

# System Event Analyzer Release Notes

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# 1 Summary

System Event Analyzer (SEA) is a fault analysis utility included with the Web-Based Enterprise Services (WEBES) service tools. Each WEBES-based service tool adds functionality to the Director, a process (or set of processes) that executes continuously. SEA provides the Director with the capability to capture and interpret hardware events. The analysis of events can be performed automatically or when requested by an outside process.

SEA provides background automatic analysis by monitoring the active binary event log and processing events as they occur. The events in the binary event log file are checked against the analysis rules. If one or more of the events in the binary event log file meets the conditions specified in the rules, the analysis engine collects the error data and creates a problem report containing a description of the problem and any corrective actions required. Once the problem report is created, it is distributed in accordance with the customer's notification preferences.

SEA supplies a web-based user interface that connects to the Director and can perform a variety of tasks from a remotely connected web browser. In addition, a set of command-line tools enable diagnosis of binary event logs without connecting to the Director.

# 2 Supported Products

SEA supports analysis of events created by the following products.

Do not confuse the supported products with the systems on which WEBES can be installed. WEBES might be installed on a platform not listed below, but SEA only analyzes events created by the following products. Installation requirements are given in the *WEBES Installation Guide*.

- Platforms: Analysis and Bit-To-Text Translation
  - HP AlphaServer DS10/DS10L/DS15/DS20/DS20E/DS25 (Tru64 UNIX® and OpenVMS)
  - HP AlphaServer ES40/ES45 (Tru64 UNIX and OpenVMS)
  - HP AlphaServer GS80/GS160/GS320 (Tru64 UNIX and OpenVMS)
  - HP AlphaServer TS80/ES47/ES80/GS1280/GS1280 M64 (Tru64 UNIX and OpenVMS)
  - HP AlphaServer TS20/TS40 (Tru64 UNIX and OpenVMS)
  - HP AlphaServer TS202C (Tru64 UNIX and OpenVMS)
  - Memory Channel II (Tru64 UNIX and OpenVMS)
- Platforms: Bit-To-Text Translation only
  - HP AlphaServer DS20L (Tru64 UNIX and OpenVMS)
- I/O Devices: Analysis and Bit-To-Text Translation
  - Disk Storage based on SCSI specification (Tru64 UNIX, OpenVMS, and Windows®)

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### 2 Supported Products

- EZ4X/EZ6X (Tru64 UNIX and OpenVMS)
- EZ5X/EZ7X (Tru64 UNIX and OpenVMS)
- HSG60/HSG80/HSZXX (Tru64 UNIX and OpenVMS)
- HSG60/HSG80 (Windows)
- KGPSA-CA/KGPSA-BC/KGPSA-BY/KGPSA-CB/KGPSA-CX/KGPSA-CY  
FCA2384/FCA2354/FCA2404/FCA2406 (Tru64 UNIX)
- Smart Array 5304 Controller (Tru64 UNIX and OpenVMS)
- Modular SAN Array 1000 (Tru64 UNIX and OpenVMS)
- EMA16000, MA8000/EMA12000, MA6000, RA8000/ESA12000
- I/O Devices: Bit-To-Text Translation only
  - RA3000
  - KZPSC/KZPAC/KZPBA/KZPCM/KZPSA/KZPCC/KSPEA
  - KGPSA-CA/KGPSA-BC/KGPSA-BY/KGPSA-CB/KGPSA-CX/KGPSA-CY  
FCA2384/FCA2354/FCA2404/FCA2406 (OpenVMS)
  - CCMAB-AA
  - CIPCA-BA
- Storage Systems: Analysis and Bit-To-Text Translation
  - EVA 3000/5000 on VCS V2.0x and V3.0x for HSV100 and HSV110 controllers
  - MSA1000
- Storage System Components: Analysis and Bit-To-Text Translation
  - StorageWorks SAN 1 Gbps Switches:
    - DSGGA-AA 8 port, StorageWorks Fibre Channel switch
    - DSGGA-AB 16 port, StorageWorks Fibre Channel switch
    - DSGGB-AA 8 port, StorageWorks SAN switch 8
    - DSGGB-AB 16 port, StorageWorks SAN switch 16
    - DSGGC-AA 8 port, SAN Switch 8-EL
    - DSGGC-AB 16 port, SAN Switch 16-EL
    - DSGGS SAN Switch Integrated /32 and /64 ports
  - StorageWorks SAN 2 Gbps Switches:
    - DS-DSGGD-AA 16 port, SAN Switch 2/16
    - DS-DSGGD-AB 32 port, SAN Switch 2/32
    - DS-DSGGD-AC 8 port, SAN Switch 2/8-EL
    - DS-DSSGD-AD 16 port, SAN Switch 2/16-EL
    - DS-DSGGD-BB 32 port, SAN Switch 2/32
    - DS-DSGGD-DB 32 port, SAN Switch 2/32
    - DS-DSGGE-xx 64 port, Core Switch 2/64

