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®, HP-UX, Linux, and HP OpenVMS 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. 11/14/07

Operating Systems:	Microsoft® Windows 2000, Windows Server 2003 and Windows XP HP-UX PA-RISC version 11.11 or higher HP-UX Integrity Server 11.23 or higher Red Hat Enterprise Linux Application Server 3.0 and 4.0 Red Hat Enterprise Linux Enterprise Server 3.0 and 4.0 HP OpenVMS Alpha versions 7.3–2, 8.2 or higher HP OpenVMS Integrity (Itanium) version 8.2-1 or higher
Software Version:	WEBES Version 5.1

Change Summary

The following table summarizes the changes to this document:

Revision	Description
29-June-2007	Initial 5.0 copy

Contents

Contents

2 System Event Analyzer   2–1

Contents

3 Computer Crash Analysis Tool   3–1

1

Overall WEBES Release Notes

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

1.1 Summary

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

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

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

- WEBES common components (WCC)
- WCCProxy

1.2 Hardware Requirements

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

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

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

- HP Integrity systems, built on the 64-bit Intel Itanium platform

  Note that WEBES may operate on other non-HP Itanium-based systems. 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

Note

HP ProLiant systems based on the x64 architecture, which includes both the 64-bit Intel® EM64T-based Xeon systems as well as the AMD systems based on the AMD64 Opteron, Athlon, and Turion 64-bit chipsets.
Note that WEBES usually will operate on any industry standard x64 system. However, because HP does not qualify WEBES on third-party products, functionality on such systems is provided on an as-is basis only.

See the 1.6.1 General WEBES Issues for related error messages if you install WEBES on incorrect platforms.

See the specific operating system chapters for more information about platforms.

See the next section " 1.3 Operating System Requirements" for the operating systems that WEBES can be installed upon. Although WEBES can be installed on any of these hardware and operating system combinations, SEA only supports event bit-to-text translation and event analysis on a certain set of HP products.

See Section "2.2 Supported Products for the list of products that SEA supports.

1.3 Operating System Requirements

WEBES supports systems running the following operating systems:

- Microsoft® Windows
    - Windows 2000 (any edition except Datacenter Server)
    - Windows Server 2003, with either Service Pack 1 or R2
        - 32 bit: Web Edition, Standard Edition and Enterprise Edition
        - Standard x64 Edition and Enterprise x64 Editions
        - Enterprise Edition and Datacenter Edition for 64 bit Itanium based Systems
    - Windows Storage Server 2003
    - Windows XP Professional
        - 32 bit Edition
        - x64 Edition
- HP OpenVMS Itanium (Integrity) versions 8.2-1 or higher
- HP OpenVMS Alpha versions 7.3-2, 8.2-1 or higher
  WEBES 4.5 and above require ODS-5 supported disk when installed on VMS

Note

WEBES v4.5 and above will require an ODS-5 disk to install itself onto, regardless of the version of VMS you are running on, regardless of Itanium or Alpha. VMS has several types of hard drive formats, ODS-2 (the old standard) and a newer type ODS-5 that supports more complex filenames (and other features). Because WEBES v4.5.1 includes and uses the Java Runtime Environment version 1.5, and the JRE requires ODS-5 to run, WEBES v4.5.1 requires ODS-5.

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 or OpenVMS) to an HP-UX or Linux system for manual analysis there.

- HP-UX PA-RISC version 11.11 or higher
- HP-UX Integrity Server version 11.23
- Red Hat Enterprise Linux Application Server 3.0 and 4.0
- Red Hat Enterprise Linux Enterprise Server 3.0 and 4.0

See the previous section "1.2 Hardware Requirements" for the types of hardware that WEBES can be installed upon. Although WEBES can be installed on any of these hardware and operating system combinations, SEA only supports event bit-to-text translation and event analysis on a certain set of HP product.

This version of WEBES is NOT supported on the following versions of Windows:

- Windows XP Professional 64 bit Itanium Edition
  Although WEBES is not yet supported on this operating system, the Itanium kit may install and operate correctly but the Pentium kit can not be installed.
- Windows Vista, 32-bit Beta Edition (formerly known as "Longhorn")

See section 1.6.1.2 Installing WEBES on Incorrect Platforms for related error messages if you install WEBES on incorrect platforms.

See the previous section "1.2 Hardware Requirements" for the types of hardware that WEBES can be installed upon. Although WEBES can be installed on any of these hardware and operating system combinations, SEA only supports event bit-to-text translation and event analysis on a certain set of HP product.

See Section   "2.2 Supported Products" for the list of products that SEA supports.

1.3.1 Operating System Upgrades to Support Daylight Saving Time Rule Changes

Although WEBES v4.5.1 includes the latest Java updates available at the time of its release to support the new rules defined for changes to Daylight Saving Time definitions in various countries that go into effect in 2007, certain operating system patches are also required to fully implement the changes.

Refer to the following HP Web page for details:

http://h10072.www1.hp.com/dst

You can find the same Web page by going to:

http://search.hp.com

Enter the search phrase "Daylight Saving Time" (not Savings but Saving).

1.4 Test Environment

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

Windows

- Windows 2000 (Patched)
  Proliant DL380, RAM 256 MB
  Proliant DL380, RAM 256 MB
  Intel Pentium III, CPU 1133MHz, RAM 1 GB
- Windows XP (Patched)
  Intel Pentium II, CPU 398MHz, RAM 128 MB
  Intel Pentium IV, CPU 1.59 GHz, RAM 448 MB
- Windows 2003 (Patched)
  Intel Pentium II, CPU 398MHz, RAM 192 MB
  Intel Pentium III, CPU 549 MHz, RAM 128 MB
  Intel Pentium IV, CPU 2.79 GHz, RAM 512 MB
- Windows 2003 (Itanium 64 Bit) (Patched)
  Itanium2, CPU 900MHz, RAM 1GB
  Itanium2 CPU 733MHz, RAM 1GB

HP-UX

- HP PA-RISC 9000/889 MHz
  CPU 899 MHz
  RAM 2 GB
  HP-UX B.11.11
  Not patched
- HP PA-RISC 9000/889 MHz
  CPU 899 MHz
  RAM 2 GB
  HP-UX 11.00
  Not patched

RedHat Linux (not Patched)

