



# Troubleshooting the Installation

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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

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



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

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 stop.

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

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To stop all processes from the server:

Select **Run** from the Start menu and enter, `net stop crmdmgt`

To start all processes from the server:

Select **Run** from the Start menu and enter, `net start crmdmgt`

# 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.
- Make sure the CD ROM drive is not defective: mount the CD ROM remotely on a different machine and retry installing CiscoWorks Common Services.

If the above conditions are met, and you still have problems, contact the Technical Assistance Center (TAC) 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, *system drive*:\Cisoworks\_setup001.log file (or the log file with the highest number, for example, Cisoworks\_setup003.log).



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**Tip**

Create a report and email the generated report to TAC.

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

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# 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
CiscoWorks Common Services 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 <i>file</i> . The error was for <i>error code per CompressGet</i> .	When you downloaded CiscoWorks Common Services, 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: <i>error code</i> .	When you downloaded CiscoWorks Common Services, 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.	When you downloaded CiscoWorks Common Services, a transmission error might have occurred.  The directory structure of installation is not maintained. This can happen if you download the zip file, then extract the contents to install from it.	Retry the download.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
Unable to write <i>infoFile</i> or Unable to create <i>infoFile</i> .	A file-write operation failed.	Run the file system checking utility, then repeat the installation.  Verify that you have write permission to the destination directory and windows TEMP directory, then repeat the installation. The environment variable %TEMP% provides the location on TEMP directory.
Cannot stop service <i>servicename</i> .	The installation (or reinstallation) tried to stop the service <i>servicename</i> unsuccessfully.	Select Control Panel > Services and stop service <i>servicename</i> manually, then proceed with (un)installing.
UseDLL failed for <i>dll</i> .	<i>dll</i> is supposed to be available at any time for any process, but Windows failed to load it.	Check permissions on the system32 directory under %WINDIR%. If the <i>dll</i> is secure.dll or r_inst.dll, check product installation media for errors.  or Reinstall Windows.
<i>function</i> failed: DLL function not found.	<i>dll</i> is supposed to be available at any time for any process, but Windows failed to load it.	Check permissions on system32 directory under %WINDIR%. If <i>dll</i> is secure.dll or r_inst.dll, check product installation media for errors.  or Reinstall Windows.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
OpenFile failed: <i>pathname</i> .	A file open operation failed.	Run the file system checking utility, then repeat the installation.  Verify whether you have the read permission on <i>pathname</i> , then repeat the installation.
ProtectFile failed: <i>file</i> : error. WWW admin security may be incomplete.	Setting file permissions failed because you may not be allowed to change them.	Log in as administrator.  If you are installing on a FAT file system, CiscoWorks Common Services cannot provide file security.
Launch of isql script failed.	The existing database file is broken, or the previous version of CiscoWorks Common Services is destroyed. (The problem may occur during reinstallation.)	Contact your technical support representative.
The product should not be installed in a root directory.	You tried to install the product in a directory of a drive (for example, c:\ or d:\) that is not supported.	Choose a directory other than the root directory to install the product.
The product should not be installed in a remote directory.	You tried to install the product in a directory of a drive that is remotely mounted or using the UNC pathname.	Choose a directory on a local hard-drive.
The selected directory is not empty. Mixing new and existing files can cause severe problems during installation.	You tried to install in a directory that contains some files.	Remove all files from directory or choose another directory to install the product.
The installer requires temporary workspace. You have less than 8 MB of free space on <i>drive</i> . Please free up some space and try again.	There is not enough drive space for temporary installation files.	Make more drive space available (%TEMP%), then rerun installation.

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

Message	Reason for Message	User Action
<p>You are attempting to install CiscoWorks Common Services 2.2 with CiscoView 5.5 and Integration Utility 1.5 on a Server which is configured as a Primary Domain Controller or a Backup Domain Controller (PDC/BDC).</p> <p>CiscoWorks Common Services 2.2 with CiscoView 5.5 and Integration Utility 1.5 is only supported on Windows 2000 Professional and Windows 2000 Server with Service Pack 3 or higher. Install CiscoWorks Common Services 2.2 with CiscoView 5.5 and Integration Utility 1.5 on another server not configured as PDC / BDC.</p> <p>The installation application will exit when you close this message box.</p>	<p>You are installing the application on a Server which is configured as a Primary Domain Controller or a Backup Domain Controller (PDC/BDC)</p>	<p>Install CiscoWorks Common Services 2.2 with CiscoView 5.5 and Integration Utility 1.5 on another server not configured as PDC / BDC.</p>