#### AlphaServer Platforms Support

See the operating system's SPD for information about the platforms supported by the various operating system versions.

If you need to update your platform's firmware, see either of the following locations for the latest version:

- The Alpha Systems Firmware CD
- The Alpha Systems Firmware Updates web page, available from the following URL:  
<http://h18007.www1.hp.com/support/files/index.html>

## **3 Known Issues**

The following known issues apply to this version of SEA. Issues that apply to the overall WEBES suite are described in the *WEBES Release Notes*. Information about other WEBES components such as CCAT are published as part of that component's documentation suite.

The *System Event Analyzer User Guide* includes appendices that address performance and browser usage. If you think SEA is performing less than optimally, or if you are using the web interface, you should familiarize yourself with the appendices.

### **3.1 General Known Issues**

These issues apply to SEA on all operating systems:

#### **3.1.1 System Error Log Initialization while Director is Running Causes Errors**

If the system error log is re-initialized while the Director is running, events may be missed or processed incorrectly. To avoid this problem, either reinitialize the system error log before the Director is started or stop the Director before modifying the system error log.

#### **3.1.2 Backward Compatibility**

Connections between systems that are running different versions of WEBES (including different dot releases or Service Paks) may produce unpredictable results. This can happen if, for example, you are running your locally installed SEA, and then use it to add and analyze a remote node that has another version installed.

Running a local copy of WEBES for analysis only on that local system does not present a problem. Likewise, connecting directly to a remote system via the CLI or web URL (for example, without having WEBES installed on your local system) is okay.

To avoid a compatibility issue, make sure that the exact same version of WEBES is installed on all systems that connect to one another, as within a given site or enterprise. In any clustered environment, it is especially important to have the same version (including dot release or

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Service Pak) installed on every node. Backward compatibility will be introduced in a future WEBES release.

#### 3.1.3 Serial Number Prevents Rules from Working

The system serial number on certain GS80, GS160, and GS320 systems was not set correctly at the factory, and SEA rules only function if the serial number is set correctly.

See the pre-installation procedures for Tru64 UNIX and OpenVMS in the *WEBES Installation Guide* for details.

#### 3.1.4 Fields Contain “Unavailable”

This note applies to DS10/DS10L, DS20/DS20E, ES40, and TS202c products.

When a valid configuration tree event is accessible, information appears in the Part Number, Serial Number, and FW Rev Level fields. If a valid configuration tree event could not be accessed, these fields are reported as “Unavailable.”

#### 3.1.5 File Not Found Error In DESTA Log File

The following error message may appear in the DESTA log file when using the Microsoft® JVM in Internet Explorer:

```
Could not find file: /WCCApplet102BeanInfo.class
```

It is safe to ignore this message since it does not impact the performance, stability, or functionality of SEA.

#### 3.1.6 Transferring Files with FTP

If you move files using FTP, it is important to use the appropriate settings for the transfer.

##### **Tru64 UNIX and Windows**

Make sure the FTP transfer mode used for binary error logs is binary rather than ASCII. SEA does not generate an error message when you process a file that was transferred in ASCII mode, but it may skip some events, show corruption in translated events, and produce unreliable analysis results.

##### **OpenVMS**

Make sure the FTP transfer mode used for binary error logs is binary rather than ASCII. In addition, the file attributes must be restored after the file is transferred to an OpenVMS machine.

In order to preserve the correct file attributes, SEA files should be formatted as Stream\_LF with the CR control character. This file formatting restriction applies to binary event log files and all other SEA files containing binary (non-text) data.

