

## 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

`$NMSROOT/<directory_name> not found!`

**Explanation** The installation was not properly executed.

**Recommended Action** Reinstall CiscoWorks.

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### Error Message

`<Product_user_name> is an existing name. Specify a unique name.`

**Explanation** The product user name you have entered already exists.

**Recommended Action** Rerun the configuration and specify a unique product name.

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### Error Message

`Configuration is terminated due to inability to create  
$NMSROOT/etc/tacacs.access. Check if file system is full.`

**Explanation** The `$NMSROOT/etc/tacacs.access` file was not able to be created due to insufficient file system space.

**Recommended Action** Check the file system for available space and rerun the configuration.

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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 “Configure Sybase” SMIT panel if necessary. If this does not resolve the problem, contact a Cisco Systems service representative for assistance.

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**Error Message**

FIFO\_config: Permission denied

**Explanation** If the previous message appears during configuration, your installation has failed. The root umask setting on your system did not allow other users (in this case, the Sybase user) to read the configuration files during the configuration process.

**Recommended Action** 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 **rm** command:

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

This allows you to reconfigure CiscoWorks and Sybase with the correct file permissions.

**Step 2** Perform the CiscoWorks and Sybase configuration.

The configuration should run correctly.

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**Error Message**

Only user with root privileges can 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 a superuser to the system where CiscoWorks is being installed or configured.

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**Error Message**

Sybase server is not responding. Please check your 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 appear.

**Recommended Action** Make sure that the Sybase server is running. Then try to install 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 'Configure Sybase' SMIT panel.

**Explanation** The system could have run out of disk space during CiscoWorks configuration.

**Recommended Action** Rerun the "Configure Sybase" SMIT panel.

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**Error Message**

Unable to add users <user\_names> to group <group\_name>.

**Explanation** The specified users were not able to be added to the specified group during the configuration process.

**Recommended Action** Refer to **chgroup** manual page and your IBM AIX documentation for more information.

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**Error Message**

Unable to create a new user <user\_name>.

**Explanation** During the configuration process, the specified new user was not able to be created.

**Recommended Action** Refer to the **mkuser** manual page and your IBM AIX documentation for more information.

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**Error Message**

Unable to create group <group\_name>.

**Explanation** The specified group could not be created during the configuration process.

**Recommended Action** Refer to the **mkgroup** manual page and your IBM AIX documentation for more information.

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**Error Message**

Unable to create new user <Sybase\_name>.

**Explanation** The specified user could not be created during the configuration process.

**Recommended Action** Refer to the **mkuser** manual page and your IBM AIX documentation for more information.

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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 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 the **chmod** command, refer to your IBM documentation or the UNIX manual page.

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**Error Message**

/usr/nms directory is not present.

**Explanation** The installation was not successful.

**Recommended Action** Try reinstalling CiscoWorks.

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**Error Message**

Warning: load\_nms failed! Check log.

**Explanation** The Sybase configuration process failed.

**Recommended Action** Check the */tmp/load\_nms.log* and */tmp/sybconfig.log* files and take the appropriate actions.

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