

HP Device Manager 4.7

General Troubleshooting Guide



Table of contents

Overview..... 2

Log files 2

 HPDM Agent log files..... 2

 Path..... 2

 Files..... 2

 HPDM Gateway log files..... 2

 Path..... 2

 Files..... 2

 HPDM Console log files..... 2

 Path..... 2

 Files..... 2

 HPDM Server log files..... 2

 Path..... 2

 Files..... 3

 Master Repository Controller log files..... 3

 Path..... 3

 Files..... 3

 HPDM installation log files..... 3

 Path..... 3

 Files..... 3

Collecting useful log information..... 3

 HPDM Agent 3

 HPDM Gateway 3

 HPDM Console 3

 HPDM Server 4

 Master Repository Controller 4

Troubleshooting..... 5

Appendix A — Error code matrix 6

For more information 8

Overview

This document introduces some general information that can help troubleshoot issues in HP Device Manager (HPDM).

Log files

HPDM Agent log files

Path

WES/XPe—C:\Windows\XPeAgent

WinCE (HP)—\Hard Disk\Program Files\Agent

HP ThinPro series/Smart Zero Core—/etc/hpdmagent

Files

- **Agent.log**—The log file for the HPDM Agent main process
- **Child.log**—The log file for the HPDM Agent child process
- **Discovery.log**—The log file for detailed information about the HPDM Agent discovering the HPDM Gateway

HPDM Gateway log files

Path

The path of the HPDM Gateway log files depends on the HPDM install path, which is specified by users. The default install path is either C:\Program Files\HP\HP Device Manager\Gateway or C:\Program Files(x86)\HP\HP Device Manager\Gateway.

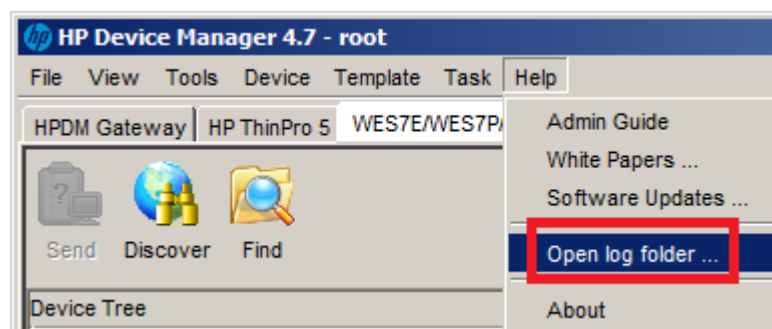
Files

- **Gateway.log** and **Gateway.log.x (1–30)**—The log files for the HPDM Gateway

HPDM Console log files

Path

The log files for the HPDM Console are located in the %programdata%\HP\HP Device Manager\Console\logs folder. The %programdata% folder is an accessible folder under the Windows UAC policy. It refers to either C:\ProgramData or C:\Documents and Settings\All Users\Application Data, depending on the operating system. You can also browse that folder in the HPDM Console by selecting **Help > Open log folder**.



Files

- **hpdm-console.log** and **hpdm-console.log.x (1–10, configurable)**—The log files for the HPDM Console

HPDM Server log files

Path

The path of the HPDM Server log files depends on the HPDM install path, which is specified by users. The default install path is either C:\Program Files\HP\HP Device Manager\Server\logs or C:\Program Files(x86)\HP\HP Device Manager\Server\logs.

Files

- **hpdm-dbsetup.log**—The log file for the installation process of the database
- **hpdm-server.log** and **hpdm-server.log.x (1–10, configurable)**—The log files for the HPDM Server
- **hpdmwrapper.log**—The log file for the wrapper to start the HPDM Server

Master Repository Controller log files

Path

The path of the Master Repository Controller log files depends on the HPDM install path, which is specified by users. The default install path is either C:\Program Files\HP\HP Device Manager\MasterRepositoryController\log or C:\Program Files(x86)\HP\HP Device Manager\MasterRepositoryController\log.

Files

- **MasterRepositoryController.log** and **MasterRepositoryController.log.x (1–30)**—The log files for the Master Repository Controller

HPDM installation log files

Path

The path of the HPDM installation log files is C:\. Each service pack generates another installation log file.

Files

- **HP Device Manager 4.7-install.log**—The log file for the installation process of HPDM.

Collecting useful log information

HPDM Agent

First, upload the HPDM Agent logs files with a Capture File task or copy them locally.

The default log level of the HPDM Agent log files is Error. If your issue can be reproduced, set the Log Level to **Information** with a Configure Agent task. Then, reproduce the issue. Finally, upload the HPDM Agent logs files with a Capture File task or copy them locally.

