



CHAPTER 6

Troubleshooting and FAQs

This appendix provides troubleshooting information for LMS installation. It contains:

- [Checking Processes After Installation](#)
- [Viewing and Changing Process Status](#)
- [Troubleshooting Your Network Using CiscoWorks Assistant](#)
- [Contacting Cisco Technical Assistance Center \(TAC\)](#)
- [Understanding Installation Error Messages](#)
- [Frequently Asked Questions](#)

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 are displayed in red.

Run the collect server information to check the package errors, if any.

Viewing and Changing Process Status

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

If you are trying to view and change process status:

- You can start and stop processes from the browser only if you have administrative privileges.
- You can start and stop processes from the CiscoWorks server only if you have local administrative privileges.

To view or change the process status:

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- Step 1** Go to the CiscoWorks Homepage and select **Common Services >Server > Admin > Processes**.
The Process Management page appears.
- Step 2** Select the processes from this page that you want to stop.
- Step 3** Click **Stop**.
If you select specific processes, the dependent processes also stop.
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To start processes from the browser:

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- Step 1** Go to the CiscoWorks Homepage and select **Common Services >Server > Admin > Processes**.
The Process Management page appears.
- Step 2** Select the processes from this page that you want to stop.
- Step 3** Click **Start**.
Only the selected processes are started. The dependent processes are not started.
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For Windows:

- To stop all processes from the server, enter:
`net stop crmdmgtd`
- To start all processes from the server, enter:
`net start crmdmgtd`

For Solaris:

- To stop all processes from the server, enter:
`/etc/init.d/dmgtd stop`
- To start all processes from the server, enter:
`/etc/init.d/dmgtd start`



Caution

Do not start the daemon manager immediately after you stop it. The ports used by daemon manager will be in use for a while even after the daemon manager is stopped. Wait for a few minutes before you restart the daemon manager.

Troubleshooting Your Network Using CiscoWorks Assistant

Cisco Works Assistant helps you collect troubleshooting information from all the servers part of the Multi-server setup and display reports.

For this, you must have configured Single Sign-on and you must also have the same System Identity User configured across all servers as part of the setup.

The two most important troubleshooting functions of CiscoWorks Assistant have been detailed here as follows:

- [Generating Device Troubleshooting Report](#)
- [Generating End Host Down/IP Phone Down Report](#)

Generating Device Troubleshooting Report

CiscoWorks Assistant allows you to generate this report to help you analyze why devices are unreachable. The generated Device Troubleshooting report contains the following details for the selected device:

**Note**

You must install Campus Manager, DFM and RME to view all these details. If these applications are not installed, some of the reports will not be generated.

- Reachability
- Alerts and Syslog Messages
- Differences between two archived running configurations.
- Changes in the device configuration file, inventory, and installed image
- Details of the device topology
- Check Device Attributes (CDA) information
- Details on network inconsistencies, misconfiguration in the physical and logical layout in the discovered network.

**Note**

View Permission Report (Common Services > Server > Reports) to check if you have the required privileges to perform this task.

You can generate this Device Troubleshooting report by selecting **CiscoWorks Assistant > Workflows > Device Troubleshooting**.

For further information on this, refer the Online Help or see the *User Guide for CiscoWorks Assistant 1.1*.

Generating End Host Down/IP Phone Down Report

CiscoWorks Assistant allows you to generate this report to help you locate and track the End Hosts/IP phone in your network, thus providing you the information required to troubleshoot as well as analyze the connectivity issues.

You must install Campus Manager to generate the End Host Down/IP Phone Down report.

View Permission Report (**Common Services > Server > Reports**) to check if you have the required privileges to perform this task.

You can generate the End Host Down/IP Phone Down report by selecting **CiscoWorks Assistant > Workflows > End Host Down/IP Phone Down**.

For further information on this, refer the Online Help or see the *User Guide for CiscoWorks Assistant 1.1*.

Contacting Cisco Technical Assistance Center (TAC)

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

Before contacting Cisco TAC, we recommend that you ensure:

- The system hardware and software requirements are met.
- The disk space is not full.
- The CD ROM drive is not defective.

