Web-Based Enterprise Services
Release Notes

This document provides an overview and describes known issues for this release of HP Web-Based Enterprise Services (WEBES) on Windows® 2000 and XP, HP Tru64 UNIX®, HP-UX, Linux, and HP OpenVMS Alpha systems.

Rev. 05/17/04–A

Operating Systems:	Microsoft® Windows 2000 and XP
	HP Tru64 UNIX versions 4.0F, 4.0G, 5.1A or higher
	HP-UX version 11.0 or higher
	Red Hat Linux versions 7.3 and 8.0
	HP OpenVMS Alpha versions 7.2–2 or higher
Software Version:	WEBES Version 4.3.3

Change Summary

The following table summarizes the changes to this document:

Revision	Description
5/17/04–A	Initial 4.3.3 copy

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Overall WEBES Release Notes

This chapter contains information that applies to the entire WEBES suite.

1.1 Summary

Web-Based Enterprise Services (WEBES) is a suite of system diagnostic tools. WEBES consists of a master installation kit that allows you to install any or all of the following components:

- System Event Analyzer (SEA)—for remote system event monitoring
- Computer Crash Analysis Tool (CCAT)—for remote operating system failure analysis

In addition, WEBES always installs the following "background" components that are required in order for the suite to function as a integrated product:

- WEBES common components (WCC)
- WCCProxy

1.2 Hardware Requirements

This version of WEBES can be installed on the following hardware platforms:

- 32-bit Intel® based systems manufactured by HP, such as the ProLiant or the HP OpenView Storage Management Appliance

  Note that WEBES usually will operate on any industry standard, 32-bit Intel-based system. However, because HP does not qualify WEBES 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.

1.3 Operating System Requirements

This version of WEBES can be installed on the following operating systems:

- Windows 2000 and XP
- HP Tru64 UNIX versions 4.0F, 4.0G, 5.1A or higher
- HP OpenVMS Alpha versions 7.2–2 or higher

Note

You can install and run WEBES on HP-UX and Linux, but currently it does not analyze *native* error logs for events occurring on those platforms.

You can, however, copy an error log from another system (Windows, Tru64 UNIX, or OpenVMS) to an HP-UX or Linux system for manual analysis there.

- HP-UX version 11.0 or higher
- Red Hat Linux versions 7.3 and 8.0

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

1.4 Test Environment

This WEBES version passed QA testing when installed on the following specific test configurations:

Windows

- ProLiant DL380
  CPU 1 GHz Dual Processor
  RAM 768 MB
  Windows 2000 Advanced Server SP4
  OS and IE critical updates through 18 Mar 2004
- ProLiant DL380
  CPU 1 GHz Dual Processor
  RAM 512 MB
  Windows 2000 Advanced Server SP4
  OS and IE critical updates through 18 Mar 2004

Tru64 UNIX

- AlphaServer 1200 54KHA-AB
  CPUs 2
  HDD (5x), TLZ09 DAT, DE500, RRD46, KZPSA-CX
  Tru64 UNIX 5.1A Build 22
  Security patches for sendmail and SNMP

1.4 Test Environment

- AlphaServer DS20 DN-55NJA-DA
  CPUs 2
  RAM 256 MB
  RZ1CF-CW (5x), DE500, RRD46, TLZ10 DAT, PBX GB-AB, KZPSA-CX
  Tru64 UNIX 4.0G
  T64KIT0021701-V40 GB22-E-20040224 OSF445
  T64V40GAS0003-20010613 OSF445
  T64V40 GB17-C0012100-13640-ES-20020313 OSF445
  T64V40 GB17-C0029200-17810-ES-20030403 OSF445
  T64V40 GB22AS0004-20030731 OSF445
- AlphaServer 4000
  CPUs 1
  RAM 256 MB
  RZ29B-VW (2x), DE435, RRD46, RX26 2.8 MB FDD
  Tru64 UNIX 5.1A
  No patches
- AlphaServer 1200 54KHA-AB
  CPUs 2
  RAM 256 MB
  RZ1CF-VW (3x), TLZ09 DAT, DE500, RRD46, KZPSA-CX
  Tru64 UNIX 5.1A
  No patches
- AlphaServer ES40
  RAM 512 MB
  Tru64 UNIX 5.1 A 1885
  T64V51AB1-C0014802-13710-ES-20020318 OSF520
  T64V51AB21-C0112900-17770-ES-20030402 OSF520
  T64V51AB21AS0004-20030206 OSF520
- AlphaServer DS20
  CPU 500 MHz
  RAM 512 MB
  Tru64 UNIX 5.0A
  T64V50AAS0003-20010523 OSF505
  T64V50AB17-C0019600-13593-ES-20020308 OSF505
  T64V50AB17-C0031300-16884-ES-20030211 OSF505
  T64V50AB17-C0031400-17220-ES-20030305 OSF505

HP-UX

- RX2600
  CPU 1 GHz
  RAM 1 GB
  HP-UX 11.22
  Patch info not available

- HP K460EG
  RAM 1 GB
  HP-UX 11.11
  Bundle patch B.11.11.0306.1

Linux

- Pentium III
  CPU 1 GHz
  RAM 256 MB
  Red Hat Linux 7.3
  Patch info not available

- Pentium II
  CPU 500 MHz
  RAM 128 MB
  Red Hat Linux 8.0
  Patch info not available

OpenVMS

- AlphaServer DS20 DN-55NJA-DA
  CPU 500 MHz Dual Processor
  RAM 512 MB
  RRD46, DE500, HDD (5x) 4.3 GB
  OpenVMS E7.3-2

