FUJITSU Software
Systemwalker
Software Configuration Manager

Troubleshooting Guide

Windows/Linux

Preface

Purpose of this Document

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

- Systemwalker Software Configuration Manager V15.1.0

- Systemwalker Software Configuration Manager V15.1.1

- Systemwalker Software Configuration Manager V15.2.0

- Systemwalker Software Configuration Manager/Express V15.3.0

- Systemwalker Software Configuration Manager/Express V15.4.0

- Systemwalker Software Configuration Manager/Express V15.5.0

Intended Readers

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

Structure of this Document

The structure of this document is as follows:

Chapter 1 Troubleshooting Flow

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

Chapter 2 Installation-related Troubleshooting

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

Chapter 3 Operation-related Troubleshooting

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

Conventions Used in this Document

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

Abbreviations and Generic Terms Used for Operating Systems

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

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

Official name	Abbreviation	
Red Hat(R) Enterprise Linux(R) (for Intel64)	RHEL (Intel64)	
Oracle Solaris	Solaris Operating System Solaris OS	Solaris

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Issue Date and Version

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Contents

Chapter 1 Troubleshooting Flow

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

Perform the following procedure when a problem has occurred.

1. If you think a problem may have occurred, start by collecting investigation data.

2. Perform the appropriate checks and actions for each symptom that has occurred.

3. If you have been able to resolve the problem, you can continue the operation.

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

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

1.1 Collecting Investigation Data

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

The following methods are available for collecting investigation data:

- Collecting data using FJQSS (Information Collection Tool)

- Collecting data using the problem investigation data collection command

1.1.1 Collecting Data Using FJQSS (Information Collection Tool)

1.1.1.1 FJQSS (Information Collection Tool) and How to Use It

FJQSS (Information Collection Tool) can collect information required for investigating problems.

Refer to the manuals displayed on following the procedure below:

- Windows Server 2012

  Click **Apps** >> **FJQSS (Information Collection Tool)** >> **FJQSS User's Guide**.

- Windows Server 2008 R2 or earlier

  Click **Start** >> **FJQSS (Information Collection Tool)** >> **FJQSS User's Guide**.

1.1.1.2 Collecting Data Using FJQSS (Information Collection Tool)

[Windows]

1. Depending on the operating system, click **Start** or **Apps**, then **FJQSS (Information Collection Tool)**, and start **Systemwalker Software Configuration Manager ("Server Type")**.

2. The command prompt will open. Type "Y [Enter]" in accordance with the instructions in the displayed window.

3. When data collection finishes, the folder that contains the investigation data is displayed. Confirm that the investigation data has been collected in the displayed folder.

4. Press the Enter key to quit the command prompt.

5. The following file is created under the folder where the investigation data is output. Send this file to Fujitsu support personnel.

   result<YYYYMMDDHHMMSS>_1_1.cab

   (YYYYMMDDHHMMSS: Date and time of data collection)

[Linux][Solaris]

1. Execute the following command:

   /opt/FJSVqstl/fjqss_collect

2. The window for selecting the product is displayed. Specify the number of the product for which investigation data will be collected, and press the Enter key.

3. Type "Y [Enter]" in accordance with the instructions in the displayed window.

4. When data collection finishes, the directory that contains the investigation data is displayed. Confirm that the investigation data has been collected in the displayed directory.

5. The following file is created under the directory where the investigation data is output. Send this file to Fujitsu technical support.

   result<YYYYMMDDHHMMSS>_1_1.tar.gz

   (YYYYMMDDHHMMSS: Date and time of data collection)

See
. . . .
Refer to the *FJQSS User's Guide* for information on how to use FJQSS (Information Collection Tool).
. . . .

1.1.2 Collecting Data Using the Problem Investigation Data Collection Command

1.1.2.1 Problem Investigation Data for Admin Servers

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

[Windows]

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

[Linux]

/opt/FJSVcfmgm/bin/swcfmg_collectinfo -d <Output path>

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

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

1.1.2.2 Problem Investigation Data for Linkage Servers

Investigation data for agents

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

The following example shows how the command is used.

