



Troubleshooting the Installation

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.



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.

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 a specific process to stop only those processes.



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.

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.



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

To stop all processes from the server, enter:

```
net stop crmdmgt
```

To start all processes from the server, enter:

```
net start crmdmgt
```

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>.

TAC representatives may ask you to send them the installation log file, c:\cw2000_in001.log file (or the log file with the highest number, for example, cw2000_in003.log).



Tip

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

Understanding Installation Messages

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. |
| Severe: Cannot run the dependency handler | If CD One was downloaded, a transmission error might have occurred | Retry the download. |
| Unable to write <infoFile> or Unable to create <infoFile> | A file-write operation failed. | Run the file system checking utility, then repeat the installation. |

Table A-1 Installation Messages (continued)

| Message | Reason for Message | User Action |
|---|--|--|
| Cannot stop service <servicename> | The installation (or reinstallation) tried to stop the service <servicename> unsuccessfully. | Select Control Panel > Services 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 failed to load it. | Check permissions on Windows System 32. If the <dll> is secure.dll or r_inst.dll, check product installation media for errors. or Reinstall Windows. |
| <function> failed: DLL function not found | <dll> is supposed to be available at any time for any process, but Windows failed to load it. | Check permissions on Windows System 32. If <dll> is secure.dll or r_inst.dll, check product installation media for errors. or Reinstall Windows. |
| 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. Note 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. |

Table A-1 Installation Messages (continued)

| Message | Reason for Message | User Action |
|---|---|--|
| 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 Windows 2000. | You tried to install on a system that does not have Windows 2000. Or that is configured as a PDC, BDC, or terminal server. | Install CD One on a Windows 2000 system not configured as a PDC, BDC, or terminal server or Windows 2000 Advance Server. |
| The installer has discovered Windows 2000 Service Pack <number>. CiscoWorks2000 was tested with Service Pack 2. 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 2000 system with service pack 2. |
| The installer has verified the following on your system: <ul style="list-style-type: none"> Insufficient paging file. | Paging file size is smaller than recommended. | Finish installation, then increase paging file size. |
| Installation cannot take place from a network drive. Please map the network drive locally and rerun installation. | You are trying to install from a copy of the CD or from the CD drive of another PC in the network through Network Neighborhood. | Map the drive locally using the net use command or Tools > Map Network Drive in Explorer. Run the installation from the local mapping. |

Table A-1 Installation Messages (continued)

| Message | Reason for Message | User Action |
|---|--|---|
| Installation will create user casuser. Casuser is the user who administers and maintains CW2000 server without having root privileges. Do you want to proceed with the installation? | This message informs you that user <i>casuser</i> will be created by installation, and requests user's approval. | Choose Yes to continue installation. Choose No to end the installation. |
| User casuser already exists. Casuser is the user who administers and maintains CW2000 server without having root privileges. Installation will reset the password for security reasons. Do you want to proceed with the installation? | This message informs you that user <i>casuser</i> will have privileges and password changed, and requests user's approval. | Choose <i>Yes</i> to continue installation. Choose <i>No</i> to end the installation. |
| The default (or selected) drive <drive> has a(n) FAT file system. This file system does not support file security. The cluster size is <cluster size> bytes, therefore disk space requirements can be high. <ul style="list-style-type: none"> Choose another directory to install CiscoWorks2000 Use default directory to install CiscoWorks2000 | You are trying to install onto a drive with a non-NTFS (FAT or FAT32) file system. The file system may not support security. The cluster size may be bigger than 4096 bytes. | Click to choose the directory you want to use to install CiscoWorks2000. |
| 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 user groups. This prohibits CD One security setup. | Check operating system. Reinstall Windows if necessary, then rerun CD One installation. |

Table A-1 Installation Messages (continued)

| Message | Reason for Message | User Action |
|--|--|--|
| Cannot determine the local Everyone group. | Installation program cannot find one of the built-in Windows user groups. This prohibits the setup of CD One security. | Check operating system. Reinstall Windows if necessary, then rerun CD One installation. |
| 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"> Account you used to log in to the system has insufficient permissions. Drive on which you are installing product has a FAT file system. | 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 OK 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 <casuser> for the following reasons: | Installation program could not create user <casuser> account. | Fix the problem and continue. |
| Cannot find script to upgrade database | Problem with database upgrade. | Contact your technical support representative. |

Table A-1 *Installation Messages (continued)*

| Message | Reason for Message | User Action |
|--|--|---|
| 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. |
| <p>DNS check of <...> has failed for one of the following reasons:</p> <ul style="list-style-type: none"> • Your DNS is not working. • Your DNS is slow. • The hostname of this server is not in DNS. <p>Please correct DNS before running the product.</p> | Your DNS is not working as expected. | Correct the DNS problem, then continue the installation. |
| 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 3.520 and later is required by CiscoWorks2000. Please install ODBC 3.520 first. | CiscoWorks2000 software requires ODBC Driver Manager 3.520 or later. | <p>Install Microsoft Data Access Component (MDAC) 2.5 or higher.</p> <p>Make sure that all ODBC Core Components have the same version number.</p> <p>Refer to the Microsoft web site for installation instructions.</p> |

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, JavaScript and Java Plugin 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.



Note

If you are using Netscape Navigator, install it first and then install Java Plugin.



Caution

Uncheck **Edit > Preferences > Advanced > Enable Java Plugin** for Netscape Navigator 4.77, 4.78 and 4.79.

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.