

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, Windows 2003 and XP, HP Tru64 UNIX®, HP-UX, Linux, and HP OpenVMS Alpha systems.

To access the latest revision of this document containing updated information, please visit the WEBES Web site:

<http://www.hp.com/services/webes>

Rev. 04/28/05

Operating Systems:	Microsoft® Windows 2000, Windows 2003 32-bit 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 4.4.1



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Change Summary

The following table summarizes the changes to this document:

Revision	Description
04/28/05-A	Initial 4.4.1 copy

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Overall WEBES Release Notes

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

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Overall WEBES Release Notes

1.1 Summary

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, Windows 2003 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

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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

Overall WEBES Release Notes

1.4 Test Environment

- 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

Overall WEBES Release Notes

1.5 New in this WEBES Release

(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://www.hp.com/services/webes`
- The installation procedure was modified to not utilize zip software for the SMAs
- On reinstallation 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 Linux WEBES Issues](#)
- [1.6.5 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 Firewall Telnet Checking May Inhibit SMTP Email

Certain firewall products, such as those from Symantec or Norton, check for telnet access and disable any such connection attempts. An SMTP connection on standard SMTP socket port 25 made by the DESTA Director to an SMTP email server may be interpreted by such a firewall as a telnet connection attempt, and the email may be blocked. In this case, you may see a message in the Director's log file such as:

```
SMTP< 421 mynode.mysite.com configuration error
```

(See SEA User Guide section 2.5 "Log Files" for the location of the Director log)

Workaround

As a workaround, disable the telnet checking feature of the firewall.

1.6.1.2 WEBES Configuration Information Not Restored

In some cases, WEBES configuration information such as contact names, email addresses, notification enablements, and managed entity XML data may not be restored on an upgrade to WEBES, either through:

1. Uninstalling an older version of WEBES and later installing a newer version, even if you choose to save the WEBES information during WEBES uninstallation or
2. Upgrading WEBES while an older version is installed.

The WEBES team is investigating this problem. We intend to fix such cases in future releases of WEBES.

Workaround

1. On reinstallation of WEBES, re-enter the data when prompted.
2. After upgrading WEBES, change any necessary configuration items as described in the SEA User's Guide and the CCAT User's Guide. WEBES upgrades are mostly silent and do not prompt the user for configuration information.

1.6.1.3 WEBES Output Log Files Grow Without Bound

The WEBES Director and WCCProxy text output log files in the `specific/webes/logs` and `specific/wccproxy/logs` directories (see SEA User's Guide section 2.5, "Log Files") grow without bound. The processes append text logging information to those files and do not as yet control their size.

Normally, this is not a problem since WEBES processes write very little to these log files when there are no internal WEBES errors to report. However, if an error situation arises that

Overall WEBES Release Notes

1.6 WEBES Known Issues

causes WEBES to log a great deal of information into the logs, the log files could (in the worst case) fill up the system's disk space.

Also, if you have changed the logging level to produce more debug output (see SEA User's Guide section 2.5, "Log Files"), the log file sizes can grow significantly even under normal operation.

On OpenVMS and Windows, a new copy of the Director log file is created each time the Director is started. A copy of the previous Director log file is retained, while older logs, if any, are deleted. On the UNIX variants, the log files are appended with each Director start and are never deleted.

A future WEBES version will monitor and limit the sizes of these log files.

Workaround

If you run out of disk space, check the WEBES output log files. If the logging level has not been increased from WARNING to INFO or DEBUG, follow these steps:

1. Stop the Director and WCCProxy (see SEA User's Guide section 2.3, "Processes").
2. If the reason for the problem is not evident from the log files and you cannot resolve it, zip and send all the files in the specific/webes/logs and specific/wccproxy/logs directories to WEBES support.
3. Delete all the files in these directories.
4. Restart the Director and WCCProxy. If the log files continue to grow quickly with errors, then stop the Director and WCCProxy until you receive an answer from WEBES support.

1.6.1.4 WEBES Temporary Files Use Disk Space

At times, WEBES can write many or large temporary files to its installed directory tree, when it is working. The number and sizes of these files depend on the binary event log files and crash data files being processed by SEA and CCAT, respectively.

Workarounds:

1. To ensure that orphan temporary files no longer needed by WEBES are removed:
 - a. Stop the Director and WCCProxy (see SEA User's Guide section 2.3, "Processes").
 - b. Delete any files in the WEBES installed directory tree within any directory named "temp", such as specific/ca/temp.
 - c. Restart the Director and WCCProxy.
2. To reduce the amount of SEA automatic analysis being performed on the system, perform the steps under #1 above. Before restarting the Director and WCCProxy, clean the system's binary event log as described in WEBES Install Guide section (for the specific operating system) "Archiving and Cleaning the Error Log".

