A P P E N D I X   A

Troubleshooting the Cisco IPeXchange Monitor

This appendix provides troubleshooting procedures for the monitor based on problems that you are experiencing, which are listed in boldface type.

You are unable to get to the monitor Login window with your web browser.

Step 1 Be sure you are choosing the correct host name or address (of the computer that the gateway is running on) in your browser location field.

Step 2 To see if you can connect to the computer, enter **ping** *hostname*, if **ping** is available on your computer.

Step 3 If you can connect to the computer, it is possible that the web server is not running on that computer. Start or restart it.

Step 4 If the web server is running, the gateway or one of its daemon processes might not be running. Start or restart the gateway.

You are able to access the monitor Login window, main window, and Access Manager window, but not other windows, such as User Info.

The monitor software is not responding. Restart the gateway.

My monitor supervisor password is not working.

If the ijcagdb.db file on the gateway is lost and the gateway is restarted, the monitor supervisor password goes back to `ij.super`.

You clicked Download Now in the Access Manager window, but none of the users or groups from your NetWare server appear in the monitor user and group lists.

Be sure you are logged into the NetWare server from the computer running the gateway. Try choosing Connect Network Drive from the File Manager as a way of logging into NetWare.

You click Reset in a monitor window, but the changes you made are not undone.

Every time you submit changes to the monitor by clicking a button, the changes are committed to the monitor database. The Reset button only resets changes made to the window since the last button was clicked. For example, clicking Reset can undo typed text, clicked options, and menu choices.

My web browser Back and Forward buttons do not work.

Because of software limitations, you often cannot use the web browser Back or Forward button to navigate between windows. Instead, you can use the links at the bottom of most windows. In addition, for some windows, clicking Done takes you back to the previous window.