

ServerView Resource Coordinator VE V2.1

A decorative horizontal band with a dark blue background. It features several glowing blue spheres of varying sizes, some with grid patterns, and thin, curved lines connecting them, creating a network-like or orbital aesthetic.

Troubleshooting Guide

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Preface

This guide gives information on how to take corrective action when trouble occurs during installation or operation of ServerView Resource Coordinator VE (hereinafter Resource Coordinator VE).

■ Target Readers

This guide is written for system administrators who install, operate, or maintain systems using Resource Coordinator VE.

■ Organization

This guide is composed of two chapters. The contents of these chapters are as below.

Title	Description
Chapter 1 Trouble during Installation	Gives information about trouble that can occur during installation of Resource Coordinator VE, and the recommended corrective action.
Chapter 2 Trouble during Operation	Gives information about trouble that can occur during operation of Resource Coordinator VE, and the recommended corrective action.

■ Notational Conventions

The notation in this guide conforms to the following conventions:

- References and character strings or values requiring emphasis are indicated using double quotes (").
- Menu names are indicated using square brackets ([]).
- Button names are shown enclosed by angle brackets (< >).
- The order of selecting menus is indicated using []-[] .
- Variables are indicated using italic text and underscores (_).
- Examples, such as command examples, are indicated using <Example> (Title).

■ RC Console Menus

Operation of the RC console is performed using the menu and pop-up menus. In this guide, when operation can be performed using either the menu or a pop-up menu, the procedure involving the pop-up menu is given.

■ Related Manuals

The following manuals are provided with Resource Coordinator. Please refer to them as necessary.

- ServerView Resource Coordinator VE Installation Guide
Explains the methods for installing and configuring the software components of Resource Coordinator VE.
- ServerView Resource Coordinator VE Setup Guide
Explains Resource Coordinator VE and its functions, as well as the settings and operations necessary for setup.

- **ServerView Resource Coordinator VE Operation Guide**
Explains the functions provided by Resource Coordinator VE as well as the settings and operations necessary when using it.
- **ServerView Resource Coordinator VE Command Reference**
Explains the types, formats, and functions of the commands used with Resource Coordinator VE.
- **ServerView Resource Coordinator VE Messages**
Explains the meanings of messages output by Resource Coordinator VE, and the corrective action to be taken.

■ Abbreviations

The following abbreviations are used in this guide:

Proper Name	Abbreviation
Microsoft(R) Windows(R) XP Professional operating system	Windows XP

- When referring to the following products as a group, the annotation "Windows" is used.
 - Microsoft(R) Windows(R) XP Professional operating system
 - Microsoft(R) Windows Server(R) 2008 Standard (x86, x64)
 - Microsoft(R) Windows Server(R) 2008 Enterprise (x86, x64)
 - Microsoft(R) Windows Server(R) 2003 R2, Standard Edition
 - Microsoft(R) Windows Server(R) 2003 R2, Enterprise Edition
 - Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition
 - Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition
 - Microsoft(R) Windows Vista(R) Business
 - Microsoft(R) Windows Vista(R) Enterprise
 - Microsoft(R) Windows Vista(R) Ultimate
- When referring to the following products as a group, the annotation "Windows Server 2008" is used.
 - Microsoft(R) Windows Server(R) 2008 Standard (x86, x64)
 - Microsoft(R) Windows Server(R) 2008 Enterprise (x86, x64)
- When referring to the following products as a group, the annotation "Windows Server 2003" is used.
 - Microsoft(R) Windows Server(R) 2003 R2, Standard Edition
 - Microsoft(R) Windows Server(R) 2003 R2, Enterprise Edition
 - Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition
 - Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition
- When referring to the following products as a group, the annotation "Windows Vista" is used.
 - Microsoft(R) Windows Vista(R) Business
 - Microsoft(R) Windows Vista(R) Enterprise
 - Microsoft(R) Windows Vista(R) Ultimate
- When referring to the following products as a group, the annotation "Linux" is used.
 - Red Hat(R) Enterprise Linux(R) AS (v.4 for x86)
 - Red Hat(R) Enterprise Linux(R) ES (v.4 for x86)
 - Red Hat(R) Enterprise Linux(R) AS (v.4 for EM64T)
 - Red Hat(R) Enterprise Linux(R) ES (v.4 for EM64T)