3. Do not leave SEA Web interface sessions running when they are not in use. Closing the Web browser that is connected to your SEA Web interface allows cleaning up of temporary files after sometime.

Future WEBES releases will manage and limit their temporary file storage needs.

1.6.1.5 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 compatibility will be introduced in a future WEBES release.

1.6.1.6 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.

1.6.1.7 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.

Overall WEBES Release Notes

1.6 WEBES Known Issues

1.6.1.8 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.

1.6.1.9 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 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.

1.6.1.10 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.

1.6.1.11 Upgrading Versions Older Than 4.3.3

If you have already installed WEBES version 4.3.2 or earlier, you need to uninstall the existing version and install the latest version.

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.

1.6.1.12 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:	<code>C:\>net start wccproxy</code>
UNIX variants:	<code># /usr/sbin/wccproxy start</code>
OpenVMS:	<code>\$ wccproxy start</code>

1.6.2 Windows WEBES Issues

1.6.2.1 WEBES Installation Issue On ISEE-OSEM Host

If you are using OSEM to send ISEE notifications, and you are installing WEBES v4.4.1 on the same system where the ISEE Client is installed, follow these steps before installing WEBES v4.4.1 to ensure that leftover processes started by previous OSEM calls to WCCProxy do not prevent proper WEBES v4.4.1 installation:

1. Shut down OSEM and the ISEE Client.
2. Remove the existing WEBES version (do not upgrade it).
3. Kill any remaining WCCProxy.exe, WCCAgents.exe, or CAAgents.exe processes.
4. Install WEBES v4.4.1.

1.6.2.2 WEBES Does Not Read Saved Data During Reinstallation

After uninstalling WEBES v4.3.4 or earlier, WEBES saves certain configuration data. WEBES v4.4 and v4.4.1 will not read this configuration data. WEBES v4.4.1 will read configuration data saved during the removal of v4.4. If you upgrade from v4.3.4 or v4.4 to v4.4.1 without removing the existing version of WEBES, then the configuration data will be correctly migrated.

1.6.2.3 WCCProxy Incompatibility Issue On Windows XP WOW-Configuration Machines

The following were observed on the problem machine:

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- a. WEBES 4.3.4 was installed and running
- b. WCCProxy 1.2.1 was installed and running (incorrect version: should have been WCCProxy 1.2.3 from the WEBES 4.3.4 kit)
- c. The WCCProxy reference count was 2 (should have been 1). Hence the initial condition was an *invalid* WEBES installation.

Problem Analysis

a) When WEBES 4.4 was installed, the installer correctly detected that WEBES 4.3.4 was installed earlier and performed a successful upgrade to 4.4. During the entire process, WCCProxy 1.2.1 remained in running state. Towards the end of the installation, SEA malfunctioned as SEA 4.4 is not compatible with WCCProxy 1.2.1.

Observation

WEBES is not resolving the "Dutch WOW image problem" where the master image contains WEBES 4.3.4 and WCCProxy 1.2.1 (4.3.4 should have contained WCCProxy 1.2.3) and an incorrect Reference Count of 2 (should have been 1, since ISEE was not also installed).

Workaround

As a workaround to this problem, perform the following steps manually to allow WEBES V4.4 to be installed on the Windows XP WOW-configuration machines in the Netherlands. This procedure has been checked by remotely operating one of the machines.

You have to remove the existing WEBES software, including WCCProxy, run the cleanup utility, and then do a clean install (not upgrade) of WEBES V4.4.

The manual steps in detail:

It is assumed that you have already downloaded the WEBES V4.4 release kit.

1. You will need a copy of the WEBES cleanup utility which can be downloaded from the following location:

http://searay-cxo.cxo.cpqcorp.net/service_tools/webes/kits/WebesCleanup.exe

Note

Do not execute the WEBES cleanup utility program yet.

2. Uninstall HP WEBES 4.3.4 via [Control Panel] / [Add or Remove Programs]. This will remove WEBES. The uninstall script does not know how to handle invalid prior configurations and hence wrongly leaves WCCProxy V1.2.1 in running state.
3. Stop and then disable the WCCProxy service as follows:
 - a. Go to [Control Panel] / [Administrative Tools] / [Services]

- b. Select WCCProxy and click on Stop
 - c. Right click on WCCProxy and select Properties
 - d. Disable the service
4. Now run the WebesCleanup.exe that you downloaded in step 1.
 5. Delete the following folder, if still present, and all of its contents, if any:
C:\Program Files\hp\svctools
 6. Run the WEBES 4.4 installation kit. You will not be presented with the option to upgrade because the old software has been removed. You will have to re-enter your profile information which has been erased by WEBES cleanup utility.

