Troubleshooting the Installation

This appendix provides troubleshooting information for Essentials installation and setup, and contains the following sections:

- If the Installer Window Does Not Appear

- Logging In after Upgrading

- Understanding Installation Error Messages

- Failure to Delete a Package During Uninstallation

- Accessing the CiscoWorks2000 Server

- Viewing Process Status

- Browser Problems

- Improving Server Performance

If the Installer Window Does Not Appear

If the Installer window does not appear after you insert the CD-ROM, you can run the installation program from the Run dialog box:

Step 1   Select **Start > Run**. The Run dialog box appears.

Step 2   In the Open field, enter:

drive:**\setup.exe**

where *drive* is the CD-ROM drive letter.

Logging In after Upgrading

If the Login Manager dialog box on the CiscoWorks2000 desktop does not appear correctly when you try to log in for the first time after upgrading, clear your browser cache as follows, then reenter the server URL in your browser.

For Microsoft Internet Explorer:

Step 1   Select **View > Internet Options**. The Internet Options dialog box appears.

Step 2   Select the **General** tab.

Step 3   Click **Delete Files**.

For Netscape Navigator:

Step 1   Select **Edit > Preferences**. The Preferences dialog box appears.

Step 2   Select **Advanced > Cache**.

Step 3   Click **Clear Memory Cache**, then click **OK** in the Memory Cache dialog box.

Step 4   Click **Clear Disk Cache**, then click **OK** in the Disk Cache dialog box.

Understanding Installation Error Messages

The following types of error messages might appear during the installation:

- Information messages, which give you important details

- Warning messages, which tell you that something might be wrong with a particular process, but the process will complete

- Error messages, which tell you that a particular process could not complete

All of the messages that appear during installation are logged in the /var/tmp/ciscoinstall.log file.

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

Table A-1   Installation Error Messages

Message	Reason for Message	User Action
CiscoWorks 2000 installation cannot proceed because you are not logged in as an administrator.	You are not logged in to Windows NT with administrator privileges.	Log in with local administrator privileges and try installing again.
Decompression failed on *<file>*. The error was for *<error code per CompressGet>*	If Essentials was downloaded, a transmission error occurred, or the installation media 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 Essentials 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 uninstallation) tried to stop the service *<servicename>* unsuccessfully.	Select **Control Panel > Services** and try to stop service *<servicename>* manually, then proceed with installing or uninstalling.
UseDLL failed for *<dll>*	*<dll>* is supposed to be available at any time for any process, but NT failed to load it.	Check permissions on Windows NT System 32. If the *<dll>* is secure.dll or r_inst.dl, check the 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 NT failed to load it.	Check permissions on Windows NT System 32. If *<dll>* is secure.dll or r_inst.dll, check product installation medium for errors. or Reinstall Windows NT.
OpenFile failed: *<pathname>*	A file open operation failed.	Run the file system checking utility, then repeat the installation.

Table A-1   Installation Error Messages (continued)

Message	Reason for Message	User Action
ProtectFile failed: *<file>*: error. WWW admin security may be incomplete	Setting file permissions failed because the user might not be allowed to change them.	Log in as administrator. **Note** If you are installing on a FAT file system, Essentials cannot provide file security.
Launch of isql script failed	Existing database file is broken, or the previous version of Essentials is destroyed. (This message might be issued during reinstallation.)	Contact your support representative.
The installer requires temporary workspace. You have less than 8 MB of free space on *<drive on which temporary directory is located>*: Please free up some space and try again.	Insufficient drive space for temporary installation files.	Make more drive space available, then rerun installation.
The installer has verified the following on your system: Insufficient disk space (footprint & runtime).	Insufficient disk space available to install the product.	Create additional free space on the drive or install both CD One and Essentials on a different drive.
The installer has verified the following on your system: Insufficient memory (RAM).	Insufficient RAM to meet Essentials requirements.	Finish the installation, then reconfigure the system.
The installer has verified the following: Insufficient swap space (or paging file).	Insufficient swap space to meet Essentials recommendations.	Finish the installation, then increase paging file size.
The installer has verified the following: Insufficient CPU.	Insufficient CPU to meet Essentials recommendations.	Install both CD One and Essentials on a different system.
You have enough space to install Essentials. However, if you want to install other applications after installing Essentials, please check the system requirements for those products.	Possibly insufficient disk space available to install the other products.	If you plan to install other products that depend on Essentials, you might need to create additional free space on the drive or install CD One, Essentials, and other products on a different drive.

