

Solstice Site/SunNet/Domain Manager Troubleshooting Guide

2550 Garcia Avenue
Mountain View, CA 94043
U.S.A.

Part No: 802-6110-10
Revision A, June 1996



Copyright 1996 Sun Microsystems, Inc., 2550 Garcia Avenue, Mountain View, California 94043-1100 U.S.A. All rights reserved.

This product or document is protected by copyright and distributed under licenses restricting its use, copying, distribution, and decompilation. No part of this product or document may be reproduced in any form by any means without prior written authorization of Sun and its licensors, if any.

Portions of this product may be derived from the UNIX[®] system, licensed from Novell, Inc., and from the Berkeley 4.3 BSD system, licensed from the University of California. UNIX is a registered trademark in the United States and other countries and is exclusively licensed by X/Open Company Ltd. Third-party software, including font technology in this product, is protected by copyright and licensed from Sun's suppliers.

RESTRICTED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 and FAR 52.227-19.

Sun, Sun Microsystems, the Sun logo, Solaris, Solstice, and Cooperative Consoles are trademarks or registered trademarks of Sun Microsystems, Inc. in the United States and other countries. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. in the United States and other countries. Products bearing SPARC trademarks are based upon an architecture developed by Sun Microsystems, Inc.

The OPEN LOOK[®] and Sun[™] Graphical User Interfaces were developed by Sun Microsystems, Inc. for its users and licensees. Sun acknowledges the pioneering efforts of Xerox in researching and developing the concept of visual or graphical user interfaces for the computer industry. Sun holds a non-exclusive license from Xerox to the Xerox Graphical User Interface, which license also covers Sun's licensees who implement OPEN LOOK GUIs and otherwise comply with Sun's written license agreements.

X Window System is a trademark of X Consortium, Inc.

THIS PUBLICATION IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT.



Contents

1. Network Communication Problems	1-1
1.1 System Resources	1-1
1.1.1 My system is hanging	1-1
1.1.2 CPU usage undesirable	1-2
1.1.3 System performance degrades	1-3
1.2 Making Contact	1-3
1.2.1 Can't start application	1-3
1.2.2 Can't contact activity or event daemon	1-4
1.2.3 Can't communicate with target system	1-5
1.3 Agent Software	1-5
1.3.1 Can't access agent software	1-5
1.3.2 Proxy agent doesn't work	1-6
1.3.3 Can't start Agents or Daemons	1-7
1.4 Sending and Receiving Requests	1-9
1.4.1 Can't get reports back	1-9

1.4.2	Can't send request.	1-9
1.4.3	Can't get request back	1-9
1.5	License-related Issues	1-10
1.5.1	Can't get license info.	1-10
1.5.2	Can't run Network Layout or CC_Receiver tools.	1-10
2.	Database Problems	2-1
2.1	Can't create the database	2-1
2.2	Invalid Database Entries	2-2
2.3	Not enough disk space.	2-2
2.4	Missing information.	2-3
2.5	Already existing names in the database	2-3
2.6	Extra elements in the database	2-3
2.7	Can't save the database	2-4
2.8	Can't open a file	2-4
2.9	Can't save Strip Chart and Indicators in the Database	2-4
2.10	Can't load icons and rasterfile into the database	2-4
3.	Application Problems	3-1
3.1	Console	3-2
3.1.1	Can't run multiple sessions	3-2
3.1.2	Incorrect glyph positions	3-2
3.1.3	Can't change the glyph for the element instance	3-2
3.1.4	Empty views are displayed	3-3
3.1.5	Can't get traps to work.	3-3
3.1.5.1	Traps are not being received by the Console.	3-3

3.1.5.2	Traps are not being signaled in the Console. . .	3-3
3.1.6	Incorrect schema file on the proxy system.	3-3
3.1.7	Can't load background image	3-4
3.1.8	Can't load schema file.	3-5
3.1.9	Can't find the icon file	3-6
3.1.10	Didn't get a value returned	3-6
3.1.11	Request didn't change	3-6
3.1.12	Edit menu doesn't have element type	3-7
3.1.13	Properties menu doesn't have agent schema.	3-7
3.1.14	Can't use Quick Dump	3-7
3.1.15	Can't find data report	3-8
3.1.16	snm -i exits with an error	3-8
3.2	Elements	3-8
3.2.1	Can't delete elements	3-8
3.2.2	Incorrect element type	3-9
3.2.3	Can't drop or paste element.	3-9
3.3	Tools	3-10
3.3.1	No data stream from Browser	3-10
3.3.2	Can't graph attribute	3-10
3.3.3	Bad data scale of graph	3-11
3.3.4	Bad time scale of graph	3-11
3.3.5	Can't print graph.	3-11
3.3.6	Can't discover networks beyond local network . . .	3-11
A.	Error Messages	A-1

A.1	Categories for Error Messages	A-1
A.1.1	Information Only:	A-1
A.1.2	Warning:	A-1
A.1.3	Error:	A-2
A.1.4	API Error:	A-2
A.1.5	Internal Error:	A-2
A.2	Alphabetical Listing of Error Messages	A-2
B.	FAQs	B-1
B.1	How do I get information on billing systems?	B-2
B.2	Are there any paging products for SunNet Manager?	B-2
B.3	Is there any information on forwarding events to remote hosts?	B-2
B.4	Are there any tools for creating reports from the Site/SunNet/Domain Manager log files?	B-3
B.5	Is there a way to enlarge the PDU size?	B-3
B.6	How do I view/print enterprise specific OIDs?	B-3
B.7	How do I get around a limit on groups and tables in a schema?	B-4
B.8	Is the snm-people mail archived and where?	B-4
B.9	How do I subscribe to snm-people?	B-5
B.10	What is the IP address of zippy?	B-5
B.11	Why does the Console menu test change color?	B-5
B.12	How do I keep event.log from growing and growing and growing?	B-6
B.13	How can I customize backgrounds?	B-6
B.14	Where can I get the ASN.1 Specifications?	B-8

B.15	Is there any feedback available on RMON pods and software?	B-8
B.16	Is it possible to parse the log files?	B-9
B.17	Is there software to get info from IBM RS6000/AIX	B-9
B.18	Where can I get schema files for Cisco routers version 10	B-9

Preface

Solstice Site/SunNet/Domain Manager™ 2.3 products are comprised of software that contains services to help manage elements of a network including a common platform for network management functions and a Manager/Agent Services library to assist in monitoring various aspects of a network.

Who Should Read This Book

The audience of this Guide, is all users of the Solstice Site/SunNet/Domain Manager products. This Guide includes troubleshooting information, frequently asked questions, and error messages.

How This Book Is Organized

Chapter 1, “Network Communication Problems,” describes troubleshooting information that is associated with the network.

Chapter 2, “Database Problems,” describes troubleshooting information that is associated with the network database.

Chapter 3, “Application Problems,” describes troubleshooting information that is associated with the Site/SunNet/Domain Manager application.

Appendix A, “Error Messages,” describes the error messages associated with the Site/SunNet/Domain Manager products.

Appendix B, “Frequently Asked Questions,” provides suggestions to frequently asked customer questions associated with the Site/SunNet/Domain Manager products.

Compatibility

See the *Release Notes* that accompanies this product for definitive compatibility information.

Conventions Used in This Book

This section describes the conventions used in this book.

Compatibility-Related Conventions

All procedures and other information in this book applies to both the Solaris™ 2.x and 1.x operating environments, unless the text explicitly states otherwise.

Command Line Examples

All command line examples in this guide use the C-shell environment. If you use either the Bourne or Korn shells, refer to `sh(1)` and `ksh(1)` man pages for command equivalents to the C-shell.

What Typographic Changes and Symbols Mean

Table P-1, “Typographic Conventions,” describes the type changes and symbols used in this book.

Table P-1 Typographic Conventions

Typeface or Symbol	Meaning	Example
AaBbCc123	The names of commands, files, and directories; on-screen computer output	Edit your <code>.login</code> file. Use <code>ls -a</code> to list all files. system% You have mail.
AaBbCc123	What you type, contrasted with on-screen computer output	system% su Password:
<AaBbCc123>	Command-line placeholder: replace with a real name or value	To delete a file, type <code>rm <filename></code> .
<i>AaBbCc123</i>	Book titles, new words or terms, or words to be emphasized	These are called <i>class</i> options. You <i>must</i> be root to do this.
Code samples are included in boxes and may display the following:		
%	UNIX C shell prompt	system%
\$	UNIX Bourne and Korn shell prompt	UNIX Bourne and Korn shell prompt
#	Superuser prompt, all shells	Superuser prompt, all shells

Network Communication Problems



- *My system is hanging*
- *CPU usage undesirable*
- *System performance degrades*
- *Can't start application*
- *Can't contact activity or event daemon*
- *Can't communicate with target system*
- *Can't access agent software*
- *Proxy agent doesn't work*
- *Can't start Agents or Daemons*
- *Can't get reports back*
- *Can't send request*
- *Can't get request back*
- *Can't get license info*
- *Can't run Network Layout or CC_Receiver tools*

1.1 System Resources

1.1.1 My system is hanging

This problem may be due to an infinite loop created by the SNMP trap forwarding feature. If, within Site/SunNet/Domain Manager, a trap is forwarded from machine to machine, an infinite loop (machine A -> B -> A) may occur thereby exhausting machine resources and increasing the burden on network traffic.

The trap forwarding feature should be used to forward SNMP traps to applications external to Site/SunNet/Domain Manager. Within this product, Cooperative Consoles should be used to exchange information.

For example, if machine A forwards a trap to machine B and both A and B use Cooperative Consoles to exchange events/traps, machine B may possibly receive the same trap twice depending on the Cooperative Consoles configuration.

If your system is hanging from an infinite loop as described above:

1. Reboot your system.
2. Edit the configuration file, `snm.conf`; either delete the `snmtrap.forward` line completely or change the `snmtrap.forward` specification to an external application.

1.1.2 CPU usage undesirable

The CPU goes to an undesirable level after running `snm -i`.

This problem is due to the ISAM lock file, `NETISAM.LOCKTABLE.lock`, being left in a bad state. If the lock file is not present, it is created by Site/SunNet/Domain Manager and then released when the application exits. If an exits occurs while the ISAM lock is being held (due to a segmentation fault), the next `snm -i` waits forever to get the lock. This results in the undesirable CPU usage.

The problem does not go away even if you deinstall SNM packages because the lock file is not a part of the package and will not be deleted. To resolve this problem:

1. Kill the `snm` process:

```
ps -ef | grep snm in the case of Solaris 2.X
```

```
ps -ax | grep snm in the case of SUNOS
```

2. Change directories: `cd /usr/tmp`
3. Remove the file: `NETISAM.LOCKTABLE.lock`
4. Restart the Site/SunNet/Domain Manager application: `snm -i` or `snm`

1.1.3 System performance degrades

Everything runs fine until asynchronous traps are received at a fairly regular rate (2 - 4 per second). When the asynchronous traps are received, the window system response becomes severely degraded.

This performance degradation occurs when DNS is not available and asynchronous traps are received at a fairly regular rate (2 - 4 per second). If DNS is not available, the console and trap daemon end up waiting for DNS response, resulting in response degradation. To address this problem, make sure DNS is available. See your platform-specific documentation for more information.

1.2 Making Contact

1.2.1 Can't start application

If the Console fails to start or crashes, you may see messages that are returned by NetISAM. These messages have the following format:

```
netisam[xxx]:<error>:unix errno <n>
```

where `errno <n>` messages can be found in the header file `/usr/include/errno.h`.

The following is a list of the more common NetISAM message numbers and descriptions of the problem.

Table 0-1 Common NetISAM Errors

errno	Description
2	There is no such file or directory. The database directory specified by the SNMDBDIR environment variable does not exist. Or, the runtime MDB files <code>nc.rec</code> , <code>nc.ind</code> , <code>events.rec</code> , and <code>events.ind</code> (normally in <code>./db.<username></code> directory) do not exist.
12	There is not enough memory. You have run out of virtual memory and need to increase the amount of swap space.
13	You do not have the proper read/write access permission to the database directory specified by the SNMDBDIR environment variable or to the database files in the MDB directory (normally in <code>./db.<username></code>).
28	The file system on which the database exists is full.
30	The database directory that you are trying to write to is a read-only file system.
70	The database you are using is on an NFS-mounted file system and the machine from which you are mounting may have been rebooted. Reboot your machine if this is the case.
71	The database is on a file system that is mounted from more than one host.