Red Hat(R) Enterprise Linux(R) AS (4.5 for x86)
 Red Hat(R) Enterprise Linux(R) ES (4.5 for x86)
 Red Hat(R) Enterprise Linux(R) AS (4.5 for EM64T)
 Red Hat(R) Enterprise Linux(R) ES (4.5 for EM64T)
 Red Hat(R) Enterprise Linux(R) AS (4.6 for x86)
 Red Hat(R) Enterprise Linux(R) ES (4.6 for x86)
 Red Hat(R) Enterprise Linux(R) AS (4.6 for EM64T)
 Red Hat(R) Enterprise Linux(R) ES (4.6 for EM64T)
 Red Hat(R) Enterprise Linux(R) AS (4.7 for x86)
 Red Hat(R) Enterprise Linux(R) ES (4.7 for x86)
 Red Hat(R) Enterprise Linux(R) AS (4.7 for EM64T)
 Red Hat(R) Enterprise Linux(R) ES (4.7 for EM64T)
 Red Hat(R) Enterprise Linux(R) AS (4.8 for x86)
 Red Hat(R) Enterprise Linux(R) ES (4.8 for x86)
 Red Hat(R) Enterprise Linux(R) AS (4.8 for EM64T)
 Red Hat(R) Enterprise Linux(R) ES (4.8 for EM64T)
 Red Hat(R) Enterprise Linux(R) 5 (for x86)
 Red Hat(R) Enterprise Linux(R) 5 (for Intel64)
 Red Hat(R) Enterprise Linux(R) 5.1 (for x86)
 Red Hat(R) Enterprise Linux(R) 5.1 (for Intel64)
 Red Hat(R) Enterprise Linux(R) 5.2 (for x86)
 Red Hat(R) Enterprise Linux(R) 5.2 (for Intel64)
 Red Hat(R) Enterprise Linux(R) 5.3 (for x86)
 Red Hat(R) Enterprise Linux(R) 5.3 (for Intel64)
 SUSE Linux Enterprise Server 10 SP2 for x86, AMD64, Intel64

- When referring to the following product, the annotation "VMware" is used.

VMware(R) Infrastructure 3

- When referring to the following product, the annotation "Resource Coordinator VE" is used.

ServerView Resource Coordinator VE

◆ Indication of Product-specific Information

As this guide contains information that is specific to the Linux version of this product and common with the other versions, a list of the problems dealt with is provided on the first page of each section. The list uses the following notation to enable users to distinguish which products can be affected by each problem.

Subject of Article	Note
Manager	Manager
Agent	Agent
Windows version article (Phenomenon unique to Windows)	W
Linux version article (Phenomenon unique to Linux)	L
Phenomenon that can occur on Linux and VMware	L/V
Phenomenon that can occur on Windows and Linux	W/L
Phenomenon that can occur on Windows, Linux and VMware	W/L/V

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Chapter 1 Trouble during Installation

This chapter gives information about the corrective action to take when trouble occurs during installation of Resource Coordinator VE.

1.1 Trouble Related to Installation

Trouble List

No.	Situation	Affected Product	
		Manager	Agent
1.1.1	The message "The setup program failed to execute an internal setup command." is displayed when re-installing a manager to an ActiveDirectory environment, and installation fails.	W	-

1.1.1 The message "The setup program failed to execute an internal setup command." is displayed when re-installing a manager to an ActiveDirectory environment, and installation fails.

Situation

When installing a manager on an Active Directory member server being used as an admin server, the following message is displayed and installation fails.

The setup program failed during the execution of an internal setup command.
Please uninstall this program, restart the system and run the installer again.
If the problem persists, please contact Fujitsu technical staff.

Corrective Action

The following cause is possible:

- The admin server cannot communicate with the domain controller
If communication with the domain controller is lost when installing a manager while logged on to an admin server as an Active Directory user, the installation may fail.

Take the following corrective action:

- 1) Recover communication between the managed servers and the domain controller.
- 2) Uninstall the manager.
- 3) Reinstall the manager.

1.2 Trouble Related to Managed Server Registration

Trouble List

No.	Situation	Affected Product	
		Manager	Agent
1.2.1	When registering a managed server, the message "FJSVrcx:ERROR:67231" is displayed.	W	W/L/V

1.2.1 When registering a managed server, the message "FJSVrcx:ERROR:67231" is displayed.

Situation

During server registration, the following message is displayed:

FJSVrcx:ERROR:67231:failed to get the information from the managed server

Corrective Action

Perform the following checks:

- 1) Verify that the IP address of the server management unit is correctly set, and it is operating.
Access the server management unit using a Web browser.
If the window for the server management unit is not displayed correctly, refer to the manual for the unit and verify the IP address.
If the IP address is correct, there is a high chance that the server management unit is "down", so reset the server management unit.
- 2) Use a Web browser to verify the settings of the SNMP community name (SNMP configuration) of the server management unit.
Confirm that the SNMP community name set using the GUI has "Read/Write" permission.
- 3) Verify the SNMP community settings of the managed server.
Confirm that the SNMP community name set using the GUI has "Read" permission.
When nothing is specified, the SNMP community name is "public".

<Example>

[For Windows]

Check that the SNMP community name specified in [Control Panel]-[Administrative Tools]-[Services]-[SNMP Service]-[Properties]-[Security]-[Accepted community names] has "Read" permission.