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

Message	Reason for Message	User Action
<p>You are attempting to install CiscoWorks Common Services 2.2 with CiscoView 5.5 and Integration Utility 1.5 on an unsupported operating system. CiscoWorks Common Services 2.2 with CiscoView 5.5 and Integration Utility 1.5 is supported only on Windows2000 Professional or Window2000 Server with Service Pack 3 or higher.</p> <p>The installation application will exit when you close this message box.</p> <p>Either upgrade the Operating System on the Server to a supported version or install CiscoWorks Common Services 2.2 with CiscoView 5.5 and Integration Utility 1.5 on another server running a supported Operating System.</p>	<p>You are installing the application on an operating system that does not match System Requirements for the product.</p>	<p>Upgrade the Operating System on the Server to a supported version or install CiscoWorks Common Services 2.2 with CiscoView 5.5 and Integration Utility 1.5 on another server running a supported Operating System.</p>

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
<p>You are attempting to install CiscoWorks Common Services 2.2 with CiscoView 5.5 and Integration Utility 1.5 on <i>operating system</i> and <i>service pack</i>. CiscoWorks Common Services 2.2 with CiscoView 5.5 and Integration Utility 1.5 is supported only on Windows2000 Professional or Window2000 Server with Service Pack 3 or higher. No other Service Packs have been certified as compatible. When requesting support, it will be necessary to have the CiscoWorks product installed on Windows 2000 with Service Pack 3 or higher. Do you want to proceed ?</p>	<p>You are installing the application on an operating system that does not match System Requirements for the product</p>	<p>If you are installing on Service Pack 2, you can proceed with the installation and upgrade to Service Pack 3 after completing installation and before running the product. However, the installation will exit if you are running Service Pack 1 or if no Service Pack is detected.</p>
<p>We recommend that you run the installation from a local CD or a local hard drive to avoid errors that may result from the network being slow or busy.</p> <p>Do you want to proceed ?</p> <p>Click <b>Yes</b> to proceed with this installation.</p> <p>Click <b>No</b> to exit installation.</p>	<p>You are installing the product from a copy of the CD or from the CD drive of another system in the network through Network Neighborhood.</p>	<p>Map the drive locally using the net use command or Tools &gt; Map Network Drive in Explorer. Run the installation from the local mapping.</p>

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
<p>The installation image is being accessed as \\servername\sharename. Installation can run only from a local or mapped drive.</p> <p>We recommend that you run the installation from a local CD or a local hard drive to avoid errors that may result from the network being slow or busy.</p> <p>Click <b>OK</b> to exit installation.</p>	<p>You are installing the product from another system in the network through Network Neighborhood.</p>	<p>Copy the installable to a local drive or use local CD drive.</p> <p>or</p> <p>Map the drive locally using the net use command or Tools &gt; Map Network Drive in Explorer.</p> <p>Run the installation from the local mapping.</p>
<p>The default (or selected) drive <i>drive</i> has a(n) <i>file-system-type</i> file system. This file system does not support file security. The cluster size is <i>cluster size</i> bytes, therefore disk space requirements can be high.</p> <ul style="list-style-type: none"> <li>• Choose another directory to install CiscoWorks Common Services</li> <li>• Use default or selected directory to install CiscoWorks Common Services</li> </ul>	<p>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.</p>	<p>Click to choose the directory you want to install CiscoWorks.</p>
<p>Setup has detected that unInstallShield is in use. Close unInstallShield and restart setup. Error 432.</p>	<p>You do not have permission to write to the %WINDIR% directory.</p>	<p>Verify that you have appropriate permissions to write to %WINDIR%. Installation or unInstallation has to be done by a member of local Administrators group.</p>

