Appendix B
Troubleshooting CiscoWorks Errors

This appendix provides information and suggestions for troubleshooting CiscoWorks errors. It contains the following sections:

- CiscoWorks Release 1.0(3) Caveats
- Sun Software Caveats and Patches that may impact CiscoWorks
- Running CiscoWorks applications from the command line
- Description of the error message levels
- Common error messages associated with CiscoWorks applications

For information on all Cisco device error messages that are logged in the CiscoWorks centralized log file, refer to the *Router Products Configuration and Reference* publication if you have Cisco Systems Software Release 8.3 or earlier. If you have Release 9.0 or later, refer to the *System Error Messages*, Release 9.0.

For information on Sybase errors, refer to the Sybase manual set packaged with CiscoWorks.

For UNIX and SunNet Manager error messages, refer to the appropriate Sun manuals.

CiscoWorks Release 1.0(3) Caveats

This section lists notes and restrictions that apply to CiscoWorks Release 1.0(3). If a caveat applies only to CiscoWorks Release 1.0 or 1.0(2), it is noted in the description of the caveat.

These caveats are arranged according to the CiscoWorks application to which they apply. Caveats are presented in alphabetical order. General caveats are presented first, followed by CiscoWorks applications caveats.

For caveats associated with CiscoWorks installation and configuration, see the "Error Messages" appendix in the *CiscoWorks Getting Started Guid*e.

Note: For your reference, identification numbers follow the description of the caveat. For example, [CSCdi00001]. If you need to contact Technical Support about one of the following caveats, refer to the identification number to speed up the resolution of any questions or situations you might encounter.

General

This section describes general caveats associated with CiscoWorks applications.

Backup_nms

To change the device to which you back up files, remove the log file *$NMSROOT/DBMS_backup.log* and enter the **backup_nms** command string. [CSCdi03734]

Increasing Transaction Log Size

When CiscoWorks is shipped, the disk space allocated to database functions leaves about 6 MB of free space to record table information and polling and 4 MB of free space for the transaction log. However, 4 MB of disk space might be inadequate for the transaction log.

When you delete a Sybase table or specific portions of the database, the deleted database is copied to the transaction log. If the deleted information is larger than 4 MB, the deletion process is aborted, and a Sybase error message is displayed.

Increase the size of the transaction log to allow the Sybase database to be copied to the log. The *$NMSROOT/etc/enlarge_nms* script included in CiscoWorks Release 1.0(3) enables you to increase the size of the transaction log. After adding space to the database, the script asks you if you want to use the new space for the transaction log. If you answer yes, the new disk space is allocated to the transaction log.

For detailed instructions on how to increase the size of the transaction log, refer to the section “Enlarging the Transaction Log Space” in the “Database Administration” chapter. [CSCdi08179]

Interfaces File for Sybase

If you change the host name for the system running the Sybase dataserver, you will be unable to use the interfaces file for Sybase. To correct this problem, update the *interfaces* file by following the instructions in your Sybase documentation or run the *$NMSROOT/etc/setaddress* script. [CSCdi07688]

Keys for Interfaces in Choices Window

SNM uses instances and keys synonymously to indicate interfaces for a device. For example, to graph MIB object data for a device, you can click on a device in the Results Browser window and choose the **Graph** option, or select **Choices** from the **Graph** pull-down menu.

The Choices window displays the attributes and the keys in two columns. The keys indicate the interfaces for the device. The first key indicates the first interface, the second key indicates the second interface, and so on. The interfaces are listed in the order of the keys. To identify the interface associated with the key in the Choices window (for example, it could be Ethernet, serial, and so on), you might need to refer to the interfaces displayed by the Instances option in the Device Polling window or with the Show Commands. You could

also perform a quick dump of the Cisco MIB variables *ifTable*. When you identify the desired interface, you can select the appropriate key from the Choices window. [CSCdi08171]

Listing the Host Name in the Hosts File

If the */etc/hosts* table is larger than 190 KB, and the host name of your system is not listed at the top of the hosts file, Sybase might be unable to resolve the name and refuse to start. This is caused by a name resolution bug in Sun *libc* file. Make sure that the host name of your system is listed at the beginning of the */etc/hosts* file. [CSCdi07681]

noSuchName Response for SET Error

Some older versions of SNMP agents (including the Cisco agent) return a noSuchName error for SET requests on a read-only variable. CiscoWorks will incorrectly generate an error indicating that the reply was invalid. What displays is dependent upon the CiscoWorks application you are using, but generally CiscoWorks will indicate that the reply is invalid in some way, when the actual error is something different. [CSCdi11578]

Running the $NMSROOT/sybase/bin/dwb Script

When the Sybase script *dwb* in the *$NMSROOT/sybase/bin* directory is run, it uses a System V command to invoke the Sybase Data Workbench. If System V extensions are not installed on your Sun workstation, the script fails when it is run. [CSCdi08660]

SNMP Server Community String

This caveat applies to Cisco routers, but is pertinent to CiscoWorks users.

When defining a community string for a router, enter the community string without quotation marks around it. For example, to define the community string as “public,” enter the following command:

snmp-server community public RO

Sybase-Related Log Daemon Error

The Log daemon (nmlogd) establishes a connection with the Sybase server. If the Sybase dataserver dies, nmlogd attempts to reestablish the connection with the Sybase dataserver once every 60 seconds until it succeeds. If nmlogd is unable to connect to the Sybase dataserver after continuous attempts, it displays a Sybase error message that explains the reason for the error.

A typical example of an error message follows:

```
Nmlogd: Sybase error_handler: General SQL server error: Check messages
from SQL error.
```

For an explanation of the Sybase error, refer to your Sybase documentation and follow the instructions for eliminating the Sybase error. The nmlogd error message will not appear again. [CSCdi08183]

Turning off CiscoWorks Daemons

If you shut down the Sybase dataserver and the Log daemon (nmlogd), you might need to shut down all CiscoWorks daemons and restart them because you will no longer be able to turn off the Event Logger daemon (nmeventd) and the Device Monitor daemon (nmdevmond) from the Process Manager window.

The following steps describe how to identify the process ID number for a CiscoWorks daemon and remove it. Repeat these steps for each CiscoWorks daemon, substituting the appropriate daemon name and process ID number.

Step 1: Enter the following commands at the UNIX prompt to identify the process identification numbers (PID) for the Log daemon (nmlogd).

```
# ps -vax | grep nmlogd
```

The PID for nmlogd displays.

Step 2: Enter the following command to remove the nmlogd process:

```
hostname# kill -9 process-id-number
```

Step 3: Repeat these steps for each of the CiscoWorks daemons: the Polling daemon (nmpolld), the Event Logger daemon (nmeventd), and the Device Monitor daemon (nmdevmond). [CSCdi08220]

Configuration Management

The caveats in this section apply to the Configuration Management application. Make sure you review the "Troubleshooting Configuration Management" section if you encounter problems with the Configuration Management application.

Troubleshooting Configuration Management

If the Configuration Management application fails or you are unable to use commands in this application, verify the following:

- You have a ReadWrite (RW) community string for the device.

  Log on to the device and check the device configuration file. Ensure that a line similar to the following exists in the file:

  `snmp-server community` *your_community_string* `RW`

- The device is running.

- The TFTP server is running.

- The */tftpboot* directory is readable and writable to all.
- The router has Software Release 8.2 or later.
- The device specification in your name resolution software (for example, NIS, DNS, or the */etc/hosts* file) is correct.
- The configuration file that you download does not have syntax errors in it. If you suspect that it does, log on to the router console and initiate a TFTP session from the router. The errors will be displayed on your console screen. Or, log on to the router before you download the file, and check to see if any error messages exist.
- You have not deleted lines when editing configuration command scripts. Instead change parameters. For example, if you do not want debugging on, do not delete the lines containing the parameter. Instead, modify the parameter from debugging on to debugging off.

Community String

You must use the same community string in the Configuration Management application that you use for polling functions. The community string for the Configuration Management application must be ReadWrite (RW). [CSCdi01416]

Downloading Configuration Files (Syntax Errors)

It is possible to download a configuration file containing syntax errors. If you suspect this is the case, log onto the router console and initiate a TFTP configuration file download from the router. The errors will be displayed on your Console screen. [CSCdi02187]

File Dialog Box in Configuration Management

When you display the File Selection window by selecting **File to Database** from the Configuration Management window, the path displayed in the Path field is your current home directory. To change the path, place the cursor in the Path field, enter the new path over the existing path, and press Return. [CSCdi08321]

Updated Devices in Configuration Management

If a ReadWrite (RW) community string was assigned to the device in the Devices window, you can select a device in the Configuration Management window and execute a database-related command such as **Database to Device**, **Device to Database**, or **Compare Configs**. If you select a command for a device that is not assigned with a RW community string, a popup window appears and prompts you to supply the RW community string.

If you enter a community string other than RW, the database-related command fails. If this problem occurs, perform the following steps:

Step 1: Deselect the device and select it again.

Step 2: Click on the appropriate command button (for example, **Database to Device**).

Step 3: When prompted for the community string, enter the RW community string and click OK.

The requested command should execute correctly. [CSCdi08890]

Device Monitor

The caveats in this section apply to the Device Monitor application.

Device Monitor Message on IP Address Information

If an IP address is assigned to an interface that did not previously have an IP address, the Device Monitor daemon (nmdevmond) generates the following type of message in the Log Manager window:

```
IP address went from 0.0.0.0. to 130.109.22.5
```

If a device interface already has an IP address, and it was removed from the configuration file, nmdevmond generates the following type of message in the Log Manager window:

```
IP address went from 130.109.22.5 to 0.0.0.0
```

[CSCdi09975]

Interface Status on Unreachable Devices

The Device Monitor application monitors the interfaces of each device by checking each interface. However, if the device cannot be reached, the Device Monitor application cannot determine the status of the interfaces or provide information about the interfaces. It does not generate an event when the interface status of a device is unknown. To obtain information about the status of devices, use SNM. For information on automatic node management, refer to your *SunNet Manager 2.0 Reference Guide*. [CSCdi09634]

Device Polling

The caveats in this section apply to the Device Polling application.

Destroying Polling Tables in isql

If you use isql to destroy a device polling table that is being actively polled, the CiscoWorks Device Polling daemon (nmpolld) displays a series of error messages in the Log manager window. Device Polling is unable to continue, and the poll group in the table remains disabled until you restart nmpolld. [CSCdi08292]

Entering Poll Rate and Device Name Manually

If you manually enter the polling interval in the Poll Rate field or a device name in the Device field and click on the **Apply** button, the information you entered is not accepted by the Device Polling application. To avoid this problem, select from the available polling interval rates or device names and click on the **Apply** button. [CSCdi09006]

Incorrect Query in Sybase for nmpolld

If you have more than one Device Polling daemon (nmpolld) process, you may need to delete one of the processes for polling to occur. As part of nmstartup, the kernel may create a new process identification number (PID). This may cause nmpolld to assume an incorrect poller id (based upon the process id problems) and thus not poll the poll groups it should. [CSCdi10777]

Log Filenames Must be Full Path Names

In nmpolld, the filenames specified with the *-l*, *-L*, or *-D* options that do not contain an absolute path are created relative to the root directory (/), rather than the current working directory. For example, if your current working directory was */usr/nms* and you ran **nmpolld -l log**, you would expect the log file to be created as */usr/nms/log*. However, it is created as */log*.

The workaround is to always specify absolute path names when using these options. For example, enter **nmpolld -l /usr/nms/log**. [CSCdi12654]

Selecting Interfaces in Device Polling

When you select an interface from the Instance pick menu in Device Polling, select a device, and then click on the **Apply** button, the interface is applied to the object that is selected in the Objects window. [CSCdi08264]

Log Manager

The caveats in this section apply to the Log Manager application.

Deleting Log Manager Messages

When you click on the **Delete All** button to delete messages displayed in the CiscoWorks Release 1.0.x Log Manager window, these messages are saved in the transaction log and then deleted. If the transaction log contains inadequate space for the messages, the deletion process is aborted.

