



# Troubleshooting the Installation

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This appendix provides troubleshooting information for Resource Manager Essentials (RME 4.0) installation and setup. It contains these sections:

- [Logging In After Upgrading](#)
- [Understanding Installation Messages](#)
- [Installing Syslog Analyzer](#)
- [Failure to Delete a Package During Uninstallation](#)
- [CiscoWorks Server Access Problems](#)
- [Viewing Process Status](#)
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- [Improving Server Performance](#)
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## Logging In After Upgrading

If the Login Manager dialog box on the CiscoWorks 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.

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.

## Clearing the Cache in Microsoft Internet Explorer

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- Step 1** Select **Tools > Internet Options**.  
The Internet Options dialog box appears.
- Step 2** Select the **General** tab.
- Step 3** Click **Delete Files**, then click **OK** in the Delete Files dialog box.
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## Clearing the Cache in Netscape Navigator

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- 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.
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## Understanding Installation Messages

The messages that might appear during installation are:

- 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 messages that appear during installation are logged in the `/var/tmp/ciscoininstall.log` file.

[Table A-1](#) shows messages that might occur during installation and describes their reasons.

Table A-1 Installation Messages

| Message  | Reason for Message  | User Action  |
|--|---|--|
| Base package did not install. Exiting.               | Installation program cannot install a required package.   | Contact your technical support representative.   |
| Cannot backup /etc/services, no change will be made. | Installation program cannot make a copy of /etc/services before modifying it.                           | Make sure there is enough space in /tmp.   |
| Cannot change ownership of library. Exiting.         | Installation program cannot write to product root directory.  | Check the permissions on the directory you specified.  |
| Cannot create <i>directory</i> .                     | Installation program cannot write to the directory you specified.                                       | Check the permissions on the directory you specified.  |
| Cannot create symlink: In -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 RME version.                    | Installation disk is corrupted.   | Contact your technical support representative.   |
| Cannot determine the version of <i>product</i> .     | Installation program cannot determine product version.  | Contact your technical support representative.   |
| Cannot make list of packages for installation.       | Installation suffered a major failure.  | Contact your technical support representative.   |
| Copy <i>setupdir</i> to <i>nmsroot</i> failed.       | Installation program could not write to product root directory.   | Check the permissions on the root.   |
| Installation in progress                             | You are already running an installation on this machine.  | Run only one installation program at a time.<br><br>For more information, see <a href="#">Frequently Asked Questions, page A-9</a> . |
| Missing file <i>file</i> .                           | Installation program cannot find a file.  | Contact your technical support representative.   |
| No Syslog facility is available.                     | No available Syslog facilities.   | Make one of the facilities available.  |

Table A-1 Installation Messages (continued)

| Message   | Reason for Message  | User Action   |
|---|---|---|
| Not enough disk space: <i>root</i> .  | File system has insufficient space to load RME.                                   | Make at least 4 GB of disk space available on the partition on which you install RME.   |
| Package verification failed: <i>pkg</i> aborting.   | While loading packages, one 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.  |
| User must be root.  | You must be root to install.  | Log in as root and enter the correct password.  |
| User casuser appears in /usr/lib/cron/at.deny. Software Image Manager requires casuser to be able to run at. Contact your local technical support representative to edit the file /usr/lib/cron/at.deny and remove the entry for casuser.<br><br>User casuser appears in /usr/lib/cron/cron.deny. Software Image Manager requires casuser to be able to run crontab. Contact your local technical support representative to edit the file /usr/lib/cron/cron.deny and remove the entry for casuser. | Software Management requires that the user casuser be allowed to use at and cron. | Edit the relevant files to allow the user casuser to use at and cron. For details, see <a href="#">“Allowing the User casuser to Use at and cron”</a> section on page 2-29. |
| Wrong OS.   | Operating system is not Solaris or not a supported version of Solaris.            | Make sure you are running Solaris 2.8 or 2.9.   |

# Installing Syslog Analyzer

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

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



## Caution

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The tftp directory `'/tftpboot'` 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 `'/tftpboot'` a local directory.

