



# Troubleshooting the Installation

---

This appendix provides troubleshooting information for CD One installation. It contains:

- Checking Processes After Installation
- Viewing and Changing Process Status
- Calling the Technical Assistance Center (TAC)
- Understanding Installation Messages
- Setting Up the Browser

# Checking Processes After Installation

You can run a self test or view process failures from the CiscoWorks2000 Server. To run a self test, select **Server Configuration > Diagnostics > Self Test** from the navigation tree.

To view process failures, select **Server Configuration > Diagnostics > Process Failures** from the navigation tree.

# Viewing and Changing Process Status

Any CiscoWorks2000 user can view the status of any process by selecting **Server Configuration > Administration > Process Management > Process Status** from the CiscoWorks2000 navigation tree.



## Note

From the browser, only users with administrator privileges can start and stop processes.

From the server, only users with local administrator privileges can start and stop processes.

To stop processes from the browser:

**Step 1** Select **Server Configuration > Administration > Process Management > Stop Process**

**Step 2** From the dialog box, select System, to stop all processes, or select specific process to stop only those processes.



## Note

If you select specific processes, the process dependencies will also be stopped. If you select System, all processes except WebServer and JRunProxy Server will be stopped.

To start processes from the browser:

---

**Step 1** Select **Server Configuration > Administration > Process Management > Start Process**

**Step 2** From the dialog box, select System, to start all processes, or select specific process to start only those processes.



---

**Note** If you select specific processes, the process dependencies will not be started automatically.

---

---

To start processes from the server, enter:

```
/sbin/init.d/dmgttd start
```

To stop processes from the server, enter:

```
/sbin/init.d/dmgttd stop
```

## Calling the Technical Assistance Center (TAC)

If you had problems while installing CD One, before calling TAC:

- Make sure the system hardware and software requirements are met.
- Make sure the disk space is not full (/ (root), /opt, and /var partitions).
- Make sure the CD-ROM drive is not defective: mount the CD-ROM remotely on a different machine and retry installation.

If the above conditions are met, and you are still having problems installing CD One, contact your Technical Assistance Center.



### Tips

---

Create a report and email the generated report to TAC.

From the CiscoWorks2000 Server navigation tree, select **Server Configuration > Diagnostics > Collect Server Information**.

---

# Understanding Installation Messages

After verifying that the correct files are installed, view the `/var/tmp/ciscoininstall.log`. You might find:

- Information messages, which provide important details
- Warning messages, which mean that something might be wrong with a particular process, but the process will be completed
- Error messages, which mean that a particular process could not be completed

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
Access problem with <code>&lt;directory&gt;</code> .	Installation program cannot access product <code>&lt;directory&gt;</code> that you specified.	Check permissions on directory <code>&lt;directory&gt;</code> .
Bad installation root dir.	You are trying to install product in an unusable directory.	Install product on a different directory.
Base package did not install. Exiting.	Installation program cannot install a required package.	Contact your technical support representative.
Cannot backup <code>/etc/services</code> , no change will be made.	Installation program could not copy <code>/etc/services</code> before modifying it.	Make sure there is enough space in <code>/tmp</code> .
Cannot become owner of file in directory <code>&lt;directory&gt;</code> .	You cannot become file owner in directory you specified as product root.	Check permissions on specified directory.
Cannot change ownership of library. Exiting.	Installation program could not write to product root directory.	Check permissions on specified directory.
Cannot create <code>&lt;directory&gt;</code> .	Installation program could not write to directory you specified.	Check permissions on specified directory.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
Cannot create symlink: ln -s <root> /opt/CSCOPx.	Installation program cannot create link from /opt/CSCOPx to 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 product version.	Contact your technical support representative.
Cannot make list of packages for installation.	Installation suffered a major failure.	Contact your technical support representative.
Cannot make root dir.	You do not have permission to make 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 permissions on root.
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 <file> file.	Contact your technical support representative.
mkdir -p <root> failed. Exiting.	Installation program was not able to create root specified.	Check permissions on root.
No syslog facility is available.	No available syslog facilities for CD One.	Make one of the facilities available.
Not enough disk space: <root>.	You 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 partition on which you install product.
Package verification failed: <pkg> aborting.	While our packages were being loaded, one loaded incorrectly.	Contact your technical support representative.
Syslog is not running.	Installation program was unable to start syslogd on this machine.	Restart syslogd.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
The components have dependency errors.	Installation 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 correct password.
Wrong OS.	Operating system is not a supported version of HP-UX.	Make sure you are running HP-UX 11.0.

## Setting Up the Browser

If you have problems using the desktop, make sure the browser is configured correctly:

1. If the desktop buttons do not work, Java and JavaScript are not enabled. Make sure to enable Java and JavaScript as described in the “Preparing to Use CD One” chapter, “Configuring Client Systems” section on page 3-2.
2. Make sure your cache is *not* set to zero. If you have browser problems, increase your cache settings as explained in the “Preparing to Use CD One” chapter, “Configuring Client Systems” section on page 3-2.
3. Do not resize the browser window while the desktop or main page is still loading. This can cause a Java error.