

Preface

The *DirXmetahub Troubleshooting Guide* describes how to solve problems that can occur in DirXmetahub installations.

DirXmetahub Document Set

The DirXmetahub document set consists of the following manuals:

- *DirXmetahub Administration Guide*. Use this book to obtain a description of DirXmetahub architecture and components and to understand the basic tasks of DirXmetahub administration using DirXmetahub Manager, the DirXmetahub configuration database, and the DirXmetahub server runtime.
- *DirXmetahub Meta Controller Reference*. Use this book to obtain reference information about DirXmetahub server programs, scripts, and files.
- *DirXmetahub Meta Agent Reference*. Use this book to obtain reference information about the DirXmetahub meta agent programs, scripts, and files.
- *DirXmetahub Troubleshooting Guide* (this manual). Use this book to track down and solve problems in your DirXmetahub installation.
- *DirXmetahub Installation Guide*. Use this book to install DirXmetahub.
- *DirXmetahub Release Notes*. Use this book to understand the features and limitations of the current release. This document is shipped with the DirXmetahub installation as the file **Readme.txt**.

Notation Conventions

Boldface type

In command syntax, bold words and characters represent commands or keywords that must be entered exactly as shown.

In examples, bold words and characters represent user input.

Italic type

In command syntax, italic words and characters represent placeholders for information that you must supply.

[]

In command syntax, square braces enclose optional items.

{ }

In command syntax, braces enclose a list from which you must choose one item.

In Tcl syntax, you must actually type in the braces, which will appear in boldface type.

|

In command syntax, the vertical bar separates items in a list of choices.

...

In command syntax, ellipses indicate that the previous item can be repeated.

install_path

The exact name of the root of the directory where DirXmetahub programs and files are installed. The default installation directory is *user/D_home_directory/DirXmetahub* on UNIX systems and **C:\Program Files\Siemens\DirXmetahub** on Windows NT/Windows 2000 systems. During installation the installation directory can be specified. In this manual the installation-specific portion of pathnames is represented by the notation *install_path*. This manual uses the Windows NT/2000 style for pathnames.

1 Introduction

The DirXmetahub Troubleshooting Guide describes how to solve problems that can occur in DirXmetahub installations. Also hints for general system handling are given.

This information is organized as follows:

- How to get information about the state of the system
- Solving installation problems
- Solving DirXmetahub Manager problems
- Solving DirXmetahub Agent problems

Please note that small enhancements and bug fixes for DirXmetahub are delivered from time to time as patches.

2 Getting Information

DirXmetahub provides a lot of information about its status and for debugging purposes:

- Logging information via the log files and the Windows event log mechanism from different components.
- Information about the status of the MQSeries messaging service.
- Information about the status of the DirXmetahub server.
- Debugging information via the DirXmetahub Manager's Monitor View.

2.1 Log Files and Event Log

You can set up the log levels and information for the **DirXmetahub server** in the logging configuration files, located in the subdirectory:

install_path\server\conf

See the description of the **dxmdumplog** command in the DirXmetahub Administration Guide for further details.

There are additional log files under *install_path*\tmp.

On Windows platforms you can use the Windows Event Viewer to view logging information. The information depth can be configured with the logging configuration files or the filters provided with the Windows Event Viewer.

You control the log levels for the **Meta Controller metacp** in the subdirectory

install_path\client\conf

See the description of the **dirxdumplog** command in the Meta Controller Reference for further details.

In the case of MQSeries errors check also the MQSeries log files (named AMQERRnn.LOG) in the path

MQSeries_install_path\qmgrs\@system\errors

2.2 Status of the DirXmetahub Server

You can request the state of each DirXmetahub Server via the DirXmetahub Managers **Get Server State** command. See topic 'Get Server State' in the DirXmetahub Manager help for more information.

2.3 Status and debugging information from the Monitor View

The Monitor View presents a lot of information about running or already finished workflow runs. See the topics 'Monitor View' and 'Using the Monitor View' in the DirXmetahub Managers help for basic information.