When you are using FTP to transfer files to an OpenVMS system, FTP does not preserve the correct file attributes. Use the following command after the transfer has completed to restore the correct attributes:

```
set file/attr=(rfm:stmlf,rat:cr) filename.*
```

SEA does not generate an error message when you process a file that was transferred in ASCII mode or was transferred in binary mode but left with incorrect attributes, but it may skip some events, show corruption in translated events, and produce unreliable analysis results.

### **3.1.7 Duplicate Callouts with both DECEvent and WEBES Installed**

#### **Note**

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This issue is most likely to occur when newer Alpha platforms with WEBES (such as the GS160) are connected to clusters containing older Alpha platforms with DECEvent (such as the GS60 Turbolaser). However, the issue is not necessarily limited to those scenarios.

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Running DECEvent and WEBES on the same machine results in duplicate callouts to the CSC when event notification occurs. To resolve this problem, you can choose to only start one of the applications at boot time.

#### **Tru64 UNIX**

To prevent DECEvent from starting on a UNIX platform, use the following procedure:

1. Edit the startup script:

```
/opt/DIAXXX/sbin/init.d/dia_s_k
```

Where XXX is the DECEvent version number.

2. On line 64 of the script, remove the following code:

```
if [ -f /usr/sbin/dia ]  
then
```

3. Insert the following code in the same location.

Replace `nodename1` with the name of the node that should not run DECEvent. If there are multiple cluster nodes that need to be modified, add a similar `bail="true"` line for each affected cluster node.

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```
bail=  
[ "$HOSTNAME" = "nodename1" ] && bail="true"  
if [ -z "$bail" -a -f /usr/sbin/dia ]  
then
```

To prevent WEBES from starting on a UNIX platform, use the following procedure:

1. Execute `/usr/sbin/webes_install_update`.
2. Select menu item 5, Start at Boot Time.
3. Answer yes to change the list.
4. Add the node names of the nodes that should run WEBES.

### OpenVMS

To prevent DECEvent from starting on an OpenVMS platform, use the following procedure:

1. Edit the startup script, `sys$startup:decevent$startup.com`.
2. Insert the following code at the beginning of the file:

#### Note

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Verify the existence and format of the `SYS$NODE` logical before performing this operation.

---

```
$ node = F$TRNLNM("SYS$NODE",,,,,)  
$ IF (node .EQS. "nodename1:") THEN EXIT 1
```

Replace `nodename1` with the name of the node that should not run DECEvent. If there are multiple cluster nodes that need to be modified, add a similar IF line for each affected cluster node.

To prevent WEBES from starting on an OpenVMS platform, use the following procedure:

1. Edit the startup script, `sys$startup:desta$startup.com`.
2. Insert the following code at the beginning of the file:

```
$ node = F$TRNLNM("SYS$NODE",,,,,)  
$ IF (node .EQS. "nodename1:") THEN EXIT 1
```

Replace `nodename1` with the name of the node that should not run WEBES. If there are multiple cluster nodes that need to be modified, add a similar IF line for each affected cluster node.

### 3.1.8 Upgrading to an Operating System that Supports Drape or Indictment

Some versions of Tru64 UNIX and OpenVMS do not support the Drape or Indictment services. If you upgrade from a version that does not support the services to a version that does, you must modify your WEBES installation. See the *System Event Analyzer User Guide* for information on modifying the installation.

## 3.2 Command Line Interface (CLI) Known Issues

These issues apply to the SEA CLI on all operating systems:

### 3.2.1 ca Command Changed to wsea

The command prefix used with the command line interface has changed from `ca` to `wsea`. In version 4.3, commands can be entered using either prefix; however, future releases will not support the `ca` prefix.

### 3.2.2 SICL Command Change

The enabling and disabling of SICL using DSNlink has changed from `wsea sicl [on|off]` to `desta sicl [on|off]`. Please use the `desta` syntax and update any scripts that refer to the `wsea sicl` command before this is completely phased out in a future release.

### 3.2.3 Entering Commands

Because of differences in the command prompts on each operating system, CLI commands may not be exactly the same across systems. The following instructions describe special formatting issues for each operating system.

#### Tru64 UNIX and Windows

When you are entering paths in the CLI on a Tru64 UNIX or Windows system you must pay special attention to any space characters.

If you specify a path that contains spaces, it must be wrapped in double-quotes. However, the Windows and Tru64 UNIX shells do not expand path wildcards wrapped with double-quotes. For example, “C:\Program Files\someDirectory\\*.zpd” does not expand to all the \*.zpd files in the directory “C:\Program Files\someDirectory.”

To avoid this problem, change to a directory in which you do not have to use double-quotes and execute the command. For instance, in the example, do either of the following:

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```
C:\>cd C:\Program Files
C:\>wsea trans input someDirectory\*.zpd
```