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

Cisco TAC representatives may ask you to send them the installation log file in the case of LMS 3.1.

This installation log file is C:\Ciscoworks_install_YYYYMMDD_hhmmss.log, where YYYYMMDD denotes the year, month and date of installation and hhmmss denotes the hours, minutes and seconds of installation.

Generate a report and email the generated report to Cisco TAC.

To generate the report:

In the CiscoWorks home page, select

Common Services > Server > Admin > CollectServerInformation.

Understanding Installation Error Messages

Table 6-1 shows error messages that might occur during installation and describes the reasons for the errors.

Table 6-1 Installation Error Messages

Error Message	Possible Reasons	User Action
CiscoWorks Common Services installation cannot proceed because you are not logged in as an administrator.	You are not logged into Windows with administrator privileges.	Log into Windows with local administrator privileges and try installing again.
The setup program has discovered HP OpenView services running. This will lock some of the CiscoWorks <i>dlls</i> . Stop all HP OpenView services before installing CiscoWorks.	You have installed Device Fault Manager (DFM) on your system. HP Network Node Manager (HPNNM) or NetView is running on the same system.	Stop all HP OpenView services and continue to install CiscoWorks.
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 and extract the contents to install from it.	Retry the download.

Table 6-1 Installation Error Messages (continued)

Error Message	Possible Reasons	User Action
Cannot write <i>infoFile</i> or Cannot create <i>infoFile</i> .	A file-write operation failed.	Run the file system checking utility, then repeat the installation. <ol style="list-style-type: none"> 1. Verify that you have write permission to the destination directory and windows TEMP directory. 2. Repeat the installation. The environment variable <i>%TEMP%</i> 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.	<ol style="list-style-type: none"> 1. Select Control Panel > Services and stop service <i>servicename</i> manually. 2. Proceed with (un)installing.
UseDLL failed for <i>dll</i> .	<i>dll</i> should be available at any time for any process, but Windows did not load it.	<ul style="list-style-type: none"> • Check permissions on the system32 directory under <i>%WINDIR%</i>. If the <i>dll</i> is <i>secure.dll</i> or <i>r_inst.dll</i>, check product installation media for errors. Or <ul style="list-style-type: none"> • Reinstall Windows.
<i>function</i> failed: DLL function not found.	<i>dll</i> should be available at any time for any process, but Windows did not load it.	<ul style="list-style-type: none"> • Check permissions on system32 directory under <i>%WINDIR%</i>. If <i>dll</i> is <i>secure.dll</i> or <i>r_inst.dll</i>, check product installation media for errors. Or <ul style="list-style-type: none"> • Reinstall Windows.
OpenFile failed: <i>pathname</i> .	A file open operation failed.	<ul style="list-style-type: none"> • Run the file system checking utility, then repeat the installation. Or <ul style="list-style-type: none"> • 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.

Table 6-1 *Installation Error Messages (continued)*

Error Message	Possible Reasons	User Action
Launch of isql script failed.	The existing database file is corrupted 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.	Select 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.	Select 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> . 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.
You are attempting to install CiscoWorks Common Services 3.2 on a server that is configured as a Primary Domain Controller or a Backup Domain Controller (PDC/BDC).	You are trying to install the application on a server that is configured as a Primary Domain Controller or a Backup Domain Controller (PDC/BDC).	Install CiscoWorks Common Services 3.2 on another server not configured as PDC / BDC.
You are attempting to install CiscoWorks Common Services 3.2 on an unsupported operating system. The installation will exit when you close this message.	You are trying to install the application on an operating system that does not match System Requirements for the product.	<ul style="list-style-type: none"> Upgrade the Operating System on the Server to a supported version Or <ul style="list-style-type: none"> Install CiscoWorks Common Services 3.2 on another server running a supported Operating System.
You are attempting to install CiscoWorks Common Services 3.2 on <i>operating system</i> and <i>service pack</i> . Please run installation again on a supported platform. Do you want to proceed?	You are trying to install the application on an operating system that does not match System Requirements for the product	Run installation again on a supported platform.

