

Computer Crash Analysis Tool Advanced User Guide

This guide explains how to use the Computer Crash Analysis Tool (CCAT) to analyze crash files on the supported operating systems.

Product Name:	Computer Crash Analysis Tool (CCAT)
Product Version:	5.1.3
Operating Systems:	Microsoft® Windows® 2000, Windows 2003 32-bit and XP HP Tru64 UNIX® versions 4.0F, 4.0G, 5.1 or higher HP-UX version 11.0 or higher HP OpenVMS Alpha versions 7.2–2 or higher
Document Date:	18 January 2005

Contents	Page
1 Introduction	3
1.1 Gathering Crash Data	3
1.1.1 Windows	3
1.1.2 Tru64 UNIX	4
1.1.3 HP-UX	4
1.1.4 OpenVMS	4
1.2 CCAT Functionality	4
1.3 Security and Required Permissions	5
1.3.1 Windows	5
1.3.2 Tru64 UNIX	5
1.3.3 HP-UX	5
1.3.4 OpenVMS	6
1.4 Intended Audience	6
1.5 Further Information	6
2 Running CCAT Automatically	7
2.1 Automatic Mode Process	7
2.2 Configuring CCAT To Run Automatically	8
3 Using the CCAT GUI	9
3.1 Verifying the WEBES Director	9
3.1.1 Windows	9
3.1.2 Tru64 UNIX	10

Computer Crash Analysis Tool Advanced User Guide

Contents

3.1.3 HP-UX	10
3.1.4 OpenVMS	10
3.2 Starting the GUI	10
3.3 CCAT GUI	11
3.4 Analyzing Crash Files From Other Operating Systems	12
3.4.1 Obtaining the Data Upgrade Files	12
3.4.2 Customizing the CCAT GUI	13
3.5 Performing a Manual Crash Analysis	16
3.5.1 Crash Data Parameters	16
3.5.2 Entering Parameters	20
3.5.2.1 Selecting And Opening a Crash File	20
3.5.2.2 Typing In Crash Parameters	22
3.5.3 Saving the Results File	23
3.6 Viewing Saved Results Files	23
3.7 Exiting From the CCAT GUI	24
3.8 Analyzing Crash Files From the Web GUI	25
3.8.1 Accessing the CCAT Web GUI	25
3.8.2 Loading a Crash File	26
3.8.3 Entering Crash Parameters	27
4 Command Line Interface	28
4.1 Using the CLI	28
4.1.1 Windows	29
4.1.2 Tru64 UNIX	29
4.1.3 HP-UX	29
4.1.4 OpenVMS Alpha	29
4.2 CLI Results	30
Copyright Statement	30

List of Figures

Figure 3–1 Computer Crash Analysis Tool Window	11
Figure 3–2 CCAT Analysis Results	17
Figure 3–3 Typical CCAT Analysis Results	19
Figure 3–4 Exit CCAT Information Window	19

List of Tables

Table 3–1 Windows Crash Data Parameters	12
Table 3–2 Tru64 UNIX Crash Data Parameters	13
Table 3–3 Open VMS Alpha Crash Data Parameters	14

1 Introduction

Computer Crash Analysis Tool (CCAT) is a software application that enables Hewlett-Packard customer service 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. Use of CCAT greatly reduces customer downtime by shortening the time required to analyze system crashes and eliminates the need for customer site visits.

1.1 Gathering Crash Data

The method used to gather crash data varies depending on your operating system.

1.1.1 Windows

In order to generate a crash data file that CCAT can use, Windows systems must have Crash Analysis Data Collector (CADC) installed.

CADC reads the binary crash information stored in the memory.dmp file created by the operating system in the event of a crash. CADC processes the memory.dmp file and creates a new file named NtFootPrint.txt. CCAT can only process crash files that have been pre-processed by CADC. CCAT cannot process a raw memory.dmp file.

Note

The current version of CCAT will not work with the original version of CADC. You must have version 3.1 or higher of CADC installed in order to use CCAT. You can install CADC either before or after you install CCAT.

You can download CADC from this URL:
<http://www.hp.com/services/webes>

Once CADC is installed, you will need to configure your machine to create a memory.dmp file when/if it crashes for CADC (and subsequently CCAT) to work. For Windows, these settings can be found in the Control Panel, under the System utility.

For Windows NT, choose the tab labeled Startup/Shutdown from the System window.

- Check the box labeled Write debugging information to.
- Do NOT change the default name of MEMORY.DMP in the text window.

Computer Crash Analysis Tool Advanced User Guide

1 Introduction

- Check the box labeled Overwrite any existing file option.
- Optionally check the box labeled Automatically reboot.

For Windows 2000, select the Advanced tab, then click the Startup and Recovery button. In the Write Debugging Information section, do the following:

- In the first drop down list, choose Complete, Kernel, or Small memory dump. If the machine you are configuring has more than 512 meg of memory, choose Small Memory Dump or Mini Dump.
- Do not change the default name displayed in the text window for the dump file.

Once installation and configuration is complete, each time your Windows system crashes, CADC reads and processes the memory.dmp file, and creates a new NtFootPrint.txt file. Once CADC has created the footprint, CCAT can process the crash data.

1.1.2 Tru64 UNIX

Each time your Tru64 UNIX system crashes, a system utility collects data about the crash and saves it in a crash data file.

1.1.3 HP-UX

Although CCAT can be installed on HP-UX, HP-UX does not include a utility for collecting crash files as of this version of CCAT.

1.1.4 OpenVMS

Each time your OpenVMS system crashes, a system utility collects data about the crash and saves it in a crash data file.

1.2 CCAT Functionality

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.
- Electronically forward a copy of the footprint and the results file to the Customer Support Center (CSC). If you would like CCAT to email the footprint and analysis results file to the CSC, you must also have DSNlink or Proactive Remote Service (PRS) installed and running.

For more information about DSNlink, contact the CSC or see the following web site:
<http://www.compaq.com/support/svctools/connectivity>

For more information about PRS, contact the CSC or see the following web site:
<http://www.compaq.com/manage/remoteservices>

CCAT can also be run at any time as a GUI, enabling you to manually process crash data files.

1.3 Security and Required Permissions

In order to enhance security, only privileged users can access the WEBES directory tree and run Compaq Analyze commands. The requirements for each operating system are given here.

1.3.1 Windows

The following actions are restricted to privileged users:

- Running any of the WEBES programs from Start | Programs | Hewlett-Packard Service Tools
- Running any WEBES or Compaq Analyze command (**desta** or **wccat** commands from the command prompt)
- Accessing any files within the WEBES install directory tree (C:\Program Files\hp\svctools by default)

To perform restricted actions, your user ID must be either:

- A member of the Administrators group on that machine.
- A member of a group that is a member of the Administrators group on that machine. For example, if your user ID is a Domain Admin, and you have added Domain Admins to the Administrators group on the local machine, you will have the necessary permissions. (The *WEBES Install Guide* describes how to add a group to the Administrators group.)