There are several ways to prevent this problem:

- Increase the size of the transaction log by following the instructions in the section “Enlarging the Transaction Log Space” in the “Database Administration” chapter.

Answer yes to the prompt “Do you want to use the new space for the transaction log?” A good rule of thumb is that the transaction log should be at least 25 percent the database size.

- Log into isql and issue the command **truncate table** *ciscolog*. Do this only if you want to delete all the log manager records.

- You can set up automatic deletion of old log manager records by using the **nmlogclean** scripts in the *$NMSROOT/contrib* directory. For more information, refer to the file *$NMSROOT/contrib/nmlogclean.README*.

  By automatically cleaning the Log Manager table, you can keep the size of the table at a manageable level and may never have to delete Log Manager records manually. This also helps keep the database from filling up.

- Instead of clicking on the **Delete All** button, select a few messages in the Log Manager window and delete them by clicking on the **Delete** button. Repeat this action until you delete all the messages that you want to delete. [CSCdi08179]

Highlighting Messages in the Log Manager Window

When you select one or more messages in the Log Manager window, the messages are selected, but not highlighted. This occurs infrequently after scrolling the window by clicking on the up and down arrows for the window. If this occurs, refresh the screen with the Utilities, Refresh option and try again. [CSCdi08157]

Log Manager Buttons

When you select a message in the Log Manager window, the message might not appear grayed out, which would indicate that the item was selected. Generally, this problem occurs after you use the scroller to scroll up and down and then click on a message.

To correct this problem, use the OpenWindows Utilities, Refresh option to refresh your screen monitor. All selected messages are grayed out. [CSCdi08157]

OPEN LOOK Toolkit Warning

When running the Log Manager application, the following message might appear repeatedly:

```
OPEN LOOK Toolkit Warning in application "nmlogman":
    Scrollbar - Bad proportion Length resource value, set to default
```

Ignore this message. [CSCdi08145]

Resetting Hit Count in the Log Manager Window

When you click on the **Delete All** button in the Log Manager window, all the entries are deleted, but the Hit Count field is not reset to 0. To reset the Hit Count field to 0, use the OpenWindows Utilities, Refresh option. [CSCdi08178]

Traps Are Not Associated with Interfaces

SNMP traps that are received by the Log Manager application are displayed in the Log Manager window. Occasionally, the interfaces associated with the traps might not be displayed in the Log Manager window. [CSCdi08827]

Path Tool

The caveats in this section apply to the Path Tool application.

Empty Source/Destination Field Error

On SunOS 4.1.3 systems, if you leave the source or destination field in the Source/Destination form of the Path Tool window blank and click on the **OK** button, the Path Tool does not notify you that the source or destination field is an unknown host. The Path Tool application will fail. [CSCdi12401]

Failure to Remove Trailing or Leading Spaces

Path Tool does not remove trailing or leading spaces in the fields on the Source/Destination form. The following error messages display when this occurs:

```
Path Source is an unknown host
Path Destination is an unknown host
```

Remove the spaces in the host names and retry the application. [CSCdi09978]

Incorrect Display of Icons

When you use the Path Tool application to display the route between two devices on a Token Ring network, the path displays correctly. However, the icons used to indicate the devices might be incorrect. [CSCdi09016]

No Support for CiscoWorks NetView PCA Icon

Path Tool does not support the CiscoWorks NetView Interface Protocol Conversion Application (PCA) icon. If a workstation that runs NetView is using the PCA icon, Path Tool substitutes a router icon instead of a workstation icon. [CSCdi09990]

Use of Interfaces by Path Tool

When the Path Tool application displays a link between two devices, the line speed is obtained from the outbound interface of the first device it displays. For example, if it displays the link between a Sun workstation and a router, the speed of the interface on the Sun workstation is displayed with the link. [CSCdi09016]

Polling Summary

The caveats in this section apply to the Polling Summary application.

Removing an Extra Data Entry in the Polling Summary Window

If a device restarts (for example, a router reboots) while it is being polled, an extra data entry might appear and disappear in the Polling Summary window. Follow these steps to resolve this problem:

Step 1: Quit the Polling Summary application.

Step 2: Select the Tools menu on the SNM console and pull down to **Polling Summary** to restart the application.

The problem should not occur again. If the problem does occur again, follow these steps:

Step 1: In the Device Polling window, select the Poll Rate field and pull down the pick menu to select a poll rate of 0.

Step 2: Select **Activate Changes** from the Options menu to send the changes to the device polling daemon.

Step 3: Select **Quit** from the File menu to quit from Device Polling.

Step 4: Select the Tools menu on the SNM console and pull down to **Device Polling** to restart the application.

The extra data entry will not appear in the Polling Summary window. [CSCdi09606]

Specifying an Attribute and a Key

To specify the attribute and a key for a MIB object, perform the following steps:

Step 1: Select a group you want to poll from the Poll Groups scroll window in the Polling Summary window.

Step 2: In the Data scroll window, select the data report that you want to poll.

Step 3: Select the Options pull-down menu from the SNM console and pull down to Browse Data.

The Results Browser window appears.

Step 4: In the Results Browser window, select the appropriate data report and click on it to display the Streams window.

Step 5: In the Streams window, select **Graph**.

Step 6: In the Graph window, select **Choices**.

Step 7: In the Choices window, select one attribute and one key.

If you select the key and do not select an attribute, the following error message might appear at the bottom of the Polling Summary window:

```
localhost: RPC: Unable to receive errno = Connection reset by peer.
```

In addition, a core dump might occur, and you might be unable to access the Health Monitor and nmgraph applications.

To resolve this problem, select Grapher from the Tools menu and then quit from the Grapher window. [CSCdi09252]

Timestamp in Polling Summary

When you set up a polling table in Device Polling and access the Polling Summary window to view the poll group, the Data scroller might display two timestamps instead of one. These extra entries may occur when a device restarts or the Device Polling daemon is restarted. To remove any extra polling intervals, use the *$NMSROOT/contrib/nmpollpurge* utility. For more details on how to use this utility, refer to the *nmpollpurge.README* file located in the same directory. [CSCdi08066]

Security Manager

The following caveat applies to the Security Manager application.

User and Group Names

When you enter the names of users or groups with an underline to represent a space (for example, Charles_Rockwell), the name displays without the underline. However, the underline does exist within the name. [CSCdi07847]

Show Commands

The following caveat applies to the Show Commands application.

Incorrect Show Version Information

Show Version returns incorrect information when identifying the difference between a CSC3 and CSC4 card. [CSCdi10561]

Sync w/Sybase

The caveats in this section apply to the Sync w/Sybase application.

Host IP Address Identification

If your SNM map contains glyphs whose host names are represented by IP addresses, executing the Sync w/Sybase application does not result in the display of these IP addresses in the devices table. To resolve this problem, make sure that hosts whose host names are represented by IP addresses are listed at the beginning of the */etc/hosts* file. As a result, Sync w/Sybase will resolve the host name for these hosts. [CSCdi09061]

Sybase Negative Values Stored

Due to a conflict in the number of supported bits between the router (32 bits) and the Sybase database (31 bits), when data collected on *ifInOctets* or *ifOutOctets* exceeds the 31-bit limit, the numbers stored in the Sybase database become negative. [CSCdi12372]

Unknown Host Error

When using Sync w/Sybase or adding a device from Device Management, devices whose fully qualified domain names (FQDNs) contain more than two periods may fail to be initialized. The following error message displays: [CSCdi11554]

```
ERROR: Unknown host <FQDN> displays.
```

Sun Software Caveats and Patches

This section describes caveats and patches that apply to Sun software used by CiscoWorks. The caveats, which apply to OpenWindows, SunNet Manager (SNM), and the SunOS, may affect the performace of the CiscoWorks applications. Patches may be obtained by contacting Sun Microsystems, Inc. See the appropriate description for more information.

OpenWindows Caveats and Patch

This section describes caveats associated with OpenWindows. It also describes the patch from Sun Microsystems that you can use to resolve some caveats.

Console Message on Libc

CiscoWorks is compiled on a SunOS Version 4.1.3. If you are running an older version of SunOS (prior to release 4.1.2), the following message will appear when you start any of the CiscoWorks applications:

```
ld.so: warning: /usr/lib/libc.so.x.y has older revision than expected 8
```

In the example, `x.y` indicates the version number of the *libc* library that you currently have installed on your system. To deceive the system into thinking that it has Version 1.8 of the library, link your existing library to a version 1.8 library. Become the root user and enter the following at the UNIX prompt (#):

```
# ln -s /usr/lib/libc.so.x.y /usr/lib/libc.so.1.8
# ln -s /usr/lib/libc.sa.x.y /usr/lib/libc.sa.1.8
```

Substitute your current version number of your libc library for *x.y.*

Use this workaround with caution. Deceiving the system may also deceive other users and system administrators of this system. [CSCdi11801]

X Error

When using CiscoWorks, you might occasionally encounter an X error. A typical example of an X error follows:

```
X Error of failed request
```

When an X error occurs, the CiscoWorks application disappears. If you see an X error, restart the appropriate CiscoWorks application. If you are unable to access the CiscoWorks application or the X error occurs repeatedly, call Cisco Technical Support.

Using the OpenWindows Patch

The Sun Microsystems OpenWindows Patch (ID 100451-30) corrects a number of OPENLOOK bugs and eliminates the display of unwanted red color from push buttons and scroll bars. Obtain this patch and install it in the */usr/openwin* directory on the system that is running CiscoWorks.

If you install this patch in a different directory or a directory with a different name (for example, */usr/openwin3*), create a symbolic link between */usr/openwin* and the directory where you installed this patch.

Note: When you use the CiscoWorks applications, they attempt to find certain libraries in the */usr/openwin* directory. If the libraries do not exist in the */usr/openwin* directory, the CiscoWorks applications might fail.

SunNet Manager Caveats and Patch

Some SunNet Manager (SNM) bugs might impact how CiscoWorks Release 1.0(3) functions. Table B-1 provides the SNM bug numbers and a brief description of each bug. For detailed information on these bugs, refer to your SNM manuals or call Sun Technical Support.

Table B-1 SNM Bugs That Impact CiscoWorks

SNM Bug ID Number	Description/Error Message
1087679	New Results Grapher might appear when graphing.
1087683	Headers and information columns are misaligned on Requests window.
1088920	The Console does not redraw all glyphs properly under standards X11.
1089605	There is no easy way to figure out why a glyph has changed state.
1089607	There is not a way to find selected devices on the Console map.

Maximum Objects in an SNM Map

The maximum number of objects in an SNM map is 1024. You can create more components, but you cannot exceed 1024 objects.

SNM Grapher

When plotting delta values in a graph, some counter variables might wrap around. As a result, incorrect data might be plotted in the delta graph. You might see unexpected peaks in the data when the counter variables are wrapped around. If so, try quitting the application and restarting again.

Using the SNM Patch

The SNM 2.0 Patch Release (Patch ID 100770-04) corrects a number of SNM bugs that might impact CiscoWorks. These corrected bugs are different from the bugs described in Table B-1. For information on how to obtain this patch, contact Sun Microsystems.

This patch also resolves the following bugs associated with CiscoWorks Release 1.0(2):

- The SNM Console displays the message, “Unknown API Error,” when attempting to present information in a graph. It might be caused by lack of system resources and is not reproduced often. [CSCdi8035]

  Use the SNM patch to correct this bug or restart SNM and the CiscoWorks application with which you are trying to produce a graph (either Real-Time Graphs or Health Monitor).

- When the Sync w/Sybase application is run, some icons in the SNM map might move to a different location. The Sun Jumbo Patch resolves this problem. [CSCdi07090]

SunOS Caveats and Patch

Some SunOS bugs might impact how CiscoWorks Release 1.0(3) functions. If you see the following error message, "System error: Unable to verify session ID," it may be a SunOS problem. Refer to the "Common Error Messages" section for a description of a workaround. For information on how to obtain the SunOS patch (Patch ID 100981), contact Sun MicroSystems.

Running CiscoWorks Applications from the Command Line

If you experience problems using the graphical user interface (GUI), you may need to use the command line to bring up the applications. This section describes the command line syntax to bring up all the CiscoWorks applications.

