



## CHAPTER 8

# Troubleshooting and FAQs

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This chapter provides troubleshooting information for LMS installation and data migration. It contains:

- [Checking Processes After Installation](#)
- [Viewing and Changing Process Status](#)
- [Contacting Cisco Technical Assistance Center \(TAC\)](#)
- [Understanding Installation Error Messages](#)
- [Troubleshooting Errors in Data Migration](#)
- [Frequently Asked Questions](#)

## Checking Processes After Installation

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

To run a self test, select **Admin > System > Server Monitoring > Selftest** from the menu.

To view process failures, select **Reports > System > Status > Process**

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 **Admin > System > Server Monitoring > Processes** from the menu.

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 LMS server only if you have local administrative privileges.

To view or change the process status:

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**Step 1** Select **Admin > System > Server Monitoring > Processes**.

The Process Management page appears.

**Step 2** You can stop and start the processes:

- **Stop:**

- Select the processes from this page that you want to stop.
- Click **Stop**.

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

- **Start:**

- Select the processes from this page that you want to start.
- 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 crmdmgt
```

- To start all processes from the server, enter:

```
net start crmdmgt
```

For Solaris:

- To stop all processes from the server, enter:

```
/etc/init.d/dmgt stop
```

- To start all processes from the server, enter:

```
/etc/init.d/dmgt 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.

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## 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 DVD 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 4.1.

This installation log file is C:\LMS\_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:

Select **Admin > System > Server Monitoring > Collect Server Information** from the menu

## Understanding Installation Error Messages

Table 8-1 shows error messages that might occur during installation and describes the reasons for the errors.

**Table 8-1** Installation Error Messages

Error Message	Possible Reasons	User Action
Cisco Prime LMS 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 Cisco Prime LMS <i>dlls</i> .  Stop all HP OpenView services before installing Cisco Prime LMS.	HP Network Node Manager (HPNNM) or NetView is running on the same system.	Stop all HP OpenView services and continue to install Cisco Prime LMS.
Decompression failed on <i>file</i> . The error was for <i>error code per CompressGet</i> .	When you downloaded Cisco Prime LMS, a transmission error occurred or the installation medium is damaged.	Retry the download. If you still have errors, contact your technical support representative.

Table 8-1 Installation Error Messages (continued)

Error Message	Possible Reasons	User Action
General file transmission error. Please check your target location and try again. Error number: <i>error code</i> .	When you downloaded Cisco Prime LMS, 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 have downloaded Cisco Prime LMS, 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.
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.  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.	1. Select Control Panel > Services and stop service <i>servicename</i> manually.  2. Continue to install or uninstall.
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"> <li>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.</li> </ul> Or <ul style="list-style-type: none"> <li>Reinstall Windows.</li> </ul>
<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"> <li>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.</li> </ul> Or <ul style="list-style-type: none"> <li>Reinstall Windows.</li> </ul>

**Table 8-1** *Installation Error Messages (continued)*

<b>Error Message</b>	<b>Possible Reasons</b>	<b>User Action</b>
OpenFile failed: <i>pathname</i> .	A file open operation failed.	<ul style="list-style-type: none"> <li>Run the file system checking utility, then repeat the installation.</li> </ul> Or <ul style="list-style-type: none"> <li>Verify whether you have the read permission on <i>pathname</i>, then repeat the installation.</li> </ul>
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, LMS 4.1 cannot provide file security.
Launch of isql script failed.	The existing database file is corrupted or the previous version of LMS 4.1 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 LMS 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 LMS on another server not configured as PDC / BDC.

**Table 8-1** *Installation Error Messages (continued)*

<b>Error Message</b>	<b>Possible Reasons</b>	<b>User Action</b>
<p>You are attempting to install LMS on an unsupported operating system.</p> <p>The installation will exit when you close this message.</p>	<p>You are trying to install the application on an operating system that does not match System Requirements for the product.</p>	<ul style="list-style-type: none"> <li>• Upgrade the Operating System on the Server to a supported version</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• Install LMS on another server running a supported Operating System.</li> </ul>
<p>You are attempting to install Cisco Prime LMS on <i>operating system</i> and <i>service pack</i>.</p> <p>Please run installation again on a supported platform. Do you want to proceed?</p>	<p>You are trying to install the application on an operating system that does not match System Requirements for the product</p>	<p>Run installation again on a supported platform.</p>
<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 <b>Yes</b> to proceed with this installation.</p> <p>Click <b>No</b> 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 <b>OK</b> 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>