1.2.2 Can't contact activity or event daemon

You might receive a message to this effect. In this case, check for the existence of `/etc/inetd.conf`. Make sure that this file contains lines to start `na.activity` and `na.event`. For example, in a Solaris 1.x environment, it would look like this:

```
na.activity/10 tli rpc/udp wait root /usr/snm/agents/na.activity na.activity
<several intervening lines>
na.event/10 tli rpc/udp wait root /usr/snm/agents/na.event na.event
na.event/10 tli rpc/tcp wait root /usr/snm/agents/na.event na.event
```

If `inetd.conf` appears to be correct, reinvoke `/usr/etc/inetd` (in a Solaris 1.x environment; for a Solaris 2.x machine invoke `/usr/sbin/inetd`).

1.2.3 Can't communicate with target system

- The target system does not support SNMP or the SNMP agent for the target system is not running.

If you are trying to send a request to a target system through the SNMP proxy agent and the proxy is unable to communicate with the target system, the following messages appear in the Console footer and Error Reports log, respectively.

```
Cannot start request `snmp.<group>.<#>'--will retry later. See error log for details.
```

```
Error: Request snmp.<group>.<#>: API error: Remote procedure call timed out: Cannot send request: Retrying.
```

See the section on managing SNMP devices in the *Administration Guide* for more information about using the SNMP proxy agent.

1.3 Agent Software

1.3.1 Can't access agent software

- Agent software is not installed on target system.

The specified agent may not be installed on the target system if the request is stopped and the following message appears in the Error Reports window:

```
Error: Request <request_name>: API error: Cannot create RPC client: program=<number>, version=10: RPC. Program not registered
```

See the *Installation Guide* for instructions on installing agents.

If an agent is a proxy agent, the agent software does not need to be resident on the target system (the proxy agent software needs to be installed only on the proxy system). SNM-supplied proxy agents are `hostperf`, `ippath`, `lpstat`, `ping`, `traffic`, and SNMP proxy agents.

- Agent software is not installed on target system.

The specified agent may not be installed on the target system if the request is stopped and the following message appears in the Error Reports window:

```
Error: Request <request_name>: API error: Cannot create RPC
client: program=<number>, version=10: RPC. Program not registered
```

Run the `getagents` program to install the agent software and libraries from the manager station. For instructions on running `getagents`, see the *Installation Guide*. If an agent is a proxy agent, then the agent software does not need to be resident on the target system (the proxy agent software needs to be installed only on the proxy system). SNM-supplied proxy agents are `hostperf`, `ippath`, `lpstat`, `ping`, `traffic`, and SNMP proxy agents.

1.3.2 Proxy agent doesn't work

- The proxy agent cannot find the schema or group specified in the request.

If the SNMP proxy agent cannot find the schema file for the target system or the schema file on the proxy system is not the same as the one loaded in the Console, the following message appears:

```
Error(Get): Invalid object group: <gro>
```

This can happen if you are attempting to use a schema file that is not a “standard” schema file supplied by Sun (the schema file has been supplied by another vendor, or you have created your own schema file). Make sure that the schema file on the SNMP proxy system is located in a directory specified by the `na.snmp.schemas` keyword in the `/etc/snm.conf` (Solaris 1.x) or `/etc/opt/SUNWconn/snm/snm.conf` (Solaris 2.x) file on the proxy system. If you change the keyword value while the SNMP proxy agent is running, you need to kill the proxy agent for the change to take effect. Make sure that the schema file on the proxy system is the same as the schema file on the Console.

- The SNMP proxy agent encounters an error while performing the request.

Any error messages that are prefixed by `Error(Set):` are messages returned by the SNMP proxy agent; see the `na.snmp` man page for more information about the error.

- The community name defined in the request does not match the community name associated with the SNMP device.

This is the likely to be the case if either of the following messages appear:

```
No response from system: <system>
This variable not available for set
```

An `authenticationFailure` trap is typically sent by SNMP devices in this situation.

Read and write community names are defined in the Properties window for the element. In the Set Tool window, you can also specify community name values in the Options field for each request. If you do not specify community name values in the Properties window of the element or in the Options field of the request, the SNMP proxy agent uses “public” for both community names.

1.3.3 Can't start Agents or Daemons

Occasionally you may find that an agent does not start when you send a request to it. It could be due to a remote procedure call error, listed in “Error Messages”. If you notice the following message in the `messages` file or the system console log:

```
<host> inetd[nnn]: <agent>/rpc/udp server failing (looping), service terminated
```

it's because every time `inetd(8c)` starts the agent, the agent dies immediately. `inetd(8c)` tries a number of times to start the agent, and gives up when it's clear the agent doesn't want to be started. In this case, start the agent manually with debugging enabled by entering,

```
host# <agents-path>/agents/na.<agent> -d 3
```

where `<agents-path>` is typically `/usr/snm` for Solaris 1.x installations or `/opt/SUNWconn/snm` for Solaris 2.x installations.

You then should get some indication of why the agent is failing. Maybe it can't find `libnetmgt.so`. Maybe `ldconfig(8)` needs to be run to get the runtime linker-editor to know about the shared library. It's possible the agent is failing for some other reason. Maybe some resource it needs isn't available, and it is unable to send an error message back to the manager. Once you know what the error means, you should stop the agent (if it hasn't stopped itself), correct the error, and restart `inetd(8c)`, rather than sending it a HUP signal. The commands to do this are shown below:

On Solaris 1.x:

```
host# ps -ax | grep inetd
host# kill <processid>
host# /usr/etc/inetd
```

On Solaris 2.x:

```
host# ps -ef | grep inetd
host# kill <processid>
host# /usr/sbin/inetd
```

If an agent dumps core, the core file is stored in the `/usr/tmp` directory. If you cannot resolve the problem with the agent, send a copy of the core file in with your problem report.

The above commands can also be used to stop and restart the SNM activity daemon. You should do this if you see the following message:

```
Cannot contact na.activity to determine ID
```

1.4 *Sending and Receiving Requests*

1.4.1 *Can't get reports back*

Expected reports are not returning. To resolve, check the request to make sure that the Defer Reports field of the data request is off (no check mark appears in the accompanying box).

1.4.2 *Can't send request*

No threshold has been set in the event specification. If you attempt to send an event specification to an agent without specifying the conditions of the event, the following message is displayed.

```
No threshold is set, request is not sent.
```

Make sure that you click SELECT on the Apply button after specifying any thresholds.

1.4.3 *Can't get request back*

Note that the states *awaiting activation*, *being activated*, *awaiting stop*, and *being stopped* are normally temporary. If you notice that a request seems to be in one of these states for a long time without changing, you should make sure that the target element is reachable by using the ping agent to do a Quick Dump request.

1.5 License-related Issues

1.5.1 Can't get license info

The Console comes up and displays a notice, “could not get license information...” and exits.

To resolve, invoke the `install_snm_license` tool which is available under `/usr/snm/bin` (Solaris 1.x) or `/opt/SUNWconn/snm/bin` (Solaris 2.x). The tool displays a set of phone numbers to call for the license. Once you have the license, use the tool to install the license.

1.5.2 Can't run Network Layout or CC_Receiver tools

You are not able to run the Network Layout (NLA) application or the CC_Receiver tools.

To resolve, click “About...” under the File menu. The display contains your license type. If the license is not Domain Manager, you cannot run NLS or CC_Receiver. Call for an upgrade to Domain Manager.

Database Problems



- *Can't create the database*
- *Invalid Database Entries*
- *Not enough disk space*
- *Missing information*
- *Already existing names in the database*
- *Extra elements in the database*
- *Can't save the database*
- *Can't open a file*
- *Can't save Strip Chart and Indicators in the Database*
- *Can't load icons and rasterfile into the database*

2.1 *Can't create the database*

The runtime database cannot be created. The following message is displayed:

```
Cannot create database directory: <reason>
```

The runtime database cannot be created in the directory specified by the environment variable `SNMDBDIR`. If you did not specify the `SNMDBDIR` environment variable, the runtime database would be created in the directory specified in the `snm_conf` file. By default, they are `/var/adm/snm` for a Solaris 1.x machine or `/var/opt/SUNWconn/snm` for a Solaris 2.x machine

Usually *<reason>* will indicate the source of your problem. Check that the directory exists and is writable. Make sure that you have at least 1 Mbyte of disk space available in the directory.

2.2 *Invalid Database Entries*

If you choose the about option for loading ASCII databases and if the ASCII database file contains one or more invalid entries, the loading will abort.

The Console displays the line number in the file where the error is detected and a brief description of the error. All definitions in the file are backed out of the runtime database. Any other files that do not have errors are correctly read into the runtime database. Edit and fix the particular file that could not be loaded and reload it. There are two ways to reload the file:

1. If the Console is opened, invoke File►Load►Management Database. In the Load window you then receive, double-click SELECT on the name of the corrected file.
2. Restart the Console, specifying only the corrected file, by entering:

```
host% snm <corrected_file>
```

This causes the last runtime database (containing only those files that were read correctly) to be loaded, along with the corrected file. If you want to replace the runtime database instead of merging the database in *<corrected_file>*, above, with the runtime database, use the *-i* option as shown in Startup Commands section.

If you choose the replace option, the duplicates will be taken from the ASCII databases. The default is the ignore option, which ignores the duplicates. For more information on how to choose the option, see the *Administration Guide*.

2.3 *Not enough disk space*

Not enough disk space is available for the runtime database.

This is generally indicated by a message like the following in your system console log:

```
netisam: not enough disk space: unix errno 28
```

Another possibility is a system console (not SNM Console) message: `<filesystem_name> filesystem full`. For either message, see the beginning paragraphs under “Letting Discover Build Your Database” for general information about disk space requirements for the SunNet Manager database. For a list of common NetISAM messages and descriptions, see the appendix in this Guide.

2.4 *Missing information*

You have specified a view on the Goto line that is not in the database. If this happens, the current view remains and the Goto line is cleared.

2.5 *Already existing names in the database*

Element name already exists.

If the element instance you are trying to create already exists in the runtime database, the following message appears in the footer of the element Properties window:

```
Cannot create; name already exists!
```

Only one element instance definition can exist for an element name. Once you have created an element instance, you can copy the glyph into different views (see “Copying Elements”). To find instances of an element, refer to the instructions in “Finding Elements”.

2.6 *Extra elements in the database*

There are multiple instances of an element in a database.

Use the Find option of the View menu to locate all instances of an element—see “Finding Elements”. Within each view, delete the element.

2.7 *Can't save the database*

The path you specified does not exist or is not writable.

If the specified path is not a writable path, the following message appears in the footer of the Console:

```
Cannot open <file> - save failed.
```

Verify that the path exists and is writable.

2.8 *Can't open a file*

The following message appears in the Console footer:

```
Cannot open <file> for writing
```

This message could occur because the file name you specified does not have write permission. Make sure the directory has the appropriate permissions for access.

2.9 *Can't save Strip Chart and Indicators in the Database*

When a request is loaded from an ASCII file and the Restart field of the request has previously been set to True, Indicators and Strip charts associated with the display of the returned attribute values appear in the view from which the request was originally started. This occurs even if you moved the Indicator or Strip Chart into a different view before saving the runtime database to an ASCII file. (The reason for this is that Strip Charts and Indicators are not saved when you perform a save-database operation.)

2.10 *Can't load icons and rasterfile into the database*

Too many icons and rasterfiles are already loaded into the runtime database.

If the following message appears, you need to reduce the number of icons or rasterfiles in the runtime database.

```
Cannot load more than 1024 icons/rasterfiles
```


Application Problems



- *Can't run multiple sessions*
- *Incorrect glyph positions*
- *Can't change the glyph for the element instance*
- *Empty views are displayed*
- *Can't get traps to work*
- *Incorrect schema file on the proxy system*
- *Can't load background image*
- *Can't load schema file*
- *Can't find the icon file*
- *Didn't get a value returned*
- *Request didn't change*
- *Edit menu doesn't have element type*
- *Properties menu doesn't have agent schema*
- *Can't use Quick Dump*
- *Can't find data report*
- *snm -i exits with an error*
- *Can't delete elements*
- *Incorrect element type*
- *Can't drop or paste element*
- *No data stream from Browser*
- *Can't graph attribute*
- *Bad data scale of graph*
- *Bad time scale of graph*
- *Can't print graph*
- *Can't discover networks beyond local network*

3.1 Console

3.1.1 Can't run multiple sessions

Another user with the same user ID is already running a Console session.

