



Troubleshooting the Installation

This appendix provides troubleshooting information for RME installation and setup, and contains these sections:

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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 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, click the Reload button on your browser.

Clearing the Cache in 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**, then click **OK** in the Delete Files dialog box.

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, that give you important details
- Warning messages, that tell you that something might be wrong with a particular process, but the process will complete
- Error messages, that tell you that a particular process could not complete

All messages that appear during RME installation are logged in the *SystemDrive:\cw2000_inxxx.log*, where *xxx* is the log file for the last CiscoWorks application installed.

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

Table A-1 *Installation Messages*

Message	Reason for Message	User Action
<...> 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 complete running, then click OK to proceed.
Cannot find script to upgrade database	Problem with database upgrade.	Contact your technical support representative.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
Cannot stop service <i>servicename</i>	The installation (or uninstallation) tried to stop the service <i>servicename</i> unsuccessfully.	Select Control Panel > Services and stop the service <i>servicename</i> manually. You can then proceed with installing or uninstalling.
CiscoWorks installation cannot proceed because you are not logged in as an administrator.	You are not logged in to Windows 2000 with administrator privileges.	Log in with local administrator privileges and try installing again.
Decompression failed on <i>file</i> . The error was for <i>error code per CompressGet</i>	If RME 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.
Error creating user casuser <... > See the troubleshooting section in <i>User Guide for Resource Manager Essentials 4.0</i> .	Installation program could not create the user casuser account.	Fix problem, then rerun the installation.
Failed to set file permissions.	Installation program is unable to set file permissions. The likely causes are: <ul style="list-style-type: none"> 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.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
<i>function</i> failed: DLL function not found	<i>dll</i> is expected to be available at any time for any process, but the operating system failed to load it.	Check permissions on Windows system32. or If <i>dll</i> is <i>secure.dll</i> or <i>r_inst.dll</i> , check the RME installation medium for errors. or Reinstall Windows.
General file transmission error. Please check your target location and try again. Error number: <i>error code</i>	If RME was downloaded, a transmission error might have occurred.	Retry the download. If you still have errors, contact your technical support representative.
Launch of <i>isql</i> script failed	Existing database file is broken, or the previous version of RME is destroyed. (You may see this message during installation.)	Contact your support representative.
OpenFile failed: <i>pathname</i>	A file open operation failed.	Run the file system checking utility, then repeat the installation.
ProtectFile failed: <i>file</i> : error. WWW admin security may be incomplete	Setting file permissions failed because you might not be allowed to change them.	Log in as administrator. If you are installing on a FAT file system, RME cannot provide file security.
The installer has determined that the destination drive has an <i>NTFS</i> or <i>FAT</i> file system. You have <i>size and units</i> of space. The product requires <i>size and units</i> on this drive.	Insufficient disk space available to install the product.	Create additional free space on the drive or install both Common Services and RME on a different drive.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
The installer has verified the following on your system: Insufficient disk space (footprint and runtime).	Insufficient disk space available to install the product.	Create additional free space on the drive or install both Common Services and RME on a different drive.
The installer has verified the following on your system: Insufficient memory (RAM).	Insufficient RAM to meet RME requirements.	Complete the installation, then reconfigure the system.
The installer has verified the following: Insufficient CPU.	Insufficient CPU to meet RME recommendations.	Install both Common Services and RME on a different system.
The installer has verified the following: Insufficient swap space (or paging file).	Insufficient swap space to meet RME recommendations.	Complete the installation, then increase paging file size.
The installer requires temporary workspace. You have less than 8 MB of free space on <i>drive_on_which_temporary_directory_is_located</i> : Please free up some space and try again.	Insufficient drive space for temporary installation files.	Make more drive space available, then rerun 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 Next to proceed with the installation. Click Cancel to exit.	Some of the executables and DLLs installed by CiscoWorks are locked.	Stop all applications. Stop IPM if it is running. Close Browsers and make sure CiscoWorks CLIs are not used at the moment. After stopping all the applications, proceed with the installation.
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 the root directory of the system drive).	Determine why file could not be created or opened, fix problem, then rerun installation. You may not have enough disk space or the file may be write protected.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
Unable to write <i>infoFile</i> or Unable to create <i>infoFile</i>	A file-write operation failed.	Run the file system checking utility, then repeat the installation.
UseDLL failed for <i>dll</i> where <i>dll</i> is the name of a dll file.	<i>dll</i> is supposed to be available at any time for any process, but Windows failed to load it.	Check permissions on the Windows system32 folder. or If the <i>dll</i> is secure.dll or r_inst.dll, check the RME installation medium for errors. or Reinstall Windows.
You have enough space to install RME. However, if you want to install other applications after installing RME, 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 RME, you might need to create additional free space on the drive or install Common Services, RME, and other products on a different drive.

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 allow a package to remain after uninstallation. Usually running the uninstallation 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.