[Windows]

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

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

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

1.1.2.3 Problem Investigation Data for Business Servers

Investigation data for agents

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

The following example shows how the command is used:

[Windows]

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

[Linux][Solaris]

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

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

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

Chapter 2 Installation-related Troubleshooting

2.1 Setup-related Troubleshooting

2.1.1 The Setup Command Fails to Execute

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

Applicable version and level

- Windows version: V15.1.0 or later

2.1.1.1 Action

Points to check

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

Action method

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

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

2.1.2 Setup Fails

During setup, the message "The environment setup for Systemwalker Software Configuration Manager has failed." is displayed in the setup window, and setup fails.

Applicable version and level

- Windows version: V15.5.0 or later

- Linux version: V15.5.0 or later

2.1.2.1 Action

Points to check

Check the following:

- If linking to ServerView Resource Orchestrator, was setup of ServerView Resource Orchestrator completed?

- Was the user information entered in the **User settings for the operating environment** window during setup correct?

Action method

After removing setup, take the following actions:

- If setup of ServerView Resource Orchestrator was not completed:

  If linking to ServerView Resource Orchestrator, set up ServerView Resource Orchestrator (refer to the ServerView Resource Orchestrator manual for details).

- If user information entered in the **User settings for the operating environment** window during setup is incorrect:

  Enter the correct user information and perform setup again.

Chapter 3 Operation-related Troubleshooting

3.1 Troubleshooting Relating to Email Notification

3.1.1 Email Notification Fails

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

Applicable version and level

- Windows version: V15.1.0 or later

- Linux version: V15.1.0 or later

3.1.1.1 Action

Points to check

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

Action method

- If the email address has not been set correctly, take one of the following actions:

    - If linking to ServerView Resource Orchestrator, set the correct email address of the user using the account management function of ServerView Resource Orchestrator.

    - If not linking to ServerView Resource Orchestrator, set the correct email address of the user as registered in the LDAP user database.

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

3.2 Troubleshooting Relating to the Management Console

3.2.1 Some Applied Patches not Shown in Management Console

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

Applicable version and level

- Windows version: V15.1.0 or later

- Linux version: V15.1.0 or later

3.2.1.1 Action

Points to check

Check the following issues:

- Is the server connected to the WSUS server?

- Has the patch been approved on the WSUS server?

- Is the **Last update** time in the **Server list** window of the management console later than the time when the patch was actually applied?

Action method

Take the following actions:

- If the server is not connected to the WSUS server:

  Connect the server to the WSUS server.

- If the patch has not been approved on the WSUS server:

  Approve the patch on the WSUS server.

- If the **Last update** time in the **Server list** window of the management console is not later than the time when the patch was actually applied:

  Check again after the application status has been synchronized from the managed server to WSUS at the next synchronization interval and after discovery has been implemented on the WSUS server.

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

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

Applicable version and level

- Windows version: V15.1.0 or later

- Linux version: V15.1.0 or later

3.2.2.1 Action

Points to check

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

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

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

D: Detected as a patch that can be applied

-: Not detected as a patch that can be applied

Action method

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

3.2.3 Linux Patch Information not Shown in the Management Console

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

Applicable version and level

- Windows version: V15.1.0 or later

- Linux version: V15.1.0 or later

3.2.3.1 Action

Action method

The infrastructure administrator should take the following actions:

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

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

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

    - How to check whether the RPM package has been registered with the Linux patch management target definitions

        1. Export the Linux patch management target definitions by executing the swcfmg_patch_exportrpmpolicy command (the Linux patch management target definition export command). Refer to the *Reference Guide* for information on the swcfmg_patch_exportrpmpolicy command (the Linux patch management target definition export command).

        2. Check whether the RPM package that has been registered is included in the Linux patch management target definition information that was exported in Step 1. Refer to "Linux Patch Management Target Configuration File" in the *Reference Guide* for information on the Linux patch management target definition information.

- Clearing the yum caches on Linux business servers (yum clients)

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

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

3.2.4 "CFMGV09999 Unexpected error." Message is Displayed on the Management Console

The message "CFMGV09999 Unexpected error." is displayed on the management console and only the **Close** button is enabled.