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# Failure to Delete a Package During Uninstallation

If you try to remove RME but the uninstallation program fails to delete a package, try running the uninstall program again. Several circumstances can cause a package to remain after uninstallation. Usually, running the uninstall program again, removes the package.

# CiscoWorks Server Access Problems

The CiscoWorks Server uses port 1741 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 1741, and the alternative port is used instead, verify that you entered the correct URL for the server:

```
http://server_name:port_number
```

where *server\_name* is the name of the machine where CiscoWorks was installed, and *port\_number* is the alternative port on which CiscoWorks is installed if port 1741 is in use.

- If SSL is enabled using the default port, enter:

```
https://server_name:443
```

where *server\_name* is the name of the machine where CiscoWorks was installed.

- If SSL is enabled using the custom port, enter:

```
https://server_name:customport
```

where *server\_name* is the name of the machine where CiscoWorks was installed.

## Verify Server Status

To make sure your server is running, enter:

```
ping server_name
```

where *server\_name* is the name of the machine where CiscoWorks was installed.

## 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.

You will get proxy errors if both these conditions are true:

- Your server is configured to use a proxy server outside the firewall.
- You configured the proxy to ignore requests to a certain machine, set of machines, or domain.

You should specify a proxy server in Netscape Navigator under **Edit > Preferences > Advanced > 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

You can use the following command to verify whether the daemon manager is running:

```
# /opt/CSCOpX/bin/pdshow
```

If the daemon manager is not running, following error message is displayed:

```
connect to dmgt process on "127.0.0.1" on port 42340 failed:
```

If the Daemon Manager is not running, CiscoWorks cannot run. When you install or uninstall CiscoWorks, 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.



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**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.

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To start or stop the Daemon Manager:

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- Step 1** Log in as root.
- Step 2** Open a shell window.

- Step 3 Start the server by entering:
- ```
# /etc/init.d/dmgttd start
```
- Step 4 Stop the server by entering:
- ```
# /etc/init.d/dmgttd stop
```
- 

## Viewing Process Status

You can check back-end server process failures by selecting **Common Services > Server > Admin > Processes**. Only users with administrator privileges can start and stop processes. For details, refer to *User Guide for CiscoWorks 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 *Installation and Setup Guide for Common Services 3.0 (Includes Ciscoview) on Solaris*.

## Improving Server Performance

To improve system performance for RME:

- Reduce the number of syslog messages saved to the CiscoWorks database.
- Increase the interval used by Configuration Management to collect information about managed devices.

- While using CMF Syslog Service, you can turn off DNS lookup to improve performance of Syslog Collector.

To turn off, set the registry key **HKEY\_LOCAL\_MACHINE > System > CurrentControlSet > Services > crmlog > Parameters > CrmDnsResolution** to 0.

## Frequently Asked Questions

- [What are the various installation switches supported?](#)
- [I modified the date and time on the CiscoWorks Server, but RME does not reflect the change. What should I do?](#)
- [Can I use RME within a network containing firewalls? If so, what are special configurations I need to take care of?](#)
- [Can I change the RME Database password? If so, how?](#)
- [When I perform a backup of the RME database, what data is backed up?](#)
- [I performed a fresh installation of RME 4.0 on a machine. I also reinstalled RME 4.0 on another machine. Why did the installation prompt me for new a password in the latter scenario?](#)
- [Where are the RME installation logs?](#)
- [How can I tell which version of Internet Information Server/Service Pack \(IIS/SP\) is installed?](#)
- [How do I cleanup my system after an aborted installation of RME?](#)
- [How do I change the Hostname of the CiscoWorks Solaris Server after installing it, or after running it for a while?](#)

- Q. What are the various installation switches supported?
- A. The following options are supported during installation:

| Command     | What it does                            |
|-------------|---|
| setup.sh -d | Running installation in the debug mode. |

- Q. I modified the date and time on the CiscoWorks Server, but RME does not reflect the change. What should I do?
- A. Time related functions may not work if the system date is changed after RME is installed. You must stop and restart the CiscoWorks Daemon Manager for RME to reflect the changes in date, time or timezone.
- For more information on stopping and starting the Daemon Manager, see [“Daemon Manager Not Running” section on page A-7](#).
- Q. How do I re-initialize the RME database on a Solaris system, if the RME database is corrupted and the database restore operation has failed?
- A. You can use the dbRestoreOrig.pl utility to re-initialize the RME database. To reinitialize the database, follow this procedure:

