Troubleshooting CiscoWorks Errors

This appendix contains the following sections:

- Running CiscoWorks Applications from the Command Line
- Error Message Levels
- Common Error Messages

Each error message covered includes an explanation of what might have caused the error and a description of how to resolve the problem.

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 documentation packaged with CiscoWorks.

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

Running CiscoWorks Applications from the Command Line

You can run CiscoWorks from a supported graphical user interface or from the UNIX command line. If you experience problems using the graphical user interface, you might prefer to use the command line to bring up the applications. This section describes the command line syntax used to bring up all the CiscoWorks applications.

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

Step 1 To change directories to access the CiscoWorks applications, commands, or daemons, enter the following command:

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

The files can be located in either *$NMSROOT/bin* or *$NMSROOT/etc*.

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

- **nmautoinst**—AutoInstall Manager application
- **dwb**—Sybase Data Workbench (DWB) application

  To alter your terminal environment variable, refer to "Invoking Sybase DWB from the Command Line" in Chapter 4.

- **logpurg**—Log Purge program

- **nmadd** [**-v**][**-h**][**-n** *device*][**-d** *domain_name*] [**-r** *commstring*][**-w** *rw_commstring*]—Add to database application

- **nmadmin**—Security Manager application

- **nmconfig** [**-v**][**-h**][**-d** *device*][**-U** *user*][**-P** *password*][**-O** *option*][**-D** *group*][**-m** *maillist*][**-l** *logdir*][**-c** *commandfile*][**-s** *community string*][**-g** *group*][**-dom** *domain*]—Configuration Management Batch Program

- **nmconfman**—Configuration Management application

- **nmcontacts**—Contacts application

- **nmdevman** [**-v**]—Device Management application

- **nmdevmon**—Device Monitor application (Sun Net Manager only)

- **nmdevmond** [**-v**][**-d**][**-l** *logfile*][**-L** *redundant_logfile*]—Device Monitor daemon (SunNet Manager only)

- **nmdevswman**—Device Software Manager application

- **nmdomain** [**-v**][**-h**][**-G** *domain*]—Domain Manager application

- **nmenv** [**-v**] *device community string*—Environmental Monitor application (needs envmonitor 2.0 or later)

- **nmgcmd** [**-v**][**-h**][**-G** *domain*]—Global Command Manager application

- **nmgraphs** [**-v**] *device community string*—Real-Time Graphs application (must have NMS platform running)

- **nmhealth** [**-v**] *device community string*—Health Monitor application

- **nminventory**—Software Device Inventory application

- **nmlogin**—Login application

- **nmlogman**—Log Manager application

- **nmlogout**—Logout application

- **nmpccmd** [**-v**]—Configuration Snap-In Manager application

- **nmpath** [**-v**] [**-D**] [*source*] [*destination*]—Path Tool application

- **nmpoll**—Device Polling application

- **nmproc**—Process Manager application

- **nmsanms**—Default Account program

- **nmscheduler** [**-U** *cw_user_name*][**-N** *my_global_cmd*]—Global Commands Scheduler

- **nmshow** [**-v**] *device community_string* [*option*]—Show Commands application

- **nmsummary**—Polling Summary application

- **nmswman—**Software Library Manager application

- **nmsync** [**-v**][**-l**][**-D** *domain_name*][**-h** *host_name*]—Sync w/Sybase application

- **nmtacacs**—TACACS Manager application

- **nmversion**—Version Command

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

```
% nmcontacts
```

The Contacts window will appear.

Note   If you experience difficulty with a CiscoWorks application, contact a technical support representative.

Error Message Levels

CiscoWorks has six levels of error messages as described in Table B-1.

Table B-1   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 level 3 or higher are actually logged to the Log Manager during the normal running of the application.

Note   The applications, commands, and 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, including the installation and configuration scripts. They are organized alphabetically and include an explanation and recommended action for each error message.

Note   For installation error messages, refer to the *CiscoWorks Administrator and Installation Guide*. For information on any errors relating to maps, graphing, snapshots, and so on, refer to the documentation for your specific network management platform.

In the error messages, the expressions *<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 alphabetically, return to the beginning of the error messages and check under the error messages that begin with *string*.

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

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

Recommended Action Change the file permission to read/write.

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=<number>), using datatype from mib: <string>
```

Explanation   The specified data type (retrieved 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 might not be authorized to use the Device Monitor application.

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

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

Explanation   The poll rate is invalid.

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
```
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 **restat -r** command.

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

Explanation   The upload is not complete because the Configuration Management 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 Management 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   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 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. You must have at least 1.5 MB of memory to run the database form program.