[For Linux/VMware]

- Check that the specified SNMP community name is given instead of "public" in the following line in /etc/snmp/snmpd.conf.

```
-----  
com2sec svSec localhost public  
com2sec svSec default public  
...  
trapsink 127.0.0.1 public  
-----
```

Whether "SnmpCommunity = Community_name" in the following files.

```
/etc/srvmagt/versionview.ini  
/etc/srvmagt/status_agent.ini
```

1.3 Trouble Related to LAN Switches

Trouble List

No.	Situation	Affected Product	
		Manager	Agent
1.3.1	When registering a LAN switch blade, the message "FJSVrcx:ERROR:67999" is output.	W	-

1.3.1 When registering a LAN switch blade, the message "FJSVrcx:ERROR:67999" is output.

Situation

During LAN switch blade registration the following message is output, and registration is not possible.

```
FJSVrcx:ERROR:67999:internal error, unsupported lan switch detected
```

Corrective Action

The LAN switch blade involved (a S26361-K1304-V100) may have been mounted in CB7 or CB8 of a PRIMERGY BX900 chassis.

Change the mount position of the LAN switch blade to one between CB1 and CB4, and perform registration again.

Chapter 2 Trouble during Operation

This chapter gives information about the corrective action to take when trouble occurs during operation of Resource Coordinator VE.

2.1 Trouble Related to General Operation

Trouble List

No.	Situation	Affected Product	
		Manager	Agent
2.1.1	The status of a managed server is "warning", and will not return to "normal".	W	L
2.1.2	The agent of a managed server cannot be started.	-	L/V
2.1.3	A managed server reboots repeatedly, but the OS does not start.	W	-
2.1.4	Labels and comments of VM guests are deleted.	W	V
2.1.5	The message "FJSVrcx:WARNING:41120:different Product detected." is displayed even though no hardware has been replaced.	W	-
2.1.6	After LAN switch registration, operations for the LAN switch are not possible.	W	-
2.1.7	"notPresent" is displayed for the link status of the port information on the resource's detail screen.	W	-
2.1.8	When a BX900 series chassis is powered off, the statuses of mounted and registered managed server blades and switch blades in the chassis becomes "unknown".	W	-
2.1.9	A BX900 series chassis cannot be powered on.	W	-
2.1.10	There are cases in which the error levels displayed for messages on the RC console and those on the management blade differ.	W	-
2.1.11	When a problem occurs with the power unit or fan of a BX900 series chassis, after the event is displayed on the RC console some time may be taken before the displayed status of the chassis is updated.	W	-
2.1.12	In some cases an error may be displayed when powering on a BX900 series chassis.	W	-

2.1.1 The status of a managed server is "warning", and will not return to "normal".

Situation

The status of a managed server is "warning", and will not return to "normal".

Corrective Action

When the managed server node uses Linux, and Systemwalker Centric Manager is being used for performance monitoring, confirm the SNMP settings of Systemwalker Centric Manager.

<Example>

/opt/FJSVspmex/etc/exasnmpr.conf

```
[community]
name1=public

[public]
access=read-write
```

In the example above, "Read/Write" permission has been granted.

In the default Systemwalker Centric Manager settings, every line is commented out with ";" and "public" is granted "Read" permission.

When the SNMP community name set in Resource Coordinator VE (Refer to "3.5 Configuring the Server Environment" of the "ServerView Resource Coordinator VE Setup Guide" for details) differs from the SNMP community name set in Systemwalker Centric Manager, perform either of the following corrective actions.

- 1) Match the SNMP community name set for Systemwalker Centric Manager with the one set in Resource Coordinator VE.
Grant permission to the SNMP community name set for Resource Coordinator VE in /opt/FJSVspmex/etc/exasnmpr.conf, and change the SNMP community name used by Systemwalker Centric Manager for performance monitoring.
- 2) Change the SNMP settings of the managed server to grant permission to the community name used by Systemwalker Centric Manager.
Grant "Read" permission to the SNMP community name used by Systemwalker Centric Manager for performance monitoring in /etc/snmp/snmpd.conf.

2.1.2 The agent of a managed server cannot be started.

Situation

The following message is displayed when an attempt is made to start the agent of a managed server.

```
FJSVrcx:ERROR:63102:rcxadm agtctl:already running
```

Corrective Action

The following cause is possible:

- Stopping of the agent has not been completed.
When trouble that prevents stopping of the agent has occurred, there is a chance that the agent has not been stopped and some processes remain.

Perform the following corrective action:

- 1) Execute the following command, and check if there are any processes remaining.
`ps -ef|grep defunct`

When there are processes remaining, they will be output as follows:

```
root  7008  1 1 13:58 pts/0  00:02:24 [java <defunct>]
```

- 2) When there are processes remaining, restart the system.