**Table 8-1** *Installation Error Messages (continued)*

<b>Error Message</b>	<b>Possible Reasons</b>	<b>User Action</b>
<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"> <li>• Choose another directory to install LMS</li> <li>• Use default or selected directory to install LMS</li> </ul>	<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 LMS .</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"> <li>• Install the product in a directory whose fully qualified pathname does not contain any spaces or has MS-DOS name aliases.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• Check the presence of MS-DOS aliases, using dir /x command in a command-line window.</li> </ul>
<p>Cannot determine the local Administrators group.</p>	<p>The installation program cannot find one of the built-in Windows user groups. This prohibits LMS 4.1 security setup.</p>	<ol style="list-style-type: none"> <li>1. Check the Operating System.</li> <li>2. Reinstall Windows if necessary,</li> <li>3. Rerun LMS 4.1 installation.</li> </ol>
<p>Cannot determine the local Everyone group.</p>	<p>The installation program cannot find one of the built-in Windows user groups. This prohibits the setup of LMS 4.1 security.</p>	<ol style="list-style-type: none"> <li>1. Check the Operating System.</li> <li>2. Reinstall Windows if necessary,</li> <li>3. Rerun LMS 4.1 installation.</li> </ol>
<p>Installation cannot create the default directory, <i>directory name</i>.</p> <p>You may not have permissions on the default directory or you have specified a read-only device.</p>	<p>You may not have permissions on the directory.</p>	<p>Select another destination directory.</p>

Table 8-1 Installation Error Messages (continued)

Error Message	Possible Reasons	User Action
Could not set file permissions.	The installation program cannot set file permissions. Most likely causes are: <ul style="list-style-type: none"> <li>The account you used to log in to the system has insufficient permissions.</li> <li>The drive on which you are installing product has a FAT file system.</li> </ul>	<ol style="list-style-type: none"> <li>Correct the problem.</li> <li>Rerun installation program.</li> </ol>
<i>task_name</i> is already running! Wait for it to complete and click <b>OK</b> .	One installation subtask is still running.	<ol style="list-style-type: none"> <li>Wait for installation subtask to finish running.</li> <li>Click <b>OK</b> to proceed.</li> </ol>
Cannot create/open log file.	The installation program could not create or open the installation log file.	<ol style="list-style-type: none"> <li>Determine why the file could not be created or opened.</li> <li>Correct the problem, then rerun installation.  Common causes are lack of disk space or write protection on file.</li> <li>Rerun installation.</li> </ol>
Error creating / modifying casuser - <i>name</i> .  Click <b>Yes</b> if you want to try again.  Click <b>No</b> if you want the Install to terminate.	This error may occur if: <ul style="list-style-type: none"> <li>The passwords that you entered do not match the policies set by System Administrators.</li> </ul> Or <ul style="list-style-type: none"> <li>User running the installation does not have permission to create new user on the system.</li> </ul>	<ul style="list-style-type: none"> <li>If you are not authorized to create users on the system, contact your System Administrator.</li> <li>If you are authorized to create users on the system: <ol style="list-style-type: none"> <li>Click <b>Yes</b>.  A screen appears where you can re-enter the passwords.</li> <li>Correct the problem as given in the error message.</li> </ol> </li> </ul>
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 LMS 4.1.</p> <p>You do not have to restart the system after stopping HP OpenView.</p>



**Table 8-1** Installation Error Messages (continued)

Error Message	Possible Reasons	User Action
ODBC Driver Manager 3.510 or later is required by LMS 4.1. Install ODBC 3.510 first.	Cisco Prime LMS software requires ODBC Driver Manager version 3.510 or later.	Install Microsoft Data Access Component (MDAC) 2.1 or higher. Make sure that all ODBC Core Components have the same version number. See the Microsoft web site for installation instructions. ODBC is not available from Microsoft as a stand-alone installation but is packaged along with MDAC.
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.
These files are currently being used by another running process. You must stop all processes listed below to proceed successfully with this installation. Click <b>Next</b> to proceed with the installation. Click <b>Cancel</b> to exit.	Some of the executables and DLLs installed by Cisco Prime LMS are locked.	<ol style="list-style-type: none"> <li>1. Stop LMS 4.1.</li> <li>2. Close Browsers and make sure Cisco Prime LMS CLIs are not used at the moment. After stopping all the applications, proceed with the installation.</li> </ol>
Do you want to verify that Cisco Prime LMS files are no longer being used by running processes? Click <b>Yes</b> to verify that files are no longer in use and that the installation may proceed. Click <b>No</b> to proceed without verification.	Some of the executables and DLLs installed by Cisco Prime LMS are in use.	<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"> <li>1. Cancel installation.</li> <li>2. Stop the Cisco Prime LMS and change the startup type from Automatic to Manual.</li> <li>3. Restart the system.</li> <li>4. Try to run command net start from MSDOS window. The output should not show any LMS 4.1 daemon manager running.</li> <li>5. Run the installation again.</li> </ol>

