CHAPTER 3

# Troubleshooting Procedures

This chapter provides the following sections on how to troubleshoot problems you may encounter using CiscoWorks for Windows and how to report unresolved problems to Cisco Systems:

- Error Messages and Release Note Information
- HP OpenView Memory Issues
- Configuration Builder
- Show Commands
- Health Monitor
- CiscoView
- Reporting Problems to Cisco Systems

## Error Messages and Release Note Information

For a complete and detailed list of CiscoWorks for Windows error messages, explanations, and recommended actions, open the *error.wri* file by double-clicking on the "Error Messages" icon in your CiscoWorks for Windows program group. Errors are grouped by application. You can search for specific error message strings, and print the entire file or print any portion of the file as needed.

For CiscoWorks for Windows release-specific information, open the *readme.wri* file by double-clicking on the "Release Note" icon in your CiscoWorks for Windows program group.

# HP OpenView Memory Issues

HP OpenView uses a significant amount of conventional memory for operation. If you receive memory errors, refer to the “HP OpenView Installation Tips” online help. The help icon is located in your HP OpenView program group. In particular, see the information in the “Memory Considerations” section under “Installation.”

# Configuration Builder

For a complete and detailed list of Configuration Builder error messages, explanations, and recommended actions, see the “Error Messages” icon in your CiscoWorks for Windows program group. Errors are grouped under “Configuration Builder.” You can search for specific error message text.

Table 3-1 provides Configuration Builder troubleshooting procedures.

**Table 3-1 Configuration Builder Troubleshooting Procedures**

| Problem | Explanation |
|---|---|
| Configuration Builder generates a path error. | The working directory for Configuration Builder may be incorrect. Ensure that the working directory is *c:\directory name\data*. |
| The TCP/IP option is grayed out in Learn and Send dialog boxes. | There may be one of the following possibilities:<br>• Configuration Builder only recognizes TCP/IP stacks that are WINSOCK-compliant. If you have a TCP/IP transport that is not WINSOCK-compliant, Configuration Builder cannot use TCP/IP for learning or sending a configuration to the router. You can only access the router through the serial ports.<br>• You may have a TCP/IP stack installed, however, Configuration Builder cannot locate the files. Make sure you have specified the TCP/IP stack directory location in the PATH statement in your *autoexe.bat* file. The *app2sock.dll* and the *a2s4wsoc.dll* must be in the *\windows\system* directory.<br>• The *app2sock.ini* file must be in the *\windows* directory. In the *app2sock.ini* file, ensure that TRANSPORT=WINSOCK.<br>• The *winsock.dll* can be located in either the TCP/IP or *\windows\system* directory. Ensure you only have one copy of the *winsock.dll*. |
| In Configuration Builder, a device cannot be connected through TCP/IP. | Connect to the router using the Telnet option of your TCP/IP software or the Telnet supplied with Configuration Builder. If this fails, there may be a problem on your network. Refer to the documentation for your TCP/IP stack. |
| Long delay (in Learn and Send dialog boxes) in connecting to the router. | Check for intermediate devices that may require input, such as a modem prompting for a password. |
| The connection times out, or there is a long delay on a serial connection. | Check if you have the right console cable for your router. Also check the pinouts on your adapter. |
| Configuration Builder cannot communicate with the router if the router is in ROM monitor mode. | Exit ROM monitor mode by connecting to the router through the console port. Then enter **b** to load the operating system software.<br>If the configuration register on your router is set to boot to ROM monitor mode, check your router documentation to change the default boot mode. |