The following message is displayed:

```
snm already running: started <date> on <host> (pid <pid>) by <user> on display <displayname>
```

Multiple Console sessions can be run from a single user ID. For each session, specify a different name by setting the environment variable `SNM_NAME`:

```
host% setenv SNM_NAME "Jack Netman"
```

The name does not need to be a UNIX login name; however, it should not include characters such as `'/'`, `'.'`, or `'..'`.

While multiple Console sessions are supported, it is not the recommended way to use SNM.

3.1.2 Incorrect glyph positions

- Glyph positions are not correct.

In the discover function's properties window, make sure the Add Object Coordinates item is set to yes.

3.1.3 Can't change the glyph for the element instance

Glyphs are associated with element types, not element instances. See the *Administration Guide* for more information.

3.1.4 *Empty views are displayed*

By default, the Console allows you to go to empty views. You can specify that the Console not display empty views; this is configured in the Miscellaneous category of the Console Properties window. See the *Administration Guide* for more information.

3.1.5 *Can't get traps to work*

3.1.5.1 *Traps are not being received by the Console.*

Check the value of the `na.snmp-trap.rendez` keyword in the `/etc/snm.conf` file (Solaris 1.x) or the `/etc/opt/SUNWconn/snm.conf` file (Solaris 2.x) on the system that the trap daemon resides. Add the keyword if it does not exist. Make sure the host name of the Console system is defined correctly. Multiple host names should be separated by colons (:).

3.1.5.2 *Traps are not being signaled in the Console.*

The Console can be configured to signal, send mail, or fork a program when a trap report is received. If trap reports are being displayed in the Event/Trap Reports window, but the Console is not signaling the receipt of the trap report, check the settings for Trap Information in the Events and Traps category of the Console Properties window. If a glyph effect is being propagated, make sure that glyph state propagation has been enabled for the Console view that is being displayed.

3.1.6 *Incorrect schema file on the proxy system*

The proxy agent cannot find the schema or group specified in the request.

If the SNMP proxy agent cannot find the schema file for the target system or the schema file on the proxy system is not the same as the one loaded in the Console, the following message appears:

```
Error(Get): Invalid object group: <gro>
```

This can happen if you are attempting to use a schema file that is not a “standard” schema file supplied by Sun (the schema file has been supplied by another vendor, or you have created your own schema file). Make sure that the schema file on the SNMP proxy system is located in a directory specified by the `na.snmp.schemas` keyword in the `/etc/snm.conf` file (Solaris 1.x) or the `/etc/opt/SUNWconn/snm.conf` file (Solaris 2.x) on the proxy system. If you change the keyword value while the SNMP proxy agent is running, you need to kill the proxy agent for the change to take effect. Make sure that the schema file on the proxy system is the same as the schema file on the Console.

3.1.7 Can't load background image

- The background file cannot be found.

An image file you specified in the Add Background file menu does not exist or is not in the directory you specified.

If you added a background by editing the ASCII file that contains the runtime database and the Console cannot locate the background image file you specified in the `viewBackground` instance, the following message appears:

```
Cannot find icon/rasterfile <file>
```

If the icon path name begins with a slash (/), it is treated as an absolute path. Otherwise, the path name is relative to the directories specified by the Icon Directories setting in the Console Properties Locations category. See the *Administration Guide* for more information.

- The background image file is not in the correct format.

If the background image file is not in rasterfile format, the following message appears:

```
Bad rasterfile: <file>
```

Icon format is supported if the file ends with the extension `.icon`.

- The background image file is a color file, but the Console is currently running on a black and white monitor.

If the following message appears, the background image file can only be loaded on color systems.

```
Cannot load color rasterfile on B&W monitor
```

- Too many icons and rasterfiles are already loaded into the runtime database.

If the following message appears, you need to reduce the number of icons or rasterfiles in the runtime database.

```
Cannot load more than 1024 icons/rasterfiles
```

- The view instance cannot be found.

If you added a background by editing the ASCII file that contains the runtime database and the view instance for the background image is not defined, the following message is displayed:

```
Unknown <viewname>
```

Make sure that the view instance definition exists and that it is loaded *before* the viewBackground instance.

3.1.8 Can't load schema file

The schema file you created does not load.

If the following message appears, make sure that the schema file is readable.

```
Cannot open <file> - load failed
```

If loading the schema file fails because of a syntax error in the schema file, a message like the following appears in the Error Reports window:

```
line x: syntax error
```

Check the line indicated in the `.schema` file. Make sure that record entries have beginning and ending paragraph braces `()`. The field names in the element definition must *not* contain blanks—use underscores instead. The underscores will be displayed as blanks in the Properties window for the element.

The schema file may fail to load if the specified icon cannot be found. If the icon path name begins with a slash (`/`), it is treated as an absolute path. Otherwise, the path name is relative to the directories specified in the Console Properties window. See the *Administration Guide* for more information.

3.1.9 Can't find the icon file

If the Console cannot locate the icon file you specified in the `viewBackground` instance, the following message appears:

```
Cannot find icon/rasterfile <file>
```

If the icon path name begins with a slash (`/`), it is treated as an absolute path. Otherwise, the path name is relative to the directories specified in the Console Properties window. See the *Administration Guide* for more information.

3.1.10 Didn't get a value returned

- No value is returned for an attribute.

If the message “(No value retrieved)” appears under the Current Value column for an attribute, either the value is not available at the time the get request is made or an error occurred. (Refer to the error message at the bottom of the screen.)

3.1.11 Request didn't change

- Modifications to the request did not take effect.

Make sure that you have clicked SELECT on the Apply button after modifying an attribute display.

3.1.12 *Edit menu doesn't have element type*

The `elements.schema` file defines element types that are available from the Edit menu. The `elements.schema` file is normally located in the `struct` directory. The default path for the `struct` directory is:

- `/usr/snm/struct` on Solaris 1.x machines
- `/opt/SUNWconn/snm/struct` on Solaris 2.x machines

See the *Administration Guide* for information on creating new element types.

3.1.13 *Properties menu doesn't have agent schema*

- Desired agent schema is not listed in element Properties window.

The agent schemas that are listed in the Properties window are those files with the `.schema` extension that are located in the directories specified in the Console Properties window. By default, these directories are:

- `/usr/snm/agents` and `/usr/snm/struct` on Solaris 1.x machines
- `/opt/SUNWconn/snm/agents` and `/opt/SUNWconn/snm/struct` on Solaris 2.x machines

Agent schema files are provided with agent software. If you are using an agent that is not supplied with the SNMP package, make sure that the agent schema file is located in a directory specified in the Console Properties window. See the *Administration Guide* for information on Schema Directories setting.

Certain agents, such as the SNMP proxy agent, can use multiple schema files for a single element. These schema files can be Sun-supplied SNMP schema files or schema files created from an enterprise-specific SNMP Management Information Base (MIB) file used to manage a specific device. See the *Administration Guide* for more information.

3.1.14 *Can't use Quick Dump*

- Quick Dump option is not available from the Glyph menu.

If there are no readable attributes for any agent on the target system, the Quick Dump item in the Glyph menu is dimmed.

3.1.15 Can't find data report

If you have a large number of incoming data reports, it is not unusual for the maximum number (1000) of data reports in the Data Reports window to be reached. When this happens, the total number of entries in the Data Reports window will not increment, although new reports are added. You can change the maximum number of entries by modifying the Maximum Data Reports setting in the Miscellaneous category of the Console Properties window. See the *Administration Guide* for more information.

3.1.16 snm -i exits with an error

`snm -i` exits with the error, "Runtime database does not contain 'viewBackground' record definition."

Verify that the definitions file has the correct version and restart the product application. Your SNMHOME environment variable may not be set correctly. If you have installed the product application in a non-default directory (not `/opt`), then you have to set SNMHOME pointing to the installed directory.

In `csh`:

```
setenv SNMHOME <your directory>/SUNWconn/snm
```

If you have installed the product application in the default directory, do the following:

```
unsetenv SNMHOME
```

3.2 Elements

3.2.1 Can't delete elements

The element you tried to delete has an active request, or the element contains another element in its view.

If you attempt to delete an element that has an active agent request associated with it or that contains another element in its view, the following message appears in the Console footer:

```
Cannot cut or delete objects with non-empty subviews. 0  
element(s) deleted.
```

You need to kill the agent requests for the element or delete the elements in its view.

3.2.2 *Incorrect element type*

Element types are not correct.

Discovered devices are classified as either routers, workstations, or servers. See the *Administration Guide* for information on changing an element type.

3.2.3 *Can't drop or paste element*

- If the following error message appears:

```
Attempt(s) to Drop or Paste into a request.
```

You attempted to paste an element into a request view.

- No agents were specified in the Properties window of the target element.

The following message indicates that agent software has not been installed on the target system.

```
Attempt(s) to Drop or Paste to an element accepting no requests
```

Run the `getagents` program on the target system.

- The agent in the copied request is not associated with the target element.

The following message indicates that the agent specified in the copied request is not associated with the target element.

```
Attempt(s) to Drop or Paste a request unknown to an element
```

Check that the agent is appropriate for the target element and install the agent software on the target system, if necessary.

- You cannot paste requests into the Home view.

The following message indicates that you tried to copy a request to the Home view.

```
Attempt(s) to inappropriately Drop or Paste into Home
```

You can only copy a request to an element subview.

3.3 Tools

3.3.1 No data stream from Browser

If you see the following message in the footer of the Results Browser window, you need to select the report streams to be graphed before you can send data to the Grapher.

```
No Streams Selected
```

See *Administration Guide* for information about selecting report streams.

3.3.2 Can't graph attribute

Attribute is not graphable.

Only attributes of data types integer, float, counter, gauge, timestamp, or UNIX time can be graphed.

3.3.3 Bad data scale of graph

By default, the vertical axis of a graph is plotted using Absolute values. The minimum and maximum values of the vertical axis are the smallest and greatest values among all the data sets that are being graphed. If you graph different attributes on the same graph, data sets can sometimes virtually disappear in the graph display.

You should probably change the graph display to use Relative data scale values. The maximum and minimum values of the graph will then vary according to the maximum and minimum values of each data set. See the *Administration Guide* for information on changing the graph display.

3.3.4 Bad time scale of graph

By default, the horizontal (time) axis of a graph is plotted using Absolute values. The minimum and maximum values of the horizontal axis are the earliest and latest times among all the data sets that are being graphed. If you graph different time periods on the same graph, data sets can sometimes virtually disappear in the graph display. You should probably change the graph display to use Relative time scale values. The maximum and minimum values of the graph will then vary according to the maximum and minimum values of each data set. See the *Administration Guide* for information modifying the graph display.

3.3.5 Can't print graph

Graph does not print or the graph does not print in color.

Check the printer options in the Snapshot window to make sure that they match the characteristics of the printer.

3.3.6 Can't discover networks beyond local network

To allow discovery for networks beyond your local network:

- 1. Make sure the local router has SNMP running.**
- 2. Make sure the correct read community string is entered.**
- 3. Make sure that the hop count is greater than zero (0).**

4. Start Discover.

Error Messages



Error messages can be generated from many different pieces of the SunNet Manager package. Error messages can be sent to a number of places: to `stdout`, `stderr`, the system console, the system's `messages` file, and in the case of the Console, they may go to the Console's Error Reports window or the Console's window footer.

Note – For descriptions of errors specific to agents, see the `man` page for each agent.

A.1 Categories for Error Messages

Error messages fall into the following categories:

A.1.1 Information Only:

For user information only. No action is required.

A.1.2 Warning:

If possible, the application will recover as described.

A.1.3 Error:

Remedial action from the operator is required to correct the problem.

A.1.4 API Error:

The Manager/Agent Services library detected an error caused by the application program. These are often due to programming errors in the application.

