



# Sun Update Connection - Enterprise Troubleshooting Guide



Sun Microsystems, Inc.  
4150 Network Circle  
Santa Clara, CA 95054  
U.S.A.

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# Preface

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This troubleshooting guide provides instructions for resolving common problems encountered with Sun<sup>SM</sup> Update Connection – Enterprise software.

## Who Should Use This Book

This manual is intended to be used by anyone who is charged with solving problems with Sun Update Connection – Enterprise.

## Before You Read This Book

To effectively use this book, you should be familiar with the following:

- Your client and host operating systems
- Basic Linux and Solaris commands
- Common X Windows actions

You should understand Solaris dependency issues and Linux dependency issues, and know how to use applications in X Windows. If you manage Solaris hosts, you should be familiar with basic Solaris commands. In general, you should be familiar with the hardware systems and network of your organization.

## Related Books

In addition to this book, find more information in the following publications.

- *Sun Update Connection – Enterprise 1.0 Administration Guide*  
This book includes procedures for installation, customization, backup and restore, support of Shared Resources, and advanced configurations. This book also includes explanations of solutions for Linux and Solaris technology, servers in the solution, and security.
- Release Notes  
This book includes new features, platform support, problems and issues.

## Related Third-Party Web Site References

Third-party URLs are referenced in this document and provide additional, related information.

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## Documentation, Support, and Training

The Sun web site provides information about the following additional resources:

- [Documentation](http://www.sun.com/documentation/) (<http://www.sun.com/documentation/>)
- [Support](http://www.sun.com/support/) (<http://www.sun.com/support/>)
- [Training](http://www.sun.com/training/) (<http://www.sun.com/training/>)

## Typographic Conventions

The following table describes the typographic conventions that are used in this book.

TABLE P-1 Typographic Conventions

Typeface	Meaning	Example
AaBbCc123	The names of commands, files, and directories, and onscreen computer output	Edit your <code>.login</code> file. Use <code>ls -a</code> to list all files. <code>machine_name% you have mail.</code>
<b>AaBbCc123</b>	What you type, contrasted with onscreen computer output	<code>machine_name% su</code> Password:
<i>aabbcc123</i>	Placeholder: replace with a real name or value	The command to remove a file is <code>rm filename.</code>

TABLE P-1 Typographic Conventions (Continued)

Typeface	Meaning	Example
<i>AaBbCc123</i>	Book titles, new terms, and terms to be emphasized	Read Chapter 6 in the <i>User's Guide</i> .  A <i>cache</i> is a copy that is stored locally.  Do <i>not</i> save the file.  <b>Note:</b> Some emphasized items appear bold online.

## Shell Prompts in Command Examples

The following table shows the default UNIX® system prompt and superuser prompt for the C shell, Bourne shell, and Korn shell.

TABLE P-2 Shell Prompts

Shell	Prompt
C shell	machine_name%
C shell for superuser	machine_name#
Bourne shell and Korn shell	\$
Bourne shell and Korn shell for superuser	#





# Troubleshooting

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This book provides some of the more common issues in Sun Update Connection – Enterprise and resolutions.

- “Restarting Applications” on page 9
- “Agent Not Connecting To The SDS” on page 10
- “Clone Inventory Jobs Errors” on page 11
- “Local Inventory Management Failure” on page 12
- “Troubleshooting Non-Certified Objects (NCOs)” on page 13
- “Disaster Recovery” on page 15

## Restarting Applications

The system dependency server starts automatically after installation. If you need to restart it, you must restart both the server application, which includes the knowledge base, and the dependency manager application.

### ▼ To Restart the System Dependency Server

The system dependency server starts automatically after installation. If you need to restart it, you must restart both the server application, which includes the knowledge base, and the dependency manager application.

**1 Log in to the system dependency server as superuser.**

**2 Restart the server.**

```
# /etc/init.d/uce_server restart
```

**3 Restart the DM:**

```
# /etc/init.d/uce_engine restart
```

- 4 (Optional) If you have a proxy SDS, restart the proxy.
  - a. Log in to the system dependency server proxy system as superuser.
  - b. Restart the main server.
  - c. Restart the proxy:

```
# /etc/init.d/uce_proxy restart
```
- 5 Restart the DM of both the server and the proxy server.