- Intel Pentium IV, CPU 2.79 GHz, RAM 512 MB (RHEL AS 4.0)
- Intel Pentium IV, CPU 2.79 GHz, RAM 512 MB (RHEL ES 4.0)
- Intel Pentium IV, CPU 2.79 GHz, RAM 512 MB (RH ES/AS 3.0)
- Intel Pentium IV, CPU 2.79 GHz, RAM 512 MB (RH 7.3)
- Intel Pentium III, CPU 733 MHz, RAM 128 MB (RH 8.0)

OpenVMS

- AlphaServer 1200
  AlphaServer 2100
  AlphaServer 4x00
  OpenVMS 7.3-1
- HP AlphaServer GS1280
  HP AlphaServer GS160
  Compaq AlphaServer ES40
  OpenVMS 7.3-2
- AlphaServer DS20
  OpenVMS 8.2
- HP rx2600
  OpenVMS Integrity (Itanium) 8.2-1
- HP AlphaServer ES47
  OpenVMS 8.2 (Mixed Cluster)

These release notes list tested systems for informational and troubleshooting purposes only. However, you always can obtain support from Hewlett-Packard for any supported platform (see Sections 1.2 and 1.3) regardless of the individual configurations listed as the test environment.

1.5 New in this Release

HTTPS for the WUI

The WEBES WUI is now using https protocol instead of http. The WEBES server generates a self signed certificate that is used for all SSL transactions. The certificate can be installed as a trusted CA by the web browser to prevent certificate error messages being printed by the browser.

ALL WEBES URLS must now use https://host:7902 format. NOTE: this includes web service calls.

EVA ELC Collections are now sent via submitProxiedIncidentExt for V5 clients

EVA ELC collections are done using a second submitProxiedIncidentExt with the same information as the original EVA callout. The incidents will be correlated by BLI logic into the same WFM case so specialists can get to the ELC collections in the V5 Data Center.

Managed Entity Discovery from HPSIM

WEBES populates Managed Entity information from the HPSIM system pages. When WEBES starts, it will build a list of ManagedEntities from the all systems list in HPSIM. All devices that WEBES support will have a managed entity created for it and the values populated from HPSIM. As HPSIM changes, the information is updated in WEBES. Automatic analysis is started for each managed entity that WEBES understands. For the 5.0.1

release SNMP Devices have managed entities created to allow for CSID collection, but no analysis is performed on these devices.

Command View EVA Servers cannot get the EMClient credentials from HPSIM because HPSIM is not using EMClient. It is using the SMI-S providers. So whenever a Command View EVA server is discovered from HPSIM, mail will be sent asking the user to enter information in the managed entity page.

Sending Type 4 service events to HPSIM

HPSIM is automatically detected in the installation of the WEBES kit and this notification is turned on by default. It can be turned on or off with the following command:

```
desta hpsim [ on | off ]
```

Rule Updates

Integrity Servers

- ITANIUM_SX1000
    - Bug Fixes
- ITANIUM_SX2000
    - CPU Analysis Enhancements for rx7640, rx8640, Superdome
    - PCI Analysis Enhancements for rx7640, rx8640, Superdome
    - Bug Fixes
- ITANIUM_ZX2
    - OpenVMS Analysis support for the bl860c
    - CPU Analysis Enhancements for rx2660, rx3600, rx6600, bl860c
    - Bug fixes
- ITANIUM_ZX1
    - Bug Fixes
- GS1280_ZBOX
    - Bug Fix
- MCII
    - Enhanced Customer Callout Reports
    - Improved Multi-Event Analysis
    - Included RoHS compliant Part Numbers
- Storage Systems

<TBD>

Miscellaneous

<TBD>

1.5.1 WEBES 5.0.1 behavior when it is installed on a system running HPSIM 5.1 or later

Single Pane of Glass

HP SIM will be the "single pane of glass" where you can see all of the information about your systems that have a service contract with HP. All service applications are expected to get their configuration information from HP SIM and to send events and problem reports to HP SIM as well as ISEE.

WEBES gets configuration information from HP SIM wherever possible.

Enterprise Support

WEBES provides Enterprise Support when installed on systems running HP SIM. Enterprise support is a client-server model where a single instance of WEBES is running as a Central Analysis Server and is connected to and receiving data from the clients which are the Monitored nodes. In an Enterprise environment WEBES will perform Automatic Analysis on all known hosts and also send out Problem Reports on all enabled Notification channels.

Monitored Nodes

The list of systems that HP SIM has discovered determines which systems WEBES will monitor. During startup, WEBES will obtain information about the discovered systems and it will create Managed Entities for each system that is of a type that WEBES supports. Below is some information to help define those systems:

Table 0–1

Operating System/Hardware/Software	Managed Entity Type	Automatic Analysis
Windows SMA	Command View Server	Yes
Windows with CV EVA and WCCProxy running	Command View Server	Yes
HPUX (PARISC and IA64)	WBEM Server	Yes
Any VMS, TRU64, or Windows system running WCCProxy	WEBES Server	Yes
Any Windows Proliant without WCCProxy	SNMP Server	No
EVA	EVA	No

<Table>

For WEBES to detect if a host is a WEBES Server, the host must have WCCProxy running at the time that WEBES is started. This is also true for Windows Servers running CV EVA on non-SMA hardware. WCCProxy must be running on these systems for WEBES to determine that it is a Command View Server.

Managed Entities

As stated above Managed Entities for discovered hosts are created during startup. Currently, WEBES does not delete Managed Entities for hosts that have been removed from the discovered list and it does not dynamically add new hosts as they are discovered. This feature will be added in a future release.

All data displayed in a Managed Entity are obtained from HPSIM. Some exceptions are CV EVA username and passwords since HP SIM does not know about this information. You should not attempt to overwrite information obtained from HP SIM. WEBES will always go back to HP SIM for its data causing any of your changes to be overwritten. WEBES does have a 30 second cache setting so it is possible for some user entered data to remain for a period of time. However HP SIM is the preferred method for entering contact/site/ and entitlement data.

HPSIM/ISEE Notifications

When WEBES is installed on a system with HP SIM it will enable HP SIM notification. Thus when WEBES produces a problem report it will send a Type 4 Service Event to HP SIM. This can be observed in the HP SIM WUI.

When WEBES sends a Type 4 Service Event to HP SIM it gets back a HP SIM Event ID. If ISEE is installed and ISEE notification enabled, WEBES will send a problem report to ISEE. Added to that problem report will be the HP SIM Event ID. This event ID allows HP SIM and ISEE to synchronize the status of the problem report, so the user should be able to see the current status from the HP SIM WUI.