**Table 8-1** Installation Error Messages (continued)

Error Message	Possible Reasons	User Action
The instruction at <i>location</i> referenced memory at <i>location</i> . The memory cannot be read.  Click <b>OK</b> to terminate the program.  Click <b>Cancel</b> to debug the program.	You have installed Cisco Prime LMS Common Services on a Pentium IV machine.	Click <b>OK</b> , and ignore the message. The installation will continue normally.
java.exe has generated errors and will be closed by Windows. You must restart the program. An error log is being created.	This message appears when you install Cisco Prime LMS Common Services on a Pentium IV machine.	Click <b>OK</b> , and ignore the message. The installation will continue normally.
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"> <li>1. Restart the machine</li> <li>2. Reinstall LMS 4.1.</li> </ol> If the problem still exists: <ol style="list-style-type: none"> <li>1. Uninstall LMS 4.1</li> <li>2. Restart the machine,</li> <li>3. Start a fresh installation.</li> </ol>
One instance of Cisco Prime LMS 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.	Cisco Prime LMS installation is already running.	Remove the file C:\CMFLOCK.TXT and retry the installation.  Parallel installations are not supported.  Make sure that no other instance of installation is running, while you start a new installation.
Backup operation failed.  Please look at backup directory\backup.log for the reason for failure.  Click <b>Retry</b> to take backup again.  Click <b>Exit</b> to exit the installation.	The backup process failed.	Retry backing up again.
Dependency handler error occurs and installation quits	Cisco Security Agent is enabled.	Disable the Cisco Security Agent and then start the install.

**Table 8-1** *Installation Error Messages (continued)*

<b>Error Message</b>	<b>Possible Reasons</b>	<b>User Action</b>
Install fails to start after clicking the setup.exe / holds up in post install	<ul style="list-style-type: none"> <li>This could be due to the cmgshieldui.exe. This blocks the setup.exe / process to get registered as a service or to reload itself in the memory.</li> <li>This issue could be reproduced if some other antivirus programs are running in the memory.</li> </ul>	<ul style="list-style-type: none"> <li>To work around this issue, kill the cmgshieldUI.exe from the task manager/ process explorer. Care must be taken not to kill the cmgshield svc.exe, as this will reboot the machine automatically.</li> <li>Disable the antivirus.</li> </ul>
The self extracting exe fails with the not enough disk space error.	Self extract exe will extract the contents into the temp directory and precede the install from temp dir. When the temp folder present directory (c:\temp) does not have the sufficient space to extract the files then it will through this error.	Make minimum of 3 GB free space in the C: or temp present directory and then proceed the installation.
Install fails with the message "Cannot load global.properties"	<ul style="list-style-type: none"> <li>User should be logged into the server as the local administrator (not the domain admin) when doing the install.</li> <li>Temp directory is having long path or is not proper.</li> </ul>	<ul style="list-style-type: none"> <li>Login with the administrator mode.</li> <li>Change the temp directory path.</li> </ul>
DB values are not getting registered and throw the ERROR: [IsDaemonManagerOff] cannot execute C:\PROGRA~1\CSCOPx\bin\pdshow.cmd	The issue occurs when the system32 is not in the path variable.	<ul style="list-style-type: none"> <li>Append the following path for 64 bit OS, before starting the install or try reinstalling the product. C:\Windows\SysWOW64\wbem;C:\Windows\SysWOW64;C:\WINDOWS\system32;C:\WINDOWS;C:\WINDOWS\System32\Wbem;</li> <li>Append the following path for 32 bit OS "c:\windows;c:\windows\sytem32;c:\windows\system32\wbem"</li> </ul>

Table 8-1 Installation Error Messages (continued)

Error Message	Possible Reasons	User Action
Install error while configuring tomcat	Error "OpenService: The specified service does not exist as an installed service" while tomcat configuration during install	Check if DEP is enabled in the server. You can check the same here. Right Click on My Computer and go to Properties > Advanced > Click the "Settings" button in the Performance frame > Data Execution Prevention. If it is enabled for all the programs then disable it and try installing Cisco Prime LMS again.
Error in validating a package in Solaris install	ERROR: The following base package image is bad: <package>	Check whether the package has been corrupted or not by running the below command.  pkgchk -d <product_directory>/disk1/packages <package>  where, <product_directory> is the mounted media.  Example: pkgchk -d /data/lms30/disk1/packages CSCOjcht
During fresh install, the installation aborts.	We recommend a minimum of 8 GB swap space to install LMS. If the server has less than 8 GB swap space, the installation will exit.	<ul style="list-style-type: none"> <li>• Configure the machine swap space as 8GB and reboot the server.</li> <li>• Else go to the following registry location and change the ps_syscheck value as 0. HKEY_LOCAL_MACHINE\SOFTWARE\Cisco\Resource Manager\CurrentVersion\Environment</li> </ul>
Daemon Manager down and process are not up.	The Daemon Manager port 42340 may be occupied by some other third party application.	Check the port state by "netstat -na   grep 42340" command. Please free the port and restart the Daemon Manager.
Installation fails in Solaris.	Stale process might be running in the memory.	Check the stale process by "ps -ef   grep CSCO" command. And kill it manually by using the "kill -9 pid" then start the install.