1.3.2 Tru64 UNIX

The following actions are restricted to privileged users:

- Running any WEBES or Compaq Analyze commands (**desta** or **wccat** commands from the command prompt)
- Viewing the WEBES directory tree on a system

Only the “root” user can perform these actions. The /usr/opt/hp/svctools directory is owned by root, and has rwx (read, write, and execute) permissions for root (owner), and no permissions for any other user (group or world).

Computer Crash Analysis Tool Advanced User Guide

1 Introduction

1.3.3 HP-UX

The following actions are restricted to privileged users:

- Running any WEBES or Compaq Analyze commands (**desta** or **wccat** commands from the command prompt)
- Viewing the WEBES directory tree on a system

Only the “root” user can perform these actions. The /opt/hp/svctools directory is owned by root, and has rwx (read, write, and execute) permissions for root (owner), and no permissions for any other user (group or world).

1.3.4 OpenVMS

Commands—To execute any Compaq Analyze commands (**desta** or **wccat** commands from the command prompt), the user needs all of the following OpenVMS privileges. Note that these are a subset of the privileges required to install, upgrade, or uninstall WEBES as described in the *WEBES Installation Guide*:

ALTPRI	DIAGNOSE	SYSPRV
BUGCHK	IMPERSONATE	TMPMBX
CMKRNL	NETMBX	

Files—File access is restricted in the WEBES installed directory tree pointed to by the SVCTOOLS_HOME logical (SYSS\$COMMON:[HP] by default). To view these files, you must be a member of the System group, your user ID must have all privileges, or you must issue the SET PROCESS /PRIV=ALL command.

All directories and files in the SVCTOOLS_HOME tree are owned by the System user, and have System, Owner, and Group permissions of RWED (Read, Write, Execute, and Delete). There are no permissions for World.

1.4 Intended Audience

The *Computer Crash Analysis Tool User Guide* is intended for use by system administrators and Hewlett-Packard Customer Services engineers who use the CCAT software on all supported operating systems, including Windows 2000, Windows 2003 and XP, Tru64 UNIX, HP-UX, and OpenVMS Alpha.

1.5 Further Information

CCAT is a member of the Web-Based Enterprise Services (WEBES) suite of products. For more information on the other WEBES applications, visit the support web site:
<http://www.compaq.com/support/svctools/webes>

2 Running CCAT Automatically

This manual tells you how to use CCAT to process crash files manually. However, CCAT is used most efficiently as an automatic process requiring no input from the user. This section describes the automatic operation of CCAT.

2.1 Automatic Mode Process

Note

If you are running an older unsupported operating system or OpenVMS VAX, you must use the Crash Analysis Data Collector (CADC) for operating system diagnostics. For more information about installing and using CADC, see the CADC user documentation for your operating system.

The automated CCAT process begins when a system crashes and consists of the following steps:

1. When the system reboots, a system utility or other software collects data about the cause of the crash and creates a crash file.
 - On Windows systems, you must install the Windows version of CADC in order for the crash file to be created.
 - On Tru64 UNIX systems, the crashdc utility creates the crash file.
 - Although CCAT can be installed on HP-UX, this version of CCAT does not create HP-UX crash files.
 - On OpenVMS/Alpha systems, the Clue utility creates the crash file.
2. CCAT automatically starts when a system reboots from a crash, and detects that there is a crash file to process. CCAT analyzes the crash file against the local CCAT knowledge base and produces a results file which contains the crash parameters, and may include the possible cause and solution for the system crash.
3. CCAT sends an email message to the system administrator or other specified local addressee containing information about the crash.

Note

In order for CCAT to perform the following functions automatically, either DSNlink or PRS must be installed and running on the system.

Computer Crash Analysis Tool Advanced User Guide

2 Running CCAT Automatically

4. CCAT opens a service request containing the crash parameters and the crash data analysis file at the Customer Support Center (CSC) using DSNlink or PRS. (If neither DSNlink nor PRS is available, the customer can provide the crash data analysis file to the CSC via ftp, email, or storage medium (e.g., diskette or tape).
5. The crash is analyzed again when the message containing the crash parameters and the results file arrives at the CSC, in case the CCAT server at the CSC may have updated rule sets that can provide additional insight into the cause of the crash and problem resolution.
6. The results of the analysis performed at the customer site and at the CSC are entered into the Call Handling System.
7. The CSC monitors open calls in the Call Handling System, and notifies the customer of the final analysis results via email or by means of a call from a crash analysis specialist.

2.2 Configuring CCAT To Run Automatically

If you want CCAT to process a footprint automatically and send the footprint and the results to the CSC, you must do the following:

- Make sure your system is equipped to generate a footprint when it reboots from a crash. In order for CCAT to determine the cause of a system crash and log a call to the CSC for further analysis, your system must be able to collect information about what was happening at the time of the crash into a crash file, or footprint. This data collection may be done by a utility included with your operating system, or by software you install for that purpose.
 - The Windows operating systems do not include a utility for collecting crash files. On Windows systems, you must install the Crash Analysis Data Collector (CADC) software in order for the footprint to be created. For more information about CADC for Windows, see the CADC user documentation.
 - All Tru64 UNIX operating systems supported by CCAT include system utilities which collect the crash data into a footprint.
 - Although CCAT can be installed on HP-UX, HP-UX does not include a utility for collecting crash files as of this version of CCAT.
 - All OpenVMS operating systems supported by CCAT include system utilities which collect the crash data into a footprint.
- Make sure your system is equipped to email the footprint, the analysis results, or both to specified email addresses.
- Make sure DESTA Director starts and is running before CCAT starts. The WEBES installation modifies your startup procedure so that when your system reboots after a crash, the DESTA Director starts before CCAT. In the unlikely event that the DESTA Director fails to start, CCAT will not start.
- Make CCAT a part of the startup procedure. The WEBES installation modifies your startup procedure so that when your system reboots after a crash, CCAT starts after the DESTA Director.

- Make sure either DSNlink or PRS is installed and running before CCAT starts. For more information, refer to the DSNlink or PRS user documentation.

3 Using the CCAT GUI

The CCAT GUI is an interactive tool you can use to analyze crash files manually. It is important to keep in mind that the CCAT GUI is used only for onsite manual tasks. It does not log calls or send crash parameters or results files to the CSC, nor does it send email notification to anyone.

The CCAT GUI allows you to perform the following tasks:

- Input operating system crash data parameters for a manual CCAT analysis.
- Produce and save results files.
- View the saved results files.