When WEBES needs to send an ELC, it will resend the same problem report to ISEE with the ELC as an attachment. The ELC can then be seen in the WFM UI.

Like WEBES, ISEE V5 is installable from HP SIM via SWM. During install, WEBES detects if ISEE is installed and if it is, WEBES enables ISEE notification. In the SWM environment ISEE may be installed after WEBES. In these cases the user must run "desta isee on" after WEBES installs to enable ISEE notification.

1.6 WEBES Known Issues

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

- 1.6.4 OpenVMS WEBES Issues

See Section 2.3 SEA Known Issues for information specific to SEA.
See Section 3.3 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 Severity levels display in the EVA reports is inconsistent

Some EVA reports show severity level with a string value and others show a numeric value. In the case where a numeric value is used, '1' is still one of the severity levels displayed. This will be fixed in the forthcoming WEBES release.

1.6.1.2 Installing WEBES on Incorrect Platforms

If you install the Windows Pentium/x86 kit on an Integrity (Itanium-based) system (see Section 1.3 Operating System Requirements for a list of supported platforms), it will prompt the following error message:

"This WEBES kit supports only 32 bit platforms. Please contact HP support for WEBES kit for your processor type."

If you install the Windows Itanium kit on a 32-bit or x64 system (see Section 1.3 Operating System Requirements for a list of supported platforms), it will prompt the following error message:

"This installation package is not supported by this processor type. Contact your product vendor." Therefore, please ensure that you obtain the right kit before installing WEBES.

1.6.1.3 Error During Reading of Obligation Information

The following error message may be seen in the Director log when the WEBES Service Obligation period is close to expiring. They can be ignored. The problem will be corrected in a future WEBES release.

```
RECOVERED FROM ERROR on May 4, 2005 9:28:15 AM PDT (76952.898 sec.
elapsed)
<local>:3459688795090195548:com.compaq.svctools.desta.services.web.compo
nent.DefaultWebInterfaceServer:4:com.compaq.svctools.desta.messages.serv
ices.ProblemReportMessage:Error processing message because
java.lang.NullPointerException
```

```
Current
Thread[Thread-11:com.compaq.svctools.desta.services.web.component.Defaul
tWebInterfaceServer,5,main]
```

1.6.1.4 WEBES Installation Issue on ISEE-OSEM Host

If you are using OSEM to send ISEE notifications, and you are installing WEBES v4.4.4on the same system where the ISEE Client is installed, follow these steps before installing WEBES v4.4.4 to ensure that leftover processes started by previous OSEM calls to WCCProxy do not prevent proper WEBES v4.4.4 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 v4.4.4.

1.6.1.5 Intermittent Socket Errors

Occasionally, CLI commands such as `"desta stop"` or `"wsea auto off"` that connect to the Director will display errors or cause errors to be written to the Director log file. The errors may include `"expecting code"` or `"socket closed"`, signifying that the socket connection was disconnected before the disconnect handshaking protocol between the CLI process and the Director or WCCProxy was completed. The error can be ignored, since the required functions have been completed before the disconnect handshaking started. The error will be corrected in a future release. Examples of this error, which can be ignored, are:

```
RECOVERED FROM ERROR on April 14, 2005 2:45:49 PM GMT+08:00 (6.346 sec
elapsed)
Socket has a problem: Expecting code<local>:101331133349757508
EXCEPTION java.io.EOFException: Expecting code
WARNING on August 11, 2005 7:03:41 PM GMT+05:30 (6626.84 sec elapsed)
Socket close problem: <local>:40790387440747720
EXCEPTION java.net.SocketException: Socket closed
EXCEPTION java.io.IOException: Broken pipe
at java.net.SocketOutputStream.socketWrite(Native Method)
```

1.6.1.6 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 WEBES User's Guide and the CCAT User's Guide. WEBES upgrades are mostly silent and do not prompt the user for configuration information.

1.6.1.7 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 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 WEBES 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.

1.6.1.8 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.

1.6.1.9 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.

1.6.1.10 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

WEBES User Guide. It includes a section on troubleshooting an unresponsive Director process.

1.6.1.11 Director Process Stopping When Out of Memory

If the Director hangs or terminates unexpectedly, check the Director log files (see the *WEBES 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 *WEBES User Guide* for details on adjusting the memory limits.

1.6.1.12 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.

1.6.1.13 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.

1.6.1.14 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.

1.6.1.15 Upgrading Versions Older Than Two Releases

If you have already installed a WEBES version that is more than two releases older than the latest version, 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.

1.6.1.16 WEBES Uninstall Affects ISEE Client WCCProxy

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

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

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

1.6.1.17 Changing Time Zone Causes Incorrect Report Time

Note

When the Director is running, System time zone changes are not reflected in the "Report Time" field of WEBES problem reports. You have to restart the Director again so that System time zone changes are reflected in the "Report Time" field of WEBES problem reports.

1.6.1.18 Errors From "desta [sicl|qsap] on" Commands

Intermittently, on some systems (it has been observed on HP-UX so far), you may receive errors attempting to enable OSEM/PRS or SICL/DSNLink notification using these commands:

```
desta qsap on
desta sicl on
```

The errors displayed may look like this:

```
# desta qsap on
What is the name of the Open Service Event Manager (OSEM, formerly CSG/QSAP)
node [localhost]:
What is the port number the OSEM node is listening on [2069]:
Error 354: File I/O error.
Unable to create or write to
# desta sicl on
```

> **Note**
>
> DSNlink has been retired and is no longer supported by Hewlett-Packard. Use ISEE (`desta isee [on|off]`) instead for service provider notification.

```
Who should receive responses for logged calls [john.smith@mycompany.com]:
java.io.FileNotFoundException:  (No such file or directory)
```

Workaround:

1. Execute the desta command again. The problem is intermittent. If that does not succeed:
2. 2. Edit the `svctools/specific/desta/config/DESTA.REG` file with any text editor.
3. Look for a line beginning:
   ```
   notification.Type=
   ```
4. Add either ACHS (for SICL/DSNLink notification, unsupported by HP) and/or QSAP to the line, separated by spaces, so that the line looks similar to this example:
   ```
   notification.Type=SMTP LOG ISEE ACHS QSAP
   ```
5. Look for the following lines and replace them with the appropriate information, or add the lines if they do not exist: (case-sensitive)

   If enabling QSAP/OSEM/CSG/PRS:

   ```
   desta.QSAP=mymachine.company.com  {the machine running OSEM or PRS}
   desta.QSAPport=2069
   {the port number OSEM/PRS is listening on, 209 by default}
   ```

   If enabling ACHS/SICL/DSNLink:

   ```
   CA.ACHSProfile=/usr/opt/hp/svctools/specific/desta/config/profile.txt
   ```

{change this to the location appropriate for your operating system}

```
ccat.ACHSProfile=/usr/opt/hp/svctools/specific/desta/config/profile.txt
```

{change this to the location appropriate for your operating system}

```
CA.ACHSContact=me@mymachine.company.com
```

{change this to the appropriate email address}

```
ccat.ACHSContact=me@mymachine.company.com
```

{change this to the appropriate email address}

```
CA.ACHSRoute=SICL
```

{enter this verbatim}

6. Future notifications should be sent to the appropriate places. Restarting the Director or WCCProxy should not be necessary.