- AlphaServer 8400 H9F00-FC
  KN7CE-AB (4x), KFTHA (2x), MS7CC-FU, MS7CC-FH, KZPSA (15x), DE500 (2x),
  RRD46-AB, RX26 2.8 MB FDD, RZ28D-VW (7x), RZ29B-VW (23x)
  OpenVMS 7.3 Galaxy Cluster
  with AlphaServer 8400 Storage Expansion H9F00-BA
  OpenVMS 7.3 Galaxy Cluster

- AlphaServer 4100 BA30A-AA
  CPUs 2
  RAM 512 MB
  RZ29B-VW (3x), DE500, RRD46, RX26 2.8 MB FDD
  OpenVMS 7.3-1

- AlphaServer 4100
  CPU 300 MHz 4 Processors
  OpenVMS 7.3
  Patch info not available

- AlphaServer 2100
  CPU 275 MHz 4 Processors
  RAM 128 MB
  OpenVMS 7.3-1
  Patch info not available

These release notes list tested systems for informational and troubleshooting purposes only.
However, you always can obtain support from Hewlett-Packard for any supported platform

(see Sections 1.2 and 1.3) regardless of the individual configurations listed as the test environment.

1.5 New in this WEBES Release

This release includes the following new or changed functionality for WEBES at the suite level:

- Support for HP Instant Support Enterprise Edition (ISEE).
- WEBES kits now are regularly available on the external web site: http://h18000.www1.hp.com/support/svctools/
- The installation proceedure was modified to not utilize zip software for the SMAs
- Upon a re-installation and upgrade of the kits the Service Obligation will be updated for a year. During a re-installation the user will be reprompted for Service Obligation information
- The WEBES, SEA, and CCAT *Release Notes* have been combined into one document

Also see Section 2.3 New in this SEA Release and Section 3.3 New in this CCAT Release.

1.6 WEBES Known Issues

The issues described in the following sections apply to the overall WEBES suite.

- 1.6.1 General WEBES Issues
- 1.6.2 Windows WEBES Issues
- 1.6.3 Tru64 UNIX WEBES Issues
- 1.6.4 HP-UX WEBES Issues
- 1.6.5 Linux WEBES Issues
- 1.6.6 OpenVMS WEBES Issues

See Section 2.4 SEA Known Issues for information specific to SEA.
See Section 3.4 CCAT Known Issues for information specific to CCAT.

1.6.1 General WEBES Issues

These issues apply to WEBES on all operating systems:

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

1.6.1.2 Director Process Not Responding

If one of the WEBES components is not responding or giving an error, it may be that the Director process is not responding. To correct this problem, see the Director chapter in the *SEA User Guide*. It includes a section on troubleshooting an unresponsive Director process.

1.6.1.3 Director Process Stopping When Out of Memory

If the Director hangs or terminates unexpectedly, check the Director log files (see the *SEA User Guide* for more information on log files). If the log files contain errors mentioning "out of memory" conditions, one of the following conditions may apply:

- Your system has run out of memory or paging space.
- The Director process has reached its Java memory limits. These limits are set during WEBES installation, but may be overridden by a user.

If the Java memory limits are responsible for the problem, you can raise the memory limits applied to the Director process and its subprocesses. After the limits have been increased, you can restart the Director and perform the actions that caused the out of memory error. The limits can be set as high as necessary, and are only constrained by the memory and paging space available on the system. Refer to the *SEA User Guide* for details on adjusting the memory limits.

1.6.1.4 Upgrade Requires Reinitialized Log

If you are running SEA (formerly Compaq Analyze), reinitialize the system error log as described in the platform-specific sections of the *WEBES Installation Guide* before performing a WEBES upgrade.

Otherwise, up to seven days of repeat (previously seen) problem reports may appear. This behavior occurs because of an issue where SEA re-scans the entire log after the upgrade.

Normally, SEA scans the entire log only after a fresh installation.

1.6.1.5 Errors When the Director or WCCProxy is Restarted Too Soon

This release note applies to both the desta Director and WCCproxy services.

After the command to stop one of these services completes, such as **desta stop** or **net stop desta_service**, the operating system sometimes requires a few more seconds to stop all WEBES-related processes and release their resources (such as sockets). On rare occasions, restarting too soon after stopping can can result in errors in the Director log file, and the services also may fail to restart.

To avoid this issue, wait 10 more seconds before restarting, after the command completes.

In Windows, this means you also must avoid cycling the services using the one-step "restart" option available within the Services Manager, because it stops and restarts a service too quickly. Instead, take separate steps in the Services Manager to stop the service, wait 10 seconds, and then start the service.

1.6.1.6 Service Cockpit Compatibility

Hewlett-Packard Service Cockpit is not compatible with WEBES 4.2 or higher. In other words, Service Cockpit does not successfully launch WEBES tools on systems running WEBES version 4.2 or higher, including this version.

1.6.1.7 Upgrading Versions Older Than 4.3

For best results, do not upgrade an installed WEBES version if it is older than WEBES 4.3. Instead, uninstall the old version of WEBES, and then install the latest version.

Upgrade capability has been available at various levels of effectiveness, and on various operating systems, since WEBES 4.1.1. However, you should take advantage of recent improvements in WEBES upgrades by only upgrading from version 4.3 or later.

There are known problems with migrating previous data when upgrading older versions, which may result in undesired changes in notification preferences, as well as other issues.

1.6.1.8 WEBES Uninstall Affects ISEE Client WCCProxy

WEBES and the ISEE Client both require the WCCProxy. In some cases, you may decide to uninstall WEBES but leave an ISEE Client on the system.

