

# ServerView Resource Orchestrator V3.1.1



## Troubleshooting

Windows/Linux

J2X1-7672-04ENZ0(02)  
August 2013

# Preface

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## Purpose of This Document

This manual provides information on the corrective action to be taken when trouble occurs during installation or operation of this product.

## Intended Readers

This manual is written for people who will install, operate, and maintain systems using Resource Orchestrator.

## Structure of This Document

This manual is composed as follows:

### [Chapter 1 Flow of Troubleshooting](#)

Explains the flow for troubleshooting.

### [Chapter 2 Operations for Physical Servers](#)

Explains the corrective actions for trouble involving Virtual Edition.

### [Chapter 3 L-Server Operations](#)

Explains the corrective actions for trouble that occurs when operating L-Servers.

### [Chapter 4 Operations for Images or Cloning Images](#)

Explains the corrective actions for trouble that occurs when operating images or cloning images.

### [Chapter 5 Operations for Snapshots](#)

Explains the corrective actions for trouble that occurs during snapshot operations.

### [Chapter 6 Operations for VM Management Software or Server Virtualization Software](#)

Explains the corrective actions for trouble that occurs during operation of VM management software or server virtualization software.

### [Chapter 7 Operations for ROR Console](#)

Explains the corrective actions for trouble that occurs when operating the ROR console.

### [Chapter 8 Operation of L-Platform Management Functions](#)

Explains strategies for handling problems in the operation of L-Platform management functions.

### [Chapter 9 L-Platform Operations](#)

Explains strategies for handling problems with L-Platform operations.

### [Chapter 10 VM hosts Operations](#)

Explains strategies for handling problems with VM hosts operations.

### [Chapter 11 Dashboard Operations](#)

Explains strategies for handling problems with Dashboard operations.

## Document Conventions

The notation in this manual conforms to the following conventions.

- When there is different information for the different versions of Resource Orchestrator, it is indicated as follows:

[All Editions]	Sections relevant for all editions
[Cloud Edition]	Sections related to Cloud Edition
[Virtual Edition]	Sections related to Virtual Edition

- When using Resource Orchestrator and the functions necessary differ due to the necessary basic software (OS), it is indicated as follows:

[Windows Manager]	Sections related to Windows manager
[Linux Manager]	Sections related to Linux manager
[Windows]	Sections related to Windows
[Linux]	Sections related to Linux
[Solaris]	Sections related to Solaris
[VMware]	Sections related to VMware
[Hyper-V]	Sections related to Hyper-V
[Xen]	Sections related to RHEL5-Xen
[KVM]	Sections related to RHEL-KVM
[Solaris Zones]	Sections related to Solaris zones
[OVM for x86 2.2]	Sections related to Oracle VM Server for x86 2.2
[OVM for x86 3.2]	Sections related to Oracle VM Server for x86 3.2
[OVM for SPARC]	Sections related to Oracle VM Server for SPARC
[Citrix Xen]	Sections related to Citrix XenServer
[Physical Servers]	Sections related to physical servers

- Unless specified otherwise, the blade servers mentioned in this manual refer to PRIMERGY BX servers.
- Oracle Solaris may also be indicated as Solaris, Solaris Operating System, or Solaris OS.
- Oracle Solaris Zones may also be indicated as Solaris Containers or Solaris Container.
- Oracle VM Server for x86 may also be indicated as Oracle VM.
- In Resource Orchestrator the following servers are referred to as SPARC Enterprise.
  - SPARC Enterprise M3000/M4000/M5000/M8000/M9000
  - SPARC Enterprise T5120/T5140/T5220/T5240/T5440
- In Resource Orchestrator the following servers are referred to as Fujitsu M10.
  - FUJITSU M10-1/M10-4/M10-4S
- Fujitsu M10 is sold as SPARC M10 by Fujitsu in Japan. Fujitsu M10 and SPARC M10 are identical products.
- References and character strings or values requiring emphasis are indicated using double quotes ( " ).
- Window names, dialog names, menu names, and tab names are shown enclosed by brackets ( [ ] ).
- Button names are shown enclosed by angle brackets (< >) or square brackets ( [ ] ).
- The order of selecting menus is indicated using [ ]-[ ] .
- Text to be entered by the user is indicated using bold text.
- Variables are indicated using italic text and underscores.
- The ellipses ("...") in menu names, indicating settings and operation window startup, are not shown.
- The ">" used in Windows is included in usage examples. When using Linux, read ">" as meaning "#".
- If using Windows 8 or Windows Server 2012, please note the following:  
Operations descriptions in this manual use examples assuming operating systems up to Windows 7 and Windows Server 2008 - if using this product with Windows 8 or Windows Server 2012, read instructions regarding the [Start] menu as if they were instructions

for the [Apps] page.

Display the [Apps] page by right-clicking in the [Start] screen, and then clicking on [All apps].

## Menus in the ROR Console

Operations on the ROR console can be performed using either the menu bar or pop-up menus.

By convention, procedures described in this manual only refer to pop-up menus.

## Regarding Installation Folder Paths

The installation folder path may be given as C:\Fujitsu\ROR in this manual.

Replace it as shown below.

- When using Windows 64-bit (x64)  
C:\Program Files (x86)\Resource Orchestrator
- When using Windows 32-bit (x86)  
C:\Program Files\Resource Orchestrator

## Command Examples

The paths used in command examples are abbreviated. When executing commands, do so using the path given in "Name".

## Web Site URLs

URLs provided as reference sources within the main text are correct as of August 2013.

Please understand that they are subject to change without notice.

## Abbreviations

The following abbreviations are used in this manual:

Abbreviation	Products
Windows	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 Server(R) 2008 Standard Microsoft(R) Windows Server(R) 2008 Enterprise 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) 2012 Standard Microsoft(R) Windows Server(R) 2012 Datacenter Microsoft(R) Windows(R) XP Professional operating system Windows Vista(R) Business Windows Vista(R) Enterprise Windows Vista(R) Ultimate Windows(R) 7 Professional Windows(R) 7 Ultimate Windows(R) 8 Pro Windows(R) 8 Enterprise

Abbreviation	Products
Windows Server 2003	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 2003 x64 Edition	Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition
Windows Server 2008	Microsoft(R) Windows Server(R) 2008 Standard Microsoft(R) Windows Server(R) 2008 Enterprise Microsoft(R) Windows Server(R) 2008 R2 Standard Microsoft(R) Windows Server(R) 2008 R2 Enterprise Microsoft(R) Windows Server(R) 2008 R2 Datacenter
Windows 2008 x86 Edition	Microsoft(R) Windows Server(R) 2008 Standard (x86) Microsoft(R) Windows Server(R) 2008 Enterprise (x86)
Windows 2008 x64 Edition	Microsoft(R) Windows Server(R) 2008 Standard (x64) Microsoft(R) Windows Server(R) 2008 Enterprise (x64)
Windows Server 2012	Microsoft(R) Windows Server(R) 2012 Standard Microsoft(R) Windows Server(R) 2012 Datacenter
Windows PE	Microsoft(R) Windows(R) Preinstallation Environment
Windows XP	Microsoft(R) Windows(R) XP Professional operating system
Windows Vista	Windows Vista(R) Business Windows Vista(R) Enterprise Windows Vista(R) Ultimate
Windows 7	Windows(R) 7 Professional Windows(R) 7 Ultimate
Windows 8	Windows(R) 8 Pro Windows(R) 8 Enterprise
Linux	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) Red Hat(R) Enterprise Linux(R) 5.5 (for x86) Red Hat(R) Enterprise Linux(R) 5.5 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.6 (for x86) Red Hat(R) Enterprise Linux(R) 5.6 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.7 (for x86) Red Hat(R) Enterprise Linux(R) 5.7 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.8 (for x86) Red Hat(R) Enterprise Linux(R) 5.8 (for Intel64) Red Hat(R) Enterprise Linux(R) 6.2 (for x86) Red Hat(R) Enterprise Linux(R) 6.2 (for Intel64) Red Hat(R) Enterprise Linux(R) 6.3 (for x86) Red Hat(R) Enterprise Linux(R) 6.3 (for Intel64) Red Hat(R) Enterprise Linux(R) 6.4 (for x86) Red Hat(R) Enterprise Linux(R) 6.4 (for Intel64)

Abbreviation	Products
	SUSE(R) Linux Enterprise Server 11 for x86 SUSE(R) Linux Enterprise Server 11 for EM64T
Red Hat Enterprise Linux	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) Red Hat(R) Enterprise Linux(R) 5.5 (for x86) Red Hat(R) Enterprise Linux(R) 5.5 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.6 (for x86) Red Hat(R) Enterprise Linux(R) 5.6 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.7 (for x86) Red Hat(R) Enterprise Linux(R) 5.7 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.8 (for x86) Red Hat(R) Enterprise Linux(R) 5.8 (for Intel64) Red Hat(R) Enterprise Linux(R) 6.2 (for x86) Red Hat(R) Enterprise Linux(R) 6.2 (for Intel64) Red Hat(R) Enterprise Linux(R) 6.3 (for x86) Red Hat(R) Enterprise Linux(R) 6.3 (for Intel64) Red Hat(R) Enterprise Linux(R) 6.4 (for x86) Red Hat(R) Enterprise Linux(R) 6.4 (for Intel64)
Red Hat Enterprise Linux 5	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) Red Hat(R) Enterprise Linux(R) 5.5 (for x86) Red Hat(R) Enterprise Linux(R) 5.5 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.6 (for x86) Red Hat(R) Enterprise Linux(R) 5.6 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.7 (for x86) Red Hat(R) Enterprise Linux(R) 5.7 (for Intel64) Red Hat(R) Enterprise Linux(R) 5.8 (for x86) Red Hat(R) Enterprise Linux(R) 5.8 (for Intel64)
Red Hat Enterprise Linux 6	Red Hat(R) Enterprise Linux(R) 6.2 (for x86) Red Hat(R) Enterprise Linux(R) 6.2 (for Intel64) Red Hat(R) Enterprise Linux(R) 6.3 (for x86) Red Hat(R) Enterprise Linux(R) 6.3 (for Intel64) Red Hat(R) Enterprise Linux(R) 6.4 (for x86) Red Hat(R) Enterprise Linux(R) 6.4 (for Intel64)
RHEL5-Xen	Red Hat(R) Enterprise Linux(R) 5.4 (for x86) Linux Virtual Machine Function Red Hat(R) Enterprise Linux(R) 5.4 (for Intel64) Linux Virtual Machine Function
RHEL-KVM	Red Hat(R) Enterprise Linux(R) 6.2 (for x86) Virtual Machine Function Red Hat(R) Enterprise Linux(R) 6.2 (for Intel64) Virtual Machine Function

