Troubleshooting

This appendix provides troubleshooting procedures to perform if you encounter problems installing the ATM SBus adapter hardware or software.

No System Power

If the system does not power up after Cisco ATM SBus adapter installation, either power is not getting to the system or the failsafe mechanism is preventing the system from powering up. To remedy the problem, perform the following steps:

Step 1 Check power cables. They may have come loose during the adapter insertion procedure.

Step 2 Reseat the Cisco ATM SBus adapter (assure that no pins are bent).

Step 3 Insert the Cisco ATM SBus adapter in a different slot.

Step 4 Remove the Cisco ATM SBus adapter.

No Scanner Display

If the scanner does not display before the operating system is loaded, the system is not aware that the Cisco ATM SBus adapter exists. To remedy the problem, perform the following steps:

Step 1 Reseat the Cisco ATM SBus adapter (assure that no pins are bent).

Step 2 Insert the Cisco ATM SBus adapter in a different slot.

Step 3 Remove the Cisco ATM SBus adapter.

Unreadable Floppy Diskette

If the floppy diskette cannot be read, perform the following steps:

Step 1 Check that the name of the floppy device is correct by executing the following command:

```
root@SYS1% volcheck
```

Step 2 If the floppy drive cannot be accessed, get the process ID number of vold, as follows (the value returned will be used as a parameter value in Step 3):

```
root@SYS1% ps -ef | grep vold
```

Step 3 Terminate the process as follows:

```
root@SYS1% kill pid
```

The floppy drive can now be accessed via /dev/diskette.

Step 4 If the diskette is still unreadable, the diskette may be damaged. If a backup diskette is available, make a copy of it and try again. If no backup diskette is available, please contact a technical support representative for a replacement.

Errors During Software Installation

Errors can occur during the software installation. Perform the steps in the appropriate section.

Error During pkgadd

If an error occurs during execution of the **pkgadd** command, check that the name of the floppy device is correct (using the **volcheck** command). If the floppy name is correct, perform the following steps:

Step 1 Exit the error prompt.

Step 2 Remove the existing driver as follows:

```
root@SYS1% rem_drv catm
```

Step 3   Add the driver manually as follows:

```
root@SYS1% add_drv -m '*' -i 'CATMBUS' CATM
```

"Could not set GMR" Error

If the driver responds with a "Could not set GMR" message when it loads, the driver cannot communicate with or find the Cisco ATM SBus adapter. To remedy this problem perform the following steps:

Step 1   Reseat the Cisco ATM SBus adapter (assure that no pins are bent).

Step 2   Insert the Cisco ATM SBus adapter in a different slot.

"Could not allocate memory" Error

If the driver responds with a "Could not allocate memory" message when it loads, there was not enough memory available upon initialization of the driver. To remedy this problem perform the following steps:

Step 1   Check to assure that 32 MB RAM is installed.

Step 2   Free up memory by disabling drivers and other devices that use memory and are not necessary.

No Message of Successful Installation

On Solaris systems, if the driver does not present a success or error message after pkgadd, the driver has not attempted to load into the kernel. The OS may not recognize that the card is installed (also indicated by the absence of a banner on power up). To remedy this problem, first verify whether the OS can recognize the card by executing the following command:

```
root@SYS1% prtconf
```

Step 1   If "ZATMSBUS" is returned, the OS does recognize the Cisco ATM SBus adapter. To get the driver to load, perform the following steps:

Step 2 Remove the existing driver:

```
root@SYS1% rem_drv CATM
```

Step 3 Add the driver manually:

```
root@SYS1% add_drv -m '*' -i 'ZATMBUS' catm
```

Step 4 If "CATMBUS" is not returned, the OS does not recognize the Cisco ATM SBus adapter. To remedy this problem, stop all processes as follows:

```
root@SYS1% halt
```

Step 5 Reboot the workstation:

```
root@SYS1% boot -r
```