Troubleshooting Guide for SCR+DMI

HP 9000 Computers

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1 Troubleshooting SCR+DMI for HP-UX

This document describes steps you can take if SCR+DMI for HP-UX is not running properly.

Step 1. Ensure that DCE/RPC is running correctly on all the systems involved

- Check for the necessary daemons, and restart them if necessary.

  Run the command, **ps -ef**

  The output should include the following daemons:

  — For DCE on both the server and the client node(s):

  ```
  root46910 Sep 27?1:51/opt/dce/sbin/rpcd
  ```

  — For DMI on both the server and the client node:

  ```
  root2717310Oct 4?4:21/usr/dmi/bin/dmisp
  root272410Oct 4?0:35/usr/dmi/bin/hpuxci
  root2719510Oct 4?2:18/usr/dmi/bin/swci
  ```

  — For SCR on the server:

  ```
  root73731016:23:52?0:00/opt/scr/lbin/scrdaemon
  ```

- Check that you have the required software and patches. Refer to the README for the release of HP-UX you are working with. The patches assume a base level of the HP-UX Applications Release distributed 7 June, 1999.

IMPORTANT   The DCE patches must be loaded in numerical order.

Step 2. Verify entries in the file `/var/dmi/dmiMachines`. This must be done on each client and on the server.

- A hostname or an IP address can be used for each machine (each network card in a machine needs to be listed) in the file.

- On each client, the file must include an entry for each network card on the client and each network card on the server.

- On the server, the file must contain an entry for each network card on the server and each network card on each client.

Step 3. Verify that DMI is working on both the server and all clients. If any of the following four steps fail, DMI is not working correctly. SCR cannot work correctly if DMI is not working correctly.

  1. Launch the DMI browser by executing **/usr/dmi/bin/browser**

A task dialog labeled "MIF Browser" will be launched. An icon with the system name should be in the dialog.

2. Double-click on the icon with the system name.

   The contents of the dialog should be replaced with three icons labeled:

   - **DMI 2.0 Service Provider**

   - **HP-UX Standard Groups Definition**

   - **HP-UX Installed Software Definition**

3. Double-click on the **HP-UX Standard Groups Definition** icon. Multiple icons should be displayed with labels including:

   - **General Information**

   - **Operating System**

   - **Host System**

4. Check SCR on the server.

   Run /opt/scr/bin/scrstatus

   The output will list a time, a node name, the status on that node and details. Possible results include the following:

Table 1-1   **Status Values**

Status	Detail	What this means
Completed	-	SCR worked correctly on this node at this time
Executing	-	SCR is currently collecting data on this node.
Scheduled	-	SCR is set to collect data from this node at the time listed under the "Time" column.
Warning or Error	Tmout	Timeout. Possible problems include: - DCE/RPC problem - Network problem You can increase the timeout value with the /opt/scr/bin/scrconfig command. HP recommends a value of 10 minutes, and even more time may be required if your network slows down.
	AcErr	Access Error. This means SCR could not collect data from the client. Potential problems are: - The DMI daemons are not running (either on the server or the client), - The server IP address is not in the /var/dmi/dmiMachines file on the client, - The network is not working.

Table 1-1   **Status Values (Continued)**

Status	Detail	What this means
	RtErr	Runtime Error. Potential problems include: - file system full, - no memory, - no more processes.