Applicable version and level

- Windows version: V15.0.0 or later

- Linux version: V15.1.0 or later

3.2.4.1 Action

Restart Systemwalker Software Configuration Manager and Systemwalker Runbook Automation.

If linking to ServerView Resource Orchestrator, restart ServerView Resource Orchestrator.

If the problem is not resolved after restarting, contact Fujitsu technical support.

3.3 Troubleshooting Relating to Processes

3.3.1 Processes Executed from the Management Console Wizard not Running

Applicable version and level

- Windows version: V15.1.0 - V15.2.0

- Linux version: V15.1.0 - V15.2.0

3.3.1.1 Action

Action method

If an error, such as system failure, occurs on the admin server while the patch distribution/application process, parameter setting process, or script execution process is running, the process is stopped. In such cases, after recovering from the abnormal state, use the swrba_recoverprocess command (process recovery command) to perform process recovery.

Operations

1. After recovering from the abnormal state, log in to the admin server.

2. Execute the following command to check whether Systemwalker Runbook Automation is operating normally.

   [Windows]

   ```
   %SWRBA_HOME%\bin\swrba_status
   ```

   [Linux]

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

3. Execute the swrba_recoverprocess command to recover processes that failed.

   [Windows]

   ```
   %SWRBA_HOME%\bin\swrba_recoverprocess
   ```

   [Linux]

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

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

   The process instance IDs of the recovered processes will be output when the command is executed.

   - If process recovery is successful as a result of executing the swrba_recoverprocess command:

     Example:

     ```
     PROCESSID:1599523(ACTIVITYID:1599525) is recovered
     PROCESSID:1600057(ACTIVITYID:1600059) is recovered
     ```

```
PROCESSID:1600595(ACTIVITYID:1600600) is recovered
PROCESSID:1600595(ACTIVITYID:1600601) is recovered
PROCESSID:1600595(ACTIVITYID:1600602) is recovered
```

- If process recovery is unsuccessful as a result of executing the swrba_recoverprocess command:

Example:

```
PROCESSID:1600071(ACTIVITYID:1600073) recovery failed
FSP_SW/RB-A_BASE: ERROR: 03013: I/O error. : PROCESSID='1600071' ACTIVITYID='160
0073' PATH='C:\Fujitsu\Systemwalker\SWRBAM\etc\share\rbaope\opeparts\output\1600
071_1600073\status.dat' DETAIL='invalid stream header'
```

3.3.1.2 Action if a Recovery Error Occurs

If the process could not be recovered after executing the swrba_recoverprocess command (process recovery command), perform patch distribution/application, parameter setting, or script execution again.

1. Refer to the PROCESSID information if the process could not be recovered.

2. Use the swrba_admin command (process status check command) to reference information.

   Example:

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

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

3. From the displayed results, you can identify that the process instance name of the process that failed to be recovered is patch distribution request_189003_win2008r2ja64_L0705_22(VEVI7HLL450001).

4. The configuration of process instance names is as follows:

   [For patch distribution/application]

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

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

5. System administrators who have restored admin servers must notify the above information to relevant users, and the notified users should perform patch distribution/application, parameter setting, or script execution again..

3.4 Job-related Troubleshooting

3.4.1 Actions when the admin server goes down while a job is operating

Applicable version and level

- Windows version: V15.3.0 or later

- Linux version: V15.3.0 or later

3.4.1.1 Action

Action method (V15.3.0 - V15.4.0)

During job operations such as patch distribution/application, parameter settings, script execution, or configuration modification, when the system of the admin server goes down, after recovery of the admin server, the job enters one of the following states and may not operate correctly.

- While the status is running, the process has stopped proceeding

- The status becomes selected (error)

Use the swrba_recoverprocess (Process Recovery command) and the swcfmg_job (Job Information Management command) to stop the job, and if necessary request the job again.

Operations

1. After recovering the admin server, log in to it.

2. Execute the following command to check whether Systemwalker Runbook Automation is operating normally.

   [Windows]

   ```
   %SWRBA_HOME%\bin\swrba_status
   ```

   [Linux]

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

3. Stop the job for which the process has stopped proceeding, while the status is running.

   a. Execute the swrba_recoverprocess command to stop the job for which the process has stopped proceeding.