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**Step 1** Stop the daemon manager by entering:

```
/etc/init.d/dmgttd stop
```

**Step 2** At the prompt, run the PERL script dbRestoreOrig.pl:

```
/opt/CSCOpX/bin/perl /opt/CSCOpX/bin/dbRestoreOrig.pl
```

The usage details for dbRestoreOrig.pl appear.

**Step 3** Enter the required variable parameters and the corresponding values based on your application (see [Table A-2](#)).



**Caution**

All the user configurable variable parameters are case-sensitive. Ensure that you enter the exact value as mentioned in the table—if not, the database will get corrupted.

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We recommend that you reinitialize the database for both the applications—Common Services and RME. Else, the database may become inconsistent. You can follow any order for reinitialization.

**Table A-2**      *Variable Parameters*

| Variable Parameter  | For Common Services enter | For RME enter            |
|---|---------------------------|--------------------------|
| <code>dsn</code>  | <code>cmf</code>          | <code>rmeng</code>       |
| <code>dmprefix</code>   | <code>Cmf</code>          | <code>RME</code>         |
| <code>npwd</code>   | <i>Your new password</i>  | <i>Your new password</i> |
| It is optional to enter a new password for this variable. Enter a new password only if you want to change your database password. |                           |                          |

A message appears that the initialization is complete.

**Step 4** Restart the daemon manager by entering:

```
/etc/init.d/dmgttd start
```

Q. Can I use RME within a network containing firewalls? If so, what are special configurations I need to take care of?

A. Yes, you can use RME in a network containing firewalls.

Let us consider a few scenarios here:

**Your server is behind a firewalled network, while your clients are outside the firewall.**

In this scenario, you have to open ports on the firewall for your clients.

- If you are interested in only RME, you must open TCP 1741 (or whichever port `cscoweb` is set to) as well as all established TCP connections.
- If you require client support for Campus Manager, ACLM, or IPM, you have to take into account CORBA which requires you to open all TCP ports above 1023 on your firewall. In such a case, a better solution would be to create VPN tunnels for your clients.

**You want to manage devices outside a firewall.**

In this scenario, you need to open a few ports. For maximum manageability, ensure that the ports listed in [Table A-3](#) are open.

**Table A-3** *Devices Outside Firewall*

| Path                       | Ports  |
|----------------------------|--|
| From RME server to device. | <ul style="list-style-type: none"> <li>• UDP 161,</li> <li>• TCP 80,</li> <li>• TCP 23 (and/or 22 (SSH) and/or 514 (RCP))</li> </ul>                                     |
| From device to RME server. | <ul style="list-style-type: none"> <li>• UDP sourced from 161,</li> <li>• UDP 69 (TFTP),</li> <li>• UDP 514 (syslog),</li> <li>• All established TCP sessions</li> </ul> |

**Your firewall is engaged in NAT (Network Address Translation).**

In this scenario, if you need to manage devices outside the NAT boundary,

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**Step 1** Select **Admin > System Preferences > RME Device Attributes**

**Step 2** Enter the public address of the server in the NAT ID field.

Consequently, when you perform Software Image Management operations, and configuration TFTP operations, this IP address will be used as the TFTP server address. Note, you must still open all the ports listed in [Table A-3](#).

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Q. Can I change the RME Database password? If so, how?

A. Yes, you can change the RME Database password. To do so:

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**Step 1** On the CiscoWorks Server, using a CLI, enter:

```
# /etc/init.d/dmgttd stop
```

This stops the daemon manager.