There are two ways to use the Monitor View:

- Open the folder in the tree pane with the name of the desired workflow. Click at the status entry from the workflow you'd like to explore (hint: the last one in the list is the newest one). If you want to view a status entry with a specific date and time, click on the entries and view the **Start Time** field, which displays the local time (you can move between the entries in the tree with the cursor keys). If you have found the correct entry, follow the procedure described below.
- If you want to see only specific status entries, you can use the predefined filters or setup new ones for your purposes (how to set up filters see the topic 'Query Folder' in the DirXmetahub Managers help). For example you can use the **Result=Not OK** filter to get all workflow status entries that did not run correctly. If you have found the correct entry, follow the procedure described below.

Analyze a status entry in the following way:

- View the workflow status entry. Look at the **Result** field to check for the status of the entry.
- If it is not **closed.completed.ok**, additional messages should be displayed in the **Remark** field (you can analyze the error messages displayed here with the DirXmetahub Manager help). If the messages are not fully displayed, you can read the messages in your preferred text editor with the button at the bottom on the left side of the field.
- Normally the information provided here is not very detailed. Therefore you should look at the activity or the activities that failed.
- When there are several activities, click at the workflow entry in the tree pane. You can now view in the list pane (top pane at the right side) which activities have a result that is not equal to **closed.completed.ok**.
- Click on these activities and view the **Remark** field again. There should be more detailed information about the specific problem that occurred with this activity (you can analyze the error messages displayed here with the DirXmetahub Manager help). In

many cases you will find a text like 'See process info file for more information' or 'See report or trace file for more information'.

- This indicates that there should be additional information in the **File** tab. Click on this tab and view the **Process Info** file. It can contain the stdout and stderr information which should give you a more detailed view of the problem. Please note that this information is highly dependent on the information the agent provides.
- If this does not help, you can try to view **trace** or **report** files to find out more.

2.4 Error Messages

If you encounter any error message from the system, you can search it in the DirXmetahub Manager's help system.

1. Start the DirXmetahub Manager.
2. Click Help -> Help ('loading the help topics' is displayed).
3. Click the middle tab (index tab) and enter the error message number into the **Find** field (e.g. CDB4001). Alternatively you can input the error message number or a part of the message text into the **Find** field of the right tab (the search tab, e.g. CDB4001 or 'wrong schema version').
4. Enter **Return**.

The related text is displayed. It consists of the **message** itself, an **explanation** and possible **actions**.

3 Installation Problems

This section contains installation related topics.

See also the MQSeries documentation and web site for MQSeries related information.

3.1 MQSeries Configuration

3.1.1 Creation of Service fails

Indication:

- The creation of the service fails during installation.
- Happens only on Windows 2000 workstations or servers.

Reason:

- An open **Services** or **Event Viewer** window prevents the creation of the service.

Solution:

- Close all Services and Event Viewer windows.
- Perform a de-installation of the MQSeries Configuration.
- Perform an installation of the MQSeries Configuration.

3.2 DirXmetahub Server Installation

3.2.1 Admin or Password Not OK

Indication:

- Message: "Admin or password not ok." when Directory Administrator account is tested.
- Happens only on Windows 2000 Server machines where Active Directory is installed in parallel

Reason:

- When Active Directory and the Meta Directory Server use the same port (389), then the account test will go to the Active Directory with the above mentioned result.

Solution:

- Reconfigure the LDAP server of the Meta Directory Server to another free port.
- Try the DirXmetahub installation again with the new port value.

3.2.2 Creation of DirXmetahub Service fails

Indication:

- The creation of the service fails during installation.
- Happens only on Windows 2000 workstations or servers.

Reason:

- An open **Services** or **Event Viewer** window prevents the creation of the service.

Solution:

- Close all Services and Event Viewer windows.
- Perform a de-installation of the DirXmetahub Server.
- Perform an installation of the DirXmetahub Server.

3.3 DirXmetahub Agents Installation

3.3.1 Which agents are installed?

Indication:

- You are not sure which agents are installed on the different servers of a distributed DirXmetahub domain.

Reason:

- Complex changes in your configuration.
- An agent in a distributed workflow does not run on the target machine.

Solution:

- Open in the Expert View the path: Configuration -> DirXmetahub Servers.
- Check in the relevant DirXmetahub server object the installed agents (click the **Agents** tab).
- Start an update installation on the machine where the problem occurs (you only need to go to the step where the agents are selected). The installation shows the installed agents on this machine.