To start CiscoWorks applications from the command line, perform the following steps:

Step 1: To access the applications, commands, or daemons, change directories. The files can be located in either *$NMSROOT/bin* or *$NMSROOT/etc*. Enter the following at the command line to change to the *bin* directory:

```
hostname% cd $NMSROOT/bin
```

Step 2: To start any CiscoWorks application, command, or daemon, enter the appropriate command described in the following list:

- **`dwb`**—Sybase Data Workbench (DWB)

  Refer to "Invoking Sybase DWB from the Command Line" in the "Performance Management" chapter to alter your terminal environment variable.

- **logpurg**—Log Purge
- **nmadd**—Add to database
- **`nmadmin`**—Security Manager
- **nmconfig**— Configuration Management
- **nmconfman**—Help
- **`nmcontacts`**—Contacts
- **nmdevman `[-v]`**—Device Management
- **nmdevman_adm**—Device Management (Administrators)
- **nmdevman_adr**—Device Management (Locations)
- **nmdevman_dev**—Device Management (Devices)

- **nmdevman_lin**—Device Management (Lines)
- **nmdevman_net**—Device Management (Networks)
- **nmdevman_peo**—Device Management (People)
- **nmdevman_ven**—Device Management (Vendors)
- **nmdevmon**—Device Monitor
- **nmdevmond** [**-v**] **[-d] [-l** *logfile*] **[-L** *redundant_logfile*]—Device Monitor daemon
- **nmenv [-v]** *device community string*—Environmental Monitor
- **nmgetconf**—Configuration Management
- **nmgraphs [-v]** *device community string*—Real-Time Graphs
- **nmhealth**—Health Monitor
- **nmlogin**—Login
- **nmlogman**—Log Manager
- **nmlogout**—Logout
- **nmpath [-v] [-D] [***source***] [***destination***]**—Path Tool
- **nmpoll**—Device Polling
- **nmproc**—Process Manager
- **nmsanms**—Default Account program
- **nmshow [-v]** *device community string* **[***option***]**—Show Commands
- **nmsummary**—Polling Summary
- **nmsync [-v]**—Sync w/Sybase
- **nmversion**—Version Command

For example, to start the contacts application, enter the following:

```
hostname% nmcontacts
```

The Contacts window will appear.

Note: If you experience difficulty with a CiscoWorks application, contact your technical

support representative.

Error Message Levels

CiscoWorks has six levels of error messages.Table B-2 describes these levels.

Table B-2 CiscoWorks Error Messages Levels

Error Level	CiscoWorks Usage	Example
debug	Level 5—lowest priority	“Disabling device poll: <string> (id=<string>).”
information	Level 4	“CiscoWorks Version 1.0. Copyright (c) 1990, 1991, 1992 by Cisco Systems Inc. All rights reserved.”
warning[1]	Level 3	“File <string> is read-only.”
error	Level 2	“Unknown host xxxxx. Could not connect to Sybase server.”
fatal	Level 1	Prints error and exits application. “Unknown catastrophic error.”
bug	Level 0—highest priority	“Cannot find device poll group - <string> (id=<string>) - to remove it.”

[1] By default, only messages with the severity warning or higher are actually logged to the Log Manager in the normal running of the application.

Note: The error messages in this appendix are CiscoWorks application error messages. Do not confuse these messages with router error messages.

Common Error Messages

This section describes the error messages for the CiscoWorks applications. They are organized alphabetically and include an explanation and recommended action for each error message.If you do not find the error message in this appendix, refer to your Sun documentation to check if it is a Sun error message.

Note: Error messages associated with the installation and configuration of CiscoWorks

appear in the *CiscoWorks Getting Started Guide*. Any errors for maps, graphing, snapshots, and so forth should be documented in the SNM 2.0 manual set.

In the following error messages, such expressions as <*string*> and <*number*> represent the characters or digits each CiscoWorks application replaces as part of the error message. For example, the error message "Device: <*string*> (id=<*string*>) changes status to <*string*>" might be viewed by the user as "Device: *drogg@cisco.com* (id=*drogg@cisco.com*) changes status to *up*." If you cannot locate an error message you have encountered, be certain to check for the message alphabetically based on such variables as <*device*>, <*directory*>, <*number*>, <*string*>, or <*tablename*>.

Error Message:

```
Already at first record.
```

Explanation:

You have attempted to use the **Previous** command, but are at the beginning of the list of rows.

Recommended Action:

None.

Error Message:

```
Attr <string> (id=<string>), using datatype from mib: <string>
```

Explanation:

The specified data type (retreived from the MIB) will be assumed for attr <string> rather than the data type specified by the database.

Recommended Action:

Compare MIB files to schema files to ensure that data types match.

Error Message:

```
Authorization check failed: <string>
```

Explanation:

You may not be authorized to use the Device Monitor application.

Recommended Action:

Check the Security Manager application to ensure you have privileges to use the Device Monitor application.

Error Message:

```
Bad poll rate: <string>, for poll group <string> (id=<string>)
```

Explanation:

An invalid poll rate is specified for this poll group.

Recommended Action:

Ensure that the poll rate for this poll group is an unsigned number between 0 and 2684354 seconds (maximum valid poll rate). Use the Device Polling application to check the poll rate.

Error Message:

```
Cannot create configuration boot file <string>. Cannot complete uploading
process.
```

Explanation:

The upload is not complete because the Configuration Mgmt application cannot open a temporary file. The system could be out of disk space. This is a UNIX system error message.

Recommended Action:

Try to verify the system problem from an xterm window or a cmdtool window. Consult the UNIX system administrator.

Error Message:

```
Cannot create temporary configuration file <string>. System error
<<string>>.<<string>> Cannot Complete Uploading Process.
```

Explanation:

The upload is not complete because Configuration Mgmt cannot open the temporary file. The system could be out of disk space. This is a UNIX system error message.

Recommended Action:

Try to verify the system problem from an xterm window or a cmdtool window. Consult the UNIX system administrator.

Error Message:

```
Cannot delete configuration file for : Device (<string>) Version(<string>). It
```

```
has already been opened for editing.
```

Explanation:

This file is already open for editing. It cannot be deleted.

Recommended Action:

To delete the file, first close the editor window for the selected configuration file.

Error Message:

```
Cannot determine IP address for the device.
```

Explanation:

Indicates an attempt to add a device into the database via Initialize.

Recommended Action:

Make sure the device IP address is in */etc*/*hosts*.

Error Message:

```
Cannot find an IP address for the specified device.
```

Explanation:

The IP address for the device that you are trying to find is unavailable.

Recommended Action:

Check the */etc/hosts* file, the Domain Name System (DNS) server, or the NIS server (whichever is applicable) to find out if the IP address is listed for the device.

Error Message:

```
Cannot find data repository table <tablename>
```

Explanation:

The specified table does not exist in the Sybase directory.

Recommended Action:

Use Device Polling to recreate the poll group.

Error Message:

```
Cannot fork the program.
```

Explanation:

Indicates an attempt to run a database form program without enough memory/swap space.

Recommended Action:

Run the command **dmesg | grep mem** to find out how much memory is available. In most cases, at least 1.5 MB of memory is needed for a database form program.

Run the command **pstat -2** to find out how much swap space is left.

If there is not enough memory, close some applications, then start the db form program again.

Error Message:

```
Cannot get the version string from the device.\"sysDescr\" variable is not
defined in MIB database.
```

Explanation:

The toolkit cannot find the MIB object variable or you have an invalid MIB object variable.

Recommended Action:

Verify the MIB library.

Error Message:

```
Cannot get the version string from the device.\"sysDescr\" variable is not
supported by the device.
```

Explanation:

This variable is not supported by the device. The device may be a non-Cisco device because Cisco supports this MIB variable.

Recommended Action:

Contact the vendor who supplied the device.

Error Message:

```
Cannot make a temporary file.
```

Explanation:

CiscoWorks is unable to create a temporary file for printing.

Recommended Action:

Check the UNIX system. Verify the */tmp* directory. Make sure it has space and it is read/write enabled to the user.

Error Message:

```
Cannot map SNM variable name: <string> (attr id=<string>) to an object id
```

Explanation:

Cannot look up the object ID for the variable.

Recommended Action:

Check your SNM schema and oid files.

Error Message:

```
Cannot open snm+lock file: path: permission denied.
```

Explanation:

This message appears if you try to launch SunNet Manager (SNM) when you are logged in as a user, and the directory with the *snm+lock* file and other files are owned by the superuser.

Recommended Action:

To transfer the ownership of the directory and the files that belong to the superuser to a user, enter the following command at the UNIX prompt (#):

```
# chown -R username directory name
```

Remove the *snm+lock* file:

```
# rm snm+lock
```

The *snm+lock* file is created when you launch SNM.

Error Message:

```
Cannot open syslog ConFile <string>, errno = <number>
```

Explanation:

Either nmlogd was trying to open the syslog file that is defined in */etc/syslog.conf* and was not able to do so, or logpurg was trying to open the logfile that is defined in */etc/syslog.conf* and was unable to do so.

Recommended Action:

Refer to the error number (indicated as <number> above) for debugging.

Error Message:

```
Cannot open temporary configuration file <string>. Cannot complete uploading
process.
```

Explanation:

The upload is not complete because the Configuration Mgmt application cannot open a temporary file. The system could be out of disk space. This is a UNIX system error message.

Recommended Action:

Try to verify the system problem from an xterm window or a cmdtool window. Consult the UNIX system administrator.

Error Message:

```
Cannot poll this variable - do not know what it is.
```

Explanation:

The specified variable could not be identified.

Recommended Action:

Ensure that an entry for this variable exists in a *.oid* file in the *$SNMHOME/agents* directory.

Error Message:

```
Cannot read Snm oid directory: <string>
```

Explanation:

Cannot read the file.

Recommended Action:

Check file permissions.

Error Message:

```
Cannot start Snm oid file: <string>
```

Explanation:

Cannot find or read the directory.

Recommended Action:

Check permissions.

Error Message:

```
Cannot touch nmstartup.
```

Explanation:

If your system is running CiscoWorks and you change the host name for your system, Sybase might not function because it continues to use the old host name.

Recommended Action:

Add the new host name to the *$NMSROOT/sybase/interfaces* file and restart Sybase. For example, if the new host name for your system is *tassle*, the entries in the *interfaces* file should be as follows:

```
SYBASE
        query tcp sun-ether tassle 8000
        master tcp sun-ether tassle 8000
        console tcp sun-ether tassle 8001
```

Error Message:

```
Cannot write to <directory path>!
```

Explanation:

The permissions for the specified directory are read-only.

Recommended Action: Using the **chmod** command, change the permissions for the specified directory to RW (read/write), or specify a different directory.

Error Message:

```
Can't ARP for <string>
```

Explanation:

Application is trying to create an ARP cache entry for <string>.

Recommended Action:

Check the ARP cache on the local system via the **arp** command. Check the routing table

on the local system via the **restart -r** command.

Error Message:

```
Configuration comments file for :Device (<string>) Version (<string>) has
already been opened for editing.
```

Explanation:

When a file is open for editing, you cannot open another editor for it.

Recommended Action:

Locate the editing window and complete your edits.

Error Message:

```
Could not allocate memory space: <string>
```

Explanation:

Your system may need more memory.

Recommended Action:

Try deselecting some device you are currently monitoring and retry your request. Stop the CiscoWorks processes and install more memory.

Error Message:

```
Could not connect to Sybase server.
```

Explanation:

Indicates an attempt to access the database.

Recommended Action:

Make sure $SYBASE is set properly, and that the database server is alive by observing the output **ps -ajx | grep** dataserver at the server machine.

Error Message:

```
Could not discover desired path via SNMP or any other means
```

Explanation:

The Path Tool could not locate your device via SNMP or any other means.

Recommended Action:

Check SNMP and IP on the last device the Path Tool tried to access.

Error Message:

```
Could not execute program
```

Explanation:

This error depends on many factors, but may indicate there is no memory.