   [Windows]

   ```
   %SWRBA_HOME%\bin\swrba_recoverprocess
   ```

   [Linux]

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

   An output example from when the command is executed is shown below.

   Example:

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

   Example:

   ```
   PROCESSID:1600071(ACTIVITYID:1600073) recovery failed
   FSP_SW/RB-A_BASE: ERROR: 03013: I/O error. : PROCESSID='1600071' ACTIVITYID='160
   0073' PATH='C:\Fujitsu\Systemwalker\SWRBAM\etc\share\rbaope\opeparts\output\1600
   071_1600073\status.dat' DETAIL='invalid stream header'
   ```

   b. Execute the swrba_admin command (Process Status Check command) to check the stopped job. The process instance ID is the value of PROCESSID displayed in the output of the swrba_recoverprocess command. The default value of the user for process control is "swrbaadmin", and the default value of the password is "systemwalker#1".

   [Windows]

   ```
   %SWRBA_HOME%\bin\swrba_admin pi-list -user <User for process control> -password <Password> -piid
   <Process instance ID> -appid cfmgApplication
   ```

[Linux]

```
/opt/FJSVswrbam/bin/swrba_admin pi-list -user <User for process control> -password <Password> -piid <Process
instance ID> -appid cfmgApplication
```

An output example from when the command is executed is shown below. The job ID of the stopped job is displayed for
ProcessInstanceName.

Example:

```
ProcessInstanceID       ProcessInstanceName     Status   Initiator
1599525           000000500        aborted        manage
Searched for one instance.
FSP_SW/RB-A_BASE: INFO: 02001: pi-list has terminated normally. Option:pi-list -piid
1599525 -appid cfmgApplication Code:0
```

4. Stop the job with the status selected (error).

    a. Use the swcfmg_job command to check the job with the status, selected (error).

       [Windows]

```
[Systemwalker Software Configuration Manager installation directory]\SWCFMGM\bin\swcfmg_job -list -status
selecting_abnormal
```

       [Linux]

```
/opt/FJSVcfmgm/bin/swcfmg_job -list -status selecting_abnormal
```

    b. Use the swcfmg_job command to acquire the detailed information of the job.

       [Windows]

```
[Systemwalker Software Configuration Manager installation directory]\SWCFMGM\bin\swcfmg_job -get -id <Job
ID>
```

       [Linux]

```
/opt/FJSVcfmgm/bin/swcfmg_job -get -id <Job ID>
```

When the admin server goes down while executing scripts or commands of configuration modification, the message
CFMGP20008 is displayed for the process results, and the following messages are output for the return value and the details.

   - Return value

```
189
```

   - Details

```
[LinkExpRBA] CategoryCode : 40
[LinkExpRBA] ErrorCode    : 10
[LinkExpRBA] DetailCode   : 100
```

    c. Use the swcfmg_job command to stop the job.

       [Windows]

```
[Systemwalker Software Configuration Manager installation directory]\SWCFMGM\bin\swcfmg_job -select -id
<Job ID> -action cancel
```

       [Linux]

```
/opt/FJSVcfmgm/bin/swcfmg_job -select -id <Job ID> -action cancel
```

5. The infrastructure administrator that has recovered the admin server notifies the administrator of the stopped job about the stopped job.

6. The administrator of the job must check the details of the process that ended abnormally or that an unexpected error occurred in using the **Job management** window of the management console, and then manually check the execution results on the target business server. After this, if necessary request to execution of patch distribution/application, parameter settings, script execution, or configuration modification again. When requesting configuration modification again, the old configuration modification templates may not be able to be used the same way as before. Modify or newly create a configuration modification template when necessary.

Action method (V15.5.0 or Later)

During job operations such as patch distribution/application, parameter settings, script execution, or configuration modification, when the system of the admin server goes down, after recovery of the admin server, the job enters one of the following states and may not operate correctly.

- Patching request complete (error)

- Selected (error)

Use the swcfmg_job (Job Information Management command) to stop the job, and if necessary request the job again.