2.1.3 A managed server reboots repeatedly, but the OS does not start.

Situation

A managed server that uses HBA address rename reboots repeatedly, but the OS does not start.

Corrective Action

Check the following, and make any necessary corrections.

- If the system BIOS settings are correct.
Confirm that the BIOS settings given in "BIOS Settings for Managed Servers" in "3.5 Configuring the Server Environment" of the "ServerView Resource Coordinator VE Setup Guide" have been performed for the managed server.
- If the network configuration is correct.
Confirm that the network configuration given in "Required Network Configuration when Using HBA Address Rename" in "3.2.1 Overall Network Configuration" of the "ServerView Resource Coordinator VE Setup Guide" has been performed for the managed server.
- If all of the manager services have been started.
Check that all of the manager services have been started.
For the method of checking the startup status of manager services, refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Setup guide".

2.1.4 Labels and comments of VM guests are deleted.

Situation

There are cases where the labels and comments registered for VM guests are deleted.

Corrective Action

The following cause is possible:

- When VM Management Software registration has been performed in environments with VMware ESX 3.0 managed servers
There are cases where the identifiers used to distinguish VM guests differ for VMware ESX 3.0

and vCenter Server (previously Virtual Center). Note that this does not occur with ESX 3.5 or later.

If a system configuration file was exported before the labels and comments of VM guests were deleted, refer to/edit the exported file and register the labels and comments.

If a system configuration file was not exported, check the following log that is output on the admin server, and register the labels and comments for VM guests.

Log Name:delete_vmquest*N*.log

A numerical value is displayed for *N*.

Output directory for delete_vmquest*N*.log: *Installation_folde*\Manager\var\log

The contents of labels and comments registered on the VM guest where the problem occurred are output in the following format. (*1)

```
yyyy-mm-dd hh:mm:ss:fff VMGuestManager[log_output_directory]:INFO:dump=-,vm_guest,  
VM_guest_name,label,comment
```

The date and time is displayed for *yyyy-mm-dd hh:mm:ss:fff*. (Example: 2009-12-31 12:34:05.678)

*1 As rotation of log files is performed, if a long time passes after this problem occurs, the labels and comments of the target VM guest may be erased.

For the method for registering labels and comments, please refer to "7.2 Importing the System Configuration File" of the "ServerView Resource Coordinator VE Setup Guide", or "3.6.1 Listing and Editing of Labels and Comments" of the "ServerView Resource Coordinator VE Operation Guide".

For details of system configuration files, please refer to "D.2 File Format" and "D.3 Resource Definitions" of the "ServerView Resource Coordinator VE Setup Guide".

2.1.5 The message "FJSVrcx:WARNING:41120:different Product detected." is displayed even though no hardware has been replaced.

Situation

The message "FJSVrcx:WARNING:41120:different Product detected." is displayed even though no hardware has been replaced.

Corrective Action

Check the following, and make any necessary corrections.

- If the load on the admin server, server management units, or managed servers is high

2.1.6 After LAN switch registration, operations for the LAN switch are not possible.

Situation

After LAN switch registration, when operations are performed on the LAN switch, the message "FJSVrcx:ERROR:67280" is output, and operations are not possible.

Corrective Action

There is a chance that the LAN switch is operating in IBP mode. Either change it to switch mode, or delete it if the LAN switch must be kept operating in IBP mode.

2.1.7 "notPresent" is displayed for the link status of the port information on the resource detail screen of the LAN switch.

Situation

"notPresent" is displayed for the link status of the port information on the resource detail screen of the LAN switch.

Corrective Action

There is a chance that a registered LAN switch has been changed to IBP mode. Either change it to switch mode, or delete it if the LAN switch must be kept operating in IBP mode.

2.1.8 When a BX900 series chassis is powered off, the statuses of mounted and registered managed server blades and switch blades in the chassis becomes "unknown".

Situation

When a BX900 series chassis is powered off, the statuses of mounted, registered server blades and switch blades in the chassis becomes "unknown". Also unregistered server blades, switch blades, and storage blades will stop being displayed.

Corrective Action

As a power saving function of the BX900 series, when a chassis is powered off, no power is supplied to any mounted blades (server blades, switch blades, and storage blades). At this point, as the status of the blades cannot be obtained, "unknown" will be displayed. However, no corrective action is necessary.

2.1.9 A BX900 series chassis cannot be powered on.

Situation

When a BX900 series chassis is powered on, the following message is displayed and powering on fails.

```
FJSVrcx:ERROR:69112:SNMP communication failed.  
target=<IP_address_specified_during_chassis_registration>
```

Corrective Action

Refer to the corrective action section of "69112" in "4.7.1 691XX series" of the "ServerView Resource Coordinator VE Messages", and if there is a problem, take the necessary corrective action.

If there is no problem, there is a chance that it was a temporary communication problem. In that case, perform the action again.

