# Troubleshooting the Installation

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

- Understanding Installation Error Messages
- Installing Syslog Analysis
- Failure to Delete a Package During Uninstallation
- Accessing the CiscoWorks2000 Server
- Viewing Process Status
- Browser Problems
- Improving System Performance

## Logging In After Upgrading

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

> **Note** Wait for a few seconds after the server starts before logging in. If you have trouble logging in, use the Reload button on your browser.

For Microsoft Internet Explorer:

**Step 1**     Select **Tools > 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 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 Messages*

| Message | Reason for Message | User Action |
|---------|-------------------|-------------|
| Base package did not install. Exiting. | Installation program cannot install a package required for the product. | Contact your technical support representative. |
| Cannot backup /etc/services, no change will be made. | Installation program could not make a copy of /etc/services prior to modifying it. | Make sure that there is enough space in /tmp. |
| Cannot become owner of file in directory *<directory>*. | You cannot become the owner of a file in the directory you specified as the product root. | Check the permissions on the directory you specified. |
| Cannot change ownership of library. Exiting. | Installation program could not write to product root directory. | Check the permissions on the directory you specified. |
| Cannot create *<directory>*. | Installation program could not write to the directory you specified. | Check the permissions on the directory you specified. |
| Cannot create symlink: ln -s *<root>* /opt/CSCOpx. | Installation program cannot create a link from /opt/CSCOpx to the product root directory you specified. | Contact your technical support representative. |
| Cannot determine the CD One version. | Installation disk is corrupted. | Contact your technical support representative. |
| Cannot determine the version of *<product>*. | Installation program was unable to determine the product version. | Contact your technical support representative. |
| Cannot make list of packages for installation. | Installation has suffered a major failure. | Contact your technical support representative. |
| Cannot make root dir. | You do not have permission to make the product directory you gave the program. | Check the permissions on the root. |
| Cannot upgrade. | Upgrade failed. | Contact your technical support representative. |
| Copy *<setupdir>* to *<nmsroot>* failed. | Installation program could not write to product root directory. | Check the permissions on the root. |

*Table A-1    Installation Messages (continued)*

| Message | Reason for Message | User Action |
|---------|-------------------|-------------|
| Installation in progress. | You are already running an installation on this machine. | Run only one installation program at a time. |
| Missing file *<file>*. | Installation program could not find the *<file>* file. | Contact your technical support representative. |
| mkdir -p *<root>* failed. Exiting. | Installation program was not able to create the product installation root you specified. | Check the permissions on the root. |
| No syslog facility is available. | There are no available syslog facilities for CD One. | Make one of the facilities available. |
| Not enough disk space: *<root>*. | You have picked a product root in a file system with insufficient space to load our product. | Make at least 2 GB of disk space available on the partition on which you install the product. |
| Package verification failed: *<pkg>* aborting. | While attempting to load our packages on the machine, one of the packages loaded incorrectly. | Contact your technical support representative. |
| Syslog is not running. | Installation program cannot start syslogd on this machine. | Restart syslogd. |
| The components have dependency errors. | Installation program suffered a major failure. | Contact your technical support representative. |

*Table A-1    Installation Messages (continued)*

| Message | Reason for Message | User Action |
|---------|--------------------|-------------|
| User 'bin' appears in '/var/adm/cron/at.deny'. Software Image Manager requires 'bin' to be able to run 'at'. Contact your local technical support representative to edit the file /var/adm/cron/at.deny and remove the entry for bin.<br><br>User 'bin' appears in '/var/adm/cron/cron.deny'. Software Image Manager requires 'bin' to be able to run 'crontab'. Contact your local technical support representative to edit the file /var/adm/cron/cron.deny and remove the entry for bin. | Software Management requires that the user bin be allowed to use at and cron. | Edit the relevant files to allow the user bin to use at and cron. For information, see "Allowing the User bin to Use at and cron" section on page 2-26. |
| User must be root. | You must be root to install the product. | Log in as root and enter the correct password. |
| Wrong OS. | This operating system is not a supported version of HP-UX. | Make sure that you are running HP-UX 11.0 |

# Installing Syslog Analysis

If the Essentials installation fails during Syslog Analysis installation, make sure you do not have the Cisco DNS/DHCP Manager (CDDM) installed on the same machine as Essentials. CDDM, which can be downloaded from CCO, provides syslog and TFTP daemons as part of its product. You cannot run CDDM Syslog

or TFTP on the same machine as Essentials because they are not compatible. Make sure the server on which you install Essentials is not running CDDM Syslog or TFTP.

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WARNING: The tftp directory '/usr/tftpdir' appears to be NFS mounted.
Using NFS directories often increases the software transfer time and
may cause a failure during distribution of the software to the device.
Contact your local technical support representative to make
'/usr/tftpdir' a local directory.
```

# 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 it.

# Accessing the CiscoWorks2000 Server

The CiscoWorks2000 server uses port 80 by default. This port is normally used by web servers. If you receive an error message that an existing web server is already configured to run on port 80, and the alternative port 1741 is used instead, verify that you entered the correct URL for the server:

**http://*server_name*:1741**

where *server_name* is the name of the machine where CiscoWorks2000 was installed, and 1741 is the alternative port on which CiscoWorks2000 is installed if port 80 is in use.

## Verify the Server Is Running

Use the following command to ensure that 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 (specified in Netscape Navigator under **Options > Network Preferences > Proxies**), you will get proxy errors if you configured the proxy to ignore requests to a certain machine, set of machines, or domain.

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

If the Daemon Manager is not running, CiscoWorks2000 cannot run. When you install or uninstall CiscoWorks2000, the Daemon Manager is temporarily stopped and then restarted. If the install or uninstall process is interrupted, the Daemon Manager might remain in the stopped state.

> **Note**    Wait a few seconds after the server starts before logging in. If you have trouble logging in, use the "Reload" button on your browser.

To start or stop the Daemon Manager:

**Step 1**    Log in as root.

**Step 2**    Open a shell window.

**Step 3**    Start the server by entering the following:

# **/etc/init.d/dmgtd start**

**Step 4**    Stop the server by entering the following:

# **/etc/init.d/dmgtd stop**

# Viewing Process Status

You can check back-end server process failures 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 more information about setting up browsers, refer to *Installing and Setting Up CiscoWorks2000 CD One on HP-UX.*

# Improving System Performance

To improve system 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 about managed devices.