processes from the browser:

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**Step 1** Select **Server Configuration > Administration > Process Management > Stop Process**

**Step 2** From the dialog box, select System, to stop all processes, or select specific process to stop only those processes.



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**Note** If you select specific processes, the process dependencies will also be stopped. If you select System, all processes except WebServer and JRunProxy Server will be stopped.

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To start processes from the browser:

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**Step 1** Select **Server Configuration > Administration > Process Management > Start Process**

**Step 2** From the dialog box, select System, to start all processes, or select specific process to start only those processes.



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**Note** If you select specific processes, the process dependencies will not be started automatically.

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To stop processes from the server, enter:

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net stop crmdmgtd
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To start processes from the server, enter:

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net start crmdmgtd
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# Calling the Technical Assistance Center (TAC)

If you had problems while installing CD One, before calling TAC:

- Make sure the system hardware and software requirements are met.
- Make sure the disk space is not full.
- Make sure the CD ROM drive is not defective: mount the CD ROM remotely on a different machine and retry installing CD One.

If the above conditions are met, and you are still having problems installing CD One, contact your Technical Assistance Center or refer to the following URL:  
<http://www.cisco.com/warp/customer/477/32.shtml>.



## Tips

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Create a report and email the generated report to TAC.  
From the CiscoWorks2000 Server navigation tree, select **Server Configuration>Diagnostics>Collect Server Information**.

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# Understanding Installation Messages

After verifying that the correct files are installed, view the c:\cw2000\_in001.log file (or the log file with the highest number, for example, cw2000\_in003.log), for installation errors. You might find:

- Information messages, which provide important details
- Warning messages, which mean that something might be wrong with a particular process, but the process will be completed
- Error messages, which mean that a particular process could not be completed

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

Table A-1 Installation Messages

Message	Reason for Message	User Action
CiscoWorks2000 installation cannot proceed because you are not logged in as an administrator.	You are not logged in to Windows with administrator privileges.	Log in to Windows with local administrator privileges and try installing again.
Decompression failed on <file>. The error was for <error code per CompressGet>	If CD One was downloaded, a transmission error occurred or the installation medium 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: <error code>	If CD One was downloaded, a transmission error might have occurred.	Retry the download. If you still have errors, contact your technical support representative.
Unable to write <infoFile> or Unable to create <infoFile>	A file-write operation failed.	Run the file system checking utility, then repeat the installation.
Cannot stop service <servicename>	The installation (or reinstallation) tried to stop the service <servicename> unsuccessfully.	Select <b>Control Panel &gt; Services</b> and stop service <servicename> manually, then proceed with (un)installing.
UseDLL failed for <dll>	<dll> is supposed to be available at any time for any process, but Windows NT failed to load it.	Check permissions on Windows NT System 32. If the <dll> is secure.dll or r_inst.dll, check product installation medium for errors.  or Reinstall Windows NT.
<function> failed: DLL function not found	<dll> is supposed to be available at any time for any process, but Windows NT failed to load it.	Check permissions on Windows NT System 32. If <dll> is secure.dll or r_inst.dll, check product installation media for errors.  or Reinstall Windows NT.

Table A-1 Installation Messages (continued)