Operations

1. After recovering the admin server, log in to it.

2. Execute the following command to confirm that this product is operating normally.

   [Windows]

   ```
   <Systemwalker Software Configuration Manager installation directory>\SWCFMGM\bin\swcfmg_status
   ```

   [Linux]

   ```
   /opt/FJSVcfmgm/bin/swcfmg_status
   ```

3. Check the job with the status Patching request complete (error).

   [Windows]

   ```
   [Systemwalker Software Configuration Manager installation directory]\SWCFMGM\bin\swcfmg_job -
   status completed_abnormal
   ```

   [Linux]

   ```
   /opt/FJSVcfmgm/bin/swcfmg_job -status completed_abnormal
   ```

4. Stop the job with the status selected (error).

   a. Use the swcfmg_job command to check the job with the status, selected (error).

   [Windows]

   ```
   [Systemwalker Software Configuration Manager installation directory]\SWCFMGM\bin\swcfmg_job
   -list -status selecting_abnormal
   ```

   [Linux]

   ```
   /opt/FJSVcfmgm/bin/swcfmg_job -list -status selecting_abnormal
   ```

   b. Use the swcfmg_job command to acquire the detailed information of the job.

   [Windows]

   ```
   [Systemwalker Software Configuration Manager installation directory]\SWCFMGM\bin\swcfmg_job
   -get -id <Job ID>
   ```

   [Linux]

```
/opt/FJSVcfmgm/bin/swcfmg_job -get -id <Job ID>
```

When the admin server goes down while executing scripts or commands of configuration modification, the message CFMGP20008 is displayed for the process results, and one of the following messages is output for the return value and the details.

Return Value	Details
0	The operation component was successful.
189	parts00041: The state of the process was not able to be confirmed.
	parts00002: The communication method with the business server was not able to be decided.
	parts00074: It is not possible to connect to the server. type=(LinkExpRBA) detail=(CategoryCode : 40 ErrorCode : 10 DetailCode : 100)
	parts00074: It is not possible to connect to the server. type=(SSH) detail=(Connection refused - Connection refused)
	parts00074: It is not possible to connect to the server. type=(Telnet) detail=(Connection refused - Connection refused)

c. Use the swcfmg_job command to stop the job.

[Windows]

```
[Systemwalker Software Configuration Manager installation directory]\SWCFMGM\bin\swcfmg_job
-select -id <Job ID> -action cancel
```

[Linux]

```
/opt/FJSVcfmgm/bin/swcfmg_job -select -id <Job ID> -action cancel
```

5. The infrastructure administrator that has recovered the admin server notifies the administrator of the job mentioned in steps 3 and 4 of the job ID.

6. The administrator of the job must perform the following operations:

   a. Check the details of the process that ended abnormally or that an unexpected error occurred using the **Job management** window of the management console.

   b. Manually check the execution results on the target business server.

   c. Request the execution of patch distribution/application, parameter settings, script execution, or configuration modification again, if necessary.

   When requesting configuration modification again, the old configuration modification templates may not be able to be used the same way as before. Modify or newly create a configuration modification template when necessary.

3.5 Middleware Patch-Related Troubleshooting

3.5.1 UpdateAdvisor Command Fails to Execute

When the UpdateAdvisor command (example: uam add) is executed, the following message is output and the command fails:

```
UpdateAdvisor (middleware) is already running.
Re-execute the command later.
```

Applicable version and level

- Windows version: V15.2.0 or later

- Linux version: V15.2.0 or later

3.5.1.1 Action

Action method

The discovery process for Systemwalker Software Configuration Manager may be in progress.

Re-execute the command later.

3.5.2 Fujitsu Middleware Products Patch Information Discovery Fails to Execute

The discovery process for Fujitsu middleware products patch information fails, and the following messages are output:

- Standard output

```
A warning has occurred while patch information was being updated.
```

- Event log/System log

```
CFMGD04016 Business server discovery has failed. [Number: <Number of failed servers>][Patch type: <Patch type>]
```

- Trace log

```
CFMGD05030 Failed to get middleware information. The UpdateAdvisor setup process (uam setup) has been suspended because another command is running. [IP address: <IP address>][OS: <OS type>]
```

or

```
CFMGD05032 Failed to get middleware information. The process for getting the update application management registry file (uamdic copy) has been suspended because another command is running. [IP address: <IP address>][OS: <OS type>]
```

Applicable version and level

- Windows version: V15.2.0 or later

- Linux version: V15.2.0 or later

3.5.2.1 Action

Action method

The user may have used an UpdateAdvisor command while Systemwalker Software Configuration Manager discovery was in progress.

