

Chapter 6

Troubleshooting

This chapter provides troubleshooting hints for problems you may encounter when installing and using Workgroup Director:

- Problems starting Workgroup Director
- Troubleshooting the concentrator or switch
- Troubleshooting the adapter

Problems Starting Workgroup Director

If you encounter problems starting Workgroup Director, make sure the floppy disk you used during installation matches the workstation operating system version and windowing environment. Following are examples of error messages that may appear:

- segmentation fault
- library not found
- symbol not found

Troubleshooting the Concentrator or Switch

This section provides solutions to problems that may arise with the concentrator or switch, such as the following:

- Faulty communication between the station and concentrator or switch
- No communication between the concentrator or switch and Workgroup Director

Problems Communicating with the Concentrator or Switch

No display of the concentrator or switch in Workgroup Director indicates a communication problem. Either the connection from your station to the concentrator is disrupted, or the concentrator or switch is not functioning.

Check the SNMP Configuration

Communication problems could be due to incorrect IP addressing or improper routing. First, check to see that the SNMP addressing and route commands are set correctly by performing the following steps:

- Step 1** Make sure the concentrator IP addressing (IP address, netmask, and broadcast address) is correct.
- Step 2** Make sure the concentrator route table is configured with the IP address of the router local interface and that the metric value is correct.
- Step 3** Make sure the Workgroup Director workstation /etc/hosts file or NIS database is configured properly with the concentrator IP address and host name.
- Step 4** Make sure your workstation is correctly routed to the concentrator network.

If these addresses and routes are configured properly, but the LEDs are still not lit, thoroughly check the connections between the workstation and the concentrator.

ping the Concentrator

If you suspect that the concentrator is down, you can use the **ping** command to see if it answers. If the concentrator IP address, route command, the workstation hosts file, and the NIS database are configured properly, you should be able to ping. A negative ping response may mean that the concentrator is not functioning, or the IP configuration is incorrect.

No Communication between the Concentrator and Workgroup Director

It is possible to communicate with the concentrator by using the **ping** command, but still not be able to use Workgroup Director. If your ping response is slow (more than 2 seconds), or if you are routing through several networks, use the Workgroup Director timeout (-t) option to increase the length of time to wait for an SNMP response. For instructions on how to use

the timeout option, refer to Chapter 2, “Installing Workgroup Director on a SPARCstation.” You can also change the timeout parameter from the Properties menu.

Also check to see that you are using the correct community string. If public is not designated as a read community string, use the community string (-c, -C) options to change the default community string sent in the SNMP requests. You can also change the Community String parameter by using the Properties menu.

For instructions on how to diagnose concentrator hardware problems, refer to the troubleshooting chapter in your concentrator user guide.

Troubleshooting the Adapter

This section provides solutions to problems that may arise with the adapter, such as the following:

- Network configuration problems
- SNMP configuration problems
- SNMP agent problems

Checking the Network Configuration

Communication problems could be due to incorrect IP addressing or improper routing. First, check to see that the IP addressing and route commands are set correctly by performing the following steps:

- Step 1** Make sure the target workstation IP addressing and host name are correct. This must be configured in the NIS database or in the /etc/hosts file for both the target workstation and the workstation running the Workgroup Director.
- Step 2** Make sure the route table on both the target workstation and Workgroup Director workstation is configured with the IP address of the router local interface, if routing is taking place between the two workstations.

If these addresses, host names, and routes are configured properly, you should be able to ping from the Workgroup Director workstation to the target workstation.

Checking the SNMP Configuration

If you are able to ping the target workstation, but Workgroup Director still does not display the adapter, there may be a problem with the SNMP configuration. Follow these steps to check the SNMP configuration:

Step 1 Make sure you are using the correct community string.

The `/etc/snmpd.cfddi.conf` file on the target workstation specifies the community strings used by the target SNMP agent. Workgroup Director must be using one of the community strings specified there. If `public` is not one of the specified strings, start Workgroup Director with the community string options to change the default community.

Step 2 If the ping response is slow (longer than 2 seconds), or if you are routing through several networks, use the Workgroup Director time-out option to increase the length of time to wait for an SNMP response.

Checking the Target SNMP Agent

If Workgroup Director still does not display the adapter, it may be due to a missing SNMP agent or the wrong SNMP agent running on the target workstation. Follow these steps to check the SNMP agent:

Step 1 If the SNMP menu is available on the Workgroup Director display, select **System Group** from the menu.

The System Description parameter should display “Adapter Card.” (On the IBM RS/6000, this parameter should display “IBM RISC System/6000.”) Other information displayed in this field, such as “Sun SNMP Agent,” tells you that another SNMP agent is running instead of the Cisco SNMP agent.

Step 2 If the SNMP menu is not visible on the Workgroup Director display, there is no SNMP agent running. Use the UNIX **ps** command to check for an `snmpd` process. (On the IBM RS/6000, check for a `cred` process.)

The adapter is visible in Workgroup Director only if the Cisco SNMP agent is running on the target workstation. If it is not, install the Cisco SNMP agent from the adapter installation disk.