or

```
C:\>cd C:\Program Files\someDirectory
C:\>wsea trans input *.zpd
```

#### Windows

On Windows systems, commands that contain an argument with a comma must enclose the argument in quotation marks. If the argument is not in quotation marks, Java® does not interpret the comma, and you may receive undesired results. The exact placement of the quotation marks is not critical, and both of the following examples show valid commands:

```
wsea n ana index="s:1, e:1"
wsea n ana "index=s:1, e:1"
```

When you are entering commands, be aware that Windows does not require a second double-quote around parameters, since it automatically completes the set of quotes. Thus, if you enter the following command:

```
C:\>wsea trans input "C:\Program Files\someDirectory\hscir1.zpd
```

Windows interprets it as:

```
C:\>wsea trans input "C:\Program Files\someDirectory\hscir1.zpd"
```

Furthermore, with Windows, if a backslash character (\) is placed at the end of a double-quoted directory, the double-quote following the backslash is treated as part of the text passed to the program. This causes Windows to treat all characters, including spaces, before the end of the line as a single argument. For example, if you enter the following arguments:

```
"C:\Program Files\someDirectory\" C:\anotherDirectory
```

They are interpreted by the Windows command interpreter as:

```
"C:\Program Files\someDirectory" C:\anotherDirectory"
```

The second double-quote is considered part of the literal line of characters and the third double-quote is added by Windows. Thus, the two arguments are passed to the program as a single argument with an embedded double-quote character:

```
C:\Program Files\someDirectory" C:\anotherDirectory
```

There are two ways to avoid this problem:

- Do not place a trailing backslash character following a double-quoted directory name.
- Place two consecutive backslash characters at the end of the double-quoted directory name.

For example, you could replace the following path:

```
"C:\Program Files\someDirectory\" C:\anotherDirectory
```

With either of the following paths:

```
"C:\Program Files\someDirectory" C:\anotherDirectory  
"C:\Program Files\someDirectory\\" C:\anotherDirectory
```

## OpenVMS

The following issues apply when entering commands on OpenVMS systems.

- Directory Parameters

Due to an issue with Java 2, CLI commands that accept a directory as a parameter do not function correctly. Java 2 incorrectly inserts the current directory in front of the directory parameter supplied with the CLI command.

For example, if the current directory is `USER: [ THOMAS ]` and you attempt to run the following command:

```
wsea summ input svctools_common:[common.ca.examples]
```

The directory is interpreted as

```
/user/thomas/svctools_common:[common.ca.examples].
```

To avoid this problem, use one of the following workarounds:

- Set the directory to the desired directory, and supply the argument “.” as the directory parameter. For example:

```
$ set def svctools_common:[common.ca.examples]  
$ wsea summ input .
```

Java 2 interprets the “.” as the current directory and successfully executes the command.

- Supply the directory name with a UNIX-style path. For example:

```
$ wsea summ input /svctools_common/common/ca/examples
```

To convert an absolute OpenVMS path into a UNIX-style path, insert a “/” at the beginning of the path and convert each contiguous set of colons, brackets, and periods into a “/”. Do not include a trailing “/”. Since relative paths are difficult to convert to UNIX-style, only use absolute paths.

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#### Note

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The previous example uses the `svctools_common` logical instead of the `svctools_home` logical because of another issue with Java 2 incorrectly parsing searchlist logicals.

The `svctools_home` logical is a searchlist of `svctools_specific` and `svctools_common`. If a file exists in the directory tree rooted at the `svctools_specific` logical, it will be found. However, if a file only exists in the directory tree rooted at the `svctools_common` logical, it will not be found.

