

Systems Inventory Manager Troubleshooting Guide



Manufacturing Part Number : 5187-0791

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This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org>).

This product includes cryptographic software written by Eric Young (eay@cryptsoft.com).

This product includes PHP, freely available from the PHP Group (<http://www.php.net>).

Publication History

The manual's publication date and part number indicate its current edition. The publication date will change when a new edition is released. The manual part number will change when extensive changes are made.

To ensure that you receive the new editions, you should subscribe to the appropriate product support service. See your HP sales representative for details.

- *Systems Inventory Manager Troubleshooting Guide*

May 2002, Edition 1

Software depot web site at <http://software.hp.com/products/SIM/info.html>

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

<http://software.hp.com/products/SIM/info.html>

Please direct comments regarding this guide to:

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Conventions

We use the following typographical conventions.

<i>audit</i> (5)	An HP-UX manpage. <i>audit</i> is the name and <i>5</i> is the section in the <i>HP-UX Reference</i> . On the web and on the Instant Information CD, it may be a hot link to the manpage itself. From the HP-UX command line, enter “man audit” or “man 5 audit” to view the manpage. See <i>man</i> (1).
<i>Book Title</i>	The title of a book. On the web and on the Instant Information CD, it may be a hot link to the book itself.
<i>Emphasis</i>	Text that is emphasized.
Emphasis	Text that is strongly emphasized.
ComputerOut	Text displayed by the computer.
Command	A command name or qualified command phrase.
Computer	Computer font indicates literal items displayed by the computer. For example: file not found
Filename	Text that shows a filename and/or filepath.
UserInput	Commands and other text that you type.
<i>Variable</i>	The name of a variable that you may replace in a command or function or information in a display that represents several possible values.
[]	The contents are optional in formats and command descriptions.
{ }	The contents are required in formats and command descriptions. If the contents are a list separated by , you must choose one of the items
...	The preceding element may be repeated an arbitrary number of times.
	Separates items in a list of choices.

This guide describes steps you can take to isolate and resolve problems that have occurred with the **Systems Inventory Manager (SIM)**. Use the questions/problems and the resolutions in the following table to help you correct errors.

Table 1-1 Troubleshooting Questions and Answers

Problem or Question	Resolution
<p>Why is DMI not running properly?</p>	<ol style="list-style-type: none"> 1. Check that the minimum version (or greater) of DMI is installed: <pre>swlist -a revision DMI</pre> <p>The minimum versions of DMI that must be installed are:</p> <p>v11.00 - B.11.00.37</p> <p>v11.11 - B.11.11.37</p> <p>If the correct version of DMI is not installed, then you must install the latest version. The DMI installation instructions can be found in Chapter 3 of the <i>SIM Installation Guide</i> and is available at:</p> <p>http://www.software.hp.com/products/SIM/info.html</p> 2. Ensure that DCE/RPC is running correctly on all the systems involved: <ul style="list-style-type: none"> • Check for the necessary daemons, and restart them if necessary with: <pre>ps -ef</pre> <p>The output should include the following daemons:</p> <ul style="list-style-type: none"> — For DCE on both the server and the client node(s): <pre>root46910 Sep 27?1:51 /opt/dce/sbin/rpcd</pre> — For DMI on both the server and the client node: <pre>root27173100ct 4?4:21 /usr/dmi/bin/dmisp root2724100ct 4?0:35 /usr/dmi/bin/hpuxci root27195100ct 4?2:18 /usr/dmi/bin/swci</pre>

Table 1-1 Troubleshooting Questions and Answers

Problem or Question	Resolution
<p>Why is DMI not running properly? (continued.)</p>	<ul style="list-style-type: none"> • 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. <p>IMPORTANT: The DCE patches must be loaded in numerical order.</p> <p>3. Verify entries in the file <code>/var/dmi/dmiMachines</code> on each client and on the server:</p> <ul style="list-style-type: none"> • A hostname or an IP address can be used for each system (each network card in a machine needs to be listed) in the file on the server on which SIM is installed. • On each client system, the file must include an entry for each network card on the client and each network card on the server on which SIM is installed. • On the server, the file must contain an entry for each network card on the server and each network card on each client server. <p>4. Verify that DMI is working on both the server and all clients. If any of the following three steps fail, DMI is not working correctly so SIM has no ability to collect data.</p> <p>i. Launch the DMI browser by executing:</p> <pre style="margin-left: 40px;"><code>/usr/dmi/bin/browser</code></pre> <p>A task dialog labeled "MIF Browser" will be launched. An icon with the system name should be in the dialog.</p> <p>ii. Double-click on the icon with the system name.</p> <p>The contents of the dialog should be replaced with three icons labeled:</p> <ul style="list-style-type: none"> • DMI 2.0 Service Provider • HP-UX Standard Groups Definition • HP-UX Installed Software Definition <p>iii. Double-click on the HP-UX Standard Groups Definition icon. Multiple icons should be displayed with labels including:</p> <ul style="list-style-type: none"> • General Information • Operating System • Host System