Verifying Server Status

To make sure your server is running, enter the following command at a DOS prompt:

```
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

CiscoWorks 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.



Note

Wait a few seconds after the server starts before logging in. If you have trouble logging in, click the Reload button on your browser.

To start (or stop) the Daemon Manager from the GUI:

-
- Step 1** From the Windows Start menu, select
Start > Settings > Control Panel > Administrative Tools > Services.
or
Start > Programs > Administrative Tools > Services.
- Step 2** Select **CiscoWorks Daemon Manager** from the dialog box.
- Step 3** Click **Start** to start the server.
- Step 4** Click **Stop** to stop the server.
-

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** Stop the server by entering:
`# net stop crmdmgt`
- Step 4** Start the server by entering:
`# net start crmdmgt`
-

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 Common Services*.

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 *Installation and Setup Guide for Common Services 3.0 (Includes CiscoView) on Windows*.

Improving Server Performance

To improve system performance for RME:

- Reduce the number of syslog messages saved to the CiscoWorks database.
- Use the SNMP poller based config collection more frequently.
- Use the scheduled config collection less frequently.
- Remove or deselect unwanted protocols from the protocol order list.
- While using CMF Syslog Service, you can turn off DNS lookup to improve performance of Syslog Collector.

To turn off, set the registry key **MACHINE > System > CurrentControlSet > Services > crmlog > Parameters > CrmDnsResolution** to 0.

Frequently Asked Questions

- [I modified the date and time on the CiscoWorks Server, but RME does not reflect the change. What should I do?](#)
- [How do I re-initialize the RME database on a Windows system, if the RME database is corrupted and the database restore operation has failed?](#)
- [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?
- How do I back up a converted database
- When I perform a backup of the RME database, what data is backedup?
- 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?
- Is the Windows 2000 Terminal Server supported in RME?
- Can RME 4.0 be installed on a Windows 2000 Primary Domain Controller (PDC) or Backup Domain Controller (BDC)?
- Can I install CiscoWorks RME on Clustered Servers?
- How do I change the Hostname of the CiscoWorks Windows Server after installing it, or after running it for a while?

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-9.

Q. How do I re-initialize the RME database on a Windows 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 re-initialize the RME database follow this procedure:

Step 1 Open a command prompt window, and stop the daemon manager by entering:

```
net stop crmdmgt
```

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

```
%NMSROOT%\bin\perl %NMSROOT%\bin\dbRestoreOrig.pl
```

where *%NMSROOT%* is the directory in which CiscoWorks is installed.

The usage details for `dbRestoreOrig.pl` are displayed.

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 below— if not, the database will get corrupted.

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 3

Restart the daemon manager by entering:

```
net start crmdmgt
```

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 all you are interested in only RME, then 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"> • UDP 161, • TCP 80, • TCP 23 (and/or 22 (SSH) and/or 514 (RCP))
From device to RME server.	<ul style="list-style-type: none"> • UDP sourced from 161, • UDP 69 (TFTP), • UDP 514 (syslog), • All established TCP sessions

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

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

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 open all the ports listed in [Table A-3](#).

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

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

Step 1 On the CiscoWorks Server, at the command prompt, enter these commands:

```
net stop crmdmgt
```

This stops the daemon manager.

Step 2 Enter:

```
cd %NMSROOT%\bin
```

where *%NMSROOT%* is the directory in which RME is installed (*SystemDrive:\Program Files\CSCOPx* by default).

```
perl dbpasswd.pl dsn=rmeng npwd=<new password>
```

For detailed usage information, you can enter the following:

```
perl dbpasswd.pl
```

Step 3 Start the daemon manager. Enter:

```
net start crmdmgt
```

- Q.** How do I back up a converted database
- A.** After a successful installation of RME it is a good practise to back up your newly converted database. This creates a backup compatible with RME 4.0 in case you have a problem and need to restore your database. This also prevents overwriting your database by restoring a database backup from the previous version of RME.

To back up your database:

-
- Step 1** Access the CiscoWorks desktop and log in. For information, see the “[Accessing the Server](#)” section on page 2-4 and the “[Logging In](#)” section on page 2-5.
- Step 2** Select **Server Configuration > Administration > Database Management > Back Up Data Now**.
- The Back Up Data Now dialog box appears.
- Step 3** Enter the pathname of the target directory. We recommend that you use a different directory from the one where RME is located, for example, *SystemDrive:\RME\backups*.
- Step 4** To begin the backup, click **Finish**.
- This process could take some time to complete.
-

For more information, see the Online help.

- Q.** When I perform a backup of the RME database, what data is backedup?
- A.** The following 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 can click on Show Details in the Summary window during installation to view the generated password.	You are prompted to enter a new password. If you leave the fields empty, RME installation will generate a random password for you. You can click on Show Details in the Summary window during installation to view the password.
Reinstallation	Password from previous installation of RME is retained.	You are prompted to enter a new password. You can click on Show Details in the Summary window during installation to view the password you entered. If you leave the fields blank, RME installation will retain the password from previous installation of RME.

- Q.** Where are the RME installation logs?
- A.** On Windows RME installation logs, including the database upgrade, are located here:
- %SystemDrive%\ciscoworks_setupnnn.log*
- Where nnn is a sequential install number, and by default *SystemDrive* is C:\ drive
- 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.** Is the Windows 2000 Terminal Server supported in RME?
- A.** Windows 2000 Terminal Server is not supported. CWSI has not been tested on this.
- Q.** Can RME 4.0 be installed on a Windows 2000 Primary Domain Controller (PDC) or Backup Domain Controller (BDC)?

- A.** No. RME 4.0 does not install on a Windows 2000 PDC or BDC. RME 4.0 requires a Windows 2000 account to service all non-privileged user requests to RME.

The different account creation mechanisms for this account used by PDCs and BDCs would require excessive engineering and test resources. Installing RME 4.0 on a PDC or BDC would compromise security because the non-privileged account it creates has to be a domain account on a PDC or BDC; on a non-PDC/BDC system, this is a local account.

- Q.** Can I install CiscoWorks RME on Clustered Servers?
- A.** No. CiscoWorks RME installation on Clustered Servers is not supported.

- Q.** How do I change the Hostname of the CiscoWorks Windows 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

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 <i>NMSROOT</i> /log for more information.