Message	Reason for Message	User Action
OpenFile failed: <pathname>	A file open operation failed.	Run file system checking utility, then repeat the installation.
ProtectFile failed: <file>: error. WWW admin security may be incomplete	Setting file permissions failed because user might not be allowed to change them.	Log in as administrator.  <b>Note</b> If you are installing on a FAT file system, CD One cannot provide file security.
Launch of isql script failed	Existing database file is broken, or previous version of CD One is destroyed. (Might occur during reinstallation.)	Contact your support representative.
The selected directory is not empty. Mixing new and existing files can cause severe problems during installation.	You tried to install in a directory of a drive (for example, c:\ or d:\) that is not supported.	Remove all files from directory or choose another directory in which to install product.
The installer requires temporary workspace. You have less than 8 MB of free space on <drive>. Please free up some space and try again.	Insufficient drive space for temporary installation files.	Make more drive space available (%temp%), then rerun installation.
CiscoWorks2000 installation cannot proceed because CiscoWorks2000 requires NT Workstation, NT Server, or Windows2000.	You tried to install on a system that does not have Windows NT 4.0, or Windows2000. Or that is configured as a PDC or BDC.	Install CD One on a Windows NT 4.0 Workstation, Windows NT 4.0 Server, or Windows2000 system not configured as a PDC or BDC.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
The installer has discovered Windows NT Service Pack <number>. CiscoWorks2000 was tested with Service Pack 5 and 6a. Higher numbered service packs have not been certified as compatible. When requesting support, it will be necessary to have the CiscoWorks2000 product installed on a supported Service Pack. CiscoWorks2000 updates may be available on-line.	Installation program detected a service pack that is not supported.	Install CD One on a Windows NT 4.0 Workstation or Server system that has Service Pack 5 or 6a installed on it. Or install CD One on a Windows2000 system.
Installer has verified the following on your system: <ul style="list-style-type: none"> <li>Insufficient paging file.</li> </ul>	Paging file size is smaller than recommended.	Finish installation, then increase paging file size.
The installer has determined that the destination drive has a/an <NTFS or FAT> file system. You have <amount> of space. The product requires <amount> on this drive.	Insufficient disk space available is on drive <drive> to install the product.	Create additional free space on drive or install on a different drive.
Cannot determine the local Administrators group.	Installation program cannot find one of the built-in Windows NT user groups. This prohibits CD One security setup.	Check operating system. Reinstall Windows NT if necessary, then rerun CD One installation.
Cannot determine the local Everyone group.	Installation program cannot find one of the built-in Windows NT user groups. This prohibits the setup of CD One security.	Check operating system. Reinstall Windows NT if necessary, then rerun CD One installation.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
Installation cannot create the default directory, <directory name>. You may not have permission on the default directory or you have specified a read-only device.	You may not have permission on the directory.	Choose another destination directory.
Failed to set file permissions.	Installation program is unable to set file permissions. Most likely causes are: <ul style="list-style-type: none"> <li>Account you used to log in to the system has insufficient permissions.</li> <li>Drive on which you are installing product has a FAT file system.</li> </ul>	Fix problem, then rerun installation program.
<...> is already running! Wait for it to finish and press the OK button below	One installation subtask is still running.	Wait for installation subtask to finish running, then click <b>OK</b> to proceed.
Unable to create/open log file.	Installation program was unable to create or open installation log file cw2000_inxxx.log, where xxx is a sequential number starting from 001 (in root directory of the drive on which you are installing).	Determine why file could not be created or opened, fix problem, then rerun installation. Common causes are lack of disk space or write protection on file.
Error creating user bin.	Installation program could not create user bin account.	Fix problem, then rerun installation.
Can not find script to upgrade database	Problem with database upgrade.	Contact your technical support representative.
Database upgrade failed	Problem with database upgrade.	Contact your technical support representative.
Database upgrade result unknown	Problem with database upgrade.	Contact your technical support representative.



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

Message	Reason for Message	User Action
The installer has discovered a problem with the DNS resolution. The DNS must resolve within 10 seconds for the CiscoWorks2000 product 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.
The installer has discovered HP OpenView services running. The installation might take significantly longer to complete with these services running.	HP OpenView services are running.	Stop all HP OpenView services before installing CiscoWorks2000. (You don't have to restart the system after stopping HP OpenView.)
ODBC Driver Manager 3.510 and later is required by CW2000. Please install ODBC 3.510 first.	CiscoWorks2000 software requires ODBC Driver Manager 3.510 or later.	Install the latest Microsoft Data Access Component (MDAC). Refer to the Microsoft web site for installation instructions.

## Setting Up the Browser

If you have problems using the desktop, make sure the browser is configured correctly:

1. If the desktop buttons do not work, Java and JavaScript are not enabled. Make sure to enable Java and JavaScript as described in the "Preparing to Use CD One" chapter, "Configuring Client Systems" section on page 3-2.
2. Make sure your cache is *not* set to zero. If you have browser problems, increase your cache settings as explained in the "Preparing to Use CD One" chapter, "Configuring Client Systems" section on page 3-2.
3. Do not resize the browser window while the desktop or main page is still loading. This can cause a Java error.

■ **Setting Up the Browser**