# ServerView Resource Coordinator VE V2.1

# Troubleshooting Guide

# 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) 2008 R2 Standard
  Microsoft(R) Windows Server(R) 2008 R2 Enterprise
  Microsoft(R) Windows Server(R) 2008 R2 Datacenter

  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

  Microsoft(R) Windows(R) 7 Professional
  Microsoft(R) Windows(R) 7 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)
  Microsoft(R) Windows Server(R) 2008 R2 Standard
  Microsoft(R) Windows Server(R) 2008 R2 Enterprise
  Microsoft(R) Windows Server(R) 2008 R2 Datacenter

- 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 "Windows 7" is used.

  Microsoft(R) Windows(R) 7 Professional
  Microsoft(R) Windows(R) 7 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)
  Red Hat(R) Enterprise Linux(R) 5.4 (for x86)
  Red Hat(R) Enterprise Linux(R) 5.4 (for Intel64)
  SUSE Linux Enterprise Server 10 SP2 (for x86)
  SUSE Linux Enterprise Server 10 SP2 (for AMD64, Intel64)
  SUSE Linux Enterprise Server 10 SP3 (for x86)
  SUSE Linux Enterprise Server 10 SP3 (for AMD64, Intel64)
  SUSE Linux Enterprise Server 11 (for x86)
  SUSE Linux Enterprise Server 11 (for AMD64, Intel64)
  Oracle Enterprise Linux Release 5 Update 4 for x86 (32 Bit)
  Oracle Enterprise Linux Release 5 Update 4 for x86_64 (64 Bit)

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

  VMware(R) Infrastructure 3
  VMware vSphere(TM) 4

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

  ServerView Resource Coordinator VE

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

# ◆ 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 |
| Solaris version article (Phenomenon unique to Solaris) | S |
| 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 |
| Phenomenon that can occur on Windows and Solaris | W/S |
| Phenomenon that can occur on Linux and Solaris | L/S |
| Phenomenon that can occur on Linux, VMware, and Solaris | L/V/S |
| Phenomenon that can occur on Windows, Linux, VMware, and Solaris | W/L/V/S |

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# ■ Changed Sections

Changes have been made to the following sections in the fifth edition.

| Section | Overview |
|---------|----------|
| 2.4.2 | The method for dealing with image files being created when the backup process ends in an error has been added. |
| 2.5.6 | The method for dealing with image files being created when the cloning process ends in an error has been added. |

### Notices

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# Index

# 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 | When upgrading from V13.2, the message "This product cannot be installed on this system as ServerView Deployment Manager has already been installed." is displayed and installation fails. | W | - |
| 1.1.2 | 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 When upgrading from V13.2, the message "This product cannot be installed on this system as ServerView Deployment Manager has already been installed." is displayed and installation fails.

### Situation

When installing a manager of ServerView Resource Manager VE V2.1 or later after uninstalling a Systemwalker Resource Coordinator Virtual server Edition manager, the following message is displayed even though ServerView Deployment Manager has not been installed, and installation fails.

> A manager cannot be installed on this system as ServerView Deployment Manager has already been installed. Either uninstall ServerView Deployment Manager or install this product on another server.

### Corrective Action

Confirm that a ServerView agent is not installed, using the list of programs displayed from [Control Panel]-[Add or Remove Programs].
When ServerView Deployment Manager has been installed, follow the directions given in the message.

If ServerView Deployment Manager has not been installed, use the following procedure to delete the services for image file collection and deployment, and the module, and then install the V2.1 manager.

1) Execute the command to delete the module for image file collection and deployment.

Open the command prompt and execute the following command:

```
msiexec /x "{9915B773-F675-49AC-B797-1211D9B4E44E}" /qn
```

2) Confirm that the services for image file collection and deployment have been stopped or deleted.

Confirm that the following services have been stopped or deleted.