The only way to ensure the file will be found is to specify the `svctools_common` logical instead.

---

- Invalid Directory Error Message

When you use the analysis or translation commands and specify a directory as [...] or [-], the process generates an `Invalid directory path` error message and quits.

To avoid this problem, specify the directory or directories explicitly.

- Maximum Character Length Error Message

If you enter a lengthy CLI command, you may exceed the OpenVMS maximum command character length. As a result, OpenVMS may return a command error message that refuses the number of characters that you have used.

To avoid this error, shorten the parameters in the CLI command. For example, you can substitute a lengthy absolute file path with a shortened relative path for a file's directory.

- Wildcards Not Expanded

Filenames containing wildcard characters (\*) are not expanded and result in command parsing errors. OpenVMS does not expand wildcards before passing arguments to a program, and as a result OpenVMS cannot find any files that match the given argument. For example, the following command does not work and results in the given error:

```
$ wsea n analyze svctools_common:[common.ca.examples]*.zpd
Error During Command Parsing: Cannot find the file/dir:
svctools_common:[common.ca.examples]*.zpd.
```

To input all files in a directory, enter the directory path alone, without wildcard characters. Most commands automatically search for and process all files that have the following recognized error log filename extensions (\*.errlog, \*.zpd, \*.sys, \*.evt). To specify multiple input files, put them in a comma-separated list after the input parameter.

- Scrolling Output in Terminal Display

When you enter a CLI command in a command window, the resulting output scrolls continuously in the terminal display. To set a screen pause after each output page, modify the command as shown in the following example:

```
$ PIPE command | TYPE/PAGE=SAVE SYS$INPUT
```

Where *command* is the CLI command that you want to pause.

You need to enter the command for all CLI outputs you want to pause. To simplify the process, you can save this stream to a variable by entering the following line in the login script:

```
$ more:==TYPE/PAGE=SAVE SYS$INPUT
```

Once this variable is established in the login script or at the command line, you can use the following command to set a screen pause:

```
$ PIPE command | more
```

## 3.3 Web Interface Known Issues

These issues apply to the SEA web interface on all operating systems:

### 3.3.1 Enabling Text Entry in Other Logs Pane

When enabled, the text entry field in the Add Logs screen allows users to add log files by entering the path and filename for an event log located anywhere in the file system. In order to enter a file name into the text entry field, the log file must have a `.sys`, `.evt`, `.zpd`, or `.errlog` extension.

The text field can only be enabled for users you specify in the `CA.WUI.OLText` key. It cannot be enabled for all users unless you list each user individually.

The list of usernames assigned to the `CA.WUI.OLText` key corresponds to the user profile entered by the user at the SEA logon screen. SEA profiles and usernames are not related to the id a user enters to log onto a machine, and they are not authenticated by SEA during the logon process. It is therefore the responsibility of those with knowledge text entry enabled user profiles to protect them from unauthorized use (i.e., not allowing open access to event logs anywhere on the system).

For more information, see Section 7.7.3 in the *System Event Analyzer User Guide*.

### 3.3.2 Node Name Change Causes Connection Failure

If the network name of a system changes, the change must be reflected in the web interface. After a node's network name changes, the old network name remains in the web interface and the connection to the node is lost. This occurs even if the name change occurs on the localhost.

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Thus, for name changes on any node, click on the node's group icon in the navigation tree and delete the old node name. Then add the node again using the new name.

#### 3.3.3 Cannot Activate a Running Node

If you cannot activate a node that is currently running, continue to click on the “Activate Node” entry in the navigation tree intermittently until the node is activated. If you suspect that the Director process is not running on that node, you can verify it by issuing the “desta status” command on that node.

#### 3.3.4 High Volume of Events Hangs Interface

If you are viewing the Events tab on the Real-Time Monitoring display of a node, and a rush of events are added to the event log the web interface may hang. The problem is caused by SEA attempting to refresh the Events frame multiple times and dramatically impacting response time.

#### 3.3.5 Frame Opens in New Window

If you click on different areas of the web interface quickly while it is updating, a frame may appear in a new window. Close the window and re-click on the button or link to update the correct frame in the web interface.