3.1 Verifying the WEBES Director

The DESTA Director must be running before you start the CCAT GUI. Ordinarily, the WEBES Common Components installation configures your startup procedure so that the DESTA Director starts every time your system reboots. If the DESTA Director fails to start at system startup, you will not be able to analyze crash files.

You can verify that the DESTA Director is running by executing the following command:

```
desta status
```

If circumstances require it, you can manually start the Director by following the instructions for your operating system.

3.1.1 Windows

To start the WEBES Director, start the DESTA_Service Windows service using one of the following methods:

- Select Programs | Hewlett-Packard Service Tools | Web-Based Enterprise Service | Start Director from the Start menu.
- Enter **net start DESTA_Service** in a Command Prompt window.
- Start DESTA_Service from the Services utility in the Control Panel.

Using the `desta start` command on Windows systems is unsupported. Using the `desta start` command will start the Director, but will also generate error messages. Starting the director this way is not recommended because:

Computer Crash Analysis Tool Advanced User Guide

3 Using the CCAT GUI

- Closing the command prompt window used to issue the command or logging out of the Windows session, will forcibly but incompletely kill the Director, leaving running processes behind (see the *WEBES Release Notes* if this situation occurs). In addition, open files may not be saved correctly, resulting in data corruption.
- Text log output from the Director process will only be displayed on the screen and will eventually scroll past the buffer.

On Windows, the `desta start/stop` functionality is only intended to be used as a tool for investigating WEBES operational problems. If the Director is started with `desta start`, it must be stopped with `desta stop`.

3.1.2 Tru64 UNIX

Enter `/usr/sbin/desta start` at a shell prompt. The “root” superuser should restart the Director, since only the superuser has privileges to access the system binary error log (`/var/adm/binary.errlog`).

On TruClusters, you can run the `/usr/sbin/webes_install_update` program and choose the Start WEBES Director option to start the Director on either all the nodes in the cluster or a selected group of nodes that you choose.

3.1.3 HP-UX

Although CCAT can be installed on HP-UX, this version of CCAT does not create HP-UX crash files.

3.1.4 OpenVMS

Enter **DESTA START** at the OpenVMS command line prompt. The user that restarts the Director must have all privileges set. Without the necessary privileges, the Director will not be able to read the system binary error log (`SYSS$ERRORLOG:ERRLOG.SYS`).

On OpenVMS clusters, you can use the `SYSMAN` utility to issue the command **do desta start** on either all the nodes in the cluster or a specific group of nodes that you choose.

3.2 Starting the GUI

Start the CCAT GUI according to your operating system:

Windows: Start | Programs | Hewlett-Packard Service Tools | Computer Crash Analysis Tool | Computer Crash Analysis Tool

Tru64 UNIX: # **/usr/sbin/wccat gui**

HP-UX: # **wccat gui**

OpenVMS: (Before you start the CCAT GUI, make sure your user account page file quota is set to at least 300,000 blocks.)

\$ @SVCTOOLS_HOME:[COMMON.BIN]WCCAT GUI

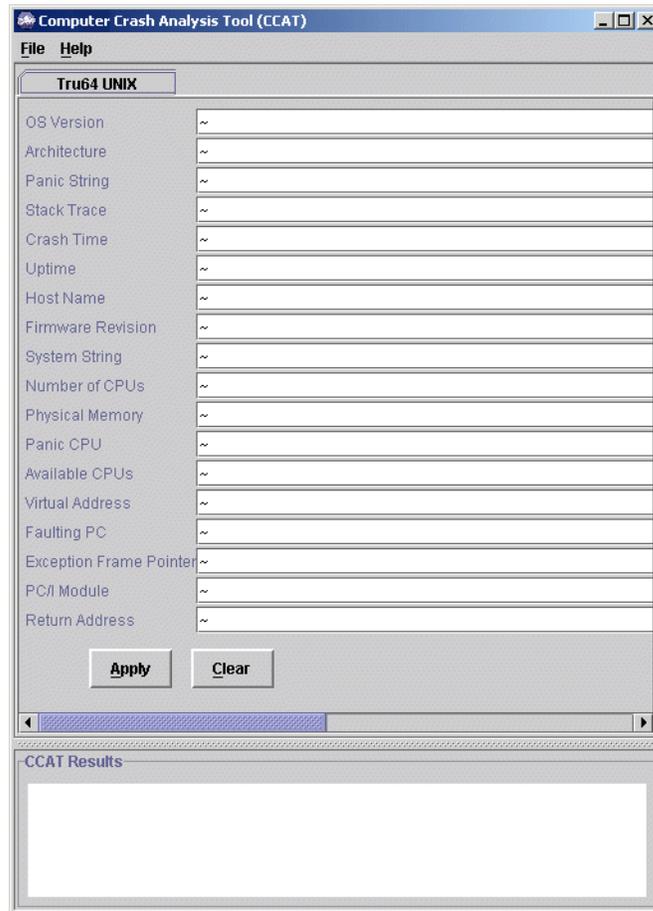
3.3 CCAT GUI

Starting the GUI displays the CCAT window (Figure 3-1).

Computer Crash Analysis Tool Advanced User Guide

3 Using the CCAT GUI

Figure 3-1 Computer Crash Analysis Tool Window



Note the horizontal scroll bar at the bottom of the upper frame of the CCAT window. You can resize the CCAT window to best suit your needs and the size of your monitor. Use the scroll bar to view information in the crash data parameter fields that falls outside the frame area.

3.4 Analyzing Crash Files From Other Operating Systems

Note

The information in this section applies only to those who have access to the CCAT Technician data upgrade files. These files are not available to customers, and this information should not be distributed to customers.

If you want to analyze crash files created by systems that are not running the same operating system as the machine where CCAT is installed, you must do the following:

1. Obtain the data upgrade files.
2. Customize the CCAT GUI.

3.4.1 Obtaining the Data Upgrade Files

The CCAT data files contain the following:

- Rules for all operating systems
- GUI display files for all operating systems
- Footprint and table files used by the CCAT crash parser for all operating systems

You can download the data upgrade files from the following internal web site:
ftp://pinkft.cxo.cpqcorp.net/pub/ccat_tech/

Once you have accessed the FTP site, follow the instructions for your operating system.

Note

Because the data upgrade files contain data for all operating systems, the files extracted will either duplicate or supersede any data files with the same names in the CCAT/data directory. This is normal and may have the effect of replacing your current data files with newer versions of those files.

Windows

Download the CCAT_{*version*}_WinNT_Tech.zip file to the directory that contains your CCAT data files (by default, C:\Program Files\hp\svctools\common\ccat\data) and extract it.

