



CHAPTER 4

Troubleshooting the Installation

If the CWVM installation fails verification tests, check the information in this section to get started again. This section provides:

- Basic troubleshooting procedures—See [Table 4-1](#).
- CWVM process names—See [Checking Process Status, page 4-2](#).
- Names and locations of CWVM process log files—See [Checking Log Files, page 4-2](#).
- Instructions for reinstalling CWVM—See [Reinstalling CWVM, page 4-3](#).
- Instructions for removing and reinstalling the CWVM master—See [Removing and Reinstalling the CWVM Master, page 4-3](#).
- Instructions for removing CWVM—See [Removing CWVM, page 4-4](#).

Table 4-1 Basic Troubleshooting

Problem	Problem Source	Possible Causes	Resolution
Users cannot log in to any CWVM server	CWVM master	Is CWVM master node down?	Reboot node where CWVM master is installed.
		Are CVMDbEngine and CVMDbMonitor processes running on CWVM master node?	Restart processes on CWVM master node.
		Are CVMDbEngine and CVMDbMonitor processes running on CWVM master node starting?	Check CWVM master log files. See Checking Log Files, page 4-2 .
Users cannot log in to one particular CWVM server	CWVM server	Is CWVM server node down?	Reboot node where CWVM server is installed.
		Are CVMDbEngine, CVMDbMonitor, and CWVM Server processes running on CWVM server node?	Restart processes on CWVM server node.
		Are CVMDbEngine and CVMDbMonitor processes starting on CWVM server node?	Check CWVM master log files.
		Are CVMServer processes starting on CWVM server node?	Check CWVM server log files.

Checking Process Status

Four processes run on each CWVM system:

- CVMDbEngine
- CVMDbMonitor
- CVMPoller
- CVMServer

The CWVM master cannot operate if CVMDbMonitor is not running. For a complete list of dependencies among these four processes, run CiscoWorks Process Status.

To check the status of CWVM processes, run Process Status from the CiscoWorks Server Configuration drawer. Refer to the CiscoWorks online help for instructions.

Checking Log Files

CWVM produces the following log files, which can be found in the *%NMSROOT%/CVM* directory (where *%NMSROOT%* is the directory in which CWVM is installed):

- *cvm.log*—CWVM master/server log
- *AuditLog.log*—CWVM server audit log
- *poller.log*—CWVM poller log

The CWVM installation process also produces the following log files:

- For Windows:

<CiscoWorks installation drive>:Cisoworks_setupnnn.log

where *nnn* is a three-digit number that starts at 001 and increments by one each time you install a CiscoWorks package.

- For Solaris:

/var/tmp/ciscoinstall.log

Changing the Password for the Master Administrator

If you forget the superadmin password, you can recover from its loss without losing any data by reinstalling the CWVM master. See [Reinstalling CWVM, page 4-3](#) for instructions.

Changing the IP Address of a CWVM Master or Server

To reconfigure a CWVM master after changing its IP address, reinstall the CWVM master without first uninstalling it, so that all data is preserved. See [Reinstalling CWVM, page 4-3](#) for instructions. To reconfigure a CWVM server after changing its IP address, use this procedure.

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- Step 1** Log in as the superadmin user from a CWVM server that is already up.
- Step 2** Change the IP address for the CWVM server by selecting **Master > Configuration**.

- Step 3** Select the CWVM radio button.
- Step 4** Reinstall the CWVM server without uninstalling first, so that all data is preserved. See [Reinstalling CWVM, page 4-3](#) for instructions.
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Reinstalling CWVM

If you want to reinstall CWVM and preserve CWVM data, reinstall CWVM without first removing it.

- Step 1** If you are running the CWVM Standalone Client or Log Monitor on the machine where the CWVM master is running, log out of the Standalone Client or exit Log Monitor.
- Step 2** If you are removing CWVM from Windows, follow the steps in [Installing the CWVM Master, page 2-10](#). If you are removing CWVM from Solaris, follow the steps in [Installing the CWVM Master, page 3-11](#).
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To reinstall the CWVM server on a CWVM server machine, use this procedure.

- Step 1** If you are running the CWVM Standalone Client or Log Monitor on the machine, log out of the Standalone Client or exit Log Monitor.
- Step 2** For Windows, follow the steps in [Installing the CWVM Server, page 2-12](#). For Solaris, follow the steps in [Installing the CWVM Server, page 3-13](#).
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Removing and Reinstalling the CWVM Master

To reinstall the CWVM master when servers are registered to it, without losing any data, use this procedure.

- Step 1** Back up your database.
- Step 2** Remove CWVM. See [Removing CWVM, page 4-4](#) for instructions on removing CWVM from Windows or Solaris.
- Step 3** If there are remote servers that are registered to and connected with the CWVM master, stop them before reinstalling the CWVM master.
- Step 4** Install the CWVM master.
- For Windows, see [Installing the CWVM Master, page 2-10](#).
 - For Solaris, see [Installing the CWVM Master, page 3-11](#).
- Step 5** Restore the CWVM master database from your previous backup.



Note Restoring the database is the only way to restore CWVM master data. If you try to restore your data manually, the data will be propagated to the remote servers in the wrong order; results can be unpredictable.

Step 6 Start the remote servers.

Removing CWVM

Use this procedures to remove CWVM from Windows.

Step 1 Select **Start > Programs > CiscoWorks > Uninstall CiscoWorks**.

The Uninstallation window appears, listing the CiscoWorks applications currently installed on this system.

Step 2 With only the CWVM check box selected, click **Next**.

The Uninstallation window appears, listing CWVM.

Step 3 Click **Next**.

After a few minutes, a message appears, indicating that the uninstallation is complete.

Step 4 Click **OK**.

Use this procedures to remove CWVM from Solaris.

Step 1 Enter the following commands:

a. `cd /opt/CSCOpX/bin`

b. `./uninstall.sh`

A list of CiscoWorks applications currently installed on this system is displayed:

- 1) CiscoWorks Common Services with SP2 3.0.2
- 2) CiscoWorks Voice Manager 3.1
- 3) All of the above

Select one or more of the items using its number separated by comma or enter q to quit [q]

Step 2 Type the number that corresponds to CiscoWorks Voice Manager and then press **Enter**.

You are asked to confirm the uninstallation of CWVM.

Step 3 Enter **y** (yes).

Uninstallation is complete when you see the following message:

Software Uninstall Tool Ended.

Any errors encountered during the uninstallation are listed after this message.
