



CHAPTER 5

Troubleshooting Cisco IPICS Installation Issues

The issues that are described in this section may occur during, or as a result of, installing the Cisco IPICS operating system or the Cisco IPICS server software. Refer to the following sections in the *Cisco IPICS Troubleshooting Guide* for information about the following components of Cisco IPICS:

- For information about troubleshooting the IDC application, refer to the “Troubleshooting Tips for the IDC Application” chapter in the *Cisco IPICS Troubleshooting Guide*
- For information about troubleshooting license issues, refer to the “Troubleshooting License Issues” section of the “Troubleshooting the Cisco IPICS Server” chapter in the *Cisco IPICS Troubleshooting Guide*.

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No Network Connectivity After Connecting the Ethernet Cable to Interface 1 on the Server

Problem After you install the Cisco IPICS operating system software, you cannot connect your server to the network. The Ethernet cable is connected to Ethernet interface 1 on the server. The connection uses DHCP.

Solution If your interfaces are labeled 1 and 2, the server might map the eth0 port to interface 2. Connect the Ethernet cable to interface 2 on your server and try to reestablish connectivity, or consult your server documentation to determine the mapping scheme for the eth0 port.

**Note**

If your interfaces are labeled NIC 1 and NIC 2, connect the Ethernet cable to the NIC 1 interface.

The Cisco IPICS Operating System Detects Unsupported Hardware

Problem When you install the Cisco IPICS operating system software, a message displays to inform you that the hardware platform is not supported.

Solution The installation program includes hardware detection logic that checks for supported parameters on the server. If any of the parameters do not match with the information that is contained in the installation program, an unsupported hardware message displays. For instance, if you install the Cisco IPICS operating system on a supported server model that does not have the required amount of memory installed, the installation program detects an unsupported parameter. In this case, the server model is actually supported, but because there is insufficient memory to support Cisco IPICS, the message displays.

Make sure that you check the *Cisco IPICS Compatibility Matrix* at the following URL for the most current versions of compatible hardware components, including memory requirements, and software versions for use with Cisco IPICS:

http://www.cisco.com/en/US/products/ps7026/tsd_products_support_series_home.html

The Server Cannot Allocate Partitions

Problem When you attempt to install the Cisco IPICS operating system software, the server displays the following error message:

```
Could not allocate requested partitions:  
Partitioning Failed: Could not allocate partitions  
Press OK to reboot system.
```

Solution You may encounter this error if the server does not have sufficient hard disk space. Make sure that no hard disks have been removed from your server; your server must have 160 GB of hard disk space to function properly with the Cisco IPICS operating system.

For more information, refer to the [Cisco IPICS Compatibility Matrix](#).

Troubleshooting “Bad Interpreter: Permission Denied” Errors

Problem You attempt to install the Cisco IPICS server software by using the following command, and the installer displays a bad interpreter error that is similar to the following example:

```
[root]# ./ipics-installer.run  
./ipics-installer.run  
  
-bash: ./ipics-installer.run: /bin/bash: bad interpreter: Permission  
denied
```

where:

ipics-installer.run represents the name of the Cisco IPICS installer file that you are attempting to run.

Solution The shell interpreter script for the Cisco IPICS operating system misinterprets the *./* command. To fix this problem, replace *./* with the **bash** command, as shown in the following example:

```
[root]# bash <name-of-installer-file>.run
```

where:

<name-of-installer-file>.run represents the name of the Cisco IPICS installer file that you are attempting to run.

Troubleshooting “Permission Denied” Errors

Problem When you start the Cisco IPICS server software installation, the installer displays a permission denied error message that is similar to the following example:

```
[root]# bash ipics-installer.run
-bash: bash ipics-installer.run: Permission denied
```

where:

ipics-installer.run represents the name of the Cisco IPICS installer file that you are attempting to run.

Solution The secure copy or SFTP program saved the .run file as a read-only file and the system cannot run the file. Modify the file so that the system can run it, as shown in the following example:

```
[root] # chmod 550 <name-of-installer-file>.run
```

where:

<name-of-installer-file>.run is the name of the Cisco IPICS installer file.



Note

Entering this command allows the root user ID to read and run the installer file.

SSH Loses Connectivity While You Perform a Remote Server Software Installation

Problem When you perform a remote installation of the Cisco IPICS server software, the SSH program loses connectivity with the server and the installation does not complete.