Run the command **/etc/pstat -s** 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 database. Refer to the **showmib** command described in Appendix A, "MIB Files and Objects."

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=<number>) 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 lock file: path/snm+lock: 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:

   # **chown -R** *username directory name*

To remove the *snm+lock* file, enter the following command:

   # **rm snm+lock**

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

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

Explanation   nmlogd is trying to open the syslog file that is defined in */etc/syslog.conf* and was not able to open the file.

Recommended Action   Refer to the error number (*<number>*) for debugging.

Recommended Action   Logpurg is trying to open the logfile that is defined in */etc/syslog.conf* and is unable to do so.

Recommended Action   Refer to the error number for more details.

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

Explanation   The upload is not complete because the Configuration Management 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   For SNM, ensure that an entry for this variable exists in a *.oid* file in the *$SNMHOME/agents* directory. For HP OpenView, add the necessary MIB to the CiscoWorks MIB database using *makemib* script.

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 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
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 swap space.

Recommended Action   Try deselecting some device you are currently monitoring and retry your request. Stop the CiscoWorks processes and configure more swap space or shut down some existing processes.

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 of the **ps -ax | grep dataserver** command at the Sun server machine. If you are using an HP-UX machine, use the **ps -ef | grep dataserver** command.

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 the section "Verifying Available Database Space" in Chapter 8.

Error Message
```
Could not lookup object id for attr id: <number>, so using stored id:
<number>
```

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

Recommended Action   For SNM, check the SNM oid and schema files for the existence of this attribute. For HP OpenView, add the necessary MIB to the CiscoWorks MIB database using *makemib* script.

Error Message
Could not run snm_cmd

Explanation   Cannot locate the *snm_cmd* file in */usr/snm/bin* directory. You might 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 Chapter 8, "Database Administration," for information on enlarging the transaction log space.

Error Message
Couldn't start xterm for editor. System error <2> <No such file or directory>.

Explanation   The xterm variable 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 distributed by Cisco Systems, xterm is in the */usr/bin/X11/xterm* directory. Include it in your PATH or set a symbolic link to it.

Error Message
Data type mismatch for <string> (id=<number>) : database claims <string> while mib claims <string>

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

Recommended Action   Correct the CiscoWorks MIB database or the NMS database, whichever is in error.

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 Chapter 7, "Database Administration."

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

Explanation   An error was encountered while trying to retrieve this datum.

Recommended Action   Contact a service 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 on **OK** to delete the record, or **No** to cancel.

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 Revision. 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> 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

```
Device has too many interfaces
```

Explanation   The device has more 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 release earlier than 8.2.

Recommended Action   Reload the device with a software release 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 Poll <string> (id=<number>) 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=<number>) 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=<number>) 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:

On Sun platforms:

`% ps -vax | grep nmpolld`

On HP-UX platforms:

```
% ps -ef | grep nmpolld
```

Identity the process ID number for nmpolld.

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

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

Error Message
```
Device poll: <string>  <string> desired poll rate:  <number> secs, actual
poll rate: <number>
```

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 "xxxx" is Running Software Which Does Not Support SNMP Initiated
Configuration 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 name resolution error. Check device domain.
```

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

Recommended Action   Check the name resolution.

Error Message
```
<directory> does not contain a valid CiscoWorks 1.0!
```

Explanation   During an upgrade installation, you are asked for the directory path for the old software. This error message indicates that the software in the specified directory path cannot be upgraded.

Recommended Action   You can correct this error in one of two ways. You can specify the directory path that contains a valid CiscoWorks installation. You also can exit the installation process and reinstall the software, selecting **new** when prompted to specify the type of installation by the script.

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 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.

csh: `setenv NMSROOT` *pathname*
sh: `NMSROOT =`*pathname* (press Return). Then enter `export NMSROOT`.

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

Explanation   Sybase Database Workbench (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   Check the name resolution.

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
```
 FIFO_config: Permission denied
```

Explanation   user/group permissions were not properly defined during CiscoWorks installation resulting in a corresponding configuration problem

Recommended Action   See the section "Troubleshooting File Permissions During Configuration" at the beginning of this appendix.

Error Message
```
File <string> exceeds the maximum <number> 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/Not Found
```

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

Recommended Action   Reenter the filename. Verify the file exists.

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: 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
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 a support representative about 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 clicking on **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 exceeded the number of allowable detail or subdetail rows that can be used in a single function action.

Recommended Action   Divide the rows into smaller groups and proceed by 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 can 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 <string>.

Explanation   The value entered is invalid.

Recommended Action   Try removing the nonalphanumeric characters or enter another name.

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 entered a password incorrectly, or the default password has 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 (<string>) for var (<string>)

Explanation   You attempted to create a variable <string>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 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 polling interval. Must be between 1 and 600 seconds
```