If so, you must manually restart the WCCProxy after WEBES uninstallation, because removing WEBES will leave the WCCProxy in a stopped state:

Windows:	`C:\>`**`net start wccproxy`**
UNIX variants:	`#` **`/usr/sbin/wccproxy start`**
OpenVMS:	`$` **`wccproxy start`**

1.6.2 Windows WEBES Issues

These issues apply to WEBES on Windows:

1.6.2.1 Installation "Internal Error"

Before installing, first copy the WEBES kit to a local drive. The installation results in an error when mapping a drive letter to another system where the kit resides, for example:

```
Internal Error 2755. 3,
F:\path to\WEBESV431BL322KIT2_Jan-28-2004_Windows.MSI
```

1.6.2.2 Uninstall of Previous WEBES May Hang

While uninstalling the previous version of WEBES, the uninstall process may hang, or stop processing without using any CPU time. If the Task Manager shows a java.exe process running, and no other Java-based applications are running on your system, and nothing else is using CPU time, click on the java.exe process and then click End Process. Killing this process may enable the rest of the uninstallation to continue.

1.6.2.3 desta msg -chgport Command

The CLI command **desta msg -chgport** hangs the Director process.

Workaround

Enter **Ctrl-C** to restore the command prompt, then enter **net stop desta_service** to kill the Director process. Enter **net start desta_service** to restart the Director.

1.6.2.4 PATH Update Required on Terminal Server Installation

When installing WEBES from a client onto a Terminal Server (installing from a Remote Desktop), open and close the system PATH environment variable as described in the *WEBES Installation Guide*.

Opening and closing sets the PATH so that commands such as desta or wsea can work without specifying the full \svctools\common\bin path to the command.

1.6.3 Tru64 UNIX WEBES Issues

These issues apply to WEBES on Tru64 UNIX:

1.6.3.1 Limit Error Message

When the desta start command is run, you may see the following message:

```
ulimit: exceeds allowable limit
```

This message gets generated in error and can be safely ignored. It does not affect the operation of the desta Director process and no limits have been truly exceeded.

1.6.3.2 Repeated Prompts After DSNLink Installation

After installing DSNLink V3.0 and rebooting (even if the reboot occurs days later), the system repeats all of the DSNLink install questions during the boot phase on each cluster node, including the node from which DSNLink was installed. Subsequent reboots do not repeat the questions.

This is a DSNLink issue and is reported here for the convenience of WEBES users who are running DSNLink for SICL reporting.

1.6.3.3 Director May Interfere with Patch Installation

Installing Tru64 UNIX patches in multi-user mode, with the WEBES director running, may produce errors similar to the following:

```
*** You have selected 1 patches ***

alpha/native_threads/java is /usr/opt/compaq/svctools/common/jre/bin/../bin/
alpha/native_threads//usr/opt/compaq/svctools/common/jre/bin/../bin/alpha/
native_threads/java is /usr/opt/compaq/svctools/common/jre/bin/../bin/alpha/
native_threads//usr/opt/compaq: no space
```

At this point, patch installation may hang. Otherwise, installation may continue, but the patch may not be reliably installed.

Workaround

Follow these steps if you have already started a patch installation:

1. Kill all dupatch processes if they are hung.
2. Enter the **desta stop** command.
3. Install the patches normally.
4. Reboot the machine if the patch requires a reboot, or enter the **desta start** command.

   If you have not started a patch installation, enter the **desta stop** command before starting the patch process.

Engineering recommends installing Tru64 UNIX patches in single-user mode. In single-user mode, the WEBES director would not be running.

Tru64 UNIX engineering expects to resolve this issue in a future Tru64 patch kit.

1.6.3.4 Upgrade Requires that All Cluster Members Be Up

Do not run webes_update if any cluster members are down. Doing so may result in conditions that prevent WEBES from working, uninstalling, or reinstalling properly.

1.6.3.5 DESTA Processes Created But Not Disappearing

If you are monitoring system processes, you may encounter a situation where DESTA processes are accumulating and never going away. This is a known issue and is recognized by "TestFRU" appearing in the process information as shown in the following example:

```
Running java processes:
root 8478 0.0 0.4 21.8M 17M ?? S 03:20:01 0:05.08
/usr/opt/compaq/svctools/common/jre/bin/../bin/alpha/native_threads/java -
classic -noverify -DSvctools.Home=/usr/opt/compaq/svctools
-DSwcc.Home=/var/adm
-Xmx80M com.compaq.svctools.desta.test.development.TestFRU -m
root 10898 0.0 0.5 28.9M 21M ?? S N Jan 14 0:42.91
/usr/opt/compaq/svctools/common/jre/bin/../bin/alpha/native_threads/java -
classic -noverify -DSvctools.Home=/usr/opt/compaq/svctools
-DSwcc.Home=/var/adm
-Xmx340m com.compaq.svctools.desta.core.DESTAController
root 15761 0.0 0.8 45.0M 32M ?? S N Jan 14 1:25.35
/usr/opt/compaq/svctools/common/jre/bin/../bin/alpha/native_threads/java -
classic -noverify -DSvctools.Home=/usr/opt/compaq/svctools
-DSwcc.Home=/var/adm
-Xmx300m com.compaq.svctools.desta.util.DESTAProcessWrapper
```

This behavior occurs when an older version of the Tru64 UNIX sys_check utility is used. To correct the issue, upgrade to the latest version of sys_check, available at the following URL: http://h30097.www3.hp.com/sys_check/

In addition, you can safely kill these TestFRU processes without harming WEBES or sys_check in any way.

1.6.3.6 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 5.1a 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.

