



Diagnosing Problems with the CiscoWorks Server

Use these tools and suggestions to diagnose problems with the CiscoWorks Server:

- [Verifying Server Status](#)
 - [Testing Device Connectivity](#)
 - [Troubleshooting the CiscoWorks Server](#)
 - [Troubleshooting Suggestions](#)

Verifying Server Status

Server tools enable you to gather and analyze information about your CiscoWorks Server (see [Table 6-1](#)).

Table 6-1 Server Tools Tasks

Task	Purpose	Action
Administrative Tasks		
	Provides system information, environment, configuration, logs, and web server information	Select Server Configuration>Diagnostics> Collect Server Info or Enter the following command: On Windows: <code>NMSROOT\bin\collect.info</code> <code>\$NMSROOT/bin/collect.info</code>
	Runs self-tests and generates a report with the results	Select Server Configuration>Diagnostics> Self Test
Check process failures.	Displays the failed process and time failure occurred	Select Server Configuration>Diagnostics> Process Failures

Server Tools Tasks (continued)

All Users		
	Lists date, state, and version of currently installed CiscoWorks applications and packages and whether any patches have been applied	Select Server Configuration > About the Server > Applications and Versions
Check process status.	Checks whether back-end processes are in an interim state	Select Server Configuration > Administration > Process Management > Process Status
MDC Support	<p>The MDC Support utility collects log files, configuration settings, memory info, complete system related info, process status and host environment information.</p> <p>It also collects any other relevant data, into a deliverable tar (compressed form) file to support the MDC's installed.</p> <p>The MDC Support utility also queries CCR for any other support utilities registered, and run them. Other MDCs need to register their own support utilities that will collect their relevant data.</p>	<p>For Windows go to, NMSROOT\MDC\bin and execute the command: MDCSupport.exe</p> <p>/opt/CSCOpX/MDC/bin and execute the command: ./mdcsupport</p>

Testing Device Connectivity

Table 6-2).

Table 6-2 *Connectivity Tools Tasks*

Administrative Tasks		
Check SSH connectivity to the device	Verifies that the CiscoWorks server can communicate with the device using SSH.	Select Server Configuration>Diagnostics>Connectivity Tools>Management Station to Device Select the SSH check box.
All Users		

Troubleshooting the CiscoWorks Server

This section provides information on frequently asked questions (FAQs) and suggestions for troubleshooting the CiscoWorks Server components. If the suggestions do not resolve the error, check the release notes supporting your platform for possible workarounds, or contact the Cisco TAC or your customer support.

Frequently Asked Questions

- SSL
`Initializer class not found. How do I correct this error?`
While invoking CiscoWorks, the browser displays the message, `Could not connect to JRun Connector Proxy . Please contact the system administrator for this web site`

`Netscape has encountered bad data from the server`

`Permission Denied errors at the time of downloading JSSE jar files. Why does this happen?`
While invoking CiscoWorks, the browser displays the exception error message `java.security.AccessControlException: access denied`

`javax.net.ssl.SSLException: untrusted server cert chain`

The
Server Certificate is not valid before date

I installed CD One and got an error message that EDS wasn't registered with the daemon manager. Did I do anything wrong?

The Java Plug-in does not get enabled in the client browser. How do I enable the Plug-in?

I have enabled the Java Plug-in in the control panel. But the Plug-in does not get enabled. What else should I do?

Which version of the Java Plug-in should I use for CiscoWorks to function properly?

Is there anything I should do before I invoke Netscape Navigator sessions in UNIX systems to run CiscoWorks?

Why do some CiscoWorks applications not appear in the product?

Why can't I start my CiscoWorks application?

What kind of directory structure does CiscoWorks use when backing up data?

What does "cmf" stand for in the database path?

I'm logged out of the CiscoWorks Server. Why did this happen, and how do I regain access?

What if the database is inaccessible?

How do I change the port for osagent in Windows?

How do I change port for osagent in Solaris?

How do I change the ESS port in Solaris?

How do I change ESS port in Windows?

I have configured the Active Directory Login Module but it does not work. How can I analyse the problem ?

Q.

SSL

Initializer class not found

A.

Step 1 Verify Java Plug-in 1.3.1 is installed and enabled.