When calling the chassis power control command from an external program or script, the command should be called again if the above error message is caught.

2.1.10 There are cases in which the error levels displayed for messages on the RC console and those on the management blade differ.

Situation

There are cases in which the error levels displayed for messages on the RC console and those on the management blade differ.

<Example>

Info Target_chassis_name Power supply OVP fail

-> The status displayed on the management blade is critical, but the correct status is Error.

Corrective Action

Check along with the message displayed on the management blade.

If the following messages are output, refer to the table to find the correct interpretation of the message level.

No.	RC Console Event Details (Management Blade Event Details)	Displayed Status		Actual Level
		RC Console	Management Blade	
1	System live time has exceeded the limited count (Power Supply x live time has exceeded the limited count)	Info	minor	Warning
2	Server blade power on failed (Server Blade-x power on failed because of over power budget)	Info	minor	Warning
3	Nic detection failed (NIC of management blade x is failed)	Info	critical	Error

4	Power supply OVP fail (Power supply unit x is over voltage)	Info	critical	Error
5	Power supply OCP fail (Power supply unit x is over current)	Info	critical	Error
6	System fan overall status = degraded (Fan overall status is degraded)	Info	major	Error
7	System fan overall status = critical (Fan overall status is critical)	Info	critical	Error
8	System temperature overall status = degraded (Temperature overall status is degraded)	Info	major	Error
9	System temperature overall status = critical (Temperature overall status is critical)	Info	critical	Error

2.1.11 When a problem occurs with the power unit or fan of a BX900 series chassis, after the event is displayed on the RC console some time may be taken before the displayed status of the chassis is updated.

Situation

When a problem occurs with the power unit or fan of a BX900 series chassis, after the event is displayed on the RC console some time may be taken before the displayed status of the chassis is updated. (about 5 minutes)

Corrective Action

When a problem occurs with the power unit or fan of a BX900 series chassis, some time may be taken before management blade detects the problem with the status of the chassis. No corrective action is necessary.

2.1.12 In some cases an error may be displayed when powering on a BX900 series chassis. (ERROR:69122)

Situation

When a BX900 series chassis is powered on from RC, the following error may be displayed in the log.

FJSVrcx:ERROR:69122:timeout occurred while executing power control modules

Corrective Action

The target chassis is successfully powered on even if the above message is displayed. Therefore, no corrective action is necessary.

When calling the chassis power control command from an external program or script, processing should not be interrupted even if the above message is output.

2.2 Trouble Related to Management Software (ServerView Operations Manager)

Trouble List

No.	Situation	Affected Product	
		Manager	Agent
2.2.1	The ServerView Operations Manager window cannot be displayed from the GUI.	W	W/L/V
2.2.2	The status of a managed server is "error" or "warning", but the management software (ServerView Operations Manager) shows it as normal.	W	W/L/V

2.2.1 The ServerView Operations Manager window cannot be displayed from the GUI.

Situation

The ServerView Operations Manager window cannot be displayed from the GUI.

Corrective Action

Perform the following checks:

- 1) ServerView Agent

[Windows]

Confirm that a ServerView agent has been installed, using [start]-[Control Panel]-[Add or Remove Programs].

If "ServerView Agent" is not displayed on the window then this is the cause.

For the installation method, refer to the manual for ServerView Agent.

[Linux/VMware]

Use the following command to confirm that a ServerView agent has been installed on the managed server.

```
# rpm -q srvmagt-eeed <RETURN>
# rpm -q srvmagt-agents <RETURN>
```

If the message "Not installed" is output, then this is the cause. For the installation method, refer to the manual for ServerView Agent.

- 2) Confirm whether communication from the GUI to the managed server is possible.

For the network configuration, refer to "3.2.1 Overall Network Configuration" of the "ServerView Resource Coordinator VE Setup Guide".

- 3) Web browser settings

Access the address given below using a Web browser.

If it is not displayed properly, check and correct the proxy settings and network settings of the web browser.

http://admin_server_IP_address:3169/ServerView/serverview.html?IPAddress=managed_server_IP_address&ServerName=managed_server_name&Community=community_name

2.2.2 The status of a managed server is "error" or "warning", but the management software (ServerView Operations Manager) shows it as normal.

Situation

The status of a managed server is "error" or "warning", but the management software (ServerView Operations Manager) shows it as normal.

Corrective Action

As the status of a managed server has become "error" or "warning", the management software (ServerView Operations Manager) has been invoked, but the management software shows it as "normal".

This occurs when the server management unit has recorded an error or warning for the managed server, but the management software (ServerView Operations Manager) has judged the status as normal.

There is a chance that hardware related trouble has occurred.

Use the server management unit to collect troubleshooting information from the managed server using the following method, and then contact Fujitsu technical staff.