Abbreviation	Products
	Red Hat(R) Enterprise Linux(R) 6.3 (for x86) Virtual Machine Function Red Hat(R) Enterprise Linux(R) 6.3 (for Intel64) Virtual Machine Function Red Hat(R) Enterprise Linux(R) 6.4 (for x86) Virtual Machine Function Red Hat(R) Enterprise Linux(R) 6.4 (for Intel64) Virtual Machine Function
DOS	Microsoft(R) MS-DOS(R) operating system, DR DOS(R)
SUSE Linux Enterprise Server	SUSE(R) Linux Enterprise Server 11 for x86 SUSE(R) Linux Enterprise Server 11 for EM64T
OVM for x86 2.2	Oracle(R) VM Server for x86 2.2
OVM for x86 3.2	Oracle(R) VM Server for x86 3.2
OVM for SPARC	Oracle(R) VM Server for SPARC
Oracle VM Manager	Oracle(R) VM Manager
Citrix XenServer	Citrix XenServer(R) 6.0 Citrix XenServer(R) 6.0.2 Citrix XenServer(R) 6.1.0
ESC	ETERNUS SF Storage Cruiser
GLS	PRIMECLUSTER GLS
Navisphere	EMC Navisphere Manager
Solutions Enabler	EMC Solutions Enabler
MSFC	Microsoft Failover Cluster
Solaris	Oracle Solaris10 05/09 (Update7) Media Pack Oracle Solaris11 11/11 Media Pack Oracle Solaris11.1 Media Pack
SCVMM	System Center Virtual Machine Manager 2008 R2 System Center 2012 Virtual Machine Manager
VMware	VMware vSphere(R) 4 VMware vSphere(R) 4.1 VMware vSphere(R) 5 VMware vSphere(R) 5.1
VMware ESX	VMware(R) ESX(R)
VMware ESX 4	VMware(R) ESX(R) 4
VMware ESXi	VMware(R) ESXi(TM)
VMware ESXi 5.0	VMware(R) ESXi(TM) 5.0
VMware ESXi 5.1	VMware(R) ESXi(TM) 5.1
VMware Tools	VMware(R) Tools
VMware vSphere 4.0	VMware vSphere(R) 4.0
VMware vSphere 4.1	VMware vSphere(R) 4.1
VMware vSphere 5	VMware vSphere(R) 5
VMware vSphere 5.1	VMware vSphere(R) 5.1
VMware vSphere Client	VMware vSphere(R) Client
VMware vCenter Server	VMware(R) vCenter(TM) Server
VMware vClient	VMware(R) vClient(TM)
VMware FT	VMware(R) Fault Tolerance
VMware DRS	VMware(R) Distributed Resource Scheduler

Abbreviation	Products
VMware DPM	VMware(R) Distributed Power Management
VMware vDS	VMware(R) vNetwork Distributed Switch
VMware Storage VMotion	VMware(R) Storage VMotion
VIOM	ServerView Virtual-IO Manager
BladeLogic	BMC BladeLogic Server Automation
Internet Explorer	Windows(R) Internet Explorer(R) 8 Windows(R) Internet Explorer(R) 9 Windows(R) Internet Explorer(R) 10
ServerView Agent	ServerView SNMP Agents for MS Windows (32bit-64bit) ServerView Agents Linux ServerView Agents VMware for VMware ESX Server
RCVE	ServerView Resource Coordinator VE
ROR	ServerView Resource Orchestrator
ROR VE	ServerView Resource Orchestrator Virtual Edition
ROR CE	ServerView Resource Orchestrator Cloud Edition
Resource Coordinator	Systemwalker Resource Coordinator Systemwalker Resource Coordinator Virtual server Edition

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# Contents

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Chapter 1 Flow of Troubleshooting.....	1
1.1 Collecting Troubleshooting Data (Virtual Edition).....	1
1.1.1 Collecting Initial Troubleshooting Data.....	1
1.1.2 Collecting Exhaustive Troubleshooting Data.....	6
1.2 Collecting Investigation Data(Cloud Edition).....	7
Chapter 2 Operations for Physical Servers.....	10
2.1 OS Startup Issues (with I/O Virtualization).....	10
2.2 "unknown" Server Status.....	11
2.3 Public LAN Communication Issues.....	13
2.4 Multipath Configuration Issues.....	14
2.5 Server Switchover and Failback Issues.....	14
2.6 HBA Address Rename is Set by Mistake.....	14
2.7 Boot Issues (Boot Order Related).....	15
2.8 Boot Issues (Endless Reboot Cycle).....	15
Chapter 3 L-Server Operations.....	16
3.1 The Guest OS Associated with the L-Server Does Not Start Properly.....	16
3.2 Login to VMs Using Japanese Keyboard Environments Fails.....	16
3.3 When Opening the Physical L-Server Console Screen, the iRMC Management Window may be Opened.....	17
3.4 Cannot Communicate Outside of the Chassis after Creating the L-Server.....	17
3.5 When Creating or Starting a Physical L-Server, the Update of VIOM Configuration Information in Recent Operations may be Displayed.....	17
3.6 When Trying to Open the [Migrate an L-Server] Dialog for an L-Server, it may Indicate Loading but not become Operable.....	17
3.7 Creation of a Virtual L-Server does not Finish even after a long Time.....	18
3.8 After Virtual L-Server Creation is Complete, VM Guests with the Same Name Are Created on a Single Host.....	18
3.9 When the Status is "unknown", Operations of a Virtual L-Server Fail.....	19
Chapter 4 Operations for Images or Cloning Images.....	21
4.1 An Error Occurs When Performing Backup and Restore of System Images or Collection and Deployment of Cloning Images. [Physical Servers] [Hyper-V].....	21
4.2 An Error Occurs during Cloning after the Manager is Reinstalled.....	22
4.3 After the cloning image collection is completed, an unnecessary image is created on the VM management software.....	24
Chapter 5 Operations for Snapshots.....	26
5.1 Snapshots which cannot be Referred to or Operated from Resource Orchestrator Remain on VM Management Software.....	26
5.2 After Restarting vCenter Server Services, Snapshots of L-Server are not Managed.....	26
Chapter 6 Operations for VM Management Software or Server Virtualization Software.....	27
6.1 Operations do not Complete due to Rebooting of a VM Host (Admin OS) or Communication Failure. [Xen] [KVM].....	27
6.2 The Error, vmerrno=104, Occurs during Operations for Virtual L-Servers, and .NET Runtime Errors are Recorded on the SCVMM Server. [Hyper-V].....	27
Chapter 7 Operations for ROR Console.....	29
7.1 The Values on the [Resource List] Tab are "?", and on Other Tabs, "There is no information to display." is Displayed.....	29
7.2 When Clicking <OK> Repeatedly, the Same Definition is Added across Multiple Lines.....	29
7.3 The Screen Layout Collapses, or the Error Dialog "Establishing connection with admin server failed." is Displayed.....	30
7.4 The Progress of all Operations Including the Operation Being Executed is Complete.....	30
7.5 Display of Resource Information Collapses.....	30
7.6 Nothing may be Shown in the List of the [Resource] Tab.....	31
7.7 The Member Ports Belonging to the Link Aggregation are not Updated.....	31
7.8 The Error Message "Internet Explorer cannot display the webpage" is Displayed.....	31
7.9 Display of Resource Information Collapses.....	32
7.10 Login to the ROR Console is not Possible even when a Correct User ID and Password are Used.....	32
7.11 "Authentication Failure Trap" or "user authentication failure" is Periodically Displayed in the [Event] Tab.....	33

Chapter 8 Operation of L-Platform Management Functions .....	34
8.1 VSYS10098 Error when Using Template Builder Window or Template Builder Command.....	34
8.2 is20147 Error when Starting or Stopping a WorkUnit (Linux Manager).....	35
8.3 The Values Set in the VM Specific Information Definition File are not Updated in the L-Platform Management Window.....	35
Chapter 9 L-Platform Operations.....	37
9.1 Deployment Is Successful but Connection Cannot Be Performed Using IP Address of L-Server.....	37
9.2 When a Tenant Administrator or a Tenant User Tries to Perform an Operation such as Starting or Stopping a Server, a Message Saying the Right is not Granted is Displayed, and the Operation Fails .....	37
Chapter 10 VM hosts Operations.....	39
10.1 Messages are output to system log in Linux environments or event log (application log) in Windows environments when the manager fails to connect to a VM host.....	39
Chapter 11 Dashboard Operations.....	41
11.1 Messages Notifying of Update Checking Failures are Output to the Windows Event Log (Application Log) or the Linux System Log.....	41

# Chapter 1 Flow of Troubleshooting

This chapter explains the flow of troubleshooting.

In Resource Orchestrator, collection of troubleshooting data is recommended to aid in diagnosing operational problems. Troubleshooting data collected immediately after the occurrence of a failure aids in investigation and tracking down to the cause of the failure.

The following procedure shows how to cope with failures:

1. If a failure is believed to have occurred, collect troubleshooting data.

For collecting troubleshooting data, refer to the following topics:

- For Virtual Edition, refer to "[1.1 Collecting Troubleshooting Data \(Virtual Edition\)](#)".
- For Cloud Edition, refer to "[1.2 Collecting Investigation Data\(Cloud Edition\)](#)".

2. Take corrective actions for the problems, and monitor the results of those actions.

After the problems are solved, continue normal operation.

3. Save the troubleshooting data collected in step 1 for future use in problem solving.
4. If the problem still remains, send the troubleshooting data collected in step 1 to Fujitsu technical staff and request investigation.

## 1.1 Collecting Troubleshooting Data (Virtual Edition)

If a problem occurs on a system using Resource Orchestrator, use the following procedures to collect troubleshooting data so that Fujitsu technical staff can investigate the problem.

Two kinds of troubleshooting data can be collected. Collect the data which is relevant to one of the situations described below:

1. Collect initial troubleshooting data

To identify the cause of a problem, collect the data required to perform an initial diagnostic of the problem and contact Fujitsu technical staff.

The amount of data collected is small enough to be sent by e-mail.

Refer to "[1.1.1 Collecting Initial Troubleshooting Data](#)" for more information.

2. Collect exhaustive troubleshooting data

In some cases, the cause of a problem can be identified from the initial troubleshooting data alone, but in other cases, additional information is required.

In such cases, a large volume of data is required to perform a more exhaustive investigation and identify the cause of a problem.

As a result, exhaustive troubleshooting data is significantly larger than initial troubleshooting data.

Collect and send exhaustive troubleshooting data if requested to do so by Fujitsu technical staff.

Refer to "[1.1.2 Collecting Exhaustive Troubleshooting Data](#)" for more information.



### Note

Once a problem occurs, troubleshooting data should be collected promptly. Otherwise, data necessary for a problem investigation may be overwritten.

### 1.1.1 Collecting Initial Troubleshooting Data

This section explains how to collect the data required to diagnose the causes of problems.

#### About Collection Methods

The initial troubleshooting data can be collected using the following methods.

Based on each collection method's characteristics, choose the appropriate one according to the environment and system state in which the problem occurred.

#### - **Collecting data from the admin server**

This method involves executing a troubleshooting data collection command (rcxadm mgrctl snap -all) on the admin server. This method allows collection of data from all managed servers at once via the network. This is easier than executing a command individually on each managed server.

For how to collect the data, refer to "[Collecting Data from the Admin Server \(rcxadm mgrctl snap -all\)](#)".

Executing the rcxadm mgrctl snap -all command requires approximately the free space determined by the following formula:  
*Number\_of\_registered\_servers* \* 30 MB + 65 MB

#### - **Collecting data separately from each server**

This method involves executing a data collection command (rcxadm mgrctl snap or rcxadm agtctl snap) on each server.

For how to collect the data, refer to "[Collecting Data Separately from each Server \(rcxadm mgrctl snap, rcxadm agtctl snap\)](#)".

Around 65 MB of free space is required to execute the rcxadm mgrctl snap command, and around 30 MB of free space is required to execute the rcxadm agtctl snap command.

#### - **Collecting HBA address rename Setup Service Environment Data**

This method involves collecting data that is required for identifying the cause of a problem that occurs on the HBA address rename setup service.

For how to collect the data, refer to "[Collecting HBA address rename Setup Service Environment Data](#)".

About 8 MB of free space is required to collect troubleshooting data for the HBA address rename server.



[VMware]

- For VMware ESX4, please also collect and send the following data to Fujitsu technical staff.

- Use the copy command to collect and send the following files.

`/var/log/vmware/hostd.log`

`/var/log/vmware/hostd-*.log`

`/var/log/vmware/hostd-*.log.gz`

- Collect and send the result (output) of the following command.

`/usr/sbin/esxcfg-firewall -q`

- For VMware ESXi, perform the following procedures on the server from which data is to be collected:

- When VMware ESXi is not registered with VM management software

1. Connect with VMware ESXi on the target VMware client.
2. Select [Export]-[Export System Logs] from the [File] menu.  
The [Export System Logs] dialog is displayed.
3. Specify the system log download destination.
4. Click <OK>.