- Deployment Service
- PXE Services

- TFTP Service

If all of the above services have been deleted, the following steps (3) to 5)) are not necessary.

If any of the services are active, stop them.

For the methods for checking and stopping, refer to "5.1 Manager" of the "Systemwalker Resource Coordinator Virtual server Edition Setup Guide".

3) Manually delete the installation folder of the V13.2 manager.
Manually delete folders such as *Installation_folder*¥ScwPro that remain in the installation folder.
For the folders to delete, refer to "6.1.2 Uninstallation" of the "Systemwalker Resource Coordinator Virtual server Edition V13.2.0 Installation Guide".

4) Manually delete the services for image file collection and deployment.

Open the command prompt and manually execute the following commands:

sc delete "Deployment service"

sc delete "PXE Services"

sc delete "TFTP Service"

Execution of the commands is not necessary for services that have been deleted.

5) Confirm that the services have been deleted.

Confirm that the following services have been deleted.

- Deployment Service
- PXE Services
- TFTP Service

## 1.1.2 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/L | 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 | 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/L | - |
| 2.1.4 | Labels and comments of VM guests are deleted. | W/L | V |
| 2.1.5 | The message "FJSVrcx:WARNING:41120:different Product detected." is displayed even though no hardware has been replaced. | W/L | - |
| 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/L | - |
| 2.1.9 | A BX900 series chassis cannot be powered on. | W/L | - |
| 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/L | - |
| 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/L | - |
| 2.1.12 | In some cases an error may be displayed when powering on a BX900 series chassis. | W/L | - |
| 2.1.13 | When a BX600 series chassis is powered off, the statuses of mounted, registered managed servers in the chassis becomes "unknown". | W/L | - |
| 2.1.14 | When a BX620 S5 server blade has been mounted in a chassis but not powered on even once, if [Register Server] or [Re-configure Hardware Properties] are performed on the server blade they will fail. | W/L | - |
| 2.1.15 | When server registration is performed after multiple BX620 S5 server blades are started simultaneously, automatic registration of agents may not be possible. | W/L | - |
| 2.1.16 | In some cases, Error/Warning is displayed for SPARC Enterprise even after recovery from Error/Warning. | - | S |
| 2.1.17 | In some cases involving redundant admin LAN configurations, the OS of managed servers may not start. | W/L | - |

## 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/exasnmpd.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/exasnmpd.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_vmguest*N*.log

  A numerical value is displayed for *N*.

Output directory for delete_vmguest*N*.log: *Installation_folder*¥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.

### Message Level Correspondence Table (BX900 series)

| 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 |

### Message Level Correspondence Table (BX600 series)

| 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 | critical | Error |
| 7 | System fan overall status = critical | Info | critical | Error |

| | | | | |
|---|---|---|---|---|
| | (Fan overall status is critical) | | | |
| 8 | System temperature overall status = degraded (Temperature overall status is degraded) | Info | critical | 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.

## 2.1.13 When a BX600 series chassis is powered off, the statuses of mounted, registered managed servers in the chassis may become "unknown".

### Situation

When a BX600 series chassis (with MMB firmware version 2.29) is powered off, the status of the chassis becomes "stop", but the statuses of server blades that have been mounted and registered in the chassis become "unknown" rather than "stop".

### Corrective Action

If the status of the chassis is "stop", consider the status of any mounted servers displayed as "unknown" to be "stop".

## 2.1.14 When a BX620 S5 server blade has been mounted in a chassis but not powered on even once, if [Register Server] or [Re-configure Hardware Properties] are performed on the server blade they will fail.

### Situation

When a BX620 S5 server blade has been mounted in a chassis but not powered on even once, as the NIC of the server blade will not be recognized correctly, if [Register Server] as a managed server or [Re-configure Hardware Properties] is performed during maintenance, the following message will be displayed and the process will fail.

FJSVrcx:ERROR:61142:no NIC for admin LAN detected

### Corrective Action

After performing the following procedure, perform [Register Server]. or [Re-configure Hardware Properties] again.

