

Contents

- [1 Troubleshooting Installation Checks](#)
- [2 Root User and System Check](#)
- [3 Checks for dependent and CE Packages](#)
- [4 Check for Dependent OS Packages](#)
- [5 Check for OS Dependent Package Files Missing](#)

Troubleshooting Installation Checks

This section describes the installation checks performed by `ce_install.sh` and `ce_check.sh` scripts. To troubleshoot by using the installation checks script, see the following sections:

Root User and System Check

If the user trying to install or run the check install script is not a root user, the following error message is displayed:

```
Reading XML file ./installRule.linux5.xml
check Root user.....
Error!!! Only user "root" can run check script!
The root user option should be used to install the Cisco CE.
Check for OS, CPU, RAM, and Disk space
```

The install and check install script validates the OS, CPU speed, RAM, and disk space usage to ensure that the configuration requirements are sufficient to install the Cisco Configuration Engine. The example below shows that the minimum RAM requirement is not meet within Cisco Configuration Engine.

```
System Requirement Check :
check OS..... ok
check CPU..... ok
check Ram..... Error the machine has only 515536 Kbytes memory.
Minimum requirement: 2000000 Kbytes.
check Disk Space '/var/tmp'..... ok
Check the system requirements and provide the proper
configuration to install the Cisco Configuration Engine.
```

Checks for dependent and CE Packages

The install and check install scripts will check if any of the Cisco Configuration Engine packages are already installed and display the warning message as shown below:

```
Below lists package(s) which should not exist before CE 3.5.3 install.
Please remove them before running CE 3.5.3 installation script.
```

```
..... package: SUNJava2-SDK, existing version: 1.6.0_05-0
..... package: mod_jk2, existing version: 2.0.4-4jpp_4rh
..... package: CSCOcnsctfcs, existing version: 1.4-0
..... package: ACE, existing version: 5.6.0-0
..... package: CSCOadmincommon, existing version: 1.3-0
..... package: CSCOcnscommon, existing version: 1.4-0
..... package: CSCOcnses, existing version: 1.9-0
```

Cisco_Configuration_Engine_--_Troubleshooting_Installation_Checks

```
..... package: CSCOcnsnsm, existing version: 1.5-0
..... package: CSCOcnsimgs, existing version: 1.5-0
..... package: CSCOcnsmpi, existing version: 1.3-0
..... package: CSCOdats, existing version: 1.3-0
..... package: CSCOemail, existing version: 1.0-0
..... package: CSCOencryption, existing version: 1.4-1
..... package: CSCOgroupAdmin, existing version: 1.5-1
..... package: CSCOimgw, existing version: 1.4-0.0
..... package: CSCOimgwConfig, existing version: 1.4-0.0
..... package: CSCOimgwDeviceServer, existing version: 1.4-0.0
..... package: CSCOnsmAdmin, existing version: 1.0-0
..... package: CSCOsrvr, existing version: 1.5-0
..... package: CSCOTools, existing version: 1.2-0
..... package: CSCOUdiAdmin, existing version: 1.0-0
..... package: xerces-c, existing version: 2.8-0
```

Uninstall the Cisco CE properly and then try to install or run the install check script.

Check for Dependent OS Packages

The Cisco Configuration Engine install and check install script will check for the OS dependent packages and display error messages if the required packages are not installed.

Below lists package(s) which should be shared between CE and other projects. It is now detected that these component(s) are not installed or of different version from that required by Configuration Engine. Remove the inappropriate packages and install required packages before re-running Configuration Engine installation script.

```
..... package: httpd, existing version: not installed
..... expected version: 2.0.52
..... package: httpd-suexec, existing version: not installed
..... expected version: 2.0.52
..... package: mod_ssl, existing version: not installed
..... expected version: 2.0.52
```

Install the three missing package mentioned above from your Operating System distribution mentioned below.

Red Hat Enterprise Linux AS release 4 (Nahant Update 6)

The customer should install the required packages from the Red Hat Distribution Media or RPM Package Manager like 'yum'.

The check install script will check for the OS package being installed on the system.

```
Package 'httpd' is shared...
/bin/rpm -V httpd
S.5....T c /etc/rc.d/init.d/httpd
..?..... /usr/sbin/suexec
system failed: 256 exit_value = 1 signal_num = 0 dumped_core = 0
Following command failed: see ./checkError.log for details
/bin/rpm -V httpd
Warning package httpd is not properly installed
Run the command '/bin/rpm -V httpd' to see the issues
```

Verify the error to see if the configurations are changed and reinstall the packages accordingly.

Check for OS Dependent Package Files Missing

The check install script will check for any missing files from the OS package that is installed on the system.

```
Package 'mod_ssl' is shared...
/bin/rpm -V mod_ssl
S.5....T c /etc/httpd/conf.d/ssl.conf
system failed: 256 exit_value = 1 signal_num = 0 dumped_core = 0
Following command failed: see ./checkError.log for details
/bin/rpm -V mod_ssl
Warning package mod_ssl is not properly installed
Run the command '/bin/rpm -V mod_ssl' to see the issues
Error file or directory /usr/lib/httpd/modules/mod_ssl.so doesn't exist
Please re-install the mod_ssl from your Operating System distribution mentioned below.
Red Hat Enterprise Linux Server release 5.2 (Tikanga)
Reinstall the package properly from the OS distribution.
```