- When VMware ESXi is registered with VM management software

1. Connect with VM management software on the VMware client.
2. Select [Export]-[Export System Logs] from the [File] menu.  
The [Export System Logs] dialog is displayed.
3. Select the target VMware ESXi.
4. Specify the system log download destination.
5. Click <OK>.

Send the data output to the download destination to Fujitsu technical staff.

[Windows]

- For Windows, also collect the output result of command execution using the following procedure.
  - Collect and send the output result (applied patch list of UpdateAdvisor (middleware)) of the following command to Fujitsu technical staff.

```
UpdateAdvisor_installation_destination\uam showup
```

- Collect and send the output result (information of firewall configuration) of the following command to Fujitsu technical staff.
  - When using Windows 2008 or a later version

```
netsh advfirewall show allprofile
netsh advfirewall firewall show rule name=all verbose
```

- When using Windows 2003

```
netsh firewall show state ENABLE
netsh firewall show config ENABLE
```

- Use the copy command to directly collect the LAN Manager modules stored in the following location and send them to Fujitsu technical staff.
  - *Manager\_installation\_destination*\ScwPro\tftp\agent\dos\boot\NETBIND.COM
  - *Manager\_installation\_destination*\ScwPro\tftp\agent\dos\boot\PROTMAN.DOS
  - *Manager\_installation\_destination*\ScwPro\tftp\agent\dos\boot\PROTMAN.EXE

[Linux]

- For Linux, also collect the output result of command execution using the following procedure.
  - Collect and send the output result (table information of packet filter rules) of the following command.

```
iptables --list --verbose
```

## Collecting Data from the Admin Server (rcxadm mgrctl snap -all)

Troubleshooting data from every managed server can be collected all at once by executing the command for collecting troubleshooting data, rcxadm mgrctl snap -all, on an admin server.

The following method is used to collect data with the data collection command, rcxadm mgrctl snap -all.

### Collection Method

Perform the following procedure on the admin server to collect investigation data:

1. Log on to the admin server with OS administrative privileges.
  - OS administrative privileges are required to collect troubleshooting data.
2. Execute the rcxadm mgrctl snap -all command.

[Windows Manager]

```
>"Installation_folde\SVROR\Manager\bin\rcxadm" mgrctl snap [-dir directory] -all <RETURN>
```

[Linux Manager]

```
# /opt/FJSVrcvmr/bin/rcxadm mgrctl snap [-dir directory] -all <RETURN>
```

3. Send the collected troubleshooting data to Fujitsu technical staff.



- The manager must be running on the admin server in order to collect data from the admin server. If the manager cannot be run, collect data from each server.
- When collecting data via the admin server, data cannot be collected from a managed server in the following cases.
  - Communication cannot be established with the server
  - The managed server is stopped

In either case, however, data will continue to be collected from other managed servers. Use the command execution logs to check the execution results.

For details, refer to "5.11 rcxadm mgrctl" in the "Reference Guide (Command) VE".

For managed servers where data collection has failed, collect data by either executing the rcxadm mgrctl snap -all command on the admin server again, or by executing the rcxadm agtctl snap command on the managed server where data collection failed.

[VMware]

- When a managed server is VMware ESXi, data cannot be collected from that managed server. Use the procedure described in "[About Collection Methods](#)" for collecting data.

## Collecting Data Separately from each Server (rcxadm mgrctl snap, rcxadm agtctl snap)

In addition to the rcxadm mgrctl snap -all command, which can collect troubleshooting data from all the managed servers at once, the commands rcxadm mgrctl snap and rcxadm agtctl snap are also provided. These collect data from only the server on which they are executed.

Use the following procedure to collect data with the rcxadm mgrctl snap command or the rcxadm agtctl snap command.

### Collection Method

Perform the following procedure on the server from which data is to be collected:

1. Log on to the server with OS administrator privileges.
  - OS administrative privileges are required to collect troubleshooting data.
2. Execute the rcxadm mgrctl snap command or the rcxadm agtctl snap command.

Note that the command differs depending on the server from which data is collected.

- For Admin Servers:

[Windows Manager]

```
>"Installation_folder\SVROR\Manager\bin\rcxadm" mgrctl snap [-dir directory] <RETURN>
```

[Linux Manager]

```
# /opt/FJSVrcvmr/bin/rcxadm mgrctl snap [-dir directory] <RETURN>
```

- For Managed Servers:

[Windows] [Hyper-V]

```
>"Installation_folder\Agent\bin\rcxadm" agtctl snap [-dir directory] <RETURN>
```

[Linux] [VMware] [KVM]

```
# /opt/FJSVrcxat/bin/rcxadm agtctl snap [-dir directory] <RETURN>
```

[Solaris] [Solaris Zones]

```
# /opt/FJSVrcvat/bin/rcxadm agtctl snap [-dir directory] <RETURN>
```

3. Send the collected troubleshooting data to Fujitsu technical staff.

For details, refer to "5.2 rcxadm agtctl" or "5.11 rcxadm mgrctl" in the "Reference Guide (Command) VE".



## Note

[VMware]

When the managed server is VMware ESXi, collect data using the procedure described in "[About Collection Methods](#)".

## Collecting HBA address rename Setup Service Environment Data

The following method is used to collect the troubleshooting data necessary to investigate problems that occur on an HBA address rename setup service.

### Collection Method

Perform the following procedure on the HBA address rename server to collect troubleshooting data.

1. Collect files from the HBA address rename server.

[Windows]

From the HBA address rename server, collect the log file *installation\_folder*\WWN Recovery\rcxinstaller.log, and all files and folders under the following folder: *installation\_folder*\WWN Recovery\var.

[Linux]

Collect the log file */var/tmp/rcxhbainstaller.log*, and all files and folders under the following folder: */var/opt/FJSVrcvhh*.

2. Obtain OS system logs.

[Windows]

Collect event logs (application and system logs).

[Linux]

Collect all */var/log/messages* and */var/log/messages.X* files. (The *messages.X* part represents the file name such as *messages.1* or *messages.2*)

3. Take a screenshot of the window displayed when the problem occurred.

Perform the following operation on the HBA address rename server from which the data is to be collected in order to take a screenshot of the window:

Press the [Print Screen] key to copy image data onto the Clipboard, and then paste the image data into an image editing tool and save it as a bitmap file.

4. Obtain system version information.

[Windows]

From Windows explorer, right-click the "My Computer" icon, and select [Properties] from the popup menu.

In the [System Properties] dialog click the [General] tab and use the procedure explained in step 3 to obtain information such as the OS type, version and level, and service pack number.

[Linux]

Execute and collect the results of the following commands.

```
# cat /etc/redhat-release <RETURN>
```

```
# cat /proc/version <RETURN>
```

```
# cat /proc/meminfo <RETURN>
```



```
# cat /proc/cpuinfo <RETURN>
```

```
# rpm -qa <RETURN>
```

5. Send the collected troubleshooting data to Fujitsu technical staff.

## 1.1.2 Collecting Exhaustive Troubleshooting Data

---

This section explains how to collect exhaustive troubleshooting data.

When the cause of a problem cannot be determined from the initial troubleshooting data, exhaustive troubleshooting data becomes necessary.

### About Collection Methods

The troubleshooting data used to identify the causes of problems is collected by executing troubleshooting data collection commands (rcxadm mgrctl snap -full or rcxadm agtctl snap -full) on each server.

About 80 MB of free space is required to use this function.

### Collection Method

Perform the following procedures on the server from which data is to be collected:

1. Log on to the server with OS administrator privileges.  
OS administrative privileges are required for collecting investigation data.
2. Execute the rcxadm mgrctl snap -full command or the rcxadm agtctl snap -full command.

Note that the command differs depending on the server from which data is collected.

- For Admin Servers:

[Windows Manager]

```
>"Installation_folder\SVROR\Manager\bin\rcxadm" mgrctl snap -full [-dir directory] <RETURN>
```

[Linux Manager]

```
# /opt/FJSVrcvmr/bin/rcxadm mgrctl snap -full [-dir directory] <RETURN>
```

- For Managed Servers:

[Windows] [Hyper-V]

```
>"Installation_folder\Agent\bin\rcxadm" agtctl snap -full [-dir directory] <RETURN>
```

[Linux] [VMware] [KVM]

```
# /opt/FJSVrcxat/bin/rcxadm agtctl snap -full [-dir directory] <RETURN>
```

[Solaris] [Solaris Zones]

```
# /opt/FJSVrcvat/bin/rcxadm agtctl snap -full [-dir directory] <RETURN>
```

3. Send the collected troubleshooting data to Fujitsu technical staff.

For details, refer to "5.2 rcxadm agtctl" or "5.11 rcxadm mgrctl" in the "Reference Guide (Command) VE".



[Hyper-V]

The following files should also be collected manually.  
Collect them using Explorer and then send them to Fujitsu technical staff.

OS system log

All files under the following folder: *windows\_folder\system32\wbem\logs*

[VMware]

For VMware ESX 4 or VMware ESXi, collect data referring to "[About Collection Methods](#)" in "[1.1.1 Collecting Initial Troubleshooting Data](#)".

[Windows]

When it is necessary to collect event logs other than the logs collected as initial troubleshooting data, collect and send the output result of the following command to Fujitsu technical staff.

The time and date collection of logs was started is shown in *yyyymmdd*, and the time and date collection of logs was completed is shown in *YYYYMMDD*.

```
wmic ntevent where "(logfile='system' and timegenerated>='yyyymmdd' and timegenerated<='YYYYMMDD')"  
list /FORMAT:LIST  
wmic ntevent where "(logfile='security' and timegenerated>='yyyymmdd' and timegenerated<='YYYYMMDD')"  
list /FORMAT:LIST  
wmic ntevent where "(logfile='application' and timegenerated>='yyyymmdd' and  
timegenerated<='YYYYMMDD') " list /FORMAT:LIST
```

## 1.2 Collecting Investigation Data(Cloud Edition)

This section explains how to collect investigation data that is necessary to find the cause of the problem.

The following describes collecting investigation data with the collection commands (*ctmg\_collectinfo* or *rcxadm agtctl snap*) and collecting investigation data for storage management software and VM management products.

Refer to "[13.2 ctmg\\_collectinfo \(Collection of Investigation Data\)](#)" in the "[Reference Guide \(Command/XML\) CE](#)" for information on the command.

Refer to "[5.3 rcxadm agtctl](#)" in the "[Reference Guide \(Command/XML\) CE](#)" for information on the command.

### Collection procedure

Collect data on the server with the following procedure.

1. Log in the server as a user with administrative privileges of the OS.  
Administrative privileges are required to collect investigation data.
2. Execute either the command *ctmg\_collectinfo*, or the *rcxadm agtctl snap -full* and *pmdiag* commands.

Note that which command to execute depends on the function of the server.

- For the admin server

[Windows Manager]

```
>"Installation_folder\RCXCTMG\bin\ctmg_collectinfo" dir <RETURN>
```

[Linux Manager]

```
# /opt/FJSVctmg/bin/ctmg_collectinfo.sh dir <RETURN>
```

- For the managed server

[Windows][Hyper-V]

```
>"Installation_folder\Agent\bin\rxadm" agtctl snap [-dir dir] -full <RETURN>
```

```
>"Installation_folder\RCXCTMGA\bin\pmdiag <RETURN> (*1)
```

[Linux]

```
# /opt/FJSVrcxat/bin/rxadm agtctl snap [-dir dir] -full <RETURN>
```

```
# /opt/FJSVssqc/bin/pmdiag <RETURN> (*2)
```

[VMware][KVM][OVM for x86 3.2]


```
# /opt/FJSVrcxat/bin/rxadm agtctl snap [-dir dir] -full <RETURN>
```

[Solaris]

```
# /opt/FJSVrcvat/bin/rxadm agtctl snap [-dir dir] -full <RETURN>
```

## Note

For VMware ESXi, because the agent of this product cannot be installed, you cannot execute investigation data collection commands.