**Table 8-1** *Installation Error Messages (continued)*

<b>Error Message</b>	<b>Possible Reasons</b>	<b>User Action</b>
Scheduled periodic backup is active even after Uninstall the build in both Solaris and Windows.	When machine performance is very slow. Then the OS itself will quit the Perl command and the files will not get remove from task scheduler.	Run the following command from the command prompt Once the performance up. For Windows: Logrot: C:/PROGRA~1/CSCOpX\bin\perl C:\PROGRA~1\CSCOpX\objects\logrot\schedulelogrot.pl C:\ 0 0 cancel Backup: C:/PROGRA~1/CSCOpX\bin\perl C:/PROGRA~1/CSCOpX\cgi-bin\dbadmin\pdbadmin\schedulebackup.pl C:/ 0 0 cancel For Solaris: logrot schedule will be part of crontab after uninstallation and it will not cause any issues. Anyway during installation auto logrot schedule will update the schedule Task. No issues in it.
WARNING: Your current license count is lower than your earlier license count. If you restore the data now, devices that exceed the current license count will be moved to Suspended state.	Backed up license count would be mismatched with the current license count installed in the restore server.	Need to apply the new license with higher count once the restore is done.
If the number of managed devices exceeds 5000, only Inventory, config, and Image Management functions can remain enabled. Select Admin > System > Device Management Functions to disable the other functions. However, you can setup LMS in another server to enable all the other functions for the additional devices	Backed up LMS license count is greater than 5000.	You can setup LMS in another server to enable all the other functions for the additional devices or Select <b>Admin &gt; System &gt; Device Management Functions</b> , from the LMS menu, to disable the other functions.

# Troubleshooting Errors in Data Migration

This chapter describes the errors that you might encounter during data migration and guidelines on troubleshooting those errors.

This chapter contains:

- [Common Services Data Migration Errors](#)
- [Inventory, Config and Image Management Data Migration Errors](#)
- [Network Topology, Layer 2 Services and User Tracking Data Migration Errors](#)
- [Fault Management Data Migration Errors](#)
- [IPSLA Performance Management Data Migration Errors](#)
- [Device Performance Management Data Migration Errors](#)

You must:

- Make sure that the server configuration and OS versions are compatible with LMS 4.1. Also, make sure the server has enough space to do the DB backup and restore.
- Check migration logs. The logs migration.log and restorebackup.log are available under:
  - Solaris: /var/adm/CSCOpX/log
  - Windows: *NMSROOT\log*
- Note that time taken to collect inventory is directly proportional to the number of devices and the network response time

If you encounter problems during the data migration process, do the following to clean up the temporary files and return to the initial state:

---

**Step 1** Stop the LMS system by entering,

- On Solaris
 

```
/etc/init.d/dmgttd stop
```
- On Windows
 

```
net stop crmdmgttd
```

**Step 2** Run the following commands:

- On Solaris
 

```
NMSROOT/bin/perl
NMSROOT/objects/db/conf/configureDb.pl action=unreg dsn=dsn_name
dmprefix=dmprefix_name

NMSROOT/bin/perl
NMSROOT/objects/db/conf/configureDb.pl action=uninstall dsn=dsn_name

rm -fr NMSROOT/tempBackupData
```

- On Windows

```
NMSROOT\bin\perl
NMSROOT\objects\db\conf\configureDb.pl action=unreg dsn=dsn_name
dmprefix=dmprefix_name

NMSROOT\bin\perl
NMSROOT\objects\db\conf\configureDb.pl action=uninstall dsn=dsn_name

rmdir NMSROOT\tempBackupData
```

The following table lists the *dsn\_names* (data source names) and *dmprefixes* (daemon manager prefixes) of all functionalities in LMS 4.1.

Functionalities	<i>dsn_name</i>	<i>dmprefix</i>
Common Services	cmf	Cmf
Configuration Management	rmeng	RME
Network Topology, Layer 2 Services and User Tracking	ani	ANI
Fault Management	<ul style="list-style-type: none"> <li>• dfmEpm</li> <li>• dfmInv</li> <li>• dfmFh</li> </ul>	<ul style="list-style-type: none"> <li>• EPM</li> <li>• INV</li> <li>• FH</li> </ul>
IPSLA Performance Management	ipm	Ipm
Device Performance Management	upm	UPM

**Step 3** Start the LMS system by entering,

- On Solaris
 

```
/etc/init.d/dmgtd start
```
- On Windows
 

```
net start crmdmgtd
```

## Common Services Data Migration Errors

If you encounter errors during CS data migration, you can use the following options to troubleshoot the problems:

- CAM (Core Admin Module) debugging:

You can enable CAM debugging by entering:

```
NMSROOT/MDC/bin/ccraccess -updateLog Core cam DEBUG
```

You can disable CAM debugging by entering:

```
NMSROOT/MDC/bin/ccraccess -updateLog Core cam WARN
```

Daemon Manager restart is necessary.