1.6.4 HP-UX WEBES Issues

These issues apply to WEBES on HP-UX:

1.6.5 Linux WEBES Issues

These issues apply to WEBES on Red Hat Linux:

1.6.5.1 ps Command Output

On Red Hat Linux 7.3, the ps command lists threads of a process so that, after starting desta, ps ouput looks similar to the following:

```
# ps
```

```
     PID TTY          TIME CMD
31526 pts/4     00:00:00 su
31550 pts/4     00:00:00 bash
12970 pts/4     00:00:00 WCCProxy
19087 pts/4     00:00:01 java
19113 pts/4     00:00:00 java
19114 pts/4     00:00:01 java
19115 pts/4     00:00:00 java
19116 pts/4     00:00:00 java
19117 pts/4     00:00:00 java
19118 pts/4     00:00:00 java
19119 pts/4     00:00:00 java
19120 pts/4     00:00:00 java
19144 pts/4     00:00:00 java
19145 pts/4     00:00:00 java
19147 pts/4     00:00:00 java
19148 pts/4     00:00:00 java
19194 pts/4     00:00:00 java
19196 pts/4     00:00:00 java
19198 pts/4     00:00:00 java
19200 pts/4     00:00:00 java
19204 pts/4     00:00:00 java
19206 pts/4     00:00:00 java
19207 pts/4     00:00:00 java
19209 pts/4     00:00:00 java
19223 pts/4     00:00:00 CAAgents
19224 pts/4     00:00:00 java
19225 pts/4     00:00:00 java
19228 pts/4     00:00:00 java
19230 pts/4     00:00:00 java
19231 pts/4     00:00:00 java
19234 pts/4     00:00:00 CAAgents
19235 pts/4     00:00:00 CAAgents
25594 pts/4     00:00:00 java
25922 pts/4     00:00:00 CAAgents
27845 pts/4     00:00:00 ps
```

In spite of the number of entries for all the threads, the previous output only represents one
java process, one WCCProxy process, and two CAAgent processes.

In version 8.0, the ps output only shows processes and not threads, so a similar command
would only produce the following on Red Hat Linux 8.0:

```
25922 pts/4     00:00:00 CAAgents
19223 pts/4     00:00:00 CAAgents
19087 pts/4     00:00:01 java
12970 pts/4     00:00:00 WCCProxy
```

1.6.5.2 Director May Require Restart

If the system is configured to restart in graphical user interface mode (run level 5), the desta
Director may not always automatically restart. For run level 5, always restart the Director
manually after any type of system restart:

desta start

Linux systems that restart in command-line mode (run level 3) correctly restart the desta
Director automatically whenever the system restarts.

1.6.5.3 Segmentation Fault Error Message

If you had installed an ISEE Client containing WCCProxy 1.0, when installing WEBES you may see the following error message when the WCCProxy is stopped (so that it can be replaced with the newer version bundled in WEBES):

```
Stopping the WCCProxy.
/usr/sbin/wccproxy: line 122: 10052 Segmentation fault
```

You can safely ignore this message. There is no impact to WEBES or WCCProxy installation or operation.

1.6.5.4 desta Command Not Found

If you try the desta command after installing WEBES with ./WEBESWrapper.sh, but before configuring with /usr/sbin/webes_install_update, the following messages appear:

```
./desta: The: command not found
./desta: Computer: command not found
```

You must configure at least one WEBES component with /usr/sbin/webes_install_update before running the desta (or any WEBES) command.

1.6.6 OpenVMS WEBES Issues

These issues apply to WEBES on OpenVMS:

1.6.6.1 JFEX Errors

The following JFEX errors occur when the correct quota minimums are not set. On a cluster, the correct minimums must be set for all nodes in the cluster. Be sure to apply prerequisite minimums to all applicable nodes when installing WEBES. See the *WEBES Installation Guide* for details.

Example errors:

```
$ desta status
The Director is running

$ wsea tra
md_gc_init: could not allocate heap of size, file
USER2$:[JFEX.JFEX_VM.SRC.SYS.ALPHA]GCINIT.C;1, line 130

$ wsea ana
md_gc_init: could not allocate heap of size, file
USER2$:[JFEX.JFEX_VM.SRC.SYS.ALPHA]GCINIT.C;1, line 130

$ wsea
md_gc_init: could not allocate heap of size, file
USER2$:[JFEX.JFEX_VM.SRC.SYS.ALPHA]GCINIT.C;1, line 130
```

```
$ desta stop
Stopping DESTA system on this machine...
md_gc_init: could not allocate heap of size, file
USER2$:[JFEX.JFEX_VM.SRC.SYS.ALPHA]GCINIT.C;1, line 130
Director still running, waiting 30 seconds...
Director did not stop, process killed.
```

1.6.6.2 Cannot Get Local Host Name

If you are using the MultiNet TCP/IP product from Process Software, and the Director does
not start, check the Director log file
(SVCTOOLS_HOME:[COMMON.WEBES.LOGS]DESTA_DIR.LOG) for errors similar to
the following:

```
___.
WARNING on October 4, 2002 10:42:27 AM EDT (0.726 sec elapsed)
      Can't get the Local host name...
   Current Thread[Thread-2: com.hp.svctools.desta.core.CommonDirector ,5,ma
   EXCEPTION java.net.UnknownHostException: myhost.mycorp.com
      at java.net.InetAddress.getAllByName0(java.lang.String,boolean)
(InetAddress.java:571) (pc 51)
```

These errors can appear when the MultiNet UCX driver has been disabled. Although the driver
is enabled by default, it can be disabled using configuration options. Verify that the UCX
driver has not been disabled, since it must be enabled in order to run WEBES.

