



# Troubleshooting the Installation

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This appendix provides troubleshooting information for CD One installation. It contains:

- Checking Files and Directories After Installation
- Viewing and Changing Process Status
- Understanding Installation Messages
- Setting Up the Browser

## Checking Files and Directories After Installation

If you had problems while installing CD One, make sure the following directories are installed in the C:\Program Files\CSCOpX directory (or the directory specified):

- backup
- bin
- cam-repository
- cgi-bin (programs run by the web server)
- collect
- conf (configuration files)
- databases
- dbupdate

## ■ Checking Files and Directories After Installation

- etc (system files)
- files
- htdocs (web server files)
- lib
- log (log files)
- man
- nmim
- objects (CD One subsystems)
  - ani
  - data
  - db
  - dmgt
  - eds
  - jrm
  - mngconnect
  - perl5 (CD One perl interpreter and libraries)
  - proxy
  - share (shared program files)
- proxy
- selftest
- setup (setup information)
- shared (system files)
- temp
- tft pboot
- users
- www

# Viewing and Changing Process Status

Any CiscoWorks2000 user can view the status of any process by selecting **CiscoWorks2000 Server > Administration > Process Management > Process Status** from the CiscoWorks2000 navigation tree.

**Note**

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Selecting DbServer stops all processes except WebServer and JRunProxy. However, you cannot start all processes again by starting just the DbServer process. Other processes must be started individually.

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From the browser, only users with administrator privileges can start and stop processes. Refer to *Getting Started with the CiscoWorks2000 Server* and the online help for details.

From the server, only users with local administrator privileges can start and stop processes.

To start processes, enter:

```
net start crmdmgtd
```

To stop processes, enter:

```
net stop crmdmgtd
```

# Understanding Installation Messages

After verifying that the correct files are installed, view the c:\cw2000\_in001.log file (or the log file with the highest number, for example, cw2000\_in003.log), for installation errors. You might find:

- Information messages, which provide important details
- Warning messages, which mean that something might be wrong with a particular process, but the process will be completed
- Error messages, which mean that a particular process could not be completed

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

**Table A-1** Installation Messages

Message	Reason for Message	User Action
CiscoWorks2000 installation cannot proceed because you are not logged in as an administrator.	You are not logged in to Windows with administrator privileges.	Log in to Windows with local administrator privileges and try installing again.
Decompression failed on <file>. The error was for <error code per CompressGet>	If CD One was downloaded, a transmission error occurred or the installation medium is damaged.	Retry the download. If you still have errors, contact your technical support representative.
General file transmission error. Please check your target location and try again. Error number: <error code>	If CD One was downloaded, a transmission error might have occurred.	Retry the download. If you still have errors, contact your technical support representative.
Unable to write <infoFile> or Unable to create <infoFile>	A file-write operation failed.	Run the file system checking utility, then repeat the installation.
Cannot stop service <servicename>	The installation (or reinstallation) tried to stop the service <servicename> unsuccessfully.	Select <b>Control Panel &gt; Services</b> and stop service <servicename> manually, then proceed with (un)installing.

Table A-1 Installation Messages (continued)


