



## Troubleshooting the Installation

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This appendix provides troubleshooting information for Common Services installation.

This appendix contains:

- [Checking Processes After Installation, page A-1](#)
- [Viewing and Changing Process Status, page A-1](#)
- [Contacting Technical Assistance Center \(TAC\), page A-2](#)
- [Understanding Installation Error Messages, page A-3](#)

### Checking Processes After Installation

You can run a self test or view process failures from the CiscoWorks Server.

To run a self test, in the CiscoWorks Homepage select **Common Services > Server > Admin > Selftest**.

To view process failures, in the CiscoWorks Homepage select **Common Services > Server > Reports > Process Status**.

Processes that are not running will be displayed in red color.

### Viewing and Changing Process Status

You can view the status of any process by selecting **Common Services > Server > Admin > Processes** from the CiscoWorks Homepage.

- From the browser, only users with administrative privileges can start and stop processes.
- From the CiscoWorks server, only users with local administrative privileges can start and stop processes.

To view or change the process status:

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- Step 1** Go to the CiscoWorks Homepage and select **Common Services >Server > Admin > Processes**. The Process Management page appears.
- Step 2** Select the processes from this page that you want to stop.
- Step 3** Click **Stop**.  
If you select specific processes, the dependent processes also stop.
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To start processes from the browser:

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- Step 1** Go to the CiscoWorks Homepage and select **Common Services >Server > Admin > Processes**. The Process Management page appears.
- Step 2** Select the processes from this page that you want to stop.
- Step 3** Click **Start**.  
Only the selected processes are started. The dependent processes are not started.
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To stop all processes from the server, enter:

```
net stop crmdmgt
```

To all start processes from the server, enter:

```
net start crmdmgt
```



**Caution**

Do not start the daemon manager immediately after you stop it. The ports used by daemon manager will be in use for some more time even after the daemon manager is stopped. Wait for a few minutes before you start the daemon manager.

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## Contacting Technical Assistance Center (TAC)

You can contact the Technical Assistance Center (TAC) if you had problems while installing Common Services.

Before contacting TAC, we recommend that you make that:

- The system hardware and software requirements are met.
- The disk space is not full.
- The CD ROM drive is not defective.

If the above conditions are met, and you still have problems, contact the Technical Assistance Center.

TAC representatives may ask you to send them the installation log file in the case of Common Services 3.0.5, TAC representatives may ask you to send them the installation log file, C:\Cisoworks\_install\_YYYYMMDD\_hhmmss.log, where YYYYMMDD denotes the year, month and date of installation and hhmmss denotes the hours, minutes and second of installation.

In the case of Common Services 3.0.3, *system drive*:\Ciscoworks\_setup001.log file (or the log file with the highest number, for example, Ciscoworks\_setup003.log).

Generate a report and email the generated report to TAC.

To generate the report:

In the CiscoWorks Homepage, select

**Common Services >Server >Admin >CollectServerInformation.**

## Understanding Installation Error Messages

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 Common Services 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.
Qos Policy Manager (QPM) is detected on this server. Common Services 3.0.3 cannot co-exist with QPM. We recommend that you either: <ul style="list-style-type: none"> <li>Install Common Services 3.0.3 on a separate server</li> </ul> Or <ul style="list-style-type: none"> <li>Restore the current setup with QPM on a separate server, uninstall QPM on this server, and then install Common Services 3.0.3.</li> </ul>	Common Services 3.0.3 cannot co-exist with Qos Policy Manager (QPM).	Either install Common Services 3.0.3 on a separate server or uninstall QPM and proceed with the upgrade on the same server.
The setup program has discovered HP OpenView services running. This will lock some of the CiscoWorks dlls. Stop all HP OpenView services before installing CiscoWorks.	You have installed Device Fault Manager (DFM) on your system, and HP Network Node Manager (HPNNM) or NetView is running on the same system.	Stop all HP OpenView services and proceed installing CiscoWorks.
Decompression failed on <i>file</i> . The error was for <i>error code per CompressGet</i> .	When you downloaded CiscoWorks Common Services, 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: <i>error code</i> .	When you downloaded CiscoWorks Common Services, a transmission error might have occurred.	Retry the download. If you still have errors, contact your technical support representative.

