

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 may cause the error and a description of how to resolve the problem.

For information on all Cisco device error messages 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 platform-specific error messages, refer to the appropriate 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 may 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, utility, or daemon, enter the appropriate command from the following list:

- **nmautoinst**—AutoInstall Manager application
- **logpurge**—Log Purge program
- **nmadd** *[-v][-h][-n device][-d domain_name] [-r commstring] [-w rw_commstring]*—Add to database application
- **nmadmin**—Security Manager application

- **ciscoconnect**—**[-v cwuser]** CiscoConnect application
- **nmccsendtest**—Sends CiscoConnect test message
- **nmccreconfig**—Reconfigures CiscoConnect
- **nmcccasequery**—Request updates case status information
- **nmview**—CiscoView 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**—**[-v]** Configuration Management application
- **nmcontacts**—**[-v]** Contacts application
- **nmdevman** **[-v]**—Device Management application
- **nmdevmon**—**[-v]** 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**—**[-v]** Login application
- **nmlogout**—**[-v]** Logout application
- **nmppcmd** **[-v]**—Configuration Snap-In Manager application
- **nmppath** **[-v]** **[-D]** *[source] [destination]*—Path Tool application
- **nmppoll**—**[-v]** Device Polling application
- **nmproc**—**[-v]** Process Manager application
- **nmsanms**—**[-v]** 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**—**[-v]** Polling Summary application
- **nmswman**—**[-v]** Software Library Manager application
- **nmsync** **[-v]** **[-l]** **[-D domain_name]** **[-h host_name]**—Sync w/Sybase application
- **nmtacacs**—**[-v]** **[-h]** **[-t name]** **[-n]** **[-x]** TACACS Manager application
- **nmversion**—Version Command

- **start_httpd**—Starts HTTPD server for CiscoConnect
- **stop_httpd**—Stops HTTPD server for CiscoConnect

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

```
% nmcontacts
```

The Contacts window appears.

Note If you experience difficulty with a CiscoWorks application, contact a technical support representative. Make sure you know your system configuration and current version of CiscoWorks.

Error Message Levels

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

Table C-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 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 severe and critical 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 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>” may 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, or name resolution method. On SunOS and HP-UX, check the */etc/hosts* file; on Solaris, check the */etc/inet/hosts* file.

Error Message

<string>, log closed - <string>

Explanation The logger has experienced some sort of error from which it cannot recover. (There is probably 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) is being used 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 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 using **arp**. Check the routing table on the local system using **netstat -r**.

Error Message

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

Explanation The upload is not complete because Configuration Management cannot open a temporary file. The system may 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 a temporary file. The system may 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 using **Initialize**.

Recommended Action Check 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. On SunOS and HP-UX, check the */etc/hosts* file; on Solaris, check the */etc/inet/hosts* file.

Error Message

Cannot find an IP address for the specified device.

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

Recommended Action Check 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. On SunOS and HP-UX, check the */etc/hosts* file; on Solaris, check the */etc/inet/hosts* file.

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 or the kernel configuration file is set such that a maximum number of processes have been defined and reached.

Recommended Action Run **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.

On SunOS, run **/etc/pstat -s** to find out how much swap space is left.

On Solaris, run **/etc/swap -s** to find out how much swap space is left.

On HP-UX, run **/etc/swapinfo** 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

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 **showmib**, described in the “MIB Files and Objects” appendix.

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 non-Cisco, 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 is read/write enabled to the user.

Error Message

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

Explanation Cannot look up the object ID for the variable.

Recommended Action Check your SNMP schema and *.oid* files.

Error Message

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

Explanation *path* refers to the directory name. 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 The Log daemon 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.

Error Message

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

Explanation The upload is not complete because Configuration Management cannot open a temporary file. The system may 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 cannot be identified.

Recommended Action For SNM, ensure that an entry for this variable exists in an *.oid* file in the *\$SNMHOME/agents* directory. For HP OpenView, add the necessary MIB to the CiscoWorks MIB database using the *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 **chmod**, change the permissions for the specified directory to RW (read/write) or specify a different directory.

Error Message

Checksum error.

Explanation The UNIX *tar* file became corrupt.

Recommended Action Reinstall CiscoWorks; if this does not correct the checksum error, call your technical service representative for a new installation CD.

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 it with another editor.

