

Error Messages

This appendix lists common error messages associated with CiscoWorks installation and configuration. With each error message, an explanation of what might have caused the error is included, as well as a description of how to resolve the problem.

Error messages are listed alphabetically.

Error Message

Checksum error.

Explanation The UNIX *tar* file became corrupt.

Recommended Action Reinstall CiscoWorks. If this does not correct the Checksum error, contact your CiscoWorks service representative for a new installation CD.

Error Message

Error installing NMS.

The following files are either missing or corrupt:

```
10485760 ./sybase/SUN4/data/master.dat
```

Error installing NMS

The above files were found to be of a different size than those written on the distribution media. A problem occurred in the installation which prevented them from being correctly extracted. Refer to the installation instructions for possible causes. The list of expected files can be found in

```
/user/nms/.install/find.sort.install
```

and the list of failed files is in

```
/usr/nms/.install/missing.files.
```

Explanation The most probable cause for this error is that there was not enough room in the installation directory for CiscoWorks.

Another possible cause is that the CD-ROM drive malfunctioned. If you have a SPARC station 1 or 2 system, this is the likely cause if the installation process took much less than 20 minutes and ended by abruptly displaying a long list of files on the screen.

Recommended Action Expand your partition to allow CiscoWorks to be installed correctly; then reinstall CiscoWorks. Use a different CD-ROM drive if necessary. If you are not able to correct the problem, contact a Cisco Systems service representative for assistance.

Error Message

Error: Problem with initializing Sybase server.

Explanation The most probable cause for this error is that the *rc.local* file attempted to invoke the **nmstartup** command, but Sybase was not yet configured.

Recommended Action Check the NMSROOT and SYBASE environment variables. Check the Sybase configuration and rerun the *ncsconfigure* script, if necessary. If this does not resolve the problem, contact a Cisco Systems service representative for assistance.

Error Message

FAIL: cmd: xnmgrapher; err:2

Explanation This message appears if you try to launch the HP OpenView Grapher from CiscoWorks Real-Time Graphs or Health Monitor application and the path where the HP OpenView Grapher is located is not set in the PATH environment.

Recommended Action Exit all applications and OpenView Windows. Set the PATH environment to include the directory where OpenView Grapher is located. Restart CiscoWorks applications.

Error Message

Invalid password or no Sybase server running.

Explanation The password used for Sybase was incorrect when you upgraded your existing version of CiscoWorks.

Recommended Action Identify and provide the correct password for Sybase. Refer to “Sybase Password” in Chapter 2, “Preparing to Install CiscoWorks.”

Error Message

Sybase server is not responding. Please check your old server.

Explanation If you are upgrading your version of CiscoWorks, the Sybase server must be running when you are installing the new version of CiscoWorks. If that is not the case, this error message will display on your screen.

Recommended Action Make sure that the Sybase server is running by using the **nmstartup** command. Then try to run the installation script again.

Error Message

Sybase would not install.

Explanation The Sybase software cannot be installed on your system for one of the following reasons:

- There is inadequate disk space on the system for completing the installation of Sybase software.
- The system kernel is not modified. If your system has insufficient memory, the kernel of the system may not be modified to reflect the Sybase changes.
- The hostname could not be resolved because of the large size of the */etc/hosts* file.

Recommended Action Check the */tmp/log* and *ncskernel.log* files for the cause of the error message.

Recommended Action Use the **df** command (on a Sun platform) or **dbf** (on an HP-UX platform) to determine whether your system has enough disk space for Sybase installation.

Recommended Action If the kernel was not modified, edit the kernel configuration file manually to add the Sybase modifications.

Recommended Action If a hostname was unresolved, contact the system administrator responsible for maintaining the */etc/hosts* file or the DNS database.

Error Message

The Database was not properly built

Explanation When specifying the directory path for CiscoWorks installation, you used the link directory */usr/nms/sybase/install*. You cannot use the link directory.

Recommended Action Rerun the installation phase *usr/tmp/unbundled/ncs/ configure*. When prompted for a directory path, use */disk/nms/sybase/ install*.

Error Message

The */sys/sun* directory does not exist!

Explanation If you allowed the installation script to edit the kernel configuration file in the */sys/sun/ARCH/conf* directory (where ARCH could be *sun4c*, *sun4m*, or *sun4n*) and made Sybase-related changes to the kernel, the kernel attempts to find the script in the */sys/sun* directory. This error message is displayed if that directory does not exist.

Recommended Action Check the directory structure on your system to locate the *sys/sun* directory. If this directory is missing, refer to the *Sun System Administration Guide* for information on the correct directory structure for your system.

Error Message

Unable to copy old vmunix! Check /tmp/log file.

Explanation When the configuration script edits the `/sys/sun/conf/config` file and creates a new kernel, it attempts to save the old kernel in the `vmunix.syb_inst` file. At least 3 megabytes (MB) of disk space is required to save the old kernel as a backup.

Recommended Action Use the **df** command to check the amount of disk space available on your system. At least 3 MB of disk space is required to save the old kernel in `old/vmunix`.

Error Message

Unable to make directory.

Explanation CiscoWorks is attempting to create a directory, but is unable to do so because of restricted permissions assigned to the directory above the directory currently being created.

Recommended Action Change the permissions to the appropriate directory to enable CiscoWorks to create a directory below it. For information on the **chmod** command, refer to the *Sun System Administration Guide* or the UNIX manual page.

Error Message

You must be logged into the system as root to run this script!

Explanation When installing or configuring CiscoWorks, you must log in as a superuser. When you log in as a regular user, your permissions are inadequate for CiscoWorks to complete the installation and configuration process.

Recommended Action Log in as a superuser to the system where CiscoWorks is being installed or configured.