A.1.5 Internal Error:

An unexpected error occurred. It's possible the Console's runtime database may have become corrupted. If you suspect that is the cause of the error, try saving the runtime database to the MDB—use the File button's Save►Management Database option— and correct the invalid entry. After the correction is made, reinitialize the runtime database specifying the `-i` flag in the `snm` command.

It's also possible this internal error does *not* indicate an error in the Console's runtime database. It could be an internal error generated by another application or by the Manager/Services library. If an internal error persists, contact the appropriate Sun service entity and provide the error message, circumstances that caused the error, and any relevant files.

A.2 Alphabetical Listing of Error Messages

The actual error message text may be prefixed with "Error:" or the name of the application that is returning the error (e.g. "snm:"). The error messages in this section are generally listed in alphabetical order according to the text of the error message.

Abnormal termination

Internal Error: The SNMP trap daemon has encountered a fatal error and has terminated.

Agent error:<*why*>

Warning/Error: An agent returned an agent-specific error. Refer to the agent documentation for more information. (You can determine the agent from the request name, which is also returned. The default request name is in the format <*agent*>.<*group*>.<*number*>.)

Agent has over <*number*> groups

Warning: An agent has too many groups or tables. Not all groups and tables will be displayed in the menus.

(alloc_buffer):error, no more space

Error: The Console could not write a message to the data or event log because it ran out of virtual memory. Either increase the amount of swap space on the system or decrease the number of applications running concurrently.

(API):request failed, <*why*>

Error: A request failed for the reason given. The request will not be retried.

(API):request failed, <*why*>, retrying

Error: A request failed for the reason given. The request will be retried.

Argument name is too big

API Error: The specified name string is too long for the name buffer.

Attempt(s) in which an element was no longer in the MDB

Internal Error: A race condition in the database has occurred.

Attempt(s) to Drop or Paste a request unknown to an element

Error: The target element is not associated with an agent of the type specified in the request being dropped or pasted.

Attempt(s) to Drop or Paste into a request

Error: An attempt was made to put elements into the subview of a request. Requests have no subviews.

Attempt(s) to Drop or Paste to an element accepting no requests

Error: The target element has no associated agents and therefore accepts no requests.

Attempt(s) to inappropriately Drop or Paste into Home

Error: An attempt was made to put a request into the Home view.

Attribute not supported, not using SNMP for auto-management.

Warning: An SNMP autorequest resulted in an “attribute not supported” error.

Attribute type does not match: group ‘(<group>)’ attribute ‘(<attr>)’: schema type ‘(<type1>)’, returned type ‘(<type2>)’

Error: The agent and schema disagree on the attribute’s data type.

Attribute unavailable for set operation: variable #*n*

Error: The set request was not performed because the *n*th attribute to be set was not available for set operations. This variable cannot be set.

Attribute <agent>/<group>/<attribute> is not writable

Error: The attribute does not have write permission, it is not set-able.

Bad index <index>

Internal Error: An invalid runtime database index was passed to a database routine.

Bad rasterfile:<file>

Error: The raster file <file> could not be loaded because its format is not that of a raster file.

Bad security credentials

Error: The requester’s security credentials are bad. Ask your system administrator to add you to the appropriate security netgroup. Refer to “Network Administration Security” for more information about security.

Cannot acquire database lock, try again later

Error: Check to make sure that the database directory is writable.

Cannot add agent to system:<*name*>

Warning: Failure adding an agent to the element called <*name*>.

Cannot add index to event database files <*name*>.:<*why*>

Error: The Console could not add an event report to its runtime database. Check to see if the directory exists and is writable. If it is, remove the runtime database files in the directory and restart the Console specifying `-i`.

Cannot allocate memory

Error: An error occurred allocating dynamic memory. The `malloc(3)` library function failed. Try increasing the swap space on your system or running fewer applications.

Cannot allocate memory for request

Error: There is not enough memory for the Console to proceed. Increase swap space on the system.

Cannot allocate memory to view request.

Error: A new request has been started, but the Console cannot allocate the memory required to display the request information in the View Requests window. Increase the swap space.

Cannot allocate request

Error: The system does not have enough memory to allocate resources for another request.

Cannot allocate resources to update request list.

Warning: Due to a memory allocation failure, the state of a request could not be updated in the request list. The system will recover by itself, but the user must make sure the system has enough memory.

Cannot backup existing file - no saving done.

Error: `snm_set` is unable to make a backup copy of the existing file before saving the newer version. This might be because there is no more space or no write permission on the file system.

Cannot bind socket

Error: An error occurred binding the socket name. The `bind(2)` system call failed.

Cannot cache request

Internal Error: An error occurred when the activity daemon tried to cache the request.

Cannot contact `na.activity` to determine id.

Error: The Console or Browser or Grapher tools attempted to contact the daemon to obtain an ID using `SNM_NAME` or `USER`. Make sure that `na.activity` is installed correctly and is in `/etc/inetd.conf`.

Cannot create agent request log file

Error: The agent request log file does not exist and cannot be created. Ensure the directory exists and is writable.

Cannot create base frame! Try removing some windows

Error: The operator has too many windows and the Console windows cannot be created. Try deleting some existing windows.

Cannot create colormap, (mono display?)

Error: The Console attempted to create a colormap for a color background, but the system appears to have a monochrome display. You must run the Console on a color display to load color background images.

Cannot create database directory:

The directory specified by the database keyword in the `/etc/snm.conf` file does not appear to be writable. Set the protection on the directory to `777` or change the database keyword to point to a directory that is writable by the user running SNM.

Cannot create event database files `<name>.:<why>`

Error: The Console could not create its runtime database. Check to see if the directory exists and is writable. If it is, remove the runtime database files in the directory and restart the Console specifying `-i`.

Cannot create key menu, not enough memory!

Internal Error: There is not enough memory to create the key menu. Check if the table has too many entries.

Cannot create resources for selecting requests; please remove some windows and try again.

Error: The pop-up window to allow you to select requests cannot be displayed because there are too many windows already open.

Cannot create resources for viewing requests; please remove some windows and try again.

Error: The Console is unable to display the View Requests window because there are too many windows already open.

Cannot create runtime database files *<name>.<why>*

Error: The Console could not create its runtime database. Check to see if the directory exists and is writable. If it is, remove the runtime database files in the directory and restart the Console specifying *-i*.

Cannot create RPC client:program = *<RPC program number>*;
version = *<RPC version number>*; RPC:Program not registered

Error: An error occurred creating an RPC client handle for the agent with the specified *<RPC program number>* and *<RPC version number>*. The agent (an RPC program) is not registered with the portmapper on the agent system. The error is generally caused by one of the following:

The agent is not installed on the host where you are sending the request. Install the agents on the remote system. See the Installation Guide for more information.

The agent was started from the shell command line and subsequently killed. Follow the procedures listed under the error message "Remote procedure call failed: Can't send request: RPC: Timed out".

Cannot create TCP transport

Internal Error: An error occurred creating a TCP/IP RPC transport handle.

Cannot create UDP transport

Internal Error: An error occurred creating a UDP/IP RPC transport handle.

Cannot create window!

This is a window system problem. Check to make sure that the DISPLAY environment variable is set correctly, the user has permission to create a window on the requested DISPLAY, or the user does not have too many windows.

Cannot decode argument list

Internal Error: An error occurred during XDR decoding and de-serializing a message argument list.

Cannot decode message header

Internal Error: An error occurred during XDR decoding and de-serializing a message header.

Cannot delete activity in cache

Internal Error: The activity daemon failed to delete the activity in its activity cache.

Cannot delete request

Internal Error: An error occurred deleting a request from the agent request queue.

Cannot determine id. Check for existence of directory *<id-directory>*.

For the Solaris 2.x version of SNM, *<id-directory>* is

`/etc/opt/SUNWconn/snm/snm.id`.

For the Solaris 1.1 version, *<id-directory>* is `/etc/snm.id`.

Error: Check that *<id-directory>* exists and contains the user ID that you are using. If the directory exists, kill the activity daemon.

Cannot determine name. Neither SNM_NAME or USER set.

Error: One of these environment variables must be set for the Grapher and Browser or Console and Grapher to communicate; it must be the same for both tools.

Cannot display more than 1024 graphic objects.

Error: The Console cannot display more than 1024 different graphic objects (icons and raster files). You need to reduce the number of graphic objects in the runtime database.

Cannot encode argument list

Internal Error: An error occurred during XDR encoding and serializing a message argument list.

Cannot encode message header

Internal Error: An error occurred during XDR encoding and serializing a message header.

Cannot execute command:<*cmd*>

Error: The Console could not send an event to the program <*cmd*> because the command failed. Verify that the program exists and is executable.

Cannot execute mail command:<*cmd*>

Error: The Console could not mail an event to a user because the mail command <*cmd*> failed. Verify that the mail program exists and is executable.

Cannot fetch stats on database directory:

Error: The database db.<*username*> could not be found. Make sure that the directory specified by the SNMDBDIR environment variable is a valid directory that is writable. If you did not set SNMDBDIR, make sure that you are starting the Console from the same directory where the Console was last started.

Cannot find activity in cache

Internal Error: The activity daemon could not find the specified activity in its activity cache.

Cannot find 'activity-log' entry in configuration file, using '<*file*>'

Warning: The snm.conf file does not contain an entry for 'activity-log'.

Cannot find agent *<name>*

Internal Error: While launching a request, the agent name could not be found in the runtime database.

Cannot find agent name, *<name>*

Internal error: While making a request, the agent name specified could not be found in the runtime database.

Cannot find agent name, serial# = *<number>*, rid = *<number>*

Internal Error: Could not find the runtime database record describing the agent for the incoming data or event report.

Cannot find agent *<defaultagent>* to set

Error: The default agent you specified does not run on the target system or does not have any set-able attributes. The default will be ignored.

Cannot find attribute record for *<agentname>/<groupname>*.

Internal Error: *snm_set* is unable to retrieve attributes under group *<groupname>* for the agent *<agentname>* in the database. This might be an internal database error or the database is corrupted.

Cannot find cluster record, deferred request not sent.

Error: While trying to send a request to dump the deferred statistics, the request could not be found in the runtime database.

Cannot find cluster record, request not killed.

Error: While trying to send a request, the request could not be found in the runtime database.

Cannot find element *<name>* in database – no automatic request started.

Error: Element was deleted before the request could be started. Create the element and try again.

Cannot find enum text for *<attribute>*, number displayed.

Error: There is no database record to describe the text of the attribute which is an enumeration data type. Check the schema file for the attribute to see if the enumeration record is defined properly and all possible values for the attribute are specified.

Cannot find enumeration text for *<agent>/<group>/<attribute>*.

Internal Error: `snm_set` cannot find the enumeration record in the database for the attribute specified.

Cannot find enumeration value for *<attribute>*.

Internal Error: `snm_set` is unable to get the enumeration record for *<attribute>* due to a database error.

Cannot find font **

Error: The font specified in the Icon Font setting in the Console Properties Window category is not available on your OpenWindows server. Use the `xlsfonts` command to see available fonts.

Cannot find glue file *<filename>*.

Error: The `snm.glue` file cannot be found. Make sure that the `SNMHOME` environment variable is set correctly, and its contents are valid.

Cannot find group *<name>*

Internal Error: While launching a request, the group name could not be found in the runtime database.

Cannot find group *<defaultgroup>* to set.

Error: The default group you specified does not have any set-able attributes. The default will be ignored.

Cannot find group record, serial# = *<number>*, rid = *<number>*

Internal Error: Could not find the record describing the group/table for the incoming data or event report.

Cannot find home directory for `<userid>`

Error: The user name specified (with “~” or “~user”) is unknown or is known but has no associated home directory. Make sure that the user name is known (in the `/etc/passwd` file or in the NIS/NIS+ `passwd` map/table) and has an associated home directory.

Cannot find icon/rasterfile `<file>`

Error: Could not load a raster or icon file. Verify the file exists and is readable. Verify the `viewBackground` record in the instance file or `elementIcon` record in the elements schema is correct.

Cannot find key field:`<field>`.

Internal Error: The field called `<field>` used as the runtime database key for the record was not found in the record as expected. If the record is a component, view, connection or bus definition, be sure the record contains a field called Name.