| Problem | Explanation |
|---|---|
| Configuration Builder menus are missing. | Ensure that the *listinit.ini* and *menuname.dat* files are located in your installation directory. |
| Configuration Builder does not generate configuration commands or generates them in the wrong order. | Ensure that the *syntax.ini*, *major.syn*, *protocol.syn*, and *function.syn* files are located in your installation directory. |
| Configuration Builder hangs if it is running on a Pentium-based machine with a peripheral component interface (PCI) bus and a 16550 Universal Asynchronous Receiver Transmitter (UART) chip. | Ensure that the FIFO on the COM port UART that you are using is turned off.<br>If you are running MS Windows 3.1, do the following:<br>• Add the following statement to the [386Enh] section of the *system.ini* file in the *\windows* directory:<br>• COM*x*FIFO=OFF<br>• where *x* is the value of the COM port you are using (1, 2, 3, or 4).<br>If you are running MS Windows NT, do the following:<br>• Run REGEDT32.EXE from the MS Windows Program Manager.<br>• Navigate to the HKEY_Local_Machine window and search your way down the tree to System>CurrentControlSet>Services>Serial.<br>• Locate the section labeled ForceFifoEnable : REG_DWORD : 1.<br>• Double-click on the section, and in the following window, change the value to 0.<br>• Click OK.<br>• Reboot your PC.<br>If you are running MS Windows for Workgroups, do the following:<br>• Get the file SERIAL.386 from Microsoft. This file should be dated February 17, 1994, and should be 10,620 megabytes long.<br>• Replace the existing SERIAL.386 in the *windows\system* directory with this new SERIAL.386.<br>• Reboot your PC. |

# Show Commands

Show Commands troubleshooting information is provided with recommended actions listed in the *errors.wri* file—see the “Error Messages” icon in your CiscoWorks for Windows program group. Errors are grouped under “Show Commands.” You can search for specific error message text.

For CiscoWorks for Windows release-specific information, see also the “Release Note” icon in your CiscoWorks for Windows program group. Application-specific information is grouped under “Show Commands.”

# Health Monitor

Health Monitor troubleshooting information is provided with recommended actions listed in the *errors.wri* file.—see the “Error Messages” icon in your CiscoWorks for Windows program group. Errors are grouped under “Health Monitor.” You can search for specific error message text.

For CiscoWorks for Windows release-specific information, see also the “Release Note” icon in your CiscoWorks for Windows program group. Application-specific information is grouped under “Health Monitor.”

# CiscoView

CiscoView troubleshooting information is provided with recommended actions listed in the *errors.wri* file—see the “Error Messages” icon in your CiscoWorks for Windows program group. Errors are grouped under “CiscoView.” You can search for specific error message text.

For CiscoWorks for Windows release-specific information, see also the “Release Note” icon in your CiscoWorks for Windows program group. Application-specific information is grouped under “CiscoView.”

# Reporting Problems to Cisco Systems

If you receive an error message, verify that you have tried the recommended action for resolving the error—open the “Error Messages” icon in your CiscoWorks for Windows program group. Check for any release-specific information that may apply to a problem—open the “Release Note” icon in your CiscoWorks for Windows program group.

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**Note** For information on how to contact Cisco support personnel (phone numbers, web site, and email addresses), see the “Cisco Support Information” card that came with your product package. Or, see the “Cisco Support Information” help topic.

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To expedite the resolution of any problems you may encounter using CiscoWorks for Windows, have the following information ready when you call Cisco Systems for support:

**Step 1** Provide your CiscoWorks for Windows serial number and software version.

**Step 2** Be prepared to describe the problem behavior or to provide the error message text.

**Step 3** Specify the CiscoWorks for Windows application in which you are working when the problem occurs.

**Step 4** If possible, try to reproduce the problem and explain the steps that allow you to reproduce the problem.

**Step 5** Provide the Cisco device model(s) and Cisco Internetwork Operating System (IOS) version(s) on which you are running CiscoWorks for Windows when the problem occurs.

**Step 6** Provide information for the HP OpenView and PC platform on which you are running CiscoWorks for Windows:

- HP OpenView software package (include version number)
- DOS version and MS Windows software package and version
- WINSOCK-1.1 compliant TCP/IP stack product (include version number)
- Hardware setup (CPU, available RAM, available hard drive space, and serial port or network interface card specifications)