The problem is expected to be fixed in a future WEBES release.

1.6.2 Windows WEBES Issues

1.6.2.1 ClassNotFoundExceptions in Director Log

If you have previously removed WEBES, but kept your configuration information, then upon re-install choose a different combination of WEBES components (SEA and/or CCAT) or choose a different install directory for WEBES, the saved configuration data will not be valid and WEBES may fail. One possible symptom may be ClassNotFoundExceptions shown in the DESTA Director log file {installed directory}\svctools\specific\WEBES\logs\director_err.txt. This problem will be fixed in a future release.

Workaround

Stop the Director (net stop desta_service), delete the file {installed directory}\svctools\specific\desta\config\Configuration.dat, then restart the Director (net start desta_service).

1.6.2.2 WEBES Installation Appears to Hang

When installing WEBES, certain pop-up dialog windows that prompt for user information may not appear in front of other existing windows. This may give the appearance that the WEBES installation has hung. This problem will be fixed in a future release.

Workaround

Look for a new window entry in the Windows Task Bar and click on it to bring it in front of other windows so you can enter the information and continue the WEBES installation.

1.6.2.3 Installation Prompts When File Fails to Delete

In certain cases, particularly on SMA systems, certain WEBES files can be locked by Windows, even though no more WEBES processes are running. In that case, the WEBES uninstaller will not be able to delete these WEBES files within the svctools directory tree and thus will not be able to install new files of the same names. The problem can affect any version of WEBES, because the Windows Management Instrumentation (WMI) service operates this way by Windows design. WEBES development feels that it is unwise to summarily stop the WMI service in order to delete these files, because the WMI service may be performing other tasks for Windows or other applications at the time. Therefore, if such a lock exists, WEBES v4.4.3 and later installers will detect the situation and prompt the user with a popup window containing text similar to the following:

```
WEBES setup failed to delete the above file. It may be open and thus
locked, by the "Windows Management Instrumentation" service or some other
process. Please follow these steps:

1. Close any applications that may have WEBES files open, including OSEM,
ISEE Client, and file editors such as Notepad.

2. Stop the Windows Management Instrumentation (WMI) service, either via
the Start...Control Panel...Administrative Tools...Services utility, or
by issuing the following command in a Command Prompt window:
net stop winmgmt

If the system prompts you about dependent services, allow it to stop
those services too.

3. Close the Services utility window that you may have opened above.

4. Delete the above file yourself manually.

5. Click the Yes button below.
After WEBES setup completes, you can restart the WMI service (if it was
running) and any dependent services that were running.

Have you performed the above steps and are you ready to continue with the
installation now?
(Answering No will abort the WEBES setup program)

[Yes]  [No]
```

After you stop the service and any other applications that have the WEBES files open, and delete the offending WEBES file shown in the popup window, you can answer Yes to the popup window prompt, and the WEBES installation should continue successfully. After the install completes, you can restart the WMI service, if you stopped it earlier, by either:

  a. Go into Control Panel...Administrative Tools...Services. Start the "Windows Management Instrumentation" (WMI) service, if it's running. Or:
  b. Issue the command "net start winmgmt" from a Command Prompt window.

1.6.2.4 CCAT Not Available on Windows Itanium

The Computer Crash Analysis Tool (CCAT) is not available as an installable component in the WEBES kit on Windows Itanium. WEBES will not process any crash dumps. No CCAT support is currently planned for Windows Itanium.

1.6.2.5 Directories and Registry Keys Left Behind by WEBES Itanium Removal

Certain directories installed by WEBES for Windows Itanium and Windows Pentium will not be removed on WEBES uninstallation. They are harmless and may be deleted manually if desired:

```
C:\Program Files\Hewlett-Packard\svctools\common
C:\Program Files\Hewlett-Packard\svctools\specific
```

There should not be any files or subdirectories within these directories after WEBES is removed.

Certain Windows Registry keys installed by WEBES for Windows Itanium and Windows Pentium will not be removed on WEBES uninstallation. They are harmless and may be deleted manually if desired:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Eventlog\Applicatio
n\CA-TEST
HKEY_LOCAL_MACHINE\SOFTWARE\Hewlett-Packard\SVCTOOLS
```

There should not be any entries or subkeys in these keys after WEBES is removed.

None of the directories or keys will affect future installations of WEBES or any other products if left in place.

1.6.2.6 WCCProxy Incompatibility Issue on Windows XP WOW-Configuration Machines

On Windows XP systems that have the Netherlands WOW image installed, WEBES is not installed correctly and will not operate properly. This information is valid for the WOW v8 image that contained WEBES v4.4.1. No later WOW image has been tested by the WEBES team.

Workaround

As a workaround to this problem, perform the following steps to return WEBES to a working state.This procedure has been tested by the WEBES team by remotely operating a WOW v8 machine.

1. Uninstall the existing HP WEBES via [Control Panel] / [Add or Remove Programs]. This will remove WEBES. The uninstall script will likely leave WCCProxy installed and running, rather than removing it as it should, due to the improperly installed WEBES in the WOW image.

2. 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

3. Delete the following folders, if still present, and all of its contents, if any:

   ```
   C:\Program Files\hp\svctools
   C:\Program Files\Hewlett-Packard\svctools
   ```

4. Reboot the Windows XP system.

5. Uninstall the existing WCCProxy program via [Control Panel] / [Add or Remove Programs], if it is still shown in the list.

6. Install the latest WEBES installation kit.

1.6.2.7 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
```

1.6.2.8 Uninstall of Previous WEBES May Hang

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

1.6.2.9 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.