Recommended Action:

Check your Sybase database. Refer to “Verifying Available Database Space” in the “Database Administration” chapter.

Error Message:

```
Could not lookup object id for attr id: <string>, so using stored id: <string>
```

Explanation:

Could not look up the object ID for the attribute using the previously stored object ID.

Recommended Action:

Check the SNM oid and schema files for the existence of this attribute.

Error Message:

```
Could not run snm_cmd
```

Explanation:

Cannot locate the *snm_cmd* file in /*usr*/*snm*/*bin*. You may have customized your directory names and CiscoWorks cannot locate this file.

Recommended Action:

Check your SNM directory structure, or set the environment variable SNMHOME properly.

Error Message:

```
Could not send Data Report to SunNet Manager Console.
```

Explanation:

The Real-Time Graphs application could not send a Data Report on the SNM Console.

Recommended Action:

Make sure the SNM Console is running. Also, check the shell where the SNM Console was

started for additional Sun error messages.

Error Message:

```
Could not write to Sybase, check transaction log.
```

Explanation:

The Sybase transaction log may be full and cannot accept additional data.

Recommended Action:

Check the transaction log to determine if it is full. Refer to “Enlarging the Transaction Log Space” in the “Database Administration” chapter for more information.

Error Message:

```
Couldn’t start xterm for editor. System error <2> <No such file or directory>.
```

Explanation:

Xterm must be included in your PATH.

Recommended Action:

If you are using Open Windows, xterm is in *$OPEN WINHOME/demo*. Include it in your PATH or set a symbolic link to it. If you are using the X11 tape distributed by Cisco, xterm is in */usr/bin/X11/xterm* directory. Include it in your PATH or set a symbolic link to it.

Error Message:

```
Database is full - cannot store any more records.
```

Explanation:

The system might have inadequate disk space for storing database records.

Recommended Action:

Use the *$NMSROOT/etc/enlarge_nms* script to enlarge your database. For instructions, refer to the section “Enlarging the Database,” in the “Database Administration” chapter.

Error Message:

```
Database server has disappeared.
```

Explanation:

The database server might have stopped working.

Recommended Action:

Access the Process Manager application and check to see if the **On** button for the database server is grayed out. If it is not, run the *$NMSROOT/etc/nmstartup* script to start all processes required for CiscoWorks.

Error Message:

```
Data type mismatch for <string> (id=<string>): database claims <string>, while
mib claims <string>
```

Explanation:

The CiscoWorks MIB database *(mib.bin*) claims one data type, while the SNM schema claims another. The data type claimed by SNM will be assumed to be the correct one.

Recommended Action:

Correct the CiscoWorks MIB database or the SNM schema file, whichever is in error.

Error Message:

```
Datum error on <string>(<string>): <string>
```

Explanation:

An error was encountered while trying to retrieve this datum.

Recommended Action:

Contact your TAC representative.

Error Message:

```
Delete doesn't delete data from the database.
```

Explanation:

When you delete a vendor from the Vendors table, the vendor is deleted from the Vendors window, but the information continues to exist in the People window.

Recommended Action:

Access the People window and delete the information for the appropriate vendor.

Error Message:

```
Delete this record?
```

Explanation:

This message is confirmation for deleting a record from a database table.

Recommended Action:

Click **OK** to delete the record, or **No** to cancel.

Error Message:

```
<device> -config files in /tftpboot must have RW permission.
```

Explanation:

The */tfpboot* directory must have read/write permission for the user.

Recommended Action:

Change the file permission to RW (read/write).

Error Message:

```
Device has too many interfaces
```

Explanation:

The device has greater than 200 interfaces.

Recommended Action:

Reduce the number of device interfaces to under 200.

Error Message:

```
Device is running software which does not Support SNMP Initiated Configuration
File-Loading.
```

Explanation:

The device is running a software version earlier than 8.2.

Recommended Action:

Reload the device with a software version that is 8.2 or later.

Error Message:

```
Device is unreachable. SNMP server may not be enabled.
```

Explanation:

A system timeout has occurred because the SNMP server is not reachable.

Recommended Action:

Use Telnet to make sure the device is up. Then check to see that SNMP is turned on, and you have a read/write community string defined in the configuration.

Error Message:

```
Device is unreachable. The assigned community string may be invalid.
```

Explanation:

The device community string may be invalid.

Recommended Action:

Using Telnet, access the device to determine the community string. Then check the Device Management application to see if the community string is correct.

Error Message:

```
Device name resolution error. Check device domain.
```

Explanation:

Indicates an attempt to add a device into the database via Initialize.

Recommended Action:

Make sure the device IP address is in /*etc*/*hosts*.

Error Message:

```
Device poll: desired poll rate: secs, actual poll rate:
```

Explanation:

Device Polling is unable to maintain polling at the desired poll rate.

Recommended Action:

Adjust your desired poll rate to a reasonable poll rate between 0 and 2684354 seconds.

Error Message:

```
Device Poll <string> (id=<string>) cannot find device id in database.
```

Explanation:

The specified device no longer exists within the Devices table in Sybase.

Recommended Action:

Use the Device Management application to ensure that the device still exists. If not, create it. Use Device Polling to recreate the poll group that was polling this device.

Error Message:

```
Device Poll <string> (id=<string>) cannot map name to address - disabling itself
```

Explanation:

Cannot look up an IP address for the device.

Recommended Action:

Check the name resolution.

Error Message:

```
Device Poll <string> (id=<string>) can't find previous stop record to update it
- disabling itself.
```

Explanation:

There is a consistency problem in the start_stop table in Sybase.

Recommended Action:

Use the Process Manager window to restart Device Polling, or obtain the process ID number for the nmpolld process and send it a HUP signal.

Step 1: To obtain the process ID number for nmpolld, enter the following command:

```
hostname% ps -aux
```

Identity the process ID number for nmpolld.

Step 2: Send the HUP signal by entering the following command:

```
hostname% kill -HUP process ID number
```

Error Message:

```
Device <string> does not have an Environmental Controller queryable via
```

```
SNMP (requires firmware 2.0 or newer)
```

Explanation:

The device you are trying to monitor does not have the environmental monitor card necessary for CiscoWorks to query for environmental data.

Recommended Action:

Check to make sure the device you want to monitor for environmental data is an AGS+ with a Rev. 4 ENVM card (Microcode Version 2.0 or later).

Error Message:

```
Device <string> is not a Cisco Systems device
```

Explanation:

The current device you are attempting to monitor is not a Cisco Systems device. The Health Monitor only monitors Cisco Systems devices.

Recommended Action:

Use other CiscoWorks tools to get device information.

Error Message:

```
Device<string> is Running Software Which Does Not Support SNMP Initiated Con-
figuration File-Loading Or the Device Is Unreachable.
```

Explanation:

The device software is not compatible with the SNMP standard, or the Cisco Systems device software is not at Software Release 8.2 or later.

Recommended Action:

Verify that the device can support SNMP. Verify that Cisco Systems Software Release 8.2 or later is installed.

Error Message:

```
Device <string> not responding to SNMP.
```

Explanation:

The device <string> does not respond to SNMP queries.

Recommended Action:

Make sure the device is an SNMP client, and that the database is set properly. Also, make sure the SNMP properties sheet for the device has the correct community strings.

Error Message:

```
<directory path> is not a directory!
```

Explanation:

The specified directory is either a file or it does not exist.

Recommended Action:

Specify a valid directory path.

Error Message:

```
End of Results.
```

Explanation:

You have attempted the **Next** command, but are at the end of the list of rows of data.

Recommended Action:

None.

Error Message:

```
Environment variable NMSROOT is not set
```

Explanation:

You did not set the environment variable to NMSROOT during the installation and configuration process.

Recommended Action:

To set your environment variable to NMSROOT enter the following command at the user prompt in your shell:

```
hostname% NMSROOT pathname
```

Error Message:

```
Environment variable 'TERM' is not set to 'x11.'
```

Explanation:

Sybase DWB needs this environment variable to be set.

Recommended Action:

At the command line, enter **set term=x11** before you run DWB.

Error Message:

```
Error encounter at verifying applications table.
```

Explanation:

The applications table in the database is corrupted.

Recommended Action:

Run isql. Truncate the applications tables. Run nmadmin again.

Error Message:

```
Error encountered while saving configuration. You may need to enlarge your
database segments.
```

Explanation:

There is a problem saving data into the database.

Recommended Action:

Check your log segment and data segment in the database to make sure they are not full. Sometimes Sybase will report the data segment full even if there is 1 MB of space available.

Error Message:

```
Error obtaining information about the device.
```

Explanation:

The most likely causes are an unknown device, an incorrect community string, or CiscoWorks is unable to resolve the host name.

Recommended Action:

Check the spelling of the device, verify the community string, and check your name resolution software. Try any common utility (Telnet, ping, and so on) to verify accessibility of the device.

Error Message:

```
Error obtaining SNMP values from device.
```

Explanation:

The device `<string>` does not respond to SNMP queries.

Recommended Action:

Make sure the device is an SNMP client, and that the database is set properly. Also, make sure the SNMP properties sheet for the device has the correct community strings.

Error Message:

```
Error resolving device name.
```

Explanation:

Indicates an attempt to add a device into the database via Initialize.

Recommended Action:

Make sure the device IP address is in /*etc*/*hosts*.

Error Message:

```
Failed to retrieve any data for <device name> - no data stored to database.
```

Explanation:

All variables polled for this device are either currently unsupported by the device or currently have no values.

Recommended Action:

Ensure that the device supports the variables for which you are polling. Sometimes, supported variables have no data. For example, if the variable is *tcpConnState* and there are no TCP connections, the variable will have no data.

Error Message:

```
File: File table is full.
```

Explanation:

This message appears if the number of open files on your system exceeds the limit defined in the system kernel.

Recommended Action:

To solve this problem, close some open files or shut down applications that might have open files. Or you can increase the limit for open files by building a new kernel and changing the allowed number of open files. For information on building a new kernel, refer to your Sun documentation.

Error Message:

```
File <string> exceeds the maximum <string> bytes limit.
```

Explanation:

A file larger than the maximum size of 64 KB cannot be imported.

Recommended Action:

Reduce the file size.

Error Message:

```
File <string> is not a text file.
```

Explanation:

Nontext files cannot be imported.

Recommended Action:

Enter only text files.

Error Message:

```
File “/xxx/xxx” Exceeds the Currently Supported Maximum File Size of 32767
Bytes.
```

Explanation:

The configuration command script file size limit is 32 KB.

Recommended Action:

Reduce the size of the configuration command script file. Try the command again.

Error Message:

```
File /xxx/xxx/Not Found
```

Explanation:

You have either entered the filename incorrectly or the file does not exist.

Recommended Action:

Reenter the filename. Verify the file exists.

Error Message:

```
Fork failed: <string>.
```

Explanation:

Your system might have inadequate process quota or swap space, or you have a full process table.

Recommended Action:

Check the process quota for your system to find out if it is sufficient. If the process quota is inadequate, either shut down some applications or add more swap space to your system.

If your system swap space is inadequate, shut down some applications and rebuild the kernel with a larger process table.

Error Message:

```
Function <string> not implemented
```

Explanation:

This message indicates a bug.

Recommended Action:

There is no workaround. Contact technical support with the error message.

Error Message:

```
Group name exists in groups list.
```

Explanation:

The new group name given is already in the group list.

Recommended Action:

None.

Error Message:

```
Group name is empty.
```

Explanation:

A group name must be entered before selecting **OK**.

Recommended Action:

Enter a group name.

Error Message:

```
Group name is not selected.
```

Explanation:

The group name in the scroll window is not highlighted.

Recommended Action:

Select a group name.

Error Message:

```
Group overflow in detail occurred. Assignment ignored.
```

Explanation:

You have exceeded the number of allowable detail or subdetail rows that may be used in a single function action.

Recommended Action:

Divide the rows into smaller groups and proceed using the **Delete** button several times.

Error Message:

```
Group overflow occurred. Assignment ignored.
```

Explanation:

You are attempting a **Next** command and have exceeded the number of allowable detail or subdetail rows that may be used in a single function action.