1.6.2.4 WCCProxy May Remain Installed After Removing WEBES and ISEE

If both WEBES and the ISEE Client are installed on the same system, WCCProxy may remain installed after both tools are removed. This is due to a problem in how the WCCProxy shared component is tracked between WEBES and the ISEE Client.

Note

This only affects WEBES versions prior to 4.4, and ISEE versions prior to A.3.90.

Workaround

After removing both WEBES and the ISEE client, go to the Control Panel, go to Add/Remove Programs, and manually remove the WCCProxy installed program.

1.6.2.5 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
```

1.6.2.6 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.

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1.6.2.7 **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.

1.6.2.8 **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**

1.6.3.1 **WEBES Installation Issue On ISEE-OSEM Host**

If you are using OSEM to send ISEE notifications, and you are installing WEBES v4.4.1 on the same system where the ISEE Client is installed, follow these steps before installing WEBES v4.4.1 to ensure that leftover processes started by previous OSEM calls to WCCProxy do not prevent proper WEBES v4.4.1 installation:

1. Shut down OSEM and the ISEE Client.
2. Remove the existing WEBES version (do not upgrade it).
3. Kill any remaining WCCProxy.exe, WCCAgents.exe, or CAAGents.exe processes.
4. Install WEBES v4.4.1.

1.6.3.2 **WEBES Uninstall/Upgrade Issue On TruCluster When Some Node(s) Are Down**

On a TruCluster, nodes that are down during WEBES removal or upgrade can corrupt the ability for WEBES to operate properly. Make sure that all the nodes that were up and running when you installed your existing version of WEBES are up and running when you remove it or when you upgrade to WEBES v4.4.1. Also, make sure that all the nodes that were up and running when you installed or upgraded to v4.4.1 are up and running when you remove WEBES v4.4.1 later. If you encounter failures that cannot be cleared by manually removing

WEBES from the setld database and removing the /usr/opt/hp/svctools and /cluster/members/*/usr/opt/hp/svctools trees, contact WEBES support.

1.6.3.3 Tru64 v4.0x Web Browser Support By WEBES/SEA

Netscape version 4 is only supported by WEBES/SEA on Tru64 v4.0f and v4.0g because there is no other Web browser available for those operating systems. HP is not porting any later versions of Netscape or Mozilla to Tru64 v4.x.

HP is supporting 4.0f/g until Jun 30, 2007.

Using Netscape 4 with the WEBES/SEA V4.4.1 Web Interface causes frequent intermittent errors in the Director log:

```
Error during writeContent of HTTPResponse: java.io.IOException: Broken
pipe
java.io.IOException: Broken pipe
at java.net.SocketOutputStream.socketWrite(Native Method)
at java.net.SocketOutputStream.write(SocketOutputStream.java, Compiled
Code)
at HttpServer.HTTPResponse.writeContent(HTTPResponse.java, Compiled Code)
at HttpServer.HTTPProcessThread.sendResponse(HTTPProcessThread.java,
Compiled Code)
at HttpServer.HTTPProcessThread.handleGet(HTTPProcessThread.java,
Compiled Code)
at HttpServer.HTTPProcessThread.handleRequestByMethod
(HTTPProcessThread.java, Compiled Code)
at HttpServer.HTTPProcessThread.run(HTTPProcessThread.java, Compiled
Code)
```

The Web Interface still seems to work correctly despite these errors. They can be safely ignored.

1.6.3.4 WEBES Install Writing Test Event

After configuring the system for the first time, using `webes_install_update`, if you choose option "11) Quit" without first choosing option "8) Start WEBES Director", you will be given an option to start the Director. If you choose to start it, then an SEA Test Event will be written to the binary event log `/var/adm/binary.errlog`. If you choose option 8 to start the Director, then choose option 11, an SEA Test Event will not be written.

1.6.3.5 Upgrade May Not Migrate Notification Settings Correctly For All Nodes

Upgrading WEBES to 4.4 from an earlier version may cause the notification settings for a node of a TruCluster to change to the pre-upgrade settings of a different node in the cluster. This is not a problem unless different settings are chosen for different nodes in the same TruCluster.

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Workaround

After upgrading WEBES, issue the "wsea status" command for each node to verify the notification settings are correct. If they are not, issue the appropriate "desta {qsap|isee|sicl} {on|off}" commands to rectify the settings.

1.6.3.6 Director Not Started On New Cluster Members

If a new member is added to a TruCluster after WEBES has been installed, running the WEBES configuration tool /usr/sbin/webes_install_update will correctly configure WEBES on the new member, but it may fail to start the Director on that member.

Workaround

After configuring the new member with webes_install_update, start the Director process with the "desta start" command.

1.6.3.7 Removing ISEE Causes WEBES To Be Unable To Remove WCCProxy

If both the ISEE Client and WEBES are installed, they share the WCCProxy component. After both ISEE and WEBES are removed, WCCProxy should be removed too. There is an error in the WCCProxy kit that leaves it installed after both ISEE and WEBES have been removed. This will be fixed in a future WCCProxy release, which will be incorporated into future ISEE and WEBES releases.

Workaround

Before removing either ISEE or WEBES:

1. Create the temporary override file in the root directory:

```
# echo OVERRIDE > /WCCProxyRemover
```

2. Uninstall the proxy:

```
# setld -d WEBESPROXY123
```

3. Clean up the temporary file:

```
# rm /WCCProxyRemover
```

ISEE and WEBES can now be removed and re-installed normally.

1.6.3.8 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.

1.6.3.9 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.

1.6.3.10 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.

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1.6.3.11 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.

1.6.3.12 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.

1.6.3.13 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:

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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 Linux WEBES Issues

These issues apply to WEBES on Red Hat Linux:

1.6.4.1 WEBES Installation Issue On ISEE-OSEM Host

If you are using OSEM to send ISEE notifications, and you are installing WEBES v4.4.1 on the same system where the ISEE Client is installed, follow these steps before installing WEBES v4.4.1 to ensure that leftover processes started by previous OSEM calls to WCCProxy do not prevent proper WEBES v4.4.1 installation:

1. Shut down OSEM and the ISEE Client.
2. Remove the existing WEBES version (do not upgrade it).
3. Kill any remaining WCCProxy.exe, WCCAgents.exe, or CAAgents.exe processes.
4. Install WEBES v4.4.1.

1.6.4.2 Manual Analysis Problem For The Invalid Event Data

On Red Hat Linux, manually analyzing SEA binary event logs may result in errors such as the following:

```
RECOVERED FROM ERROR on April 27, 2005 3:42:16 AM MDT (8.026 sec elapsed)
  Error Analyzing Events
  Current Thread[main,5,main]
EXCEPTION java.lang.StringIndexOutOfBoundsException: String index out of
range: 0
at java.lang.String.charAt(String.java:582)
at
com.compaq.svctools.desta.services.decomposers.BinDecomposer.dumpEvent(B
inDecomposer.java:288)
```

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The problem is Linux-specific and is being investigated.

Workaround

Copy the binary event log to a non-Linux machine running WEBES/SEA and manually analyze it there.

1.6.4.3 Errors in wsea auto Command

You may see errors like the following in the command "wsea aut[o] [on|off]":

```
RECOVERED FROM ERROR on April 16, 2005 11:40:59 AM IST (1.717 sec
elapsed)
    Exception while calling RegistryAgent setOwner
```

This is expected as there is no automatic binary event logging capability in Linux. The "wsea auto" command is not supported in WEBES on Linux.

1.6.4.4 ps Command Output

On Red Hat Linux 7.3, the ps command lists threads of a process so that, after starting desta, ps output 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
```

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```
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
```

1.6.4.5 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.

1.6.4.6 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.

1.6.4.7 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.

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1.6.5 OpenVMS WEBES Issues

These issues apply to WEBES on OpenVMS:

1.6.5.1 WEBES Installation Issue On ISEE-OSEM Host

If you are using OSEM to send ISEE notifications, and you are installing WEBES v4.4.1 on the same system where the ISEE Client is installed, follow these steps before installing WEBES v4.4.1 to ensure that leftover processes started by previous OSEM calls to WCCProxy do not prevent proper WEBES v4.4.1 installation:

1. Shut down OSEM and the ISEE Client.
2. Remove the existing WEBES version (do not upgrade it).
3. Kill any remaining WCCProxy.exe, WCCAgents.exe, or CAAgents.exe processes.
4. Install WEBES v4.4.1.

1.6.5.2 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.
```

1.6.5.3 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.

1.6.5.4 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.

1.6.5.5 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.

1.6.5.6 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

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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.

1.6.5.7 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, multi threaded 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.

1.6.5.8 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.

1.6.5.9 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
```

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- * 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.

1.6.5.10 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.

1.6.5.11 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.

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1.6 WEBES Known Issues

1.6.5.12 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.

1.6.5.13 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 [].

1.6.5.14 Cannot Get SMTP Notification on OpenVMS

If there is a problem in the SMTP configuration of an OpenVMS system, WEBES SMTP email notification may not work, even if regular SMTP email on the system appears to be working. You can increase the verbosity of the SMTP conversation to help diagnose the problem by following the procedures below.

WEBES calls Java API code to send SMTP email. On OpenVMS, the Java API uses the SMTP receiver, which may be different from how other SMTP email is handled on the OpenVMS system.

To enable verbose information for SMTP notification, you will need to stop and restart both the SMTP service and the DESTA Director.

Following are the steps to enable SMTP debug information.

1. Run the following commands:

```
$ define /sys tcpip$smtp_log_level 5  
$ define /sys tcpip$smtp_recv_debug 5  
$ define /sys tcpip$smtp_recv_trace 1  
$ desta msg -log debug  
$ desta stop  
$ @sys$startup:tcpip$smtp_shutdown  
$ @sys$startup:tcpip$smtp_startup
```

2. Ensure that the following fields are set up as required in the file.