#### 3.3.6 Null-Pointer Errors

If a NullPointerException error occurs while using the web interface, click your browser's Refresh button. If you continue using SEA without refreshing, you may encounter additional errors or unexpected behavior.

#### 3.3.7 JavaScript Errors

During heavy processing, you may see JavaScript errors. You can safely ignore these errors. Depending on the error dialog box that appears, respond in one of the following ways:

- Click the OK button on the error dialog box.
- If the dialog box asks if you want to continue running scripts, click the Yes button.

Upgrading a system from one version of WEBES to another may result in rare JavaScript errors caused by the web browser caching information from previous Web interface sessions with the older version of WEBES. Clearing your browser's cache can often eliminate future JavaScript errors.

### 3.3.8 JavaScript Error When Viewing Director Settings

If your browser is configured to display all script errors, you see a JavaScript error when you click the Director Settings tab. This error does not impact the operation of SEA and can be safely closed. To avoid seeing the error in the future, configure your browser so that it does not display every script error.

### 3.3.9 Timeout Issue

If you consistently receive timeout notifications when using the web interface for a specific function, use the same function in the Command Line Interface as a workaround.

### 3.3.10 Multiple Sessions using Mozilla and Netscape 7

Avoid opening the web interface in multiple windows using Netscape 7 and Mozilla. A frame update in one window can adversely affect the same named frame in another window. Instead, use tabs to run multiple sessions.

### 3.3.11 Services Fail to Start

When the system is heavily loaded, the Director may have problems starting its services. If any service fails to start, the Director automatically shuts down and records an error in the Director log (under *svctools\_home/specific/webes/logs*) similar to the following:

```
FATAL ERROR on July 22, 2003 12:39:27 PM MDT (144.002 sec elapsed)
The following services failed to start:
com.compaq.svctools.ca.services.analysis.EvtAnalyzer

Current Thread[main,5,main]
```

To allow the services enough time to start up, increase the `ctrlrStartupTimeout` value in the Director Settings. Follow these steps:

#### Tip

---

When updating the Director Settings, be sure to start the Director when the system is not under heavy load.

---

1. Open SEA in a browser window, and click the SEA Settings button.
2. Select the Director Settings tab at the bottom of the window. The WEBES Services listbox automatically selects the Director's Global Attributes.

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3. Select `ctrlrStartupTimeout` from the bulleted list. By default, the value is set to 60000 milliseconds (1 minute).
4. Enter a new timeout value (in milliseconds) in the textbox.

Increasing the value to 300000 milliseconds (5 minutes) provides the services with more than enough startup time.

5. Click Change.

### 3.4 Windows Known Issues

These issues apply to SEA on Windows 2000 and XP:

#### 3.4.1 DESTA\_SERVICE Fails to Start

If `desta_service` does not start on reboot, you may see the following error in the `destaservice.log` file:

```
Error - DestaService.Run: Failed to get Java Process pid with in :60
seconds exiting NTService::ServiceMain exiting
```

To correct for this problem you can extend the startup time to 2 minutes. Follow these steps:

#### Note

---

The arguments for the `destaservice` command are case sensitive. Be sure to enter them exactly as they appear here.

---

1. Stop the `desta_service` from the command prompt:

```
C:\>net stop desta_service
```

```
The DESTA_Service service is stopping..
The DESTA_Service service was stopped successfully.
```

2. Navigate to the `SVCTOOLS_HOME\common\share` directory, where `SVCTOOLS_HOME` is `C:\Program Files\hp\svctools\` by default:

```
C:\>cd Program Files\hp\svctools\common\share
```

3. Run the `destaservice -u` command:

```
C:\Program Files\hp\svctools\common\share>destaservice -u
```

```
DestaService.~DestaSevice Output log ended at:03:59AM Wednesday, July 16,
2003
```

4. Change the startup time using the destaservice command:

```
C:\Program Files\hp\svctools\common\share>destaservice -i -RunPriority  
Idle -JVM Process yes -MSW 120 -FF 1000
```

```
Destaservice.~DestaSevice Output log ended at:04:01AM Wednesday, July 16,  
2003
```

5. Restart the desta\_service:

```
C:\Program Files\hp\svctools\common\share>net start desta_service
```

```
The DESTA_Service service is starting....  
The DESTA_Service service was started successfully.
```