If the driver has been disabled, you can re-enable it using the following steps:

Note

This information also appears in the *MultiNet v4.4 Installation and Administrator
Guide*. For more details on configuring MultiNet, see the MultiNet documentation.

---

1. Start the configuration program with the following command:
   $ **MULTINET CONFIGURE /INTERFACE NET-CONFIG>**

2. Enable the MultiNet UCX driver interface with the following command:
   NET-CONFIG> **SET LOAD-UCX-DRIVER TRUE**

3. Exit the configuration program with the following command:
   NET-CONFIG> **EXIT**

4. Edit your system startup command procedure to invoke MultiNet before starting
   DECwindows.

5. Reboot the system to start MultiNet with the UCX $QIO driver loaded.

1.6.6.3 Extra Directories Prevent WEBES Reinstallation

In some circumstances, removing versions of WEBES older than 4.2 can leave multiple versions of directories behind, as in the following example:

```
Directory SYS$COMMON:[COMPAQ.NODES.ANODE.SVCTOOLS.SPECIFIC]

CA.DIR;3      CA.DIR;2      DESTA.DIR;3      DESTA.DIR;2
```

When such directories remain on the system, you cannot reinstall WEBES.

Workaround

Enter the following commands to remove the extra directories. Repeat the commands for each directory name that you need to remove, for example:

```
$ set file /nodir ca.dir;*
$ delete ca.dir;*
```

If the deletions fail, use the following command to repair the problem. If WEBES was not installed to the default disk device, replace sys$sysdevice with the disk name where WEBES was installed:

```
$ analyze/disk/repair sys$sysdevice:
```

After the previous command completes, you should be able to delete the extra directories and their contents normally.

1.6.6.4 Post-Installation Script Sequence

The scripts used when adding WEBES to a new cluster node must be run in a specific order. First, run the following script:

```
$ @svctools_home:[common.bin]destacluster install <nodename>
```

Then, run any scripts that correspond to the desired components (in any order).

```
$ @svctools_home:[common.bin]cacluster install <nodename>
$ @svctools_home:[common.bin]ccatcluster install <nodename>
```

WEBES engineering expects to simplify this procedure in a future release. See the updated *WEBES Installation Guide* for details.

1.6.6.5 Correcting Node Data in Clusters

In clusters, the install node's configuration data propagates to the other nodes in the cluster. To correct this issue, rerun the install command on the other nodes in the cluster:

```
$ @svctools_home:[common.bin]webes_install
```

Use the WEBES update menu to enter customized values (such as option 5. System Information, and option 6. Service Obligation) that apply to the given node.

WEBES engineering expects to correct this issue in a future release.

Special Case for Separate System Disks

The previous recommendation works only if you install on a cluster where all nodes share the same system disk. If you install on a cluster-shared disk, but each node has a separate system disk, then WEBES_INSTALL.COM thinks WEBES is not installed and tries to start an installation. (It works correctly on the node from which you installed WEBES, but that node already has the desired configuration data.)

Instead of running WEBES_INSTALL on each node, the workarounds for the WEBES_INSTALL options are as follows:

- Options 1–2: SEA and CCAT menus

  Run these only from the installing node. These options do not involve correcting node data.

- Option 3: Start at Boot Time

  To see if WEBES processes are set to start on boot:

  ```
  $ MCR SYSMAN STARTUP SHOW FILE
  ```

  To turn off boot time startup (the first command only applies if CCAT is installed):

  ```
  $ MCR SYSMAN STARTUP REMOVE FILE CCAT$STARTUP.COM
  $ MCR SYSMAN STARTUP REMOVE FILE DESTA$STARTUP.COM
  $ MCR SYSMAN STARTUP ADD FILE DESTA_LOGICALS$STARTUP.COM
  ```

  To turn on boot time startup (the first command only applies if CCAT is installed):

  ```
  $ MCR SYSMAN STARTUP ADD FILE CCAT$STARTUP.COM
  $ MCR SYSMAN STARTUP ADD FILE DESTA$STARTUP.COM
  $ MCR SYSMAN STARTUP REMOVE FILE DESTA_LOGICALS$STARTUP.COM
  ```

  WCCPROXY$STARTUP—If you are using SYSMAN, you must let WCCProxy be started by SYSMAN. If this is not acceptable in your environment, see the updated *WEBES Installation Guide*, which includes new post-installation guidelines for tailoring the startup and shutdown process.

- Option 4: Customer Information (This probably does not change per node.)

  In the following file, manually edit the fields that do not start with "System ___" :
  SVCTOOLS_HOME:[SPECIFIC.DESTA.CONFIG]PROFILE.TXT

In the following file, manually edit customer information as needed:
SVCTOOLS_HOME:[SPECIFIC.DESTA.CONFIG]DESTA.REG

- Option 5: System Information

In the following file, manually edit the "System ___" fields:
SVCTOOLS_HOME:[SPECIFIC.DESTA.CONFIG]PROFILE.TXT

In the following file, manually edit the "common.SystemSerialNumber=" field:
SVCTOOLS_HOME:[SPECIFIC.DESTA.CONFIG]DESTA.REG

- Option 6: Service Obligation

Instead, run the following command and enter new values.

```
$ desta servob install
```

- Options 7–8: Start/Stop Director

Instead, run the commands:

```
$ desta start
$ desta stop
```

- Option 9: Uninstall

Run this option only from the installing node. This option does not involve correcting node data.