\*1: When the dialog window is displayed, specify a folder to save data, then click . After the message "Processing Completed Successfully ..." is displayed, collect following files in the folder.

- PMDiag?.cab

"?": denotes the index number of each of created files. No number is placed if only one file is created.

\*2: Execution results will be stored in /tmp. Collect following files.

- •pmdiag\_\*.tar.gz
- •pmdiag\_\*.log

"\*": denotes <host name>\_<timestamp>. Timestamp format may differ according to system environment.

### 3. Collect investigation data for the storage management product and the VM management product.

For information about the collection procedures, see the manuals of these products.

[VMware]

When the VM management product is VMware vCenter Server, perform the operation as follows. Because the file size of investigation data is large, make sure that there is enough storage space before the operation.

- Start VMware vSphere(TM) Client, and then connect to VMware vCenter Server as a user with system operation administrative privileges.
- From the menu, select [Administration]-[Export System Logs].
- Specify VMware vCenter Server as the object to export.
- Specify the location to store and click <OK> button.

[Citrix Xen]

In the creating a L-Server or the collecting a cloning image, there is a possibility that the problem occurs by the sysprep of Windows processing or processing the mini setup when the error of following vmerrno =820 occurs.

- 67390 creating VM guest failed. detail=(timeout occurred while executing the customizing process.,vmerrno=820, ip=IP\_address, host=VM\_host\_IP\_address)

- 67397 FJSVrcx:ERROR:67397:failed to create image. detail=(timeout occurred while executing the customizing process.,vmerrno=820,ip=ip=*IP\_address*, host=*VM\_host\_IP\_address*)

Collect sysprep logs, Windows mini setup logs and customize tool logs on the VM guest according to the following procedure.

- a. Start XenCenter and connect it to the VM host to manage.
- b. Force shutdown the VM guest that the error occurs to when it is running state.
- c. Detach the disk at the position 0 of the VM guest in the storage tab.
- d. Attach the disk that is detached from the VM guest according to the above-mentioned procedure to a Windows VM guest that is possible to start normally.

At this time, it does not care that the VM guest is running state or stopped state.

- e. Start the VM guest that the disk attached to and logon as administrator account.
- f. There is a possibility that the attached disk cannot be referred by the Explorer etc. when it is attached to the VM guest in the running state.

Rescan disks with the disk managed tool when the disk is not referred.

- g. Collect the all files in the following folders from the attached disk.

(The following are examples when the system drive of the attached disk is recognized as G drive.)

- G:\Windows\Panther
- G:\Windows\System32\sysprep
- G:\Program Files (x86)\Fujitsu\Resource Orchestrator\WinGuestCustomizeTool (in case of 64bit system)
- G:\Program Files\Fujitsu\Resource Orchestrator\WinGuestCustomizeTool (in case of 32bit system)

- h. Shutdown the VM guest.
- i. Detach the disk that is attached to the VM guest.
- j. Attach the disk to the VM guest that the error occurs to in storage tab.

4. Send the collected investigation data to Fujitsu technical support.

# Chapter 2 Operations for Physical Servers

This chapter explains the operations to use when troubleshooting physical servers.

## 2.1 OS Startup Issues (with I/O Virtualization)

This section explains how to troubleshoot startup issues on managed servers.

- When using HBA address rename

When using HBA address rename, the WWN that was set for the server's HBA is set from the manager when the power to the server is turned on again.

When errors occur within the admin server, the HBA address rename setup service sets the WWN for the server's HBA.

Use the following procedure to confirm and correct the problem.

1. If the server was replaced immediately beforehand, confirm that hardware information was successfully reconfigured following server replacement.  
For details, refer to "6.2.2 Reconfiguration of Hardware Properties" or "6.3.1 Reconfiguration of Hardware Properties" in the "Operation Guide VE".
2. Check the storage environment.  
Check that the WWN set for the server's HBA have access to the appropriate storage device and logical volume. Set a proper access path if none was configured yet.  
For details, refer to "8.2 Configuring the Storage Environment" in the "Design Guide VE".
3. Check the manager's startup status.  
For details on how to check the startup status of the manager, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide VE".
4. Perform either one of the following based on the manager's startup status.
  - If the manager is not running  
Start the manager.  
If the manager cannot start because of a server fault, for example, recover the server after completing step 5.
  - If the manager is already running  
Occasionally the timing of the manager startup can prevent it from controlling a managed server. If this is the case, restart the managed server.  
Even if the manager is running, if communication problems happen on the admin LAN (due to issues with network interfaces, cabling, or LAN switches), the managed server will not start. After performing step 5, the LAN configuration must be repaired.
5. Check the running state of the HBA address rename setup service.  
Check the running state of this service in the HBA address rename server.  
Start the server where this service has been set up if it is not running yet, then start the managed server.  
The WWN for the managed server's HBA will then be set using the most recent state synchronized with the admin server.
6. Check the managed server console.  
Check the managed server console to confirm that it has successfully started up.  
If an error message is output, take action according to the corresponding message ID in "Messages".
7. For managed servers other than PRIMERGY BX servers, check that the MAC address entered at registration is correct. If it is incorrect, reconfigure the server's hardware properties.  
The registered MAC address can be confirmed in the [Resource Details] tab for the corresponding physical server.  
Refer to "A.6 [Resource Details] Tab" in the "User's Guide VE" for details.
8. Check the following network environment.
  - Whether communication between the admin server and the managed server is possible

- Whether there are any DHCP or PXE servers running on the subnet used by managed servers
  - When the admin server and the managed server belong to different subnets, whether the DHCP relay agent of the router is correctly configured
- When using VIOM
1. Check settings for the WWN of server HBA, the MAC addresses of NIC, booting, and networking which are managed by VIOM.  
Check if the admin LAN server profile is correct or not by opening the VIOM client.
  2. Check the storage environment.  
Check if the settings for WWN of the server's HBA, the MAC addresses of NIC, and booting can access correct storage units and volume. If the setting was not completed, set the proper access path.  
For details, refer to "8.2 Configuring the Storage Environment" in the "Design Guide VE".

## 2.2 "unknown" Server Status

---

This section explains how to troubleshoot a registered managed server whose status is "unknown" even though the managed server is still running.

When errors or warning messages are displayed in the event log, take the appropriate action referring to the "Messages". Check the following points and resolve the cause of any problems:

- Communication between the admin server and the server management unit is not possible  
Check if it is possible to connect to either the Web or telnet interface of the server management unit (management blade or remote management controller).
- Communication between the admin server and the managed server is not possible  
Check that the admin LAN IP address is correctly set on the managed server.  
Check LAN switch blade configurations to confirm that the same VLAN ID or the same port group (for switch blades operating in IBP mode) is set for the ports used by the managed server and the admin server on the admin LAN.  
When using PRIMERGY BX600 servers and changing the VLAN ID used for the admin LAN, proceed as follows to preserve communication from the admin server to the LAN switch blade. First, change the VLAN ID set for the admin LAN port (on the LAN switch blade) connected to the admin server, as well as the VLAN ID set for the switch blade's own network interface. Then, change the VLAN ID for the admin LAN port connected to the managed server.  
For the overview and the setup of the VLAN for the managed server, refer to "7.1 Network Configuration" in the "Design Guide VE" and "9.1.8 Changing the VLAN Settings of LAN Switch Blades" in the "User's Guide VE".
- Communication is not allowed for the ports used by Resource Orchestrator  
Allow communication for the ports described in "Appendix A Port List" in the "Design Guide VE".
- The Resource Orchestrator agent is not running  
Make sure that the agent is running on the managed server.
- ServerView Agents is not running  
For PRIMERGY servers, check whether ServerView Agents is running properly on the managed server.  
[Windows] [Hyper-V]  
From the Windows Control Panel, open "Administrative Tools" and then open the [Services] window. Check that the status of the Server Control Service and SNMP Service is shown as "Started".  
[Linux] [VMware] [Xen] [KVM]  
Execute the following commands to check if the ServerView Agents service is running.

```
# /etc/init.d/srvmagt status <RETURN>
# /etc/init.d/eecd status <RETURN>
# /etc/init.d/snmpd status <RETURN>
```

The above commands are not available if ServerView Agents is not installed. If they are not available, install ServerView Agent on the managed server.

If ServerView Agents is not running, refer to the ServerView Agent manual for how to start the ServerView Agents.

- SNMP community settings are incorrect

Make sure that the SNMP community settings on the management blade, management board, and managed server match those set in Resource Orchestrator during chassis and server registration.

- Hardware properties were not reconfigured after replacing the server

Identify the MAC address of the replacement server, and check if it is the same address as that set for the admin LAN (MAC address) in the [Resource Details] tab of the ROR console.

If the MAC address is different, reconfigure the hardware properties from the ROR console.

- No information could be obtained from the server virtualization software running on the managed server

In environments where no VM management software was registered, or for VM hosts that are not managed by VM management software, the status of a VM guest is displayed as "unknown" if its information could not be obtained from the server virtualization software used to run that VM guest. Check whether the server virtualization software is operating correctly.

If it is operating correctly, its account information (user account name and password) may have changed. As a result, the settings no longer correspond to those registered in Resource Orchestrator. In that case, change the virtualization software's account settings registered in Resource Orchestrator.

Refer to "9.1.7 Changing VM Host Login Account Information" in the "User's Guide VE" for details.

- No information could be obtained from VM management software

In environments where VM management software was registered, the status of a VM guest (on a VM host managed by this VM management software) is displayed as "unknown" if its information could not be obtained from the VM management software. Check whether the VM management software is operating correctly.

If it is operating correctly, its account information (user account name and password) may have changed. As a result, the settings no longer correspond to those registered in Resource Orchestrator. In that case, change the VM management software's account settings registered in Resource Orchestrator.

For details, refer to "9.5 Changing VM Management Software Settings" in the "User's Guide VE".

- The remote management controller's IP address, user name, or password was changed after server registration

Change the IP address, user name and password settings registered for this remote management controller in Resource Orchestrator. Refer to "9.1.5 Changing Server Management Unit Configuration Settings" in the "User's Guide VE" for details.

- The remote server management IP address, user name, or password was changed after server registration

Change the IP address for remote server management, user name, and password settings registered in Resource Orchestrator. Refer to "9.1 Changing Chassis and Managed Server Settings" in the "User's Guide VE" for details.

- High load on the admin server, server management unit, or managed server

Resource statuses may be temporarily shown as "unknown".

- Power control of partitions has been performed on PRIMEQUEST

Resource statuses may be temporarily shown as "unknown".

- The chassis has been powered off on PRIMEQUEST

The statuses of the target chassis and servers are all shown as "unknown".

- The routing settings of the router are not correctly configured

When using an admin server to manage managed servers belonging to other subnets, configure the router settings. For details, refer to "7.6 Configuring the Network Environment" in the "Design Guide VE".

- When even though the chassis is powered on, and the network connection has no errors, the unknown status continues

[Linux]

Collect and send the result (output) of the following command.