Table A-1   Installation Error Messages (continued)

Message	Reason for Message	User Action
The installer has determined that the destination drive has an <*NTFS or FAT*> file system. You have <*size and units*> of space. The product requires <*size and units*> on this drive.	Insufficient disk space available to install the product.	Create additional free space on the drive or install both CD One and Essentials on a different drive.
Failed to set file permissions.	Installation program is unable to set file permissions. The most likely causes are: • Account you used to log in to the system has insufficient permissions. • Drive on which you are installing the product has a FAT file system.	Fix problem, then rerun installation program.
<...> is already running! Wait for it to finish and press the OK button below	An installation subtask is still running.	Wait for installation subtask to finish running, then click **OK** to proceed.
Unable to create/open log file.	Installation program was unable to create or open installation log file cw2000_in*xxx*.log, where *xxx* is a sequential number starting from 001 (in the 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 of this problem are lack of disk space or write protection on the file.
Error creating user bin <... > See the troubleshooting section in user manual	Installation program could not create the user bin account.	Fix problem, then rerun the 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.

Failure to Delete a Package During Uninstallation

If you try to remove Essentials but the uninstallation program fails to delete a package, try running the uninstallation program again. Several circumstances can cause a package not to uninstall successfully. Usually, running the uninstallation program again will remove the package.

Accessing the CiscoWorks2000 Server

The server uses port 1741. Make sure you enter the correct URL when accessing the server:

http://_server_name_**:1741**

where _server_name_ is the name of the server.

Verify the Server Is Running

If you still cannot access the server, enter the following command at a DOS prompt to make sure your server is running:

ping _server_name_

Proxy Server Problems

If you get a message that the server is "alive" and get a proxy error when you try to connect to the server, make sure the proxy is set up correctly. If your server is configured to use a proxy server outside the firewall, you will get proxy errors if you configured the proxy to ignore requests to a certain machine, set of machines, or domain.

You specify a proxy server in Netscape Navigator under **Options > Network Preferences > Proxies** and in Internet Explorer under **Tools > Internet Options > Connections > LAN Settings**.

Your proxy is set up incorrectly if:

- You receive an error message that you are using a proxy outside the firewall.
- The proxy server recognizes www-int as an internal server, so it does not proxy requests to that server.

- You set up a new internal server, www-nms, but when you make a request to the proxy server, it does not recognize www-nms as an internal server and proxies the request.

- The proxy server outside the firewall tries to request data from a server inside the firewall, and the request is blocked.

- You get a "Connection Refused" error from the proxy server.

Daemon Manager Not Running

CiscoWorks2000 relies on the Daemon Manager to control its processes. If the Daemon Manager is not running, you cannot access the server. If you interrupt an installation or uninstallation, the Daemon Manager might not have restarted.

To start or stop the Daemon Manager from the GUI:

Step 1 From the Windows NT Start menu, select **Start > Settings > Control Panels.**

Step 2 Double-click **Services**.

Step 3 Select **CW2000 Daemon Manager** from the dialog box.

Step 4 To start the server, click **Start**.

Step 5 To stop the server, click **Stop**.

To start (or stop) the Daemon Manager from the command-line interface:

Step 1 Log in as administrator.

Step 2 Open a command prompt window or shell window.

Step 3 Start the server by entering:

```
net start crmdmgtd
```

Step 4 Stop the server by entering:

```
net stop crmdmgtd
```

Viewing Process Status

You can check for failures of back-end server processes by selecting **CiscoWorks2000 Server > Administration > Process Management > Process Status**. Only users with administrator privileges can start and stop processes. For details, refer to *Getting Started with the CiscoWorks2000 Server*.

Browser Problems

If the desktop buttons do not work, Java and JavaScript are not enabled. Make sure you enable Java and JavaScript.

Make sure the browser cache is not set to zero.

Do not resize the browser window while the desktop main page is loading. This can cause a Java error.

For information about setting up browsers, refer to *Installing and Setting Up CD One on Windows NT*.

Improving Server Performance

To improve server performance for Essentials, consider these options:

- Reduce the number of managed devices polled by Availability.

- Increase the interval used by Availability to poll managed devices.

- Reduce the number of syslog messages saved to the CiscoWorks2000 database.

- Increase the interval used by Configuration Management to collect information for managed devices.