1.6.6.6 Continuous CPU Usage After Daylight Savings Time Change

On OpenVMS 7.3 and higher, when the time is moved forward or back for the Daylight Savings Time adjustment, multithreaded processes can go into a tight CPU loop. Applications subject to this behavior include DCPS symbiont, DECevent, and anything using the Java runtime such as the DESTA director. Stopping and restarting the processes ("desta stop" followed by "desta start") corrects the problem.

To resolve this issue, install the patch VMS73_TDF–V0100 or VMS731_TDF–V0100. Otherwise, the behavior will happen again at each Daylight Savings Time adjustment.

1.6.6.7 RCM Messages During WEBES Upgrade

During a WEBES upgrade, you can safely ignore any error messages about RCM directories. Note that a standalone version of RCM still can be installed separately if desired.

1.6.6.8 New OpenVMS Patch Removal Feature

During WEBES installation, you may see messages similar to the following:

```
The following product has been selected:
    DEC AXPVMS WEBES V4.2-0                  Platform (product suite)

Information has been saved to allow you to uninstall the following patches:

RECOVERY DATA SET 001 created 25-JUL-2003 00:06:16.52
    ------------------------------------ ------------------------
    PATCH                                APPLIED TO
    ------------------------------------ ------------------------
    DEC AXPVMS VMS731_LAN V6.0           DEC AXPVMS VMS V7.3-1
    ------------------------------------ ------------------------

* If you continue, recovery data for the patches listed above will be deleted.
* The deletion of recovery data does not affect the installation status of
* patches applied to products that are not participating in this operation.
* However, continuing with this operation prevents you from uninstalling
* these patches at a future time by use of the PRODUCT UNDO PATCH command.

Do you want to continue? [NO] YES
```

The messages appear because of a new feature that allows OpenVMS patches to be removed. You only see these messages if you have installed the new OpenVMS PCSI patch that adds the feature (or you are running a newer version of OpenVMS that includes the feature), and you have installed OpenVMS patches that use the feature.

The new feature has a limitation making it impossible to preserve patch recovery data when a product such as WEBES is installed or uninstalled, because installing or uninstalling WEBES in an operation not involving patches that alters the product database.

Prior to the addition of the feature, OpenVMS patches could not be removed. Nevertheless, note that installing WEBES will prevent you from using the new feature to remove any OpenVMS patches listed. Otherwise, you can safely ignore the messages and continue with WEBES installation.

1.6.6.9 Upgrade Requires Same Node as Install

Upgrades require that you run the WEBES installer (@webes_install) only on the same cluster node from which you originally installed WEBES. The upgrade section in the *WEBES Installation Guide* contains instructions for determining which node is the original.

1.6.6.10 Adding a Tool After Installation

SVCTOOLS_HOME:[COMMON.BIN]WEBES_INSTALL.COM does not correctly configure the new tool when adding another tool after installation.

Workaround 1

1. Add the tool with WEBES_INSTALL.COM.

2. Stop the Director.

3. Delete SVCTOOLS_HOME:[SPECIFIC.DESTA.CONFIG]CONFIGURATION.DAT.

4. Restart the Director.

   This procedure rebuilds CONFIGURATION.DAT from the CONFIGDEFAULTS*.TXT files, which correctly configures the new tool.

Workaround 2

Uninstall WEBES, reinstall it, and select the tools that you want.

1.6.6.11 Alternate Boot Start and Stop Methods

Normally, installing WEBES sets up VMS system logicals required for proper WEBES operation, and optionally sets up the WCCProxy and DESTA Director processes to start shortly after booting, and to shut down as part of the site-specific shutdown process. The WEBES installer uses the VMS facility "MCR SYSMAN STARTUP" for this setup.

If you prefer to control the startup and shutdown yourself, see the updated *WEBES Installation Guide*, which includes new post-installation guidelines for tailoring the startup and shutdown process.

1.6.6.12 Angle Brackets Not Allowed in Install Directory

Do not install WEBES to a directory that has angle brackets < > instead of square brackets [ ] in the pathname. If you do, you may see errors similar to the following during installation, and WEBES may not work correctly (although it appears to install normally).

```
Setting File permissions...
...100%SYNTAX, error parsing 'SYSTEM'
```

If you already have installed WEBES to a directory with angle brackets < >, uninstall it the normal way and reinstall it to a directory with square brackets [ ].

1.7 Further Information

See the *WEBES Installation Guide* for more details about WEBES.

Kits, updates, and documentation for WEBES are available at the following URL:
http://h18000.www1.hp.com/support/svctools/

Users within the HP network can go to the URL:
http://searay-cxo.cxo.cpqcorp.net/service_tools/webes/

2

System Event Analyzer

This chapter contains information that applies specifically to System Event Analyzer.

2.1 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.

2.2 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®)
    - 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 (where x is 11 or *lower*) for HSV100 and HSV110 controllers
  - MSA1000 on Tru64 UNIX and OpenVMS
- 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

2.3 New in this SEA Release

This release includes the following new or changed functionality for SEA:

- Rules Updates:

    - Marvel Servers:
        - IO7 Rules
        - Environmental Rules (680's)
        - New IO7 & 680 Test Binaries
        - EV7 word changes
        - Additional Bit To Text
    - GS320 Servers:
        - CPU and DTag fatal errors word changes, advising not to replace the part on the first occurrence
    - EVA Storage Systems:
        - Support of Bridge/Controller Lost Communication
        - Temperature Event Consolidation
        - Enhancements to rules from field feedback
        - Event information was added to the Event Information in Commandview EVA 3.1 build 24 patch. This information enables WEBES to identify the Management Agent Event when an Array Communication failure happens. The Management Agent Event 5011 (Unknown storage system rediscovery) is set for notification by default, enabling the user to figure out if the communication to the array is back.
    - MSA100 Storage Systems:
        - Added FRU Part Number to callouts
        - Modified Full Description in callouts for better problem resolution

        For more about INFO events, see Chapter 10 of the *SEA User Guide* for version 4.3.3.