In  $\{\text{COMMUNITY}\}$ , enter the management blade community name, and in  $\{\text{MMB\_IP}\}$ , enter the management blade IP address.

```

snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.3.5.1
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.3.1.5
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.4.1.1.1.5
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.3.1.7
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.3.2.3
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.3.1.6
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.1.1
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.2.1.1.11
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.2.1.1.10
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.1.5
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.4.10.1.1.1.11
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.4.2.1.1.6
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.4.2.1.1.7
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.4.2.1.1.22
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.4.2.1.1.2
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.4.2.1.1.1
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.4.1.1.1.7
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.4.3.1.1.3
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.4.3.1.1.4
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.4.3.1.1.6
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.4.4.2.1.4
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.4.7.1.1.2
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.4.7.1.1.4
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.4.7.1.1.3
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.4.7.1.1.5
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.4.7.1.1.6
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.13.1.1.5
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.13.1.1.6
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.13.1.1.12
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.13.2.1.1
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.13.2.1.2
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.5.1.1.2
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.5.1.1.5
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.5.1.1.6
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.5.1.1.7
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.5.1.1.10
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.5.1.1.11
snmpwalk -v 1 -c ${COMMUNITY} ${MMB_IP} .1.3.6.1.4.1.7244.1.1.1.5.1.1.9

```

## 2.3 Public LAN Communication Issues

This section explains how to troubleshoot communication issues for managed servers on the public LAN.

Use the following procedure to confirm and resolve any problems.

- The VLAN is not correctly set up

LAN switch blade internal ports must be set to the same VLAN ID(s) as external public LAN ports.

- Port groups are not correctly set up

For LAN switch blades operating in IBP mode, internal ports and external ports should belong to the same port group.

- The public LAN IP address is not correctly set up

Check that the public LAN IP address is correctly set on the managed server.

- The subnet mask must be correct
- There should be no IP address conflicts



- Routing information is not correctly set up

Verify that the routing settings for the server allow for communication to an address on a different subnet.

## 2.4 Multipath Configuration Issues

---

This section explains how to troubleshoot startup issues on managed servers set with a multi-path configuration.

When using HBA address rename, the managed server will start in a single path configuration if the selected number of HBA ports was set to "1" in the "HBA Address Rename Settings" dialog. For a multi-path configuration, the number of HBA ports for HBA address rename should be set correctly.

For details on how to reconfigure this setting, refer to "7.4.2 HBA address rename Settings" in the "User's Guide VE".

## 2.5 Server Switchover and Failback Issues

---

This section explains the troubleshooting steps to be performed when the server switchover or server failback process fails.

If server switchover or server failback is performed without all the conditions specified in "9.3 Server Switchover Conditions" in the "Setup Guide VE" being satisfied, one of the following error messages may be output:

### Switchover:

```
FJSVrcx:ERROR:61143:switchover:failed
FJSVrcx:ERROR:69122:timeout occurred while executing power control modules
```

### Failback:

```
FJSVrcx:ERROR:61143:failback:failed
FJSVrcx:ERROR:69122:timeout occurred while executing power control modules
```

Use the following procedure to confirm and correct the problem.

1. Recheck the spare server conditions with reference to "9.3 Server Switchover Conditions" in the "Setup Guide VE".  
If any conditions are not satisfied, change the configuration to ensure that all conditions are met.
2. If HBA address rename is being used and the following error message is output to the managed server console, the WWN may have failed to be set for the server HBA.  
Take the action specified for "Message number 61308" of "Messages". Note that in this case there is no need to set the WWN again.

```
FJSVrcx:ERROR:61308:WWN setting failed. code=%1,%2
```

An internal error code is displayed in %1.

One of the following messages is displayed in %2.

- a. HBA adapter not found
  - b. command error
  - c. TFTP error
3. Perform the switchover or failback operation again.

## 2.6 HBA Address Rename is Set by Mistake

---

This section explains the troubleshooting steps to perform when HBA address rename is mistakenly set for a managed server that does not need it (such as when the managed server only uses internal disks).

If HBA address rename is set for a server that does not have an HBA, the following message will be output to the managed server console when the managed server is restarted:

```
FJSVrcx:ERROR:61308:WWN setting failed. code=%1,%2
```

An internal error code is displayed in %1.  
One of the following messages is displayed in %2.

- a. HBA adapter not found
- b. command error
- c. TFTP error

To prevent HBA address rename from being used, delete and then re-register the managed server.

## **2.7 Boot Issues (Boot Order Related)**

---

This section explains the action to take when a managed server cannot be booted from the CD-ROM, or the system disk (local disk or SAN storage) cannot be recognized even though the managed server can be booted from the CD-ROM.

If this trouble occurs, it may mean that the priority boot order of the system BIOS is incorrect.

Refer to "6.2.7 Configuring BIOS Settings of Managed Servers" in the "Design Guide VE", and check that the boot order of the system BIOS is correct.

## **2.8 Boot Issues (Endless Reboot Cycle)**

---

This section explains how to troubleshoot a managed server stuck in an endless reboot cycle, when that managed server is using HBA address rename.

Confirm the following points to identify and resolve the cause of this issue.

- Make sure that BIOS settings were properly configured. For instructions on BIOS settings, refer to "6.2.7 Configuring BIOS Settings of Managed Servers" in the "Design Guide VE".
- Make sure that the network environment was properly configured. For instructions on the network configuration, refer to "Required Network Configuration when Using HBA address rename" in "7.1 Network Configuration" in the "Design Guide VE".
- Make sure that all manager services are started. For details on manager services, refer to "2.1 Starting and Stopping the Manager" in the "Operation Guide VE".
- Make sure that HBA firmware/BIOS version installed on a managed server are supported.

## Chapter 3 L-Server Operations

This chapter explains the operations to use when troubleshooting L-Servers.

### 3.1 The Guest OS Associated with the L-Server Does Not Start Properly.

#### Description

When an L-Server assigned with an image is started for the first time or when the guest OS is being started, one of the following messages is displayed on the guest OS console and the guest OS fails to startup.

- a. "The computer restarted unexpectedly or encountered an unexpected error. " is displayed
- b. "Windows could not parse or process the unattend answer file for pass [specialize]" is displayed
- c. "Your Product Key uniquely identifies your copy of windows." is displayed on the product key entry screen
- d. "The system could not log you on. Make sure your User name and domain are correct, then type your password again. Passwords are case-sensitive." is displayed

#### Corrective Action

The parameters set for the OS specified when creating an L-Server may be incorrect. Set the correct values and perform the operation again.

- For a. through c.:

Check the product key value. If the value is not correct, set the correct value.

- For d.:

Check the administrator password value. If the value is not correct, set the correct value.

For details on the parameters set for the OS, refer to "16.2.5 [OS] Tab" or "16.3.5 [OS] Tab" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".

### 3.2 Login to VMs Using Japanese Keyboard Environments Fails.

#### Description

When creating an L-Server using images with the following OS types, login to VMs using Japanese keyboard environments may fail.

- Windows Server 2012
- Windows Server 2008 R2
- Windows Server 2008
- Windows 8
- Windows 7
- Windows Vista

#### Corrective Action

Log in to a VM guest using a software keyboard, by opening "Regional and Language Options" on the Control Panel, and set the appropriate language.

### 3.3 When Opening the Physical L-Server Console Screen, the iRMC Management Window may be Opened.

---

#### Description

When right-clicking the target physical L-Server in the orchestration tree, and selecting [Console Screen] from the popup menu, the L-Server console screen is opened. After this is done once, this operation may open the iRMC management window instead of the physical L-Server console screen.

In this case, the following message is displayed on the iRMC management window.

Login required to continue.  
Please login with a valid username and password

#### Corrective Action

Perform the following corrective actions:

1. Close the displayed iRMC management window.
2. Then open the physical L-Server console screen again from the ROR console.

### 3.4 Cannot Communicate Outside of the Chassis after Creating the L-Server.

---

#### Description

If the switch blade is being used is in end host mode, then there may have been a pin-group other than the default pin-group created.

#### Corrective Action

Delete all but the default pin-group.

### 3.5 When Creating or Starting a Physical L-Server, the Update of VIOM Configuration Information in Recent Operations may be Displayed.

---

#### Description

It shows that VIOM profiles have been updated on a different physical L-Server from before, based on the usage change of physical L-Servers.

That is not the problem as only VIOM profiles are updated. The information may be displayed multiple times, depending on the timing.

#### Corrective Action

No action is necessary.

### 3.6 When Trying to Open the [Migrate an L-Server] Dialog for an L-Server, it may Indicate Loading but not become Operable.

---

#### Description

When trying to open the [Migrate an L-Server] dialog for an L-Server with unknown status, it may indicate loading but not become operable. The following causes are possible:

- a. During L-Server deletion, system failure of the VM management software server or VM management software has occurred

- b. During L-Server deletion, system failure of admin server or manager occurs

#### Corrective Action

Close the [Migrate an L-Server] dialog, when loading takes a very long time.

After that, check that the admin server, manager, VM management software server, or VM management software have been started, and perform the relevant operation.

## 3.7 Creation of a Virtual L-Server does not Finish even after a long Time.

---

#### Description

Creation of a virtual L-Server for a Solaris Zone may not finish even after a long time has passed. In such cases, there is a chance that creation has stopped at the window for parameter entry during the installation of the virtual L-Server's OS.

Log in to the VM host being used to create the virtual L-Server and check the following.

1. Execute the following command and check that the status of the non-global zone being created is "running".

```
# zoneadm list -vc <RETURN>
```

2. Execute the following command and log in to the non-global zone that was checked in step 1.

After logging in, if the window for parameter entry during OS installation is being displayed, this problem has occurred.

```
# zlogin -C zonename <RETURN>
```

#### Corrective Action

The following causes are possible:

- Check that a network interface which does not exist on the VM host has not been specified.  
For details, refer to "C.7.4 Manual Network Configuration" in the "Setup Guide CE".
- Check that a network interface used by another zone has not been specified on the VM host.  
For details, refer to "C.7.4 Manual Network Configuration" in the "Setup Guide CE".
- When the L-Server network interface was configured using the DHCP settings, check that the settings to allocate IP addresses from the DHCP server have been configured.
- Check that the IP address allocated to the L-Server has not been allocated in duplicate.

For details on network interfaces, refer to "C.7.4 Manual Network Configuration" in the "Setup Guide CE".

After executing the following corrective action, review the parameters specified when creating the virtual L-Server, and perform the operation again.

1. Log out from the non-global zone that was logged in to.
2. Stop the non-global zone.
3. Execute the following command to delete the non-global zone.

```
# zoneadm -z zonename uninstall <RETURN>
# zoneadm -z zonename delete <RETURN>
```

4. Check from the ROR console that the executed process has been completed.

## 3.8 After Virtual L-Server Creation is Complete, VM Guests with the Same Name Are Created on a Single Host.

---

#### Description

During creation of an L-Server, if the admin server or the manager of Resource Orchestrator reboots, or system failure occurs, creation will continue after Resource Orchestrator is restarted. However, after L-Server creation is complete, there may be two VM guests with the same names on a single host.

### Corrective Action

Use the following procedure to perform recovery.

1. Connect with VM management software or VM hosts, and check whether two VM guests with the same name have been created.
2. If VM guests with the same name were found in step 1, display the ROR console, and link the L-Server with those VM guests. For details, refer to "Chapter 18 Linking L-Servers with Configured Physical Servers or Virtual Machines" in the "User's Guide for Infrastructure Administrators (Resource Management) CE".
3. Delete the L-Server linked in step 2.
4. Connect with VM management software or VM hosts, and check that one of the VM guests checked in step 1 has been deleted, and there are no other VM guests with the same names.

## 3.9 When the Status is "unknown", Operations of a Virtual L-Server Fail.

---

### Description

When the status of a virtual L-Server is "unknown", an error may occur when performing the following operations:

- Modifying settings
- Power operations
- Reversion
- Migration of L-Servers between servers

When an error occurs, the following message may be displayed:

- When performing operations using the [Resource] tab of the ROR console

The following message is displayed in the details of the error dialog.

```
67154
VM Guest:not found
```

- When performing operations using the rcxadm lserver command

The following message is output.

```
FJSVrcx:ERROR:67154:VM Guest:not found
```

The following causes are possible:

- a. A VM guest used on the L-Server has been deleted from server virtualization software
- b. A virtual machine for which the configuration parameter (uuid.action) is not configured or a parameter other than keep is configured, has been migrated between servers

For details on the configuration parameters of virtual machines, refer to "D.2 Configuration Requirements" in the "Design Guide VE".