Tru64 UNIX

Download the CCAT_{*version*}_Unix_Tech.tar file to the directory that contains your CCAT data files (by default, /usr/opt/hp/svctools/common/ccat/data). Extract the file using the following command:

```
# tar -xvf CCAT_{version}_Unix_Tech.tar
```

HP-UX

Although CCAT can be installed on HP-UX, this version of CCAT does not create HP-UX crash files.

Computer Crash Analysis Tool Advanced User Guide

3 Using the CCAT GUI

OpenVMS

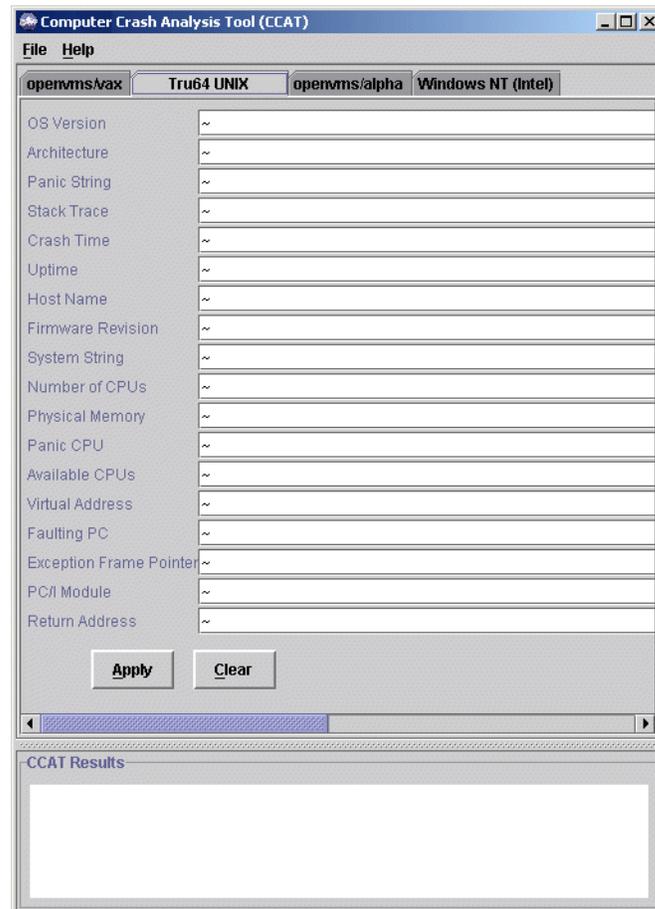
Download the CCAT_{version}_OVMS_Tech.EXE file to the directory that contains your CCAT data files (by default, SVCTOOLS_HOME:[COMMON.CCAT.DATA]). Run the executable file using the following command:

```
$ RUN CCAT_{version}_OVMS_Tech.EXE
```

3.4.2 Customizing the CCAT GUI

By default, when you start CCAT after downloading the Technician data upgrade files the system reads the configuration files for all CCAT-supported operating systems and provides a tabbed interface to each in the CCAT window, as shown in Figure 3–2.

Figure 3–2 Upgraded CCAT Window



You can eliminate the tabs for the operating system(s) you do not use. By eliminating these tabs, you bypass the reading of the configuration files for these operating systems and reduce the startup time for the GUI.

Computer Crash Analysis Tool Advanced User Guide

3 Using the CCAT GUI

To eliminate one or more operating system tabs from the CCAT window, follow these steps:

1. Find the CCAT.properties file. If you accepted the defaults during the installation, you will find the file in the default directory:
 - Windows: C:\Program Files\hp\svctools\common\ccat\data
 - Tru64 UNIX: /usr/opt/hp/svctools/common/ccat/data
 - HP-UX: /opt/hp/svctools/common/ccat/data
 - OpenVMS: SVCTOOLS_HOME:[COMMON.CCAT.DATA]

Make sure the file permissions are set so that you can write to the file.

2. Open the CCAT.properties file in a text editor.
3. Find the following portion of the file:

```
# configuration files
#
# entry must have full or relative path
# to the configuration file.
#
# if there is no entry
# for a particular OS, then, that tab
# will not appear on the screen
# i.e. alphantConfig =
#
alphaVmsConfig = alphavms.gui
intelntConfig = intelnt.gui
unixConfig = alphaunix.gui
vaxVmsConfig = vaxvms.gui
#
```

Delete the configuration file names of the operating system whose tabs you want to remove from the CCAT window. For example, if you want only the Windows, Tru64 UNIX, HP-UX, and OpenVMS Alpha tabs to appear in the CCAT window, delete the vaxvms.gui file name from the CCAT.properties file, as shown in the following example:

```
#
alphaVmsConfig = alphavms.gui
intelntConfig = intelnt.gui
unixConfig = alphaunix.gui
vaxVmsConfig =
#
```

4. Save and close the file.

Note

You must leave at least one operating system file name in the CCAT.properties file. If you delete all file names, an error message appears and the CCAT GUI exits.

The next time you start CCAT, only the tabs for the operating systems whose file names remain in the properties file appear in the CCAT window.

Computer Crash Analysis Tool Advanced User Guide

3 Using the CCAT GUI

You can replace any tab you removed from the CCAT window by adding the appropriate file name to the CCAT.properties file.

Whenever you are using CCAT to perform a manual crash analysis by typing in the crash data parameters, make sure you highlight the appropriate operating system tab by clicking on it before you try to enter crash data. If you perform the crash analysis by selecting a file, CCAT automatically selects the appropriate tab.

Note also that you can analyze a crash file from any operating system by selecting the file, even if the tab for that operating system does not appear in the CCAT window. If you select a crash file from an operating system whose tab has been deleted, a message window appears telling you that configuration information is not available for the operating system that generated the crash file. Because the configuration information is not available, CCAT cannot populate the parameter fields. However, CCAT processes the file and displays the crash analysis results in the CCAT Results frame at the bottom of the CCAT window.

3.5 Performing a Manual Crash Analysis

To analyze a crash manually, you must enter the parameters from the crash data file into the fields in the CCAT window.

3.5.1 Crash Data Parameters

The crash data parameters that you need to enter vary depending on your operating system.

