



Troubleshooting the Installation

This chapter provides information about basic troubleshooting tips and error messages that you may encounter during the installation of the Cisco Linux operating system or the Cisco IPICS server software.

This chapter includes the following sections:

- [Cisco IPICS Installation Issues, page 5-2](#)
- [Uninstalling CSA, page 5-7](#)



Caution

Make sure that you only perform system date changes before you install the Cisco IPICS software. Cisco IPICS does not support any modification of the system date in the operating system after the Cisco IPICS software has been installed. Therefore, it is very important that you check your system date to ensure that it properly reflects your local date and time. If the system date is not properly set to your local date and time, you must adjust it before you install the Cisco IPICS software. If you try to change the system date and time after you install the software, you will invalidate your license and cause the system to become inoperable.

For information about setting the date and time as part of the operating system installation, see the [“Installing Cisco IPICS Server Software” section on page 2-24](#).

Cisco IPICS Installation Issues

The issues that are described in this section may occur during or as a result of installing the Cisco Linux operating system or the Cisco IPICS server software.

This section includes the following topics:

- [No Ports Are Listed in the Network Device Control Menu, page 5-2](#)
- [Cannot Connect to the Server after Installation, page 5-3](#)
- [Authorization Error after Installation, page 5-4](#)
- [Error Displays When Performing Remote Installation, page 5-6](#)

No Ports Are Listed in the Network Device Control Menu

Problem When you open the Network Device Control window to configure the Ethernet port, no ports are listed.

Solution In the “[Installing the Cisco Linux Operating System](#)” section on [page 2-3](#), you probably logged in (during [Step 8](#)) with the system user ID and password that you created (in the Cisco Linux setup, [Step 7](#)).

To continue with the installation, you must log out and then log back in as the root user. To return to the Network Device Control window as the root user, perform the following procedure:

Procedure

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- | | |
|---------------|--|
| Step 1 | Close the current Network Device Control window by clicking Close . |
| Step 2 | Before you can log in as root, you must log out as the system user. To log out, click the Red Hat menu and then choose Log Out .
The Log Out window displays. |
| Step 3 | Choose Log Out and then click OK .
Cisco Linux logs you out and then displays a new login window. |
| Step 4 | Enter root in the Username field and press Enter . |
| Step 5 | Enter cisco in the Password field and press Enter . |

- Step 6** Open a terminal window to enter commands by clicking the **Red Hat** icon on the Cisco Linux desktop and choosing **System Tools > Network Device Control**.
- The Network Device Control Menu displays and shows the Ethernet port(s) on the server.
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Cannot Connect to the Server after Installation

Problem After you install Cisco IPICS, you enter the static IP address for the Cisco IPICS server into a browser and you cannot contact the server.

Solution The Tomcat service may not be running.

To troubleshoot this problem, perform the following procedure:

Procedure

- Step 1** To log in to the Cisco Linux operating system on the Cisco IPICS server, enter **root** in the Username field of the Login window and press **Enter**.
- Cisco Linux displays a window with a password field.
- Step 2** Enter your root password and press **Enter**.
- The Cisco Linux desktop displays.
- Step 3** To verify that the static IP address, subnet mask and default gateway are properly configured, perform the following procedure:
- To open a terminal window, click the **Red Hat** menu and choose **System Tools > Terminal**
 - To send a signal to another server on the network, enter the following command:

ping <default gateway IP address>

where *default gateway IP address* represents the default gateway address for your network.
 - If the ping command is successful, log in to another server on the network and attempt to ping this Cisco IPICS server.

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

Step 4 Ensure that the Tomcat service is running by performing the following procedure:

- a. To check the status of the Tomcat service, in the terminal window you opened, enter the following command:

```
[root] #ps -ef | grep tomcat
```

If the Tomcat service is running properly, the grep command returns a process similar to the following example:

```
root      5270      1  2 11:30 ?          00:01:33
/opt/cisco/ipics/jre/bin/java -server -Xms64m -Xmx256m -DMP_DATA=
-Djava.security.auth.login.config=/opt/cisco/ipics/tomcat/
security/
.java.login.config
-Djava.security.auth.policy==/opt/cisco/ipics/tomcat/security/
.java.policy -Djava.util.logging.manager=org.apache.juli.
```

If the Tomcat service is not running, the response to the grep command is similar to the following example:

```
root      5773  5723  0 12:29 pts/1      00:00:00 grep tomcat
```

- b. Manually start the Tomcat service by entering the following command at the prompt:

```
[root] #/etc/init.d/ipics_tomcat start
```

If the start command is successful, Cisco Linux displays [OK].