Table A-1 Installation Error Messages (continued)

Message	Reason for Message	User Action
Severe: Cannot run the dependency handler.	When you downloaded CiscoWorks Common Services, a transmission error might have occurred.  The directory structure of installation is not maintained. This can happen if you download the zip file and extract the contents to install from it.	Retry the download.
Cannot write <i>infoFile</i> or Cannot create <i>infoFile</i> .	A file-write operation failed.	Run the file system checking utility, then repeat the installation.  1. Verify that you have write permission to the destination directory and windows TEMP directory.  2. Repeat the installation.  The environment variable %TEMP% provides the location on TEMP directory.
Cannot stop service <i>servicename</i> .	The installation (or reinstallation) tried to stop the service <i>servicename</i> unsuccessfully.	1. Select Control Panel > Services and stop service <i>servicename</i> manually.  2. Proceed with (un)installing.
UseDLL failed for <i>dll</i> .	<i>dll</i> should be available at any time for any process, but Windows failed to load it.	<ul style="list-style-type: none"> <li>Check permissions on the system32 directory under %WINDIR%. If the <i>dll</i> is secure.dll or r_inst.dll, check product installation media for errors.</li> </ul> Or <ul style="list-style-type: none"> <li>Reinstall Windows.</li> </ul>
<i>function</i> failed: DLL function not found.	<i>dll</i> should be available at any time for any process, but Windows failed to load it.	<ul style="list-style-type: none"> <li>Check permissions on system32 directory under %WINDIR%. If <i>dll</i> is secure.dll or r_inst.dll, check product installation media for errors.</li> </ul> Or <ul style="list-style-type: none"> <li>Reinstall Windows.</li> </ul>
OpenFile failed: <i>pathname</i> .	A file open operation failed.	1. Run the file system checking utility, then repeat the installation.  2. Verify whether you have the read permission on <i>pathname</i> , then repeat the installation.
ProtectFile failed: <i>file</i> : error. WWW admin security may be incomplete.	Setting file permissions failed because you may not be allowed to change them.	Log in as administrator.  If you are installing on a FAT file system, CiscoWorks Common Services cannot provide file security.

Table A-1 Installation Error Messages (continued)

Message	Reason for Message	User Action
Launch of isql script failed.	The existing database file is corrupted or the previous version of CiscoWorks Common Services is destroyed.  The problem may occur during reinstallation.	Contact your technical support representative.
The product should not be installed in a root directory.	You tried to install the product in a directory of a drive (for example, c:\ or d:\) that is not supported.	Select a directory other than the root directory to install the product.
The product should not be installed in a remote directory.	You tried to install the product in a directory of a drive that is remotely mounted or using the UNC pathname.	Select a directory on a local hard-drive.
The selected directory is not empty. Mixing new and existing files can cause severe problems during installation.	You tried to install in a directory that contains some files.	Remove all files from directory or choose another directory to install the product.
The installer requires temporary workspace. You have less than 8 MB of free space on <i>drive</i> . Free up some space and try again.	There is not enough drive space for temporary installation files.	Make more drive space available ( <i>%TEMP%</i> ), then rerun installation.
You are attempting to install CiscoWorks Common Services 3.0.3 with CiscoView 6.1.2 and Integration Utility 1.6 on a Server which is configured as a Primary Domain Controller or a Backup Domain Controller (PDC/BDC).	You are trying to install the application on a Server which is configured as a Primary Domain Controller or a Backup Domain Controller (PDC/BDC).	Install CiscoWorks Common Services 3.0.3 with CiscoView 6.1.2 and Integration Utility 1.6 on another server not configured as PDC / BDC.
You are attempting to install CiscoWorks Common Services 3.0.3 with CiscoView 6.1.2 and Integration Utility 1.6 on an unsupported operating system.  The installation will exit when you close this message box.	You are trying to install the application on an operating system that does not match System Requirements for the product.	<ul style="list-style-type: none"> <li>Upgrade the Operating System on the Server to a supported version</li> </ul> Or <ul style="list-style-type: none"> <li>Install CiscoWorks Common Services 3.0.3 with CiscoView 6.1.2 and Integration Utility 1.6 on another server running a supported Operating System.</li> </ul>
You are attempting to install CiscoWorks Common Services 3.0.3 with CiscoView 6.1.2 and Integration Utility 1.6 on <i>operating system</i> and <i>service pack</i> .  Please run installation again on a supported platform. Do you want to proceed?	You are trying to install the application on an operating system that does not match System Requirements for the product	Run installation again on a supported platform.

