

Systemwalker Software Configuration Manager

A decorative horizontal band with a dark blue background and abstract, glowing green and cyan lines and curves, suggesting a digital or network theme.

Troubleshooting Guide

Windows/Linux

B1X1-0133-03ENZ0(00)
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Preface

Purpose of this Document

This document provides the appropriate responses for problems that occurred in the following version of Systemwalker Software Configuration Manager:

- Systemwalker Software Configuration Manager V15.1.0
- Systemwalker Software Configuration Manager V15.1.1

Intended Readers

This document is intended for operators of Systemwalker Software Configuration Manager who understand the basic operation and functions of Systemwalker Software Configuration Manager.

Structure of this Document

The structure of this document is as follows:

[Chapter 1 Troubleshooting Flow](#)

This section explains the troubleshooting flow of Systemwalker Software Configuration Manager.

[Chapter 2 Installation-related Troubleshooting](#)

This section explains installation-related troubleshooting in Systemwalker Software Configuration Manager.

[Chapter 3 Operation-related Troubleshooting](#)

This section explains operation-related troubleshooting in Systemwalker Software Configuration Manager.

Conventions Used in this Document

Refer to the *Documentation Road Map* for information on the names, abbreviations, and symbols used in this manual.

Abbreviations and Generic Terms Used for Operating Systems

This document uses the following abbreviations and generic terms to indicate operating systems.

Official name	Abbreviation	
Microsoft(R) Windows Server(R) 2012 Datacenter Microsoft(R) Windows Server(R) 2012 Standard	Windows Server 2012	Windows
Microsoft(R) Windows Server(R) 2008 Standard Microsoft(R) Windows Server(R) 2008 Standard without Hyper-V Microsoft(R) Windows Server(R) 2008 Enterprise Microsoft(R) Windows Server(R) 2008 Enterprise without Hyper-V	Windows Server 2008	
Microsoft(R) Windows Server(R) 2008 R2 Standard Microsoft(R) Windows Server(R) 2008 R2 Enterprise	Windows Server 2008 R2	
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	Windows Server 2003 R2	
Red Hat(R) Enterprise Linux(R) (for x86)	RHEL (x86)	
Red Hat(R) Enterprise Linux(R) (for Intel64)	RHEL (Intel64)	RHEL

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Chapter 1 Troubleshooting Flow

For Systemwalker Software Configuration Manager, it is recommended that investigation data be collected to isolate the causes of problems. By collecting investigation data immediately after a problem has occurred, it is possible to investigate and find the causes of problems that cannot be resolved using the actions in this chapter.

Perform the following procedure when a problem has occurred.

1. If you think a problem may have occurred, start by collecting investigation data.
2. Perform the appropriate checks and actions for each symptom that has occurred.
3. If you have been able to resolve the problem, you can continue the operation.

Keep the investigation data collected in Step 1, in case you need to use it next time a similar problem occurs.

4. If you cannot resolve the problem, send the investigation data collected in Step 1 to Fujitsu technical support, and ask them to conduct an investigation.

1.1 Collecting Investigation Data

Collect the data shown below on the admin server, linkage server or business server where an error has occurred.

1.1.1 Problem Investigation Data for Admin Servers

Investigation data for admin servers can be collected using the `swcfmg_collectinfo` command (problem investigation data collection command). The following example shows how the command is used.

[Windows]

```
<Systemwalker Software Configuration Manager installation directory>\SWCFMGM\bin\swcfmg_collectinfo -d <Output path>
```

[Linux]

```
/opt/FJSCvcmgm/bin/swcfmg_collectinfo -d <Output path>
```



See

Refer to the *Reference Guide* for information on how to use the `swcfmg_collectinfo` command.



Information

If the default values are used for the size of the log files for admin servers and the number of generations to be stored for each log file, up to approximately 280 MB of free space will be required.

1.1.2 Problem Investigation Data for Linkage Servers

Investigation data for agents

Investigation data for the agent function can be collected using the `swcfmg_collectinfo_agent` command (agent problem investigation data collection command).

The following example shows how the command is used.

[Windows]

```
<Systemwalker Software Configuration Manager installation directory>\SWCFMGA\bin\swcfmg_collectinfo_agent -d  
<Output path>
```



See

Refer to the *Reference Guide* for information on how to use the swcfmg_collectinfo_agent command.



Information

Up to approximately 170 MB of free space will be required if the default values are used for the size of the log files for agents and the number of generations to be stored for each log file.

1.1.3 Problem Investigation Data for Business Servers

Investigation data for agents

Investigation data for the agent function can be collected using the swcfmg_collectinfo_agent command (agent problem investigation data collection command).

The following example shows how the command is used:

[Windows]

```
<Systemwalker Software Configuration Manager installation directory>\SWCFMGB\bin\swcfmg_collectinfo_agent -d  
<Output path>
```

[Linux]

```
/opt/FJSVcfmgb/bin/swcfmg_collectinfo_agent -d <Output path>
```



See

Refer to the *Reference Guide* for information on how to use the swcfmg_collectinfo_agent command.