Solution Reconnect to the server by using SSH; then, retry the remote server software installation by performing the procedure in the [“Performing a Remote Cisco IPICS Server Software Installation”](#) section on page 2-21.

**Note**

Make sure that the SSH program has uninterrupted connectivity to the server while the installation program runs; even a momentary loss of connectivity can terminate the program.

You Cannot Connect to the Server By Using Your Browser

Problem After you install Cisco IPICS, you enter the IP address or the host name for the Cisco IPICS server into a supported browser but you cannot contact the server.

Solution If you cannot connect to the Cisco IPICS server through a browser, one of the following situations may have occurred:

- You entered the incorrect IP address or DNS name for the Cisco IPICS server
- The tomcat service is not running
- The database server is not running
- A security setting on your computer has caused a required JavaScript add-on to become disabled

To diagnose the problem, perform the following procedure:

Procedure

- Step 1** Make sure that the URL that you entered is correct by performing the following actions:
- Ensure that you are using the secure HTTP URL, **https://** in the URL address field.
 - Check that you entered in to the browser the correct IP address for the Cisco IPICS server.
 - If you entered the DNS name for the server, ensure that the DNS name is correct and that your network is able to resolve the DNS name. If you conclude that your network is not resolving the server DNS name correctly, enter the IP address in the URL address field.
- Step 2** If you still cannot access the Administration Console, Log in to the Cisco IPICS server with the root user ID by performing one of the following actions:
- Use a terminal console to log in to the server by following these steps:
 - a. Connect to the server by using a terminal console.
 - a. Log in to the server by entering **root** for the user name.
 - b. When you are prompted, enter the root user password.
 - Log in to the server remotely by following these steps:
 - a. Open a terminal window by using SSH Secure Shell Client software or similar software.
 - b. Log in to the server by entering the IP address or host name of the server.
 - c. Log in by using the root user ID by entering **root** for the user name.
 - d. When you are prompted, enter the root user password.

**Note**

You might not be able to connect to the server remotely if your server is experiencing network connectivity problems; in this case, connect to the server by using a terminal console.

A terminal window displays.

- Step 3** Ensure that the tomcat service is running by entering the following command:

```
[root]# service ipics_tomcat status
```

Step 4 Perform one of the following actions, depending on the output that you receive:

- If the tomcat service is running, you receive output that is similar to the following example:

```
[root]# service ipics_tomcat status
Tomcat process (pid: 24025) is running on the system
```

If you receive output that indicates that the tomcat service is running, continue to [Step 8](#).

- If the tomcat service is not running, you receive output that is similar to the following example:

```
[root]# service ipics_tomcat status
PID_SEARCH_RESULT=
Tomcat is not running on the system.
```

If you receive output that indicates that the tomcat service is not running, restart the tomcat service and the policy engine by entering the following command:

```
[root]# service ipics restart
```



Note

Be aware that Cisco IPICS cancels any active dial-in or dial-out calls when you enter the **service ipics restart** command.

Step 5 If the tomcat service does not run after you restart it manually, perform the following actions:

- a. Check whether Cisco IPICS already installed the crontab file by entering the following command:

```
[root]# crontab -l -u ipicsadmin
```



Note

The crontab file runs a process that checks if the tomcat service and database are running, and starts them if they are not running.

- b. If the **crontab** command returns a message that is similar to the following message, the tomcatcron file already exists. Continue to [Step 8](#).

```
[root]# crontab -l -u ipicsadmin
#-----
#
```

```
# Module: ipicsadmin.cron - Cisco IPICS cron file for user
'ipicsadmin'
#
# Usage: crontab < ipicsadmin.cron
#
# Environment Variables:
#
#-----
SHELL=/bin/sh
MAILTO=root
HOME=/opt/cisco/ipics/tomcat

* * * * * /opt/cisco/ipics/bin/check_tomcat >>
/opt/cisco/ipics/tomcat/current/logs/ipicsadmin_cron.log 2>&1
```

- c. If the **crontab** command returned a message such as **no crontab for ipicsadmin**, install the crontab file by entering the following command:

```
[root]# crontab /opt/cisco/ipics/cron/ipicsadmin.cron
```

Cisco IPICS installs the crontab file.

Almost immediately, Cisco IPICS starts the tomcat service. You can then log in to the Administration Console by using your browser.

For information about starting and restarting the Cisco IPICS tomcat service, see the “Performing Tomcat Service Procedures” section in the “Troubleshooting Cisco IPICS Network Processes” chapter in the *Cisco IPICS Troubleshooting Guide*.

