



Troubleshooting the Installation

This appendix provides troubleshooting information for CiscoWorks Common Services 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 CiscoWorks 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

This section explains how to view process status through menu or command line options.

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

**Note**

From the browser, only users with administrative privileges can start and stop processes.
From the server, only users with local administrative 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**. The Stop Process dialog box appears.
- Step 2** From the dialog box, select **System**, to stop all processes, or select only the processes that you want to stop.
- 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**. The Start Process dialog box appears.
- Step 2** From the dialog box, select **System**, to start all processes, or select only the processes that you want to start.
- If you select specific processes, the process dependencies will not be started automatically.
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To stop all processes from the server, enter:

```
/etc/init.d/dmgttd stop
```

To all start processes from the server, enter:

```
/etc/init.d/dmgttd start
```

**Caution**

Do not start the daemon manager immediately after you stop it. The ports used by daemon manager will be in use for some more time even after the daemon manager is stopped.

Calling the Technical Assistance Center (TAC)

If you had problems while installing CiscoWorks Common Services, before calling TAC:

- Make sure the system hardware and software requirements are met.
- Make sure the disk space is not full (/ (root), /opt, and /var partitions).
- Make sure the CD-ROM drive is not defective: mount the CD-ROM remotely on a different system and retry installation.

If the above conditions are met, and you still have problems, contact the Technical Assistance Center.

**Tip**

Create a report and email the generated report to TAC.

From the CiscoWorks Server navigation tree, select **Server Configuration > Diagnostics > Collect Server Info**.

TAC representatives may ask you to send them the installation log file, /var/tmp/ciscoininstall.log.

Understanding Installation Messages

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

Table A-1 Installation Messages

Message	Reason for Message	User Action
Access problem with <i>directory</i> .	The installation program cannot access product <i>directory</i> that you specified.	Check permissions on the directory <i>directory</i> .
Bad installation root dir.	You are trying to install the product in an unusable directory.	Install the product on a different directory.
Base package did not install. Exiting.	The installation program cannot install a required package.	Contact your technical support representative.
Cannot backup <i>/etc/services</i> , no change will be made.	The installation program could not copy <i>/etc/services</i> before modifying it.	Make sure there is enough space in <i>/tmp</i> .
Cannot become owner of file in directory <i>directory</i> .	You cannot become file owner in directory you specified as product root.	Check permissions on specified directory.
Cannot change ownership of library. Exiting.	The installation program could not write to the product root directory.	Check permissions on specified directory.
Cannot create <i>directory</i> .	The installation program could not write to directory you specified.	Check permissions on specified directory.
Cannot create symlink: <i>ln -s root /opt/CSCOpX</i> .	The installation program cannot create link from <i>/opt/CSCOpX</i> to product root directory you specified.	Contact your technical support representative.
Cannot determine the CiscoWorks Common Services version.	Installation disk is corrupted.	Contact your technical support representative.
Cannot determine the version of <i>product</i> .	The installation program was unable to determine product version.	Contact your technical support representative.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
Cannot make list of packages for installation.	The installation program suffered a major failure.	Contact your technical support representative.
Cannot make root dir.	You do not have permission to make product directory you gave the program.	Check the permissions on the root or select another directory with enough permissions.
Cannot upgrade.	Upgrade failed.	Contact your technical support representative.
Copy <i>setupdir</i> to <i>nmsroot</i> failed.	Installation program could not write to product root directory.	Check permissions on root.
Daemon Manager could not start. The port is in use.	The operating system has not reallocated the port.	Make sure all CiscoWorks processes are terminated (<code>/usr/ucb/ps -ef grep CSCO</code>). Wait five to ten minutes, then try to restart the daemon manager.
Installation in progress.	You are already running an installation on this system.	Run only one installation program at a time.
Missing file <i>file</i> .	Installation program could not find <i>file</i> file.	Contact your technical support representative.
<code>mkdir -p root</code> failed. Exiting.	Installation program was not able to create root specified.	Check permissions on root.
No syslog facility is available.	No available Syslog facilities for CiscoWorks Common Services.	Make one of the facilities available.
Not enough disk space: <i>root</i> .	You picked a product root in a file system with insufficient space to load our product.	Make at least 2 GB of disk space available on partition on which you install product.
OS version less than recommended or supported.	The operating system is not a supported version of Solaris.	Make sure you are running Solaris 2.7 or Solaris 2.8.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
Package verification failed: <i>pkg</i> aborting.	One of the packages loaded incorrectly.	Make sure the package in CD is correct. Use the command <code>pkgchk -d disk/packages packagename</code> or There may be a network problem, if you are installing over the network using a remotely mounted CD.
Required JRE patches are unavailable on the system <i>patch</i> . Product will fail without these patches.	The installation program could not find required JRE patches.	Continue installation and install patches after the CiscoWorks Common Services product is installed. or Stop product installation and install required patches before installing CiscoWorks Common Services.
Some files cannot get backed up, datafile missing.	During product upgrade, some key files were not found and cannot be restored.	Check other directories for the missing files.
Syslog is not running.	The installation program was unable to start syslogd on this system.	Restart syslogd.
The components have dependency errors.	The installation suffered a major failure.	Contact your technical support representative.
There is no table of contents file.	Installation disk is corrupted.	Contact your technical support representative.
You must be logged in as root to install or uninstall this product.	You are not logged in as root.	Log in as root and enter correct password.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
Current administration requires that a unique instance of the <i>CSCOpkg</i> package be created. However, the maximum number of instances of the package that may be supported at one time on the same system has already been met.	You are upgrading from previous CD One editions.	If this happens, change the property pair to instance=overwrite in the following file: /var/sadm/install/admin/default.
The installer has discovered a problem with the DNS resolution. The DNS must resolve within 10 seconds for the CiscoWorks Common Services 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.
/etc/hosts should be readable by all.	/etc/hosts should have read permission for all.	Continue with the installation. Correct the permissions of /etc/hosts after install.
/tmp permission should be 777.	/tmp should have read/write permission for all.	Install will quit. Change /tmp permission and restart installation.
This is not a supported architecture. The product cannot be installed on this server.	The server architecture should be 32-bit compatible.	The user has to install the product on a 32-bit compatible server.
Setup has detected the following product on the destination server. CWCS Integration Utility - Standalone.	CiscoWorks and SNMIM cannot co-exist.	Uninstall SNMIM from this system and restart Setup.
Permission of /usr/bin/at is <i>\$PERMS</i> The minimum permission required is 4755.	Jobs cannot be scheduled if you do not have 4755 permissions for /usr/bin/at.	The minimum permission required is 4755. Change it after installation is complete.

Setting Up the Browser

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

- The desktop buttons are active only if, Java and JavaScript are enabled. Make sure you enable Java and JavaScript as described in the “[Preparing to Use CiscoWorks Common Services](#)” chapter, “[Configuring Server Systems](#)” section on page 3-1.



Note

If you are using Netscape Navigator, install it first and then install Java Plug-in.



Caution

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

- 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 CiscoWorks Common Services](#)” chapter, “[Configuring Server Systems](#)” section on page 3-1.
- Do not resize the browser window while the desktop or main page is still loading. This can cause a Java error.