CHAPTER 4

Troubleshooting

This chapter provides the following sections on how to troubleshoot any problems you might encounter when using CiscoView and how to report unresolved problems to Cisco Systems:

- Using Release Note Information
- Troubleshooting CiscoView
- Fixing Display Problems
- Reporting Problems to Cisco Systems
- Identifying Device Problems (Dashboard Monitor)
- Interpreting SNMP Error Messages

Using Release Note Information

For CiscoView release-specific installation information, refer to the Readme file in the directory *$NMSROOT* where CiscoView is installed. The release notes contain caveats known at the time of the release. For detailed release information and caveats, refer to the CiscoView release notes shipped with the product or on CCO. They contain known problems and possible workarounds. Several examples are shown in Table 4-1.

Table 4-1 Troubleshooting Procedures

Problem	Explanation

HP's patch PSOV_1090 (installation patch for 2.5) does not work in the Solaris 2.5.1 environment.	Modify *common.nnm* to contain the line:
	`case 'uname -rs' in`
	`Sun?2.5.1 OS=SOLARIS`
	`ECHO=echo`
	`;;`

CiscoView 3.1 or later is not compatible with CiscoWorks 2.x.	There are two solutions: upgrade to CiscoWorks 3.x or remove the CiscoWorks software.
Attempts to use Help cause HyperHelp error: Could not find HyperHelp executable.	Verify that HHHOME is set or source the *$NMSROOT/etc/CVinstall.cshrc* file.

Troubleshooting CiscoView

The *CVinstall.cshrc* and the *CVinstall.sh* files automatically set all environmental variables required for CiscoView. If there are errors starting CiscoView, source one of these files.

CiscoView opens each device in a separate window by default. On large networks, this can consume too much RAM and slow performance. To decrease RAM use, you can open devices in the same window by changing operating characteristics. Select **Options>Properties**. Choose Same Window in the Launch CiscoView in: option.

Also, multiple sessions of CiscoView might degrade system performance due to the use of X resources. Reduce the number of sessions running on an X server by selecting the option Same Window in Options>Properties. This causes successive invocations of CiscoView on an X server to reuse a single session.

Fixing Display Problems

If CiscoView fails to display a device, the following message appears:

"<hostname>: unmanageable"

This message suggests one of the following conditions:

- The SNMP agent is not running on the device, although the device is accessible from the management session.

  You should be able to ping the device from the management session.

- You entered an incorrect community string.

  To reenter a community string, select **Options>Properties**.

- The management station cannot reach and successfully ping the device.

  Check your device package and compare the date with the CCO device package version. Upgrade your device package to the latest version, if required.

- You encountered an unsupported card error.

  CiscoView displays the Unsupported Card or Unknown card error messages instead of displaying the contents of the card when a device package does not support the card. You might have to contact CCO and check the upgrade planner for the device package. If the device package is supposed to support the card, try upgrading the device package to the latest version from CCO.

- You received the error message: “Can’t read DD(...) not set.”

  CiscoView generates this error message when any of the following conditions are true:

  — The IOS version is not supported by the device package

  — The physical device might not contain a card component, or it might not have been configured properly.

  — The IOS may not have the feature that supports the card. In this case, you might have to upgrade the IOS to the proper version.

  — There is a problem with the device package.

  For the above conditions, check whether the device package supports the IOS version of the device under consideration. Upgrade the IOS/Switch version and if the problem persists, contact the Cisco TAC with the following information:

  — The version of the IOS/Switch software

  — The Cisco Device model

— The version of the currently-running device package and the CiscoView engine version

- CiscoView rolls back after a device installation or deinstallation

  When a device package is installed, CiscoView runs a static check utility (*cvtest*) on all existing device packages to determine if installation or deinstallation destabilized CiscoView. There are two possible reasons why the device package may roll back:

  — A package was installed without the requisite installation of a dependent device package. For example, the 3600 package needs to be installed before installation of the AS5800, and the CPW1420.pkg requires installation of the Cat2820.

  Note If you encounter this problem during incremental installations, check the list of installed packages and verify that all dependent packages are installed.

  — The device package's installation did not pass the static check utility. Contact the Cisco TAC with the following:

  $NMSROOT/CVinstall.log

  $NMSROOT/devinstall.log

  List of the packages installed on the system, and their version numbers

  Name of the device package that failed and its version number

Reporting Problems to Cisco Systems

If you receive an error message and cannot resolve the problem with the recommended action, you must call Cisco support personnel.

Note For information on how to contact Cisco support personnel (phone numbers, web site, and e-mail address), see the "Cisco Support Information" card that comes with your product package, or see the "Cisco Support Information" help topic.

Before you call Cisco Systems, be prepared to provide the following information:

- Your CiscoView serial number and software version
- A description of the problem behavior or the error message text
- An explanation about how to reproduce the problem
- The Cisco device model(s) and Cisco IOS version(s) on which you are running CiscoView
- The platform on which you are running CiscoView and the following additional information, if appropriate:
  - HP OpenView software package (include version number)
  - DOS version and MS Windows software package and version
  - WINSOCK-1.1 compliant TCP/IP stack product (include version number)
  - Hardware CPU, available RAM, available hard drive space, and serial port (or network interface card specifications)

Identifying Device Problems (Dashboard Monitor)

Perform any of the following tasks in CiscoView to isolate the cause of a problem:

- Check the color-coded legend to determine the status of a port.
- Check the port configuration information and determine that the port is active. (See Displaying Configuration.)
- Check the performance information by examining the dashboard display.
- Check the utilization and error information for ports and the memory information for a device.
- Check the status bar for SNMP or other error messages.

Interpreting SNMP Error Messages

CiscoView displays the following SNMP error messages resulting from failed command requests in the status bar message area (Table 4-2):

Table 4-2 SNMP Error Messages

Message	Explanation
timeout	You can no longer reach the device in the time specified in the CiscoView Properties window.
tooBig	The request you made cannot fit into a single packet. Generally, CiscoView splits requests for physical view status until the device can respond. In certain cases, CiscoView assumes that if an agent times out on 20 or more variables, the agent might not be able to respond because the request is too big; it splits the request and resends it. Check that the MTU size on the SNMP interface is as large as possible so that CiscoView does not waste bandwidth by sending more than one request.
genErr	A collective message name for problems that do not have a unique error message.
noSuchName	A request for a variable was sent to an inaccessible variable. This occurs if you are not using the correct community string.
badValue	The agent did not respond within the time interval specified by the timeout/retries field in the CiscoView Properties window. This can also indicate the use of an incorrect community string. While performing a set operation on a MIB object, the value specified for writing does not follow the proper syntax for the MIB object. It could be due to type mismatches, or out of range values, and the like.