- The *SEA Release Notes* have been discontinued and replaced by a single release note document covering all of WEBES, SEA, and CCAT (this document).

Also see Section 1.5 New in this WEBES Release.

2.4 SEA Known Issues

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.

The issues described in the following sections are specific to SEA.

- 2.4.1 General SEA Issues
- 2.4.2 SEA Command Line Interface Issues
- 2.4.3 SEA Web Interface Issues
- 2.4.4 Windows SEA Issues
- 2.4.5 Tru64 UNIX SEA Issues
- 2.4.6 HP-UX SEA Issues
- 2.4.7 Linux SEA Issues
- 2.4.8 OpenVMS SEA Issues

See Section 1.6 WEBES Known Issues for overall suite issues.

2.4.1 General SEA Issues

These issues apply to SEA on all operating systems:

2.4.1.1 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.

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

2.4.1.3 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.

2.4.1.4 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."

2.4.1.5 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.

2.4.1.6 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.

2.4.1.7 Duplicate Callouts with both DECevent and WEBES Installed

> **Note**
>
> 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.

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.

    ```
    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

    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.

2.4.1.8 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.

2.4.1.9 SEA Problem Reports Not Received by PRS or OSEM

You may see an error similar to the following in the Director error log (see the section on log files in the *SEA User Guide*, Chapter 2):

```
RECOVERED FROM ERROR on January 13, 2004 4:48:05 PM GMT+00:00 (254.912
sec elapsed)
    IOException :
    Current Thread[Thread-29:
com.compaq.svctools.desta.services.notification.HTTPNotification
,5,main]
    EXCEPTION java.net.ConnectException: Connection refused at
java.net.PlainSocketImpl.socketConnect(Native Method)
```

One cause is when WEBES cannot connect to the PRS customer service gateway or OSEM host because PRS or OSEM Viewer access has been restricted. This is a known issue from the latest PRS and OSEM release notes.

Workaround

Any time that you restrict access by adding at least one system to the Enabled Clients list in the PRS or OSEM Viewer, you also must add WEBES systems as "enabled clients" before problem reports from those systems can appear.

To add enabled clients, see the "controlling access" section in the latest PRS or OSEM user guide.

To verify that PRS or OSEM is receiving SEA problem reports, use the SEA **wsea test nosystem** command to generate a simulated problem report.

2.4.2 SEA Command Line Interface Issues

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

2.4.2.1 ca Command Changed to wsea

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

2.4.2.2 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.

2.4.2.3 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:

```
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 a 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 .
```

2.4.2.4 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.

Note

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 wildcards 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
  ```

2.4.3 SEA Web Interface Issues

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

2.4.3.1 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*.

2.4.3.2 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. 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.

2.4.3.3 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.

2.4.3.4 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.

2.4.3.5 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.

2.4.3.6 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.

2.4.3.7 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.

2.4.3.8 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.

2.4.3.9 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.

2.4.3.10 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.

2.4.3.11 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.
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.

2.4.3.12 Multiple Java Installs May Affect Web Interface

If you independently (not as part of WEBES) install, uninstall, and reinstall different versions of the Java JDK, SDK, and JRE, the browser may reach a state where it no longer loads the web interface correctly.

If SEA web pages do not load, and you suspect that Java was installed multiple times, you may need to uninstall all Java versions and reinstall only the one that you want. (Also check the browser configuration to ensure that it uses the one installed, desired version.) This process should resolve any Java conflicts that are affecting the web interface.

2.4.3.13 Unknown Value in Event Unique ID Column

In the System Log tree, the Event Unique ID column may display a value that is unknown for EVA storage related events. When the individual event is selected to view, the field is updated with the correct value. However, selecting the "Reprocess AppEvent.EVT" for Full View returns the value to the incorrect number.

The value is correct when it appears in the Other Logs tree.

2.4.4 Windows SEA Issues

These issues apply to SEA on Windows 2000 and XP:

2.4.4.1 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

2.4.4.2 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.

2.4.4.3 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:

- (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.
- Increase the size of the log.
- Delete some of the events in the log.

2.4.4.4 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.

2.4.4.5 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.

2.4.4.6 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.

2.4.5 Tru64 UNIX SEA Issues

These issues apply to SEA on Tru64 UNIX:

2.4.5.1 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 ffffff00 ipmtu 576 trustgrp
 unknown
# route add 10.0.0.2 127.0.0.1
```

2.4.5.2 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.

2.4.5.3 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.

2.4.5.4 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
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.

2.4.5.5 Director Does Not Start on System Reboot

Due to a problem with the Java Runtime Environment (JRE) packaged with the WEBES, the 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 (check the desta status command when logged in as root), start the director manually by logging in as root and executing the desta start command.

2.4.6 HP-UX SEA Issues

These issues apply to SEA on HP-UX:

2.4.6.1 No Binary Event Log

HP-UX has no binary event log to analyze, like the log on Windows, Tru64 UNIX, or OpenVMS. Because of this, SEA currently offers no automatic analysis on HP-UX.

Without automatic analysis, many SEA functions such as Real-Time Monitoring and Full View, and commands such as **wsea test** and **wsea report**, have no effect. In addition, SEA never sends notifications because it does not process live events.

In the future, binary event log capability or analysis of other event logs may be added to the HP-UX version of SEA.