Cannot find product; please set `SNMHOME` environment variable

Error: The `SNMHOME` environment variable needs to be set to the correct path for the SNM directory. The default of `/usr/snm` does not apply in this case.

Cannot find record for group `<group>`.

Internal Error: `snm_set` cannot locate the group record for `<group>` due to a database error.

Cannot find record of attribute `<attribute>`, request not sent.

Internal Error: The Console could not find the threshold for `<attribute>` in its runtime database.

Cannot find request in database

Internal Error: The Console couldn't find a request in its runtime database.

Cannot find request to terminate

API Error: The agent could not find the requested activity to terminate.

Cannot find request to update

Internal Error: An attempt to update the runtime database with a requests updated status failed. Ensure the file system containing the runtime database is not full.

Cannot find rpc id for *<agent>*, request not sent.

Error: While trying to send a request, the RPC program number for the *<agent>* could not be found. Be sure the RPC program number for this *<agent>* has been added to the RPC database.

Cannot find rpc id for redirection, request not sent

Error: This error may occur only when SNMP Redirect is in effect. The request could not be sent as the RPC id for the target agent was not specified correctly.

Cannot find system/schema name in *<hostfile>* on line *<lineno>*, ignored

Error: An invalid schema name is found in the SNMP host file on line *<lineno>*. Make sure the file has the right path and permission, and the line has the proper syntax.

Cannot find target object record *<system>*

Error: While processing an incoming report, the Console could not find the element representing the *<system>*. The report has been discarded.

Cannot find your home directory

Error: The user name specified (with “~” or “~user”) is unknown or is known but has no associated home directory. Make sure that the user name is known (in the */etc/passwd* file or in the NIS/NIS+ *passwd* map/table) and has an associated home directory.

Cannot fork subprocess

Internal Error: An error occurred creating a subprocess. The *fork(2)* system call failed.

Cannot get agent ID: *<why>*

Error: A call to the agent to get its ID failed for the reason shown.

Cannot get current working directory.

Error: snm_set is unable to get the current working directory for 'File' pop-up window. This might be because read or search permission is denied for a component of the path name.

Cannot get database record for *<element>* - unable to retrieve the element in the database due to database error.

Internal Error

Cannot get DES authentication handle

Internal Error: An error occurred getting a DES authentication handle.

Cannot get local host name

Internal Error: A error occurred getting the local hostname. The sysinfo(2) system call failed.

Cannot get report message information:*<reason>*

Error: While processing an incoming report, the Console could not obtain the information about the report. The report has been discarded.

Cannot get request info, deferred request not sent.

Error: While trying to send a request to dump deferred reports, the information about the request could not be extracted from the runtime database record.

Cannot get request info, request not killed.

Error: While trying to kill a request, the request could not be found in the runtime database. The request was not killed.

Cannot get RPC# for agent *<agentname>*.

Error: snm_set is unable to get the rpc number for *<agentname>*. This might be a mismatch of the agent's RPC number or the agent is not registered.

Cannot get RPC program number from rpc database for agent *<agentname>*.

Error: The RPC database does not have an entry for the specified agent. Make sure that are specifying a valid agent name. If you are running NIS/NIS+, you must manually add the agent entries to */etc/rpc* and */etc/services* on the NIS/NIS+ master.

Cannot get socket

Internal Error: An error occurred creating a socket. The *socket(2)* system call failed.

Cannot get socket name

Internal Error: An error occurred getting the socket name. The *getsockname(2)* system call failed.

Cannot get time of day

Error: The system did not return the time of day. (The *gettimeofday(2)* system call failed.)

Cannot get user netname

Internal Error: An error occurred converting from a domain-specific hostname to an operating-system independent netname.

Cannot initialize database manager traps – exiting.

Internal Error: Contact Sun support.

Cannot initialize field value *<value>*

Error: The field value *<value>* could not be placed in the record. Either there are not enough fields in the record or the value is not the correct type for the field.

Cannot insert activity in cache

Internal Error: The activity daemon failed to insert the activity in its activity cache.

Cannot load color rasterfile on B&W monitor:*<file>*

Error: The raster file *<file>* is a color raster file and the Console is running on a B&W system. Color raster file can only be loaded on color systems.

Cannot load file *<file>*

Error: The named *<file>* does not exist or is not readable. Verify that the *<file>* exists and is readable.

Cannot load more than 1024 icons/rasterfiles.

Error: No more than 1024 icons/raster files can be loaded into the Console. Reduce the number of icons/raster files in the runtime database.

Cannot open *<file>* - load failed

Error: The named *<file>* does not exist or is not readable. Verify that the *<file>* exists and is readable.

Cannot open activity log:*<file>*

Warning: The Console could not open the activity log. No checking will be done for requests that have terminated. Verify that the activity daemon has started, and that the user has access to the activity log file.

Cannot open event database files *<name>*..*<why>*

Error: The Console could not open its runtime database. Check to see if the directory exists and is readable. If it is, first delete the file `/usr/tmp/NETISAM.LOCKTABLE`, then remove the runtime database files in the directory. Restart the Console with the `-i` option.

Cannot open file *<file>*

Error: The requested *<file>* could not be opened. Make sure the directory exists, and has the appropriate permissions for access.

Cannot open *<file>* for reading.

Error: The *<file>* to load does not have read permission.

Cannot open *<file>* for writing.

Error: The *<file>* to save does not have write permission.

Cannot open *<file>* - save failed.

Error: The named path to the *<file>* might not exist or is not writable. Verify that the path to the *<file>* exists and is writable.

Cannot open icon directory *<directory>*

Error: The Console could not open the icon directory *<directory>* as specified in the Locations category of the Console's Property window. Check to verify that the *<directory>* exists and that you have read and execute (list) access.

Cannot open lock file: *<file>*: *<why>*

Error: The lock file *<file>* could not be opened for the stated reason. Set the protection on the lock file so that the *<file>* is readable.

Cannot open runtime database files *<name>*.:*<why>*

Error: The Console could not open its runtime database. Check to see if the directory exists and is readable. If it is, first delete the file `/usr/tmp/NETISAM.LOCKTABLE`, then remove the runtime database files in the directory. Restart the Console with the `-i` option.

Cannot open schema directory *<directory>*

Error: The agent/element schema directory could not be found. Verify that the *<directory>* is readable and that path name specified in the Locations category of the Console's Properties window points to the correct *<directory>*.

Cannot open temporary print file *<file>*

Error: The temporary print file could not be created. Verify that `/tmp` is writable.

Cannot read kernel memory

Error: An error occurred reading from kernel memory. This could happen if the application doesn't have permission to read kernel statistics.

Cannot register callback (*<why>*)

Internal Error: The Console could not register itself with the port mapper.

Cannot register rendezvous with event dispatcher (*<why>*)

Internal Error: An error occurred registering a rendezvous with the event dispatcher.

Cannot register RPC service

Internal Error: An error occurred registering the RPC service with the portmapper.

Cannot register with event dispatcher (*<why>*)

Error: The Console could not register itself with the event dispatcher, na.event. Verify na.event has been correctly installed and is either started manually or from inetd.

Cannot request data report for group '*(<groupname>)*' (*<reason>*)

Error: The request to the agent failed for the reason shown.

Cannot save enumeration *<name>*

Error: The enumeration could not be saved in the runtime database.

Cannot set argument (*<error>*)

Error: While trying to send a request, the netmgt_set_argument(3n) call failed and returned *<error>*.

Cannot set first threshold (*<error>*).

Internal Error: While trying to set a threshold, the netmgt_set_threshold(3n) call failed and returned *<error>*.

Cannot set instance (*<error>*)

Error: While trying to send a request, the call to netmgt_set_instance(3n) failed and returned *<error>*.

Cannot set second threshold (*<error>*)

Error: While trying to set a threshold, the call to netmgt_set_threshold(3n) failed and returned *<error>*.

Cannot set socket SO_REUSEADDR

Internal Error: An error occurred setting the socket option. The setsockopt() system call failed.

Cannot start more requests

Error: The agent could not start the request because it would exceed the maximum number of requests the agent is configured to perform. You must either terminate some of the requests the agent is performing or reconfigure the agent to perform more requests. See the `snm.conf(5)` manual page.

Cannot start request '*<reason>*'

Error: The agent could not start the request because of the specified '*<reason>*'.

Cannot terminate request

API Error: An error occurred terminating the requested operation. The `kill(2)` system call failed.

Cannot unregister rendezvous with event dispatcher

Internal Error: An error occurred unregistering a rendezvous with the event dispatcher.

Cannot unregister RPC service

Internal Error: An error occurred unregistering the RPC service with the port mapper.

Child process ended unexpectedly

Internal Error: The child process has encountered a fatal error and exited.

Cluster record overflow.

Error: Too much data in an element record.

Console must be restarted to get correct color images

Error: The Console was unable to obtain the colors required for the icons or backgrounds specified in the schema file being loaded. To obtain the correct colors, stop and restart the Console.

Could not change type for *<system>* due to memory allocation failure

Error: There was not enough memory or swap space available to make the change. Free up space by killing unnecessary processes etc., and retry.

Could not open schema file : (<filename>)

Error: The listed file could not be opened for reading.

Creating a database in <directory>.

Information Only: Tells the user where database was created.

Database directory is not a directory: <name>

Error: db.username was found, but is not a directory (it could be a regular file, named pipe, etc.). Verify that the value associated with the SNMDDIR environment variable is a valid directory.

Delete from view <view> failed.

Warning: In attempting to delete an element from the view called <view> the operation failed.

Detected *n* errors between schema file and agent'(<agentname>)' on '(<hostname>)'

Error: This is a summary of errors found. Correct the agent schema file and/or agent code.

Duplicate agent name <name>

Error: The agent/proxy name matched an agent/proxy already in the runtime database. Change the conflicting agent name.

Duplicate agent/proxy:<name>

Error: An element was defined that contained two or more agent or proxy records with the same name. Fix the schema file and reload it.

Duplicate attribute name:<name>

Error: The agent has a group with two attributes with the same name. Change the name of one of the attributes and then reload the schema file.

Duplicate definition of group (<groupname>)

Error: The named group/table has been previously defined in this agent schema. Correct the agent schema file

Duplicate enum name *<name>*

Error: The enumeration name is a duplicate of an existing enumeration name.

Duplicate error code *<number>*

Error: The agent error code *<number>* appears for multiple messages. Correct the agent schema file.

Duplicate field name *<name>*

Error: The field name matched a field already in the runtime database. Change the conflicting group/table name.

Duplicate group/table name *<name>*

Error: The group/table name matched a group/table already in the runtime database. Change the conflicting group/table name.

Duplicate id:*<id>*

Error: When adding a request record to the runtime database, the serial number *<id>* of the request matched an existing request. Make sure all requests have unique serial numbers.

Duplicate name:*<name>*

Error: When adding a component, view, connection or bus record to the runtime database, the name for the record matched an existing record. All elements must have unique names. Change the name of the element.

Duplicate record name *<name>*

Error: A record name matched that of an existing record. Change the name of one of the record definitions.

Duplicate request id #*<number>* ignored

Warning: While reading in a MDB file, two requests with the same request identification were found. The duplicate request is ignored.

Empty queue

Internal Error: The queue specified is empty.

Error creating new stream, file load aborted.

Internal Error: Contact the appropriate Sun service entity and submit the log file.

Error report message too long

API Error: The error report message string is too long.

Error while asking for portmapper list

Warning: The remote portmapper was not reachable.

Error while connecting to portmapper

Warning: The remote portmapper was not reachable.

Error while creating client to portmapper

Warning: The remote portmapper was not reachable.

Error while creating ICMP socket

Internal Error

Error while creating pipe

Internal Error: An error occurred when creating the pipe to a subprocess.

Error while creating portmapper socket

Error while creating raw socket

Internal Error

Error while getting interface flags

Internal Error

Error while receiving response

Warning: Discover noticed that an unexpected error occurred while waiting for a ping response and will retry the ping request.

Event occurred, however could not get event data

Internal Error

Event report data too big

API Error: The event report is larger than 6KB.

Failed to fetch netmgt error

Internal Error: An incoming error message was received, but the Set tool could not fetch the error information.

Failed to fetch Set reply: *<reason>*

Internal Error: snm_set cannot get the confirmation message of the set request.

