Troubleshooting Guide for SCR+DMI

HP 9000 Computers

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This guide describes steps to troubleshoot problems that may be experienced with DMI used in combination with SCR. This guide replaces earlier versions of the same.

This guide's printing date and part number indicate its current edition. The printing date changes when a new edition is printed (minor corrections and updates which are incorporated at reprint do not cause the date to change). The part number changes when extensive technical changes are incorporated.

New editions of this manual will incorporate all material updated since the previous edition. For the latest version, see the information library section on the web at:

`http://www.software.hp.com/products/DMI/`

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1 Troubleshooting SCR+DMI for HP-UX

This document describes steps you can take if SCR+DMI for HP-UX is not running properly.

Step 1. Check that the minimum version (or greater) of DMI is installed:

```
swlist -a revision DMI
```

The minimum versions of DMI that must be installed are:

v10.20 - B.10.20.36

v11.00 - B.11.00.36

v11.11 - B.11.11.36

If the correct version of DMI is not installed then you must install the latest version. The DMI installation instructions are found in Chapter 1, “Installing DMI”, in *HP-UX DMI User’s Reference*.

Step 2. Ensure that DCE/RPC is running correctly on all the systems involved

- Check for the necessary daemons, and restart them if necessary.

  Run the command, **`ps -ef`**

  The output should include the following daemons:

  — For DCE on both the server and the client node(s):

  ```
  root46910 Sep 27?1:51/opt/dce/sbin/rpcd
  ```

  — For DMI on both the server and the client node:

  ```
  root27173100ct 4?4:21/usr/dmi/bin/dmisp
  root272410Oct 4?0:35/usr/dmi/bin/hpuxci
  root27195100ct 4?2:18/usr/dmi/bin/swci
  ```

  — For SCR on the server:

  ```
  root73731016:23:52?0:00/opt/scr/lbin/scrdaemon
  ```

- Check that you have the required software and patches. Refer to the README for the release of HP-UX you are working with. The patches assume a base level of the HP-UX Applications Release distributed 7 June, 1999.

IMPORTANT The DCE patches must be loaded in numerical order.

Step 3. Verify entries in the file `/var/dmi/dmiMachines`. This must be done on each client and on the server.

- A hostname or an IP address can be used for each machine (each network card in a machine needs to be listed) in the file.
- On each client, the file must include an entry for each network card on the client and each network card on the server.
- On the server, the file must contain an entry for each network card on the server and each network card on each client.

Step 4. Verify that DMI is working on both the server and all clients. If any of the following four steps fail, DMI is not working correctly. SCR cannot work correctly if DMI is not working correctly.

a. Launch the DMI browser by executing **`/usr/dmi/bin/browser`**

A task dialog labeled “MIF Browser” will be launched. An icon with the system name should be in the dialog.

b. Double-click on the icon with the system name.

The contents of the dialog should be replaced with three icons labeled:

- **DMI 2.0 Service Provider**
- **HP-UX Standard Groups Definition**
- **HP-UX Installed Software Definition**

c. Double-click on the **HP-UX Standard Groups Definition** icon. Multiple icons should be displayed with labels including:

- **General Information**
- **Operating System**
- **Host System**

Step 5. If the previous steps do not identify the problem, execute the following:

```
/sbin/init.d/Dmisp stop
```

```
/sbin/init.d/Dmisp start
```

This re-initializes all DMI processes currently running and this usually corrects any problems that may exist.