



## Understanding Installation Error Messages

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

**Table C-1** Installation Error Messages

Error Message	Possible Reason	User Action
<b>Possible Installation Errors</b>		
Although you are running the installation as user root, you logged into this machine as user <i>networkuser</i> . Log in as user root.	The parent shell of the current shell is the Prime Network user, which is about to be reinstalled.	Open a new shell.
The system requires the following ports, which are in use: <i>list_of_ports</i> . You must make these ports available before installing the system, or use <code>-override_ports</code> .	Some of the ports that Cisco Prime Network requires are currently listening to other services.	Determine which services are using the ports that Cisco Prime Network requires, and stop those services. Do not use the <code>-override_ports</code> flag.
The root directory does not have enough disk space. The system requires <i>disk_space</i> kb, but the root directory has only <i>free_space</i> kb of free space. Use <code>-override_root_diskspace</code> to override this verification.	The root directory does not have enough disk space.	Add or free up disk space on the root directory. Do not use the <code>-override_root_diskspace</code> flag.
The Cisco Prime Network home directory ( <i>ana-home-dir-path</i> ) does not have enough disk space. The home directory requires <i>free_space</i> kb of free space, but only <i>free_space</i> kb is available. Use <code>-override_home_diskspace</code> to override this check.	The Cisco Prime Network home directory does not have enough disk space.	Free up disk space on the default home directory (by default, <code>/export/home/networkuser</code> ). Alternatively, choose a different directory.
An earlier version of Cisco Prime Network is installed. Use <code>-uninstall_previous_versions</code> to uninstall the earlier version.	An earlier version of Cisco Prime Network is already installed.	Use the <code>-uninstall_previous_versions</code> command to uninstall the earlier version of Cisco Prime Network. Then, retry the current installation.

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

Could not erase <i>networkuser</i> using the system command <code>userdel -r</code> .	The Cisco Prime Network user could not be removed because the user is busy (for example, some processes are running).	Identify which Cisco Prime Network processes are running, stop those processes, and retry.
The Gateway startup has still not completed after 4 minutes. Please check the 11.out log file.	The gateway failed to start.	Use the <b>status</b> command to check the gateway status. Check the 11.out log file for errors. Check whether you can access the gateway from the Cisco Prime Network client.
<b>Upgrade Errors</b>		
Failed to execute <i>hook-type</i> for <i>hook-name</i> . See log for further details.  - Hook <i>hook-name</i> terminated with failure  - Please choose one of the following:  1. Abort the upgrade process 2. Re-run the hook	A hook failed. The upgrade log contains information about the failure.	If you can fix the problem, enter <b>2</b> , fix the problem, and rerun the hook.  If you cannot fix the problem, enter <b>1</b> to cancel the upgrade. Cisco Prime Network does not start until the upgrade completes successfully. If you choose to rerun the upgrade later, the hooks will continue at the canceled hook.  If you do not rerun the upgrade, you must roll back Cisco Prime Network and the database to the earlier installation. From there, you can run the upgrade again, if desired.
<b>Possible Configuration Errors</b>		
The database configuration utility failed.	The script failed to configure the Prime Network schemas because of one of the following reasons: <ul style="list-style-type: none"> <li>The wrong password for the database administrator user (system) was entered.</li> <li>Another error occurred.</li> </ul>	Check the <code>/tmp/dblog-timestamp</code> log.