Windows

Table 3–1 Windows Crash Data Parameters

Parameter	Explanation
OS Version	The version number of the failed Windows operating system
Minor Version	The NT build number (for NT 4.0, 1381; for Windows 2000, 2195)
Service Pack	The number of the Service Pack installed on the failed machine
Machine Image Type	"intel"
BugCheckCode	The number of the stop that occurred, which can be used to determine what trap occurred
BugCheckParam #1 BugCheckParam #2 BugCheckParam #3 BugCheckParam #4	The four parameters normally included with the BugCheckCode that give clues to the nature of the BugCheckCode
Failing Module	The name of the driver that failed
Failing Module Offset	The offset of the failed driver

Computer Crash Analysis Tool Advanced User Guide

3 Using the CCAT GUI

Table 3–1 Windows Crash Data Parameters (continued)

Parameter	Explanation
Failing Module Timestamp	The date and time the failed driver was built
Crash Process Name	The name of the process that was running when the system crashed
Failing Routine	The name of the failing routine
Failing Routine Offset	The failing address location within the failing routine, offset from the start of the routine
Pool Information	The address within a Page or NonPage pool, depending on the stopcode

Computer Crash Analysis Tool Advanced User Guide

3 Using the CCAT GUI

Table 3–1 Windows Crash Data Parameters (continued)

Parameter	Explanation
Canonical Stopcode Parameter 1 Canonical Stopcode Parameter 2 Canonical Stopcode Parameter 3 Canonical Stopcode Parameter 4	Address or status register variables (see the Kanalyze documentation for more information)
Keyword 1 Keyword 2 Keyword 3 Keyword 4	Items on the stack that point to the cause of the failure (see the Kanalyze documentation for more information)
Driver List	The Driver Name, Driver Load Address, Driver Size and Driver Date. These values are derived from the failing address information contained in the Bugcheck Parameter fields. Which Bugcheck Parameter field you use depends on the Bugcheck Code. The Driver List corresponds to the driver base address when compared to the address of the Stopcode.
Stack Trace	A list of the functions the system was executing when it crashed, with the ending line of code for each
Call Site List	Addresses taken from the Stack Trace used to identify failing areas

Tru64 UNIX

Table 3–2 Tru64 UNIX Crash Data Parameters

Parameter	Explanation
OS Version	The version number of the failed operating system
Architecture	The hardware architecture (e.g., alpha)
Panic String	A brief description of why the system crashed
Stack Trace	A list of the functions the system was executing when it crashed, with the ending line of code for each
Crash Time	The time of the system crash
Uptime	How long the system that crashed had been running since the last reboot
Host Name	The node on which the crash occurred
Firmware Revision	The machine hardware type of the failed CPU
System String	The System Information String, e.g., AlphaServer 4100 5/400 4MB
Number of CPUs	The number of CPUs available to the system
Physical Memory	The memory in megabytes
Panic CPU	The CPU that caused the system to crash

Computer Crash Analysis Tool Advanced User Guide

3 Using the CCAT GUI

Table 3–2 Tru64 UNIX Crash Data Parameters (continued)

Parameter	Explanation
Available CPUs	The CPUs that are currently being used
Virtual Address	The virtual address that caused a kernel memory fault, and subsequent system crash (valid for kernel memory fault panics only)
Faulting PC	The PC on which the fault occurred
Exception Frame Pointer	A pointer to the exception frame that contains register information about the state of the failed CPU (valid prior to V4.0 only)
PC/I Module	The Program Counter/Instruction at the time of the trap or exception that led to the system crash (valid prior to V4.0 only)
Return Address	The address of the instruction immediately prior to the trap or exception that led to the system crash (valid prior to V4.0 only)

HP-UX

Although CCAT can be installed on HP-UX, this version of CCAT does not create HP-UX crash files.

OpenVMS Alpha

Table 3–3 Open VMS Alpha Crash Data Parameters

Parameter	Explanation
OS Version	The version number of the failed operating system
Crash Time	The date and time the system crash occurred
Bugcheck	The type of diagnostic check logged by the operating system
Host Name	The node on which the crash occurred
CPU Type	The model number of the failed CPU
Process Name	The name of the process active at the time of the crash
Image Name	The name of the image being executed at the time of the crash
Signal Array	The Signal Array count. The Signal Array contains the exception code, zero or more exception parameters, the PC, and the PSL.
Condition Code	The symbolic value assigned to the specific condition
Reason Mask	The longword mask
Virtual Address	The virtual address the failing instruction tried to reference
Exception PC	The instruction whose attempted execution resulted in the unexpected executive or kernel mode exception
Exception PSL	Processor Status Longword (PSL) at the time of the exception

Computer Crash Analysis Tool Advanced User Guide

3 Using the CCAT GUI

Table 3–3 Open VMS Alpha Crash Data Parameters (continued)

Parameter	Explanation
Module Name	The name of the failed module
Module Offset	The offset of the failed module
Instruction	The failing instruction corresponding to the exception PC
Map Module	The name of the map module in use when the crash occurred
Map Offset	The beginning memory location where the map module driver resides
Caller Module	The first module identified on the stack below the failing PC
Caller Module Offset	The first module offset identified on the stack below the failing PC
Instruction M1	The instruction executed immediately before the Failing Instruction (helps to locate the Failing Instruction precisely in the code)
Instruction M2	The next-to-last instruction executed before the Failing Instruction (helps to locate the Failing Instruction precisely in the code)
Instruction P1	The first instruction that would have been executed after the Failing Instruction (helps to locate the Failing Instruction precisely in the code)
Instruction P2	The second instruction that would have been executed after the Failing Instruction (helps to locate the Failing Instruction precisely in the code)

OpenVMS VAX

The CCAT GUI cannot be run on an OpenVMS/VAX system. In order to analyze an OpenVMS/VAX system crash, you must transfer the crash data file to another operating system that has CCAT installed on it. For more information refer to Section 3.4.

Table 3–4 OpenVMS/VAX Crash Data Parameters

Parameter	Explanation
Crash Time	The date and time the system crash occurred
OS Version	The version number of the failed operating system
CPU Type	The model number of the CPU
Bugcheck Type	The type of diagnostic check logged by the operating system
Process Name	The name of the process active at the time of the crash
Image Name	The name of the image being executed at the time of the crash
SID Register	SID Register
Exception PC	The instruction whose attempted execution resulted in the unexpected executive or kernel mode exception
Exception PSL	Processor Status Longword (PSL) at the time of the exception

Table 3–4 OpenVMS/VAX Crash Data Parameters (continued)

Parameter	Explanation
Module	The name of the failed module
Offset	The offset of the failed module
Instruction	The failing instruction corresponding to the exception PC
Host Name	The node on which the crash occurred
Signal Array	The Signal Array count. The Signal Array contains the exception code, zero or more exception parameters, the PC, and the PSL.
Condition Code	The symbolic value assigned to the specific condition
Reason Mask	The longword mask
Virtual Address	The virtual address the failing instruction tried to reference
Instruction M1	The instruction executed immediately before the Failing Instruction (helps to locate the Failing Instruction precisely in the code)
Instruction M2	The next-to-last instruction executed before the Failing Instruction (helps to locate the Failing Instruction precisely in the code)
Instruction P1	The first instruction that would have been executed after the Failing Instruction (helps to locate the Failing Instruction precisely in the code)
Instruction P2	The second instruction that would have been executed after the Failing Instruction (helps to locate the Failing Instruction precisely in the code)

3.5.2 Entering Parameters

You can enter crash data parameters in any of the following ways:

- Select and open a crash file.
- Type the parameter in the appropriate field in the CCAT window.