### 3.4.2 XP Internet Explorer Does Not Have Java

On Windows XP, Microsoft no longer supplies a Java VM for Internet Explorer. You must download and install a Sun JRE instead: <http://java.sun.com/getjava>

### 3.4.3 Incomplete Uninstall of Older Version

If you encounter problems with general WEBES operation on Windows which is not solved by an existing Release Note, particularly in the area of the Director starting, stopping, hanging, or crashing, and you had a version of WEBES prior to V4.1 installed, perform these steps to clear a possible problem in previous WEBES uninstallation:

1. Uninstall the current version of WEBES.
2. Restart the machine.
3. Reinstall WEBES.

The current WEBES uninstall is more comprehensive and clears everything from previous WEBES versions as well as the current version, but a restart is required so that the operating system can release file, service, and registry references. WEBES is completely removed after the system is restarted.

### 3.4.4 Test Command Generates Error 1502

If you run the wsea test command when the Windows Application error log is full, the following error occurs:

```
Windows Error: 1502  
Command failed: Could not write the event.
```

To resolve the problem, do one of the following:

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### 3 Known Issues

- (Preferred) Modify the “When maximum logsize is reached” setting in the Windows event viewer utility. Change it from “Do not overwrite events” to one of the “Overwrite events” settings. See Section 8.4.2.1, “Event Log Settings” in the *System Event Analyzer User Guide*.
- Increase the size of the log.
- Delete some of the events in the log.

#### 3.4.5 WEBES Directory Tree Missing or Access Denied

If your user ID is not a member of the Administrators group, you cannot access or see any directories or files under the WEBES directory tree (C:\Program Files\hp\svctools by default). See the *System Event Analyzer User Guide* for information on the permissions required to view the directory tree.

#### 3.4.6 WEBES Commands Not Recognized

If your user ID is not a member of the Administrators group, you cannot execute any WEBES CLI commands. If your user ID does not have sufficient permissions, you see errors similar to 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 *System Event Analyzer User Guide* for information on the permissions required to use WEBES commands.

#### 3.4.7 Hewlett-Packard Service Tools Entry on Start Menu is Empty

If your user ID is not a member of the Administrators group, the menu options for the WEBES tools do not appear in the Start menu (Start | Programs | Hewlett-Packard Service Tools). However, you may still see choices for other installed Hewlett-Packard service tools that are not part of WEBES, such as Service Cockpit or SmartScope. See the *System Event Analyzer User Guide* for information on the permissions required to use WEBES tools.

### 3.5 Tru64 UNIX Known Issues

These issues apply to SEA on Tru64 UNIX:

### 3.5.1 Network Connection to Local IP Address Time Out

On a Tru64 UNIX system with PPP as its only non-loopback interface, network connections to the local IP address time out.

This issue can be solved by adding an entry to the routemap table with the local IP address routed through the loopback interface, as shown in the following example:

```
# ifconfig ppp0
ppp0: flags=51<UP,POINTTOPOINT,RUNNING>
  inet 10.0.0.2 --> 10.0.0.1 netmask fffffff0 ipmtu 576 trustgrp
  unknown
# route add 10.0.0.2 127.0.0.1
```

### 3.5.2 Time Reported Incorrectly

Tru64 UNIX 5.1 does not correctly log the time in Common Event Headers and Storage Event Headers. As a result, the time reported by SEA may not have the correct offset from GMT.

### 3.5.3 WEBES Directory Tree Permission Denied

If you are not the root user, you cannot 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. If you are not the root user, you see errors similar to those in the following example:

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

See the *System Event Analyzer User Guide* for more information on the permissions required to view the WEBES directory tree.

### 3.5.4 WEBES Commands Cannot Execute

If you are not the root user, you cannot execute any WEBES CLI commands. If this is the case, commands result in errors similar to the following examples:

```
[jones@here.xyz.mycorp.net] /usr/users/jones
# cd /usr/opt/hp
[jones@here.xyz.mycorp.net] /usr/opt/hp
# desta status
```

## System Event Analyzer Release Notes

### 3 Known Issues

```
ksh: desta: cannot execute
[jones@here.xyz.mycorp.net] /usr/opt/hp
# svctools/common/bin/desta status
ksh: svctools/common/bin/desta: cannot execute
```

See the *System Event Analyzer User Guide* for more information on the permissions required to run WEBES commands.