```
SVCTOOLS_HOME: [SPECIFIC.DESTA.CONFIG]NOTIFYCA.TXT:
```

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```
SERVER=<SMTP server name, or an MX Lookup entry>  
FROM=<sea@dns.domain.com>  
TO=<your mail id>
```

An MX LOOKUP entry is a pointer to a list of SMTP mail servers. Refer to the OpenVMS documentation for details on MX LOOKUP.

3. Restart the Director

```
$ desta start
```

4. Wait for 5 minutes for the Director to switch to automatic analysis mode. Before this time, no new live events will be processed.

5. Issue the following command which writes a test event to the system ERRLOG.SYS file for SEA to process. It generates one problem report resulting in one email notification via SMTP.

```
$ wsea test
```

6. Check the Director log file for SMTP entries with TYPE or EDIT/READ or SEARCH. The entire process may take about 10-15 minutes until the customer receives an email notification. This is because SMTP is a store-and-forward mechanism and has no time constraints or expectations on when a particular email will be delivered. The Director log can be found at:

```
SVCTOOLS_HOME:[SPECIFIC.WEBES.LOGS]DESTA_DIR.LOG
```

7. Run the following commands to stop the debug logging for the DESTA Director and copy the log files.

```
$ desta msg -log warning  
$ desta stop  
$ copy desta_dir.log desta_dir_debug_<nodename>.log  
$ desta start
```

8. Run the following commands to stop the SMTP debug logging.

```
$ deassign /sys tcpip$smtp_log_level  
$ deassign /sys tcpip$smtp_recv_debug  
$ deassign /sys tcpip$smtp_recv_trace  
$ @sys$startup:tcpip$smtp_shutdown  
$ @sys$startup:tcpip$smtp_startup
```

9. Examine the above DESTA_DIR.LOG file (search for SMTP) and the following SMTP log files:

The SYS\$SPECIFIC:[TCPIP\$SMTP]TCPIP\$SMTP_LOGFILE.LOG generally logs activity once a job is placed on a queue for execution.

The SYS\$SPECIFIC:[TCPIP\$SMTP]TCPIP\$SMTP_RECV_RUN.LOG generally logs activity of the TCPIP receiver.

10. If the problem is not evident from the log files, send the

desta_dir_debug_<nodename>.log file to HP Services to be examined by WEBES Support.

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1.7 Further Information

1.6.5.15 The "wsea test" Command Throws an Exception on Itanium OpenVMS

On Itanium (I64) OpenVMS 8.2 and later, the command:

```
wsea test
```

fails with the error output:

```
Exception in thread "main" java.lang.UnsatisfiedLinkError: logevt
at com.compaq.svctools.ca.cli.CATestCmd.logevt(Native Method)
at com.compaq.svctools.ca.cli.CATestCmd.execute(CATestCmd.java:126)
at com.compaq.svctools.ca.cli.CACLICommand.main(CACLICommand.java:96)
at com.compaq.svctools.ca.cli.CATestCmd.main(CATestCmd.java:57)
at com.compaq.svctools.ca.cli.CACLIInterpreter.main
(CACLIInterpreter.java:230)
```

There is a problem in the Java Runtime Environment (JRE) for I64 VMS, bundled with WEBES 4.4. The problem has been corrected for WEBES 4.4.1.

No workaround exists for WEBES 4.4. To test correct SEA operation, cause a physical fault on the machine and verify that the logged event(s) are processed correctly by SEA.

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://www.hp.com/services/webes
```

Users within the HP network can go to the URL:

```
http://searay-cxo.cxo.cpqcorp.net/service\_tools/webes/
```

System Event Analyzer

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

Summary	page 2-2
Supported Products	page 2-2
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System Event Analyzer

2.1 Summary

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)

System Event Analyzer 2.2 Supported Products

- 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 20 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.

System Event Analyzer

2.3 New in this SEA Release

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:
 - Expanded Operating System compatibility to Windows 2003
 - Added support for VCS V3.020 controller firmware
 - Enhanced preemptive disk failure analysis based on specific ASC/ASCQ codes
 - Enhanced decoding of controller Resync Reason Codes
 - Continued consolidation of Back End Loop Notifications
 - 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 4.4.1.

- 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.

System Event Analyzer

2.4 SEA Known Issues

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 ]
```

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```
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:

System Event Analyzer

2.4 SEA Known Issues

2.4.2.1 SEA command 'wsea log prob off' Does Not Disable

The command 'wsea log prob on' enables logging of SEA automatic analysis problem reports to the file {installed directory}/specific/ca/logs/prob.log.