Recommended Action:

Split the rows into several actions.

Error Message:

```
Group overflow occurred, row ignored.
```

Explanation:

You are attempting a **Find** command and have exceeded the number of allowable detail or subdetail rows that may be used in a single function action.

Recommended Action:

Split the rows into several actions.

Error Message:

```
Initialization of variable <string> failed
```

Explanation:

An attempt to construct and initialize a MIB variable failed. There will probably be an error message previous to this one indicating the reason for failure (for example, UNKNOWNVAR).

Recommended Action:

Use the previous error message to determine what action to take.

Error Message:

```
Input device name is not in current device list.
```

Explanation:

The input device name is incorrect.

Recommended Action:

Try another device or select a name from the device scroll list.

Error Message:

```
Invalid configuration version (<string>).
```

Explanation:

The version number is invalid.

Recommended Action:

Enter another version number, or select one from the configuration scroll list.

Error Message:

```
Invalid interface number <string>, number must be > 0
```

Explanation:

All interface numbers must be greater than 0.

Recommended Action:

Specify a valid interface number.

Error Message:

```
Invalid password.
```

Explanation:

Either you have entered a password incorrectly or the default password has been changed.

Recommended Action:

Reenter the password. If this does not work, check with your system administrator to obtain the new password.

Error Message:

```
Invalid peer specification - <string>
```

Explanation:

CiscoWorks was unable to resolve the name and address shown in the <string>.

Recommended Action:

Check your name-resolution scheme to ensure that the name is properly defined.

Error Message:

```
Invalid peer (<string>) for var (<string>)
```

Explanation:

An attempt was made to create a variable for a device, when the initialization for that device had previously failed. Previous messages should indicate why the device failed initialization.

Recommended Action:

Use the previous error message to determine what action to take.

Error Message:

```
Invalid polling interval. Must be between 1 and 600 seconds
```

Explanation:

You have entered an incorrect poll frequency. The polling frequency must be between 1 and 600 seconds.

Recommended Action:

Reenter your poll rate between 1 and 600 seconds.

Error Message:

```
Invalid <string>.
```

Explanation:

The value entered is invalid.

Recommended Action:

Remove any nonalphanumeric characters or enter another name.

Error Message:

```
Invalid threshold value. Must be between 0 and 100 percent
```

Explanation:

You have entered an incorrect threshold value for health monitor properties.

Recommended Action:

Reenter a correct threshold value between 0 and 100 percent. Thresholds must be entered in ascending order.

Error Message:

```
Invalid toolkit server object: <string>
```

Explanation:

An attempt was made to reuse a server object (for example, a MIB variable) that had previously failed initialization. Previous messages should indicate why initialization failed for this object.

Recommended Action:

Use the previous error message to determine what action to take.

Error Message:

```
Invalid variable name: <string> - <string>
```

Explanation:

The specified variable cannot be identified or polled.

Recommended Action:

Ensure that an entry for this variable exists in a *.oid* file in the *$SNMHOME/agents* directory.

Error Message:

```
Log File <string> Open failed, errno = <number>
```

Explanation:

Nmlogd cannot open the syslog file.

Recommended Action:

Refer to the error number (indicated by <number> above) for further debugging.

Error Message:

```
log file <string> open failed <number>
```

Explanation:

Nmlogd cannot open the log file.

Recommended Action:

Refer to the error message number (indicated by <number> above) for an explanation.

Error Message:

```
logpurg can not find syslog file
```

Explanation:

Logpurg is unable to get to the centralized log that is defined in the */etc/syslog.conf* file.

Recommended Action:

This message will be accompanied by another message. Check the entry in the */etc/syslog.conf* file.

Error Message:

```
logpurg can not open Log file <string>, <number>
```

Explanation:

Logpurg is trying to create a new syslog/CiscoWorks log after purging the current file and is unable to do so.

Recommended Action:

Refer to the error number (indicated as <number> above) for more details.

Error Message:

```
logpurg can not open spool file <string>, <string>
```

Explanation:

Logpurg is in the starting stage and is unable to open the spool file: */$TMPDIR/mlodspool*.

Recommended Action:

Refer to the error number for further debugging.

Error Message:

```
Look-up Failed.
```

Explanation:

The data you specified does not match any of the data rows in the lookup table.

Recommended Action:

Verify the data entry and try again.

Error Message:

```
Lseek Error, errno = <number>
```

Explanation:

Nmlogd is trying to read the records from log file where it had left off. This error occurs only when nmlogd is not synchronized with the logcount.

Recommended Action:

Run **logpurg** to synchronize nmlogd at logcount.

Error Message:

```
Memory allocation failed in routine <string>::<string>
```

Explanation:

This message indicates that your system needs more swap space.

Recommended Action:

Issue the **pstat -s** command to find out how much swap space is currently being used.

Adding more swap space is not generally a task for the novice. It requires either enlarging the existing swap partition, adding a new swap partition, or adding an extra swap file. See the *Sun System Administration Guide* or your system administrator.

Error Message:

`Must be a number.`

Explanation:

You have attempted to enter a letter or special character into a field that has been defined for numerics.

Recommended Action:

Enter a valid number.

Error Message:

`Must be a valid number.`

Explanation:

You have attempted to enter a letter or special character into a field that has been defined for numerics. You will also encounter this message when the value of a numeric exceeds the convention defined for the field numeric.

Recommended Action:

Enter a valid number.

Error Message:.

`Name resolution failed for device <device name>.`

Explanation:

Indicates an attempt to add a device into the database via Initialize.

Recommended Action:

Make sure the device IP address is in /*etc*/*hosts*.

Error Message:

`Neither user name nor group name has been selected.`

Explanation:

This is a warning from assigning user to groups.

Recommended Action:

None.

Error Message:

```
nmlogd can not find syslog file
```

Explanation:

Nmlogd is starting and is not able access the syslog file defined in the */etc/syslog.conf* file.

Recommended Action:

Check the */etc/syslog.conf* file and make sure there is an entry for CiscoWorks log.

Error Message:

```
NMLOGD FORK Failed
```

Explanation:

Nmlogd was starting up and could not fork itself.

Recommended Action:

Contact your system administrator.

Error Message:

```
nmlogd lock of pidfile failed, error = <string>
```

Explanation:

Nmlogd was in the startup stage and was not able to lock the *pid* file located in the *$TMPDIR* directory.

Recommended Action:

Refer to the error number for further debugging.

Error Message:

```
nmlogd open of pidfile failed, error = <string>
```

Explanation:

Nmlogd was in the startup stage and was not able to open the *pid* file located in the *$TMPDIR* directory.

Recommended Action:

Refer to the error number for further debugging.

Error Message:

```
nmlogd (pid <string>) is already running"
```

Explanation:

Another nmlogd process is running on the system.

Recommended Action:

Enter the command **ps -vax | grep nmlogd** to check if another process is running. If no other process is running, the *pid* file might be locked for some reason. Delete the *pid* file named *$TMPDIR/.nmlogd.pid*. Then restart the process.

Error Message:

```
nmlogd (pid <string>) shutdown by request
```

Explanation:

This is an informational message that says nmlogd is shutting down.

Recommended Action:

None.

Error Message:

```
nmlogd (pid <string>) started by <string>
```

Explanation:

This is an informational message indicating which application started nmlogd.

Recommended Action:

None.

Error Message:

```
No configuration has been selected.
```

Explanation:

You have not selected a configuration yet.

Recommended Action:

Select a configuration.

Error Message:

```
No Configuration Version “Ver” Found. Specify Version Number Only.
```

Explanation:

You have entered more than just the version number itself.

Recommended Action:

Enter the version number only. For example, for Version 3, enter **3** only. Do not enter **Ver 3**.

Error Message:

```
No device has been selected
```

Explanation:

You have not selected a device yet.

Recommended Action:

Select a device.

Error Message:

```
No device selected.
```

Explanation:

You have attempted to invoke the **File to Database** command before you have selected a device.

Recommended Action:

Select the device under the “Device Names” scroll window in the nmconfig window. Then select the **File to Database** command.

Error Message:

```
No match. No rows found.
```

Explanation:

The data you specified does not match any of the data rows in the tables.

Recommended Action:

Verify the data entry and try again.

Error Message:

```
No record has been selected.
```

Explanation:

This is a warning message from the **delete** command.

Recommended Action:

None.

Error Message:

```
No record in the browser.
```

Explanation:

This is a warning message from the **print** command.

Recommended Action:

None.

Error Message:

```
No such configuration version (<string>).
```

Explanation:

There is no such version number.

Recommended Action:

Try another version number, or select a version from the configuration scroll list.

Error Message:

```
No valid polling tables found - waiting for signal to reread tables.
```

Explanation:

Either no polling tables are defined or all defined tables have been disabled due to errors.

Recommended Action:

Correct or add poll tables using the Device Query Configuration command. If your database is corrupt, correct the database problem and then reinitialize nmpolld by sending it a SIGHUP signal. For Sybase database administration procedures, refer to the “Database Administration” chapter.

Error Message:

```
Open failed for log <string> - <string>
```

Explanation:

An attempt to open the log file failed. The first <string> is the log filename; the second <string> is a UNIX error message indicating why the open failed.

Recommended Action:

This message may be a permissions problem or a bad directory. Check the permissions on the indicated file and/or directory. If the file exists, you should have write access to it. If the file does not exist, you should have write access to the directory (in order to create the file).

Error Message:

```
Out of Memory
```

Explanation:

This message indicates that your system needs more swap space.

Recommended Action:

Issue the **pstat -s** command to find out how much swap space is currently being used.

Adding more swap space is not generally a task for the novice. It requires either enlarging the existing swap partition, adding a new swap partition, or adding an extra swap file. See the *Sun System Administration Guide* or your system administrator.

Error Message:

```
Path Tool exceeded maximum path length of <number> hops
```

Explanation:

Path Tool can only find paths less than 50 hops.

Recommended Action:

Attempt to find a more efficient path.

Error Message:

```
Polling frequency must be >= 1 and <= 600 seconds
```

Explanation:

You have entered an incorrect poll rate. The poll rate must be between 1 and 600 seconds.

Recommended Action:

Reenter a poll rate between 1 and 600 seconds.

Error Message:

```
Read Fail, error = <number>
```

Explanation:

Nmlogd had a problem reading the Log Manager file (syslog).

Recommended Action:

Refer to the error number (indicated by <number> above) to see what might have caused the problem.

Error Message:

```
Re-discover Path found an identical path
```

Explanation:

No changes in path routing have occurred since your last path discovery.

Recommended Action:

None.

Error Message:

```
Restore log file Failed
```

Explanation:

Nmlogd is trying to read a log file that was not yet processed by the nmlogd and was unable to read the file. This usually happens when nmlogd is out of sync or the log file that it is trying to process does not exist.

Recommended Action:

Check */$TMPDIR/.nmlogdspool* and see if log files in this spool file exist. If the log files do not exist, remove the *.nmlogdspool* file.

Error Message:

```
Result of the edited configuration file is an empty file. Result is not saved.
```

Explanation:

You have just created a new empty file and saved it.

Recommended Action:

The empty file will not be saved into the database.

Error Message:

```
Scrollbar - Bad proportion Length resource value, set to default.
```

Explanation:

When using the Log Manager application, this error message might display repeatedly.

Recommended Action:

None. Ignore the error message.

Error Message:

```
Selected group name is same as the new name.
```

Explanation:

The new group name is the same as the old name.

Recommended Action:

None.

Error Message:

```
<string> is an unknown device
```

Explanation:

The name of the device cannot be resolved to an IP address.

Recommended Action:

Check DNS, NIS, *etc/hosts* file, or name resolution method.

Error Message:

```
<string>, log closed - <string>
```

Explanation:

The logger has experienced some sort of error from which it could not recover (there will probably be an error message previous to this one indicating the unrecoverable error). The

logger is now aborting.

Recommended Action:

Check for other logger error messages to determine the cause.

Error Message:

`<string>(<string>) returned a null data type`

Explanation:

The SNMP agent at <string> returned a null value for attribute <string>.