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 Deselect a device you are currently monitoring and retry your request. If this does not work, stop the CiscoWorks processes and configure more swap space, or shut down 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 `ps -ax | grep dataserver` if you are using SunOS. If you are using Solaris, use `ps -ef | grep dataserver`. If you are using HP-UX, use `ps -ef | grep dataserver`.

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 online help section “Verifying Available Database Space.”

Error Message

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

Explanation Cannot 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 the *makemib* script.

Error Message

Could not run *snm_cmd*

Explanation Cannot locate the *snm_cmd* file in */usr/snm/bin* (on SunOS or HP-UX) or */opt/SUNWconn/snm/bin* (on Solaris) directory. 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 the CiscoWorks online help section, "Database Administration," for information on enlarging 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* (on SunOS and HP-UX) or *\$OPEN WINHOME/bin* on Solaris. 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 your NMS platform claims another. The data type claimed by the NMS is assumed to be correct.

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 may have inadequate disk space for storing database records or the database size is set to be too small.

Recommended Action Use the *\$NMSROOT/etc/enlarge_nms* script to enlarge your database. For instructions, refer to the online help section, "Database Administration."

Error Message

Database server has disappeared.

Explanation The database server may have stopped working.

Recommended Action Access Process Manager and check to see if the **On** button for the database server is grayed out. If 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 that 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 device you are trying to monitor is not a Cisco device. The Health Monitor only monitors Cisco 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 a read/write community string is 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 Device Management 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 Device Management to ensure that the device still exists. If not, create it. Use Device Polling to recreate the poll group for 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 Process Manager to restart the Device Polling daemon (nmpolld), 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 SunOS:

```
% ps -vax | grep nmpolld
```

On Solaris:

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

On HP-UX:

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

Identify 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 cannot maintain polling at the desired poll rate.

Recommended Action Adjust your desired poll rate to a reasonable 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 using **Initialize**.

Recommended Action Check the name resolution.

Error Message

<directory> does not contain a valid CiscoWorks 1.0!

Explanation During 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 To correct this error, either specify the directory path that contains a valid CiscoWorks installation, or 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 does not exist.

Recommended Action Specify a valid directory path.

Error Message

End of Results.

Explanation You attempted to use **Next**, 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 installation and configuration.

Recommended Action To set your environment variable to *NMSROOT*, enter the following command:

C shell: **setenv** NMSROOT *pathname*

OR

Bourne shell: **NMSROOT** =*pathname* (press **Return**). Then enter **export** NMSROOT.

Error Message

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

Explanation Sybase requires that this environment variable be set.

Recommended Action Enter **set term=x11** at the command line.

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 Security Manager 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 reports a data segment full even if there is 1 MB of space available.

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 a CD-ROM drive malfunction. If you have a SPARCstation 2, this is the likely cause if installation 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, or 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 obtaining information about the device.

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

Recommended Action Check the spelling of the device name, verify the community string, and check your name resolution software. Try any common utility (Telnet, ping, and so on) to verify the 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: Problem with initializing Sybase server.

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

Recommended Action Check the *NMSROOT* and *SYBASE* environment variables. Check the Sybase configuration and rerun the appropriate Sybase standalone script from the *\$NMSROOT/etc* directory. If this does not resolve the problem, contact a Cisco Systems service representative for assistance.

Error Message

Error resolving device name.

Explanation Indicates an attempt to add a device into the database using **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 64 KB maximum size cannot be imported.

Recommended Action Reduce the file size.

Error Message

File <string> is not a text file.

Explanation Non-text 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 Close open files or shut down applications that may have open files. Or, 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 may have inadequate process quota or swap space, or you may 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 applications or add more swap space.

Recommended Action If your system swap space is inadequate, shut down 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 **Delete** several times.

Error Message

Group overflow occurred. Assignment ignored.

Explanation You are attempting to use **Next** 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 to use **Find** 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 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 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 the online help section "Sybase 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 SNMP, ensure that an entry for this variable exists in an *.oid* file in the *\$SNMHOME/agents* directory. For HP OpenView, add the necessary MIB to the CiscoWorks MIB database using the *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 inadequate 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 Log daemon 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 Log daemon cannot open the *syslog* file.

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

Error Message

logpurge can not find syslog file

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

Recommended Action This message is accompanied by another message. Check the entry in the */etc/syslog.conf* file.