- CAM debug details:

CAM debug details are logged at:

```
NMSROOT/MDC/log/core-MM-DD-YYYY.log
```

- Server information:

To collect server information, select **Admin > System > Server Monitoring > Collect Server Information** from the menu.

This allows you to quickly collect all information about the state of the system. You can send this information as a report, to TAC for troubleshooting.

This report provides information about System configuration, environment settings, application configuration details, process status, and product log files.

- SelfTest tool:

You can select **Admin > System > Server Monitoring > Selftest** from the menu to invoke the SelfTest tool.

The SelfTest tool checks the integrity and health of the system for some of the Common Services components.

This tool helps to debug issues of corrupted files and issues related to failure of some basic components. It runs PERL scripts that provide outputs that indicate whether a specific test is successful.



## Inventory, Config and Image Management Data Migration Errors

If you encounter errors during Inventory, Config and Image Management data migration, do the following:

- Make sure that the server configuration and OS version are compatible with LMS 4.1. Also, make sure the server has enough space to back up the database and restore it.
- Check migration logs. The logs (migration.log, restorebackup.log, rme\_base.log) are available at
  - Solaris:
 

```
/var/adm/CSCOPx/log
```
  - Windows:
 

```
NMSROOT\log
```
- If you get the OutOfMemoryError message, you can try to increase the available JVM (Java Virtual Machine) heap size to work around the problem.

The JVM heap size can be configured in:

- Solaris:
 

```
NMSROOT/MDC/tomcat/webapps/rme/WEB-INF/classes/com/cisco/nm/rmeng/migration/migration.properties
```
- Windows:
 

```
NMSROOT\MDC\tomcat\webapps\rme\WEB-INF\classes\com\cisco\nm\rmeng\migration\migration.properties
```

The migration.properties file has the following parameters:

Parameter	Purpose	Default Value
VM_MIN_HEAP	Minimum JVM heap size	128
VM_MAX_HEAP	Maximum JVM heap size	512
RETRIES	Number of retries for starting the daemon	15

You can increase the JVM heap size as much as possible (up to the available RAM). However, do not exceed real system memory or your application will stop responding.

Sometimes, Inventory, Config and Image Management Migration may fail and display a message in the logfile migration.log that DCRServer could not be started.

You can work around this problem by running the following command before performing migration:

- Solaris:
 

```
NMSROOT/bin/perl NMSROOT/bin/dbRestoreOrig.pl dsn=rmeng dmprefix=RME opt=Y
```
- Windows:
 

```
NMSROOT\bin\perl NMSROOT\bin\dbRestoreOrig.pl dsn=rmeng dmprefix=RME opt=Y
```



### Note

For the above commands, stop the daemons before entering the commands. Start the daemons after entering the commands.

## Network Topology, Layer 2 Services and User Tracking Data Migration Errors

If you encounter errors during Network Topology, Layer 2 Services and User Tracking data migration:

- Check for the migration logs. The relevant logs are:

Solaris:

- /var/adm/CSCOPx/log/restorebackup.log
- /opt/CSCOPx/bgupgrade/CmfUpgrade.log (In case of Upgrade)

Windows:

- *NMSROOT*\log\restorebackup.log
- *NMSROOT*\lbgupdrade\CmfUpgrade.log (In case of Upgrade)

- Check the contents of the backup data file, filebackup.tar. The following is the list of Network Topology, Layer 2 Services and User Tracking related files that are backed up into the specified backup directory.

Contents of the following folders are backed up as filebackup.tar under specified backup directory

Windows:

- *NMSROOT*\campus\etc\cwsil\DeviceDiscovery.properties
- *NMSROOT*\campus\etc\cwsil\ANIServer.properties
- *NMSROOT*\campus\etc\cwsil\ut.properties
- *NMSROOT*\campus\etc\cwsil\discoverysnmp.conf
- *NMSROOT*\campus\etc\cwsil\datacollectionsnmp.conf
- *NMSROOT*\campus\etc\cwsil\WlseUhic.properties
- *NMSROOT*\campus\etc\cwsil\Snmpv3EngineParam.txt
- *NMSROOT*\campus\etc\cwsil\UTSnmpv3EngineParam.txt
- *NMSROOT*\campus\etc\cwsil\UTDiscoverOnTrunk.properties
- *NMSROOT*\campus\etc\cwsil\users
- *NMSROOT*\campus\etc\cwsil\archives
- *NMSROOT*\campus\etc\users
- *NMSROOT*\campus\etc\cwsil\ReportArchives
- *NMSROOT*\campus\etc\cwsil\CMReportArchives
- *NMSROOT*\campus\etc\cwsil\portsData.xml
- *NMSROOT*\campus\etc\cwsil\RouterData.xml
- *NMSROOT*\campus\etc\cwsil\vlanData.xml
- *NMSROOT*\campus\etc\cwsil\CMHP.properties
- *NMSROOT*\campus\etc\cwsil\rmeServerCred.dat
- *NMSROOT*\campus\etc\cwsil\MACDetection.properties
- *NMSROOT*\campus\etc\cwsil\OUI.properties
- *NMSROOT*\htdocs\campus\maps
- *NMSROOT*\campus\lib\classpath\com\cisco\nm\cm\ut\uhic\utlite\properties\utliteuhic.properties