Table A-1 Installation Error Messages (continued)

Message	Reason for Message	User Action
<p>We recommend that you run the installation from a local CD or a local hard drive to avoid errors that may result from the network being slow or busy.</p> <p>Do you want to proceed?</p> <p>Click <b>Yes</b> to proceed with this installation.</p> <p>Click <b>No</b> to exit installation.</p>	<p>You are trying to install the product from a copy of the CD or from the CD drive of another system in the network.</p>	<p>Copy the installable image to a local drive or use local CD drive.</p>
<p>The installation image is being accessed as \\servername\sharename. Installation can run only from a local or mapped drive.</p> <p>We recommend that you run the installation from a local CD or a local hard drive to avoid errors that may result from the network being slow or busy.</p> <p>Click <b>OK</b> to exit installation.</p>	<p>You are trying to install the product from another system in the network.</p>	<p>Copy the installable image to a local drive or use local CD drive.</p>
<p>The default (or selected) drive <i>drive</i> has a(n) <i>file-system-type</i> file system.</p> <p>This file system does not support file security. The cluster size is <i>cluster size</i> bytes, therefore disk space requirements can be high.</p> <ul style="list-style-type: none"> <li>Choose another directory to install CiscoWorks Common Services</li> <li>Use default or selected directory to install CiscoWorks Common Services</li> </ul>	<p>You are trying to install onto a drive with a non-NTFS (FAT or FAT32) file system.</p> <p>The file system may not support security. The cluster size may be bigger than 4096 bytes.</p>	<p>Click on the directory on which you want to install CiscoWorks.</p>
<p>The product can be installed only in a folder that does not have spaces in its name or can be converted into 8.3 form. Select another destination folder.</p>	<p>The destination directory contains spaces in the directory name and the directory name cannot be converted to a MS-DOS format.</p>	<ol style="list-style-type: none"> <li>1. Install the product in a directory whose fully qualified pathname does not contain any spaces or has MS-DOS name aliases.</li> <li>2. Check the presence of MS-DOS aliases, using <code>dir /x</code> command in a command-line window.</li> </ol>
<p>Cannot determine the local Administrators group.</p>	<p>The installation program cannot find one of the built-in Windows user groups. This prohibits CiscoWorks Common Services security setup.</p>	<ol style="list-style-type: none"> <li>1. Check the Operating System.</li> <li>2. Reinstall Windows if necessary,</li> <li>3. Rerun CiscoWorks Common Services installation.</li> </ol>

Table A-1 Installation Error Messages (continued)

Message	Reason for Message	User Action
Cannot determine the local Everyone group.	The installation program cannot find one of the built-in Windows user groups. This prohibits the setup of CiscoWorks Common Services security.	<ol style="list-style-type: none"> <li>1. Check Operating system.</li> <li>2. Reinstall Windows if necessary,</li> <li>3. Rerun CiscoWorks Common Services installation.</li> </ol>
Installation cannot create the default directory, <i>directory name</i> .  You may not have permissions on the default directory or you have specified a read-only device.	You may not have permissions on the directory.	Select another destination directory.
Could not set file permissions.	<p>The installation program cannot set file permissions. Most likely causes are:</p> <ul style="list-style-type: none"> <li>• The account you used to log in to the system has insufficient permissions.</li> <li>• The drive on which you are installing product has a FAT file system.</li> </ul>	<ol style="list-style-type: none"> <li>1. Correct the problem.</li> <li>2. Rerun installation program.</li> </ol>
<i>task_name</i> is already running! Wait for it to complete and click <b>OK</b> .	One installation subtask is still running.	<ol style="list-style-type: none"> <li>1. Wait for installation subtask to finish running</li> <li>2. Click <b>OK</b> to proceed.</li> </ol>
Cannot create/open log file.	The installation program could not create or open installation log file <i>cisoworks_setupxxx.log</i> . <i>xxx</i> is a sequential number starting from 001 (in root directory on system drive).	<ol style="list-style-type: none"> <li>1. Determine why the file could not be created or opened.</li> <li>2. Correct the problem, then rerun installation.  Common causes are lack of disk space or write protection on file</li> <li>3. Rerun installation.</li> </ol>
Error creating / modifying casuser - <i>name</i> .  Click <b>Yes</b> if you want to try again, Click <b>No</b> if you want the Install to abort.	<p>This error may happen if:</p> <ul style="list-style-type: none"> <li>• The passwords that you entered do not match the policies set by System Administrators</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• User running the installation does not have permission to create new user on the system.</li> </ul>	<ul style="list-style-type: none"> <li>• If you are not authorized to create users on the system, contact your System Administrator.</li> <li>• If you are authorized to create users on the system and are still seeing this error, click <b>Yes</b></li> </ul> <p>A screen appears where you can re-enter the passwords. Correct the problem as given in the error message.</p>
Cannot 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.