2.4.7 Linux SEA Issues

These issues apply to SEA on Linux:

2.4.7.1 No Binary Event Log

Linux has no binary event log to analyze, like the log on Windows, Tru64 UNIX, or OpenVMS. Because of this, SEA currently offers no automatic analysis on Linux.

Without automatic analysis, many SEA functions such as Real-Time Monitoring and Full View, and commands such as **wsea report**, have no effect. In addition, SEA does not send notifications because it does not process live events.

wsea test—The only exception is that **wsea test** will write its test event to /var/adm/binary.errlog (creating the file when it does not exist). This is possible because SEA creates a log even though Linux normally does not have one.

For now, the log is only for SEA test events (SEA processes the tests and sends notifications for them as expected). In the future, expanded problem report creation for additional events may be added to the Linux version of SEA.

2.4.7.2 Some wsea test Commands May Hang

wsea test commands with an optional parameter (such as **wsea test nosystem**) may intermittently hang. This issue occurs if the WCCProxy process terminated abnormally, at some time before you entered the command.

Workaround

1. Kill the CLI process started by running **wsea test** *x* (such as with Ctrl-C).
2. Delete the /usr/opt/hp/svctools/specific/wccproxy/data/wccproxy.pid file.
3. Restart the WCCProxy with the **wccproxy start** command.
4. Re-enter the **wsea test** *x* command.

The plain **wsea test** command is not vulnerable to this issue. This will be fixed in a future WEBES release.

2.4.8 OpenVMS SEA Issues

These issues apply to SEA on OpenVMS:

2.4.8.1 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.

2.4.8.2 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 2.4.8.1.

2.4.8.3 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**

2.4.8.4 "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 SYS$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.

2.4.8.5 Exclude Node Names from Filespecs

SEA does not accept OpenVMS node names when included as part of a filespec (such as when specifying an input or output file name). For example, filespecs similar to those shown below would not work because the node name is included:

NODE1"password"::USERDISK:[USERNAME]MYFILE.TXT
NODE1::USERDISK:[USERNAME]MYFILE.TXT (when no authentication is needed)
NODE2::SYS$ERRORLOG:ERRLOG.SYS

2.4.8.6 CAAgent Processes Created But Not Disappearing

If you are monitoring system processes, you may encounter a situation where CAAgent processes are accumulating and never going away. This is a known issue where each time you start and stop the Director, another CAAgent process will accumulate.

To work around this issue, stop the Director, and then run the **wccproxy stop** command, which will kill any leftover CAAgent processes.

2.5 Further Information

See the *SEA User Guide* for more details about SEA.

Kits, updates, and documentation for WEBES are available at the following URL:
http://h18000.www1.hp.com/support/svctools/

Users within the HP network can go to the URL:
http://searay-cxo.cxo.cpqcorp.net/service_tools/compaqanalyze/

3

Computer Crash Analysis Tool

This chapter contains information that applies specifically to Computer Crash Analysis Tool.

3.1 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).

3.2 Supported Products

CCAT can analyze crashes on the following operating systems. Note that WEBES can be installed on additional operating systems such as HP-UX and Linux, but that CCAT does not yet analyze crashes native to those systems.

- Windows 2000 and XP
- HP Tru64 UNIX versions 4.0F, 4.0G, 5.1A or higher
- HP OpenVMS Alpha versions 7.2–2 or higher

3.3 New in this CCAT Release

The *CCAT Release Notes* have been discontinued and replaced by a single release note document covering all of WEBES, SEA, and CCAT (this document).

Also see Section 1.5 New in this WEBES Release.

3.4 CCAT Known Issues

The issues described in the following sections are specific to CCAT.

- 3.4.1 Windows CCAT Issues
- 3.4.2 Tru64 UNIX CCAT Issues
- 3.4.3 OpenVMS CCAT Issues

See Section 1.6 WEBES Known Issues for overall suite issues.

3.4.1 Windows CCAT Issues

The following known issues affect CCAT on Windows.

3.4.1.1 WEBES Directory Tree Missing Or Access Denied

If your user ID is not a member of the Administrators group as described in the *WEBES Installation Guide*, 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.

3.4.1.2 CLI Commands Not Recognized

If your user ID is not a member of the Administrators group as described in the *WEBES Installation Guide*, 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 status
'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.
```

3.4.1.3 Empty Start Menu

If your user ID is not a member of the Administrators group as described in the *WEBES Installation Guide*, 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.

3.4.2 Tru64 UNIX CCAT Issues

The following known issues affect CCAT on Tru64 UNIX.

3.4.2.1 WEBES Directory Tree Permission Denied

If you do not have root user permissions as described in the *WEBES Installation Guide*, 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
```

3.4.2.2 CLI Commands Cannot Execute

If you do not have root user permissions as described in the *WEBES Installation Guide*, 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
```

3.4.3 OpenVMS CCAT Issues

The following known issues affect CCAT on OpenVMS.

3.4.3.1 Insufficient Privilege or File Protection Violation

If you are not a member of the SYSTEM group, or your user ID does not have the privileges specified in the *WEBES Installation Guide*, 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.
```

3.4.3.2 Inability To Execute CLI Commands

If your user ID does not have the privileges specified in the *WEBES Installation Guide*, 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
```

3.5 Further Information

See the *Computer Crash Analysis Tool User Guide* for more details about CCAT.

Kits, updates, and documentation for WEBES are available at the following URL:
http://h18000.www1.hp.com/support/svctools/

Users within the HP network can go to the URL:
http://searay-cxo.cxo.cpqcorp.net/service_tools/ccat/