- For server registration

    a) Power on the server blade, and check on the admin window of the management blade if the server blade's NIC is being recognized correctly.

    b) Right-click the chassis on the resource tree and select [Update] from the displayed menu.

    c) Check that the correct value is displayed for the MAC address in the server's resource details.

    d) Power off the server blade.

- For hardware property reconfiguration

    a) Power on the server blade, and check on the admin window of the management blade if the server blade's NIC is being recognized correctly.

    b) Power off the server blade.

## 2.1.15 When server registration is performed after multiple BX620 S5 server blades are started simultaneously, automatic registration of agents may not be possible.

### Situation

When multiple BX620 S5 server blades are started simultaneously, the management blade may not be able to correctly recognize the NICs of the server blades and therefore be unable to obtain their IP addresses, resulting in automatic registration of agents on the target servers not being possible when performing server registration.

### Corrective Action

After performing the following procedure, perform server registration again.

- a) Restart the affected servers.
- b) After starting the servers, right-click the chassis containing the servers on the resource tree, and select [Update] from the displayed menu.
- c) Check that the correct IP address is displayed in the Hardware Maintenance area of the resource details of the affected servers.

## 2.1.16 In some cases, Error/Warning is displayed for SPARC Enterprise even after recovery from Error/Warning.

### Situation

When Error or Warning status is displayed on the RC Console due to a hardware problem on a SPARC Enterprise server, the Error or Warning status may be displayed for up to an hour after the cause of the problem has been resolved.

### Corrective Action

The maximum time taken for the synchronization of the information Resource Coordinator VE obtains from SPARC Enterprise servers and the information that can be checked from XSCF Web and XSCF shell is one hour. Therefore, even if corrective action is taken, the display of Error or Warning may continue for up to one hour.

If the status is checked directly after taking corrective action, check the status using XSCF Web or XSCF shell.

## 2.1.17 In some cases involving redundant admin LAN configurations, the OS of managed servers may not start.

**Situation**

With managed servers in configurations with redundant admin LANs configured, the OS of the managed server will not start and the following message is displayed on the local console of the managed server.

Connecting to the deployment server *admin_server_IP_address* ...
CLIENT IP:*managed_server_IP_address* MAC:*managed_server_MAC_address*
......

**Corrective Action**

Confirm that the admin server and managed server are not operating, and perform the following procedure:

1)      Check the MAC address used by the managed server for the admin LAN.
     For details of how to check MAC addresses, refer to "2.5.2 [Resource Details] tab" of the "ServerView Resource Coordinator VE Setup Guide".

2)      Log in to the manager using administrator authority and execute the following command.
     A dedicated prompt will be started.

     [For Windows]

```
>Installation_folder¥ScwPro¥bin¥scwsh -i
```

     [For Linux]

```
#/opt/FJSV-deploysv/sys/scwsh -i
```

3)      Execute the following command using the prompt started in 2).
     The command shown below is the one for execution in a Windows environment, but it is the same as the one used for Linux. For Linux please change ">" to "#".
     Confirm in the command execution results that the value of the MAC address setting for the managed server checked in 1) is 1.

```
scwsh>logon

scwsh root>pxe

scwsh pxe>bootcfg list
MAC_address_setting_value
MAC_address_setting_value
...
```

4)      When the setting value checked in 3) is 1, execute the following command.

```
scwsh pxe>bootcfg set managed_server_MAC_address 0
```

5)      Confirm that the setting changes have been reflected using the following command.

```
scwsh pxe>bootcfg list
```

> *Managed_server_MAC_address* 0

6) After confirming the change, execute the following command:

```
scwsh pxe>logoff

scwsh>quit
```

7) Restart the managed server and check that the OS starts.