- Step 6** To check the status of the database, enter the following command:

```
[root]# onstat -
```

If the database is online and running, the command returns output that is similar to the following example.

```
IBM Informix Dynamic Server Version 10.00.UC1      -- On-Line -- Up
00:16:14 -- 124036 Kbytes
```

If the database is not running, the command returns output that is similar to the following example.

```
shared memory not initialized for INFORMIXSERVER 'IPICSDbServer'
```

If the command output indicates that the database is not running, continue to [Step 7](#).

Step 7 If the database is not running, manually start the database server by entering the following command:

```
[root]# service ipics_db start
```

Step 8 To verify that the static IP address, subnet mask, and default gateway are properly configured, check your IP connectivity by entering the following command:

```
ping <default gateway IP address>
```

where:

<default gateway IP address> represents the default gateway address for your network.

Step 9 If the ping command is not successful, unplug the network cable from interface 1 on the server and connect it to interface 2.



Note Generally, for servers that label their Ethernet interfaces as NIC 1 and NIC 2, you connect the Ethernet cable to the NIC 1 interface; this interface is usually the eth0 interface. For servers that label their Ethernet interfaces as 1 and 2, it is possible that the eth0 interface is mapped to interface 2. Consult your server product documentation to confirm the interface mapping.

Step 10 Retry [Step 8](#) to verify server network connectivity.

Step 11 If the ping command is successful, log in to another server on the network and attempt to ping the Cisco IPICS server.

If the ping command is not successful, troubleshoot the network connectivity with your network administrator.

- Step 12** Check the security settings for the computer from which you are attempting to access the Administration Console.



Note For enhanced security, Cisco recommends that you review and follow the recommendations that are included in the Windows XP Security Guide. To find this document, refer to the Microsoft support site at <http://support.microsoft.com/> and search for “Windows XP Security Guide.”

When you follow the recommendations that are included in the Windows XP Security Guide and deny all add-ons, except those that are specifically allowed in the add-on list, you may encounter a problem where you cannot access the Cisco IPICS server Administration Console. This issue occurs when you use Internet Explorer from a PC that runs Microsoft Windows XP SP2 and have not enabled the JavaScript GUID in the add-on list.

To resolve this issue and ensure proper operation from Internet Explorer, you must explicitly enable the following JavaScript GUID add-on on your IDC client machine:

GUID: {F414C260-6AC0-11CF-B6D1-00AA00BBBB58} - JavaScript

For detailed information about how to enable this add-on, refer to the Microsoft support site at <http://support.microsoft.com/> and search for Article ID 555235.

- Step 13** Retry accessing the server by entering the following URL in the supported browser:

https://<ipaddress> | <dnsname>

where:

<ipaddress> or <dnsname> represents the IP address or DNS name of the server.

If you still cannot access the server, contact your Cisco technical support representative for assistance.

Cisco IPICS Displays an Authorization Error

Problem After installing Cisco IPICS, you log in to the Administration Console and receive an authorization error.

Solution An authorization error may occur in one of the following circumstances:

- You may have entered an incorrect user name or password
- The database server may not have started.

To resolve this problem, perform the following procedure:

Procedure

- Step 1** Before you check the status of the database server, verify that you entered the correct user name and password, and that the Caps Lock setting is not on. If you confirm that you entered the correct login information for the Cisco IPICS Administration Console and still receive an authorization error, you must check the status of the database. Continue to [Step 3](#).
- Step 2** Access the Cisco IPICS server by using a terminal console. Cisco IPICS displays the following text:
- Cisco IPICS**
hostname login:
with *hostname* being the host name of the Cisco IPICS server.
- Step 3** Enter **root** in the *hostname login:* field and press **Enter**. Cisco IPICS prompts you for the password for the root user.
- Step 4** Enter the password for the root user and press **Enter**.
- Step 5** To check the status of the database, enter the following command:

```
[root] #onstat -
```

If the database is online and running, the command returns a response that is similar to the following example:

```
IBM Informix Dynamic Server Version 10.00.UC1      -- On-Line -- Up  
00:16:14 -- 124036 Kbytes
```

If the database is not running, the command returns a response that is similar to the following example:

```
shared memory not initialized for INFORMIXSERVER 'IPICSDbServer'
```

Step 6 If the database is not running, manually start the database by entering the following command:

```
[root] #service ipics_db start
```
