Computer Crash Analysis Tool Release Notes

Product Name: Computer Crash Analysis Tool (CCAT)

Product Version: 5.1.1

Document Date: 1 December 2003

Contents   Page

1 Summary

Computer Crash Analysis Tool (CCAT) is a software application that enables Hewlett-Packard Customer Services engineers and system administrators to analyze operating system crashes.

CCAT matches information collected about a crash against a set of operating system-specific rules to determine if the footprint of the collected crash data matches any known crash data footprints for which a solution or corrective action has been found.

Once the footprint has been created, CCAT can perform the following functions automatically:

- Email information about the crash to the system administrator or other designated local addressee.
- Analyze the crash file and produce a results file.

CCAT also can be run at any time as a GUI (see the *CCAT User Guide* for details).

2 Hardware Requirements

CCAT can be installed on the following hardware platforms:

- 32-bit Intel® based systems manufactured by HP, such as the ProLiant

  Note that CCAT usually will operate on any industry standard, 32-bit Intel-based system. However, because HP does not qualify CCAT on third-party products, functionality on such systems is provided on an as-is basis only.

- HP AlphaServer systems
- HP 9000 series systems

See the *WEBES Installation Guide* for additional detail regarding platforms.

3 Operating System Requirements

CCAT is supported on the following operating systems:

- Microsoft® Windows® 2000, and XP
- HP Tru64 UNIX® versions 4.0F, 4.0G, 5.0A or higher
- HP-UX version 11.0 or higher
- HP OpenVMS Alpha versions 7.2–2 or higher

See the *WEBES Installation Guide* for additional software requirements.

4 New in this Release

This release supports WEBES version 4.3, but is otherwise unchanged from CCAT 5.1.

5 Known Issues

The following known issues apply to this version of CCAT. Items that apply strictly to CCAT appear here. Issues that apply to the overall WEBES suite are described in the *WEBES Release Notes*. Information about the other WEBES components (System Event Analyzer) are published as part of that component documentation suite.

5.1 Windows Issues

The following known issues affect CCAT on Windows.

5.1.1 CCAT Directory Tree Missing Or Access Denied

If your user ID is not a member of the Administrators group, you will not be able to access or see any directories or files under the WEBES directory tree, by default installed to
C:\Program Files\hp\svctools.

See the *CCAT User Guide* for more information on security requirements.

5.1.2 CCAT Commands Not Recognized

If your user ID is not a member of the Administrators group, you will not be able to execute any WEBES CLI or CCAT CLI commands. You will see errors such as the following:

```
C:\Program Files\hp> desta
'desta' is not recognized as an internal or external command, operable
program or batch file.
C:\Program Files\hp>svctools\common\bin\desta status
Access is denied.
```

See the *CCAT User Guide* for more information on security requirements.

5.1.3 Empty Start Menu

If your user ID is not a member of the Administrators group, you will not see any choices for any of the WEBES tools under the menu Start | Programs | Hewlett-Packard Service Tools. You may see choices for other installed Hewlett-Packard service tools that are not part of WEBES, such as Service Cockpit or SmartScope.

See the *CCAT User Guide* for more information on security requirements.

5.2 Tru64 UNIX Issues

The following known issues affect CCAT on Tru64 UNIX.

5.2.1 WEBES Directory Tree Permission Denied

If you are not the root user, you will not be able to access or see any directories or files under the WEBES directory tree /usr/opt/hp/svctools. This directory has rwx permissions for root, and no permissions for any other user. You will see errors such as the following:

```
[jones@here.xyz.mycorp.net] /usr/users/jones
[1] cd /usr/opt/hp
[jones@here.xyz.mycorp.net] /usr/opt/hp
[2] ls -l
  total 8
  drwx------ 4 root system 8192 Oct 22 14:51 svctools
[jones@here.xyz.mycorp.net] /usr/opt/hp
[3] cd svctools
    ksh: svctools: permission denied
[jones@here.xyz.mycorp.net] /usr/opt/hp
[4] ls svctools
    svctools: Permission denied
```

See the *CCAT User Guide* for more information on security requirements.