Message	Reason for Message	User Action
UseDLL failed for <dll>	<dll> is supposed to be available at any time for any process, but Windows NT failed to load it.	Check permissions on Windows NT System 32. If the <dll> is secure.dll or r_inst.dl, check product installation medium for errors.  or Reinstall Windows NT.
<function> failed: DLL function not found	<dll> is supposed to be available at any time for any process, but Windows NT failed to load it.	Check permissions on Windows NT System 32. If <dll> is secure.dll or r_inst.dll, check product installation media for errors.  or Reinstall Windows NT.
OpenFile failed: <pathname>	A file open operation failed.	Run file system checking utility, then repeat the installation.
ProtectFile failed: <file>: error. WWW admin security may be incomplete	Setting file permissions failed because user might not be allowed to change them.	Log in as administrator.   <b>Note</b> If you are installing on a FAT file system, CD One cannot provide file security.
Launch of isql script failed	Existing database file is broken, or previous version of CD One is destroyed. (Might occur during reinstallation.)	Contact your support representative.
The selected directory is not empty. Mixing new and existing files can cause severe problems during installation.	You tried to install in root directory of a drive (for example, c:\ or d:\) that is not supported.	Remove all files from directory or choose another directory in which to install product.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
The installer requires temporary workspace. You have less than 8 MB of free space on <drive>. Please free up some space and try again.	Insufficient drive space for temporary installation files.	Make more drive space available, then rerun installation.
CiscoWorks2000 installation cannot proceed because CiscoWorks2000 requires NT Workstation or NT Server.	You tried to install on a system that does not have Windows NT 4.0 installed.	Install CD One on a Windows NT 4.0 Workstation or Windows NT 4.0 Server system not configured as a PDC or BDC.
The installer has discovered Windows NT Service Pack <number>. CiscoWorks2000 was tested with Service Pack 5. Higher numbered service packs have not been certified as compatible. When requesting support, it will be necessary to have the CiscoWorks2000 product installed on a supported Service Pack. CiscoWorks2000 updates may be available on-line.	Installation program detected a service pack that is not supported.	Install CD One on a Windows NT 4.0 Workstation or Server system that has Service Pack 5 installed on it.
Installer has verified the following on your system: <ul style="list-style-type: none"> <li>Insufficient paging file.</li> </ul>	Paging file size is smaller than recommended.	Finish installation, then increase paging file size.
The installer has determined that the destination drive has a/an <NTFS or FAT> file system. You have <amount> of space. The product requires <amount> on this drive.	Insufficient disk space available is on drive <drive> to install the product.	Create additional free space on drive or install on a different drive.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
Cannot determine the local Administrators group.	Installation program cannot find one of the built-in Windows NT user groups. This prohibits CD One security setup.	Check operating system. Reinstall Windows NT if necessary, then rerun CD One installation.
Cannot determine the local Everyone group.	Installation program cannot find one of the built-in Windows NT user groups. This prohibits the setup of CD One security.	Check operating system. Reinstall Windows NT if necessary, then rerun CD One installation.
Installation cannot create the default directory, <directory name>. You may not have permission on the default directory or you have specified a read-only device.	You may not have permission on the directory.	Choose another destination directory.
Failed to set file permissions.	Installation program is unable to set file permissions. Most likely causes are: <ul style="list-style-type: none"> <li>Account you used to log in to the system has insufficient permissions.</li> <li>Drive on which you are installing product has a FAT file system.</li> </ul>	Fix problem, then rerun installation program.
<...> is already running! Wait for it to finish and press the OK button below	One installation subtask is still running.	Wait for installation subtask to finish running, then click <b>OK</b> to proceed.
Unable to create/open log file.	Installation program was unable to create or open installation log file cw2000_inxxx.log, where xxx is a sequential number starting from 001 (in root directory of the drive on which you are installing).	Determine why file could not be created or opened, fix problem, then rerun installation. Common causes are lack of disk space or write protection on file.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
Error creating user bin.	Installation program could not create user bin account.	Fix problem, then rerun installation.
Can not 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 a problem with the DNS resolution. The DNS must resolve within 10 seconds for the CiscoWorks2000 product to work properly.	The DNS is not being resolved or is not resolving properly.	Continue the installation as usual, then correct the DNS resolution problem.
Failed to save CiscoView user preferences from <directory name> to C:\Temp. Please manually save the preference files before continuing with the uninstall process.	CiscoView user preferences are automatically saved to the C:\Temp directory during CD One uninstall. These saved user preferences will be restored during upgrade to the next release. The failure might have been caused by lack of disk space, permission problem, or other.	Save CiscoView user preferences manually. During the upgrade to the next release of CD One, you will be prompted for the location to restore the CiscoView user preferences.
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.	Stop all HP OpenView services before installing CiscoWorks2000.



# Setting Up the Browser

If you have problems using the desktop, make sure the browser is configured correctly:

1. If the desktop buttons do not work, Java and JavaScript are not enabled. Make sure to enable Java and JavaScript as described in the “Preparing to Use CD One” chapter, “Configuring Client Systems” section on page 3-2.
2. Make sure your cache is *not* set to zero. If you have browser problems, increase your cache settings as explained in the “Preparing to Use CD One” chapter, “Configuring Client Systems” section on page 3-2.
3. Do not resize the browser window while the desktop or main page is still loading. This can cause a Java error.

■ Setting Up the Browser