Table 6-1 Installation Error Messages (continued)

Error Message	Possible Reasons	User Action
<p>We recommend that you run the installation from a local DVD 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 Yes to proceed with this installation.</p> <p>Click No to exit installation.</p>	<p>You are trying to install the product from a copy of the DVD or from the DVD drive of another system in the network.</p>	<p>Copy the installable image to a local drive or use local DVD drive.</p>
<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 OK to exit installation.</p>	<p>You are trying to install the product from another system in the network.</p>	<p>Copy the installable image to a local drive or use local CD drive.</p>
<p>The default (or selected) drive <i>drive</i> has a(n) <i>file-system-type</i> file system.</p> <p>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"> Choose another directory to install CiscoWorks Common Services Use default or selected directory to install CiscoWorks Common Services 	<p>You are trying to install onto a drive with a non-NTFS (FAT or FAT32) file system.</p> <p>The file system may not support security. The cluster size may be bigger than 4096 bytes.</p>	<p>Click on the directory on which you want to install CiscoWorks.</p>
<p>The product can be installed only in a folder that does not have spaces in its name or can be converted into 8.3 form. Select another destination folder.</p>	<p>The destination directory contains spaces in the directory name and the directory name cannot be converted to a MS-DOS format.</p>	<ul style="list-style-type: none"> Install the product in a directory whose fully qualified pathname does not contain any spaces or has MS-DOS name aliases. <p>Or</p> <ul style="list-style-type: none"> Check the presence of MS-DOS aliases, using <code>dir /x</code> command in a command-line window.

Table 6-1 *Installation Error Messages (continued)*

Error Message	Possible Reasons	User Action
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.	<ol style="list-style-type: none"> 1. Check the Operating System. 2. Reinstall Windows if necessary, 3. 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.	<ol style="list-style-type: none"> 1. Check Operating system. 2. Reinstall Windows if necessary, 3. 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.	Select another destination directory.
Could not set file permissions.	<p>The installation program cannot set file permissions. Most likely causes are:</p> <ul style="list-style-type: none"> • The account you used to log in to the system has insufficient permissions. • The drive on which you are installing product has a FAT file system. 	<ol style="list-style-type: none"> 1. Correct the problem. 2. Rerun installation program.
<i>task_name</i> is already running! Wait for it to complete and click OK .	One installation subtask is still running.	<ol style="list-style-type: none"> 1. Wait for installation subtask to finish running. 2. Click OK to proceed.
Cannot create/open log file.	The installation program could not create or open the installation log file.	<ol style="list-style-type: none"> 1. Determine why the file could not be created or opened. 2. Correct the problem, then rerun installation. Common causes are lack of disk space or write protection on file. 3. Rerun installation.


Table 6-1 *Installation Error Messages (continued)*

Error Message	Possible Reasons	User Action
<p>Error creating / modifying casuser - <i>name</i>.</p> <p>Click Yes if you want to try again.</p> <p>Click No if you want the Install to terminate.</p>	<p>This error may happen if:</p> <ul style="list-style-type: none"> The passwords that you entered do not match the policies set by System Administrators. <p>Or</p> <ul style="list-style-type: none"> User running the installation does not have permission to create new user on the system. 	<ul style="list-style-type: none"> If you are not authorized to create users on the system, contact your System Administrator. If you are authorized to create users on the system: <ul style="list-style-type: none"> a. Click Yes. A screen appears where you can re-enter the passwords. b. Correct the problem as given in 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.
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.	<p>Stop all HP OpenView services before installing CiscoWorks.</p> <p>You do not have to restart the system after stopping HP OpenView.</p>
ODBC Driver Manager 3.510 or later is required by CiscoWorks Common Services. 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>See the 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>
Name lookup failed for <i>hostName</i> . Please configure the hostname and then try installation.	Your hostname is not configured properly.	Configure the hostname and continue installation.

