



Troubleshooting the Installation

This appendix provides troubleshooting information for Common Services installation.

This appendix contains:

- [Checking Processes After Installation, page A-1](#)
- [Viewing and Changing Process Status, page A-2](#)
- [Contacting Technical Assistance Center \(TAC\), page A-3](#)
- [Understanding Installation Error Messages, page A-4](#)

Checking Processes After Installation

You can run a self test or view process failures from the CiscoWorks Server.

To run a self test, in the CiscoWorks Homepage select **Common Services > Server > Admin > Selftest**.

To view process failures, in the CiscoWorks Homepage select **Common Services > Server > Reports > Process Status**.

Processes that are not running will be displayed in red color.

Viewing and Changing Process Status

You can view the status of any process by selecting **Common Services > Server > Admin > Processes** from the CiscoWorks Homepage.

- From the browser, only users with administrative privileges can start and stop processes.
- From the CiscoWorks server, only users with local administrative privileges can start and stop processes.

Step 1 From the CiscoWorks Homepage, select **Common Services > Server > Admin > Processes**

The Process Management page appears.

Step 2 In the Process Management page, select the processes that you want to stop.

Step 3 Click **Stop**.

If you select specific processes, the dependent processes will also stop.

To start processes from the browser:

Step 1 From the CiscoWorks Homepage, select **Common Services > Server > Admin > Processes**

The Process Management page appears.

Step 2 In the Process Management page, select the processes that you want to stop.

Step 3 Click **Start**.

Only the selected processes will be started. The dependent processes will remain stopped.

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. Wait for a few minutes before you start the daemon manager.

Contacting Technical Assistance Center (TAC)

You can contact the Technical Assistance Center (TAC) if you had problems while installing Common Services.

Before contacting TAC, we recommend that you make that:

- The system hardware and software requirements are met.
- The disk space is not full (/ (root), /opt, and /var partitions).
- The CD-ROM drive is not defective.

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

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

Create a report and email the generated report to TAC.

To generate the report, in the CiscoWorks Homepage, select **Common Services > Server > Admin > CollectServerInformation**.

Understanding Installation Error 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 cisco</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. To start Syslog, use the following command: <code>start/usr/sbin/syslogd</code>
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 2.8 or Solaris 2.9.

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.	<ul style="list-style-type: none"> Make sure the package in CD is correct. Use the command <code>pkgchk -d disk/packages packagename</code> Or <ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> Continue installation and install patches after the CiscoWorks Common Services product is installed. Or <ul style="list-style-type: none"> 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.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
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.
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 \$PERMS 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.