Step 2

Step 3

a. Go to **Start > Settings > Control Panel > Java Plug-in 1.3.1**

b.

c.

a.

`/usr/j2se/bin/ControlPanel`

Step 4

on page 3-7.



Note

connect to JRun Connector Proxy . Please contact the system administrator for this web site

`/bin/pdshow`



Netscape has encountered bad data from the server

- You create a new server certificate using the same hostname
 - You have set the browser to accept the old server certificate, till it expires
- Typically, this problem is fixed when you clear the entry for your old server certificate from the browser.



The I/O errors in Netscape Navigator running in secure mode (HTTPS) is often caused by configured certificates in the client computer.


- Q.** When I invoke CiscoWorks in the secure mode (HTTPS), there are too many dialog boxes. This makes the process tedious. Is there a way to reduce the number of dialog boxes and steps?
- A.** Yes. You have the following options:
- If you are using self-signed certificates:
- In Netscape Navigator, select the option **Accept the Server Certificate forever (until it expires)**

- *PLUGIN_INSTALLATION***lib\ext** — If you have to download JSSE jars
lib\security\cacerts
lib\security\cacerts.session files



```
java.security.AccessControlException: access denied
```

```
java.security.AccessControlException: access denied
```



javax.net.ssl.SSLException:
untrusted server cert chain

https://*server_name* *port_number*
server_name *port_number*

Server Certificate is not valid before date The

[page 4-14.](#)

If you are using a third party issued certificate, you must contact the certificate authority (CA) and renew the certificate. You can use a self-signed certificate till you get the certificate renewed by the CA.



Before you perform any certificate management operations—creating or modifying certificates, back up the certificate files, the server private key in particular, and keep them in a safe location.

While invoking CiscoWorks, my browser stops responding, and I am not able to get the CiscoWorks Login Manager. What should I do?

When you start CiscoWorks, a Java Plug-in dialog box is invoked, prompting you to grant permission for a signed applet to run. There is a chance that this dialog box goes behind your browser window, if you have several application or browser windows running.

On Windows, use **Alt+tab**

OS	Action
Windows	<ol style="list-style-type: none">1. Enable Java Plug-in2. Apply
Solaris	<p>/usr/j2se/bin/Control Panel</p> <ol style="list-style-type: none">1. Enable Java Plug-in2. Apply

source

Table 6-3 *Sample CiscoWorks Common Services Backup Directory*

Directory path	Description	Usage Notes

/tmp/1/cmfilebackup.tar	CiscoWorks server application tar files	Application data is stored in the datafiles.txt which are compiled into the tar file.
/tmp/1/cmfile/database	CiscoWorks Server database directory	Includes files for each database: xxx_DbVersion.txt xxx.db database files xxx.log database log files xxx.txt database backup manifest file

[“Understanding Fall Back Options” section on page 3-5](#)). You will need to replace the incorrect login module with a default configuration, log into CiscoWorks, and return to the login module to correct one or more of the following:

- Session Time out
- Change from SSL mode to non-SSL mode
- Change from non-SSL mode to SSL mode
- Log out from any other CiscoWorks application
- Visit other sites and then return to CiscoWorks

**Note**

Do alter the existing technologies in the default configuration file.

If all of the parameters listed are correct, see the [“Troubleshooting Suggestions” section on page 6-37](#).

What if the database is inaccessible?

If the server is not able to connect to the database, the database might be corrupt or inaccessible. This can occur if processes are not running. Try the following:

Log in to CiscoWorks as **admin**

Server Configuration>Diagnostics>Process Failures

Server Configuration>Diagnostics>Self Test

Create

Display

Server Configuration>Diagnostics>Collect Server Info

Step 5

Step 6

Step 1

Step 2

- `/etc/init.d/dmgttd stop`
`net stop crmdmgttd`

(UNIX only) Check if the database files(s) and the transaction log file (*.log) are owned by user casuser. If not, change the ownership of these files to user casuser and group casusers.