#### 3.5.5 System Shutdown or Reboot 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, do one of the following:

- On Tru64 UNIX 4.0f or 4.0g, do not use the `-h` or `-r` switches to the shutdown command, which bypass execution of the “stop” system scripts such as “`desta stop`”. Do not use the reboot command, equivalent to the `shutdown -r` command. See the following from the shutdown man page:

```
Note that the -h and -r flags use a broadcast kill signal and not the run
level transition scripts. To use the run level transition scripts,
execute the shutdown command without the -h or -r flag. This will bring
the system down to single user mode. From single user mode, execute
shutdown with the -h or -r flag. Alternatively, you can execute init 0
which will bring the system from level 3 to the console prompt.
```

- On Tru64 UNIX 5.0a or later, use the new `-s` switch to the shutdown command, when using the `-h` or `-r` switch. For example:

```
# shutdown -rs
```

The `-s` option prevents the `-h` or `-r` from bypassing execution of the “stop” system scripts such as “`desta stop`.” Do not use the reboot command, equivalent to the `shutdown -r` command.

- Stop the Director by running the `desta stop` command, before executing a `shutdown -r`, `shutdown -h`, or `reboot` command.

#### 3.5.6 Director Does Not Start on System Reboot

Due to a problem with the Java Runtime Environment (JRE) packaged with the WEBES 4.2, the WEBES director may not start on system boot even if it has been configured to do so. After rebooting a Tru64 system, if the Director is not running (the `desta status` command as root), start the director manually by logging in as root and executing the `desta start` command from a command shell.

## 3.6 OpenVMS Known Issues

These issues apply to SEA on OpenVMS:

### 3.6.1 Insufficient Privilege or File Protection Violation

If you are not a member of the SYSTEM group, your user ID does not have all privileges, or you have not issued the SET PROCESS /PRIV=ALL command, you cannot access or see any directories or files under the WEBES directory tree pointed to by the SVCTOOLS\_HOME logical (SYS\$COMMON:[HP] by default). If this is the case, you see errors similar to the following examples:

```
$ 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.
```

If your user ID does not have all privileges, or has not issued the SET PROCESS /PRIV=ALL command, you cannot execute any WEBES CLI commands. If you attempt to run WEBES commands with insufficient permissions, you see errors similar to the following examples:

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

Note that it is not enough to be a member of the SYSTEM group to execute commands, you must have all privileges. If you have all privileges, it is not necessary be a member of the SYSTEM group.

See the *System Event Analyzer User Guide* for more information on the permissions required to view the WEBES directory tree and execute WEBES commands.

## System Event Analyzer Release Notes

### 4 Additional Documentation

#### 3.6.2 WEBES Commands Return Error Activating Image

If your account lacks sufficient permissions to run WEBES commands, you may see an “activating image” error. This error has the same cause as those described in Section 3.6.1.

#### 3.6.3 Slow Response Generating Other Logs List

Due to a Java performance limitation on OpenVMS, the list of other log files in the web interface may take a long time to display, from 20 seconds to over a minute depending on your system. In some cases, the web interface may time out waiting for the file list, displaying this error:

```
Error encountered creating file list. The director may be busy.  
Try clicking the link again, or manually entering the file path in the  
text box below.
```

If you see this error, add and set the `CA.WUI.OLMsgWait` key in the Desta Registry to 90 seconds.

1. Add the key if it does not already exist:

```
$ desta dri add "CA.WUI.OLMsgWait"
```

2. Set the key to 90 seconds:

```
$ desta dri set "CA.WUI.OLMsgWait" 90
```

#### 3.6.4 “wsea test nos” Fails if Event Log Missing

The “wsea test nos” command (where nos is short for nosystem) hangs for 3 to 4 minutes and returns an error if the `SY$ERRORLOG:ERRLOG.SYS` file is not present.

Normally, a nosystem flag should cause the test event to be processed without touching the `ERRLOG.SYS` file, so this issue will be corrected in a future release.

## 4 Additional Documentation

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

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