HPDM Gateway

The default log level of the HPDM Gateway log files is Trace. You do not need to change the log level. Copy the HPDM Gateway logs to another folder and compress them to a package.

HPDM Console

The default log level of the HPDM Console log files is Warn. Only Warn and Error logs will be printed. Copy the HPDM Console logs if you see the keyword **Exception** in them, and then compress them to a package.

If a task fails, you can select the target device to find useful information.

Figure 1. Failed task

Task Summary

Task ID: 00000396 Write Filter Policy: Execute & Commit
Valid Time: 1440 minute(s) Execution Timeout: 30 minute(s)
Cached Updates: No Task Deferment: No
WOL before task: No Exclude Working Hours: No
Batch amount: 5 Interval between batches: 2

Task Status

Device Name	Status	Error Code	Start Time	End Time
OEM-RZDKVS...	Sending	0	2015-10-09 1...	
HPMT41-011	Sending	0	2015-10-09 1...	
ITS7UN2SOG...	Sending	0	2015-10-09 1...	
HP-7BD7DTS...	Failed	1068032	2015-10-09 1...	2015-10-09 1...

Select target device

Task Log

Device Name: HP-7BD7DTS54FOU Device ID: F8:0F:41:5C:E1:86 IP Address: 172.16.1.63

Log Time	Log
2015-10-09 10:09:38	Successfully sent task to the Device Management Gateway
2015-10-09 10:09:40	Task has been retrieved by the Agent
2015-10-09 10:09:47	[Error code: 1068032] [Module: Agent] [Category: Remote file/directory operation] [Error Details]: Capture files to the Master Repository. Failure capturing abv.abv from c:\ to /Repository/Files/Captured/F80F415CE186. Failed to execute CaptureFiles task. ErrorCode: 1068032, Error Info: ..\Task\common\tasks.cpp@676: Failed to download and upload file. 2015-10-09 10:09:47 ftpclient\fileclient.cpp@346: Failed to put local file, LocalDir: c:\RemoteDir\HPDM\Repository\Files\Captured\F80F 415CE186,Name:abv.abv ftpclient\fileclient.cpp@326: The specified file or directory is not found. 2015-10-09 10:09:47 Failed to execute common task.

Display error details for further investigation

HPDM Server

The default log level of the HPDM Server is Warn. Only Warn and Error logs will be printed. If you have a server issue, open **server.conf**, change **hpdn.log.level** to **Debug**, and then restart the HPDM Server. Set the following flags to true:

- hpdn.log.gateway=false
- hpdn.log.console=false
- hpdn.log.task=false
- hpdn.log.masterController=false

After reproducing the issue, copy the HPDM Server logs to another folder and compress them to a package.

Master Repository Controller

The default log level of HPDM Master Repository Controller is Error. Only the error log will be printed. If your issue is related to the Master Repository Controller, open **Controller.conf**, change **LogLevel** to **2**, and then restart the Master Repository Controller. After reproducing the issue, copy the HPDM Master Repository Controller logs to another folder and compress them to a package.

Troubleshooting

1. The HPDM components (HPDM Console, HPDM Server, HPDM Gateway, HPDM Agent, and Master Repository Controller) are not communicating correctly.

This problem is usually caused by the firewall. Often, you can ping the devices but HPDM does not work. See **Appendix B: Port reference** of the *HP Device Manager 4.7 Administrator Guide* for instructions to add rules or exceptions to the firewall.

HPDM also includes a port check tool. The path is <HPDM Install Path>\Console\bin\HPDMPortCheck. To use the tool, in the command prompt, execute `HPDMPortCheck.exe` without parameters.
2. The HPDM Agent failed to download files.

Verify that the repository settings are correct.

Use a third-party tool to check whether the devices can access and download files from repositories. For WES and XPe, use Windows Explorer. For HP ThinPro, use `wget`.

If you are using a hostname or FQDN as a repository's address, try using the IP address. Some devices might not be able to get the IP address from the hostname or FQDN. You can ping the hostname or the FQDN from the device to verify whether it is a HPDM issue.

For more details, see the *HP Device Manager 4.7 Repository Management* white paper.
3. A WES HPDM Agent can do an Update Agent task, but it cannot image.

Verify the Shared Folder settings. Make sure that the Shared Folder and the FTP addresses point to same location.

For more details, see the *HP Device Manager 4.7 Repository Management* white paper.
4. The HPDM Gateway cannot connect to the HPDM Server, or the HPDM Gateway does not accept the tasks from the HPDM Server.