- Compare this list with the list in the DirXmetahub server object.
- If something differs, perform an update installation on the relevant server and select the correct agents.

3.4 De-Installation

3.4.1 Objects Remain After De-installation

Indication:

- After de-installation the root node **dxmc=DirXmetahub** together with the attribute DSET="" remains in the configuration database.
- Happens only on DirX.

Reason:

- Deletion of this node is not possible via LDAP.

Solution:

You have to perform the following steps to delete this object:

- Start dirxadm and enter the command: modify <LDAP-ROOT-DN> -removeattr LNCO={/DXMC=DirXmetahub} (for example: modify /O=pqr/CN=LdapRoot -removeattr LNCO={/DXMC=DirXmetahub}) Alternatively you can use DirX Manage and delete **/DXMC=DirXmetahub** in the attribute **LDAP-Naming-Contexts**.
- Then perform the command: modify / -removeattr DADM={/DXMC=DirXmetahub/CN=admin} Alternatively you can use DirX Manage and delete **/DXMC=DirXmetahub/CN=admin** in the attribute **DirX-Administrators**

Now the node **/DXMC=DirXmetahub** is completely removed.

4 Problems with DirXmetahub Services

4.1 Starting and Stopping Services

In some cases it is necessary to stop and start the services again. Possible situations are after

- a reconfiguration of parameters in parts of the configuration database
- change of the password or other parameters in the dxmmssvr.ini file
- after errors

You should stop the services in the following sequence (use the **Services** utility on Windows or the commands written below on UNIX):

- DirXmetahub 6.0 UNIX: `/etc/rc2.d/S99dxmsvr stop`
- IBM MQSeries (stops the DirXmetahub 6.0 MQSeries Message Broker automatically)
UNIX: `(/etc/rc2.d/S99dxmmqs stop`

To start the services, use this sequence:

- DirXmetahub 6.0 MQSeries Message Broker (starts IBM MQSeries automatically)
UNIX: `/etc/rc2.d/S99dxmmqs start`
- DirXmetahub 6.0 UNIX: `/etc/rc2.d/S99dxmsvr start`

Check in the Windows Event Viewer that the startup was successful or on UNIX the log files whether the startup was successful.

This is the case, when six entries are displayed:

- DXM60 information: StartService Succeeded.
- DXM60 information: Program started: "C:\Program Files\Siemens\DirXmetahub\bin\dxmmssvr.exe"; ProcessId: 0x...; ThreadId: 0x...
- Fri Dec 28 20:18:17 2001 dxmmssvr.exe (null) dxm stt dxmstatustracker.cpp 507-0 0x000009b4 STT6126: Status Tracker is running.

- Fri Feb 22 20:36:03 2002 dxmmssvr.exe (null) dxm sched dxmsdrimpl.cpp 2493-00x000009fc SDR6570: Scheduling is "enabled".
- Fri Dec 28 20:18:17 2001 dxmmssvr.exe (null) dxm sched dxmsdrimpl.cpp 1156-00x000009b8 SDR6567: Scheduler is running.
- Fri Dec 28 20:18:18 2001 dxmmssvr.exe (null) dxm mss dxmcmssvr.cpp 296-00x00000964 MSS2238: DirXmetahub Server is running...

Note: Date and time information as well as process and thread IDs may differ in your case.

4.2 Service Stops Directly after Start

Indication:

- DirXmetahub Service stops directly after start.
- This is indicated by the message: MSS 2261: DirXmetahub Server exited without errors.

Reason:

- This happens mainly when you use the Windows 2000 service restart feature.
- The stop message of the stop sequence comes after the new start messages of the server.

Solution:

- No action necessary.

4.3 DirXmetahub Service

This section describes DirXmetahub service errors that can occur and the steps to take to solve the problem.

4.3.1 Authentication failed

Indication:

- Message: Authentication to LDAP server failed ... (during start of DirXmetahub Service)

Reason:

- The bind parameters are not ok.

Solution:

- Check for correct parameters in the **[metadir]** section of the **dxmmssvr.ini** file.

4.3.2 Can't Connect to LDAP Server

Indication:

- Message: Can't Connect to LDAP Server (during start of DirXmetahub Service)

Reason:

- The DirXmetahub server is unable to connect to the LDAP server.