1.6.2.10 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.

1.6.2.11 Installation may not set the PATH variable if PATH is not defined before installing WEBES

In such a scenario, the PATH variable contains only the WEBES path and WCCProxy commands do not work.

Workaround

- Define system PATH variable with some value (not null) before installing.
- Manually add WCCProxy path to PATH after installation.

1.6.3 Linux WEBES Issues

These issues apply to WEBES on Red Hat Linux:

1.6.3.1 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.

1.6.3.2 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 OpenVMS WEBES Issues

These issues apply to WEBES on OpenVMS:

1.6.4.1 WEBES running on VMS may not be able to receive WBEM Indications from a HPUX host.

This will be fixed in a future release of WEBES.

1.6.4.2 Set ODS-5 Attributes Before Issuing WEBES CLI Commands

The following applies only if your system disk or the disk to which you have installed WEBES is an ODS-5 disk.

Before issuing any WEBES CLI command (desta, wsea, wccat, or wccproxy), issue the following command to assign certain ODS-5 settings required for the WEBES command to operate properly:

```
$ SET PROCESS /CASE=BLIND /PARSE=TRADITIONAL
```

After completing the WEBES command, you can revert to your previous settings for CASE and PARSE using the above command with different keywords. To find out your current settings before changing them, issue the following command: (partial output shown)

```
$ SHOW PROCESS /CASE /PARSE
{ ... }
Parse Style: Traditional
Case Lookup: Blind
```

This is only an example. Your output may show the "Sensitive" or "Extended" keywords instead.

If you do not issue the above "SET" command, and you have Case-Sensitive or Parse Style Extended settings on your process, WEBES CLI commands will return errors such as the following:

```
%DCL-E-OPENIN, error opening
_NUTE$DKA0:[sys0.syscommon.hp.svctools.][common.bin]desta.com; as input
%DCL-E-OPENIN, error opening
_NUTE$DKA0:[sys0.syscommon.hp.svctools.][common.bin]wsea.com; as input
%DCL-E-OPENIN, error opening
_NUTE$DKA0:[sys0.syscommon.hp.svctools.][common.wccproxy.bin]wccproxy.co
m; as input
```

```
-RMS-E-DNF, directory not found
-SYSTEM-W-NOSUCHFILE, no such file
```

WEBES CLI commands on OpenVMS have not yet been developed to be case-sensitive for
ODS-5 support.

1.6.4.3 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.
```

1.6.4.4 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.

1.6.4.5 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.

1.6.4.6 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 V7.2-2
    ------------------------------------ --------------------------
* 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.

1.6.4.7 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.

1.6.4.8 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.

1.6.4.9 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:
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.

1.7 Further Information

See the *WEBES Installation Guide* for more details about WEBES. See also the *SEA Users Guide, Appendix D: "Known Messages in SEA"* for messages that may be displayed by SEA. The messages may appear to be errors but are ignorable artifacts of SEA processing.

Kits, updates, and documentation for WEBES are available at the following URL:

```
http://www.hp.com/services/WEBES
```

2

System Event Analyzer

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

2.1 Summary

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

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

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

2.2 Supported Products

Although WEBES can be installed on any of the hardware and operating system combinations shown in Chapter 1, SEA only supports event bit-to-text translation and event analysis on the following set of HP products. The list grows with each subsequent SEA release.The following list includes the products that SEA supports.

This list also is available in the *WEBES User Guide*. In the event of any discrepancy between this list and the *WEBES User Guide*, the release notes take precedence.

> **Note**
>
> Do not confuse the supported products with the systems where WEBES can be installed as explained in the Section 1.2 "Hardware Requirements".

- ITANIUM_SX1000
    - Enhanced isolation for VRM and other power related components
- ITANIUM_SX2000
    - Enhanced isolation for VRM and other power related components
    - Refinement of algorithms to deal with correctable memory events
- ITANIUM_ZX2
    - Support for the RX2660 Integrity platform with PCI-e support
    - Support for PCI-e I/O on the RX3600 and RX6600 platforms

- Enhanced Power and Cooling isolation
- GS1280_RB0X
  - Improve callout for correctable errors on the IP and IO Links
- WEBES 4.5 includes support for HP-UX 11-23 WBEM notifications on all Itanium servers.

2.2.1 Automatic and Manual Analysis, Bit-To-Text Translation

Table 0–1 Supported Products

Type	Device	Operating System
HP Integrity Servers	rx1600	Windows 2003 Server Enterprise Edition and OpenVMS 8.2 and later.
	rx1620	
	rx2600	
	rx2620	
	rx4640	
	rx5670	Windows Server 2003 Enterprise Edition only
	zx6000	
	zx2000	
	rx2660	Windows 2003 Server Enterprise Edition and OpenVMS 8.3
	BL860c	
	rx3600	
	rx6600	
	rx7620	
	rx7640	
	rx8620	
	rx8640	
Integrity Superdome	SD16A	Windows 2003 Server Enterprise Edition and OpenVMS 8.3
	SD32A	
	SD64A	
	SD32B	
	SD64B	

System Event Analyzer
2.2 Supported Products

Table 0–1 Supported Products

Type	Device	Operating System
HP AlphaServer	DS10/DS10L/DS15/DS20/DS20E/DS25	OpenVMS
	ES40/ES45	
	GS80/GS160/GS320	
	TS80/ES47/ES80/GS1280/GS1280 M64	
	TS20/TS40	
	TS202C	
I/O Devices		
	Disk Storage based on SCSI specification (OpenVMS and Windows)	OpenVMS and Windows
	EZ4X/EZ6X	OpenVMS
	EZ5X/EZ7X	OpenVMS
	HSG60/HSG80	Windows
	KGPSA-CA/KGPSA-BC/KGPSA-BY/KGPSA-CB/KGPSA-CX/KGPSA-CY FCA2384/FCA2354/FCA2404/FCA2406	
	Smart Array 5304 Controller (OpenVMS)	OpenVMS
	Memory Channel II	OpenVMS
	Modular SAN Array 1000 (OpenVMS)	OpenVMS
	EMA16000, MA8000/EMA12000, MA6000, RA8000/ESA12000	
Storage Systems		
	Supports HP Storage Works EVA4000, EVA6000 and EVA8000 products with XCS v6.1x and older	
	Supports HP Storage Works EVA3000 and EVA5000 products with VCS v4.007 and/or v3.1x and older	

Table 0–1 Supported Products

Type	Device	Operating System
	Supports HP Storage Works Command View EVA v7.0.0 and older. EVA CV v7 made a change to the logs that are stored into the NT application log. The change is a major improvement that allows WEBES to report more information in a callout report. This also requires WEBES v5 to be installed whenever EVA CV v7 is installed. Older versions of WEBES will not support EVA CV v7.	
Storage System Components		
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	

2.2.2 Bit-To-Text Translation only (No Analysis)

Type	Device	Operating System
HP AlphaServer	DS20L (OpenVMS)	OpenVMS
I/O Devices		
	RA3000	
	KZPSC/KZPAC/KZPBA/KZPCM/ KZPSA/KZPCC/KSPEA	
	KGPSA-CA/KGPSA-BC/KGPSA- BY/KGPSA-CB/KGPSA-CX/KGP SA-CY	
	FCA2384/FCA2354/FCA2404/FC A2406	OpenVMS
	CIPCA-BA	

AlphaServer Platforms Support

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

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

- The Alpha Systems Firmware CD
- The Alpha Systems Firmware Updates web page, available from the following URL:

  http://h18007.www1.hp.com/support/files/index.html

2.3 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.

- 2.3.1 General SEA Issues
- 2.3.2 SEA Command Line Interface Issues

See Section 1.6 WEBES Known Issues for overall suite issues.

2.3.1 General SEA Issues

These issues apply to SEA on all operating systems:

2.3.1.1 System Error Log Initialization while Director is Running Causes Errors

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

2.3.1.2 Backward Compatibility

Connections between systems that are running different versions of WEBES may produce unpredictable results. This can happen if, for example, you add a remote node to your list of nodes in the SEA Web interface, and that remote node is running a different version of WEBES than the node to which your browser is connected.

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 SEA Web Interface URL (for example, without having WEBES installed on your local system) is not a problem.

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

2.3.1.3 Serial Number Prevents Rules from Working

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

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

2.3.1.4 Fields Contain "Unavailable"

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

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

2.3.1.5 File Not Found Error In DESTA Log File

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

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

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

2.3.1.6 Transferring Files with FTP

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

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.

2.3.1.7 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.

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.

2.3.1.8 Upgrading to an Operating System that Supports Drape or Indictment

Some versions of 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.

2.3.1.9 SEA Problem Reports Not Received by OSEM

You may see an error similar to the following in the Director error log (see the section on log files in the *WEBES 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 OSEM host because OSEM Viewer access has been restricted. This is a known issue from the latest OSEM release notes.

Workaround

Any time that you restrict access by adding at least one system to the Enabled Clients list in the 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 OSEM user guide.

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

2.3.2 SEA Command Line Interface Issues

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

2.3.2.1 .ca Command Changed to wsea

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

2.3.2.2 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.

Windows

When you are entering paths in the CLI on a 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 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 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\disk_read_errors.errlog
```