Make sure that the server address of the HPDM Gateway points to the HPDM Server. Verify that the correct NIC for the HPDM Gateway is selected, and then restart the HPDM Gateway.

Be sure that if **Manage control HPDM Gateway access** is selected in the HPDM Gateway access control dialog, HPDM Gateway is **Acknowledged** is selected too.
5. A repository cannot be accessed by an HPDM Agent, but it can be accessed by a FileZilla client.

Be sure that the address you used in the repository is exactly same as the one in the FileZilla client. If your environment is in DMZ, see the DMZ section of the *HP Device Manager 4.7 Repository Management* white paper.
6. A Windows software package cannot be installed correctly by HPDM.

The HPDM Agent runs as a service and its TEMP path is `Z:\temp`, by default. However, partition Z might not have enough space for some big software packages.

To change the partition used, HP recommends that customers use a Script subtask in the File and Registry template. Enter these lines before using the task.

 - `set TEMP="C:\temp"`
 - `set TMP="C:\temp"`
 - `<install software command line>`

You can set another folder, instead of `C:\temp`, as the TEMP path.

Appendix A — Error code matrix

Prior to HPDM 4.5, error codes started with 1400 and were eight digits long. The current HPDM error codes provide a combination of the component and the category of the error. For more details about a specific error, see the task log, as shown in Figure 1.

Table 1. Error code matrix, part one

	HPDM Agent	DMMC (HPDM Agent Library)	UCT (HPDM Agent Library)	DMAC (HPDM Agent Library)	WES7DISP (HPDM Agent Library)	MINILINUX
Network connection	1064960	1130496	1196032	1261568	1327104	1392640
Disk I/O	1065984	1131520	1197056	1262592	1328128	1393664
Memory error	1067008	1132544	1198080	1263616	1329152	1394688
Remote file/dir operation	1068032	1133568	1199104	1264640	1330176	1395712
File integrity	1069056	1134592	1200128	1265664	1331200	1396736
Credential	1070080	1135616	1201152	1266688	1332224	1397760
Other FTP-related error	1071104	1136640	1202176	1267712	1333248	1398784
Write Filter error	1072128	1137664	1203200	1268736	1334272	1399808
Unmanageable device	1073152	1138688	1204224	1269760	1335296	1400832
Unsupported task	1074176	1139712	1205248	1270784	1336320	1401856
Incompatible platform	1075200	1140736	1206272	1271808	1337344	1402880
Message syntax error	1076224	1141760	1207296	1272832	1338368	1403904
Message semantic error	1077248	1142784	1208320	1273856	1339392	1404928
Registry error	1078272	1143808	1209344	1274880	1340416	1405952
Command return non-zero	1079296	1144832	1210368	1275904	1341440	1406976
Thread/process error	1080320	1145856	1211392	1276928	1342464	1408000
Task expire	1081344	1146880	1212416	1277952	1343488	1409024
HPDM task process crash	1082368	1147904	1213440	1278976	1344512	1410048
Other HPDM workflow error	1083392	1148928	1214464	1280000	1345536	1411072
Other API/sys call error	1084416	1149952	1215488	1281024	1346560	1412096

Table 2. Error code matrix, part two

	Windows PE	HPDM Gateway	HPDM Server	HPDM Console	Master Repository Controller
Network connection	1458176	2113536	3162112	4210688	5259264
Disk I/O	1459200	2114560	3163136	4211712	5260288
Memory error	1460224	2115584	3164160	4212736	5261312
Remote file/dir operation	1461248	2116608	3165184	4213760	5262336
File integrity	1462272	2117632	3166208	4214784	5263360
Credential	1463296	2118656	3167232	4215808	5264384
Other FTP-related error	1464320	2119680	3168256	4216832	5265408
Write Filter error	1465344	2120704	3169280	4217856	5266432
Unmanageable device	1466368	2121728	3170304	4218880	5267456
Unsupported task	1467392	2122752	3171328	4219904	5268480
Incompatible platform	1468416	2123776	3172352	4220928	5269504
Message syntax error	1469440	2124800	3173376	4221952	5270528
Message semantic error	1470464	2125824	3174400	4222976	5271552
Registry error	1471488	2126848	3175424	4224000	5272576
Command return non-zero	1472512	2127872	3176448	4225024	5273600
Thread/process error	1473536	2128896	3177472	4226048	5274624
Task expire	1474560	2129920	3178496	4227072	5275648
HPDM task process crash	1475584	2130944	3179520	4228096	5276672
Other HPDM workflow error	1476608	2131968	3180544	4229120	5277696
Other API/sys call error	1477632	2132992	3181568	4230144	5278720

For more information

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