

# Troubleshooting Your Network

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This chapter provides the following sections on how to troubleshoot any problems you may encounter when managing the network:

- Identifying Device Problems (Dashboard Monitor)
- Interpreting SNMP Error Messages

Read your Cisco IOS Release Notes or check CCO for the latest bug information on your devices.

## Identifying Device Problems (Dashboard Monitor)

Perform any of the following tasks in CiscoView to isolate the cause of a problem:

- Check the color-coded legend to determine the status of a port.
- Check the port configuration information and determine that the port is active. (See [Displaying Configuration](#))
- Check the performance information by examining the dashboard display.
- Check the utilization and error information for ports and the memory information for a device.
- Check the status bar for SNMP or other error messages.

# Interpreting SNMP Error Messages

CiscoView displays the following SNMP error messages (Table 6-1) resulting from failed command requests in the Status Bar message area:

**Table 6-1**      **SNMP Error Messages**

<b>Message</b>	<b>Explanation</b>
timeout	Indicates that you can no longer reach the device in the time specified in the CiscoView Properties window.
tooBig	Indicates that the request you made cannot fit into a single packet. Generally, CiscoView splits requests for physical view status until the device can respond. In certain cases, CiscoView assumes that if an agent times out on 20 or more variables, the agent might not be able to respond because the request is too big; it splits the request and resends it. Check that the MTU size on the SNMP interface is as large as possible so that CiscoView does not waste bandwidth by sending more than one request.
genErr	Acts as a collective message name for problems that do not have a unique error message.
noSuchName	Indicates that a request for a variable was sent to a variable that is not accessible. This occurs if you are not using the correct Community string.
badValue	Indicates that the agent did not respond within the time interval specified by the timeout/retries field in the CiscoView Properties window. This can also indicate the use of an incorrect community string.