Recommended Action:

Check your SNMP agent.

Error Message:

`<string>(<string>) returned an unspecified data type`

Explanation:

The SNMP agent at <string> returned an unspecified value for attribute <string>.

Recommended Action:

Check your SNMP agent.

Error Message:

`SunNet Mgr database error: <string>, error (<string>)`

Explanation:

This is a SunNet Manager error.

Recommended Action:

Refer to your *SunNet Manager 2.0 Reference Guide* for error message information.

Error Message:

`Sybase dbopen Failed`

Explanation:

The daemon does not have the privilege to access Sybase.

Recommended Action:

Make sure the Sybase server is running, because the login most likely would fail as a result

of the server not running rather than on privilege access to database.

Error Message:

```
Sybase err_handler: <string> string <string>
```

Explanation:

Nmlogd is unable to write a record in Sybase.

Recommended Action:

The string, represented by <string> string <string>, describes the action to take.

Error Message:

```
Sybase error: This location is currently being referenced by one or more
devices.
```

Explanation:

You are attempting to delete a location that is used by another device.

Recommended Action:

Delete references to this location for all devices that use this location and try again.

Error Message:

```
Sybase Failed
```

Explanation:

Nmlogd could not insert the record in Sybase.

Recommended Action:

Check to see if the Sybase server is running. Check the Process Manager to see if Sybase is running. Refer to the “Database Administration” chapter for information on Sybase database administration.

Error Message:

```
SYBASE INIT Failed.
```

Explanation:

Nmlogd was not able access the Sybase database.

Recommended Action:

Check the Sybase server. If it is not running, contact your database administrator. This

message may be accompanied by another detailed message that explains where the Sybase initialization failed.

Error Message:

```
Sybase msg_handler <string> string <string>
```

Explanation:

Nmlogd is unable to write a record in Sybase.

Recommended Action:

The string, represented by <string> string <string>, gives a detailed explanation of the error and the action to take.

Error Message:

```
System error: Unable to verify session ID.
```

Explanation:

This error message might appear when you login through the CW-Login application.

Recommended Action:

Follow these steps to verify the problem caused by error message and eliminate the problem:

Step 1: To verify if the error message is associated with a core dump caused by the **ps -ajx** command, enter the following command at the UNIX prompt (%):

```
% ps -ajx
```

Determine if a core dump occurred. Also contact Sun Microsystems and report this error message.

Step 2: If the **ps -ajx** command caused a core dump, quit from all applications in SNM and CiscoWorks and enter the following command again:

```
% ps -ajx
```

A core dump might not occur now. If it does, report the problem to Sun.

Step 3: If a core dump did not occur a second time, restart the SNM and CiscoWorks applications.

The error message will not appear the next time you login using the CW-Login application.

To receive the SunOS patch (ID 100981) to fix this error, contact Sun Microsystems, Inc.

Error Message:

```
System error while reading file <string> <string>. Cannot complete uploading
process.
```

Explanation:

The upload is not complete because Configuration Mgmt cannot read from a file. This is a UNIX system error message.

Recommended Action:

Try to verify the system problem from an xterm window or a cmdtool window. Consult the UNIX system administrator.

Error Message:

```
System error while writing file <string> <string>.Cannot complete uploading
process.
```

Explanation:

The upload is not complete because Configuration Mgmt could not write to a file. The system could be out of disk space. This is a UNIX system error message.

Recommended Action:

Try to verify the system problem from an xterm window or a cmdtool window. Consult the UNIX system administrator.

Error Message:

```
System signal problem. System error <<string>><<string>>.
```

Explanation:

There is a problem catching the system signal. This is a UNIX system error message.

Recommended Action:

Try to verify the system problem from an xterm window or a cmdtool window. Consult the UNIX system administrator.

Error Message:

```
TFTP server may not be running. Do you want to continue this command?
```

Explanation:

Configuration Mgmt has detected that the TFTP entry in the *inetd.conf* is commented out.

Recommended Action:

Start the TFTP server on your workstation using instructions from the documentation.

Error Message:

```
The column xxxxxx in table xxxxxx may not be null.
```

Explanation:

You have not entered information into all of the mandatory data fields for the Device Mgmt window. Mandatory data requirements ensure minimal information is captured and made available to other tables in the database.

Recommended Action:

Refer to the "Device Management" chapter for information on the particular Device Mgmt window in which you are working. Ensure that you enter data into each mandatory data field.

Error Message:

```
The program cannot be executed.
```

Explanation:

Indicates an attempt to run a database form program without enough memory/swap space.

Recommended Action:

Run the command **dmesg | grep mem** to find out how much memory is available. In most cases, at least 1.5 MB of memory is needed for a database form program.

Run the command **pstat -2** to find out how much swap space is left.

If there is not enough memory, close some applications, then start the database form program again.

Error Message:

```
The selected configuration in the database is identical to the configuration
currently in device <string>.
```

Explanation:

You have selected a configuration that does not need to be compared, since it is identical.

Recommended Action:

Select another configuration file to compare.

Error Message:

```
The selected configuration is not currently marked as loaded in database.
```

```
Continue?
```

Explanation:

You have chosen a configuration file that is not currently marked as loaded.

Recommended Action:

Mark the configuration file, or the compare result will most likely be different.

Error Message:

```
This configuration is currently Loaded in a network device. A loaded
configuration cannot be deleted.
```

Explanation:

You have attempted to delete a currently loaded configuration (identified in the Configuration Versions in Database scroll window by an L.

Recommended Action:

Load the device with different configuration version, then delete.

Error Message:

```
Threshold values must be between 0 and 99
```

Explanation:

You have entered an incorrect threshold value for Path Tool properties.

Recommended Action:

Reenter a correct threshold value between 0 and 99.

Error Message:

```
Time Format is not right
```

Explanation:

Nmlogd is trying to parse the syslog time stamp in the syslog and was unable to complete the task. This message usually appears only when there is a more severe problem where the syslog file and the logcount are not synchronized.

Recommended Action:

Run logpurg to synchronize the syslog file and the logcount.

Error Message:

```
Too many interfaces on <string> (max allowed is 200)
```

Explanation:

The device has too many interfaces to monitor.

Recommended Action:

This is a limitation of the Device Monitor. There is no workaround.

Error Message:

```
Unable execute diff. System error <<string>><<string>>.
```

Explanation:

Configuration Management cannot perform the **diff** command on the selected configuration files.

Recommended Action:

This is a UNIX system error message. Try to verify the system problem from an xterm window or a cmdtool window. Consult the UNIX system administrator.

Error Message:

```
Unable find file <string>.
```

Explanation:

The given imported file does not exist.

Recommended Action:

Check the filename.

Error Message:

```
Unable mask the password from the configuration file.
```

Explanation:

This is a UNIX system error message. An error was encountered while Configuration Mgmt tried to mask the device passwords in the configuration file. This could be a read file problem.

Recommended Action:

Try to verify the system problem from an xterm window or a cmdtool window. Consult the UNIX system administrator.

Error Message:

```
Unable reach differences file using path <string>.
```

Explanation:

This is a UNIX system error message. UNIX has experienced a read field error.

Recommended Action:

Try to verify the system problem from an xterm window or a cmdtool window. Consult the UNIX system administrator.

Error Message:

```
Unable to access configuration records to Sybase.
```

Explanation:

CiscoWorks was unable to read or write Sybase records.

Recommended Action:

Check the Sybase server. Check the data segment and log segment.

Error Message:

```
Unable to access directory <string>. System error <string><string>.
```

Explanation:

Unable to access the given directory.

Recommended Action:

Make sure the given file is available and you can read/write it.

Error Message:

```
Unable to access file <string>. System error <string><string>.
```

Explanation:

UNIX is unable to access the given file.

Recommended Action:

Make sure the given file is available and you can read/write it.

Error Message:

```
Unable to add new user into syslogins table.
```

Explanation:

There is a problem adding new users to the database.

Recommended Action:

Run isql to verify the syslogin table.

Error Message:

```
Unable to add records into Sybase
```

Explanation:

There is a problem adding records into Sybase.

Recommended Action:

Run isql to test the Sybase server.

Error Message:

```
Unable to begin db transaction due to full database - will retry in <string>
secs
```

Explanation:

Database is full. The transaction will be retried later.

Recommended Action:

Enlarge your database space.

Error Message:

```
Unable to change current directory.
```

Explanation:

There is a system error. Unable to get the current name directory.

Recommended Action:

This is a UNIX system error message. Try to verify the system problem from an xterm window or a cmdtool window. Consult the UNIX system administrator.

Error Message:

```
Unable to change mode of file  <string>
```

Explanation:

This is a UNIX system error message. Configuration Mgmt is unable to change the file's read/write mode.

Recommended Action:

Try to verify the system problem from an xterm window or a cmdtool window. Consult the UNIX system administrator.

Error Message:

```
Unable to change the status of configuration. You may need to enlarge your
database segments.
```

Explanation:

There is a problem saving data into the database.

Recommended Action:

Check your log segment and data segment in the database to make sure they are not full. Sometimes Sybase will report the data segment full even if there is 1 MB of space available.

Error Message:

```
Unable to clear the log browser.
```

Explanation:

Something is wrong with the user interface.

Recommended Action:

Exit and restart the Log Manager.

Error Message:

```
Unable to create comment file.
```

Explanation:

This could be a UNIX system error message. UNIX is unable to read a comment file from the database and create a temporary file for it.

Recommended Action:

Check your log segment and data segment in the database to make sure they are not full. Sometimes Sybase will report the data segment full even if there is 1 MB of space available.

Try to verify the system problem from an xterm window or a cmdtool window. Consult the UNIX system administrator.

Error Message:

`Unable to create device temporary file for <<string>>.`

Explanation:

This is a UNIX system error message. UNIX was unable to create a temp file.

Recommended Action:

Try to verify the system problem from an xterm window or a cmdtool window. Consult the UNIX system administrator.

Error Message:

`Unable to create temporary file.`

Explanation:

This is a UNIX system error message. UNIX could not create a temporary file.

Recommended Action:

Try to verify the system problem from an xterm window or a cmdtool window. Consult the UNIX system administrator.

Error Message:

`Unable to delete configuration records from Sybase.`

Explanation:

CiscoWorks was unable to delete Sybase records.

Recommended Action:

Check the Sybase server. Check the data segment and log segment.

Error Message:

`Unable to delete records from Sybase.`

Explanation:

There is a problem deleting records from Sybase.

Recommended Action:

Run isql to test the Sybase server.

Error Message:

```
Unable to delete user from users table.
```

Explanation:

Unable to delete the user from the CiscoWorks user table.

Recommended Action:

The CiscoWorks user table may be corrupted. Try running isql to clear the user table.

Error Message:

```
Unable to fetch records from Sybase.
```

Explanation:

There is a problem reading a set of records from Sybase.

Recommended Action:

Run isql to test the Sybase server.

Error Message:

```
Unable to find agents directory in <directory path> directory!
```

Explanation:

The configuration has attempted to find the directory path where the new CiscoWorks schema files can be merged with the existing SNM schema files. The specified directory does not have the appropriate subdirectory structure for SNM schema files.

Recommended Action:

Specify a directory with a valid subdirectory structure for SNM schema files. The default directory is *$SNMHOME*.

Error Message:

```
Unable to get current directory.
```

Explanation:

There is a system error. The system is unable to find the current name directory. This is a UNIX system error message.

Recommended Action:

Try to verify the system problem from an xterm window or a cmdtool window. Consult the UNIX system administrator.

Error Message:

```
Unable to get Sybase server host ID. Make sure username and hostname are
included in the user's .rhost file on the Sybase server.
```

Explanation:

The username and host name are not included in the Sybase host's *.rhost* file.

Recommended Action:

Perform one of the following operations:

- Include your username and host name in the Sybase server's *.rhost* file. For example, if your username is Smith and host name is Logger, then log onto the Sybase host, find the *.rhost* file in your directory, and add the following line:

  ```
  Logger Smith
  ```

- Define whether the Sybase host is local or remote by setting the nmproc.Sybase variable in the *.Xdefaults* file.