Note

To edit the contents of a parameter field, click on the field and use the arrow and Backspace keys to remove unwanted characters. Do not click on the Clear button. The Clear button clears all of the parameter fields.

3.5.2.1 Selecting And Opening a Crash File

To populate the crash data parameter fields by selecting and opening a crash file, follow these steps:

Computer Crash Analysis Tool Advanced User Guide

3 Using the CCAT GUI

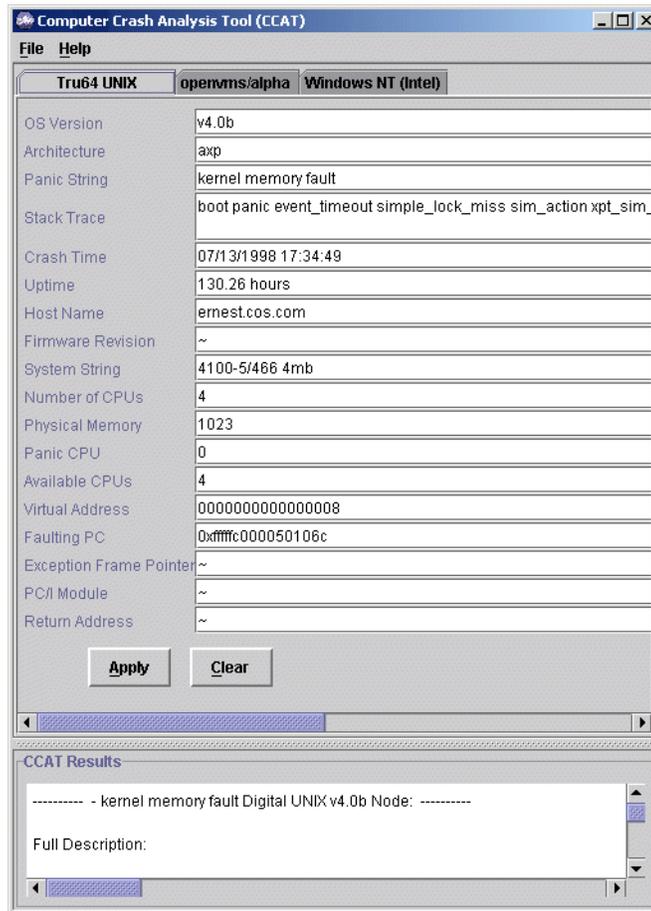
1. Choose Select Crash File... from the File pull-down menu.
2. Select the desired crash file using the appropriate procedure for your operating system.
 - Windows—Select the desired file from the Open window. If the file is not in the default directory (C:\Program Files\hp\svctools\common\ccat\data), use the pull-down menu in the Look in field to navigate to the correct location.
 - Tru64 UNIX—Select the desired file from the Open window. If the file is not in the default directory (/usr/opt/hp/svctools/common/ccat/data), use the pull-down menu in the Look in field to navigate to the correct location.
 - HP-UX—Select the desired file from the Open window. If the file is not in the default directory (/opt/hp/svctools/common/ccat/data), use the pull-down menu in the Look in field to navigate to the correct location.
 - OpenVMS Alpha—Enter the fully qualified path name to the OpenVMS crash file. You cannot use logical names such as SYS\$ERRLOG for the disk address.
3. Once you have the correct file selected or entered, click the Open button. The CCAT Message Processing window appears, telling you that the crash file is being analyzed.

During analysis, CCAT populates the parameter fields. When analysis is complete, the results appear in the CCAT Results frame at the bottom of the CCAT window, as shown in Figure 3-3.

Note

When the results file is displayed in the CCAT Results frame, the frame at the top of the CCAT window may be grayed out. To display the contents of this frame, click on the operating system tab.

Figure 3-3 CCAT Analysis Results



3.5.2.2 Typing In Crash Parameters

To enter a crash parameter manually, click on the appropriate field and type the parameter exactly as it appears in the crash data file or use the Copy and Paste functions to copy information into the fields.

When you are entering crash parameters manually, it is important to remember the following:

- Crash data information is case sensitive.
- CCAT does not automatically zero-fill. For example, if you are entering the crash parameter "00000005" you must type in the seven zeroes. CCAT does not interpret "5" as "00000005."

If you make a mistake or need to edit the contents of a parameter field, click on the field and use the arrow and Backspace keys to remove unwanted characters. Do not click on the Clear button. The Clear button clears all of the parameter fields.

Computer Crash Analysis Tool Advanced User Guide

3 Using the CCAT GUI

The crash data file may not contain all of the parameters listed in the CCAT window. When the crash data file does not contain a parameter, leave the tilde (~) in the field to indicate that the parameter is not available.

Once you have entered all the crash data parameters available to you, click on the Apply button on the right side of the CCAT window to start the crash analysis.

When CCAT has completed the crash analysis, the results file is displayed in the frame at the bottom of the CCAT window. You can resize the window and use the scroll bar to view the file.

3.5.3 Saving the Results File

If you want to save the results file so you can view it again later, make sure the file is still displayed in the frame at the bottom of the CCAT window. Then follow these steps:

1. Select Save Results File As from the File pull-down menu. The Save window appears.
2. Use the Look In field to select the directory where you want to save the results.
3. Enter the name you want to assign to the saved results file in the File Name field and click the Save button.

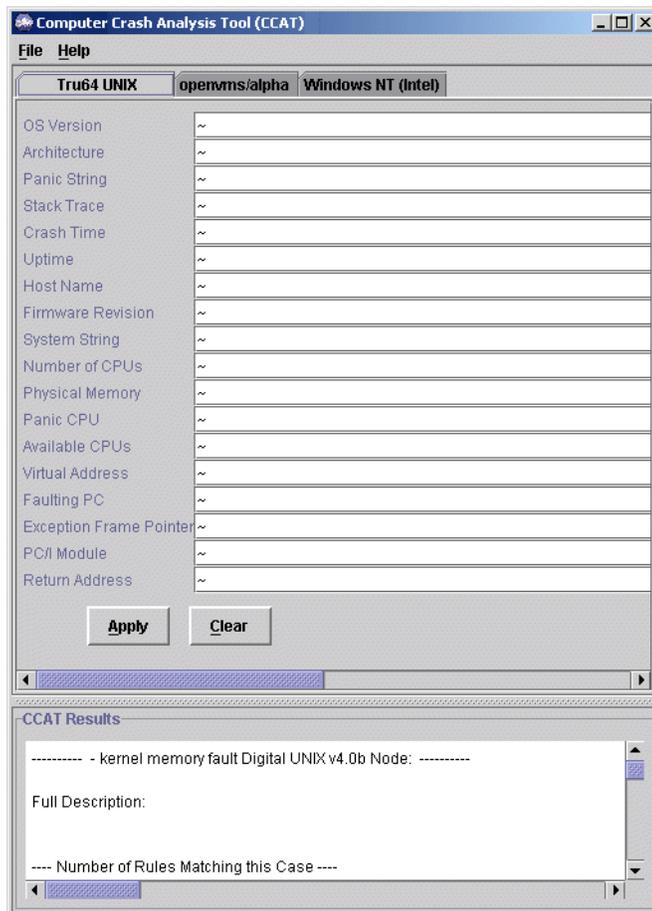
3.6 Viewing Saved Results Files

To view a previously saved results file, follow these steps:

1. Select View Saved Results File from the File pull-down menu. The Open window appears.
2. Use the Look In field to select the directory where the results file is saved.
3. Click on the results file you want to display. The name of the file you selected appears in the File Name.
4. Click on Open.

CCAT displays the results file in the Results frame at the bottom of the CCAT window, as shown in Figure 3-4.

Figure 3–4 Typical CCAT Analysis Results



3.7 Exiting From the CCAT GUI

To exit from the CCAT GUI, select Exit from the File pull-down menu.

A CCAT Information message window appears, telling you that the communication interface has been shut down, as shown in Figure 3–5.

Figure 3–5 Exit CCAT Information Window



Click on OK to exit from CCAT.

3.8 Analyzing Crash Files From the Web GUI

Note

The information in this section is intended only for Hewlett-Packard Customer Services engineers. The CCAT Web GUI is not accessible by customers, and this information should not be distributed to customers.

You can also perform CCAT crash file analysis from a web-based GUI. It is important to note that you can only analyze crash files from the web GUI; you cannot save analysis results files or view saved results files. To save and view results files, use the CCAT GUI from your local machine.

3.8.1 Accessing the CCAT Web GUI

To access the web-based GUI, enter either of the following internal URLs:
<http://caddoweb.cxo.cpqcorp.net/CGI-BIN/CCATWEB/CCATWEB.EXE>
<http://caddo1.cxo.cpqcorp.net/CGI-BIN/CCATWEB/CCATWEB.EXE>

The CCAT Login Screen appears, as shown in Figure 3–6.

Figure 3–6 CCAT Web GUI Login Screen

Computer Crash Analysis Tool (CCAT) - Login Screen

Please enter your Employee E-Mail Address and a Call Log Number
for access to the CCAT WEB GUI:

E-Mail Address:

(ie: First.Last@hp.com)

Log Number:

(ie: CXO-C981019-4062)

LOGIN

[<CCAT Administration>](#)



Enter your valid email address and a log number. (For purposes of access to the web GUI the log number can be any numeric string.) Click on LOGIN.

The CCAT web GUI window appears, as shown in Figure 3–7.

Figure 3–7 CCAT Web GUI Window

The screenshot shows the CCAT Web GUI window. At the top, there are tabs for operating systems: OPEN/VMS ALPHA, Windows NT® (ALPHA), Windows NT® (Intel®), VMS VAX, and Tru64 UNIX®. Below the tabs is a list of input fields for parameters: OS Version (with a dropdown menu set to ALL), Architecture, Panic String, Stack Trace, Crash Time, Uptime, Host Name, Firmware Revision, System String, Number of CPUs, Physical Memory, Panic CPU, Available CPUs, Virtual Address, Faulting PC, Exception Frame Pointer, and PCI Module. Below these fields are 'Apply' and 'Clear' buttons. A red warning message states: 'Do not upload Word documents or binary crash files, as CCAT cannot analyze them. Text files only please!'. At the bottom, there is a 'Load File:' label, an empty text box, and a 'Browse...' button. On the right side, there is a 'CCAT Results' pane with the text 'Results get posted here' and a scroll bar.

You can analyze a crash file using either of the following methods:

- Load the crash file from your system
- Enter the crash parameters manually into the parameter fields

3.8.2 Loading a Crash File

You can analyze a crash file stored on your system by selecting it.

Note

If you are selecting a crash file for analysis, any of the Operating System tabs at the top of the CCAT Web GUI window can be highlighted. The GUI analyzes the crash file you selected, and then highlights the Operating System tab and populates the parameter fields automatically when the analysis results are displayed.

Remember that CCAT no longer supports analysis of Windows NT Alpha crash files.

To select the crash file you want to analyze, follow these steps:

Computer Crash Analysis Tool Advanced User Guide

3 Using the CCAT GUI

1. Click on the Browse button at the bottom of the web GUI screen. The Choose file window opens.
2. Navigate to the directory where the crash file is stored.
3. Click on the crash file you want to analyze. The name of the file you select appears in the File Name field.
4. Click on Open. The Choose file window closes and the fully qualified path name to the file you selected appears in the field at the bottom of the CCAT web GUI window.
5. Click on the Load File button.

The CCAT web GUI reads the crash file, analyzes the file, and then populates the parameter fields with all available parameters and displays the results in the Results frame on the right side of the web GUI window, as shown in Figure 3–8.

Figure 3–8 CCAT Web GUI Window With Analysis Results Displayed

The screenshot displays the CCAT Web GUI interface. At the top, there are tabs for 'OPENVMS ALPHA', 'Windows NT® (ALPHA)', and 'Windows NT® (Intel®)'. Below these are sub-tabs for 'VMS VAX' and 'Tru64 UNIX®'. The main area is divided into two columns. The left column contains a list of parameters with corresponding input fields: OS Version (V4.0E), Architecture (exp), Panic String (kernel memory fault), Stack Trace (boot panic event_timeout simple_lock_miss), Crash Time (10/29/2000 11:44:26), Uptime, Host Name (u1rz200.lkasbg.gv.at), Firmware Revision, System String, Number of CPUs (12), Physical Memory (4095), Panic CPU (0), Available CPUs (12), Virtual Address (0000000000000000), Faulting PC, Exception Frame Pointer, and PCI Module. Below these fields are 'Apply' and 'Clear' buttons. A red warning message states: 'Do not upload Word documents or binary crash files, as CCAT cannot analyze them. Text files only please!'. At the bottom left, there is a 'Load File:' label and a 'Browse...' button. The right column is titled 'CCAT Results' and contains the following text: 'No Rule Match Found for Node u1rz200.lkasbg.gv.at With CPU Type FALSE On 10/29/2000 11:44:26'. Below this is an 'Evidence:' section with a list of parameters: Entry CrashDump: Tru64_Unix_Main, Tru64_Unix_Generic: Tru64_Unix_V4.0E, CRASH_FILENAME: WEB-1-15335383.WEB, CCAT_HOST: caddo1, CRASH_ANALYSIS: web, OPERATING_SYSTEM: tru64_unix, OS_VERSION: v4.0e, ARCHITECTURE: exp, CRASH_TIME: 10/29/2000 11:44:26, HOSTNAME: u1rz200.lkasbg.gv.at, PANIC_STRING: kernel memory fault, AVAILABLE_CPUS: 12, PANIC_CPU: 0, PHYSICAL_MEMORY: 4095, NUMBER_OF_CPUS: 12, and STACK_TRACE: boot panic event_timeout simple_lock_miss xcr_que_insert xcr_action re_flush dt_vr_flush boot panic event_timeout simple_lock_miss xcrpinttr intr_dispatch post_xentint_swap_lpl boot panic trap_xenttm xcrpinttr intr_dispatch_post_xentint_idle_thread. Below the evidence is a 'Full Description:' section which is currently empty.