**Step 2** Enter:

```
# cd /opt/CSCOpX/bin
# ./dbpasswd.pl dsn=rmeng
```

For detailed usage information, you can enter the following:

```
# ./dbpasswd.pl
```

The following message appears:

```
Please enter the new password for database rme:
```

**Step 3** Enter the new password.

The following message appears:

```
Please enter the new password again for verification:
```

**Step 4** Enter the password again for verification. The following message appears:

```
Do you want to encrypt the database username and password, YES [Y] or
keep the encryption mode as it is [N]:
```

**Step 5** Enter **Y** to encrypt.

**Step 6** Start the daemon manager. Enter:

```
# /etc/init.d/dmgt start
```

---

Q. When I perform a backup of the RME database, what data is backed up?

A. The following data files are backed up:

- Properties file for performing Configuration Management.
- Directory containing Device Configurations
- Configuration Jobs and NetConfig Templates
- Software Image Management image repository
- Properties file for syslog collector and the list of TimeZones
- All admin settings
- All jobs, those that have been executed and those that have been scheduled
- All change audit records

- Q. I performed a fresh installation of RME 4.0 on a machine. I also reinstalled RME 4.0 on another machine. Why did the installation prompt me for new a password in the latter scenario?
- A. When you perform an installation of RME 4.0 and choose the typical installation mode, the installation will generate a random password for the RME database. In the second scenario, you might have opted for a custom installation.

For more information see the table below:

| Installation Type | Typical Mode  | Custom Mode                               |
|-------------------|---|---|
| New installation  | Installation generates a random password. You are prompted to view the generated password after installation completes. | You are prompted to enter a new password. |
| Reinstallation    | Password from previous installation of RME is restored.   | You are prompted to enter a new password. |

- Q. Where are the RME installation logs?
- A. On Solaris RME installation logs are located here:

```
/var/tmp/ciscoinstall.log
/var/tmp/ciscouninstall.log
```

For a product upgrade, the database upgrade log information appears in the installation log file and in  
 /var/adm/CSCOPx/log/migration.log.

- Q. How can I tell which version of Internet Information Server/Service Pack (IIS/SP) is installed?
- A. The following server software installation verification acronyms are used in this answer:
- IE - Internet Explorer
  - IIS- Internet Information Server
  - ISM - Internet Service Manager
  - MMC - Microsoft Management Console
  - SP *n* - Service Pack *n*

To verify the Windows 2000 SP4 install:

Select **Start > Programs > Administrative Tools > Computer Management > System Tools > System Information > System Summary**.

You should see:

```
Version 5.0.2195 Service Pack 4 Build 2195
```

To verify the IE 6.0.2800 SP1 installation:

Select **Internet Explorer > Help > About Internet Explorer**

You should see:

```
Microsoft Internet Explorer
Version: 6.0.2800.1106CO
Update versions:;SP1;
```

To verify Windows Scripting Host (WSH):

- a. Select **Start > Programs > Accessories > Command Prompt** to open a DOS window.
- b. Type the command script `cscript.exe`

The following will appear if WSH is installed:

```
Microsoft (R) Windows Scripting Host Version 5.1 for Windows
```

- Q. How do I cleanup my system after an aborted installation of RME?
- A. To revert your system back to its pre-install state, you might have to cleanup your machine after:
- An aborted installation of RME, as a result of pressing **Ctrl-C**.

Or

- A corrupted installation of RME.

Use the procedure below only as a last resort after exhausting all other options, like reinstalling RME.



**Caution**

---

The script will remove all the files installed by CiscoWorks applications.

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**Step 1**

Copy the following lines into a text editor:

## Frequently Asked Questions

```

# BEGIN COPY

#!/usr/bin/sh

PromptResponse ()
{
  RESPONSE=""
  VALID_RES=""
  if [ -n "$2" ] ; then VALID_RES="$2" ; fi
  DEF_ARG=""
  if [ -n "$3" ] ; then DEF_ARG="$3" ; fi

  until [ "${RESPONSE}" != "" ];
  do
    if [ "${DEF_ARG}" = "" ] ; then
      echo "$1 \c"
    else
      echo "$1 [${DEF_ARG}] \c"
    fi
  done

  read RESPONSE

  if [ "$VALID_RES" = "1" ] ; then
    case "${RESPONSE}" in
      "")
        RESPONSE="${DEF_ARG}"
        ;;
      [Yy] | [Yy] [Ee] [Ss] )
        RESPONSE="y"
        ;;
      [Nn] | [Nn] [Oo] )
        RESPONSE="n"
        ;;
      *)
        RESPONSE=""
        ;;
    esac
  else
    case "${RESPONSE}" in
      "")
        RESPONSE="${DEF_ARG}"
        ;;
      1)
        RESPONSE="1"
        ;;
      2)
        RESPONSE="2"
        ;;
    esac
  fi
}