The command 'wsea log prob off' disables logging only for the current running instance of the WEBES Director. The next time the Director is stopped and restarted, the problem report logging to prob.log resumes.

This error will be fixed in a future WEBES release.

Workaround

After restarting the Director, issue the command "wsea log prob off" again to disable logging.

2.4.2.2 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.

2.4.2.3 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.

2.4.2.4 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 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
```

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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.

- Invalid Directory Error Message

When you use the analysis or translation commands and specify a directory as [...] or [-], the process generates an "Error During Command Parsing: Can't find the file/dir:" 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 "%RMS-W-TNS, terminator not seen" that refuses the number of characters that you have used.

The user can use the lengthy CLI command by entering "-" at the end of each line (without space between the last character of the command and "-"). This facilitates the command to continue even if it is longer than the maximum command character length.

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. There must be a space after each comma.

- 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 Adding a Remote Node Causes Duplicate Problem Report Notifications

A problem exists when adding a new node to SEA web interface profile (see SEA User Guide section 6.4.2.1, “Adding Nodes”).

When you add a new node (the “remote node” henceforth) to SEA web interface profile, either under Default Group or a new group that you define, SEA processes last week’s events logged on the remote node to find any current problems. It also processes any new events logged on the remote node from that point onwards. SEA generates analysis problem reports for recent or new events if the analysis rules deem it appropriate.

Those problem reports were intended to be shown only in the web interface. Due to an error in SEA, the problem reports will also be sent for whatever notification type you have enabled on the machine running the web interface, such as SMTP email, ISEE or PRS.

The recent problem reports will be duplicates of problem reports already generated by WEBES running on the remote node. The new problem reports will be duplicates of problem reports generated at the same time by the remote node.

If you add the remote node to the web interface on more than one machine, you will receive duplicates equal to the number of nodes to which you added the remote node.

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2.4 SEA Known Issues

Workaround

You can detect duplicates by the difference between the email sender and the “Reporting Node” field in the problem report. If you receive two or more identical problem reports, the one in which the email sender (FROM:address) matches the reporting node is the original one. The others are duplicates and can be ignored.

The problem has been fixed and will be available in the next release of WEBES.

2.4.3.2 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*.

2.4.3.3 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.

2.4.3.4 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.

2.4.3.5 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.

2.4.3.6 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.

2.4.3.7 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.

2.4.3.7.1 Null-Pointer Errors from Large Log Files

In some cases, if you add an Other Log to the web interface for manual analysis and click on it to analyze it, a timeout can occur after 10 minutes if the binary event log has a very large number of events (tens of thousands or more). You may be encountering this timeout, if other smaller logs are processed correctly.

You can increase this timeout by issuing the following commands:

```
desta dri add "desta.AutoLaunch.Timeout"  
desta dri set "desta.AutoLaunch.Timeout" nnnn
```

Replace `nnnn` with the number of milliseconds to set the timeout value. The default is 10 minutes (600000). You can effectively remove the timeout by setting a large value like 1 hour (36000000).

2.4.3.8 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.

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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.

2.4.3.9 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.

2.4.3.10 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.

2.4.3.11 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.

2.4.3.12 Services Fail to Start

When the system is heavily loaded, or on very slow machines such as the AlphaServer 1000, 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]
```

...or the following: (the service name may vary and is not usually important)

```
FATAL ERROR on February 14, 2005 10:11:42 AM GMT-08:00 (85.879 sec
elapsed)
The following services failed to start:
com.compaq.svctools.ca.services.web.SEAWebService
```

To allow the services enough time to start up, increase the `ctrlrStartupTimeout` value in the Director Settings. However, it may be noted that the Director must be running in order to change this timeout value, which has been identified as a potential problem. Follow these steps to update the Director Settings:

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.

If you cannot connect to a Web interface, but can start the Director successfully at a point of time (such as when the machine is not heavily loaded), issue the following command while the Director is running, to increase the timeout:

```
desta msg -chgconf "global" 6 300000 i im
```

If you cannot start the Director at all, at any time, because it does not successfully start within the timeout period, then issue the following series of commands to disable the SEA/CCAT services. Start the Director without the commands (which should start within the timeout), change the Director's timeout value, and then re-enable the SEA/CCAT services.

