



# CHAPTER 4

## Troubleshooting

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### Introduction

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- [Reports Missing Data, page 4-3](#)

### Error Message when Viewing a Report

#### Problem

Apparent Error Message: viewing a report returns with an error message.

Error opening <RRD archive name>.rrd: No such file or directory

#### Cause and Solution

MRTG did not create RRD DB files. Verify that your <RTM Folder>/sce\_<SCE IP> does not contain \*.rrd files.

There are two possible reasons that MRTG did not create the RRD DB files:

1. MRTG execution failed and you should check the following settings are correct:
2. Verify the SCE is accessible, for example ping.
3. Verify the SCE SNMP agent is enabled.
4. Verify the SCE community string is configured correctly in the RTM user configuration file.
5. Verify the RTM directory is configured correctly in the user configuration file. The path cannot contain white space.



#### Note

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Use slash or '\\' as the path delimiter.

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6. Verify the RRDTOOL bin directory is configured correctly in the user configuration file.

**Note**


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Use slash or '\\' as the path delimiter.

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7. Run MRTG from a command prompt and verify that it completes with no errors:

```
perl <MRTG bin folder>/mrtg<RTM folder>/mrtg-cfg/<SCE address>_scabb_mrtg.cfg
```

8. Cron did not invoke MRTG
  - a. Verify Cron is configured correctly—Check the MRTG invocation command for the specific SCE platform is correct.
  - b. If using PyCron, try running MRTG from PyCron GUI and verify it completes with return code 0

## Problem

Apparent Error Message: viewing a report returns with an error message The server encountered an internal error or misconfiguration and was unable to complete your request.

## Cause

This error message appears on Unix/Linux systems if the web server user does not have execution permissions on the SCE platform's report CGI files.

## Solution

Add execution permissions to all users to all.cgi files.

## Problem

Apparent Error Message: viewing a report returns with an error message

```
ERROR: Opening <report image filename>.png' for write: Permission denied.
```

## Cause

This error message appears on Unix/Linux systems if the web server user does not have writing permissions on the SCE platform's directory in the RTM directory.

## Solution

Add write permissions to all users to all SCE directories in the RTM directory.

## Problem

Apparent Error Message: viewing a report returns with an error message

```
ERROR: opening <RRD archive name>.rrd': Permission denied.
```

## Cause

This error message appears on Unix/Linux systems if the web server user does not have reading permissions on RRD archive files in the SCE platform's directory.

## Solution

Add read permissions to all users to all RRD archive files. Note that the example crontab.txt file created by the rtmcmd for Unix/Linux systems contains a permissions change command for each monitored SCE. The permissions change command follows the MRTG invocation.

## Reports Missing Data

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- [Cause and Solution, page 4-3](#)

## Problem

Reports missing data. There is a sheer drop in reported traffic.

## Cause and Solution

Cron has stopped invoking MRTG

1. Verify the \*.rrd files in the folder sce\_<SCE IP> haven't been modified during the past 5 minutes.
2. Verify Cron is configured as a service and that the service active.
3. Run MRTG from a command line and verify that it completes with no errors.  

```
perl <MRTG bin folder>/mrtg<RTM folder>/mrtg-cfg/<SCE address>_scabb_mrtg.cfg
```
4. Check that Cron settings are correct.

