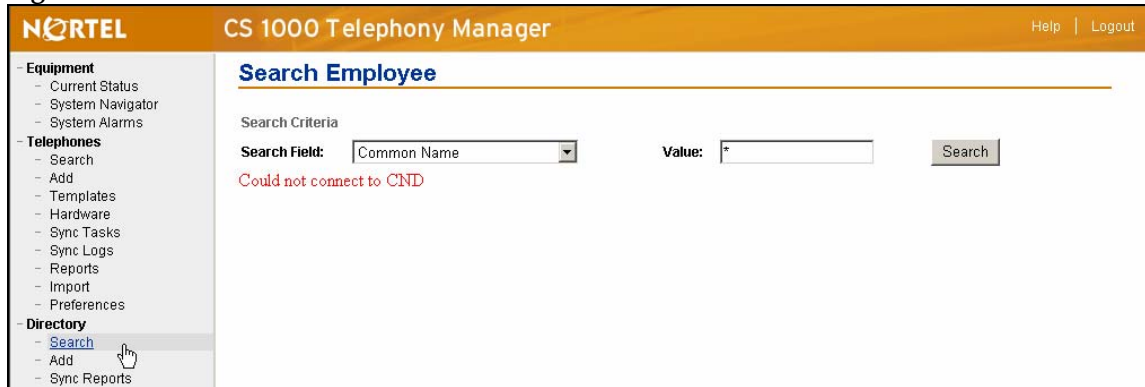




Can't Connect to CND?

ISI has fielded service calls where the following error in **Figure 1** has occurred and the user is unable to search/access the records in the Common Network Directory database.

Figure 1



This may occur when TM does not properly close the connection to the CND from a prior session, stopping the Nortel CND Service, corrupting the database or both. Use the solutions below to check and fix the problem.

Verify the CND service is Running

1. From the TM Server, click the **Start** button, then go to **Programs – Administrative Tools – Services**.
2. Locate the **Nortel Common Network Directory** service as in **Figure 2**.
3. Note the **Status** of the service. It may simply need to be restarted.

Recover the CND database

1. If the service will not restart or the error in **Figure 1** continues, highlight the service, right-click and go to **Properties**.
2. From the **General** tab in the CND Properties, set the **Startup Type** to **Manual**.
3. In a controlled fashion, shutdown TM and reboot the Server.
4. Use Windows Explorer to determine the folder in which CND was loaded. The example in **Figure 3** shows the **D:\ Common Network Directory** folder.
5. Open a command window by clicking the **Start** button, then **Run**.
6. Type **cmd** in the **Open:** box and click **OK**.
7. At the Command window, path to the CND installation folder as in **Figure 4** and type the command: **db_recover -c -h data**
8. Press the Enter key to launch the utility and recover the CND database.
9. Close the command window and return to the Services menu.



Keeping Connected with ISI

OTM/TM Newsletter – Winter 2008

- Restart the Nortel CND service.
- From the **General** tab in the CND Properties, change the **Startup Type** back to **Automatic**.
- Re-test the access to CND.

Figure 2 – CND Service

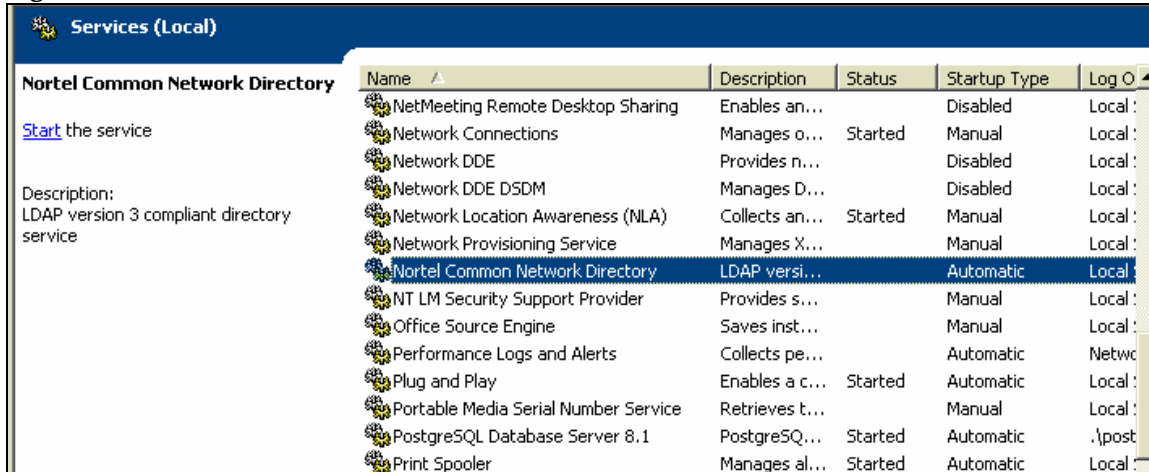


Figure 3 – Location of CND software

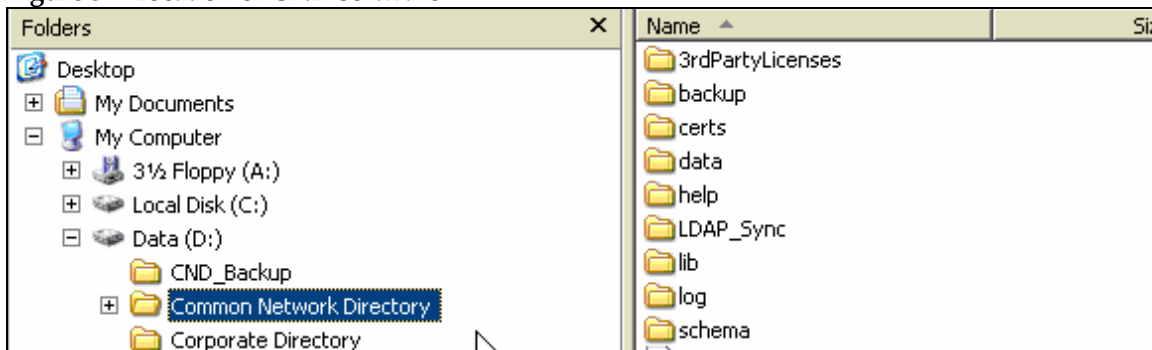


Figure 4 – Command Line window for running the recover utility