Note

SEA was formerly CA, and this acronym remains in certain places in the code.

Run the following commands **for all platforms**.

```
desta stop  
wccproxy stop  
wccproxy kill  
desta exec "com.compaq.svctools.desta.configuration.ChangeEnrollments"  
-unenroll ConfigDefaultsCCAT.txt
```

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Ignore the error messages that result from this command. This typically occurs if CCAT is not installed.

Now, run the following commands **for specific platforms**.

OpenVMS:

```
desta exec "com.compaq.svctools.desta.configuration.ChangeEnrollments"  
-unenroll ConfigDefaultsCAOpenVMS.txt
```

Tru64 UNIX or HP-UX:

```
desta exec com.compaq.svctools.desta.configuration.ChangeEnrollments  
-unenroll ConfigDefaultsCADUnix.txt
```

Windows:

```
desta exec com.compaq.svctools.desta.configuration.ChangeEnrollments  
-unenroll ConfigDefaultsCAWindows.txt
```

Linux:

```
desta exec com.compaq.svctools.desta.configuration.ChangeEnrollments  
-unenroll ConfigDefaultsCALinux.txt
```

Ignore the error messages that result from this command. This typically occurs if SEA is not installed

Then, run the following commands **for all platforms**.

```
desta start  
desta status
```

Repeat the command until "The Director is running" is displayed. If it is not displayed after 10 minutes, contact HP Services for WEBES support.

```
desta msg -chgconf "global" 6 300000 i im  
desta stop  
desta exec "com.compaq.svctools.desta.configuration.ChangeEnrollments"  
-enroll ConfigDefaultsCCAT.txt
```

Ignore the error messages that result from this command. This typically occurs if CCAT is not installed)

Change the "-unenroll" parameter to "-enroll" and re-issue the "desta exec" command for SEA (CA) services. Ignore the error messages that result from this command. This typically occurs if SEA is not installed.

You should now be able to restart the Director successfully on respective platforms.

```
Windows: net start desta_service  
All others: desta start
```

2.4.3.13 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.

2.4.3.14 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

Internet Explorer on Windows 2000 includes its own Java VM 1.1.4, but no Java is included in IE on Windows XP, Windows 2003 and Microsoft no longer supplies a Java VM. You must download and install a Sun JRE instead.

2.4.4.1 Microsoft HotFix Corrects Application Event Log Corruption Problem

There is a problem in how Windows 2000 writes to the Application Event Log that can cause corrupted events to be written to the log, in some cases. SEA may not be able to analyze the corrupt events, which may be analyzable EVA events, for example, and thus will not generate the proper problem notifications.

Microsoft has made a patch available through a limited means. For information from Microsoft, refer to:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;829246>

This hotfix should be applied to all HP StorageWorks Management Appliances, especially ones with ISEE or WEBES installed. You can obtain the patch from your HP Customer Support representative.

2.4.4.2 Windows Event Log May Not Grow to Configured Size

On all Windows versions, there is a 300 MB limit to the size that a binary event log will grow, regardless of any higher limit you may define in the Event Viewer for that log. If the log is configured to "Do not overwrite events," new events will not be written after the file reaches 300 MB. For more information, refer to:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;183097>

SEA reads the Application log file:

```
%SystemRoot%\system32\config\AppEvent.evt.
```

2.4.4.3 XP Internet Explorer Does Not Have Java

On Windows XP and Windows 2003, Microsoft no longer supplies a Java VM for Internet Explorer. You must download and install a Sun JRE instead: <http://java.sun.com/getjava>

2.4.4.4 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.

2.4.4.5 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.

2.4.4.6 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.

2.4.4.7 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.

2.4.4.8 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.

2.4.4.9 NAPP Error Description

NAPP uses the parse file to decode the binary data of the EVA controller event log. The parse file name identifies the specific version and builds for VCS. The check for this is made by comparing the VCS version and a build number in the event packets to a set of parse files provided in:

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C:\Program Files\Hewlett-Packard\svctools\common\napp_2.42

NAPP returns an error if the controller log contains events written by VCS with version or builds other than the versions provided in this version of NAPP.

Error generating storage spreadsheet from storage cell Frankenprise on node sesanman7
Please make sure Frankenprise is a valid storage cell alias and that sesanman7 is one of the storage platforms supported by System Event Analyzer.

The version of NAPP (2.42) included with the current release of WEBES includes officially released parse files up to and including version 3.020 of VCS. These parse files are located in the above directory within the WEBES directory structure. When installing new releases of VCS, copy the new parse files from the VCS directory:

C:\hsvmafiles

to the above NAPP directory within WEBES.

An example of a parse file name is:

HSV110_event_cr04bb_3020.txt

If errors are still returned, contact HP Services for assistance.