(UNIX only) Set environment variables

For Korn and Bourne Shell:

```
SATMP=/tmp/.SQLAnywhere ; export SATMP
```

```
LD_LIBRARY_PATH=/opt/CSCOpX/lib:/opt/CSCOpX/objects/db/lib ;  
export LD_LIBRARY_PATH
```

```
ASANY=/opt/CSCOpX/objects/db ; export ASANY
```

```
PATH=${PATH}:/opt/CSCOpX/objects/db/bin ; export PATH
```

```
setenv SATMP /tmp/.SQLAnywhere
```

```
setenv LD_LIBRARY_PATH  
/opt/CSCOpX/lib:/opt/CSCOpX/objects/db/lib
```

```
setenv ASANY /opt/CSCOpX/objects/db
```

```
setenv PATH ${PATH}:/opt/CSCOpX/objects/db/bin
```

```
$SQLANY/bin/dbeng7 -c 16M -m -n validateEng {database file name}  
validateDb
```

installed in d:\cw2000:

```
d:\cw2000\objects\db\win32\dbeng7 -c 16M -n testEng  
-n testDb
```

16384K of memory used for caching

Transaction log: xxx.log

```
Starting checkpoint
Finished checkpoint
Database: xxx.db started
Press 'q' to quit
```

Step 7

```
        /bin/dbeng7 -ud -c 16M -m -n validateEng
-n validateDb
```

Step 8

- ```
 /bin/dbvalid -c "uid={dba user id for the
database};pwd={dba password for the database}
eng=validateEng;dbn=validateDb"

 d:\cw2000\objects\db\win32\dbvalid -c "uid=
 ;pwd=
 ;eng=validateEng;dbn=validated"
```

```
Validating DBA.xxxx
run time SQL error -- Foreign key parent_is has invalid or
duplicate index
entries 1 error reported
```

On UNIX, the command also returns a non-zero return code, that is, \$? = 1.

---

To fix database errors:

Fatal errors may be caused by a corrupt database or a corrupt or missing database transaction log file. If the transaction log is missing or corrupt, the database can be recovered at the cost of a few missing transactions. This can be done by forcibly starting the database without a transaction log; for example:

---

```
/bin/dbeng7 -f -n rmeTst /opt/CSCOpX/databases/rme/rme.db
```

```
2648K of memory used for caching
Database recovery in progress
 Last checkpoint on Mon Dec 06 1999 03:06 pm
 Checkpoint log...
 Transaction log: px.log...
 Forcing recovery without transaction log
 Rollback log...
 Checkpointing...
Starting checkpoint
Finished checkpoint
Recovery complete
Recovered to last checkpoint
```

---

```
/bin/isql -c "uid={
```

```
DROP INDEX {the index in question}
```

---

CREATE [UNIQUE] INDEX xyz on {your table pqr}  
{ASC | DESC},...

---

How do I ensure that jrm is running fine?

To check whether jrm is working on Windows, at the command prompt enter:

To check whether jrm is working on Solaris, at the command prompt enter

If you get a message “Established connection with JRM”, then EDS, EDS-GCF and jrm are running.

If you do not get the above message, contact the technical assistance center with the error message.

How do I change the port for osagent in Windows?

To change the port for osagent in Windows:

---

Backup your Windows registry.

In the Registry Editor, navigate to **HKEY\_LOCAL\_MACHINE > SOFTWARE > Cisco > Resource Manager > Current Version > Daemon > RmeOrb**

-p 42342

**HKEY\_LOCAL\_MACHINE > SOFTWARE > Cisco > Resource Manager > Current Version > Daemon > RmeGatekeeper**

**-DNMSROOT=<NMSROOT> -DORBagentPort=42342  
com.visigenic.vbroker.gatekeeper.GateKeeper -props  
\\lib\visigenics\gatekeeper.cfg**

**-DNMSROOT=  
com.visigenic.vbroker.gatekeeper.GateKeeper -props  
\\lib\visigenics\gatekeeper.cfg**

---

**HKEY\_LOCAL\_MACHINE > SOFTWARE > Cisco > Resource  
Manager > Current Version > Environment**

Open the file <NMSROOT>\lib\classpath\md.properties, in any plain text editor,  
such as Notepad.