# 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/L | 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/L | 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-eecd <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 | L/V |
| **2.3.2** | In a local boot environment, switchover or failback operations do not complete even after waiting a while. | W/L | W/L/V |
| **2.3.3** | After server switchover of a VM host, a VM Guest on the VM host is deleted. | W/L | V |
| **2.3.4** | When internal errors (IERR) occur on the CPU of a BX900 series server blade, in some cases it may take some time before Auto-Recovery starts. | W/L | W/L/V |
| **2.3.5** | When internal errors (IERR) occur on the CPU of a BX620 S5 series server blade, in some cases it may take some time before Auto-Recovery starts. | W/L | 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 cause is 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.

## 2.3.5 When internal errors (IERR) occur on the CPU of a BX620 S5 series server blade, in some cases it may take some time before Auto-Recovery starts.

### Situation

When internal errors (IERR) occur on the CPU of a BX620 S5 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 BX620 S5 server blades, 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/L | W/L/V |
| **2.4.2** | During backup, the message "FJSVrcx:ERROR:69122" is displayed. | W/L | 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.

## 2.4.2 When backup ends in an error, the image files that were being created remain.

### Situation

When backup ends in an error, image files may remain in the image file storage folder. After backup ends in an error, open the image files storage folder and check the times and dates of image file modification. When the time an image file was modified is within the period of the backup, there is a chance that the image is an incomplete remnant.

[Windows]

*Image_file_storage_folder*¥Cloneimg

[Linux]

/var/opt/FJSVscw-deploysv/depot/CLONEIMG

### Corrective Action

Use the following procedure to confirm and correct the problem.

1) Stop the manager.
   For details of how to stop the manager, refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Operation Guide".

2) Start the manager.
   For details of how to start the manager, refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Operation Guide".

3) Check for the presence of system images.
   Check the [Image List] tab, and see if there are any remnant system images that were being created. If there are any remnant system images, use the GUI to delete them.

# 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/L | 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/L | W |
| **2.5.3** | When collecting or deploying a cloning image, the message "FJSVrcx:ERROR:68295" is output. | W/L | W |
| **2.5.4** | Deployment of cloning images does not complete even after waiting a while. | W/L | W/L |
| **2.5.5** | When collecting a cloning image, the message "FJSVrcx:ERROR:68255" is output | W/L | W |
| **2.5.6** | When collection of cloning masters ends due to an error, the image files that were being created remain. | W/L | 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:

[Windows]

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¥tftp¥log¥ID#*XXXX*

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

[Linux]

Restoration log name: SvRestore.log

Restoration log location: /var/opt/FJSVscw-deploysv/log/req*XXXX*-/*YY*/*ZZZ_managed_server*

A numerical value is displayed for *XXXX*. When there are multiple logs, select the most recent one. Check the log of the relevant managed server.

Numerical values are displayed for *YY* and *ZZZ*.

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.

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## 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.

## 2.5.6 When collection of cloning masters ends due to an error, the image files that were being created remain.

**Situation**

When collection of cloning masters ends due to an error, image files may remain in the image file storage folder. After an error occurs, open the image files storage folder and check the times and dates of image file modification. When the time an image file was modified is within the period of the cloning, there is a chance that the image is an incomplete remnant.

[Windows]

*Image_file_storage_folder*¥Cloneimg

[Linux]

/var/opt/FJSVscw-deploysv/depot/CLONEIMG

**Corrective Action**

Use the following procedure to confirm and correct the problem.

1) Stop the manager.
   For details of how to stop the manager, refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Operation Guide".

2) Start the manager.
   For details of how to start the manager, refer to "5.1 Manager" of the "ServerView Resource Coordinator VE Operation Guide".

3) Check whether or not there are any cloning images.
   Check the [Image List] tab, and see if there are any remnant cloning images that were being created. If there are any remnant cloning images, use the GUI to delete them.

# 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/L | - |
| **2.6.2** | There are cases where operations executed using the RC console and BladeViewer are not processed correctly. | W/L | - |

## 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.