  To indicate a remote Sybase server, enter the following line in the *.Xdefaults* file:

  ```
  nmproc.Sybase: remote
  ```

  To identify a local Sybase server, enter the following line in the *.Xdefaults* file:

  ```
  nmproc.Sybase: local
  ```

Error Message:

```
Unable to insert user into users table.
```

Explanation:

There is a problem adding new users to CiscoWorks Security user table. The table may be corrupted.

Recommended Action:

Try clearing up the user table and start it over again.

Error Message:

```
Unable to instantiate SYBAuthority.
```

Explanation:

There is a problem starting the user login verification process as you may have run out of swap space.

Recommended Action:

Try installing more memory.

Error Message:

```
Unable to load config file from database.
```

Explanation:

CiscoWorks is unable to read the configuration file from the database. There may be a problem with the database server.

Recommended Action:

Make sure the Sybase server is up. Check your log segment and data segment in the database to make sure they are not full. Sometimes Sybase will report the data segment full even if there is 1 MB of space available.

Error Message:

```
Unable to load records from Sybase.
```

Explanation:

There is a problem reading a record from Sybase.

Recommended Action:

Run isql to test the Sybase server.

Error Message:

```
Unable to login as sa.
```

Explanation:

The SA password might be incorrect.

Recommended Action:

Retry login.

Error Message:

```
Unable to move file from /tftpboot to /tmp. System error <string><string>.
```

Explanation:

This is a UNIX system error message. This is a move file error.

Recommended Action:

Try to verify the system problem from an xterm window or a cmdtool window. Consult the UNIX system administrator.

Error Message:

```
Unable to obtain grapher port number.
```

Explanation:

The SNM grapher is not currently running.

Recommended Action:

Start the grapher again from the SNM Tools menu.

Error Message:

```
Unable to open editor for device <string> comments file.
```

Explanation:

There is a problem starting the editor.

Recommended Action:

If the default editor is being used, make sure that textedit is on the system under *OPENWINHOME/bin*. If any other editor is specified, make sure the "EditorFormat" in *.Xdefaul*t file is correct.

Error Message:

```
Unable to open editor for device <string> configuration file.
```

Explanation:

There is a problem starting the editor.

Recommended Action:

If the default editor is being used, make sure that textedit is on the system under *OPENWINHOME/bin*. If any other editor is specified, make sure the "EditorFormat" in *.Xdefault* file is correct.

Error Message:

```
Unable to parse editor format. (<string>)
```

Explanation:

The "EditorFormat" in *.Xdefaults* file is incorrect.

Recommended Action:

Verify the "EditorFormat" line in the *.Xdefaults* file.

Error Message:

```
Unable to read configuration records to Sybase.
```

Explanation:

CiscoWorks was unable to read Sybase records.

Recommended Action:

Check the Sybase server.

Error Message:

```
Unable to remove user from syslogins table.
```

Explanation:

The Sybase syslogin table is corrupted. CiscoWorks is unable to delete the user from the database login table.

Recommended Action:

Run isql to clear it.

Error Message:

```
Unable to replace user name into users table.
```

Explanation:

The CiscoWorks user table may be corrupted. Sybase is unable to modify the existing user names.

Recommended Action:

Try running isql to clear the user table.

Error Message:

```
Unable to save configuration. You may need to enlarge your database segments.
```

Explanation:

The database is unable to save your configuration file due to insufficient space.

Recommended Action:

Check your log segment and data segment in the database to make sure they are not full. Sometimes Sybase will report the data segment full even if there is 1 MB of space available.

Error Message:

```
Unable to save the edited configuration comments. You may need to enlarge your
database segments.
```

Explanation:

The database is unable to save your comments file due to insufficient space.

Recommended Action:

Check your log segment and data segment in the database to make sure they are not full. Sometimes Sybase will report the data segment full even if there is 1 MB of space available

Error Message:

```
Unable to set the log browser.
```

Explanation:

Something is wrong with the user interface.

Recommended Action:

Exit and restart the log.

Error Message:

```
Unable to start formatted editor. System error <string><string>.
```

Explanation:

The "EditorFormat" in the *.Xdefaults* file is incorrect.

Recommended Action:

Verify the "EditorFormat" line in the *.Xdefault*s file.

Error Message:

```
Unable to start xterm. System error <string><string>.
```

Explanation:

UNIX is unable to execute the xterm command for an editor that needs xterm.

Recommended Action:

Make sure the command is in the PATH and can run standing alone.

Error Message:

```
Unable to update records in Sybase.
```

Explanation:

There is a problem updating the data in the Sybase records.

Recommended Action:

Run isql to test the Sybase server.

Error Message:

```
Unable to verify user login : <string>.
```

Explanation:

There is a problem verifying the user account. Users that will access CiscoWorks must be added to the CiscoWorks group during installation and configuration.

Recommended Action:

Check the Sybase server. If you must add users after the initial installation, edit the */etc/groups* file and manually add the UNIX user IDs.

Error Message:

```
Unable to write record to Sybase.
```

Explanation:

There is a problem writing a new record to Sybase.

Recommended Action:

Run isql to test the Sybase server.

Error Message:

```
Unique key value must change - no additions made.
```

Explanation:

The field that is used to identify data as a unique record has not changed. The data being added is duplicating an existing data record in the table.

Recommended Action:

If you have changed some data and still want to overwrite the record, use the **Modify** command.

Error Message:

```
Unknown host <string>
```

Explanation:

Indicates an attempt to add a device into the database via Initialize.

Recommended Action:

Make sure the device IP address is in /*etc*/*hosts*.

Error Message:

```
User name exists in users list.
```

Explanation:

New username is already in the user list.

Recommended Action:

None.

Error Message:

```
User name is not selected.
```

Explanation:

The username in the scroll window is not highlighted.

Recommended Action:

Select a username.

Error Message:

```
Variable alias <string> not found
```

Explanation:

The variable indicated does not exist in the *mib.alias* file.

Recommended Action:

Use **showmib** to see if the variable (object) is defined in the CiscoWorks MIB database. If not, you will need to add the MIB object and reconstruct the MIB database using **makemib**. Refer to the "MIB Files and Objects" appendix for more information on the MIB database.

Error Message:

```
Variable <variable name> is not valid.
```

Explanation:

Either the variable name does not exist in the CiscoWorks MIB database or it is not a readable variable.

Recommended Action:

Ensure that the variable exists in the database. Refer to the **showmib** command described in the "MIB Files and Objects" appendix. The variable should have "read-write" or "read-only" by the ACCESS field.

Error Message:

```
Version number is blank.
```

Explanation:

The configuration file version number's input field is blank.

Recommended Action:

You must input a version number before selecting **Find**.

Error Message:

```
Warning: an instance of Admins exists.
```

Explanation:

Indicates an attempt to run a second instance of any database form program. Only one instance of a program is allowed at a time.

Recommended Action:

Close the first instance before opening another.

Error Message:

```
Warning: an instance of Devices exists.
```

Explanation:

Indicates an attempt to run a second instance of any database form program. Only one instance of a program is allowed at a time.

Recommended Action:

Close the first instance before opening another.

Error Message:

```
Warning: an instance of Lines exists.
```

Explanation:

Indicates an attempt to run a second instance of any database form program. Only one instance of a program is allowed at a time.

Recommended Action:

Close the first instance before opening another.

Error Message:

```
Warning: an instance of Locations exists.
```

Explanation:

Indicates an attempt to run a second instance of any database form program. Only one instance of a program is allowed at a time.

Recommended Action:

Close the first instance before opening another.

Error Message:

```
Warning: an instance of Networks exists.
```

Explanation:

Indicates an attempt to run a second instance of any database form program. Only one instance of a program is allowed at a time.

Recommended Action:

Close the first instance before opening another.

Error Message:

```
Warning: an instance of People exists.
```

Explanation:

Indicates an attempt to run a second instance of any database form program. Only one instance of a program is allowed at a time.

Recommended Action:

Close the first instance before opening another.

Error Message:

```
Warning: an instance of Vendors exists.
```

Explanation:

Indicates an attempt to run a second instance of any database form program. Only one instance of a program is allowed at a time.

Recommended Action:

Close the first instance before opening another.

Error Message:

```
Warning: empty table.
```

Explanation:

Indicates an attempt to operate on an empty table.

Recommended Action:

Enter new records into the table.

Error Message:

```
Warning: no entry selected.
```

Explanation:

Apply was clicked without selecting a record.

Recommended Action:

Select a record before clicking **Apply**.

Error Message:

```
Warning: no selection to apply.
```

Explanation:

Apply was clicked without making a selection.

Recommended Action:

Select a record before clicking **Apply**.

Error Message:

```
Warning: only one lookup table allowed at a time.
```

Explanation:

Indicates an attempt to activate a lookup table while one is already activated.

Recommended Action:

Before activating a new window, close the old one.

Error Message:

```
Warning: this field cannot be selected independently.
```

Explanation:

Indicates an attempt to select a field that cannot be selected independently.

Recommended Action:

Do not select this field; use the other lookup window.

Error Message:

```
Write to log <string> failed, log closed - <string>
```

Explanation:

An attempt to write to the log file failed. The first <string> represents the log filename; the second is a UNIX error message indicating why the write failed.

Recommended Action:

Action is dependent on the UNIX error message. The failure may be due to insufficient disk space or NFS timeout (if the logfile is NFS-mounted).

Error Message:

```
You cannot delete <string>.
```

Explanation:

You are attempting to delete something which cannot be deleted.

Recommended Action:

Read the documentation for more information.

Error Message:

```
You can't modify the key field. Use Add to add a new master.
```

Explanation:

The field that is used to identify this data as a unique record has changed. The data is now a different record and cannot be placed in the table as an existing modified data record.

Recommended Action:

To place this new data in the table, use the **Add** command.

Error Message:

```
You must find a record before deleting it.
```

Explanation:

You cannot delete the record before locating it with the **Find** command.

Recommended Action:

Specify a record using the **Find** option prior to activating the **Delete** command.

Error Message:

```
You must have at least one detail row to add.
```

Explanation:

The mandatory data fields for the window must be filled in.

Recommended Action:

Check mandatory data fields in your table. Refer to the data field information for any of the Device Mgmt window sections in the "Device Management" chapter.

Error Message:

```
You must have at least one subdetail row entry to add.
```

Explanation:

The mandatory data fields for the window must be filled in.

Recommended Action:

Check mandatory data fields in your table. Refer to the data field information for any of the Device Mgmt window sections in the "Device Management" chapter.

Error Message:

```
You need to deselect the groups browser in order to select from this browser.
```

Explanation:

Only one entry in one browser can be selected from the user/group window.

Recommended Action:

None.

Error Message:

```
You need to deselect the users browser to select from this browser.
```

Explanation:

Only one entry in one browser can be selected from the user/group window.

Recommended Action:

None.

Error Message:

```
You need to select two different versions of configuration.
```

Explanation:

You need to select two different configuration version numbers to compare one database configuration file with another database configuration file.

Recommended Action:

Select two different configurations.

Resolution of CiscoWorks Release 1.0 Caveats

This section describes modifications that fix caveats associated with CiscoWorks Release 1.0(1) and 1.0(2) and NetCentral Release 1.3.