Solution:

1. Check whether the directory LDAP server is running.
2. Check for the correct server name and port number in the **dxmmmssvr.ini** file.

4.3.3 Can't Retrieve from ATS server data

Indication:

- Message: Can't retrieve ATS server data (during start of DirXmetahub Service)

Reason:

- The DirXmetahub server did not find the correct object in the DirXmetahub configuration database.

Solution:

- Check whether the **dnServerName** entry in the **dxmmmssvr.ini** file is correct.

4.3.4 Internal NT Error

Indication:

- Message: Internal Windows NT error (during start of DirXmetahub Service)

Reason:

- May be caused by previous errors when the DirXmetahub service could not be started successfully.

Solution:

- Stop all services and then restart it.

4.3.5 DirXmetahub Service does not start correctly

Indication:

- DirXmetahub Service does not start correctly.

Reason:

- May be caused by previous errors when the DirXmetahub service could not be started successfully.

Solution:

- Stop all services and then restart it.

4.3.6 Refresh Needs Too Much Time

Indication:

- Automatic Refresh in Monitor View needs too much time

Reason:

- When DirXmetahub has produced a lot of status entries, then the automatic refresh needs some time. Changing from the Monitor View to other views and back to it refreshes the view even if nothing has changed.

Solution:

- Switch off the automatic refresh:
 1. Open the file *install_path*\Gui\bin\dxm.cfg
 2. Change the value **monitorview.refresh** to **off**.
 3. Save the file and restart the DirXmetahub Manager.

4.3.7 Service Not Available

Indication:

- You cannot find the DirXmetahub 6.0 B00 service in your services list.

Reason:

- You might have provided wrong values during the installation.

Solution:

1. Perform Start -> Run...
2. Enter cmd and click OK.
3. Enter dxmsvr.exe -install.
4. Perform Start -> Control Panel.
5. Double click Services.
6. Double click DirXmetahub 6.0 B00.
7. Set This Account and enter the values according to your requirements.
8. Select Automatic and then click OK.

9. If the service does not start immediately, perform Start.

4.3.8 TCP/IP Error

Indication:

- TCP/IP error (reported from MQSeries)

Reason:

- Communication problem between DirXmetahub Service and MQSeries Service.

Solution:

- Check correct host name in the dxmmmssvr.ini file.
- Check also the MQSeries log files (named AMQERRnn.LOG) in the path *MQSeries_install_path\qmgrs\@system\errors*

4.3.9 Workflows Do Not Run

Indication:

- Workflows do not run at all.

Reason:

- Messages in the MQSeries system from previous runs with severe errors could block the system.

Solution for Windows platforms:

1. Start the MQSeries Explorer (Start -> IBM MQSeries -> MQSeries Explorer).
2. Open the tree: Console Root -> IBM MQSeries -> Queue Managers -> your queue manager name -> Queues.
3. Size the window and check in column Current Depth that all numbers in the six DirXmetahub queues are zero.
4. If they are unequal to zero, stop the DirXmetahub Manager, the DirXmetahub Service and the DirXmetahub 6.0 MQSeries Message Broker.
5. Select the queue with the non-zero value and perform All Tasks -> Clear Messages.
6. If this does not work, wait a little bit and try again.
7. If several tries are unsuccessful, reboot the system and try again.

Solution for Sun platforms:

1. Use the runmqsc command to issue MQSC commands to the queue manager to check if all numbers in the six DirXmetahub queues are zero: **runmqsc** *your_queue_manager_name* **display queue('Dxm.command.*') curdepth display queue('Dxm.statusTracker.*') curdepth display queue('Dxm.fileservice.*') curdepth**

2. If there are non-zero numbers, stop the DirXmetahub Manager, the DirXmetahub Service and the DirXmetahub 6.0A10 MQSeries Message Broker.
3. Select the queue with the non-zero value and perform **runmqsc** <your queue manager name> **clear qlocal** ('<queue name>')
4. If this does not work, wait a little bit and try again.
5. If several tries are unsuccessful, reboot the system and try again.

5 Problems with DirXmetahub Manager

This section describes DirXmetahub Manager errors that can occur and the steps to solve the problem.