- For management blades
 - Access the management blade using a Web browser, and check if there is anything unusual in the following information:
 - The "Server Blade" information for the relevant server
 - For the BX600 series
 - The "System Event Log" of "System Property"
 - For the BX900 series
 - The "Logging" in the "Information" of "Information/Operation"

2.3 Trouble Related to Auto-Recovery

Trouble List

No.	Situation	Affected Product	
		Manager	Agent
2.3.1	Switchover to a spare server with a differing disk configuration (number of internal disks) fails.	W	L/V
2.3.2	In a local boot environment, switchover or failback operations do not complete even after waiting a while.	W	W/L/V
2.3.3	After server switchover of a VM host, a VM Guest on the VM host is deleted.	W	V
2.3.4	When an internal error (IERR) occurs on the CPU of a BX900 series server blade, in some cases it may take some time before Auto-Recovery starts.	W	W/L/V

2.3.1 Switchover to a spare server with a differing disk configuration (number of internal disks) fails.

Situation

Under the following conditions, the OS installed on the internal disk will boot and server switchover may fail:

- 1) The disk configurations (number of internal disks) of the primary server and the spare server are not the same. And,
- 2) The spare server has more internal disks than the primary server does. And,
- 3) The OS of the server being switched from is Linux or VMware ESX Server. (*1) And,
- 4) A driver for an internal disk is installed on the Server OS of the server being switched from. And,
- 5) Linux or VMware ESX Server is installed on the internal disk of the spare server. And,
- 6) Server switchover using HBA address rename is performed.

*1 When the OS of the server is Windows, this phenomenon does not occur.

Corrective Action

Remove internal disks from the spare server to make the disk configuration (number of internal disks) of the primary server and the spare server the same. Then perform server switchover.

2.3.2 In a local boot environment, switchover or failback operations do not complete even after waiting a while.

Situation

During server switchover or failback in a local boot environment, the progress displayed for the image

operation on the console of the managed server is slow, and switchover or failback is not completed even after waiting a while.

Corrective Action

When the above applies, the Console Redirection setting of the managed server's BIOS may be [Enhanced]. Change the setting to [Standard] and perform the operation again.

2.3.3 After server switchover of a VM host, a VM Guest on the VM host is deleted.

Situation

VM guests on primary servers that were the source of server switchover may be deleted after server switchover of VM hosts using the backup and restore method.

Corrective Action

The following causes are possible:

- The VM guest does not exist on the shared disk of the primary server and the spare server.
- If the VM host is Hyper-V, the VM guest does not exist on the boot disk.

When the above causes apply, the VM guest cannot be inherited by the spare server.

When performing server switchover of VM hosts using the backup and restore method, change the configuration so VM guests are on the disk that is the target of backup and restore [Hyper-V] or a shared disk.

For details of VM hosts that are the target of backup and restore, refer to "A.3 Function Differences between Products" of the "ServerView Resource Coordinator VE Setup Guide".

Perform corrective action using the following procedure:

- 1) Perform failback of the VM host that has been switched to the spare server.

For the failback method for servers, refer to "10.3 Post-Switchover Operations" of the "ServerView Resource Coordinator VE Operation Guide".

- 2) The following message is output, confirming that the VM guest has been registered.

FJSVrcx:INFO:21161:obj:type is detected.

or

FJSVrcx:INFO:21163:obj:type is migrated.

If the VM guest has not been registered, update the status of the VM host that is managing the VM guest.

Select the VM host on the RC console resource tree, and update its status by selecting [Operation]-[Update].

- 3) The labels and comments of VM guests are registered.

When labels and comments for VM guests were registered before switchover, register labels and comments for VM guests registered on the VM host after performing failback.

For the registration method for labels and comments, refer to the corrective action in "2.1.4

Labels and comments of VM guests are deleted."

4) Release the server switchover settings.

Release the server switchover settings for the VM host on which the problem occurred. For the method of releasing server switchover settings, refer to "9.8 Canceling Server Switchover Settings" of the "ServerView Resource Coordinator VE Setup guide".

2.3.4 When an internal error (IERR) occurs on the CPU of a BX900 series server blade, in some cases it may take some time before Auto-Recovery starts.

Situation

When intermittent failures (IERR) occur on the CPU of a BX900 series server blade, as the server blade will automatically try to recover, it will restart between 1 and 12 times and this may cause a delay in the starting of Auto-Recovery. (up to around 12 minutes)

Corrective Action

As this is the recovery function of the BX900 series, no corrective action is necessary.

2.4 Trouble Related to Backup and Restore

Trouble List

No.	Situation	Affected Product	
		Manager	Agent
2.4.1	In a local boot environment, backup and restore operations do not complete even after waiting a while.	W	W/L/V

2.4.1 Backup and restore operations do not complete even after waiting a while.

Situation

During backup and restore, the progress displayed for the image operation on the console of the managed server is slow, and backup and restore are not completed even after waiting a while.