Error Message

logpurge can not open Log file <string>, <number>

Explanation **logpurge** 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

logpurge can not open spool file <string>, <string>

Explanation **logpurge** 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 Log daemon is trying to read the records from the log file where it left off. This error occurs only when the daemon is not synchronized with the logcount.

Recommended Action Run **logpurge** to synchronize the Log daemon 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 SunOS, run **pstat -s** to find out how much swap space is currently being used. On Solaris, run **swap -s** to find out how much swap space is currently being used. On HP-UX, 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. On SunOS, see the *Sun System Administration Guide* or your system administrator. On Solaris, see the *Solaris System Administration Guide* for more information. On HP-UX, refer to the */etc/swapinfo* directory for more information.

Error Message

Must be a number.

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

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 using **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 users to groups stating that you must select a user or group name.

Recommended Action Select a user or group name.

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 that you are referencing the appropriate database server, or reinstall your backup Sybase database.

Error Message

nmlogd can not find syslog file

Explanation The Log daemon is starting and is cannot 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 Log daemon 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 Log daemon was in the startup stage and could not 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 Log daemon was in the startup stage and could not 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 Log daemon (nmlogd) process is running on the system.

Recommended Action Enter **ps -vax | grep nmlogd** (on SunOS and HP-UX) or **ps -ef | grep nmlogd** (on Solaris) to determine whether another process is running. If no other process is running, the *pid* file may be locked for some other 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 the Log daemon is shutting down.

Recommended Action None.

Error Message

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

Explanation This is an informational message indicating which application started the Log daemon.

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 the version number.

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 attempted to invoke **File to Database** before you 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 **Delete**.

Recommended Action None.

Error Message

No record in the browser.

Explanation This is a warning message from **Print**.

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 **Device Query Configuration**. If your database is corrupt, correct the database problem and then reinitialize the Poll daemon by sending it a SIGHUP signal. For Sybase database administration procedures, refer to the CiscoWorks online help section, "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 action failed.

Recommended Action This error may be caused by 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 SunOS, run `/etc/pstat -s` to find out how much swap space is currently being used. On Solaris, run `swap-s`. On HP-UX, run `/etc/swapinfo`.

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 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 The Log daemon had a problem reading the system log file (syslog).

Recommended Action Refer to the error number (indicated by <number>) to see what may 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 Log daemon is trying to read a log file that was not yet processed by the Log daemon and so was unable to read the file. This usually happens when Log daemon 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

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. The login will most likely fail as a result of the server not running, rather than due to incorrect privilege access to the database.

Error Message

Sybase err_handler: <string> string <string>

Explanation The Log daemon cannot 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 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 Log daemon cannot insert the record in Sybase.

Recommended Action Check to see if the Sybase server is running. Check Process Manager to see if Sybase is running. For information on Sybase database administration, refer to the CiscoWorks online help section, "Database Administration."

Error Message

SYBASE INIT Failed.

Explanation The Log daemon cannot 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 Log daemon 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 may appear when you log in using **Login**.

Recommended Action Follow these steps to verify and resolve the problem:

Step 1 To verify that the error message is associated with a core dump caused by **ps -ajx** (on SunOS or Solaris) or **ps -ejf** (on Solaris), enter the following command:

On SunOS and HP-UX:

```
% ps -ajx
```

On Solaris:

```
% ps -ejf
```

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

Step 3 If **ps -ajx** (on SunOS or Solaris) or **ps -ejf** (on Solaris) caused a core dump, quit from all applications in SNM and CiscoWorks and enter the following command again:

On SunOS and HP-UX:

```
% ps -ajx
```

On Solaris:

```
% ps -ejf
```

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 **Login**.

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 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 cannot write to a file. The system may 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

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

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

Recommended Action Make sure that the Sybase server is running by using **nmstartup**. 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 for completing the installation of Sybase software.

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

Recommended Action Use **df** to determine whether your system has enough disk space for Sybase installation.

- 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.

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

- The hostname could not be resolved because of the large size of the */etc/hosts* (on SunOS and HP-UX) or */etc/inet/hosts* (on Solaris) file.

Recommended Action If a hostname was unresolved, contact the system administrator responsible for maintaining the */etc/hosts* (on SunOS and HP-UX) or */etc/inet/hosts* (on Solaris) file, or the DNS database.