- c. As backup and restore has been performed, the UUID of the virtual machine has changed

### Corrective Action

Use the following procedure to delete the virtual L-Server.

1. On the [Resource] tab of the ROR console, check if "-" is displayed for the following items of the virtual L-Server with the status "unknown".
  - [Resource name] in [Allocated Resource Information] on the [Resource Details] tab
  - [Guest name] in [Allocated Resource Information] on the [Resource Details] tab
2. Take either one of following corrective actions for the virtual L-Server in step 1. depending on the situation.
  - a. When managing a virtual machine which remains in VM management software as a virtual L-Server again  
Execute the `rcxadm lserver show` command, and back up the detailed information of the virtual L-Server.
  - b. When using a virtual L-Server included in an L-Platform  
Release the virtual L-Server from the L-Platform.
3. Delete the virtual L-Server.

When managing a virtual machine which remains in VM management software in Resource Orchestrator again, perform the following procedure.

1. Link the virtual machine with a virtual L-Server.  
When the virtual machine is powered on, and the virtual L-Server is imported as an L-Platform under the tenant folder, specify the tenant folder that is the creation destination of the L-Platform as the [Destination folder].
2. Modify virtual L-Server specifications.  
Modify the following virtual L-Server specifications based on the detailed information of virtual L-Servers which was backed up in advance.
  - L-Server template name
  - Image name
  - VM host to use
 Use the `rcxadm lserver modify` command to modify virtual L-Server specifications.
3. Import a virtual L-Server to an L-Platform.  
When managing it as an L-Platform, import a virtual L-Server to an L-Platform.



See

.....  
For details on the `rcxadm lserver` command, refer to "3.6 `rcxadm lserver`" in the "Reference Guide (Command/XML) CE".

For details on L-Platform management commands, refer to "Chapter 10 L-Platform Commands" in the "Reference Guide (Command/XML) CE".  
.....

## Chapter 4 Operations for Images or Cloning Images

This chapter explains the operations to use when troubleshooting images or cloning images.

### 4.1 An Error Occurs When Performing Backup and Restore of System Images or Collection and Deployment of Cloning Images. [Physical Servers] [Hyper-V]

If the admin server IP address that was set up in the [Admin Server Registration] window described in "2.2.2 Installation [Windows] [Hyper-V]" or "2.2.3 Installation [Linux] [VMware] [Xen] [KVM]" in the "Setup Guide VE" is incorrect, the following message may be displayed when collecting or deploying cloning images, or when backing up or restoring system images.

```
FJSVrcx:ERROR:68295:deployment engine error:  
no response from the managed server node. invalid BIOS setting found detail
```

*detail*

The information describing error details is displayed.

Use the following procedure to confirm and correct the problem.

[Windows] [Hyper-V]

1. On the managed server, select [start]-[Run], and then execute the following command.

```
Installation_folder\Agent\scw\config.bat
```

The IP address of the admin server that has been set up and the port settings are displayed.



Note that the "Deployment Server" referred to in this section actually refers to the admin server.

2. In the Deployment Server field, check that either the admin server IP address or the server name is correctly set up.

If the settings are incorrect, change the value displayed and click <OK>.



When entering the server name, check that the IP address on the managed server side of the admin server can be resolved from the server name.

In the confirmation dialog asking to restart the client agent, click the <Yes> button.

3. Click <Yes>.

[Linux]

1. Open the /etc/scwagent.conf file on the managed server.

Confirm the admin server IP address and the settings of the port currently being used.

2. In the server\_ip field, check that either the admin server IP address or the server name is correctly set up.

If the settings are incorrect, edit scwagent.conf directly, and then restart the managed server.

After resolving the cause of the error, execute the operation again as described in step 4 of "Message number 68295" in "Messages".

If the settings are found to be satisfactory, take the corrective action described in "Message number 68295" in "Messages".



## 4.2 An Error Occurs during Cloning after the Manager is Reinstalled.

---

This section explains how to troubleshoot cloning issues that occur after re-installing the manager.

When performing a cloning image operation (collection or deployment) on a managed server that was already registered on the manager before re-installation, the following problem may occur. The manager and agent certificates may not match, resulting in the admin server being unable to communicate with its managed server. In such a case, trying to deploy or collect an image to or from the managed server will fail. This problem occurs when the following conditions are met.

- The manager was re-installed, but its certificate store was not properly backed up, as described in "11.1.2 Uninstallation [Windows Manager]" or "11.1.3 Uninstallation [Linux Manager]" in the "Setup Guide VE"
- Both the manager and agent were re-installed (and their certificates renewed), but a cloning image that was collected before the re-installation has been deployed, thus restoring an outdated agent certificate on the managed server

Use the following procedure to correct the problem.

To avoid the same certificate problem, recollect the cloning images which include the cause of the problem after the problem has been corrected.

### Checking the Certificates

#### How to check certificates

1. Stop the manager and then display SSL certificate data by executing the following commands on the admin server.

[Windows Manager]

```
>"Installation_folder\SVROR\Manager\bin\rxadm" mgrctl stop <RETURN>
>"Installation_folder\SVROR\Manager\bin\rxadm" certctl list <RETURN>
```

[Linux Manager]

```
# /opt/FJSVrcvmr/bin/rxadm mgrctl stop <RETURN>
# /opt/FJSVrcvmr/bin/rxadm certctl list <RETURN>
```

For details on the command, refer to "5.4 rxadm certctl" or "5.11 rxadm mgrctl" in the "Reference Guide (Command) VE".

#### Example Results

```
Truststore:
-----

Keystore type: jks
Keystore provider: SUN

The key store includes four entries.

client2,May,10,2007, trustedCertEntry,
Certificate fingerprint (MD5): 0F:4E:1C:DB:19:AE:3B:82:9D:74:93:6C:46:D8:7C:D2
client1,May,10,2007, trustedCertEntry,
Certificate fingerprint (MD5): 9D:99:ED:88:C0:8F:32:26:60:FA:4C:96:A2:34:5A:45
server4,May,11,2007, trustedCertEntry,
Certificate fingerprint (MD5): DC:E3:19:59:08:6D:C4:AD:B4:C7:F6:5C:E1:52:0A:1A (*1)
server3,May,11,2007, trustedCertEntry,
Certificate fingerprint (MD5): 9B:EB:94:58:90:E8:09:BE:BD:FA:14:83:9D:87:3A:E4
...

Keystore:
-----
```

```
Keystore type: jks
Keystore provider: SUN
```

2 entries are included in the keystore.

```
client, 2007/05/11, keyEntry,
Certificate fingerprint (MD5):
AA:55:85:54:6B:57:80:4F:8C:6E:2E:AA:7C:77:DB:F6 (*2)
server, 2007/05/11, keyEntry,
Certificate fingerprint (MD5):
14:48:31:68:C9:CA:66:E1:E0:34:8A:FC:1C:17:19:EF
```

2. Stop the agent and display SSL certificate data by executing the following commands on the managed server where the error occurred.

[Windows]

```
>"Installation_folder\Agent\bin\rxadm" agtctl stop <RETURN>
>"Installation_folder\Agent\bin\rxadm" certctl list <RETURN>
```

[Linux]

```
# /opt/FJSVrcxat/bin/rxadm agtctl stop <RETURN>
# /opt/FJSVrcxat/bin/rxadm certctl list <RETURN>
```

[Solaris]

```
# /opt/FJSVrcvat/bin/rxadm agtctl stop <RETURN>
# /opt/FJSVrcvat/bin/rxadm certctl list <RETURN>
```

For details on the command, refer to "5.2 rxadm agtctl" or "5.4 rxadm certctl" in the "Reference Guide (Command) VE".

### Example Results

```
Truststore:
```

```
-----
```

```
Keystore type: jks
Keystore provider: SUN
```

The key store includes one entry.

```
client1, 2007/05/11, trustedCertEntry,
Certificate fingerprint (MD5):
AA:55:85:54:6B:57:80:4F:8C:6E:2E:AA:7C:77:DB:F6 (*2)
...
```

```
Keystore:
```

```
-----
```

```
Keystore type: jks
Keystore provider: SUN
```

The key store includes one entry.

```
server, 2007/05/11, keyEntry,
Certificate fingerprint (MD5): DC:E3:19:59:08:6D:C4:AD:B4:C7:F6:5C:E1:52:0A:1A (*1)
```

3. Check the fingerprint that is contained in the agent Keystore.

As shown in the example in (\*1), check that the fingerprint that is contained in the agent Keystore is also contained in the manager Truststore that is shown in "Example Results" of step 1.

If it is not, refer to "Corrective Action" to take proper corrective action.

4. Check the fingerprint that is contained in the agent Truststore.

As shown in the example in (\*2), check that the fingerprint that is contained in the agent Truststore is also contained in the manager Keystore that is shown in "Example Results" of step 1.

If it is not, refer to "Corrective Action" to take proper corrective action.

### Corrective Action

1. Execute the following commands on the managed server for which the problem occurred to re-initialize its SSL certificate, and restart its agent.

[Windows]

```
>"Installation_folder\Agent\bin\rxadm" certctl init <RETURN>
>"Installation_folder\Agent\bin\rxadm" agtctl start <RETURN>
```

[Linux]

```
# /opt/FJSVrcxat/bin/rxadm certctl init <RETURN>
# /opt/FJSVrcxat/bin/rxadm agtctl start <RETURN>
```

[Solaris]

```
# /opt/FJSVrcvat/bin/rxadm certctl init <RETURN>
# /opt/FJSVrcvat/bin/rxadm agtctl start <RETURN>
```

2. Execute the following command on the admin server to start the manager.

[Windows Manager]

```
>"Installation_folder\SVROR\Manager\bin\rxadm" mgrctl start
<RETURN>
```

[Linux Manager]

```
# /opt/FJSVrcvmr/bin/rxadm mgrctl start <RETURN>
```

## 4.3 After the cloning image collection is completed, an unnecessary image is created on the VM management software.

---

### Description

During cloning image collection of a virtual L-Server, if the admin server or the manager of Resource Orchestrator reboots, or system failure occurs, cloning image collection will continue after Resource Orchestrator is restarted. However, an unnecessary image might be created on the VM management software.

### Corrective Action

Use the following procedure to perform recovery.

1. Log on to the admin server with OS administrative privileges.
2. Display the list of the cloning image by executing the following command.

[Windows Manager]

```
>"Installation folder\SVROR\Manager\bin\rxadm" image list -type cloning <RETURN>
```

[Linux Manager]

```
# /opt/FJSVrcvmr/bin/rxadm image list -type cloning <RETURN>
```

3. Confirm whether the image of the following name exists in the list of the image displayed in step 2.

```
image name_index
```

### Note

- The head of the image name is a letter except slash ("/") in the image of unused in Resource Orchestrator.  
Please confirm the image of unused in Resource Orchestrator.
- *index* means the number of one or more.

4. When the image collected before and after the restart of Resource Orchestrator exists in step 3, delete the image by executing the following command.

[Windows Manager]

```
>"Installation folder\SVROR\Manager\bin\rxadm" Image delete -name image name_index -version version  
<RETURN>
```

[Linux Manager]

```
# /opt/FJSVrcvmr/bin/rxadm image delete -name image name_index -version version <RETURN>
```

## Chapter 5 Operations for Snapshots

This chapter explains the operations to use when troubleshooting snapshots.

### 5.1 Snapshots which cannot be Referred to or Operated from Resource Orchestrator Remain on VM Management Software.

#### Description

Even if snapshot collection fails due to problems other than those involving VM management software, such as the manager stopping, collected snapshots may exist on VM management software.