- *NMSROOT*\campus\lib\classpath\com\cisco\nm\cm\ut\utm\properties\utm.properties
- *NMSROOT*\campus\lib\classpath\com\cisco\nm\cm\ut\uhic\mac\properties\macuhic.properties

Solaris:

- *NMSROOT*/campus/etc/cwsi/DeviceDiscovery.properties
  - *NMSROOT*/campus/etc/cwsi/ANIServer.properties
  - *NMSROOT*/campus/etc/cwsi/ut.properties
  - *NMSROOT*/campus/etc/cwsi/discoverysnmp.conf
  - *NMSROOT*/campus/etc/cwsi/datacollectionsnmp.conf
  - *NMSROOT*/campus/etc/cwsi/WlseUhic.properties
  - *NMSROOT*/campus/etc/cwsi/Snmpv3EngineParam.txt
  - *NMSROOT*/campus/etc/cwsi/UTSnmpv3EngineParam.txt
  - *NMSROOT*/campus/etc/cwsi/UTDiscoverOnTrunk.properties
  - *NMSROOT*/campus/etc/cwsi/users
  - *NMSROOT*/campus/etc/cwsi/archives
  - *NMSROOT*/campus/etc/users
  - *NMSROOT*/campus/etc/cwsi/ReportArchives
  - *NMSROOT*/campus/etc/cwsi/CMReportArchives
  - *NMSROOT*/campus/etc/cwsi/portsData.xml
  - *NMSROOT*/campus/etc/cwsi/RouterData.xml
  - *NMSROOT*/campus/etc/cwsi/vlanData.xml
  - *NMSROOT*/campus/etc/cwsi/CMHP.properties
  - *NMSROOT*/campus/etc/cwsi/rmeServerCred.dat
  - *NMSROOT*/campus/etc/cwsi/MACDetection.properties
  - *NMSROOT*/campus/etc/cwsi/OUI.properties
  - *NMSROOT*/htdocs/campus/maps
  - *NMSROOT*/campus/lib/classpath/com/cisco/nm/cm/ut/uhic/utlite/properties/utliteuhic.properties
  - *NMSROOT*/campus/lib/classpath/com/cisco/nm/cm/ut/utm/properties/utm.properties
  - *NMSROOT*/campus/lib/classpath/com/cisco/nm/cm/ut/uhic/mac/properties/macuhic.properties
- Check the Database files at the following directory:

Windows:

- *NMSROOT*\databases\ani\ani.db

Solaris:

- *NMSROOT*/databases/ani/ani.db

## Fault Management Data Migration Errors

If you encounter errors during Fault Management data migration:

- Check logs. The relevant log files are:
  - Solaris:
    - /var/adm/CSCOPx/log/restorebackup.log
  - Windows:
    - *NMSROOT*\log\restorebackup.log
- Check the contents of the backup data file, filebackup.tar. The following is the list of Fault Management related files or databases that are backed up into the user-defined backup directory. Contents of the following folders are backed up as filebackup.tar under specified backup directory.
  - Solaris:
    - *NMSROOT*/objects/smarts/conf
    - *NMSROOT*/objects/smarts/local/repos
    - *NMSROOT*/objects/smarts/local/logs
    - *NMSROOT*/objects/smarts/local/conf
    - *NMSROOT*/objects/dps/config
    - *NMSROOT*/setup/dfm.info
  - Windows:
    - *NMSROOT*\objects\smarts\conf
    - *NMSROOT*\objects\smarts\local\repos
    - *NMSROOT*\objects\smarts\local\logs
    - *NMSROOT*\objects\smarts\local\conf
    - *NMSROOT*\objects\dps\config
    - *NMSROOT*\setup\dfm.info



**Note**

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*NMSROOT*\objects\dps\config will be backed up only when you migrate from LMS 3.0 December 2007 Update.