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 attempt to load
'http://host:port/CiscoConnect/Index.shtml?user' failed or was cancelled.

Explanation The httpd process, needed to run CiscoConnect, is not running.

Recommended Action Use the Process Manager application to start the httpd process. Refer to the section, "Setting Up CiscoConnect."

Error Message

The column xxxxxx in table xxxxxx may not be null.

Explanation You did not enter 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 the CiscoWorks online help section, "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 Database was not properly built

Explanation When specifying the directory path for CiscoWorks installation, you used the link directory */usr/nms/sybase/install* (on SunOS and HP-UX) or */opt/CSCOCw/sybase/install* (on Solaris). You cannot use the link directory.

Recommended Action Rerun the installation phase *usr/tmp/unbundled/ncs/cwconfigure* (on SunOS and HP-UX) or */opt/CSCOCw/install/cwconfigure* (on Solaris). When prompted for a directory path, use */disk/nms/sybase/install*.

Error Message

The program cannot be executed.

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

Recommended Action On SunOS, run */etc/pstat -s* to find out how much swap space is being used. On Solaris, run *swap -s*. On HP-UX, run */etc/swapinfo*.

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 not currently marked as loaded (L).

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

Error Message

The /sys/sun directory does not exist!

Explanation If you allow the installation script to edit the kernel configuration file in the /sys/sun/ARCH/conf directory (where *ARCH* may be *sun4c*, *sun4m*, or *sun4n*) and make 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

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 a 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 Log daemon is trying to parse the syslog time stamp in the *syslog* file and cannot 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 **logpurge** 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 Device Monitor. There is no workaround.

Error Message

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

Explanation Configuration Management cannot run **diff** 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 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 **df** 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 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 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 **chmod**, refer to the *Sun System Administration Guide* or the UNIX manual page.

Error Message

Unable to mask the password from the configuration file.

Explanation An error occurred while Configuration Management tried to mask the device passwords in the configuration file. This may 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 cannot 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 directory (or 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: the current name directory cannot be changed.

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 cannot 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 reports a data segment full even if there is 1 MB of space available.

Error Message

Unable to create comment file.

Explanation UNIX cannot read in 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 reports a data segment full even if there is 1 MB of space available.

Error Message

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

Explanation UNIX cannot 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 cannot 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 cannot 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 CiscoWorks cannot delete a user from the CiscoWorks user table.

Recommended Action The CiscoWorks user table may be corrupted. Run **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 cannot 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 to clear up the user table and start it over again. Enter the following commands:

```
% isql -Usa -P <sa_password>
> use nms
> setuser "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 **pstat -s** 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 cannot 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 reports a 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 may 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 the *.Xdefault* 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 the *.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 cannot 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_server_name>
```

Error Message

Unable to remove user from syslogins table.

Explanation The Sybase syslogin table is corrupted. CiscoWorks cannot delete the user from the database login table.

Recommended Action Run **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 cannot modify the existing user names.

Recommended Action Run **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 cannot 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 reports a 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 cannot 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 reports a 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 *.Xdefaults* file.

Error Message

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

Explanation UNIX is unable to execute **xterm** 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 who access CiscoWorks must be added to the CiscoWorks group during installation and configuration.

Recommended Action If you must add users after 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 added duplicates an existing data record in the table.

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

Error Message

Unknown host <string>

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

Recommended Action Check the name resolution.

Error Message

User name exists in users list.

Explanation A 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 **showmib**, described in the “MIB Files and Objects” appendix. 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 **showmib** 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 **makemib**. For more information on the MIB database, refer to the “MIB Files and Objects” chapter.

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.

Explanation Indicates an attempt to activate a lookup table while another 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 attempted to delete something which cannot be deleted.

Recommended Action For more information, refer to the documentation that addresses the material you wish to delete. You may only need to click on **Modify** 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 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 **Add**.

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 the superuser on the system where CiscoWorks is being installed or configured.

Error Message

You must find a record before deleting it.

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

Recommended Action Specify a record using **Find** prior to activating **Delete**.

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 the mandatory data fields in your table. Refer to the data field information for any of the Device Management window sections in the CiscoWorks online help section.

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 the CiscoWorks online help section.

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 Select only one entry.

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.