Fatal error

The requested operation experienced a fatal agent specific error. The global variable `netmgt_error.agent_error` (if nonzero) is an index to an error string in the agent schema file. This string describes the cause of the error. The global variable `netmgt_error.message` (if non-null) is a pointer to a string containing additional error information.

File *name* load aborted after *<number>* reports read.

Error: Loading of the file was aborted, as too many errors were detected in the log file. Make sure that the log file is in the correct log file format; see the `snm.logfile(5)` manual page.

File not found: *<file>*.

Error: The *<file>* to load does not exist. Make sure that the *<file>* exists in the specified directory.

File *<file>* is not a regular file.

Error: The Browser can only read regular UNIX files and not directories or special (device) files. Supply the name of a regular file.

Grapher not running

Error: A request was launched from the Console or the Browser that specified sending results to the Grapher but the Grapher is not running. Start the Grapher and then restart the request.

HOME environment variable is not set

Error: Set the HOME environment variable to point to the home directory.

Invalid agent security level

API Error: An invalid agent security level was specified.

Invalid message type

API Error: The requested operation is invalid for this message type.

Invalid group name

API Error: An invalid group name was specified. This error occurs when: (1) there is no entry for the target device in the SNMP host file so the default SNMP schema (`na.snmp.default-schema`) was used, but the default schema does not contain the specified group, or (2) the schema defined in the SNMP host file does not contain the specified group.

Invalid input (date type is *<type>*).

Error: There is an error in the input data. Check if the input is of the proper data type.

Invalid key name

API Error: An invalid key was specified.

Invalid object id *<id>* found in *<filename>*

Error: Invalid input was found in the SNMP schema file while the SNMP trap daemon was loading data. This might be a syntax error in or an invalid object identifier in the file.

Invalid relational operator

API Error: An invalid threshold relational operator was specified.

Invalid reporting count

API Error: An invalid data or event reporting count was specified.

Invalid reporting interval

API Error: An invalid data or event reporting interval was specified.

Invalid request timestamp

API Error: An invalid request timestamp was specified.

Invalid RPC timeout

API Error: An invalid RPC timeout was specified.

Invalid system name

API Error: An invalid system name was specified.

Invalid trap-signal type *<type>*

Error: The trap-signal type specified is invalid.

Invalid type *<type>*

Error: The type is unknown.

Limits exceeded

Error: The database limit has been exceeded for Site Manager.

Load failed, invalid input data/format

Error: The file to load does not have a valid input format. Refer to “Set Tool” for more information about using Set Tool.

Load failed, no writeable attribute for target system in file.

Warning: There is no applicable data for the current target system to load from the file. Nothing will be loaded.

Load failed, not enough memory!

Internal Error: Not enough internal memory is available to load the data.

Load of icon file failed

Error: Could not load a raster or icon file. Verify the file exists and is readable. Verify the `viewBackground` record in the instance file or `elementIcon` record in the elements schema is correct.

Memory allocation failure – no automatic request started for *<name>*

Error: System ran out of memory. Maybe there is not enough swap space. Try again.

nc_rebuildIcons:add failed.

Internal Error: when rebuilding the glyph list, the Console could not insert a glyph record.

NIS not running

Error: The Network Information Services (NIS) are not running. NIS/NIS+ is required if you are using secure RPC.

No agent host name

API Error: No agent host name was specified when sending the request.

No agent name

API Error: No agent name was specified.

No agent to set.

Error: There is no agent that has any set-able (that is, writable) attributes running on the current target system.

No agents apply

The element does not have any agent run on the system, or applied to the system.

No alias exists

Error: The object does not have any alias.

No alias found

Error: The object does not have the specified alias.

No argument buffer

API Error: No argument buffer was specified.

No argument length

API Error: No argument length was specified.

No argument name

API Error: No argument name was specified.

No argument type

API Error: No argument name was specified.

No argument value

API Error: No argument value was specified.

No attribute information saved to Unset.

Error: `snm_set` is unable to undo the previous set request. This might be because the previous set request failed.

No attribute information supplied to Set.

Error: No attribute set information has been supplied to do the set request.

No callback dispatch function

API Error: No callback dispatch function was specified.

No Console

Information Only: The Console was not running when the database record was added by Discover.

No data buffer

API Error: No data buffer was specified.

No error report buffer

API Error: No error report buffer was specified.

No event report buffer

API Error: No event report buffer was specified.

No event threshold buffer

API Error: No event threshold buffer specified.

No group name

API Error: No group name was specified.

No group to set.

Error: There is no group that has any set-able (that is, writable) attributes under the current agent.

No groups in this agent?

Error: There were no groups or tables listed in the schema file. Check the agent schema file.

No license found

Error: There is no license installed in the system.

- No manager host name
API Error: No manager host name was specified when sending the request.
- No message information buffer
API Error: No message information buffer was specified.
- No more space to do Unset (malloc failed when building backup list).
Internal Error: Not enough memory is available.
- No optional argument buffer
API Error: No optional argument buffer specified.
- No relational operator
API Error: No threshold relational operator was specified.
- No rendezvous host name
Error: No rendezvous host name was specified when sending the request. You need to specify a rendezvous name in your request.
- No report to print
Warning: There was no report to print.
- No request information buffer
API Error: No request information buffer specified.
- No Streams Selected
Warning: Attempted to send data from the Browser to the Grapher without having stream(s) selected first.
- No such file: <file>
Error: The image file specified in the database does not exist. Check the database for the correct file name and directory path.
- No such rasterfile: <file>
Error: The raster file <file> could not be opened. Check that the file exists and that the permissions allow reading.

-
- No suitable network interfaces are available
Error: None of the interfaces found on the system were available for Discover watch mode. Discover does not use the loopback interface, a point-to-point interface, or an interface that is marked “down” when using watch mode. If no other interfaces are available, watch mode cannot be used. Use Discover with “ping” mode instead.
- No system name
Error: No system name was specified. You need to specify a system name in your request.
- No table key
Error: The set request for a tabular attribute did not specify a table key. Specify a table key and re-send the request.
- No threshold buffer
API Error: No threshold buffer was specified.
- No threshold is set for attribute <name>.
Internal Error: While trying to request event reports, an attribute was found that did not have any thresholds set.
- No threshold is set, request is not sent.
Error: A request to start event reporting has no thresholds. The request is ignored.
- No threshold value
API Error: No threshold value was specified.
- No value buffer
API Error: No value buffer specified.
- No value saved to unset attribute <attribute>
Error: snm_set is unable to undo the previous, successful set for <attribute>. This might be because the previous set request failed, or the attribute is not in the list of items set in the previous request.
- Non-fatal error
Warning: An agent-defined warning message is being returned. The global variable netmgt_error.agent_error (if nonzero) is the number of the error string in the agent schema file. This string describes the cause of the error. The global variable netmgt_error.message (if non-null) is a pointer to a string containing additional error information.

Not a cluster record
Internal Error: A request was found in the runtime database that was not a cluster record.

Not enough memory for additional records
Error: The Console has run out of virtual memory for additional record definitions. Either allocate more swap space for the system or run fewer applications concurrently.

Not enough memory for clone window!
Error: The Browser could not allocate enough memory to clone the requested window. Try increasing the size of the system's swap space.

Not Interesting
Information Only: The -v and -e options were specified for Discover, and a system was found that did not meet the "interesting system" criteria.

<file name>: Not Readable by SunNet Manager...
An attempt was made to load <file name> as a runtime database or data/events request file but <file name> is not in ASCII format.

Not regular file: <file name>
Error: The file <file name> is not a regular file. Check to make sure the file is of a valid type.

Note - attribute is 'writeonly': group '(<group>)', attribute '(<attr>)'
Error: Since the named attribute is write-only, the agent doesn't return it; it cannot be checked with snm_cmd -v.

NULL callback socket pointer
Error: A NULL callback socket pointer was specified. Specify the address of a socket descriptor in your request.

Null cluster record
Error: An empty cluster record was found in the MDB.

NULL queue node data pointer
Internal Error: A null queue node data pointer was specified.

NULL queue node pointer
Internal Error: A null queue node pointer was specified.

NULL queue pointer

Internal Error: A null queue pointer was specified.

Number of bits in host part must be >0 and <=24

Error: A negative, zero-length or large (more than three bytes) host part is not legal under TCP/IP. Specify a legal number of host bits between 1 and 24 inclusive.

Only agent child can call this function

API Error: Only an agent child process can call this function.

Only agent parent can call this function

API Error: Only an agent parent process can call this function.

Only manager can call this function

API Error: Only a manager application can call this function.

Only rendezvous can call this function

API Error: Only a rendezvous application can call this function.

Opening event log

Error: The Console couldn't allocate enough memory for the event log.

Opening event log state

Error: The Console couldn't allocate enough memory for the event log state.

Out of memory (<*program*>)

Error: The program <*program*> was not able to allocate enough memory for its operation. Try to reduce memory utilization by killing unused processes or by increasing swap space. If this error persists, contact the appropriate Sun service entity and specify the name of the program.

Out of memory...cannot mail to <*user*>

Error: The Console ran out of virtual memory while trying to mail an event to <*user*>. Increase the amount of swap space for the system or run fewer applications concurrently.

Out of memory...cannot send to <*cmd*>

Error: The Console ran out of virtual memory while trying to send an event to the program <*cmd*>. Increase the amount of swap space for the system or run fewer applications concurrently.

Over *<number>* agents defined
Warning: Too many agents defined in the system. Reduce the number of agents.

Over *<number>* agents on system: *<name>*
Warning: Too many agents were added to the element called *<name>*. Not all agents will be displayed in the menus.

Over *<number>* elements in view.
Warning: A view contains too many elements. Not all the elements in the view will be displayed. Break the view up into two or more subviews.

Over *<number>* record types defined.
Warning: Too many record types defined.

Over *<number>* types defined.
Warning: Too many components, views, connections or buses defined. Not all will be listed in the menus.

Parsing error, file not saved
Error: An error occurred when the SNMP trap daemon was parsing the SNMP schema file. Make sure that the file has the proper syntax, as specified by the agent schema syntax definitions.

Reading MDB: *<error>*
Error: An error occurred when reading from the MDB.

Read only mode
Information only: The database is read-only.

Record *<#id>* is not an attribute record, request not sent.
Internal Error: A record in the runtime database that was expected to be an attribute record was not. The request has not been started.

Record does not contain 'Name' field
Error: A element was defined whose record did not contain a 'Name' field. All elements definitions must contain a 'Name' field. Fix the element schema file and then restart the Console and load in the new files.

Remote procedure call failed: *<message>*
Error: A remote procedure call error was detected. The error *<message>* indicates the reason.

Remote procedure call failed: Can't send request:RPC:
Timed out

Error: The request failed because the remote procedure call timed out before a request confirmation was received by requesting processes. This error is generally caused by one of the following:

The network connection between the manager and agent cannot be established because of network congestion. The Console continues to re-send the request until the request succeeds or the user kills the request.

The host where the Console and/or the agent is installed is slow because of high CPU utilization, disk I/O, etc. The Console continues to re-send the request until the request succeeds or the user kills the request.

A new copy of the agent was installed on the system and `inetd(8c)` was not initialized. You should:

1. Kill any requests for the agent from the Console. You only need to kill requests for the agent on the system where the new version of the agent is installed.
2. Log into the system where the new version of the agent is installed.
3. Reinitialize `inetd(8c)` by sending `kill -HUP` to the `inetd(8c)` process.
4. Re-send the request.

Report is too big: 52438 byte maximum for event reports.

Error: The maximum event report size that can be returned is 52438 bytes. You cannot request event reports where the returned report size would exceed this limit (for example, where every row in a very large table is returned).

Request `<req>`: Agent error: `<error>`: `<error_info>`

Warning: Recoverable operational error encountered; the request will be retried.

Error: Unrecoverable operational error encountered; the request will not be retried.

Request `<req>`: API error: `<error>`

Error: Unrecoverable operational error encountered; the request will not be retried.

Request `<req>`: API error: `<error>`: Retrying
Error: A recoverable operational error was encountered. The request will be retried.

Request `<req>`, cannot get confirm message
Internal Error: An incoming error message was received but the Console could not fetch the error specific information.