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The following database files along with corresponding database transaction log files are backed up:

- dfmEpm.db—Contains the data of the Fault Management Event Promulgation Module
- dfmInv.db—Contains the data of the Fault Management Inventory
- dfmFh.db—Contains the data of the Fault Management Fault History

These files are located at:

Solaris:

- *NMSROOT*/databases/dfmEpm/dfmEpm.db
- *NMSROOT*/databases/dfmInv/dfmInv.db
- *NMSROOT*/databases/dfmFh/dfmFh.db

Windows:

- *NMSROOT*\databases\dfmEpm\dfmEpm.db
- *NMSROOT*\databases\dfmInv\dfmInv.db
- *NMSROOT*\databases\dfmFh\dfmFh.db

## IPSLA Performance Management Data Migration Errors

If you encounter errors during IPSLA Performance Management data migration, please check the following logs:

- restorebackup.log
- migration.log
- ipmclient.log
- ipmserver.log
- ipm\_base.log

The logs are available at:

- Solaris  
*/var/adm/CSCOpX/log*
- Windows  
*NMSROOT\log*

You may also encounter the following types of errors while migrating IPSLA Performance Management data:

- If Custom operations are not migrated properly, check whether:
  - ipm2.x backup DB contains custom operations.
  - Predefined or custom SNA Operations are migrated.
  - Alerts of NMVT type are changed to none.
  - Alerts of NMVT and SNMP trap are changed to 'snmp trap'.
- If Collectors are not migrated, make sure Source, target devices, and operations are properly migrated. Also check whether Collectors configured with SNA operations are migrated.
- If Collectors are not moved into running state, check whether:
  - Devices are SNMP reachable from LMS 3.2.
  - There is sufficient memory in the router to configure probes. If not, remove some probes on the router CLI.
- If devices are not migrated, make sure that the IPM2.x backup database contains source and target devices.
- If the Report Jobs and System Reports are not migrated, check if the job and system reports exist in filebackup.tar in the backup folder.

The location of filebackup.tar: *backupfolder/0/ipm/filebackup.tar*

The following folders must be present in filebackup.tar:

- Windows: Jobs folder in *NMSROOT/files/ipm/jobs* and System Reports in *NMSROOT/tomcat/webapps/ipm/system\_reports*
- Solaris: Jobs folder in *var/adm/CSOCpx/files/ipm/jobs* and System Reports *NMSROOT/tomcat/webapps/ipm/system\_reports*
- If the backup directory of IPM2.6 (part of LMS 2.6) does not contain all required files, make sure it contains the following files:
  - ipmdb.db
  - .dbPassword
  - ipmdb.tpl
  - ipm.env
- If the backup directory of IPM4.0 (part of LMS 3.0) or IPM4.0.1 (part of LMS 3.0 December 2007 Update) does not contain all required files, make sure it contains the following files:
  - ipm.db
  - filebackup.tar
  - ipm.tpl
  - ipmdb.tpl

## Device Performance Management Data Migration Errors

If you encounter errors during Device Performance Management data migration, please check the following logs:

- restorebackup.log
- upm\_process.log

The logs are available at:

- Solaris:  
*/var/adm/CSOCpx/log*
- Windows:  
*NMSROOT\log*

You may also encounter the following types of errors while migrating Device Performance Management data:

- If pollers, templates, or thresholds are not migrated properly, make sure the Device Performance Management backedup database contains the related data.
- If reports are not migrated, make sure filebackup.tar contains the reports in *NMSROOT/MDC/tomcat/webapps/upm/reports* folder.
- If threshold scripts are not migrated, make sure filebackup.tar contains the reports in *NMSROOT/hum/thresholdscripts*.
- If Poller failures are observed, make sure the devices are SNMP reachable from Device Performance Management server.

# Frequently Asked Questions

This section provides Frequently Asked Questions (FAQs) on LMS 4.1 Installation and Data Migration and the respective solutions.

This section lists the FAQs:

- [In LMS Soft Appliance, how do I change the `shell\_enable` password?](#)
- [How do I transfer files to or from the LMS Soft Appliance?](#)
- [Where can I find the install log files for LMS 4.1?](#)
- [I have LMS 3.2 applications installed on different servers. Can I migrate data from these multiple servers to one LMS 4.1 server?](#)
- [I have LMS 3.2/3.2 SP1 installed on Windows 2003 Server. I want to upgrade the OS to Windows 2008 Server, and also upgrade to LMS 4.1. In what order should I perform these upgrades?](#)
- [I have been running LMS 4.1 for sometime, and have collected a lot of data. I would like to restore an older LMS 3.2/3.2 SP backup, and merge the data from the current system and the backup. Is this possible?](#)
- [On which operating system is LMS 4.1 supported?](#)
- [Which Windows HotFix patches are supported for LMS 4.1?](#)
- [Is LMS 4.1 supported on 64-bit native systems?](#)
- [Can I install LMS 4.1 with Internet Information Services \(IIS\) enabled?](#)
- [Which TCP and UDP ports does LMS 4.1 use?](#)
- [Does LMS 4.1 support virtual machines, such as VMware and VirtualPC?](#)
- [Can I install LMS 4.1 with Windows Domain Controller enabled?](#)
- [Is LMS 4.1 supported on Solaris x86 \(on the x86 CPU\)?](#)
- [Is LMS 4.1 supported on multi-homed server?](#)
- [Can I migrate data from Solaris to Windows and vice versa?](#)
- [I am currently using a licensed version of LMS 4.1 on Solaris. I want to migrate to Windows. Do I need to get a new license for LMS 4.1 on Windows?](#)
- [When should I install other Network Management Systems \(such as HP OpenView Network Node Manager, Netview\)?](#)