#### Corrective Action

Start the manager, ensure that the collection of snapshots has been completed, and then use the following procedure for restoration:

1. Display the VM management console. Check if there are multiple snapshots whose *L-Server\_host\_name* and *Version* are the same among the snapshots whose name is *RCX\_L-Server\_host\_name@ Version*.
2. If there were multiple snapshots in step 1, delete snapshots other than latest ones from the VM management console.

For details on how to delete snapshots, refer to the server virtualization software manual.

### 5.2 After Restarting vCenter Server Services, Snapshots of L-Server are not Managed.

#### Description

When restarting services of vCenter Server registered as VM management software, L-Server snapshots using the vCenter Server may no longer be managed by Resource Orchestrator.

```
FJSVrcx:INFO:21162:(version=version):snapshot image is lost.
```

The version of the snapshot which is not managed is displayed in *version*.

The snapshot identification information notified by vCenter Server before and after restarting of the vCenter Server services may differ. Therefore, Resource Orchestrator determines that the snapshots are no longer managed by vCenter Server, and deletes the snapshot identification information. Snapshots which are not managed by Resource Orchestrator cannot be recognized. However, snapshots exist on vCenter Server.

#### Corrective Action

Operate snapshots which cannot be recognized from the vSphere Client (GUI for vCenter Server). When operation is not possible, contact your vCenter Server administrator.

To determine the relevant snapshots, check VM guest snapshots managed by the vCenter Server which had its services restarted. Snapshots created by Resource Orchestrator are named as follows: Snapshots with names in this format that are not recognized by Resource Orchestrator are the relevant snapshots.

```
RCX_L-Server_host_name@ version
```

*L-Server\_host\_name*: a host name for the L-Server which holds relevant snapshots is displayed.  
The version of the snapshot displayed in the message is displayed in *version*.

Delete unnecessary snapshots from vSphere Client.

# Chapter 6 Operations for VM Management Software or Server Virtualization Software

This chapter explains the operations to use when troubleshooting VM management software or server virtualization software.

## 6.1 Operations do not Complete due to Rebooting of a VM Host (Admin OS) or Communication Failure. [Xen] [KVM]

### Description

When a VM host (Admin OS) is rebooted using reboot or panic, or when communication failure occurs between the manager of Resource Orchestrator and VM host, the following operations may not be completed:

- Creating and deleting an L-Server
- Moving L-Servers between servers (migration)
- Collecting cloning images

### Corrective Action

Restart the Resource Orchestrator manager.

## 6.2 The Error, vmerrno=104, Occurs during Operations for Virtual L-Servers, and .NET Runtime Errors are Recorded on the SCVMM Server. [Hyper-V]

### Description

In response to operations for virtual L-Servers on Hyper-V, the following message may be displayed, as the detailed error number 104(vmerrno=104) has failed.

```
FJSVrcx:ERROR:67390:creating VM guest failed. detail=(PowerShell script execution error :task result error.,vmerrno=104,ip=IP_address,host= VM_host_IP_address)
```

The parts "67390" and "creating VM guest failed" may change to different messages.

One of the following .NETRuntime errors are recorded in the application event log on the SCVMM server.

```
Level: Error
Source: .NET Runtime
ID: 0
Message(part):
.NET Runtime version : 2.0.50727.5456 - Application ErrorApplication has generated an exception that could not be handled.
```

```
Level: Error
Source: .NET Runtime
ID: 0
Message(part):
.NET Runtime version : 2.0.50727.5456 - Application Error
```

```
Level: Error
Source: .NET Runtime
ID: 0
Message(part):
.NET Runtime version : 2.0.50727.5456 - No debugger found. Registered JIT debugger is not available.
```

Level: Error  
Source: .NET Runtime  
ID: 1023  
Message:  
.NET Runtime version 2.0.50727.5456 - Fatal Execution Engine Error (000007FEF9E89357) (800703e9)

This event may occur as the memory size necessary for correct operation cannot be reserved for the PowerShell host process operating on the SCVMM server.

**Corrective Action**

Configure the maximum memory size (MaxMemoryPerShellMB) that can be reserved by each Shell to a value larger than the current one, and check if the error can be avoided.

For details on how to modify the settings, refer to the procedure described in "E.2.5 Pre-setup Preparations in Hyper-V Environments" in the "Design Guide CE".

The necessary memory size differs depending on the sizes and configurations of managed targets. Therefore, if an error still occurs even when the settings have been modified to 1024 MB, set larger values (ex. 2048 MB) and check if the error can be avoided.

# Chapter 7 Operations for ROR Console

This chapter explains the operations to use when troubleshooting the ROR console.

## 7.1 The Values on the [Resource List] Tab are "?", and on Other Tabs, "There is no information to display." is Displayed.

### Description

In the following cases, on the ROR console, the values of resources on the [Resource List] tab will be "?", and on the other tabs, "There is no information to display." is displayed.

- When a user who has had all of their access scope settings deleted logs in to the ROR console
- When a user who has had all of the resources in their set access scope deleted logs in to the ROR console
- When the access scope settings of a user are all deleted while the user is logged in to the ROR console
- When all the resources in the access scope settings of a user are all deleted while the user is logged in to the ROR console



### Example

#### Example of Panel Display Trouble

- [Resource List] tab  
The values of resources will be "?".
- Other tabs  
"There is no information to display." is displayed.

#### Corrective Action

Log off from the ROR console as the relevant user, then configure the range of the access for the user so that the relevant resources exist. Log in to the ROR console again and the information is displayed correctly.

For details on the access scope settings, refer to "5.1 Restricting Access Using Roles" in the "Design Guide CE".

## 7.2 When Clicking <OK> Repeatedly, the Same Definition is Added across Multiple Lines.

### Description

On the ROR console, when <OK> is clicked repeatedly, the same definition may be added across multiple lines on the screen.

- When <OK> is clicked repeatedly in the [Disk Definitions] dialog. This dialog is displayed from the [Disk] tab in the [Create an L-Server] dialog or the [Modify L-Server's definition] dialog
- When <OK> is clicked repeatedly in the [Add a NIC] dialog. This dialog is displayed from the [Network] tab in the [Create an L-Server] dialog or in the [Modify L-Server's definition] dialog
- When <OK> is clicked repeatedly in the [Excluded IP Setting] dialog. This dialog is displayed from the [Create a network resource] dialog or the [Modify a network resource] dialog

#### Corrective Action

When unnecessary definitions are added, delete them from the dialog using the following procedure.

- For the [Disk] tab in the [Create an L-Server] dialog or in the [Modify L-Server's definition] dialog
  1. Select the radio button corresponding to the unnecessary disk definitions.



2. Click <Delete>.

The unnecessary definitions are deleted.

- For the [Network] tab in the [Create an L-Server] dialog or in the [Modify L-Server's definition] dialog

Clicking <Delete> deletes the unnecessary definitions.

- For the [Create a network resource] dialog or the [Modify a network resource] dialog

1. Select the unnecessary definitions from the "Exclusion IP range" list.

2. Click <Delete>.

The unnecessary definitions are deleted.

## 7.3 The Screen Layout Collapses, or the Error Dialog "Establishing connection with admin server failed." is Displayed.

---

### Description

When using a web browser while logged in to the ROR console, if the cookies stored in the browser are deleted, the session information (such as user IDs) of the ROR console contained in the cookies also deleted.

As a result, the screen layout may collapse, or the error dialog "Establishing connection with admin server failed." may be displayed.

### Corrective Action

Perform the following corrective actions:

1. Press F5, or click <Refresh> on the web browser.

2. Log in again from the Login window.

The ROR console is displayed.

## 7.4 The Progress of all Operations Including the Operation Being Executed is Complete.

---

### Description

When restarting a manager or admin server, the Recent Operations on the ROR console may display Completed for all operations including the operation being executed.

As a result, operations in the completed state may output the following message and abort.

```
FJSVrcx:ERROR:67210:Resource_name:is busy
```

### Corrective Action

Since there is no way to check the progress of ongoing processes displayed as Completed, restart the manager or admin server, wait for a short time, and then perform the operation again.

## 7.5 Display of Resource Information Collapses.

---

### Description

While updating the window of the [Resource] tab of the ROR console, if resource information is hidden or another tab switched to, update will continue to be performed for the hidden area.

At that time, because the Web browser cannot handle modification of the size of the window being updated or the coordinate information, after a certain length of time (after regular update of resources), the display of resource information that was updated may collapse.

#### **Corrective Action**

Perform the following corrective actions:

- When there is update information for resources  
Update will be performed automatically during the regular update.
- When there is no update information for resources  
Click the page switch button of the resource information.
- When there is no update information for resources, and no page switch button for the resource information  
Select a different resource from the tree.

## **7.6 Nothing may be Shown in the List of the [Resource] Tab.**

---

#### **Description**

In the [Resource] tab of the ROR console, if a resource is deleted when displaying the last page of the list in the main panel, nothing may be shown in the list.

#### **Corrective Action**

Perform the following corrective actions:

- Select another resource on the tree
- Switch to a different tab in the main panel

## **7.7 The Member Ports Belonging to the Link Aggregation are not Updated.**

---

#### **Description**

For a PY CB Eth Switch/IBP 10Gbps 18/8 LAN switch blade, the LLDP and VLAN settings of the member ports of the link aggregation may mean that the information for the member ports of the link aggregation will not be updated.

#### **Corrective Action**

Perform the following corrective actions:

1. LLDP settings of the member ports belonging to the link aggregation  
Enable the LLDP of the member port.  
When doing so, disable the "VLAN Name" in the LLDP options, and enable the other items.
2. VLAN settings of the member ports belonging to the link aggregation  
Make the Untagged VLAN and Tagged VLAN settings for all member ports belonging to the link aggregation the same.
3. Click the [Update] button of the LAN switch blade on the server resource tree in the ROR console.

## **7.8 The Error Message "Internet Explorer cannot display the webpage" is Displayed.**

---

#### **Description**

When the following combinations of OSs and browsers are used, due to effects of the OS operation, when logging in to the ROR console the error message "Internet Explorer cannot display the webpage" may be displayed.

- Windows XP SP3 + InternetExplorer8
- Windows Server 2003 + InternetExplorer8
- Windows Server 2008 + InternetExplorer8

#### **Corrective Action**

Perform one of the following corrective actions:

- Connect to the ROR console using a combination of OS and Web browsers other than those above
- When this trouble occurs, reload the web page
- Specify an IP address instead of an FQDN for the URL

## **7.9 Display of Resource Information Collapses.**

---

### **Description**

While updating the window of the [Resource] tab of the ROR console, if resource information is hidden or another tab switched to, update will continue to be performed for the hidden area.

At that time, because the Web browser cannot handle modification of the size of the window being updated or the coordinate information, after a certain length of time (after regular update of resources), in the [Resource] tab of the ROR console the display of resource information that was updated may collapse.

### **Corrective Action**

Perform the following corrective actions:

- When there is update information for resources  
Update will be performed automatically during the regular update.
- When there is no update information for resources  
Click the page switch button of the resource information.
- When there is no update information for resources, and no page switch button for the resource information  
Select a different resource from the tree.

## **7.10 Login to the ROR Console is not Possible even when a Correct User ID and Password are Used.**

---

### **Description**

If Cloud Edition is installed, or SSO (ServerView Single sign-on) is selected when installing Virtual Edition, automatic registration of the directory service with Resource Orchestrator may fail for the following reason.

- When communication with ServerView Operations Manager is not possible  
When registration of a directory service with Resource Orchestrator fails, an authentication error will occur even in a correct user ID and password are entered, and you will be unable to log in.

### **Corrective Action**

Refer to the following, and check if a directory service is registered with Resource Orchestrator.