If the start command returns an error, see the *Cisco IPICS Troubleshooting Guide*.

Authorization Error after Installation

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

Solution One of the following situations may have occurred:

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

To check the database, perform the following procedure:

Procedure

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- Step 1** Before you check the database status, verify that you entered the correct user name and password, and that the Caps Lock setting is not on.
- Step 2** To log in to the Cisco Linux operating system on the Cisco IPICS server, enter **root** in the Username field of the Login window and press **Enter**.
Cisco Linux displays a window with a password field.
- Step 3** Enter your root password and press **Enter**.
The Cisco Linux desktop displays.
- Step 4** To open a terminal window, click the **Red Hat** menu and choose **System Tools > Terminal**.
A terminal window displays.
- Step 5** Enter the following command at the prompt:
`[root] #ps -ef | grep oninit`
If the Informix database is not running, the response to the grep command is similar to the following example:

```
root          5773  5723   0 12:29 pts/1      00:00:00 grep oninit
```
- Step 6** Manually start the Informix database by entering the following command at the prompt:
`[root] #/etc/init.d/ipics_db start`
If the start command is successful, Cisco Linux displays [OK].
If the start command returns an error, Refer to the [Cisco IPICS Troubleshooting Guide](#).
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Error Displays When Performing Remote Installation

Problem When you start the Cisco IPICS server software installation from an SSH Tectia Client window on a network PC, the installer displays an error similar to the following example:

Example 5-1 Remote Installation Error

Invocation of this Java Application has caused an
InvocationTargetException. This application will now exit. (LAX)

Stack Trace:

java.awt.HeadlessException:

No X11 DISPLAY variable was set, but this program performed an
operation which requires it.

```

    at java.awt.GraphicsEnvironment.checkHeadless(Unknown Source)
    at java.awt.Window.<init>(Unknown Source)
    at java.awt.Frame.<init>(Unknown Source)
    at java.awt.Frame.<init>(Unknown Source)
    at javax.swing.JFrame.<init>(Unknown Source)
    at com.zerog.ia.installer.LifeCycleManager.f(DashoA8113)
    at com.zerog.ia.installer.LifeCycleManager.g(DashoA8113)
    at com.zerog.ia.installer.LifeCycleManager.a(DashoA8113)
    at com.zerog.ia.installer.Main.main(DashoA8113)
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at sun.reflect.NativeMethodAccessorImpl.invoke(Unknown Source)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke(Unknown

```

Source)

```

    at java.lang.reflect.Method.invoke(Unknown Source)
    at com.zerog.lax.LAX.launch(DashoA8113)
    at com.zerog.lax.LAX.main(DashoA8113)

```

This Application has Unexpectedly Quit: Invocation of this Java
Application has caused an InvocationTargetException. This application
will now exit. (LAX)

Solution This error occurs when you invoke the installer file without the **-i console** argument. Ensure that you enter the following command:

```
[root] #./<name of installer file>.bin -i console
```

Uninstalling CSA

There may be situations where you need to manually uninstall CSA. You perform the uninstallation from a Cisco Linux terminal on the Cisco IPICS server.

To remove CSA from the server, perform the following procedure:

Procedure

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- Step 1** Log in to the Cisco IPICS server with root privileges.
The Cisco Linux desktop displays.
- Step 2** To open a terminal window, click the **Red Hat** menu and choose **System Tools > Terminal**
A terminal window displays.
- Step 3** To uninstall CSA, enter the following command:
[root] **#rpm -ev `rpm -qf /opt/CSCOcsa/bin/ciscosecd`**
-  **Note** Be sure to use the back-quote key (`), located on the keyboard below the ~.
- Step 4** Restart the server by entering the following command:
[root] **#reboot**
-

If you decide to reinstall CSA, see the “[Manually Installing CSA](#)” section on [page 2-46](#).

For information about using CSA, see the Cisco Security Agent documentation at the following URL:

<http://www.cisco.com/univercd/cc/td/doc/product/vpn/ciscosec/csa/index.htm>

