

Appendix H

Troubleshooting

This section summarizes the most common error messages generated by AccView.

AccView Map: Icon Stays Red

Symptoms

1. When a map is opened, the icon(s) stay red.
2. When an object is added, the icon stays red.

Possible Causes

AccView cannot communicate with the device. When a device does not respond within the Retries limit, the device is assumed to be off-line and the "Connection Lost" event is announced. The icon turns red; and AccView continues polling for a response. AccView will continue polling for responses (unless the Monitor option is turned off in the Add Object or Modify Object selections under the Edit menu).

Suggestions

1. There may be a problem with the device driver or network cabling used on the Network Management Station (NMS). Use a hardware or software network test utility to verify that the NMS can receive network traffic.
2. Verify the IP address of the object.
3. Probe the concerned device with the Alive Test. If it responds to this query but not to AccView, check the community setting for the device.
4. Check the Retries and Timeout values of the object.

Discovery: No Nodes Found

Symptom

Discovery does not find any devices.

Possible Causes

1. AccView network management station (NMS) may be using an IP address that is used by another device.
2. There may be a cabling problem.

Suggestions

1. Try changing the address of the AccView NMS.
2. If AccView is running, you should see a trap and an alarm indicating that a device has been re-started. From the Alarm Log, copy the IP address into the search criteria and attempt to discover this node. If the node still cannot be located, check for cabling or other logical problems.

Trap Manager: MIB Variable Not Found

Symptom

Running Trap Manager shows this error message.

Possible Causes

1. The specified variable does not exist in the MIB database.
2. The MIB database has been changed.

Suggestions

Verify that the specified variable does exist in the MIB database.