5.2.2 WEBES Commands Cannot Execute

If you are not the root user, you will not be able to execute any CCAT CLI commands. You will see errors such as the following:

```
[jones@here.xyz.mycorp.net] /usr/users/jones
[1] cd /usr/opt/hp
[jones@here.xyz.mycorp.net] /usr/opt/hp
[2] desta status
    ksh: desta: cannot execute
    jones@here.xyz.mycorp.net] /usr/opt/hp
[3] svctools/common/bin/desta status
    ksh: svctools/common/bin/desta: cannot execute
```

See the *CCAT User Guide* for more information on security requirements.

5.2.3 UNIX Shutdown Kills WEBES Without Clean Stop

The **shutdown -r** and **reboot** commands restart the system and kill all processes without running stop routines like **desta stop**. Failure to stop the Director service can potentially leave active files in a corrupted state, making them unreadable when the system restarts.

To ensure a clean shutdown and reboot, always stop the Director by running the **desta stop** command before executing a **shutdown -r** or **reboot** command.

5.3 OpenVMS Issues

The following known issues affect CCAT on OpenVMS.

5.3.1 Insufficient Privilege or File Protection Violation

If you are not a member of the SYSTEM group, or your user ID does not have all privileges, or has not issued the SET PROCESS /PRIV=ALL command, you will not be able to access or see any directories or files under the WEBES / CCAT directory tree pointed to by the SVCTOOLS_HOME logical (SYS$COMMON:[HP] by default).

You will see errors such as the following:

```
$ dir svctools_home:[000000...]
%DIRECT-E-OPENIN, error opening SVCTOOLS_COMMON:[000000]*.*;* as input
-RMS-E-PRV, insufficient privilege or file protection violation

$ dir svctools_home:[common.bin]
%DIRECT-E-OPENIN, error opening SVCTOOLS_COMMON:[COMMON.BIN]*.*;* as input
-RMS-E-PRV, insufficient privilege or file protection violation

$ dir sys$common:[HP...]

 Directory SYS$COMMON:[HP]
 %DIRECT-E-OPENIN, error opening SYS$COMMON:[HP.NODES]*.*;* as input
 -RMS-E-PRV, insufficient privilege or file protection violation
 %DIRECT-E-OPENIN, error opening SYS$COMMON:[HP.SVCTOOLS]*.*;* as
 input
 -RMS-E-PRV, insufficient privilege or file protection violation
  NODES.DIR;1        SVCTOOLS.DIR;1

Total of 2 files.
```

See the *CCAT User Guide* for more information on security requirements.

5.3.2 Inability To Execute CLI Commands

If your user ID does not have all privileges, or has not issued the SET PROCESS /PRIV=ALL command, you will not be able to execute any WEBES / CCAT CLI commands. You will see errors such as the following:

```
$ desta status
 %DCL-W-ACTIMAGE, error activating image
 SVCTOOLS_HOME:[COMMON.BIN]DESTA_CMD.EXE
 -CLI-E-IMGNAME, image file NUTE$DKA0:[SYS0.SYSCOMMON.HP.SVCTOOLS.]
  [COMMON.BIN]DESTA_CMD.EXE;
 -RMS-E-PRV, insufficient privilege or file protection violation

$ @svctools_home:[common.bin]ccat gui
 %DCL-E-OPENIN, error opening SVCTOOLS_SPECIFIC:[COMMON.BIN]CCAT.COM; as
 input
```

```
-RMS-E-PRV, insufficient privilege or file protection violation
```

See the *CCAT User Guide* for more information on security requirements.

6 Additional Documentation

- *Computer Crash Analysis Tool User Guide*
- *WEBES Installation Guide*
- *WEBES Release Notes*
- *System Event Analyzer User Guide*
- *System Event Analyzer Release Notes*

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