**Step 9**

**Step 10**

---

---

**Step 1**

**Step 2**

**Step 3**

**netstat -na | grep 174**

**Step 4**

**netstat -na | grep 44444**

**Step 5**

**Step 6**

*dmgttd.conf*



**csoosa 44444/udp # CSCO NM osagent**



---

**OSAGENT\_PORT=44444**

**PX\_OSA\_PORT=44444**

---

---

*\$NMSROOT*

---

---

**HKEY\_LOCAL\_MACHINE >  
SOFTWARE > Cisco > Resource Manager > Current Version > Daemon >  
ESS**

*-store <NMSROOT>\objects\ess\conf\rvr.d.conf -logfile  
<NMSROOT>\log\ess.log -listen 42351 -no-http*

*-store <NMSROOT>\objects\ess\conf\rvr.d.conf -logfile  
<NMSROOT>\log\ess.log -listen **44351** -no-http*

*NMSROOT*

---

---

**Edit Options**

**True**

**Finish**

---

For example if the "Usersroot" configuration is incorrect, then the login module cannot match the complete DN string with any entries in the Active Directory database. It indicates which portion of the DN matched and which portion did not match. You can then check up your Active Directory setup and verify the entries for the Usersroot.

In some cases, the log file contains error messages with NameError. This indicates that either you entered a wrong user Id or there is some spelling error in the Usersroot configuration.

---

How do I change the IP Address of the CiscoWorks Server after installing it, or after running it for a while?

You can change the IP address on the server, and then access it using the new IP address.

To change the IP address on Windows:

---

Click

The Local Area Connection Status dialog box appears.

Click

The Local Area Connection Properties dialog box appears.

Select Internet Protocol (TCP/IP) and click

The Internet Protocol (TCP/IP) Properties dialog box appears.

Select the radio button Use the following IP address.

Change the IP address as required, in the IP Address field.

For the subnet mask and default gateway values, use the command ipconfig at the command prompt.

---

The subnet mask and default gateway values will be displayed.  
Enter these values in the Subnet mask and default gateway fields.

Click .

Restart the server.

---

To change the IP address on Solaris, use the command `ifconfig` at the command prompt to change the IP address of the required interface.

For example, at the command prompt, you can enter:

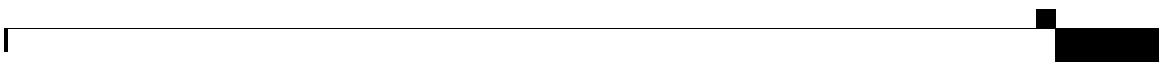
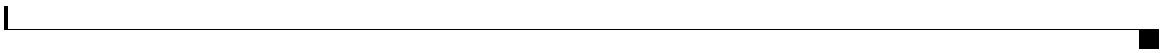
where the variable `interface` represents the name of the interface and `ipaddress` represents the new IP address.

How do I change the Hostname of the CiscoWorks Server after installing it, or after running it for a while?



To change the hostname of the CiscoWorks Server, you need to update several files, and reboot the server:

---



Change the hostname in all the following files:



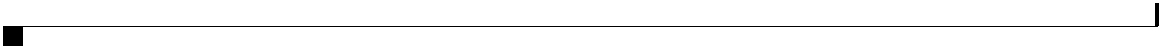
**Table 6-4 Changing Hostname in CoscoWorks Common Services 2.2 Server**



| Bundle | Solaris                                                                                                                                                                                                                           | Windows                                                                                                                                                                                                                |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul> <div style="margin-top: 10px;">  </div> <p><b>Note</b></p> <hr/> <hr/> | <ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul> <div style="margin-top: 10px;">  </div> <p><b>Note</b></p> <hr/> <hr/> |
|        | <ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>                                                                                                                                                         | <ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>                                                                                                                                              |