Windows interprets it as:

```
C:\>wsea trans input "C:\Program
Files\someDirectory\disk_read_errors.errlog"
```

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

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

They are interpreted by the Windows command interpreter as:

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

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

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

There are two ways to avoid this problem:

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

For example, you could replace the following path:

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

With either of the following paths:

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

OpenVMS

The following issues apply when entering commands on OpenVMS systems.

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

  ```
  $ wsea n analyze svctools_common:[common.ca.examples]*.zpd

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

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

2.3.3 SEA Web Interface Issues

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

Note

The "Undo Changes" button on the Managed Entity screen may not undo the changes made. Another way to undo changes is to navigate to a different page of the SEA Web interface without clicking the "Apply Changes" button.

System Event Analyzer
2.3 SEA Known Issues

2.3.3.1 "overwrite file if exists" Option in SEA WUI is not Working while Creating New Binary Error Log

When you click on the "New Binary Error Log Creation" icon in the SEA WUI tool bar, add a new file in the "Add File to Input List" tab, create a new binary with the same name as created in the first attempt, and select the option "overwrite file if exists", a dialog appears as "Output file exists and the overwrite option was not selected. The original file was not overwritten" is displayed.

Workaround

To avoid this problem, manually delete the existing file before re-creating it, or choose a different file name.

2.3.3.2 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*.

2.3.3.3 Node Name Change Causes Connection or Notification 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. In addition, remove the line beginning `WCCProxy.owner` from the file, `{installed directory}/svctools/specific/wccproxy/config/WCCPROXY.REG` so that whenever WEBES is upgraded or re-installed in the future, it will not attempt to use the old hostname. Instead, it will replace the line with the correct current hostname.

If WEBES is upgraded, or uninstalled (saving configuration data) and later installed, then the recovered `WCCPROXY.REG` file in `{installed directory}/specific/wccproxy/config` containing the old hostname can cause WEBES to send no notifications other than to the SEA Web interface. To correct this, after upgrading or installing WEBES, remove the following line from WCCPROXY.REG beginning with:

```
WCCProxy.owner=
```

Then stop both the Director and the WCCProxy, and restart both.

2.3.3.4 Cannot Activate a Running Node

If you cannot activate a node that is currently running, it may be too busy to respond. Click on the "Activate Node" entry in the navigation tree later, which may activate the node. 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.

2.3.3.5 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.

To clear the condition, click **Refresh** in your browser, or close the browser and re-connect to the web interface.

2.3.3.6 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.

2.3.3.7 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.

2.3.3.7.1 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 time-out 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 time-out, if other smaller logs are processed correctly.

You can increase this time-out 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 time-out value. The default is 10 minutes (600000). You can effectively remove the time-out by setting a large value like 1 hour (36000000).

2.3.3.8 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.

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.

2.3.3.9 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.

2.3.3.10 Time-out Issue

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

2.3.3.11 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.

2.3.3.12 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 time-out 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 time-out 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 time-out:

```
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 time-out 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 time-out), change the Director's time-out 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
```

> 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
```