Table 6-1 Installation Error Messages (continued)

Error Message	Possible Reasons	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 Next to proceed with the installation.</p> <p>Click Cancel to exit.</p>	<p>Some of the executables and DLLs installed by CiscoWorks are locked.</p>	<ol style="list-style-type: none"> 1. Stop all applications. 2. Stop IPM if it is running. 3. Close Browsers and make sure CiscoWorks CLIs are not used at the moment. <p>After stopping all the applications, proceed with the installation.</p> <ol style="list-style-type: none"> 4. Stop the ACS service if it is installed.
<p>Do you want to verify that CiscoWorks files are no longer being used by running processes?</p> <p>Click Yes to verify that files are no longer in use and that the installation may proceed.</p> <p>Click No 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. If some files are in use, stop all processes. To do this:</p> <ol style="list-style-type: none"> 1. Cancel installation. 2. Stop the CiscoWorks and change the startup type from Automatic to Manual. 3. Restart the system. 4. Try to run command net start from MSDOS window. <p>The output should not show any CiscoWorks or CiscoWorks Common Services daemon manager running.</p> <ol style="list-style-type: none"> 5. Run the installation again.
<p>The instruction at <i>location</i> referenced memory at <i>location</i>. The memory cannot be read.</p> <p>Click OK to terminate the program.</p> <p>Click Cancel to debug the program.</p>	<p>You have installed CiscoWorks Common Services on a Pentium IV machine.</p>	<p>Click OK, and ignore the message. The installation will continue normally.</p>
<p>java.exe has generated errors and will be closed by Windows. You must restart the program. An error log is being created.</p>	<p>This message appears when you install CiscoWorks Common Services on a Pentium IV machine.</p>	<p>Click OK, and ignore the message. The installation will continue normally.</p>

Table 6-1 Installation Error Messages (continued)

Error Message	Possible Reasons	User Action
CreateService - <i>service name</i> - The specified service is marked for deletion.	The registry entries related to the service are not deleted during the uninstallation.	<ol style="list-style-type: none"> 1. Restart the machine 2. Reinstall CiscoWorks LAN Management Solution. <p>If the problem still exists:</p> <ol style="list-style-type: none"> 1. Uninstall CiscoWorks LAN Management Solution 2. Restart the machine, 3. Start a fresh installation.
One instance of CiscoWorks Installation is already running. If you are sure that no other instances are running, remove the file C:\CMFLOCK.TXT. The Installation will now terminate.	CiscoWorks installation is already running.	<p>Remove the file C:\CMFLOCK.TXT and retry the installation.</p> <p> Note Parallel installations are not supported. Make sure that no other instance of installation is running, while you start a new installation.</p>
Backup operation failed. Please look at backup directory\backup.log for the reason for failure. Click Retry to take backup again. Click Exit to exit the installation.	The backup process failed.	Retry backing up again.

The LMS Troubleshooting Tips and FAQs is available at this URL:

http://www.cisco.com/en/US/products/sw/cscowork/ps2425/tsd_products_support_troubleshoot_and_alerts.html

The RME Troubleshooting Tips and FAQs is available at this URL:

http://cisco.com/en/US/products/sw/cscowork/ps2073/prod_troubleshooting_guide09186a008036dff2.html

The Campus Manager Troubleshooting Tips and FAQs is available at this URL:

http://www.cisco.com/en/US/products/sw/cscowork/ps563/tsd_products_support_troubleshoot_and_alerts.html

The DFM Troubleshooting Tips and FAQs is available at this URL:

http://www.cisco.com/en/US/products/sw/cscowork/ps2421/tsd_products_support_troubleshoot_and_alerts.html

The IPM Troubleshooting Tips and FAQs is available at this URL:

http://www.cisco.com/en/US/products/sw/cscowork/ps1008/tsd_products_support_troubleshoot_and_alerts.html

The CiscoView Troubleshooting Tips and FAQs is available at this URL:

http://www.cisco.com/en/US/products/sw/cscowork/ps4565/tsd_products_support_troubleshoot_and_alerts.html

Frequently Asked Questions

The following are the list of questions and answers that help you to understand LMS 3.1 better:

- Q.** On which operating system is LMS 3.1 supported?
- A.** See [System and Browser Requirements for Server and Client](#) for details.