Explanation You 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 threshold value. Must be between 0 and 100 percent
```

Explanation You 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 For SNM, ensure that an entry for this variable exists in a *.oid* file in the *$SNMHOME/agents* directory. For HP OpenView, add the necessary MIB to the CiscoWorks MIB database using *makemib* script.

Error Message
libcfgcmd: not enough memory

Explanation   The application cannot find any available memory, so the application exits.

Recommended Action   Add more memory or swap space to your system or exit out of one or more of your CiscoWorks applications.

Error Message
libcfgdev: cannot create SybDatabase object

Explanation   The application cannot create the Sybase object it requires.

Recommended Action   The reason may be due to not enough memory or some other problem. Add more memory or swap space to your system or exit out of one or more of your CiscoWorks applications.

Error Message
log file <string> open failed <number>

Explanation   The nmlogd cannot open the log file.

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

Error Message
Log File <string> Open failed, errno = <number>

Explanation   The nmlogd cannot open the syslog file.

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

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   The logpurg command 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 *<number>* for more details.

Error Message
logpurg can not open spool file <string>, <string>

Explanation   The logpurg command 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   The nmlogd is trying to read the records from log file where it 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   On the Sun platform, run the **pstat -s** command to find out how much swap space is currently being used. On the HP-UX platform, run */etc/swapinfo* 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 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. On HP-UX, refer to the */etc/swapinfo* directory for more information.

Error Message
```
Microcode information for <router_name> is not initialized.
```

Explanation   This message indicates that the controllers table for this device is not initialized. Other information, such as the interfaces, has been initialized, but the controller information was not initialized.

Recommended Action   Check to ensure you have entered the correct line and enable password for this device. If the device is running TACACS on this device, you need to create a special TACACS account. For information on setting up the special TACACS account, refer to the section "Modifying the Special TACACS Accounts Created at Installation Time,"in Chapter 7.

Error Message
```
Must be a number.
```

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

Recommended Action   Enter a valid number.

Error Message
```
Must be a valid number.
```

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

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   Check the name resolution.

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
```
nmcfgtool: Can't find field <string> in database
```

Explanation   The application cannot find the desired table or field in the database. The Sybase database may not be installed correctly or you may be pointing to the wrong database server.

Recommended Action   Check to ensure you are referencing the appropriate database server or reinstall your backup Sybase database.

Error Message
```
nmlogd can not find syslog file
```

Explanation   The 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 the CiscoWorks log.

Error Message
```
NMLOGD FORK Failed
```

Explanation   The 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   The 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   The 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 determine whether 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 yet selected a configuration.

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 yet selected a device.

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 from the Device Names scroll window in the Configuration Management window. Then select **File>File to Database**.

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 Chapter 8, "Database Administration."

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   On the Sun platform, run the **/etc/pstat -s** command to find out how much swap space is currently being used. On HP-UX, run the **/etc/swapinfo** command.

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 your system documentation 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>) 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   The nmlogd is trying to read a log file that was not yet processed by the nmlogd and so 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* to 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
SunNet Mgr database error: <string>, error (<string>)

Explanation   This is a SunNet Manager error.

Recommended Action   For error message information, refer to your *SunNet Manager 2.0 Reference Guide*.

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 would most likely fail as a result of the server not running rather incorrect privilege access to database.

Error Message
Sybase err_handler: <string> string <string>

Explanation   The 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   The 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. For information on Sybase database administration, refer to Chapter 8, "Database Administration."

Error Message
SYBASE INIT Failed.

Explanation   The 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   The 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 log in through the **Login** application.

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

Step 1   To verify that the error message is associated with a core dump caused by the **ps -ajx** command, enter the following command:

    % **ps -ajx**

Step 2   Determine whether a core dump occurred and contact Sun Microsystems to report this error message.

Step 3   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**

Step 4   If a core dump occurs, report the problem to Sun.

Step 5   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 log in using the **Login** application.

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

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

Explanation The upload is not complete because Configuration Management 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 for assistance.

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

Explanation The upload is not complete because Configuration Management 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 for assistance.

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 for assistance.

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

Explanation Configuration Management 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 particular Device Management window. Mandatory data requirements ensure that minimal information is captured and made available to other tables in the database.

Recommended Action Refer to Chapter 6, "Device Management," for the particular Device Management 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 swap space.

Recommended Action On Su n platforms, run the **etc/pstat -s** command to find out how much swap space is being used. On HP-UX, run the **etc/swapinfo** command.

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 your system documentation or your system administrator..

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

Explanation You selected a configuration that does not need to be compared; because 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 chose 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 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 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   The 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 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 mask the password from the configuration file.`

Explanation An error was encountered while Configuration Management 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 for assistance.

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

Explanation 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 for assistance.

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 by entering the following command:
$Sybase/bin/isql.

Error Message
Unable to add records into Sybase

Explanation   There is a problem adding records into Sybase.

Recommended Action   Check the status of the Sybase server to narrow down the problem. To
check the status of the Sybase server, enter the following command: **$Sybase/bin/isql**.

Error Message
Unable to begin db transaction due to full database - will retry in <number>
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 change 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 for assistance.

Error Message
Unable to change mode of file <string>

Explanation   This is a UNIX system error message. Configuration Management 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 for assistance.

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 create comment file.

Explanation   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 for assistance.

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 device temporary file for <<string>>.

Explanation   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 for assistance.

Error Message
Unable to create temporary file.

Explanation   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 for assistance.

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 by entering the following command:
$Sybase/bin/isql.

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 by entering the following command:
$Sybase/bin/isql.

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 by entering the following command:
$Sybase/bin/isql.

Error Message
```
Unable to get current directory.
```

Explanation   There is a system error. The system is unable to find the current name directory.

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

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, log in on to 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. To clear up the user table, enter the following commands:
```
% isql -Usa -p
% use nms
% set user SAnms
% go
% delete users
% go
```

Error Message
Unable to instantiate SYBAuthority.

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

Recommended Action   Try to add more swap space. Run 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
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 by entering the following command:
$Sybase/bin/isql.

Error Message
Unable to login as sa.

Explanation   The system administrator (SA) password might be incorrect.

Recommended Action   Retry login with the correct password.

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

Explanation   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 for assistance.

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 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 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   Confirm that the Sybase server is running. Try entering the following command to verify the status of the server: isalive -U<*username*> -P<*password*> -S<*Sybase*>

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   Try running isql to clear the syslogin table by entering the following command: $Sybase/bin/isql.

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 by entering the following command: $Sybase/bin/isql.

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 and data segments 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 Flash Image Manager because the following files are
unavailable: $NMSROOT/bin/expectk, $NMSROOT/bin/traceroute, $NMSROOT/bin/
flrrxboot-upgrade.
```