- For Virtual Edition  
"13.1.1.3 Checking Directory Service Connection Information" in the "Operation Guide VE"
- For Cloud Edition  
"8.10.1.3 Checking Directory Service Connection Information" in the "Operation Guide CE"

If directory service is not registered, refer to the following and perform registration again.

- For Virtual Edition  
"5.3 rcxadm authctl" in the "Reference Guide (Command) VE"
- For Cloud Edition  
"5.4 rcxadm authctl" in the "Reference Guide (Command/XML) CE"

## 7.11 "Authentication Failure Trap" or "user authentication failure" is Periodically Displayed in the [Event] Tab.

---

### Description

When SNMP communication using an unauthenticated community name is performed with the device displaying the message, one of the following messages is output in the event log.

"Authentication Failure Trap" or "user authentication failure"

### Corrective Action

Check the following:

- Check the SNMP settings of the device for which the message is displayed, considering the following points.
  - Does the SNMP community name match one that is registered with ROR
  - Has configuration been performed to enable SNMP communication from the admin server (Has it been configured to only allow local access)
  - Has the necessary configuration of the device been performed

### Example

#### **For PRIMERGY Servers with ServerView Linux Agents Installed**

Perform configuration to allow access using the SNMP community name (public) from local hosts, for internal communication.

[Linux]

If it is not already specified, add the following to /etc/snmp/snmpd.conf.

com2sec svSec localhost public

- When the SNMP settings for ROR and the device are correct, it is possible that access has been performed using something other than ROR, with a different SNMP community name. Check the SNMP log to find the relevant device or software.

# Chapter 8 Operation of L-Platform Management Functions

This chapter explains strategies for handling problems in the operation of L-Platform management functions.

## 8.1 VSYS10098 Error when Using Template Builder Window or Template Builder Command

The messages that are output are as follows:

At Template Builder window operation:

```
ERROR VSYS10098 SQL error.[Connection refused. Check that the hostname and port are correct and that the postmaster is accepting TCP/IP connections.]
```

At Template Builder command operation:

```
TPLCnnnnn: <Message>(VSYS10098) (*)
```

\* Note: nnnnn is the message number. Refer to "Chapter 19 Messages Starting with TPLC" in the "Messages" for details.

### Cause

The cause is one of the following:

1. The database is not started.  
A WorkUnit (RCXCT\_VSYS) of the L-Platform Management function API was probably started while the database was stopped.
2. The database is not started.  
In the state where a WorkUnit is started, probably only the database has been stopped.

### Action

Take action 1 in response to cause 1 and action 2 in response to cause 2.

1. Check whether the following message has been output to the trace log (vsys\_trace\_log) of the L-Platform management function:

```
1) VSYS10098 and VSYS00000 have been output alternately, and  
2) After 1), VSYS00001 has been output, and  
3) After 2), VSYS00003 has been output.
```



### Example

```
[2012-05-25 11:24:17,428] ERROR VSYS10098 SQL error.[Connection refused. Check that the hostname and port are correct and that the postmaster is accepting TCP/IP connections.]  
[2012-05-25 11:24:17,428] WARN VSYS00000 Failed to connect to the database. Retrying...  
...  
(VSYS10098 and VSYS00000 are repeatedly output alternately)  
...  
[2012-05-25 11:26:41,441] ERROR VSYS10098 SQL error.[Connection refused. Check that the hostname and port are correct and that the postmaster is accepting TCP/IP connections.]  
[2012-05-25 11:26:41,441] ERROR VSYS00001 Failed retry. The database may not be ready.  
[2012-05-25 11:26:41,441] ERROR VSYS00003 VSYS API Startup is terminated.
```

Start the database according to the action in "VSYS00001" in the "Messages"

2. Check whether the following message has been output to the trace log (vsys\_trace\_log) in the L-Platform management window:

```
1) VSYS10098 has been output, and  
2) "Connection refused. Check that the hostname and port are correct and that the postmaster
```

is accepting TCP/IP connections." has been output as a detailed error message of 1), and 3) After 1), a Java exception display (stack trace) has been output.



## Example

```
[2012-05-25 11:45:13,648] ERROR VSYS10098 SQL error.[Connection refused. Check that the hostname and port are correct and that the postmaster is accepting TCP/IP connections.]
org.postgresql.util.PSQLException: Connection refused. Check that the hostname and port are correct and that the postmaster is accepting TCP/IP connections.
  at org.postgresql.core.v3.ConnectionFactoryImpl.openConnectionImpl(ConnectionFactoryImpl.java:136)
  ...
  (Java stack trace is output.)
  ...
```

Start the database according to the action in "VSYS00001" in the "Messages".

## 8.2 is20147 Error when Starting or Stopping a WorkUnit (Linux Manager)

### Cause

A Systemwalker Centric Manager process (opasyslog) is not started.

### Action

This product operates in the Interstage Application Server WorkUnit. Interstage Application Server provides a function for linking with Systemwalker Centric Manager, and if the system is unable to link with the Systemwalker Centric Manager process (opasyslog), Interstage Application Server outputs following message.

```
UX:IS: ERROR: is20147:The linkage with SystemWalker failed Error information(vopfmt:-1)
```

Ignore this message if the environment is one in which the Systemwalker Centric Manager process (opasyslog) has been stopped intentionally. If it has not been stopped intentionally, check that Systemwalker Centric Manager is operating normally and then remove the cause of opasyslog not starting.

If the above is not the cause, implement actions according to the "Interstage Application Server" manuals.

## 8.3 The Values Set in the VM Specific Information Definition File are not Updated in the L-Platform Management Window

### Cause

If an overcommit value has not been set for the L-Server template selected in "type" on the **Reconfiguration** page of the L-Platform subscription window, then the values set in the VM specific information definition file will not be used, even if the file is used. Rather, the following values are applied:

[VMware]

- CPU Reserved: 0.1GHz
- CPU Shares: 1000
- Memory Reserved: Memory Size
- Memory Shares: Memory Size \* 10240

[Hyper-V]

- CPU Reserved: 0.1GHz
- CPU weight: 100
- Memory RAM: Memory Size
- Memory weight: 5000

[Citrix XenServer]

- CPU Weight: 100
- Memory Reserved: Memory Size

**Action**

In L-Server templates used on L-Platforms, set the overcommit value in the L-Server template rather than in a VM specific information definition file.

## Chapter 9 L-Platform Operations

This chapter explains strategies for handling problems with L-Platform operations.

### 9.1 Deployment Is Successful but Connection Cannot Be Performed Using IP Address of L-Server

#### Cause

The cause is one of the following:

1. These scenarios occur when image creation is implemented repeatedly after a Windows L-Server is deployed. This product uses Sysprep for Windows images. The number of times it can be used is limited, so image creation cannot be implemented repeatedly.
2. There is a possibility that Sysprep is failing due to software installed on the L-Server which collected the image.

#### Action

Take action 1 in response to cause 1 and action 2 in response to cause 2.

1. See whether the deployment is successful, but connection cannot be performed using the IP address of the L-Server (Windows) displayed in the management window. Also, server virtualization software such as VMware has a function that allows connection to an L-Server using a console instead of an IP address. Use this function to login to Windows. If this happens, check whether any of the following are occurring:
  - Password resetting is requested, and  
Login is impossible because password resetting fails.
  - Password resetting is requested, and  
Login is successful but the correct IP address has not been set.

Reinstall Windows to perform image re-creation.

2. Check if the message "Windows could not finish configuring the system" is displayed.

Identify the software which is the cause and do not install it. In order to identify the source of the problem, install the operating system and programs one by one and check the point where the problem occurs. However, the problem may occur even if the software identified as the cause of the problem is uninstalled. Ensure the process is performed starting from installing the operating system.

### 9.2 When a Tenant Administrator or a Tenant User Tries to Perform an Operation such as Starting or Stopping a Server, a Message Saying the Right is not Granted is Displayed, and the Operation Fails

A message similar to the one below is displayed (the exact message varies depending on the operation):

```
"Processing can't be continued because the right to stop the server is not granted."
```

#### Cause

The cause is one of the followings:

1. The user's rule does not have access authority for the operation.



2. The right of the user to operate the L-Platform has not been set correctly.

### **Action**

List the access authority of the user's role and ensure that the access authority for the operation is set (refer to "Chapter 12 Access Authority Customize Commands" in the "Reference Guide (Command/XML) CE" for details).

1. If the access authority is not set, the operation is expected to fail.  
To change the access authority setting, use the commands mentioned earlier.
2. If the access authority is set, the right to operate the L-Platform may have not been set successfully.  
The right to operate the L-Platform can be set as follows:
  - a. Log in as a dual-role administrator or an infrastructure administrator, and open the **Tenants** tab.
  - b. List the L-Platforms of the tenant that the L-Platform to set the right belongs to.
  - c. Change the owner of the L-Platform to a user with the tenant administrator role.
  - d. Change the owner back to the user of the failed operation.

# Chapter 10 VM hosts Operations

This chapter explains strategies for handling problems with VM hosts operations.

## 10.1 Messages are output to system log in Linux environments or event log (application log) in Windows environments when the manager fails to connect to a VM host.

When this problem occurs, one or some of the following messages will be output.

### [Windows Manager]

Event ID	Type	Messages
8029	Warning	Unable to receive data from the server %1. %2 %1: IP address of the VM host %2: Error messages  Example: Unable to receive data from the server 192.168.1.101. No route to host
8030	Warning	Server %1 disconnect. %1: IP address of the VM host  Example: Server 192.168.1.101 disconnect.
8033	Warning	%1 SOCKET error: %2 %1: System call %2: Error messages  Example: select() SOCKET error: exception 10060 for server 192.168.1.101 id 192.168.1.101
8151	Error	%1. SOAP error: %2 Detail: %3 %1: Information of the VM host %2: Error messages %3: Detail messages (only output when there are detail messages)  Example: server=192.168.1.101 (https:// 192.168.1.101:443/sdk). SOAP error: No route to host  Detail: connect failed in tcp_connect()

### [Linux Manager]

Event ID	Messages
DSA8029W	Unable to receive data from the server %1. %2 %1: IP address of the VM host %2: Error messages  Example: Unable to receive data from the server 192.168.1.101. No route to host
DSA8030W	Server %1 disconnect.

Event ID	Messages
	% 1: IP address of the VM host Example: Server 192.168.1.101 disconnect.
DSA8033W	% 1 SOCKET error: %2 % 1: System call %2: Error messages Example: select() SOCKET error: exception 10060 for server 192.168.1.101 id 192.168.1.101
DSA8151E	% 1. SOAP error: %2 Detail: %3 % 1: Information of the VM host %2: Error messages %3: Detail messages (only output when there are detail messages) Example: server=192.168.1.101 (https:// 192.168.1.101:443/sdk). SOAP error: No route to host Detail: connect failed in tcp_connect()



### Note

The manager cannot collect and update the information of the VM host and the operated VM guests.  
 This problem affects [Dashboard]-[System Conditions] and [Dashboard]-[Capacity Planning]

### Cause

The VM host might be powered off, causing the manager to fail to connect to the VM host.  
 The messages will also be output when in maintenance mode.

### Action

Start the VM host.  
 When in maintenance mode and doing maintenance work, ignore the messages.

# Chapter 11 Dashboard Operations

This chapter explains strategies for handling problems with Dashboard operations.

## 11.1 Messages Notifying of Update Checking Failures are Output to the Windows Event Log (Application Log) or the Linux System Log

Messages such as the one in the example below continue to be output to the Windows event log (application log) or the Linux system log, and information might not display on the dashboard (System Conditions) window.

```
"Update check processing has failed. ..."
```

The message differs for each operation.

### Cause

The configuration information of System Conditions has failed to update for some reason, which may have caused a disparity.

### Action

Refer to "13.1 cmdbrefresh (Refresh Configuration Information of SystemCondition)" in the "Reference Guide (Command/XML) CE" for information on how to update the configuration information of System Conditions.