2.4.4.10 Newly Added EVA Not Listed in SEA Web Interface

If you add a new EVA to the system after WEBES is installed, please configure it according to WEBES Install Guide section 2.3.6, "Adding an EVA After Installing WEBES".

2.4.4.11 SystemEventLog in Web Interface Means AppEvent.evt

When analyzing the Windows system's binary application event log, the SEA web interface may show the following messages.

Log File Reading Is In Progress For File SystemEventLog@hsv5sanapp

Manual Analysis Problem Reports For SystemEventLog@JRODRIGO

The SystemEventLog is the generic term used by SEA for the system's binary event log. It is intended to mean generically "the binary event log on the system that SEA processes" on all platforms. On Windows, this should not be confused with the System Event Log

(SysEvent.evt), which is never accessed, read or written by SEA. On Windows there are at least 3 binary event logs: the Application, System and Security log. The only log processed by SEA on Windows, as of this release, is the Application log (AppEvent.evt).

2.4.4.12 Resuming from Standby Loses Network Resources in XP SP2

A Microsoft bug in Windows XP Service Pack 2 may affect WEBES.

SYMPTOMS

You resume your Microsoft Windows XP-based computer from standby while your network is either disconnected or down. After network connectivity is restored, you lose access to your network resources. Additionally, if your Windows XP-based computer is moved to a different network while the computer is on standby, you lose access to network resources when you resume the computer.

CAUSE

These problems may occur when all of the following conditions are true:

- You have installed Microsoft XP Service Pack 2 (SP2) on the computer.
- You use a smart card to log on to your computer.

RESOLUTION

Hotfix information - A supported hotfix is now available from Microsoft, but it is only intended to correct the problem that is described in this article.

Check the following link for more information on the bug:

<http://support.microsoft.com/?kbid=890042&SD=tech>

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
```

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```
ppp0: flags=51<UP,POINTTOPOINT,RUNNING>
      inet 10.0.0.2 --> 10.0.0.1 netmask ffffffff0 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 `rx` 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

2.4.7.1 C/C++ Runtime Libraries Version 6.1.1 or Later Required

Your Linux system must have version 6.1.1 or later of the C/C++ runtime libraries installed for SEA to run. Normally this is the case for Red Hat 7.3 or later systems. This dependency will be removed in a future WEBES release.

2.4.7.2 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.

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2.4 SEA Known Issues

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.

2.4.7.3 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 to 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.

System Event Analyzer

2.4 SEA Known Issues

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 SYSS\$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::SYSS$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://www.hp.com/services/webes`

Users within the HP network can go to the URL:

`http://searay-cxo.cxo.cpqcorp.net/service_tools/compaqanalyze/`

Computer Crash Analysis Tool

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

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Computer Crash Analysis Tool

3.1 Summary

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, Windows 2003 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.

- [3.4.2 Windows CCAT Issues](#)
- [3.4.3 Tru64 UNIX CCAT Issues](#)
- [3.4.4 OpenVMS CCAT Issues](#)

See Section [1.6 WEBES Known Issues](#) for overall suite issues.

3.4.1 General CCAT Issues

The following known issues affect CCAT on Windows.

3.4.1.1 CCAT IVP File Not Found

The following message that appears in the Director log shortly after installation is a known issue and expected. It causes no harmful effects, and the message will be removed in a future release. The directory path and filename will vary by operating system, but it will always end in “_RULES_CCAT-IVP.CMP”. An example is:

```
WARNING on May 27, 2004 6:10:45 AM IST (150.351 sec elapsed) CCATRuleMain decrypt  
( ) -> IOException:java.io.FileNotFoundException:  
/usr/opt/hp/svctools/common/ccat/data/Tru64_Unix_RULES_CCAT-IVP.CMP (no such file  
or directory)
```

3.4.2 Windows CCAT Issues

The following known issues affect CCAT on Windows.

3.4.2.1 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.

3.4.2.2 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.
```

3.4.2.3 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

Computer Crash Analysis Tool

3.4 CCAT Known Issues

Hewlett-Packard service tools that are not part of WEBES, such as Service Cockpit or SmartScope.

3.4.3 Tru64 UNIX CCAT Issues

The following known issues affect CCAT on Tru64 UNIX.

3.4.3.1 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 `rxw` 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
```

3.4.3.2 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
```

3.4.4 OpenVMS CCAT Issues

The following known issues affect CCAT on OpenVMS.

3.4.4.1 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.
```

3.4.4.2 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
```

Computer Crash Analysis Tool

3.5 Further Information

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://www.hp.com/services/webes`

Users within the HP network can go to the URL:

`http://searay-cxo.cxo.cpqcorp.net/service_tools/ccat/`