Table 1-1 Troubleshooting Questions and Answers

Problem or Question	Resolution
<p>Why is DMI not running properly? (continued.)</p>	<p>5. If the previous steps do not identify the problem, execute the following:</p> <pre data-bbox="844 415 1185 487">/sbin/init.d/Dmisp stop /sbin/init.d/Dmisp start</pre> <p>This re-initializes all DMI processes currently running and this usually corrects any problems that may exist.</p>
<p>Why am I unable to add devices?</p>	<ol style="list-style-type: none"> <li data-bbox="812 625 1469 798">1. The most likely cause is that problems exist with DMI. Execute the resolution to the question, “Why is DMI not running properly?” to make sure that DMI is executing correctly. <li data-bbox="812 814 1469 909">2. Verify that your network is working properly, and that the device you are adding responds to the ping command and is configured in your network.
<p>After installing Systems Inventory Manager, the application does not start.</p>	<ol style="list-style-type: none"> <li data-bbox="812 934 1469 1092">1. Verify that the SysInvMgr bundle is installed and configured successfully by viewing the <code>/var/adm/sw/swagent.log</code> file and making certain that the state is Configured with no errors. <li data-bbox="812 1108 1469 1407">2. Make sure that HPAPacheStrong and MySQL are not installed on your system. If either exist, then it is noted in the <code>/var/adm/sw/swagent.log</code> file. Remove HPAPacheStrong and MySQL from your system and then reconfigure Systems Inventory Manager by executing: <pre data-bbox="844 1333 1404 1407">/usr/sbin/swremove ApacheStrong mysql /usr/sbin/swconfig SysInvMg</pre> <li data-bbox="812 1423 1469 1627">3. The Systems Inventory Manager, Version 1.0 cannot update pre-released versions that were given to some customers to use on a trial basis. If you installed a pre-release version, you must remove it from the system then reinstall Systems Inventory Manager, Version 1.0.

Table 1-1 Troubleshooting Questions and Answers

Problem or Question	Resolution
<p>When I swverify the SysInvMgr bundle I get errors.</p>	<p>During installation, the SIM web application modifies the HPAPache configuration files. These changes are necessary to configure Tomcat to meet SIM requirements.</p> <p>The files are typically changed by users, but HPAPache did not package these files as "is-volatile" so any changes to them will produce errors. These errors can be ignored.</p> <p>HP is aware of this HPAPache packaging issue and is working toward resolution in future releases.</p>
<p>How can I reconfigure the Tomcat port numbers that HPAPache is using?</p>	<p>This release of SIM requires that ports: 8007, 8009, and 8081 be available for HPAPache. They cannot be changed.</p> <p>If you have conflicts with another application using these ports, then you must change the application to use different port numbers or install SIM on a system where these ports are available. If you choose another system, then verify it meets the requirements as described in the "System Requirements" section, Chapter 1, of the <i>SIM Installation Guide</i> which is found at:</p> <p>http://www.software.hp.com/products/SIM/info.html</p>

Table 1-1 Troubleshooting Questions and Answers

Problem or Question	Resolution
<p>Apache seems to start but I do not see Tomcat running.</p>	<p>1. Execute:</p> <pre>ps -ef grep java</pre> <p>You should see something like this:</p> <pre>/opt/java1.3/bin/./bin/PA_RISC2.0/native_threads/java -Xms64m</pre> <p>If you do not see something like this, then view the Tomcat startup log,</p> <pre>/opt/hpapache2/tomcat/logs/tomcat_startup.log,</pre> <p>for more information.</p> <p>2. Verify that "TOMCAT2_START=1" is present in the file <code>/etc/rc.config.d/hpapache2conf</code></p> <p>Execute:</p> <pre>/usr/sbin/swverify HPApache</pre> <p>View the <code>/var/adm/sw/swagent.log</code> file and verify that HPAPache is installed and configured properly.</p> <p>The product state should be Configured though you will see errors as described in "When I swverify the SysInvMgr bundle I get errors." question herein.</p>
<p>How can I obtain and/or provide more information when a problem occurs?</p>	<p>If the problem is with the CLI, then edit the <code>/var/sysinvmgr/cli/log4j.properties</code> file, change the <code>log4j.rootCategory</code> setting to <code>DEBUG</code>, file, CLI, and then retry the command. More information about the failure is written to the <code>/var/sysinvmgr/log/sim.log</code> file.</p> <p>If the problem occurs using the GUI, then edit <code>/opt/hpapache2/tomcat/webapps/singui/WEB-INF/classes/log4j.properties</code>, change the <code>log4j.rootCategory</code> setting to <code>DEBUG</code>, file, CLI, and then retry the task that you attempted to perform in the GUI.</p>

If you are still experiencing difficulties, please contact the SIM Development Team at sim_feedback@hp.com including as much information as possible.

