

## Error Messages

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

Error messages are listed alphabetically.

### Error Message

Could not access CD-ROM image file.  
Check whether /cdrom is mounted properly and cw.tar is specified as CD-ROM image file.

**Explanation** The update command is unable to access the CD-ROM image file due to improper CDFS file system mounting.

**Recommended Action** Mount the CDFS file system to the /cdrom directory. Ensure you are using the correct device\_filename of the CD-ROM device before mounting.

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### Error Message

Could not communicate with sybase.

**Explanation** You may be entering an incorrect Sybase System Administrator (SA) password.

**Recommended Action** Retry entering the SA password. If you need to reset the Sybase SA password, refer to the *CiscoWorks User Guide* for instructions.

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### Error Message

Error: Problem with initializing Sybase server.

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

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

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**Error Message**

FAIL: cmd: xnmgrapher; err:2

**Explanation** This message appears if you try to launch the CiscoWorks Real-Time Graphs application and the HP OpenView Grapher is not set in the PATH environment variable.

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

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**Error Message**

FIFO\_config: Permission denied

**Explanation** If you run *ncsconfigure* and the previous error message appears, your installation fails. The root umask setting on your system caused the configuration script to not allow other users, in this case the Sybase user, to read the configuration files.

**Recommended Action** To remove the files with the incorrect privileges and rerun the installation correctly, perform the following steps.

The following steps should be run as root and in sequence, without logging out or changing to superuser, or the umask setting (from the **umask** command) will be lost:

**Step 1** As root, remove the following files using the remove (**rm**) command:

```
% rm /tmp/interfaces
% rm $SYBASE/install/FIFO_config
% rm $SYBASE/interfaces
% umask 0
```

This allows you to rerun *ncsconfigure* and get the correct file permissions.

**Step 2** Rerun *ncsconfigure* as a superuser.

```
% /usr/tmp/unbundled/ncsconfigure
```

The configuration should run correctly.

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**Error Message]**

HP OpenView is not installed!

HP OpenView should be installed before installing CiscoWorks.

**Explanation** HP OpenView is not installed.

**Recommended Action** Since CiscoWorks runs on top of HP OpenView, HP OpenView needs to be installed before CiscoWorks is installed. Install HP OpenView and then install the CiscoWorks software.

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**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. For information on the Sybase password, refer to the *CiscoWorks User Guide*.

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**Error Message**

Only root can run this script!

**Explanation** CiscoWorks installation and configuration scripts require superuser or root privileges.

**Recommended Action** Change your login to become a superuser or root and retry the script.

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**Error Message**

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

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

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

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**Error Message**

The Database was not properly built. Check available disk space to make sure that the system did not run out of space during the build process. Also check /tmp/verify\_db.tmp for possible error messages. Re-run ncsconfigure.

**Explanation** During the database verification process, **ncsconfigure** has found that the nms database was not properly built.

**Recommended Action** Rerun **ncsconfigure**.

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**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 parent directory.

**Recommended Action** Change the permissions to the appropriate directory to enable CiscoWorks to create a directory below it. For information on the **chmod** command, refer to the UNIX manual page for this command.

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