If CCAT cannot analyze the selected file immediately (if, for example, a significant number of other files are queued for analysis), after approximately sixty seconds CCAT gives you the option to wait for the results or abort the analysis.

3.8.3 Entering Crash Parameters

If the crash file is not stored on your system, you must enter the crash parameters manually from another source.

To analyze a crash file from the CCAT web GUI using parameters you enter, follow these steps:

1. Click on the Operating System tab to display the correct parameters for the system that crashed.
2. Choose the Operating System version from the pull-down menu at the top of the parameters list.
3. Enter the available crash parameters into the appropriate fields. For information about entering parameters into a field manually, see Section 3.5.2.2.
4. Click on Apply.

The CCAT web GUI analyzes the file using the parameters you have entered and displays the results in the CCAT Results frame on the right side of the web GUI window (see Figure 3–8).

4 Command Line Interface

The CCAT command line interface (CLI) is used to process individual crash files. Although the CCAT GUI is most often used for processing crash files and viewing saved results files, the CLI can be an important debugging tool if CCAT is not producing the expected results.

It is important to keep in mind that when you process a crash file using the CLI, all of the individuals whose electronic mail addresses are listed in the CCATNotify.txt file are notified as part of the normal CCAT process. Therefore, Hewlett-Packard strongly advises that you only use the command line to process current crash files. If you use the CLI to process older crash files, the results will appear to the notified individuals as new calls. If you do not want to log a new call with the CSC, stop DSNlink or PRS before issuing the command to process the file.

If you installed the CCAT Client kit, you can only use the CLI to process crash files generated on your operating system. You may even be limited to certain versions of your operating system. If you installed the CCAT Technican kit, you can use the CLI from any supported operating system to process crash files from all supported operating systems.

4.1 Using the CLI

Before using the CLI, make sure the DESTA Director is running. See Section 3.1 for more details.

Use the operating system specific instructions to run the CLI.

Computer Crash Analysis Tool Advanced User Guide

4 Command Line Interface

4.1.1 Windows

Change to the directory where DESTA is installed. By default, the CCAT installation procedure installed CCAT in the same directory. If you accepted the defaults during CCAT installation, the directory path is:

```
C:\Program Files\hp\svctools\common\Bin
```

From the installation directory, issue the following command:

```
C:\Program Files\hp\svctools\common\Bin> wccat direct "filename"
```

Where *filename* is the fully qualified path name of the crash file. If the file name does not contain spaces, double quotes around the file name are optional; if the file name contains spaces, the double quotes are required.

For example:

```
C:\Program Files\hp\svctools\common\Bin> wccat direct "D:\Crash\nti\am1_03.txt"
```

4.1.2 Tru64 UNIX

Enter the following command to process a file using the CLI:

```
# /usr/sbin/wccat direct filename
```

Where *filename* is the fully qualified path and name of the crash file.

For example:

```
# /usr/sbin/wccat direct /var/adm/crash/crashdata.2
```

4.1.3 HP-UX

Although CCAT can be installed on HP-UX, this version of CCAT does not create HP-UX crash files.

4.1.4 OpenVMS Alpha

Enter the following command to process a file using the CLI:

```
$ @SVCTOOLS_HOME:[COMMON.BIN]WCCAT DIRECT "filename"
```

Where *filename* is the fully qualified path and name of the crash file. The double-quotes around the filename are required.

For example:

```
$ @SVCTOOLS_HOME:[COMMON.BIN]WCCAT DIRECT  
“SYSSYSDEVICE:[SVG0.SYSDUMP.DMP]”
```

4.2 CLI Results

Once the CLI is run, CCAT processes the file, generates a results file, and then sends an email message to all the addresses listed in CCATNotify.txt. The information in the message may include any or all of the following:

- The date and time when the crash occurred
- The cause of the crash
- The rules that fired
- The symptom exhibited by the crash
- The response
- The crash dump analysis
- The fully qualified path name of the results file

If you are running DSNLink or PRS, CCAT automatically sends the results file to the Customer Support Center (CSC).

Copyright Statement

© 2005 Hewlett-Packard Company

Microsoft, Windows, MS Windows, Windows NT, and MS-DOS are US registered trademarks of Microsoft Corporation. Intel is a US registered trademark of Intel Corporation. UNIX is a registered trademark of The Open Group. Java is a US trademark of Sun Microsystems, Inc.

Confidential computer software. Valid license from Hewlett-Packard required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Hewlett-Packard shall not be liable for technical or editorial errors or omissions contained herein. The information is provided “as is” without warranty of any kind and is subject to change without notice. The warranties for Hewlett-Packard products are set forth in the express limited warranty statements accompanying such products. Nothing herein should be construed as constituting an additional warranty.

This service tool software is the property of, and contains confidential technology of Hewlett-Packard Company or its affiliates. Possession and use of this software is authorized only pursuant to the Proprietary Service Tool Software License contained in the software or documentation accompanying this software.

Hewlett-Packard service tool software, including associated documentation, is the property of and contains confidential technology of Hewlett-Packard Company or its affiliates. Service customer is hereby licensed to use the software only for activities directly relating to the delivery of, and only during the term of, the applicable services delivered by Hewlett-Packard or its authorized service provider. Customer may not modify or reverse engineer, remove or transfer the software or make the software or any resultant diagnosis or system management data available to other parties without Hewlett-Packard's or its authorized service provider's consent. Upon termination of the services, customer will, at Hewlett-Packard's or its service provider's option, destroy or return the software and associated documentation in its possession.

Examples used throughout this document are fictitious. Any resemblance to actual companies, persons, or events is purely coincidental.