**Q.** In LMS Soft Appliance, how do I change the `shell_enable` password?

**A.** The steps to change the `shell_enable` password are:

- a. Enter the command `shell_enable` to access the shell.
- b. Enter the shell password. This will be same as the `sysadmin` password that you provided during installation.
- c. Re-enter the shell password.

**Q.** How do I transfer files to or from the LMS Soft Appliance?

**A.** You must use FTP/SFTP/SCP commands to transfer files to the Soft Appliance server. See [Transferring Files to Soft Appliance Server](#) for more information.

- Q.** Where can I find the install log files for LMS 4.1?
- A.** On Solaris and Soft Appliance, if errors occur during installation, check the installation log file `/var/tmp/Cisco_Prime_install_YYYYMMDD_hhmmss.log` and `/var/log/ade/ADE.log` (CARS and Soft Appliance).  
On Windows, if errors occur during installation, check the installation log in the system directory on the drive where the operating system is installed. Each installation creates a new log file. For example, the LMS installation creates `SystemDrive:\Cisco_Prime_install_YYYYMMDD_hhmmss.log`.
- Q.** I have LMS 3.2 applications installed on different servers. Can I migrate data from these multiple servers to one LMS 4.1 server?
- A.** No, this option is not supported.
- Q.** I have LMS 3.2/3.2 SP1 installed on Windows 2003 Server. I want to upgrade the OS to Windows 2008 Server, and also upgrade to LMS 4.1. In what order should I perform these upgrades?
- A.** You must:
- a.** Upgrade your Operating System to Windows 2008 (SP1 & SP2) R2 Standard & Enterprise edition or Windows 2008 (SP1)Server.
  - b.** Upgrade LMS 3.2/3.2 SP to LMS 4.1 on Windows 2008 (SP1 & SP2) R2 Standard & Enterprise edition or Windows 2008 (SP1)Server.
- Q.** I have been running LMS 4.1 for sometime, and have collected a lot of data. I would like to restore an older LMS 3.2/3.2 SP backup, and merge the data from the current system and the backup. Is this possible?
- A.** No. After a backup is restored, all data that is currently in the running system is replaced with the data from the backup.
- Q.** On which operating system is LMS 4.1 supported?
- A.** See [System and Browser Requirements for Server and Client](#) for details.
- Q.** Which Windows HotFix patches are supported for LMS 4.1?
- A.** For LMS 4.1, we have tested all the Windows HotFix patches released up to July 2010 that have an impact on LMS:  
<http://www.microsoft.com/technet/security/bulletin/MS10-044.msp>
- Q.** Is LMS 4.1 supported on 64-bit native systems?
- A.** Yes, LMS 4.1 is supported on native 64-bit systems. See [Operating System Requirements](#) for more information.
- Q.** Can I install LMS 4.1 with Internet Information Services (IIS) enabled?
- A.** Yes, you can install. If you click **No** you must stop IIS services before installing LMS 4.1. 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 LMS 4.1 use?
- A.** See [LMS 4.1 Port Usage](#) for details.
- Q.** Does LMS 4.1 support virtual machines, such as VMware and VirtualPC?



- A.** Yes, LMS 4.1 supports VMware. See [Server Requirements on Windows Systems](#), for more information.
- Q.** Can I install LMS 4.1 with Windows Domain Controller enabled?
- A.** No, you must disable Windows Domain Controller before installing LMS 4.1.
- Q.** Is LMS 4.1 supported on Solaris x86 (on the x86 CPU)?
- A.** No, LMS 4.1 is not supported on Solaris x86.
- Q.** Is LMS 4.1 supported on multi-homed server?
- A.** Yes, LMS 4.1 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 LMS 4.1 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 server.
- Q.** Can I migrate data from Solaris to Windows and vice versa?
- A.** No, you cannot migrate data between operating systems.
- Q.** I am currently using a licensed version of LMS 4.1 on Solaris. I want to migrate to Windows. Do I need to get a new license for LMS 4.1 on Windows?
- A.** No, you can use the same LMS 4.1 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 Cisco Prime LMS 4.1. See [Supported Network Management Systems](#) for more information.

