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### 'gethostbyaddr()' error

#### Symptom:

Installation aborted with error message ?Hostname value retrieval by system calls 'gethostbyaddr()' and command 'hostname' have different values returned. Please correct it also make sure 'ifconfig' is set in your PATH before installing Config Engine 3.5?

#### Solution:

To resolve this problem, follow these steps:

Step 1 Make sure the hostnames configured in /etc/hosts, /etc/sysconfig/network and/or DNS server are consistent with what?s returned by ?hostname ?s? command.

Step 2 Make sure the ifconfig command is in the \$PATH environment variable

### Can?t reinstall CE

#### Symptom:

If a install shell is accidentally closed, reinstall is not allowed.

#### Solution:

To resolve this problem, follow these steps:

Step 1 use ce\_uninstall ?force to uninstall any partially installed packages and rerun ce\_install.sh again.

Note: If the user typed ^Z to suspend the install process in the background, they need to either resume the install process or kill the install process.

### Setup fails in start of httpd with library errors

#### Symptom:

While setting up of Cisco Configuration Engine version 3.5.2 or lower on Red Hat Enterprise Linux Version 5, the setup fails with appliance-setup.log showing httpd start error as mentioned below.

```
Starting httpd: /usr/sbin/httpd: error while loading shared libraries: libpq.so.4: cannot open s
```

### **Solution:**

The problem is due to missing Red Hat packages on the Red Hat Enterprise Linux. To resolve this problem, follow these steps:

Step 1 Use `ce_uninstall` to uninstall all installed packages.

Step 2 Install the "postgresql-libs" and "mailcap" rpm for the Red Hat Enterprise Linux Distribution.

Step 3 Rerun the `ce_install.sh` again to install Cisco Configuration Engine.

Step 4 Launch a new root user Session and enter into a new bash shell.

Step 5 Execute the `setup.sh` command on the bash shell.

## **Setup or Resetup of Cisco Configuration Engine fails**

### **Symptom:**

The setup/resetup fails with `appliance-setup.log` showing `httpd` failure and `java` not found errors as mentioned below.

```
/etc/rc.d/init.d/httpd start
Checking if the following ports have been cleared:8009 8005 Starting tomcat...Waiting for tomcat
Starting httpd: FAILED
system failed: 256 exit_value = 1 signal_num = 0 dumped_core = 0

Deploying config web services ...
/opt/ConfigEngine/CSCOcsie/bin/deploy.config.websvc [-wsdl]
./adminclient.sh: line 18: java: command not found
```

### **Solution:**

The problem is due to non execution of a new bash shell to source the environment variables added by Cisco Configuration Engine. To resolve this problem, follow these steps:

Step 1 Launch a new root user Session and enter into a new bash shell.

Step 2 Execute the `setup.sh` command on the new bash shell created.

## **Setup fails in start of httpd for wrong ELF class**

### **Symptom:**

While setting up of Cisco Configuration Engine on Red Hat Enterprise Linux the setup fails with `appliance-setup.log` showing `httpd` start error as mentioned below.

```
Starting httpd: httpd: Syntax error on line 1383 of /opt/ConfigEngine/CSCOcsie/httpd/conf/httpd.conf:
Syntax error on line 10 of /opt/ConfigEngine/tomcat/conf/mod_jk-ce.conf: Cannot load /opt/ConfigEngine/tomcat/modules/mod_jk.so into server: /opt/ConfigEngine/CSCOcsie/httpd/modules/mod_jk.so: wrong ELF class: ELFCLASS32
```

### **Solution:**

## Troubleshooting\_Cisco\_Configuration\_Engine\_Installation

The problem is due to installation of Cisco Configuration Engine on 64 bit architecture(x86\_64). Cisco Configuration Engine is supported only on 32 bit architecture(i386). Install the correct version of Red Hat Enterprise Linux before installing Configuration Engine.