5.1 General Issues

5.1.1 Abbreviation field change not recognized

Indication:

- Capitalization changes in the abbreviation field of a topic in the attribute configuration are not recognized in the generated mapping.

Reason:

- When the user adds a new attribute in the attribute configuration file with a wrong capitalization in the abbreviation field, adds this field to the selected attribute list and uses it in the mapping, the mapping will of course use the wrong capitalized abbreviation in the generated mapping script. Now, when the user changes the wrong capitalization to a correct one, this is not recognized by the mapping.

Solution:

- When detecting such a wrong capitalization in the mapping, the user should change to another attribute, change to the original one and save the mapping. The generated script should now contain the correct capitalization.

5.1.2 Extension definitions are overwritten

Indication:

- A new extension XML definition was created or an existing one was changed in the path *install_path*\GUI\conf\extensions. After restarting the DirXmetahub Manager the change was no longer there.

Reason:

- This directory is completely replaced with the content of the directory in the folder **Configuration -> GUI -> extensions**.

Solution:

- If you want to add new XML type definitions or change existing ones you should only perform this task in the configuration directory. The DirXmetahub Manager automatically transfers this information to the file system.
- The behavior is different for the extensions and the wizards. The extensions are updated during a startup of the DirXmetahub Manager (therefore if you change something in the extensions folder, you have to restart the DirXmetahub Manager). Changed information in the wizards folder is automatically updated during the next open request for this wizard (a restart of the DirXmetahub Manager is therefore not required).

5.1.3 Switching Domains

Indication:

- You want to connect to another DirXmetahub domain with your DirXmetahub Manager.

Reason:

- To control and check the behavior of this domain.

Solution:

- Select the directory: *install_path\GUI\conf*
- Change in the file **bind.ini** the access parameters to the LDAP server where the configuration database of the DirXmetahub domain resides (or copy the file to keep the original data). Change the **host** and **port** parameters.
- Restart the DirXmetahub Manager.
- Now you should be able to work with the new domain.
- If this does not work, check whether there are firewalls that prevent access to the LDAP server. Open the necessary ports (the LDAP port and the MQSeries port).

5.2 Monitor View

5.2.1 Doubled status entries

Indication:

- You start a workflow once interactively in the DirXmetahub Manager. Afterwards you detect two status entries from this workflow with a slight delay (some seconds).

Reason:

- First you have installed a DirXmetahub Server on a configuration database. Then you installed a second DirXmetahub Server on another machine but with the same configuration database.
- This results in two **main** servers which confuses the system.

Solution:

- In this case you can only setup the system completely new.
- Save any work you did in this database (for example scenarios, workflows, jobs...) by exporting this information.
- De-install both **main** Server installations and all Agent Installations.
- Install all servers again. Be sure that you set up only one **main** server (you select **Server** from the installation options). For the agent servers do not select the **Server** option.

5.2.2 Failed workflow produces file

Indication:

- You detect a correct file after a workflow run that ended with an error.

Reason:

- This can happen when an activity produces a file that is used by one of the following activities. In this case you cannot set the **Save Mode** flag to TEMPORARY. The file is the result of the previous run and was copied to the status area. It was not created by the actual workflow run.

Solution:

- You can verify in the **work area** that the time stamp of the file is from a previous run.
- Delete the file in the work area.
- Start the workflow again. The 'magic' file is no longer copied to the status area.

5.2.3 National characters not displayed

Indication:

- National characters are not displayed correctly when viewing trace or report files from the Meta Controller.

Reason:

- Trace and report files are always written using UTF-8 code by the Meta Controller.

Solution:

- Configure an editor for viewing files that is capable of displaying UTF-8 characters. You can use for example the freely available `lister` program.

5.3 Workflow Runtime Window

5.3.1 MQJMS2002

Indication:

- DirXmetahub Manager Message: MQJMS2002 failed to get message from MQ Queue'
- or DirXmetahub Server Event log message: ATS9002 MQSeries call (...) failed. Reason Code: 2009
- or DirXmetahub Server Event log message: ATS9002 MQSeries call (...) failed. Reason Code: 2061

Reason:

- The MQSeries queue manager including the Message Broker has been stopped manually.

Solution:

- Please start the message broker service **DirXmetahub V6.0 MQSeries Message Broker**.

