Troubleshooting Procedures

This chapter provides the following sections on how to troubleshoot any problems you may encounter when using CiscoWorks Windows and how to report unresolved problems to Cisco Systems:

- Release Note Information
- HP OpenView Memory Issues
- Configuration Builder
- Show Commands
- Health Monitor
- CiscoView
- Reporting Problems to Cisco Systems

Release Note Information

For CiscoWorks Windows release-specific information, open the *readme.wri* file by double-clicking on the Readme File icon in your CiscoWorks Windows program group.

HP OpenView Memory Issues

Hewlett Packard OpenView uses a significant amount of conventional memory for operation. If you receive memory errors, refer to the "HP OpenView Installation Tips" online help. The help icon is located in your HP OpenView program group. In particular, see the information in the "Memory Considerations" section under "Installation."

Configuration Builder

Table 3-1 provides Configuration Builder troubleshooting procedures.

Table 3-1   Configuration Builder Troubleshooting Procedures

Problem	Explanation
Configuration Builder generates a path error.	The working directory for Configuration Builder may be incorrect. Ensure that the working directory is *c:\directory name\data.*
The TCP/IP option is grayed-out in Learn and Send dialog boxes.	One of the following may be true:
	• You have a TCP/IP transport that is not WINSOCK-compliant, Configuration Builder cannot use TCP/IP for learning or sending a configuration to the router. Configuration Builder only recognizes TCP/IP stacks that are WINSOCK compliant. If this is the case, you can only access the router through the serial ports.
	• You may have a TCP/IP stack installed, but Configuration Builder cannot locate the files. Make sure you have specified the TCP/IP stack directory location in the PATH statement in your *autoexec.bat* file. The *app2sock.dll* file and the *a2s4wsoc.dll* file must be in the *\windows\system* directory.
	• The *app2sock.ini* file must be in the *\windows* directory. In the *app2sock.ini* file, ensure that TRANSPORT=WINSOCK.
	• The *winsock.dll* file can be located in either the TCP/IP or *\windows\system* directory. Ensure that you only have one copy of the *winsock.dll* file.
In Configuration Builder, a device cannot be connected through TCP/IP.	Connect to the router using the Telnet option of your TCP/IP software or the Telnet supplied with Configuration Builder. If this fails, there may be a problem on your network. Refer to the documentation for your TCP/IP stack.

Problem	Explanation
Long delay (in Learn and Send dialog boxes) in connecting to the router.	Check for intermediate devices that may require input, such as a modem prompting for a password.
The connection times out, or there is a long delay on a serial connection.	Verify that you have the right console cable for your router. Also check the pinouts on your adapter.
Configuration Builder cannot communicate with the router if the router is in ROM monitor mode.	Exit ROM monitor mode by connecting to the router through the console port. Then enter **b** to load the operating system software. If the configuration register on your router is set to boot to ROM monitor mode, check your router documentation to change the default boot mode.
Configuration Builder menus are missing.	Verify that the *listinit.ini* and *menuname.dat* files are located in your installation directory.
Configuration Builder does not generate configuration commands or generates them in the wrong order.	Verify that the *syntax.ini*, *major.syn*, *protocol.syn*, and *function.syn* files are located in your installation directory.

Problem	Explanation
Configuration Builder hangs if it is running on a Pentium-based machine with a peripheral component interface (PCI) bus and a 16550 Universal Asynchronous Receiver Transmitter (UART) chip.	Ensure that the first-in, first-out (FIFO) queue on the COM port UART that you are using is turned off.
	If you are running Microsoft Windows 3.1, do the following:
	• Add the following statement to the [386Enh] section of the *system.ini* file in the *\windows* directory:
	COM*x*FIFO=OFF
	In this example, *x* is the value of the COM port you are using (1, 2, 3, or 4).
	If you are running MS Windows NT, do the following:
	• Run REGEDT32.EXE from the MS Windows Program Manager.
	• Navigate to the HKEY_Local_Machine window and search your way down the tree to System>CurrentControlSet>Services>Serial.
	• Locate the section labeled ForceFifoEnable : REG_DWORD : 1.
	• Double-click on the section, and in the displayed window, change the value to 0.
	• Click **OK**.
	• Reboot your PC.
	If you are running MS Windows for Workgroups, do the following:
	• Obtain the *SERIAL.386* file from Microsoft. This file should be dated February 17, 1994, and should be 10,620 megabytes long.
	• Replace the existing *SERIAL.386* file in the *windows\system* directory with the new *SERIAL.386* file.
	• Reboot your PC.

Show Commands

For CiscoWorks Windows release-specific information, see also the Readme File icon in your CiscoWorks Windows program group. Application-specific information is grouped under "Show Commands."

Health Monitor

For CiscoWorks Windows release-specific information, see also the Readme File icon in your CiscoWorks Windows program group. Application-specific information is grouped under "Health Monitor."

CiscoView

For CiscoWorks Windows release-specific information, see also the Readme File icon in your CiscoWorks Windows program group. Application-specific information is grouped under "CiscoView."

Reporting Problems to Cisco Systems

If you receive an error message, verify that you have tried the recommended action for resolving the error. Open the Error Messages icon in your CiscoWorks Windows program group. Check for any release-specific information that may apply to a problem by opening the Release Note icon in your CiscoWorks Windows program group.

Note   For information on how to contact Cisco support personnel (phone numbers, web site, and e-mail addresses), see the "Cisco Support Information" card that came with your product package. Or, see the "Cisco Support Information" help topic.

To help solve any problems you may encounter using CiscoWorks Windows, have the following information ready when you call Cisco Systems for support:

Step 1   Provide your CiscoWorks Windows serial number and software version.

Step 2   Be prepared to describe the problem behavior or to provide the error message text.

Step 3   Specify the CiscoWorks Windows application in which you are working when the problem occurs.

Step 4   If possible, try to reproduce the problem and explain the steps that allow you to reproduce the problem.

Step 5   Provide the Cisco device model(s) and Cisco IOS version(s) on which you are running CiscoWorks Windows when the problem occurs.

Step 6   Provide information for the platform on which you are running CiscoWorks Windows:

- HP OpenView software package (include version number)

- DOS version and MS Windows software package and version

- WINSOCK-1.1 compliant TCP/IP stack product (include version number)

- Hardware setup (CPU, available RAM, available hard drive space, and serial port or network interface card specifications)