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
The product can be installed only in a folder that does not have spaces or can be converted into 8.3 form. Choose another destination folder.	The destination directory contains spaces in the directory name and the directory name cannot be converted to a MS-DOS format.	Install the product in a directory whose fully qualified pathname does not contain any spaces or has MS-DOS name aliases. Check the presence of MS-DOS aliases, using dir /x command in a command-line window.
Cannot determine the local Administrators group.	The installation program cannot find one of the built-in Windows user groups. This prohibits CiscoWorks Common Services security setup.	Check the Operating System. Reinstall Windows if necessary, then rerun CiscoWorks Common Services installation.
Cannot determine the local Everyone group.	The installation program cannot find one of the built-in Windows user groups. This prohibits the setup of CiscoWorks Common Services security.	Check operating system. Reinstall Windows if necessary, then rerun CiscoWorks Common Services installation.
Installation cannot create the default directory, <i>directory name</i> . You may not have permissions on the default directory or you have specified a read-only device.	You may not have permissions on the directory.	Choose another destination directory.
Failed to set file permissions.	The installation program is unable to set file permissions. Most likely causes are: <ul style="list-style-type: none"> <li>• The account you used to log in to the system has insufficient permissions.</li> <li>• The drive on which you are installing product has a FAT file system.</li> </ul>	Fix problem, then rerun installation program.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
<i>task_name</i> is already running! Wait for it to finish and press the OK button.	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.	The installation program was unable to create or open installation log file <code>ciscoworks_setupxxx.log. xxx</code> is a sequential number starting from 001 (in root directory on system drive).	Determine why the 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 / modifying casuser - <i>name</i> . Click <b>Yes</b> if you want to try again, click <b>No</b> if you want the Install to abort.	This error may happen if the passwords that you entered do not match the policies set by System Administrators or when user running the installation does not have permission to create new user on the system.	If you are not authorized to create users on the system, please contact your System Administrator.  If you are authorized to create users on the system and are still seeing this error, Click <b>Yes</b> which will take you to a screen where you will be given another opportunity to reenter the passwords. Please take corrective action to the problem as suggested by the error message.
Cannot 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 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 CiscoWorks. (You do not have to restart the system after stopping HP OpenView.)
ODBC Driver Manager 3.510 or later is required by CiscoWorks Common Services. Please install ODBC 3.510 first.	CiscoWorks Common Services software requires ODBC Driver Manager version 3.510 or later.	<p>Install Microsoft Data Access Component (MDAC) 2.1 or higher.</p> <p>Make sure that all ODBC Core Components have the same version number.</p> <p>Refer to Microsoft web site for installation instructions.</p> <p>ODBC is not available from Microsoft as a stand-alone installation but is packaged along with MDAC.</p>
<p>DNS check of <i>system name</i> failed for one of the following reasons:</p> <ul style="list-style-type: none"> <li>- Your DNS is not working.</li> <li>- Your DNS is slow.</li> <li>- The host name of this server is not in DNS</li> </ul> <p>You may proceed with installation. However, you must correct DNS before running the product.</p>	Your DNS is not working as expected.	Correct the DNS problem, then continue the installation.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
<p>These files are currently being used by another running process. You must stop all processes listed below to proceed successfully with this installation.</p> <p>Click <b>Next</b> to proceed with the installation.</p> <p>Click <b>Cancel</b> to exit.</p>	<p>Some of the executables and DLLs installed by CiscoWorks are locked.</p>	<p>Stop all applications. Stop IPM if it is running. Close Browsers and make sure CiscoWorks CLIs are not used at the moment. After stopping all the applications, proceed with the installation.</p>
<p>Do you want to verify that CiscoWorks files are no longer being used by running processes? Click <b>Yes</b> to verify that files are no longer in use and that the installation may proceed.</p> <p>Click <b>No</b> to proceed without verification.</p>	<p>Some of the executables and DLLs installed by CiscoWorks are in use.</p>	<p>Verify that files are no longer in use.</p> <p>If some files are in use, follow these steps to make sure all processes are stopped:</p> <ol style="list-style-type: none"> <li>1. Cancel installation.</li> <li>2. Stop the CiscoWorks and change the startup type from Automatic to Manual.</li> <li>3. Restart the system.</li> <li>4. Try to run command net start from MSDOS window. The output should not show any CiscoWorks or CiscoWorks Common Services daemon manager running.</li> <li>5. Run the installation again.</li> </ol>

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
The instruction at <i>location</i> referenced memory at <i>location</i> . The memory cannot be read. Click <b>OK</b> to terminate the program. Click <b>CANCEL</b> to debug the program.	This message appears when you install CiscoWorks Common Services on a Pentium IV machine.	Click <b>OK</b> , and ignore the message. The installation will continue normally.
The following services need to be stopped: crmlog crmtftp crmrsh Click <b>Yes</b> to stop them now, <b>No</b> to cancel installation. These services will be restarted automatically after reboot.	Some of the services are running.	Click <b>Yes</b> and continue with the installation.
java.exe has generated errors and will be closed by Windows. You will need to restart the program. An error log is being created.	This message appears when you install CiscoWorks Common Services on a Pentium IV machine.	Click <b>OK</b> , and ignore the message. The installation will continue normally.
CreateService - <i>service name</i> - The specified service is marked for deletion.	The registry entries related to the service is not deleted during the uninstallation.	Restart the machine and reinstall CiscoWorks Common Services.  If the problem still exists, Uninstall CiscoWorks Common Services, restart the machine, then start a fresh installation.

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



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**Note**

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

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- 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 Client 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.