CiscoWorks Release 1.0(2) Modifications

CiscoWorks Release 1.0(2) contains the following modifications that resolve problems in CiscoWorks Release 1.0:

- When you added or deleted a device from the CiscoWorks Release 1.0 database, the devices list in the Configuration Management window did not display the latest

database with the added or deleted device. This bug has been fixed. [CSCdi08172]

- If you added new location information to the Locations field in the People window, this information replaced the previous location information in that window and all other primary windows that had the same location information in the Locations field. This bug has been fixed. [CSCdi08320]

- When you selected an option (for example, clicking on the Vendors button) from the Device Management window, entered data in the form, quit from the window and then reopened it, the following error message was generated "`Warning: an instance of Lines exists.`" In addition, you might have been unable to access the same option (for example, the Vendors form) again. This bug has been fixed. [CSCdi08895]

- When you added duplicate entries by mistake in any of the Device Management windows (for example, the People window), CiscoWorks Release 1.0 did not warn you that you were entering the same information twice. For example, you might enter a phone number for a user and then reenter the same phone number in another field within the same window. CiscoWorks Release 1.0 accepted both entries. This bug has been fixed in CiscoWorks Release 1.0(2). [CSCdi7999]

- Interface Type and Interface Speed data you entered in the Interfaces window was stored and displayed in integers only. For example, if you entered Ethernet in the Interface Type field, only the Ethernet value 0 was displayed when you accessed the Interfaces window. If you entered 10 megabits in the Interface Speed field, only the value 10 was stored and displayed when you access the Interfaces window next time. This bug has been fixed. [CSCdi08307]

- In Device Polling, the consumption rate calculation seems too low and misleading. The formula that calculates consumption rate has been modified to include multiple interface tables and routing accounting tables. [CSCdi09662]

- When you set up a polling table in the Device Polling window and selected interfaces from Instances, the SNM Results Browser might have disappeared unexpectedly if you selected the following:

  — One interface from the Instances pick menu in the Device Polling window

  — Device in the Results Browser window for Device Polling

  — Choices window from the Streams window

  This bug has been fixed. [CSCdi08266]

- When you selected the last MIB object in a list displayed from the Enterprise MIB group in the Device Polling window, the selected MIB object might not be grayed out to indicate that it was selected. This does not occur in CiscoWorks Release 1.0(2). [CSCdi08274]

- If you selected an interface in the Instances pick menu, it was marked by an asterisk (*). After you select an interface and clicked the **Apply** button, the asterisk was deleted from the selected interface. This does not occur in CiscoWorks Release 1.0(2). [CSCdi08325]

- If you started the CiscoWorks Polling daemon at the UNIX command line with a **-l** *logfile* or **-L** *logfile* option, and the log file was located in a directory without write permissions, and the Polling daemon exited unexpectedly. This does not occur in CiscoWorks Release 1.0(2). [CSCdi08249]

- Database-related scripts, such as **enlarge_nms**, now check for user *root* before executing. If you are not *root*, the scripts automatically exit. [CSCdi09461]

- When you clicked on a menu button to view a popup window, the menu button might have remained grayed out after you exited the window. For example, when you click on the **File** button in a window and select **Version** to display the Version popup window, the **File** button might remain grayed out after you exit from the Version window. This bug has been fixed. [CSCdi08053]

- In CiscoWorks Release 1.0, a problem occurred with IP address resolution. An excerpt of IP addresses in a sample */etc/host*s table follows:

  ```
  1.1.1.1 tassle.cisco.com
  1.1.1.2 tassle.cisco.com
  1.1.1.3 tassle.cisco.com
  ```

  If Path Tool found *tassle.cisco.com* at IP address 1.1.1.2 and tried to map this address to a name, it failed. It also was unable to access the SNM database and identify the type of glyph that should be associated with the device. Therefore, the glyph for the device displayed as a default generic router. This bug has been fixed. [CSCdi7892]

- When a table in the Polling Summary window was destroyed, the objects and devices associated with the table were not always deleted from the Objects and Devices windows. This does not occur in CiscoWorks Release 1.0(2). [CSCdi08328]

- The Show Commands window would freeze if you appended print-related commands to the Options field in the Print window. In CiscoWorks Release 1.0(2), this field has been modified to enable the entry of print-related commands. [CSCdi06210]

- When you shut down the Sybase dataserver and the CiscoWorks Polling Daemon (nmpolld) in the Process Manager window, the Process Manager window might have continued to show the polling daemon as being turned on. When you restarted the Sybase dataserver, a series of error messages might have appeared. This bug has been fixed. [CSCdi08915]

- When you shut down and restarted the Sybase and nmlogd daemons in the Process Manager window, the nmdevmond and nmeventd daemons could not be shut down. This bug has been fixed. [CSCdi08220]

- The following limitations applied to the *cisco.schema* file supplied with CiscoWorks Release 1.0(2) for use with SNM:

  — Errors in the FDDI MAC and SMT tables caused them to return incorrect and incomplete data.

  — The *lifTablePackets* and *lifTableOctets* groups were too large for SNM; therefore, results were not returned.

— Many variables in the protocol groups were defined as integer type instead of counter. Therefore, SNM generated warning messages about type mismatch. These warning messages could fill up the *ciscolog* file.

— Octet variables lacked formatting; therefore, MAC addresses were presented without any colons within each address.

— Interface groups *if* and *lif* lacked the *ifDescr* variable which indicated the statistics for the interface (instead of just the interface index).

The *cisco.asn1.oid* file had the following limitations:

— *snmpFddiMACSMTIndex* was defined as 1.3.6.1.2.1.10.15.2.2.1.2 and should be 1.3.6.1.2.1.10.15.2.2.1.1.

— *snmpFddiMACIndex* was missing and should be included as 1.3.6.1.2.1.10.15.2.2.1.2.

If you currently are using CiscoWorks Release 1.0(2), the updated *cisco.schema* and the *cisco.asn1.oid* files can be obtained from the */ftp/CiscoWorks* directory on the FTP server. Use of these updated files resolves the problems described here. If you need assistance in obtaining the updated files, contact Cisco Systems Technical Assistance Center (TAC). [CSCdi10146]

CiscoWorks Release 1.0(3)Modifications

CiscoWorks Release 1.0(3) contains the following modifications that resolve problems in CiscoWorks Release 1.0(2):

- In the Device Interface window, when a router has multiple interfaces, and the interface line type is changed for one interface, all interface line types change to the same line type.This bug has been fixed by adding an pick menu to select values for line type. [CSCdi09667]

- In Device Polling, if a device restarts and is currently being polled, the device polling no longer stops. [CSCdi11576]

- The Device Polling daemon (nmpolld) no longer stores negative sysUpTime values in the Sybase database while polling. [CSCdi11577]

- In Device Polling, if two tables poll the same variable with different poll rates, each poll group table will now store data at the desired poll rate. [CSCdi10770]

- In Device Polling, if a polling table is destroyed while polling is still occurring on that table, the Log Manager is flooded with messages. Destroying a group is no longer allowed unless the user sets the poll rate to zero and selects **Activate Changes** before selecting the **Destroy Table** option. [CSCdi9571]

- For NetCentral Release 1.3 to CiscoWorks Release 1.0(2) upgrades, the polling table definition in the database now includes the data type for each column. You will no longer see the Log Manager messages on a data-type mismatch. [CSCdi09558]

- Device Polling no longer supplies an extra empty record in the browser after the polling table has been deleted. [CSCdi09605]
- The sample table entry no longer appears twice in the Device Polling window. [CSCdi09511]
- The updated *cisco.schema* and the *cisco.asn1.oid* files have been added to the CiscoWorks Release 1.0(3) software. These files solve the problems introduced in CiscoWorks Release 1.0. [CSCdi10146]
- In Process Manager, you can now shut down nmpolld by clicking on the **Off** button. [CSCdi08914]
- When using Show Commands or the Health Monitor to request Flash group MIB variables, CiscoWorks Release 1.0(3) now verifies the router software version prior to requesting the Flash variables. If you are using router Software Release 8.2, this information request will no longer cause the router to crash. To avoid crashes with other SNMP management packages, upgrade to router Software Release 8.3, 9.0, or 9.1. [CSCdi12128]
- Show Commands no longer exits when using Show Traffic Mix. [CSCdi09658]
- When using Sync w/Sybase or device initialization in Device Management, CiscoWorks no longer ignores the SNM or Device Management community string and substitutes *public* when adding a device to the database. [CSCdi11637]
- The **enlarge_nms** script automatically creates a new file name if the current device name already exists as a file. [CSCdi09839]
- The current **enlarge_nms** script fixes the problem of having to provide a unique filename for the *nms2.dat* file. The script will no longer allow you to choose a default filename if a previous filename exists. [CSCdi08944]
- Enterprise traps have been added to the SNM *snmp.traps* file to define the Cisco-specific traps. [CSCdi09664]

Resolution of NetCentral Release 1.3(1) Caveats

CiscoWorks Release 1.0 contains the following modifications that resolve problems that occurred when using NetCentral Release 1.3(1). The bug numbers listed in this section apply to NetCentral Release 1.3(1).

Flashing Icon

Due to an error in calculating the amount of time required for a device to respond to a poll, NetCentral Release 1.3(1) occasionally assumed that the device was not responding. As a result, the device icon would momentarily turn red and then change back to its previous color. This problem does not occur in CiscoWorks Release 1.0. [CSCdi05444].

Database to Device

If you tried to use the **Database >> Device** button to load a configuration file from the database to a device, the window might have frozen because of database-related problems. This problem does not occur in CiscoWorks Release 1.0. [CSCdi05333].

File to Database

If you chose a device and tried to load a configuration file to the database, the application exited unexpectedly because the device name could not be resolved. This problem has been fixed. The application will not exit, and no error message will appear stating that there is a name resolution problem. [CSCdi05334]

Frequently Asked Questions

This section contains some frequently asked questions about CiscoWorks and SNM issues that impact CiscoWorks. Read this section to see if your questions are addressed before calling Cisco Technical Support.

- When I request a Quick Dump from the device Glyphs menu for *lifTableBytes* or *lifTablePackets*, nothing is ever returned. What is wrong?

  The router defaults to a packetsize for an SNMP reply of 484 bytes. The groups you are requesting are very large and the request can timeout while the router is replying. Try reconfiguring the SNMP reply size with the router command **snmp-server packetsize 4096** or **snmp-server packetsize 8192**.

- What are the files in */tftpboot*?

  Remote configuration functions leave configuration files in */tftpboot*. CiscoWorks was designed to operate as the TFTP server for a network device to net-load the configuration file (and code images for that matter). The loaded configuration file is always left in */tftpboot* for this purpose.

- Why is my configuration file not loading properly?

  The operation of loading a configuration performs an incremental update of the file into the existing configuration file. For example, it is not sufficient to delete a **novell routing** command from the configuration file and then load it. You must explicitly specify **no novell routing**.

  Alternatively, the configuration file might have syntax errors. If you suspect this is the case, log onto the router console and initiate a TFTP session from the router. The errors will be displayed on your console screen. Or, log onto the router before you download the file.

- Why am I not able to load a configuration file to a device?

  If the community string for a device is ReadOnly (RO), you cannot load a configuration file to the device. Use the Devices window in Device Management to enter a ReadWrite

(RW) community string for each device.

- If I start polling in Device Monitor, can I use Device Polling to change the poll rate and poller?

  Yes, but you will not change the device monitor poller, only the poller for statistical information. You must use the Device Monitor application to change the polling rate for the Device Monitor daemon (nmdevmond).

- When an SNMP request is made to a router for the *sysName* object, the results show a string of unprintable characters that are added to the host name. Why does this occur?

  If the router's host name does not include the domain name (for example, the complete host name is *tassle*, not *tassle.cisco.com*), the SNMP agent on the router attempts to add a domain name to the host name. The domain name appears like a string of unprintable characters.

  To solve this problem, configure the router with a domain name.

- Even though I created a map using the SNM Discover tool, the Discover map displays only a few subnets within my own network. Why?

  In SNM, you need to create separate bus connections for each subnet and then discover each one using the Discover tool. SNM will not discover devices in each subnet of the entire network or create a detailed network map.

- The subnets that I wish to discover by using the Discover tool are physically located within our own network and are bridged by routers. Should I create a separate bus segment for each subnet?

  You need to create one segment for all of these subnets. SNM discovers devices by pinging the first IP address in the segment and then continuing upward with the rest of the IP addresses. If you create a segment 131.107.1.0, SNM pings 131.107.1.1 and continues until it reaches 131.107.1.255. You can alter this method of pinging the devices. For detailed information, refer to the SNM **snm_discover** manual page.

- I have a host name resolution problem in DN. What do I do?

  If NIS is running and the device is not specified in the NIS database, make sure you start ypserv with the -d option. This option tells NIS to go to DNS for more host information. This is according to the ypserv manual pages.