Explanation   The software upgrade procedure cannot continue because the Flash Image Manager files are not installed.

Recommended Action   Verify the files in the *$NMSROOT/bin* directory that the error message references are missing. If they are missing, reinstall the CiscoWorks product so these files are added to the appropriate directories. If you are using SNM, contact your technical support person to receive patch information.

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 usable 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 by entering the following command:
```
$Sybase/bin/isql.
```

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

Explanation   Users that will access CiscoWorks must be added to the CiscoWorks group during installation and configuration.

Recommended Action   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 verify user login : <string>.

Explanation   There is a problem verifying the user account.

Recommended Action   Check the status of the Sybase server to narrow down the problem. To check the status of the Sybase server, enter the following command:
$Sybase/bin/isql.

Error Message
Unable to write record to Sybase.

Explanation   There is a problem writing a new record to Sybase.

Recommended Action   Check the status of the Sybase server to narrow down the problem. To check the status of the Sybase server, enter the following command:
$Sybase/bin/isql.

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   Check name resolution.

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 <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 Appendix A, "MIB Files and Objects." The variable should be "read-write" or "read-only" in the ACCESS field.

Error Message
Variable alias <string> not found

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

Recommended Action   Enter the **showmib** command to see if the variable (object) is defined in the CiscoWorks MIB database. If not, you must add the MIB object and reconstruct the MIB database using the **makemib** command. For more information on the MIB database, refer to Appendix A, "MIB Files and Objects."

Error Message
Version number is blank.

Explanation   The input field for the configuration file "Version Number" 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 can be run 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 can be run 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 can be run 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 can be run 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 can be run 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 can be run 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 can be run 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 on **Apply**.

Error Message
`Warning: no selection to apply.`

Explanation   **Apply** was clicked without making a selection.

Recommended Action   Select a record before clicking on **Apply**.

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

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; try selecting a field in a different 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 Network File System (NFS) timeout (if the log file is NFS-mounted).

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

Explanation   You are attempting to delete something which cannot be deleted.

Recommended Action   For more information, refer to the documentation that addresses the material you are trying to delete. You might only need to click on a modify button or select a similar command from one of the menus.

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 Management window sections in Chapter 6.

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. For more information, refer to the data field information for any of the Device Management window sections in Chapter 6.

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 or 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 must select two different configuration version numbers to compare one database configuration file with another database configuration file.

Recommended Action Select two different configurations.