```

```

3)
  RESPONSE="3"
  ;;
*)
  RESPONSE=""
  ;;
esac
fi

done

unset DEF_ARG
return 0
}

# Main

if [ "`uname`" != "SunOS" ]; then
  echo "This script can only run on Solaris."
  exit 0
fi

if [ `~/bin/id | sed -e 's/(.*$//' -e 's/^.*=//'` != 0 ] ; then
  echo "ERROR: You must be logged in as root to run this script."
  exit 0
fi

echo "\nThis script will try to remove CiscoWorks from the system.\
It is kind of risky to do it especially when you have bundles installed.\
Please make sure you already tried any of these TWICE:"
echo "\n\t* /opt/CSCOpX/bin/uninstall.sh"
echo "\t* pkgrm CSCOxxx"
echo "\t (CSCOxxx is one of CiscoWorks packages)"
echo "\nWARNING: Don't try this script unless the system"
echo "WARNING: contents file corrupted (bad or garble"
echo "WARNING: entry) which makes above commands failed.\n"

PromptResponse "Do you want to continue (y/n)?" 1 n
if [ "$RESPONSE" != "y" ]; then
  exit 0
fi

Backup_c=0
Backup_s=0

echo "\nStop daemon manager ..."
if [ -x /etc/init.d/dmgttd ]; then
  /etc/init.d/dmgttd stop 2> /dev/null

```

## Frequently Asked Questions

```

sleep 10
fi

echo "\nChecking CSCO packages installed ... \c"
cscsco_pkgs=`ls -d /var/sadm/pkg/CSCO* 2> /dev/null |sed -e 's#/var/sadm/pkg/##' -e 's#/##'`
if [ "$cscsco_pkgs" = "" ]; then
  cscsco_pkgs=`grep " CSCO" /var/sadm/install/contents |awk '{print $NF}' |grep CSCO |sort
-u`
fi

if [ "$cscsco_pkgs" = "" ]; then
  echo "No"
else
  echo "Yes\n"

  for pkg in `echo $cscsco_pkgs`; do echo "\t$pkg"; done
  echo "\nAbove packages found in the system. Some of them might not belong\
to CiscoWorks when you have other Cisco product installed. If you are\
not sure about this, verify these packages with Cisco TAC before go ahead."
  echo "\n\t1. Clean them all in one step."
  echo "\t2. Clean them one by one. (later you can select to skip any of them)"
  echo "\t3. Quit.\n"

  PromptResponse "Please input your decision -->" 2
  if [ "$RESPONSE" != "1" -a "$RESPONSE" != "2" ]; then
    exit 0
  fi
  METHOD=$RESPONSE

  echo "\nBackup contents file in /var/sadm/install/contents.save.$$"
  cp /var/sadm/install/contents /var/sadm/install/contents.save.$$
  Backup_c=1
  echo "\nCleaning packages from system registry ..."
  cp /var/sadm/install/contents /tmp/contents
  for pkg in `echo $cscsco_pkgs`;
  do
    if [ "$METHOD" = 2 ]; then
      PromptResponse "Clean $pkg ?" 1
      if [ "$RESPONSE" != "y" ]; then continue; fi
    fi
    grep -v $pkg /tmp/contents > /tmp/contents.tmp
    mv /tmp/contents.tmp /tmp/contents
    rm -rf /var/sadm/pkg/$pkg
    echo "$pkg cleaned"
  done
  mv /tmp/contents /var/sadm/install/contents
fi