Table A-1 Installation Error Messages (continued)

Message	Reason for Message	User Action
Database upgrade result unknown.	Problem with database upgrade.	Contact your technical support representative.
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 CiscoWorks. You do not have to restart the system after stopping HP OpenView.
ODBC Driver Manager 3.510 or later is required by CiscoWorks Common Services. Install ODBC 3.510 first.	CiscoWorks Common Services software requires ODBC Driver Manager version 3.510 or later.	Install Microsoft Data Access Component (MDAC) 2.1 or higher. Make sure that all ODBC Core Components have the same version number. See the Microsoft web site for installation instructions. ODBC is not available from Microsoft as a stand-alone installation but is packaged along with MDAC.
Name lookup failed for <i>hostName</i> . Please configure the hostname and then try installation.	Your hostname is not configured properly.	Configure the hostname and continue installation.
These files are currently being used by another running process. You must stop all processes listed below to proceed successfully with this installation.  Click <b>Next</b> to proceed with the installation.  Click <b>Cancel</b> to exit.	Some of the executables and DLLs installed by CiscoWorks are locked.	<ol style="list-style-type: none"> <li>1. Stop all applications.</li> <li>2. Stop IPM if it is running.</li> <li>3. Close Browsers and make sure CiscoWorks CLIs are not used at the moment.</li> </ol> <p>After stopping all the applications, proceed with the installation.</p>
Do you want to verify that CiscoWorks files are no longer being used by running processes?  Click <b>Yes</b> to verify that files are no longer in use and that the installation may proceed.  Click <b>No</b> to proceed without verification.	Some of the executables and DLLs installed by CiscoWorks are in use.	<p>Verify that files are no longer in use. If some files are in use, stop all processes. To do this:</p> <ol style="list-style-type: none"> <li>1. Cancel installation.</li> <li>2. Stop the CiscoWorks and change the startup type from Automatic to Manual.</li> <li>3. Restart the system.</li> <li>4. Try to run command net start from MSDOS window.  The output should not show any CiscoWorks or CiscoWorks Common Services daemon manager running.</li> <li>5. Run the installation again.</li> </ol>

Table A-1 Installation Error Messages (continued)

Message	Reason for Message	User Action
The instruction at <i>location</i> referenced memory at <i>location</i> . The memory cannot be read.  Click <b>OK</b> to terminate the program. Click <b>Cancel</b> to debug the program.	You have installed CiscoWorks Common Services on a Pentium IV machine.	Click <b>OK</b> , and ignore the message. The installation will continue normally.
java.exe has generated errors and will be closed by Windows. You must restart the program. An error log is being created.	This message appears when you install CiscoWorks Common Services on a Pentium IV machine.	Click <b>OK</b> , and ignore the message. The installation will continue normally.
CreateService - <i>service name</i> - The specified service is marked for deletion.	The registry entries related to the service are not deleted during the uninstallation.	<ol style="list-style-type: none"> <li>1. Restart the machine</li> <li>2. Reinstall CiscoWorks Common Services.</li> </ol> If the problem still exists: <ol style="list-style-type: none"> <li>1. Uninstall CiscoWorks Common Services</li> <li>2. Restart the machine,</li> <li>3. Start a fresh installation.</li> </ol>
IIS is detected in this system and is in enabled state. Please disable or uninstall IIS for CiscoWorks to install and function properly.	The Internet Information Services (IIS) is enabled	Disable or uninstall IIS.
IIS is detected in this system and is in disabled state.  It has to be uninstalled for CiscoWorks to install and function properly.	The Internet Information Services (IIS) is disabled.	Uninstall IIS.
One instance of CiscoWorks Installation is already running. If you are sure that no other instances are running, remove the file C:\CMFLOCK.TXT. The Installation will now abort.	CiscoWorks installation is already running.	Remove the file C:\CMFLOCK.TXT and retry the installation.
Backup operation failed.  Please look at backup directory\backup.log for the reason for failure.  Click <b>Retry</b> to take backup again. Click <b>Exit</b> to exit the installation.	The backup process failed.	Retry backing up again.