Request must be performed by a new subprocess
API Error: Request cannot be performed by an existing subprocess. You must create a new subprocess to handle this request.

Request too large
Internal Error: a request was found that was too large.

Request without request state encountered
Internal Error: A runtime database entry for a request was found that did not contain a request state entry.

Requesting deferred data reports (`<error>`)
Error: While requesting deferred data reports, the API error specified occurred.

Request(s) failed
Error: The request could not be started.

Request has ended unexpectedly
Warning: A request ended without notifying the Console that it was ending. Some possible reasons are the agent has crashed, the remote machine has crashed, etc. If the request has "Restart" set to true, the Console will attempt to restart the request and will indicate this by appending the text "— restarting" to the error message.

Request(s) invalid
Error: The request's data fields were not valid for submission to the helper process.

Request(s) submitted
Information Only: Requests were successfully submitted to the helper process.

Row/instance does not exist with key `<key>`
Error: `snm_set` is unable to retrieve the row identified by `<key>`.

Runtime database does not contain *<name>* record definition
Error: Restart the Console with the *-i* option.

Save failed, calloc(): not enough memory!
Internal Error: Not enough memory is available.

Save failed, fwrite error!
Internal Error: The file is not able to be saved due to an I/O error.

Save failed, unable to process line *<linenumber>*
Internal Error: *snm_set* is unable to save the line numbered
<linenumber> in the Set Information window.

Saw bad file entry '*<entry>...*' at line *<line>*
Saw bad logfile entry at offset *<number>*
Saw bad microseconds value '*<seconds>*' at line *<line>*
Saw bad received time '*<time>*' at line *<line>*
Saw bad RPC number '*<number>*' at line *<line>*
Saw bad seconds value '*<seconds>*' at line *<line>*
Error: The log file has an incorrect entry at the indicated *<line>*. Correct the entry according to the format specified in *snm.logfile(5)*. If the log file entry was programmatically generated, the application that wrote the entry should be fixed.

Schema serial number mismatch: agent wants *<n>*, schema is *<m>*.

No attribute validation done.
Error: The agent was initialized with a particular serial number coded in the agent software. The agent schema serial number given by the 'serial' keyword should match, otherwise the agent and schema are out of sync. If no 'serial' keyword is given, serial 1 is assumed. This is a fatal error; *snm_cmd* will not continue.

scroll.c: Cannot acquire selection!
Internal Error.

Security credentials too weak
Internal Error: The requester's security credentials are too weak.

SizeField: Need to give size for type *<type>*
Internal Error: the type for a field did not match a type known to the Console.

snm already running: started <date> on <host> (pid <pid>) by <user> on display <displayname>

Error: The Console is already being run under the user name specified in the message. Change SNM_NAME and rerun the Console. (Existing Browser and Grapher instances would need to be restarted with the same name.)

Specified database directory is not a directory: <path>

Error: The database directory path must be a directory.

Success

The requested operation completed successfully.

Symbol 'rthost' is not in the kernel's namelist

Symbol 'rtnet' is not in the kernel's namelist

Symbol 'rthashsize' is not in the kernel's namelist

Internal Error: A required symbol (related to the routing table) was not found in the kernel's name list.

Syntax error in <trapfile> on line <lineno>

Error: Invalid input found in the trap file on the line indicated.

The receiving application cannot handle

Error: The Browser cannot send data to the specified receiver because the receiver cannot accept the indicated data type. For example, the Results Grapher can only accept integer, float, gauge, and counter data types.

These attribute(s) not returned by agent '(agentname)' group '(group)'

attribute '(attr1)' (type (type1))

attribute '(attr2)' (type (type2))

Error: The given list of attributes was named in the agent schema but the agent didn't return any of them. Check the agent schema.

This folder cannot be renamed

Warning: An attempt was made to rename the Browser Main folder. To create a new folder, use the New Folder option of the Edit menu.

Time must be > 0

Error: The pause or wait times for Discover must be positive numbers.

Too many fields

Error: An attempt was made to store into a field that did not exist in the record.

Too many panel items – <n> items drawn

Internal Error: Contact Sun support.

Too many requests

Warning: No more requests can be added. Out of virtual memory.

Two agent definitions in schema file

Error: Only one agent definition is allowed per schema file. Correct the agent schema file.

Type field. Need to give size for type <type>

Internal Error: The type for a field did not match a type known to the Console.

Unable to connect to Graph Tool: <reason>

Error: The Console or Browser could not contact the Grapher for the reason shown. If the Grapher is not running, start the Grapher and restart the request. If the Grapher is running, restart the Grapher and then restart the request.

Unable to delete alias

Error: Unable to delete the specified alias.

Unable to extract RPC id number from <file>

Error: The Console or Browser could not determine the RPC program number of the Grapher from the file <file>. Restart the Grapher and then restart the request.

Unable to load requested color, try increasing colormap-size.

Error: The raster file file has too many colors to be loaded. Either reduce the number of colors in the raster file or increase the number allocated to the Console by modifying the Maximum Colors setting in the Console Properties Windows category.

Unable to obtain Grapher port number

Error: The Console or Browser could not locate the port number for the Grapher. You may have attempted to send data to the Grapher, but the Grapher is not running. Start/Restart the Grapher and then either restart the request or re-send the data to be graphed.

Undefined attribute '*<attr>*' (type (*<type>*)) returned by agent

Error: An attribute with the given name and type was returned by the agent but is not listed in the agent schema. Correct the agent schema.

Undefined enumeration name *<name>*

Error: The enumeration *<name>* is undefined.

Unexpected NIT read error

Internal Error

Unknown agent name *<name>*

Error: The agent name *<name>* is unknown.

Unknown argument name

API Error: An unknown argument name was specified.

Unknown argument type

API Error: An unknown argument type was specified.

Unknown data type (*<type>*) returned for request.

Error: Agent error: The incoming monitor or event report contained the unknown data type *<type>*.

Unknown data type: attribute *<attribute>*, type *<type>*

Error: The data type of the attribute to be set is not valid.

Unknown field *<name>*

Error: The field *<name>* cannot be found in the record.

Unknown field (*<name>*) returned for request.

Error: Probable agent/schema file mismatch: an incoming monitor or event report contained a field that was not defined in the agent schema.

Unknown host address

API Error: The specified host address could not be translated to a host name.

Unknown host *<name>*

API Error: The specified host name could not be translated to a host address.

Unknown name *<name>*

Error: The element *<name>* is unknown.

Unknown net/host *<name>*
Error: Either the host named was not found in the `/etc/hosts` file or the NIS/NIS+ host map/table, or the network named was not found in the file `/etc/networks` or the NIS/NIS+ host map/table.

Unknown protocol requested
Error: The Console or Browser attempted to contact the Grapher using an unknown protocol id. Restart the Console and try the request again.

Unknown record *<name>*
Error: Record *<name>* is undefined.

Unknown record name *<name>*
Error: The record name *<name>* is unknown.

Unknown request type
API Error: An unknown request type was specified.

Unknown system name *<name>*
Error: The element called *<name>* could not be found.

Unknown transport protocol
API Error: An invalid transport protocol was specified.

Unrecoverable error while opening ICMP socket
Internal Error.

Username too long: *<name>*
Error: The supplied user name is illegal; it has too many characters. Supply a legal user name.

Using monochrome mode.
Information Only: Static visuals are treated as monochrome—all glyphs are black and white.

Value is too big
Internal Error: The agent cannot return a value because it would overflow an internal buffer.

Warning: field *<field>* not present in component.*<type>*
Warning: When the element type of an element is changed, not all properties of the original element type can be converted to the new element type.



Would exceed queue length limit

Internal Error: A node cannot be appended to a queue because the queue length limit would be exceeded.

Writing MDB: *<error>*

Error: An error occurred when writing to the MDB.

FAQs



- *How do I get information on billing systems?*
- *Are there any paging products for SunNet Manager?*
- *Is there any information on forwarding events to remote hosts?*
- *Are there any tools for creating reports from the Site/SunNet/Domain Manager log files?*
- *Is there a way to enlarge the PDU size?*
- *How do I view/print enterprise specific OIDs?*
- *How do I get around a limit on groups and tables in a schema?*
- *Is the snm-people mail archived and where?*
- *How do I subscribe to snm-people?*
- *What is the IP address of zippy?*
- *Why does the Console menu test change color?*
- *How do I keep event.log from growing and growing and growing?*
- *How can I customize backgrounds?*
- *Where can I get the ASN.1 Specifications?*
- *Is there any feedback available on RMON pods and software?*
- *Is it possible to parse the log files?*
- *Is there software to get info from IBM RS6000/AIX*
- *Where can I get schema files for Cisco routers version 10*

B.1 How do I get information on billing systems?

I am looking for information on billing systems for network resource usage, specifically for link utilization of routed networks. I am interested in articles, white papers and product evaluations on this subject.

Check out a package called NeTraMet. <ftp://ftp.near.net/pub/NeTramet>

B.2 Are there any paging products for SunNet Manager?

Are there any commercially available paging software products that work with SunNet Manager?

The Matrix Mobile Technology's AMS (Automated Messaging System) literature says it can be used with Site/SunNet/Domain Manager to page someone when an event occurs. It takes care of the modem interface and can store up to 20 messages so the pagee getsevent-specific information if they have a digital pager.

Check out "tpage", TelAlert (800-622-0630), Systemetrics, Inc. (617-868-8308), Mobile Matrix and Personal Productivity Tools products (510-440-3050).

- Tpage follows the standard IXO protocol for pagers.
- TelAlert offers alpha and numeric paging.
- Systemetrics' product is called PageMate and is supported on Windows 3.1, Sun Solaris, Windows NT, and other UNIX platforms. It is a fairly inexpensive robust solution for paging integration with a Network Management Station.
- Mobile Matrix can be run as a pager back-end to a perl program that does critical-system pinging. Basically what matrix does is accept a text string and a pager 'tag'. It dials your local digital pager terminal and sends the message. It takes anywhere from 2-20 minutes to get a page.
- Personal Productivity Tool's PageMe or NetPage is simple alpha paging software, but very reliable.

B.3 Is there any information on forwarding events to remote hosts?

Has anybody written (C, perl etc.) a program which distributes (=forwards) events to set of defined hosts so that the following conditions are met:

- Host A receives all events from net and forwards them.
- Host B and C receive all events from A with an unlimited number of B and C hosts.

Check out Empire's a trap-exploder (404)350-0107.

B.4 Are there any tools for creating reports from the Site/SunNet/Domain Manager log files?

Are there programs that can make readable reports out of SunNet Manager's logfiles ? I would like to work with the collected data "outside" SunNet Manager. I would like browsers and graphers other than the ones included with SunNet Manager.

snm_report is available by anonymous FTP from ski.utah.edu Look in directory net/snm_report. The latest version is in 8jun94.

B.5 Is there a way to enlarge the PDU size?

Some of the SNMP agents that we need to manage define tables whose length exceeds Sun Net's default PDU length. Specifically, is there a way to enlarge the PDU size that SunNet manager will handle?

The way that SunNet Manager works is that when you poll a group/table it puts in the PDU all the varbinds for that group/table. At the agent end, if there are too many varbinds, the resulting response PDU exceeds the max size that the agent will send, and thus the agent sends back a tooBig error. SunNet Manager then terminates the poll request with an error.

The way you fix this is to either make the groups/tables in the schemas smaller (which is what you have been doing), or to configure the agent to handle larger PDUs. The former approach results in smaller response PDUs, and thus you do not hit the tooBig scenario. For the latter, of course, the agent must be configurable in this respect.

B.6 How do I view/print enterprise specific OIDs?

I am trying to get the Event/Trap report screen to print the names of my varbind OIDs in an enterprise-specific trap. Here's what I have tried:

```
run mib2schema to get a .OID file
mv .oid to /usr/snm/agents
run build_oid
```

I've also checked the `/etc/snm.conf` file, `na.snmp-trap.default-trapfile` parameter, and yes it points to the right thing. That still didn't work, so I killed the `na.snmp-trap` daemon. Then, it restarted when I sent the next trap, but it did not decode the OIDs.

What else could prevent the trap daemon from translating the OIDs? What am I missing?