```

```

if [ "`grep CSCO /etc/services`" != "" ]; then
  echo "\nBackup system services file in /etc/services.save.$$"
  cp /etc/services /etc/services.save.$$
  Backup_s=1
  echo "Cleaning system services file ..."
  grep -v CSCO /etc/services > /tmp/remove.tmp
  mv /tmp/remove.tmp /etc/services
fi

echo "\nCleaning CiscoWorks runtime trees ..."

if [ -d /opt/CSCOpX -o -h /opt/CSCOpX ]; then
  PromptResponse "Remove /opt/CSCOpX ?" 1
  if [ "$RESPONSE" = "y" ]; then
    rm -rf /opt/CSCOpX/*
    rm -rf /opt/CSCOpX
  fi
fi

if [ -d /var/adm/CSCOpX ]; then
  PromptResponse "Remove log directory /var/adm/CSCOpX ?" 1
  if [ "$RESPONSE" = "y" ]; then
    rm -rf /var/adm/CSCOpX
  fi
fi

if [ -d /tmp/cscotmp -o -f /tmp/csc* ]; then
  PromptResponse "Remove temp files /tmp/csc* ?" 1
  if [ "$RESPONSE" = "y" ]; then
    rm -rf /tmp/csc*
  fi
fi

echo
if [ "$Backup_c" = "1" ]; then
  echo "INFO: Original contents file saved in /var/sadm/install/contents.save.$$"
fi
if [ "$Backup_s" = "1" ]; then
  echo "INFO: Original system services file saved in /etc/services.save.$$"
fi

echo "\nCleaning is done."

# END COPY

```

- Step 2** Save the text in the text editor as a shell script, with a .sh extension.  
For example, you can save the file as cleanup.sh.

**Step 3** Using a CLI, modify the permissions on the file to allow script execution.

For example if you saved the file as `cleanup.sh`, enter:

```
# chmod 750 cleanup.sh
```

**Step 4** Navigate to the directory where you saved the file, and enter:

```
# ./cleanup.sh
```

The script removes files installed by all CiscoWorks applications.

---

Q. How do I change the Hostname of the CiscoWorks Solaris Server after installing it, or after running it for a while?

A. Follow the procedure as described in the CiscoWorks Common Services User Guide:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000//cw2000\\_d/comser30/usrguide/diagnos.htm#wp1078582](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000//cw2000_d/comser30/usrguide/diagnos.htm#wp1078582)

In addition to that, before rebooting the CiscoWorks server, you must change the hostname for CTMJrmServer daemon registration.

- a. Go to `/opt/CSCOpX/objects/dmgt/dmgtd.conf`
- b. Search for CTMJrmServer and change the old hostname to new hostname.

After making the changes in the CTMJrmServer, the new hostname entry appears as follows,

```
CTMJrmServer y y 120000
RMEDbMonitor, jrm, TomcatMonitor, RMECSTMServer
/opt/CSCOpX/bin/cwjava -cw /opt/CSCOpX -cw:jre lib/jre -server
-cp:p
MDC/tomcat/webapps/rme/WEB-INF/classes:MDC/tomcat/webapps/rme
/WEB-INF/lib/ctm.jar:MDC/tomcat/webapps/rme/WEB-INF/lib/log4j
.jar com.cisco.nm.rmeng.jrmwrapper.server.CTMJobManagerServer
CW-Server1
```

Where, *CW-Server1* is the new hostname.

# Troubleshooting Tips

| Message ID | Error Message   | Probable Cause   | Possible Action   |
|------------|---|--|---|
| INST0001   | File [\$1] does not exist                                   | Not applicable since this is a generic file.                                       |   |
| INST0002   | Error reading file [\$1].                                   | Cannot read the file/directory.  | Ensure that file/directory has appropriate permissions.   |
| INST0003   | Error writing file [\$1].                                   | Cannot write into the file/directory.  | Ensure that file/directory has appropriate permissions.   |
| INST0004   | Syntax error in line [\$1]                                  | Syntax of the CCR input file is not proper. The ccrInput.txt may have been edited. | Contact your Cisco representative to get the proper file.   |
| INST0005   | Unable to fetch CCR (Core Client Registry) entry for [\$1]. | Reported entry is missing in CCR.  | Check the restorebackup.log under /var/adm/CSCOpX/log for SOL and nmsroot/log for more information. |