The information update for the server where discovery failed will be performed next time when discovery occurs.

3.6 Troubleshooting Relating to the CMDB

3.6.1 Cannot Update Properly to the Latest Configuration Information even by Implementing Discovery

Applicable version and level

- Windows version: V15.0.0 or later

- Linux version: V15.1.0 or later

Configuration information discovered using swcfmg_patch_updateinfo (Patch Information Update command) or swcfmg_param_updateinfo (Parameter Information Update command) is stored in the CMDB. If configuration information already registered in the CMDB is incorrect, it may not be possible to update properly to the latest configuration information even if discovery is implemented.

3.6.1.1 Events Generated when Configuration Information is Incorrect

If operation proceeds with incorrect configuration information stored in the CMDB, the following types of events will be generated:

- Processing of swcfmg_patch_updateinfo (Patch Information Update command) does not complete

- Processing of swcfmg_param_updateinfo (Parameter Information Update command) does not complete

- Server information for the same IP address is duplicated in the server list on the management console

The above events may be generated in the following situations:

- The operating system was restarted while CMDB data was being updated

- A patch was applied to any of the following products while CMDB data was being updated:

    - ServerView Resource Orchestrator

    - Systemwalker Runbook Automation

    - Systemwalker Software Configuration Manager

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CMDB data is updated when the following operations are performed:

- A server is deployed or undeployed using ServerView Resource Orchestrator

- Patch information is registered, updated, or deleted using swcfmg_patch_updateinfo (Patch Information Update command)

- Parameter information is registered, updated, or deleted using swcfmg_param_updateinfo (Parameter Information Update command)

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3.6.1.2 Action

Action method

If the configuration information data stored in the CMDB is incorrect, perform the following operations to update to the latest information:

Operations

1. Execute cmdbrefresh to update the CMDB information:

    [Windows]

    ```
    <Systemwalker Software Configuration Manager installation directory>\CMDB\FJSVcmdbm\bin
    \cmdbrefresh.exe -a -q
    ```

    [Linux]

    ```
    /opt/FJSVcfmgm/CMDB/FJSVcmdbm/bin/cmdbrefresh.sh -a -q
    ```

2. Implement discovery to update to the latest patch information and Fujitsu middleware product information:

    [Windows]

    ```
    <Systemwalker Software Configuration Manager installation directory>\SWCFMGM\bin
    \swcfmg_patch_updateinfo.exe -repository
    ```

[Linux]

```
/opt/FJSVcfmgm/bin/swcfmg_patch_updateinfo -repository
```

To discover only particular information:

- Windows patch information

  [Windows]

  ```
  <Systemwalker Software Configuration Manager installation directory>\SWCFMGM\bin
  \swcfmg_patch_updateinfo.exe -t windows -repository
  ```

  [Linux]

  ```
  /opt/FJSVcfmgm/bin/swcfmg_patch_updateinfo -t windows -repository
  ```

- Linux patch information

  [Windows]

  ```
  <Systemwalker Software Configuration Manager installation directory>\SWCFMGM\bin
  \swcfmg_patch_updateinfo.exe -t linux
  ```

  [Linux]

  ```
  /opt/FJSVcfmgm/bin/swcfmg_patch_updateinfo -t linux
  ```

- Fujitsu middleware patch information and Fujitsu middleware product information

  [Windows]

  ```
  <Systemwalker Software Configuration Manager installation directory>\SWCFMGM\bin
  \swcfmg_patch_updateinfo.exe -t middleware
  ```

  [Linux]

  ```
  /opt/FJSVcfmgm/bin/swcfmg_patch_updateinfo -t middleware
  ```

3. Implement discovery for parameter information:

   [Windows]

   ```
   <Systemwalker Software Configuration Manager installation directory>\SWCFMGM\bin
   \swcfmg_param_updateinfo.exe
   ```

   [Linux]

   ```
   /opt/FJSVcfmgm/bin/swcfmg_param_updateinfo
   ```