Information

If the default values are used for the size of the log files for agents and the number of generations to be stored for each log file, up to approximately 170 MB of free space will be required.

Chapter 2 Installation-related Troubleshooting

2.1 Setup-related Troubleshooting

2.1.1 The Setup Command Fails to Execute

When the setup command is executed after installation, the message "The environment variables required for operations have not been set." is output and the setup cannot be performed.

Applicable version and level

- Windows version: V15.1.0 or later

2.1.1.1 Action

Points to check

Was the setup command executed from a command prompt that was already running before the installation completed?

Action method

Because the setup process runs using the environment variables created during installation, these environment variables will not be valid for a command prompt that was started before the installation completed.

Be sure to execute the setup command from a new command prompt that is started after the installation has completed.

Chapter 3 Operation-related Troubleshooting

3.1 Troubleshooting Relating to Email Notification

3.1.1 Email Notification Fails

A patch was approved on the WSUS server and discovery was implemented, but an email notification has not been received using the new patch application request notification function.

Applicable version and level

- Windows version: V15.1.0 or later
- Linux version: V15.1.0 or later

3.1.1.1 Action

Points to check

Has the email address for the server administrator been set correctly?

Action method

If the email address has not been set correctly, set the correct email address of the user using the account management function of ServerView Resource Orchestrator.

If the email address has been set correctly, email transmission may have failed due to a network fault or for some other reason. Check whether the network is operating normally, and then execute the email resend command. Refer to "swcfmg_retry_sendmail (Email Resend Command)" in the *Reference Guide* for information on the email resend command.

3.2 Troubleshooting Relating to the Management Console

3.2.1 Some Applied Patches not Shown in Management Console

A Windows patch has been applied on a business server, but the patch is not displayed as an applied patch in the management console.

Applicable version and level

- Windows version: V15.1.0 or later
- Linux version: V15.1.0 or later

3.2.1.1 Action

Points to check

Check the following issues:

- Is the server connected to the WSUS server?
- Has the patch been approved on the WSUS server?
- Is the **Last update** time in the **Server list** window of the management console later than the time when the patch was actually applied?

Action method

Take the following actions:

- If the server is not connected to the WSUS server:
Connect the server to the WSUS server.
- If the patch has not been approved on the WSUS server:
Approve the patch on the WSUS server.
- If the **Last update** time in the **Server list** window of the management console is not later than the time when the patch was actually applied:
Check again after the application status has been synchronized from the managed server to WSUS at the next synchronization interval and after discovery has been implemented on the WSUS server.

3.2.2 Number of "Unapplied (OS)" in Management Console does not Match the Number of Patches to be Applied as Detected by the "Check for Updates" Function on the Business Server

The number of **Unapplied (OS)** in the **Server list** window of the management console does not match the number of patches to be applied as detected by the Check for Updates function on the business server.

Applicable version and level

- Windows version: V15.1.0 or later
- Linux version: V15.1.0 or later

3.2.2.1 Action

Points to check

The inconsistency arises when some patches are provided as part of a cumulative patch. This is because Systemwalker Software Configuration Manager counts all of the patches in a cumulative patch as patches that can be applied, while the Check for Updates function does not count patches in a cumulative patch as patches that can be applied.

For example, if Patch 3 is a cumulative patch containing Patch 1 and Patch 2, then Systemwalker Software Configuration Manager will detect them as three different patches that can be applied, but the Check for Updates function will detect them as one patch that can be applied.

Patches detected	Systemwalker Software Configuration Manager	Check for Updates function
Patch 3 (containing Patch 1 and Patch 2)	D	D
Patch 2	D	-
Patch 1	D	-

D: Detected as a patch that can be applied

-: Not detected as a patch that can be applied

Action method

If some patches are provided as part of a cumulative patch, having these patches unapproved on the WSUS server will prevent Systemwalker Software Configuration Manager from detecting the patches in a cumulative patch as patches that can be applied.

3.2.3 Linux Patch Information not Shown in the Management Console

I have registered an RPM package with the yum repository server, but the RPM package does not appear in the patch list in the management console.

Applicable version and level

- Windows version: V15.1.0 or later
- Linux version: V15.1.0 or later

3.2.3.1 Action

Action method

The infrastructure administrator should take the following actions:

Execute discovery if discovery was not executed after the RPM package was registered with the yum repository server. Then, perform the following operations as well:

- Registering the RPM package with the Linux patch management target definitions

Check if the RPM package that was registered with the yum repository server has been registered with the Linux patch management target definitions. If not, register the patch with the Linux patch management target definitions by executing the `swcfmg_patch_importrpm` command (the Linux patch management target definition import command). Refer to the *Reference Guide* for information on the `swcfmg_patch_importrpm` command (the Linux patch management target definition import command).