5.3.2 MQJMS2005

Indication:

- Message: MQJMS2005: Failed to create MQQueueManager for '*Server:QueueManagerName*'.

Reason 1:

- IBM MQSeries Service is not started

Solution 1:

- Start the IBM MQSeries service.

Reason 2:

- The Queue Manager name is not correct.

Solution 2:

- Check the Queue Manager name
1. Start the **MQSeries Explorer: Start -> IBM MQSeries -> MQSeries Explorer**.
 2. Open **IBM MQSeries -> Queue Managers**

3. Read the **Queue Manager** name.
 - Compare this name with the Queue Manager name in the DirXmetahub Manager:
1. Click **Expert View**
2. Select **Configuration -> Messaging Services -> Message Service**.
3. Click the tab **MQSeries**
4. Compare the name in the **Queue Manager** field with the one from the MQSeries Explorer.
 - If the names are not equal, change the name in the DirXmetahub Manager to the one in the MQSeries Explorer.
 - Try to run the workflow again.

5.3.3 MQJMS5053

Indication:

- Abortion of a workflow in the phase **Create MSS session** in the workflow runtime window.
- Message: MQJMS5053: The broker is not running. Please start it.
- or Message: Couldn't run workflow! MQJMS5053 NoBrokerResponseException

Reason:

- The message broker is not running due to a previous error or a manual stop of the MQSeries Message Broker.

Solution:

- Please start the message broker service **DirXmetahub V6.0 MQSeries Message Broker**.

5.3.4 Wait for ACK of Create Instance

Indication:

- Workflow runtime window hangs at 'Wait for ACK of create instance'.

Reason:

- DirXmetahub 6.0 service is not started.

Solution:

- Start the DirXmetahub service and try again.

6 Problems with DirXmetahub Agents

This section describes DirXmetahub agent errors that can occur and the steps to take to solve the problem.

6.1 Meta Controller

6.1.1 Workflows run too slow

Indication:

- The Meta Controller activity especially of import workflows seems to run very slowly compared with the amount of entries to be produced.

Reason:

- A possible reason can be searches for attributes that are not indexed.

Solution:

- Check your filter condition for not indexed attributes.
- Set the indexes in the directory.

6.1.2 XML parse error

Indication:

- A 'parse error' message is displayed when the Meta Controller is reading an XML file.

Reason:

- The expat parser has detected a not correct XML file.

Solution:

- Use an XML editor or viewer to check the file before you read it with the Meta Controller. For example use the Microsoft Internet Explorer.

6.2 ODBC Agent

6.2.1 MS Access: Too few parameters

Indication:

- Happens during export of data from the ODBC database. A ODBC Microsoft Access Driver is used.
- Message: SQLExecDirect failure state=07002 native error=-3010 error message=[Microsoft][ODBC Microsoft Access Driver] Too few parameters. Expected 1.

Reason:

- The SQL query requests a field that is not present in the database. The field is defined in the attribute configuration of the ODBC database object and used in the source selected attributes.

Solution:

- Define the necessary field(s) in the ODBC database.

7 Problems with LDAP Servers

7.1 Oracle Internet Directory

7.1.1 Server unwilling to perform

Indication:

- The OID LDAP server responds with the message 'LDAP server unwilling to perform' after a search message.

Reason:

- One of the search attributes is not indexed.

Solution:

- Check your search condition (for example a filter condition) for not indexed attributes.
- Set an index for these attributes.

7.2 iPlanet Directory

7.2.1 Size Limit 5000 Entries

Indication:

- The iPlanet LDAP server delivers only 5000 entries during a search regardless of the set size limit under **Performance -> Size Limit**.

Reason:

- The default value is set to 5000 entries. This value cannot be changed via iPlanets Console.

Solution:

- You can change the value by using metacp:
- Bind as "Iplanet Directory-Administrator"

- modify {cn=config,cn=ldbm database,cn=plugins,cn=config} -replaceattr nsslapd-lookthroughlimit=<value>
- <value> is an INTEGER value.
- Do not forget to set the value under **Performance** -> **Size Limit** to '-1' (means unlimited) in the iPlanet Console.

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DirXmetahub V 6.0

Troubleshooting Guide
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