File `oid.dbase` is read from `SNMDDIR` (or if undefined from `/var/adm/snm`). That means that different processes may look at different places if they have different values for `SNMDDIR`. If you have varying values for `SNMDDIR`, be sure to copy the `oid.dbase` file to all appropriate places.

B.7 How do I get around a limit on groups and tables in a schema?

I've been working on a schema for Cisco 10.0. I split up the schema into a number of smaller groups. My schema loaded just fine but when I tried to do a quick dump on the schema I got a console message and the popup vanished.

```
Error: Menu too large for screen
```

How do I get around this?

There is an xview Patch for this. 100452-55 or later. Do not install patch# 100451-54.

B.8 Is the snm-people mail archived and where?

A reminder for the list, YES, mail is archived. However it is not available via ftp. You have to use the list processor to retrieve it. To receive a list of commands for the list process or send mail to

```
:listproc@zippy.telcom.arizona.edu
```

with HELP as the message text.

To receive individual archived files send a message to `listproc@...` with text like

```
get snm-people 9502
```

to receive the list or mail for February 1995.

B.9 How do I subscribe to snm-people?

To subscribe to snm-people, send a message to
`listproc@zippy.Telcom.Arizona.EDU`

with no subject, containing only the words:

`subscribe snm-people`

To unsubscribe from snm-people, send the message:

`unsubscribe snm-people`

For more information on using listproc, send the message:

`help`

If you have difficulty subscribing or unsubscribing to snm-people, send a message to `snm-people-owner@zippy.Telcom.Arizona.EDU`. This address corresponds to a human who maintains the snm-people list. For general assistance with listproc, send a message to

`postmaster@zippy.Telcom.Arizona.EDU`.

This address corresponds to a human who maintains the list management software.

B.10 What is the IP address of zippy?

Can anybody tell me the IP adress of `zippy.telcom.arizona.edu`?

`zippy.telcom.arizona.edu.` 4409 A 128.196.128.85

B.11 Why does the Console menu test change color?

While adding some new elements to the Site/SunNet/Domain Manager console a strange problem has occurred. Whenever I select the right mouse button, the menu's text is orange and not black, somehow it changed. Does anyone know how to change it back to black?

Do you use many colors in your console layout ? It may be a problem with the color lookup tables - or to be more precise - of OpenWindows Color Management. The same problem may occur when adding colorful background maps.

Remove some colors and restart SunNet Manager.

B.12 How do I keep event.log from growing and growing and growing?

I have also seem (before the patch) my event.log grow CONSTANTLY to get to be quite huge (much greater than 1000 events) more like several hundred meg until I noticed. What is the status of anypatch for these problems????

SunNet Manager doesn't limit event.log size. event.log might grow as huge as you can image. User have to monitor it and remove those entries they are not interested any more.

B.13 How can I customize backgrounds?

I am running Site/SunNet/Domain Manager 2.2.1 on an IPX; SunOS 4.1.3. I would like to be able to scan my facility maps and use them for my backgrounds. Does anybody know of a public domain conversion program that can read GIF files and convert them to Sun Raster files?

Also, I would like to scale my bitmap up/down accordingly, and the only program I have found so far is xv, but that can only scale to screen size and no larger. Any tips would be appreciated.

Check out the pbmplus utilities. They have conversions to and from everything, and utilities to scale, remap, etc. All are redirectable commands, so everything can be done in batch. They are available via ftp somewhere.

Check out Jeff Ponzacker's Portable Bitmap tools to convert files to Sun Raster. I believe that it is in the public domain. Generally, these are the supported formats:

PBM handles the following black&white formats:

- Sun icon file - reading, writing
- X10 and X11 bitmap file - reading, writing
- MacPaint - reading, writing
- CMU window manager format - reading, writing

- MGR format - reading, writing
- Group 3 FAX - reading, writing
- GEM .img format - reading, writing
- Bennet Yee's "face" format - reading, writing
- Atari Degas .pi3 format - reading, writing
- Andrew Toolkit raster objec - reading, writing
- Xerox doodle brushes - reading
- ASCII graphics - writing
- HP LaserJet format - writing
- GraphOn graphics - writing
- BBN BitGraph graphics - writing
- Printronix format - writing
- Gemini 10x printer format - writing
- Epson printer format - writing
- Unix plot(5) file - writing
- Zinc Interface Library icon - writing

PGM handles the following grayscale formats:

- Usenix FaceSaver(tm) file - reading writing
- FITS - reading writing
- Lisp Machine bit-array-file - reading writing
- raw grayscale bytes - reading
- HIPS - reading
- PostScript "image" data - reading

PPM handles the following color formats:

- GIF - reading, writing
- IFF ILBM - reading, writing
- PICT - reading, writing
- Atari Degas .pi1 format - reading, writing
- XPM (X Window System ASCII pixmaps) - reading, writing
- PC Paintbrush .pcx format - reading, writing
- TrueVision Targa file - reading, writing
- HP PaintJet format - reading, writing
- Abekas YUV format - reading, writing
- MTV/PRT ray-tracer outpu - reading
- QRT ray-tracer outpu - reading
- Img-whatnot file - reading
- Xim file - reading
- Atari uncompressed Spectrum - reading

- Atari compressed Spectrum - reading
- NCSA Interactive Color Raster - writing
- X11 "puzzle" file - writing
- Motif UIL icon file - writing
- DEC sixel format - writing
- AutoCAD slide forma - reading, writing
- AutoCAD DXB format - writing

PNM handles the following multi-type formats:

- Sun raster file - reading, writing
- TIFF - reading, writing
- X11 window dump file - reading writing
- X10 window dump file - reading
- PostScript - writing

B.14 Where can I get the ASN.1 Specifications?

Check out:

```
gopher://info.itu.ch/11/.1/itudoc-public/.dirtree/.1/.itu-  
t/.rec/.x/.22887
```

and

```
gopher://info.itu.ch/11/.1/itudoc-public/.dirtree/.1/.itu-  
t/.rec/.x/.24177
```

B.15 Is there any feedback available on RMON pods and software?

We are in the market for some RMON type pods and software. We would like to here any experiences that you may had with these types of products.

Check out the ARMON (800-499-RMON) and Axon (617-630-9600) products.

A customer indicates the following:

The Axon product keeps its firmware in NVRAM whereas the ARMON unit needs to FTP the probe code in every time it powers up. I think the protocol decodes are better on the Axon software, and the user interface is generally friendlier; but the ARMON does allow you to zoom in on subview of data by pointing and clicking with the mouse, which is easier than the sequence of commands required by the Axon. The ARMON probe comes with up to four Ethernet interfaces which makes it more economical for hub sites. Neither

probe will detect collisions accurately unless they happen to participate in them; this is inherent in the way the Ethernet standard is written. Both units are deficient in breaking down user protocols within the TCP/IP suite.

B.16 Is it possible to parse the log files?

Are there programs that can make readable reports out of Site/SunNet/Domain Manager's log files ? I would like to work with the collected data "outside" Site/SunNet/Domain Manager.

snm_report is available by anonymous FTP from ski.utah.edu, look in directory net/snm_report. The latest version is in 8jun94.

B.17 Is there software to get info from IBM RS6000/AIX

Has anyone out there written or know of any software that will provide the ability for Site/SunNet/Domain Manager to gather status information (like df output) from IBM AIX systems?

Check out Landmark's TMON for UNIX (703-902-8000). It integrates with SunNet Manager.

B.18 Where can I get schema files for Cisco routers version 10

Does somebody have the schema files (oid & traps) for the version 10? Where can I find them?

Call Cisco at (800) 553-24HR

Index

Symbols

/etc/snm.conf file, 1-6, 3-3, 3-4
/var/adm/snm directory, 2-1
/var/opt/SUNWconn/snm
directory, 2-1

A

agent, 1-5, 1-6, 1-7
agents
adding, 3-7
application, failure, 1-3
ASN.1, B-8
attribute, 3-10

B

background image, 3-4
backgrounds, B-6
billing systems, B-2
browser, 3-10

C

Cisco routers, B-9
Console menu, B-5
cooperative console, 1-10
CPU usage, 1-2

D

daemon, 1-4, 1-7
data report, 3-8
database entries, 2-2
database information, 2-3
database, elements, 2-3
database, existing names, 2-3
database, problems, 2-1
database, saving, 2-4
discover, 3-11
disk space, 2-2

E

edit menu, 3-7
elements, delete, 3-8
elements, drop, 3-9
elements, incorrect, 3-9
elements, paste, 3-9
error messages
advisory, A-1
API error, A-1
error, A-1
internal error, A-1
warning, A-1
event log, B-6
events, forwarding, B-2

F

files, 2-4

G

glyph, 3-2
graph, data scale, 3-11
graph, print, 3-11
graph, time scale, 3-11

I

IBM RS6000, B-9
icon, 3-6
icons, 2-4
indicator, 2-4

L

license, 1-10
log file, reports, B-3
log files, B-9

M

multiple sessions, 3-2

N

network, 3-11
network layout, 1-10

O

OIDs, B-3

P

paging products, B-2
PDU size, B-3
properties menu, 3-7
proxy agents supplied with SNM, 1-6

Q

quick dump, 3-7

R

raster file, 2-4
reports, 1-9
request, 1-9
requests, 3-6
RMON pods, B-8
runtime database
 location of, 2-1
 replacing rather than merging, 2-2

S

schema file, 3-5
schema, groups, B-4
schema, tables, B-4
snm -i, 3-8
SNMDBDIR
 environment variable for runtime
 database, 2-1
snm-people, B-4, B-5
strip chart, 2-4
system, problems, 1-1, 1-3, 1-5

T

traps, 3-3

V

value, returned, 3-6
views, 3-3

Z

zippy, B-5

Copyright 1996 Sun Microsystems Inc., 2550 Garcia Avenue, Mountain View, Californie 94043-1100, U.S.A. Tous droits réservés.

Ce produit ou document est protégé par un copyright et distribué avec des licences qui en restreignent l'utilisation, la copie, la distribution, et la décompilation. Aucune partie de ce produit ou de sa documentation associée ne peut être reproduite sous aucune forme, par quelque moyen que ce soit, sans l'autorisation préalable et écrite de Sun et de ses bailleurs de licence, s'il y en a.

Des parties de ce produit pourront être dérivées du système UNIX[®] licencié par Novell, Inc. et du système Berkeley 4.3 BSD licencié par l'Université de Californie. UNIX est une marque enregistrée aux Etats-Unis et dans d'autres pays et licenciée exclusivement par X/Open Company Ltd. Le logiciel détenu par des tiers, et qui comprend la technologie relative aux polices de caractères, est protégé par un copyright et licencié par des fournisseurs de Sun.

Sun, Sun Microsystems, le logo Sun, **Solstice**, **Cooperative Consoles** sont des marques déposées ou enregistrées de Sun Microsystems, Inc. aux Etats-Unis et dans d'autres pays. Toutes les marques SPARC, utilisées sous licence, sont des marques déposées ou enregistrées de SPARC International, Inc. aux Etats-Unis et dans d'autres pays. Les produits portant les marques SPARC sont basés sur une architecture développée par Sun Microsystems, Inc.

Les interfaces d'utilisation graphique OPEN LOOK[®] et Sun[™] ont été développées par Sun Microsystems, Inc. pour ses utilisateurs et licenciés. Sun reconnaît les efforts de pionniers de Xerox pour la recherche et le développement du concept des interfaces d'utilisation visuelle ou graphique pour l'industrie de l'informatique. Sun détient une licence non exclusive de Xerox sur l'interface d'utilisation graphique, cette licence couvrant aussi les licenciés de Sun qui mettent en place l'interface d'utilisation graphique OPEN LOOK et qui en outre se conforment aux licences écrites de Sun.

Le système X Window est un produit du X Consortium, Inc.

CETTE PUBLICATION EST FOURNIE "EN L'ETAT" SANS GARANTIE D'AUCUNE SORTE, NI EXPRESSE NI IMPLICITE, Y COMPRIS, ET SANS QUE CETTE LISTE NE SOIT LIMITATIVE, DES GARANTIES CONCERNANT LA VALEUR MARCHANDE, L'APTITUDE DES PRODUITS A RÉPONDRE A UNE UTILISATION PARTICULIERE, OU LE FAIT QU'ILS NE SOIENT PAS CONTREFAISANTS DE PRODUITS DE TIERS.