- Q.** Which Windows HotFix patches are supported for LMS 3.1?
- A.** For LMS 3.1, we have tested all the Windows HotFix patches released upto March 2007 that have an impact on LMS:
<http://www.microsoft.com/technet/security/bulletin/ms06-may.msp>

- Q.** Is LMS 3.1 supported on 64-bit native systems?
- A.** Yes, LMS 3.1 is supported on native 64-bit systems. See [Operating System Requirements](#) for more information.

- Q.** Can I install LMS 3.1 with Internet Information Services (IIS) enabled?
- A.** Yes, you can install. If you click **No** you must stop IIS services before installing LMS 3.1. If you click **Yes** you must change the port from 443 to any other during installation. Also, you must ensure that no other application or process is utilizing this port.

- Q.** Which TCP and UDP ports does LAN Management Solution 3.1s use?
- A.** See [LAN Management Solution Port Usage](#) for details.

- Q.** Does LMS 3.1 support virtual machines, such as VMware and VirtualPC?
- A.** Yes, LMS 3.1 supports VMware. See [Server Requirements on Windows Systems](#), for more information.
- Q.** Can I install LMS 3.1 with Windows Domain Controller enabled?
- A.** No, you must disable Windows Domain Controller before installing LMS 3.1.
- Q.** Is LMS 3.1 supported on Solaris x86 (on the x86 CPU)?
- A.** No, LMS 3.1 is not supported on Solaris x86.
- Q.** Is LMS 3.1 supported on multi-homed server?
- A.** Yes, LMS 3.1 is supported on multi-homed server.

A multi-homed machine is a machine that has multiple NIC cards, each configured with different IP addresses. To run CiscoWorks Common Services on a multi-homed machine, there are two requirements:

- All IP addresses must be configured in DNS.
- Owing to restrictions with CORBA, only one IP address can be used by the client or browser to access the server. You must select one IP address as the external address, with which the client will log into the CiscoWorks server.

See the *Release Notes for CiscoWorks Common Services 3.2*:

http://www.cisco.com/en/US/products/sw/cscowork/ps3996/prod_release_notes_list.html

- Q.** How do I check the application versions of LMS 3.1?
- A.** You can check the application versions by selecting **Common Services > Software Center > Software Update**. For LMS 3.1 installation, the application versions are:
- CiscoWorks Common Services 3.2
 - Campus Manager 5.1
 - CiscoView 6.1.8
 - Device Fault Manager 3.1
 - Integration Utility 1.8
 - Internetwork Performance Monitor 4.2
 - Resource Manager Essentials 4.2
 - LMS Portal 1.1
 - CiscoWorks Assistant 1.1
 - Health and Utilization Monitor 1.1

If you have installed a licensed version of LMS 3.1, you can check the LMS version in the Products Installed table (**Common Services > Software Center > Software Update**). The LMS version should be 3.1.

- Q.** Can I migrate data from Solaris to Windows and vice versa?
- A.** No, you cannot migrate data between operating systems.

- Q.** Can LMS 3.1 co-exist with other CiscoWorks applications?
- A.** No, LMS 3.1 cannot co-exist with any other CiscoWorks applications.
- Q.** I am currently using a licensed version of LMS 3.1 on Solaris. I want to migrate to Windows. Do I need to get a new license for LMS 3.1 on Windows?
- A.** No, you can use the same LMS 3.1 Solaris license on Windows.
- Q.** When should I install other Network Management Systems (such as HP OpenView Network Node Manager, Netview)?
- A.** You must install other Network Management Systems before installing LAN Management Solution.
- Q.** I have configured CiscoWorks server in ACS mode. Why am I unable to view all of the devices in CiscoWorks server?
- A.** To manage devices in CiscoWorks server, you must configure the devices in Cisco Secure ACS server too. You can view the list of devices that are not configured in the Cisco Secure ACS server using the *Devices that are not configured in ACS Report*.
- You can generate this report by selecting **Common Services > Device and Credentials > Reports**. This report is available only after configuring CiscoWorks with Cisco Secure ACS server.