Corrective Action

When the above applies, the Console Redirection setting of the managed server's BIOS may be [Enhanced]. Change the setting to [Standard] and perform the operation again.

2.5 Trouble Related to Collection and Deployment of Cloning Images

Trouble List

No.	Situation	Affected Product	
		Manager	Agent
2.5.1	The collection or deployment process of cloning images does not finish.	W	W/L
2.5.2	On Windows managed servers, after a cloning image is deployed an error dialog stating, "There is an IP address conflict with another system on the network" is displayed.	W	W
2.5.3	When collecting or deploying a cloning image, the message "FJSVrcx:ERROR:68295" is output.	W	W
2.5.4	Deployment of cloning images does not complete even after waiting a while.	W	W/L
2.5.5	When collecting a cloning image, the message "FJSVrcx:ERROR:68255" is output	W	W

2.5.1 The collection or deployment process of cloning images does not finish.

2.5.1.1 During deployment of a cloning image (Windows), no progress is shown even after waiting a while (The managed server is awaiting entry of a product key)

Situation

During the deployment of cloning images (Windows), after the following message is output to the GUI event log no progress is shown even after waiting a while.

```
FJSVrcx:INFO:21143:deploying cloning image:started
```

And, the managed server is awaiting entry of a product key.

Corrective Action

There are the following possibilities:

- The product key necessary when installing the agent on the managed server may have been entered incorrectly, or may not have been entered.

When the situation is one of the above, perform the following corrective action:

- 1) On the managed server the cloning image is being deployed to, enter the product key from the

product key entry window, and click [Next>].

After that, check on the GUI that the status of the managed server has become "normal".

- 2) Correct the license information file of the managed server the cloning image was collected from, and collect the cloning image again. For details, refer to "8.2 Collecting a Cloning Image" of the "ServerView Resource Coordinator VE Setup Guide".
- 3) Collect a new cloning image from the managed server that the cloning image was collected from.
Perform collection following the procedure in "8.2 Collecting a Cloning Image" of the "ServerView Resource Coordinator VE Setup Guide".
- 4) Deploy the cloning image collected in 3) to the target managed server.
Perform deployment following the procedure in "8.3 Deploying a Cloning Image" of the "ServerView Resource Coordinator VE Setup Guide".

2.5.1.2 During deployment of a cloning image, no progress is shown even after waiting a while (The OS of the managed server has not booted completely)

Situation

During the deployment of cloning images, after the following message is output to the GUI event log no progress is shown even after waiting a while.

```
FJSVrcx:INFO:21143:deploying cloning image:started
```

And, the OS of the managed server has not booted completely.

Corrective Action

The following cause is possible:

- The hardware configurations of the managed server the cloning image was collected from and the managed server that is the deployment target may differ. Please check the following points:
 - The model name is the same
 - The hardware configurations are the same (including optional cards and their positions)
 - The BIOS settings given in "BIOS Settings for Managed Servers" in "3.5 Configuring the Server Environment" of the "ServerView Resource Coordinator VE Setup Guide" have been performed for both managed servers.
 - LAN and SAN connections use the same redundancy methods, have the same number of redundancy paths, and enable access to the same network devices and storage devices
 - The number of internal disks is the same

Wait until the process is completed, then determine the cause and perform recovery following "4. Recovery" in "Message number 68295" of the "ServerView Resource Coordinator VE Messages".

2.5.1.3 During deployment of a cloning image, no progress is shown even after waiting a while

Situation

With the deployment of cloning images, after the following message is output to the GUI event log no progress is shown even after waiting a while.

```
FJSVrcx:INFO:21143:deploying cloning image:started
```

Corrective Action

Check the contents of the following restoration logs output on the admin server:

Restoration log name: *XX-SvRestore(Managed_server).log*

A numerical value is displayed for *XX*. The name of the managed server the cloning image was deployed to is displayed for *Managed_server*. However, depending on the details of the process, *Managed_server* may not be indicated.

Restoration log location: *Installation_directory\ScwPro\lftp\log\ID#XXXX*

A numerical value is displayed for *XXXX*. When there are multiple logs, select the most recent one.

If the following content is output in the SvRestore.log, there is a possibility that the cloning image specified for deployment is damaged.

```
[Error]
Locate=0x0304
Code=0x16
SystemError=XXXX
```

The error code returned by the OS is displayed for *XXXX*.

When the situation is one of the above, collect troubleshooting information from the admin server and contact Fujitsu technical staff. For details of how to collect troubleshooting information, refer to "15.1.2 Collecting Exhaustive Troubleshooting Data" of the "ServerView Resource Coordinator VE Operation Guide".

2.5.2 On Windows managed servers, after a cloning image is deployed an error dialog stating, "There is an IP address conflict with another system on the network" is displayed.