- How to check whether the RPM package has been registered with the Linux patch management target definitions
 1. Export the Linux patch management target definitions by executing the `swcfmg_patch_exportrpm` command (the Linux patch management target definition export command). Refer to the *Reference Guide* for information on the `swcfmg_patch_exportrpm` command (the Linux patch management target definition export command).
 2. Check whether the RPM package that has been registered is included in the Linux patch management target definition information that was exported in Step 1. Refer to "Linux Patch Management Target Configuration File" in the *Reference Guide* for information on the Linux patch management target definition information.
- Clearing the yum caches on Linux business servers (yum clients)

The yum caches on Linux business servers (yum clients) may not have been cleared after the configuration of the yum repository server was changed. Execute the `swcfmg_notify_yumcache` command (the yum cache cleanup notification command).

If the RPM package is still not displayed in the patch list even after taking the action above, this means that there are no Linux business servers to which that RPM package can be applied.

3.3 Troubleshooting Relating to Patch Distribution/Application

3.3.1 Patch Distribution/Application not Running

Applicable version and level

- Windows version: V15.1.0 or later
- Linux version: V15.1.0 or later

3.3.1.1 Action

Action method

If an error, such as system failure, occurs on the admin server while patch distribution/application is in progress, the operation is stopped. In such cases, after recovering from the abnormal state, use the `swrba_recoverprocess` command (process instance recovery command) to perform patch distribution/application recovery.

Operations

1. After recovering from the abnormal state, log in to the admin server.
2. Execute the following command to check whether Systemwalker Runbook Automation is operating normally.

[Windows]

```
<ServerView Resource Orchestrator installation directory>\SWRBAM\bin\swrba_status
```

[Linux]

```
/opt/FJSVswrbam/bin/swrba_status
```

3. Execute the `swrba_recoverprocess` command to recover patch distribution/application processes that failed.

[Windows]

```
<ServerView Resource Orchestrator installation directory>\SWRBAM\bin\swrba_recoverprocess
```

[Linux]

```
/opt/FJSVswrbam/bin/swrba_recoverprocess
```

Refer to the *Reference Guide* for information on the `swrba_recoverprocess` command (process instance recovery command).

The recovered patch distribution/application process instance IDs will be output when the command is executed.

- If patch distribution/application recovery is successful as a result of executing the `swrba_recoverprocess` command:

Example:

```
PROCESSID:1599523 (ACTIVITYID:1599525) is recovered  
PROCESSID:1600057 (ACTIVITYID:1600059) is recovered  
PROCESSID:1600595 (ACTIVITYID:1600600) is recovered  
PROCESSID:1600595 (ACTIVITYID:1600601) is recovered  
PROCESSID:1600595 (ACTIVITYID:1600602) is recovered
```

- If patch distribution/application recovery is unsuccessful as a result of executing the `swrba_recoverprocess` command:

Example:

```
PROCESSID:1600071 (ACTIVITYID:1600073) recovery failed  
FSP_SW/RB-A_BASE: ERROR: 03013: I/O error. : PROCESSID='1600071' ACTIVITYID='1600073'  
PATH='C:\Fujitsu\Systemwalker\SWRBAM\etc\share\rbaope\opeparts\output\1600071_1600073\status.dat'  
DETAIL='invalid stream header'
```

3.3.1.2 Action if a Recovery Error Occurs

If patch distribution/application could not be recovered after executing the `swrba_recoverprocess` command (process instance recovery command), perform patch distribution/application again.

1. Refer to the `PROCESSID` information if patch distribution/application could not be recovered.
2. Use the `swrba_admin` command (process administration command) to reference information.

Example:

```
swrba_admin pi-list -user swrbaadmin -password systemwalker#1 -piid 1600071 -appid
cfmgApplication
FSP_SW/RB-A_BASE: INFO: 02000: Start pi-list. Option:pi-list -piid 1600071 -appid cfmgApplication
ProcessInstanceID   ProcessInstanceName   Status Initiator
1600071             Patch distribution request_189003_win2008r2ja64_L0705_22(VEVI7HLL450001)
                    aborted             manage
Searched for one instance.
FSP_SW/RB-A_BASE: INFO: 02001: pi-list has terminated normally. Option:pi-list -piid 1600071 -
appid cfmgApplication Code:0
```

Refer to the *Reference Guide* for information on the swrba_admin command (process administration command).

3. From the displayed results, you can identify that the name of the patch distribution/application process instance that failed to be recovered is patch distribution request_189003_win2008r2ja64_L0705_22(VEVI7HLL450001).
4. The configuration of process instance names is as follows:

<Patch distribution request> (or <Patch application request>) + <Main process ID> + <Server name>

In the above example, you can derive that patch distribution by the user "manage" to the server name "win2008r2ja64_L0705_22(VEVI7HLL450001)" failed.

5. System administrators who have restored admin servers must notify the above information to relevant users, and the notified users must re-execute patch distribution.