APPENDIX A

Troubleshooting QPM Installation

The following topics can help you troubleshoot problems you might encounter while installing QPM, or starting QPM:

Troubleshooting Problems During Installation

Table A-1 Installation Error Messages

Message	Reason for Message	User Action
License Validation Failed Or No Valid License Found	The license file you selected during installation is not valid.	Quit the current installation, and reinstall with proper license file.
Evaluation license expired.	The QPM 4.0 Evaluation License expired.	Install the new license in QPM though Administration > License > Install License option

Table A-1 Installation Error Messages

Message	Reason for Message	User Action
Getting License Device Limit Failed	The license file you selected during installation is not valid.	Quit the current installation, and reinstall QPM 4.0.
Upgrade only allowed for QPM Combined License	Upgrade is supported only for QPM Combined license, and not for QPM Monitoring or QPM Restricted licenses	Obtain the QPM Combined license, and perform the upgrade installation.

Troubleshooting Problems Starting Common Services

Common Services might not start for any of the following reasons:

- Terminal Services is Enabled, page A-2
- Port Conflict, page A-3

Terminal Services is Enabled

Problem—If Terminal Services is enabled on Windows Advanced Server, Common Services will not work. If you installed Common Services on a Windows Advanced Server where Terminal Services was enabled, and then disabled before you uninstalled Common Services, Common Services might still not work.

Recommended Action—Do not enable Terminal Services on a Windows Advanced Server before or after installation of Common Services.

Port Conflict

Problem—You cannot start Common Services because port 1741, which is used by Common Services, is in use by another application.

Recommended Action—Try the following:

- Restart the QPM server.
- To run CiscoWorks, enter http://*QPMinstall*:1741/login.html, where *QPMinstall* is the name or IP address of the QPM server.

If ports are still in use, open the JbossStdout.log file and look for the error "java.rmi.server.ExportException:Port already in use:*port-number*". Check whether the listed port is in use by another application. If so, stop the other application or change the port it is using.

Troubleshooting Problems Starting QPM

QPM might not start for any of the following reasons:

QPM Server Does Not Meet System Requirements

Problem—QPM startup and performance might be slow, or QPM might not work at all.

Recommended Action—Install QPM on a server that meets system requirements.

Incorrect User Permissions

Problem—Many buttons in the user interface are grayed out because you might not have the correct user permissions to perform those tasks.

Recommended Action—Verify your user permissions in the CiscoWorks desktop (**Server > Security**), or in ACS (depending on the method you are using for user authentication).

For more information about working with ACS user permissions, see Setting up ACS User Groups and Permissions for QPM, page 3-11.

You might also encounter display problems if the browser version on the client system does not meet the client system requirements.

Changed Database Password

Problem—If you change the QPM database password in CiscoWorks Common Services, and then try to start QPM without restarting the QPM server, the connection to the database is lost.

Recommended Action—After changing the QPM database password, restart the QPM server.

Different HTTP/HTTPS Port in Common Services and QPM

Problem—If the HTTPS port number used by CiscoWorks Common Services is different from the HTTPS port number configured in QPM, you will not be able to launch QPM.

Recommended Action—Update QPM with the Common Services port number, using the updateSSLPort utility. This utility updates QPM with the new port and restarts the services.

To start the utility from the QPM server, in the Command window:

Step 1 Change directory to */opt/CSCOpx/MDC/qpm/bin* where */opt/CSCOpx* is the default installation directory.

Step 2 Enter *updateSSLPort new port number*

Unknown Cause

Problem You are not able to launch QPM for any reasons other than those mentioned above.

Recommended Action—Restart the QPM server.

Obtaining Information for Troubleshooting and Cisco Technical Support

The following topics describe how to obtain information for troubleshooting and Cisco Technical Support:

Obtaining System Status Information for Troubleshooting

To send the diagnostics results to a TAC representative, you can run the MDCSupport utility, which collects configuration and system information in a tar file, called mdcsupportinformation.tar.

The MDC Support Information file includes any problems that occurred during the installation or the running of QPM. You can send this file to the Cisco Technical Assistance Center (TAC) support staff to assist in diagnosing the problems.

To send the diagnostics results to a TAC representative:

Step 1 At the command line of */opt/CSCOpx/MDC/bin* (where */opt/CSCOpx* is the default installation directory), enter **mdcsupport** and press **Enter**.

A tar file named mdcsupportinformation.tar is created under */opt/CSCOpx/MDC/etc*.

Step 2 Email this file to the TAC representative.

Obtaining Debug Information for Cisco Technical Support

If Cisco Technical Support requests that you gather additional debug information in the trace files, you can set the QPM trace logging mode to collect the information.

Collecting debug information reduces the performance of your server, and the collected data can only be interpreted by Cisco.

Owing to this, do not collect debug information unless requested. After you have collected the information, reset the logging mode to only collect informational messages.

To set the QPM trace logging mode for collecting information:

Step 1 Go to the */opt/CSCOpx/MDC/qpm/bin* where */opt/CSCOpx* is the default installation directory, and enter this command to begin collecting debug information:

```
setqpmloggermode -debug
```

Wait for five minutes before proceeding to the next step. This is to allow time for the system to prepare for collecting debug messages.

Step 2 Repeat the activities you were doing in QPM that led to the problems you encountered.

Step 3 When sufficient debug information has been collected under */opt/CSCOpx/MDC/*log, compress the *log* folder (to .zip or .tar), and email it to your Cisco Technical Support representative.

Step 4 Enter the following command to reset the logging mode so that only informational messages are collected (the default behavior):

setqpmloggermode -info