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
```

2.3.3.13 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 follow these steps to resolve any Java conflicts that are affecting the web interface:

1. Close all the Web browser windows.
2. Uninstall all Java versions on the system. Do not remove the Java Runtime Environment
   (JRE) that is embedded in WEBES (in svctools/common/jre) or any JRE embedded in
   any other products.
3. Manually delete all directories left behind that contained Java directories and files. This is
   particularly important on Windows. For example, if you have Sun's Java 2 Runtime
   Environment, SE v1.4.2_10 installed at C:\Program Files\Java\j2re1.4.2_10, then after
   removing the Java product from Add/Remove Programs, manually delete the directory
   C:\Program Files\Java\j2re1.4.2_10 and all of its remaining contents.
4. Reinstall the desired JRE. See the "Java Requirements" in *WEBES* User Guide section
   C.1, "Supported Web Browsers". The latest JRE from Sun should always work for
   browsers communicating with WEBES.
5. Check the browser configuration to ensure that it is using the new JRE you have installed.
   See C.2, "Browser Setup" for the procedure to verify that Java is enabled.

2.3.3.14 Web Interface Hangs on Startup After CommandView EVA Stops or Restarts

If CommandView EVA (CV EVA) is stopped or restarted while the WEBES Director or
WCCProxy is running, then the WEBES SEA web interface may hang attempting to connect
to CV EVA. To clear this situation, stop and restart both the WEBES Director and the

WCCProxy. This problem was fixed late in the WEBES v4.4.4 release cycle, so please alert HP Customer Support if you encounter this problem.

2.3.3.15 Old SEA Example File Names Migrated But Inaccessible

As of WEBES v4.4.4, a new smaller set of SEA examples is provided, with more descriptive names of previous examples, taking up less disk space on the user's system. If you have added any of the old example file names to your web interface user profile in v4.4.1 or earlier, and you migrated to WEBES v4.4.4 or later, those filenames will be retained and migrated in your profile, but the files will no longer exist on your system. It is recommended that you manually delete all of the old example file names from your user profile. You can add any of the new set of examples to your user profile at any time, and manual analysis will work correctly on those new files. You can obtain the previous set of examples from an installed WEBES v4.4.1 kit, or contact HP Customer Support.

2.3.4 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.

2.3.4.1 SEA EVA Collections Too Big for ISEE to Send to HP

The following applies to HP customer support representatives, or customers who have been informed by HP customer support that their EVA collections are not being received at HP.

If EVA collections are not appearing at the HP ISEE server, it could be because the zip file created by SEA is larger than the limit specified for ISEE. You can verify this case by examining the following file:

```
C:\Program Files\Hewlett-Packard\ISEE\logs\submitProxiedData.log
```

Look for errors similar to the following:

```
Tue Dec 27 03:20:00 UTC+0100 2005 ERROR [125484]: Incident not
submitted.. File too large!
c:\progra~1\hewlet~1\svctools\specific\wccproxy\data\s500.1.zip
```

This can occur if ISEE was installed or upgraded after WEBES was installed or upgraded. By default, there is a file size limit of 1.5 MB in ISEE. SEA often creates zip files containing EVA collection data that are larger than this. If WEBES is installed or upgraded when ISEE is already installed, then WEBES raises this limit to allow the SEA collections to be sent to HP by ISEE. If ISEE is installed or upgraded after WEBES, however, then the limit remains the default 1.5 MB.

If this has occured, then raise the limit by following these steps:

1. In a Command Prompt window, "cd" to the directory containing the script which raises the limit, that can vary depending on where you installed WEBES. For example:

    ```
    cd C:\Program Files\Hewlett-Packard\svctools\specific\ca\config
    ```
2. Execute the following command:

    ```
    cscript changeFileSizeLimit.js 10
    ```

    This will change the file size limit to 10 MB, which is the maximum.

3. A log file is created in the current directory named changeISEEFileLimit.log. Open this log file in an editor such as Notepad, to see whether the script is executed successfully or not.

2.3.4.2 Error while Entering Product Serial Number and Product Number for EVA Managed Entities

The following error messages will be seen when entering the product serial number and the product number for EVA managed entities. They are harmless and should be ignored.

```
"RECOVERED FROM ERROR on May 4, 2005 1:36:02 PM PDT (268.162 sec elapsed)
 Error sending ISEE Notification
 Current Thread[Thread-29,5,main]
 EXCEPTION java.lang.NullPointerException
 at
com.compaq.svctools.desta.services.notification.transport.ISEETransport.
sendParcel"
```

2.3.4.3 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.

2.3.4.4 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.
```

2.3.4.5 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:
```
"target="_blank">http://java.sun.com/getjava .
```

2.3.4.6 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.

2.3.4.7 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.

2.3.4.8 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.

2.3.4.9 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.

2.3.4.10 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.

2.3.4.11 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:

```
C:\Program Files\Hewlett-Packard\svctools\common\napp
```

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.

The version of NAPP (2.63) 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.

2.3.4.12 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".

2.3.4.13 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
```

2.3.5 HP-UX SEA Issues

These issues apply to SEA on HP-UX:

2.3.5.1 No Binary Event Log

HP-UX has no binary event log to analyze, like the log on Windows 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.

2.3.6 Linux SEA Issues

2.3.6.1 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.

2.3.6.2 No Binary Event Log

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

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

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

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

2.3.6.3 Adding Managed Entities Corrupts Director

If a new managed entity is added using either the "desta entity add" command or using the SEA web interface, then the Director will no longer function. To correct the situation:

1. Kill the DESTAProcessWrapper process name (this is the Director process). In this situation, the Director probably cannot be stopped normally with the "desta stop" command.

   ```
   # ps -ef | grep svctools
   root     29171     1  0 14:53 pts/3    00:00:00
   /usr/opt/hp/svctools/common/wccproxy/share/WCCProxy
   root     29408 28521  0 14:54 pts/0    00:00:00 tail -f
   /usr/opt/hp/svctools/specific/WEBES/logs/desta_dir.log
   root     29823     1  1 15:09 pts/3    00:00:08
   /usr/opt/hp/svctools/common/jre/bin/i386/native_threads/java -noverify -
   DSvctools.Home=/usr/opt/hp/svctools -DSwcc.Home=/var/adm -Xmx300m
   com.compaq.svctools.desta.util.DESTAProcessWrapper
   root     30027     1  0 15:13 pts/3    00:00:00
   /usr/opt/hp/svctools/common/wccproxy/share/CAAgents -s 500 -g
   root     30091 28666  0 15:17 pts/3    00:00:00 grep svctools
   # kill -9 29823
   ```

2. Remove the xml file representing the added managed entity.

   ```
   # rm -rf /usr/opt/hp/svctools/specific/desta/data/managedentities/*.xml
   ```

3. Remove the DESTA.stat file.

   ```
   # rm -rf /usr/opt/hp/svctools/specific/desta/data/DESTA.stat
   ```

4. 4. Restart the WEBES Director process.

   ```
   #/usr/sbin/desta start
   ```

2.3.7 OpenVMS SEA Issues

2.3.7.1 ERRFMT May Create New Version of ERRLOG.SYS During WEBES Processing

When the WEBES Director has the ERRLOG.SYS file open to do its processing, even though WEBES opens the file read-only, VMS considers the file locked. The lock prevents the VMS ERRFMT from writing a new event to the file.

Normally, this is not a problem, because ERRFMT will retry the write repeatedly for up to about 6 minutes. Usually the Director only has ERRLOG.SYS open for a short time to read the last event just written, or the last few events written since the Director was stopped.

If, however, the ERRLOG.SYS file is large, and the Director has the ERRLOG.SYS file open long enough for all of the ERRFMT retries to fail (more than 6 minutes after the time ERRFMT initially tries to write a new event), then ERRFMT will create a new file version of ERRLOG.SYS. The cases that can cause this are:

1. the initial automatic analysis of the entire log file for the first time after WEBES is installed, requiring processing of the entire log file, or

2. if the Director has been stopped for a long time and many events have been written to ERRLOG.SYS while the Director was not running, then it can take a while to process the new unprocessed events.

3. manual analysis of ERRLOG.SYS, either using the CLI ("wsea ana ..."), or the SEA Web Interface (Full View). The threshold of how large an ERRLOG.SYS file or how many events will trigger this condition varies depending on the speed and load of the VMS machine.

Since the Director only reads the latest file version, it can "lose its place" at the moment the new file version is created. An error message similar to one or more of the following may be logged to the Director's DESTA_DIR.LOG file, or in the CLI output:

```
___.
RECOVERED FROM ERROR on June 26, 2007 5:14:22 PM EDT (1934.163 sec
elapsed)
        EvtWatcher.run -> Caught event log reset exception
    Current Thread[Thread-35:
com.compaq.svctools.ca.services.eventreaders.EvtMonitor Event Watcher for
node HostEventLog@gwang.zko.hp.com,5,main]


Ev> WARNING on June 26, 2007 5:58:06 PM EDT (1105.557 sec elapsed)
Ev>         Corrupt Event encountered
Ev>      Current Thread[Thread-5,4,main]
Ev>      EXCEPTION
Ev>      ReaderContext.fillHeaderInfo:  premature End-of-File, binary file
is
probably corrupt.
Ev>      at
```

```
com.compaq.svctools.ca.services.eventreaders.ReaderContext.fillHeaderInf
o(ReaderContext.java:358)
Ev>     at
com.compaq.svctools.ca.services.eventreaders.ReaderContext.fillDescripto
r(ReaderContext.java:417)
Ev>     at
com.compaq.svctools.ca.services.eventreaders.connections.EvtProxyFileCon
nection.retrieveEvent(EvtProxyFileConnection.java:230)



Ev> RECOVERED FROM ERROR on June 26, 2007 5:58:06 PM EDT (1105.609 sec
elapsed)
Ev>         [AnaEngineAuto.analyzeEvent(6)] Null buffer returned from
retrieveEvent.EventDescriptor: CEH event



Ev> WARNING on June 26, 2007 5:58:06 PM EDT (1105.623 sec elapsed)
Ev>         Error retrieving event EventDescriptor: CEH event



Ev>     EXCEPTION com.hp.svctools.WCCProxyClient.PrivException:
java.net.SocketException: broken pipe
Ev>     at
com.hp.svctools.WCCProxyClient.PrivInterface.SendPckHdr(PrivInterface.ja
va:836)
Ev>     at
com.hp.svctools.WCCProxyClient.PrivInterface.SendPckAndIntData(PrivInter
face.java:864)
Ev>     at
com.compaq.svctools.ca.services.JNIRoot.EvtInterface.RequestEvtSet(EvtIn
terface.java:964)
Ev>     at
com.compaq.svctools.ca.services.eventreaders.connections.EvtProxyFileCon
nection.retrieveEvent(EvtProxyFileConnection.java:223)
```

As a result, WEBES may not process all of the events in the ERRLOG.SYS;-1 previous file version. It should not harm subsequent SEA automatic analysis of new events.

In a future version WEBES will copy the ERRLOG.SYS file to process large amounts of data without keeping the file open, which will minimize the chances of this problem occurring.

The exact retry scheme that ERRFMT uses is as follows:

After each write failure, it will wait for (retry number *2) seconds before retrying the write. So, it will wait 2 seconds before the first retry. If the write fails again, it will wait 4 seconds before the second retry, etc. ERRFMT will retry up to 17 times (including waiting 36 seconds after the 17th retry) before creating a new file version of ERRLOG.SYS. The total retry time is 342 seconds, or about 5.7 minutes.

Workaround

If one or more of the above errors are seen in the Director log or in the CLI output, and you find that multiple file versions of SYS$ERRORLOG:ERRLOG.SYS now exist, then manually analyze the previous version(s) to see if any recent events generate problem reports that require repair action. You must identify the file version number in the CLI command, such as:

```
$ wsea ana inp SYS$ERRORLOG:ERRLOG.SYS;1
```

Alternatively, you could copy the previous file version(s) of ERRLOG.SYS to other file names and manually analyze those files.

2.3.7.2 Slow Response Generating Other Logs List

Due to a WEBES performance limitation on VMS, 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, set the CA.WUI.OLMsgWait key in the Desta Registry to 90 seconds (or longer if necessary) to allow the list to be generated within the timeout.

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

2.4 Further Information

See the *WEBES 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
```

3

Computer Crash Analysis Tool

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

3.1 Summary

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

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

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

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

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

3.2 Supported Products

Note that although WEBES can be installed on the operating systems: Windows, HP-UX and Linux, CCAT does not analyze crashes native to those systemsCCAT can analyze crashes on the following operating systems.

- HP Tru64 UNIX versions 4.0F, 4.0G, 5.1A or higher
- HP OpenVMS Alpha version 7.3–2 or higher

3.3 CCAT Known Issues

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

- 3.3.1 Windows CCAT Issues

See Section 1.6 WEBES Known Issues for overall suite issues.

3.3.1 Windows CCAT Issues

The following known issues affect CCAT on Windows.

3.3.1.1 WEBES Directory Tree Missing Or Access Denied

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

3.3.1.2 CLI Commands Not Recognized

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

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

3.3.1.3 Empty Start Menu

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

3.4 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
```