Situation

On Windows managed servers, after a cloning image is deployed an error dialog stating, "There is an IP address conflict with another system on the network" is displayed.

Corrective Action

Corrective action is not necessary. The duplication of the conflicting IP address will be resolved automatically, so use can be continued without any action by the user.

2.5.3 When collecting or deploying a cloning image, the message "FJSVrcx:ERROR:68295" is output.

Situation

The following error message is output on the GUI event log:

```
FJSVrcx:ERROR:68295:deployment engine error:  
code=e0000088, target=server_name, order=sequence_number, rid=request_id
```

[Environment]

This problem occurs when deployment of cloning images that meet the following conditions is attempted:

- 1) The cloning image is of a Windows server, and
- 2) There is a folder named "sysprep" in the root folder (C:\ etc.)

Corrective Action

When the situation is one of the above, perform the following corrective action:

- 1) On the managed server that the cloning image was collected from, delete the "sysprep" folder in the root folder.
- 2) Collect a new cloning image from the managed server that the cloning image was collected from. Perform collection following the procedure in "8.2 Collecting a Cloning Image" of the "ServerView Resource Coordinator VE Setup Guide".

2.5.4 Deployment of cloning images does not complete even after waiting a while.

Situation

During collection or deployment of cloning images, the progress displayed for the image operation on the console of the managed server is slow, and collection or deployment is not completed even after waiting a while.

Corrective Action

When the above applies, the Console Redirection setting of the managed server's BIOS may be [Enhanced]. Change the setting to [Standard] and perform the operation again.

2.5.5 When collecting a cloning image, the message "FJSVrcx:ERROR:68255" is output

Situation

The following error message is output on the GUI event log:

```
FJSVrcx:ERROR:68255:Failed to change the configuration of server_name.  
order=sequence_number, rid=request_ID, exitcode=21
```

[Environment]

This problem can occur when collecting cloning images from managed servers that have Windows Server 2003 R2 x64 as their OS.

Corrective Action

The following cause is possible:

- Due to a problem with the netsh command on Windows Server 2003 RX x64, network information may not be displayed on 32-bit environments.

Check using the following procedure:

- 1) Log on to the managed server where the error occurred, using OS administrator authority.
- 2) Click [start]-[Run].
- 3) Enter the following for Open, then click [OK] to start the command prompt.
%SystemRoot%\SysWOW64\cmd.exe
*Be careful not to execute the cmd.exe in the system32 folder.
- 4) Execute the command below and check the displayed results.
Check that "Dhcp Enabled" is displayed for every instance of "Ethernet adapter", and that the value of "IP Address" is the same as the one from before cloning image collection.
If they have been changed, return them to their original settings. As network settings were changed during collection of the cloning image, there are cases where the settings will differ from those from before cloning image collection.

```
> ipconfig /all
```

- 5) Execute the command below for every "Ethernet adapter" which has a fixed IP address, and check there are no messages displayed and the return value is 1.
Command

```
> netsh interface ip set address "Network_interface_name" dhcp  
> echo %errorlevel%
```

<Example>

```
> netsh interface ip set address "Local_area_connection" dhcp  
  
> echo %errorlevel%  
1
```

When the situation is as above, contact Fujitsu technical staff. They will provide you with a procedure for working around the problem with the netsh command.

2.6 Trouble Related to RC console and BladeViewer

Trouble List

No.	Situation	Affected Product	
		Manager	Agent
2.6.1	While displaying BladeViewer using Internet Explorer 6 SP2, a dialog stating that communication with the manager has been lost is displayed.	W	-
2.6.2	There are cases where operations executed using the RC console and BladeViewer are not processed correctly.	W	-

2.6.1 While displaying BladeViewer using Internet Explorer 6 SP2, a dialog stating that communication with the manager has been lost is displayed.

Situation

While displaying BladeViewer using Internet Explorer 6 SP2, a dialog stating that communication with the manager has been lost is displayed.

Corrective Action

When using Internet Explorer 6 SP2 to display BladeViewer and communication with the manager is lost, a dialog stating the fact may be displayed.

In this case, the following script error will occur.

```
=====  
Line: 1352  
Char: 7  
Error: System Error: -1072896748  
Code: 0  
URL: https://xxx.xxx.xxx.xxx:23461/simple/index_ja  
=====
```

After restoring communication with the manager, refresh the browser window or restart the browser.

After that, if there is no problem with monitoring or operation, operation can be continued normally.

2.6.2 There are cases where operations executed using the RC console and BladeViewer are not processed correctly.

Situation

There are cases where operations executed using the RC console and BladeViewer are not processed correctly.

Corrective Action

There is a possibility that the latest updates have not been applied to the instance of Internet Explorer that is being used to execute RC console or BladeViewer.

Execute Microsoft Update and apply the latest updates, then use RC console or BladeViewer.