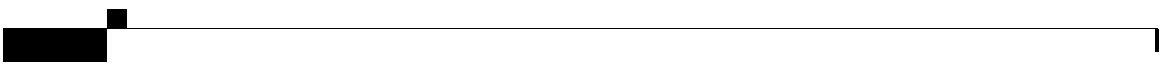
|  |                                                                                                                                                                                                                                                            |                                                                                                                                                                                                          |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <ul style="list-style-type: none"><li>•</li></ul> <pre>ccraccess -removeResource Core Custom Custom " " " " HostName  ccraccess -addResource Core Custom Custom NewHostName " " HostName  ccraccess -getResource Core Custom Custom " " " " HostName</pre> | <pre>ccraccess -removeResource Core Custom Custom " " " " HostName  ccraccess -addResource Core Custom Custom NewHostName " " HostName  ccraccess -getResource Core Custom Custom " " " " HostName</pre> |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|  |                                                                                                     |                                                                                                                                                                                           |
|--|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |                                                                                                     |                                                                                                                                                                                           |
|  | <br>_____<br>_____ | <br>_____<br>_____<br><br><code>ccraccess -removeResource Core<br/>Custom Custom " " " " HostName</code> |

|  |                                                                                                                                                                                                          |                                                                                                                                           |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
|  | <pre>ccraccess -removeResource Core Custom Custom " " " " HostName  ccraccess -addResource Core Custom Custom NewHostName " " HostName  ccraccess -getResource Core Custom Custom " " " " HostName</pre> | <pre>ccraccess -addResource Core Custom Custom NewHostName " " HostName  ccraccess -getResource Core Custom Custom " " " " HostName</pre> |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|



|  |                                                                                                     |                                                                                                     |
|--|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
|  |                                                                                                     |                                                                                                     |
|  | <br>_____<br>_____ | <br>_____<br>_____ |



|  |                                                                                                                                                                                                          |                                                                                                                                                                                                          |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <pre>ccraccess -removeResource Core Custom Custom " " " " HostName  ccraccess -addResource Core Custom Custom NewHostName " " HostName  ccraccess -getResource Core Custom Custom " " " " HostName</pre> | <pre>ccraccess -removeResource Core Custom Custom " " " " HostName  ccraccess -addResource Core Custom Custom NewHostName " " HostName  ccraccess -getResource Core Custom Custom " " " " HostName</pre> |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



sys-unconfig

---

`/etc/init.d/dmgt d stop`

`/etc/init.d/dmgt d start`

---

---

`cmd`

`net stop crmdmgtd`

`net start crmdmgtd`



---

---

---

---

**Server Configuration > Setup > Java Plug-in Use**

**Enable    Disable**

**Finish**

---

---

Server Configuration    Diagnostics    Connectivity Tools  
Management Station to Device.

SSH OK

SSH failed

---

show ip ssh

show ssh



## Troubleshooting Suggestions

|                       |  |                                                                                                                                                                                                 |
|-----------------------|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                       |  |                                                                                                                                                                                                 |
| <b>Setup</b>          |  |                                                                                                                                                                                                 |
|                       |  |                                                                                                                                                                                                 |
|                       |  |                                                                                                                                                                                                 |
|                       |  |                                                                                                                                                                                                 |
| <b>Administration</b> |  |                                                                                                                                                                                                 |
|                       |  | <p><b>On UNIX:</b></p> <ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol> <pre> /opt/CSCOpX/bin/pdterm JRunProxyServer /opt/CSCOpX/bin//pdexec JRunProxyServer </pre> |



## Troubleshooting Suggestions

|                                       |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                       |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <p>Device is SSH supported or not</p> |  | <ol style="list-style-type: none"> <li>1.</li> <li>2.</li> </ol> <p>the device is running SSH enabled (K2 or K9) image.</p> <p>If it is not the correct image, download the appropriate image to the device.</p> <p>If you have the correct image, then see whether you have created RSA key pairs in the device. Creating RSA keys will enable SSH in the device.</p> <p>Check whether your server or network is authorized to initiate SSH connections to device.</p> |

|                                                                                                                               |                                                                                   |                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>After installation, while starting the daemon manager, the following error message is displayed:</p> <p>(Solaris only)</p> | <p>Found Non-SSL compliant products that do not function in SSL enabled mode.</p> | <p>Disable SSL from CLI and then start the daemon manager. For more information, see the <a href="#">“Disabling SSL” section on page 4-10</a>.</p> |
| <p>After installation, while starting the daemon manager, the following error message is displayed:</p>                       | <p>Found Non-SSL compliant products that do not function in SSL enabled mode.</p> | <p>Disable SSL from CLI and then start the daemon manager. For more information, see the <a href="#">“Disabling SSL” section on page 4-10</a>.</p> |