## ▼ To Restart the Agent

The agent starts automatically after installation.

- 1 Log in to the managed host as superuser.
- 2 Restart the agent.

```
# /etc/init.d/uce_agent restart
```

## Agent Not Connecting To The SDS

If an agent is not connecting to the SDS, perform the following steps to troubleshoot the problem:

1. Verify that the server is listening on port 8002.
2. Verify that the agent is sending data out on port 8002.

```
# netstat -an | grep 8002
```
3. Verify that other agents can connect to the SDS.
4. [Reload the agent](#) or [restart the agent](#).

## ▼ To Reload the Agent

- 1 Log in to the managed host as superuser.
- 2 Restart the agent.

```
# /etc/init.d/uce_agent reload
```

---

## Clone Inventory Jobs Errors

For more information about cloning inventories, see “Cloning Inventories” in *Sun Update Connection – Enterprise 1.0 User’s Guide* in the *Sun Update Connection – Enterprise 1.0 User’s Guide*.

The following errors might be the result of clone inventory job:

- **Cannot Create Solaris Patch Job**
  - **Situation** The job cannot be created because there are conflicts in patch management actions.
  - **Error** – Cannot create job due to patch conflicts.
  - **Explanation** – One Solaris patch can affect multiple software. In one job, you could see tasks to both install the patch for one software and uninstall the same patch for another software. This job cannot be done through the Compare Inventory feature.
- **Job Too Big**
  - **Situation** – If the job contains too many actions, the following message is displayed
  - **Error** – The job exceeds the recommended size of 20 tasks. Do you want to continue?
  - **Explanation** – For every action that is sent as part of a job, more actions are added, to automatically handle dependency issues. If a job contains too many actions, there is a larger possibility that the job will fail on timeout.
  - **Solution** – You can click Continue and try to run the job as is. Or, you can break up the job into smaller ones:
    1. Click Cancel and then delete some of the actions from the panel.
    2. Click Make Target like Source again and run the job.
    3. Create a job to run the remaining actions.

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**Note** – You can change the default minimum of 20 actions in the Preferences window. See “Console Preferences – Jobs” in *Sun Update Connection – Enterprise 1.0 User’s Guide* in the *Sun Update Connection – Enterprise 1.0 User’s Guide*.

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- **No Tasks for Job**
  - **Situation** – The job cannot be created because there are no actions, even if the comparison did find some differences.
  - **Explanation** – Some differences in inventory will not be translated into actions. These are the following:
    - Uninstall Local files
    - Install Local Unrecognized files
    - Change hardware support components

- **Solution** – Rerun the comparison filter. If such components are the only differences between the two inventories, they are actually already very similar.  
If you still want to make the managed hosts duplicates of each other, select the Difference between inventories radio button, take note of the list of differences, and create separate jobs to complete the cloning.
- **Cannot Locate Software Component**
  - **Situation** – The job cannot be created because the components that you selected cannot be located.
  - **Error** – Cannot locate the following components.  
Make sure they are added to the Local Components tree.
  - **Explanation** – The components that you selected are known because the SDS added them to the knowledge base. However, the software component itself was not uploaded, or was removed from the local machines. Therefore, there is no available software to be installed.
  - **Solution** – To add the software component to the knowledge base:
    1. Log into the console as an user with full permissions or as admin.
    2. From the Components list, select Local/Local RPMs or Local/Local PKGs and then click Attach.
    3. In the Attach Target File window, browse to the managed host and path where the software component is stored and then click OK.

## Local Inventory Management Failure

Local inventory includes your software, scripts, binaries, executables, and configuration files that are stored on your universal server in your local environment. For more information about local inventory management, see the *Sun Update Connection – Enterprise 1.0 User's Guide*.

<b>Situation</b>	An Sun Update Connection – Enterprise command fails with the following error:  <code>Cannot process command. Reason: another command running.</code>
<b>Cause</b>	Sun Update Connection – Enterprise is busy handling back-end processes and your new command timed out. This error is most commonly seen while you manage local inventories.
<b>Solution</b>	Execute the command again, or wait a few minutes before running the command again.

## Troubleshooting Non-Certified Objects (NCOs)

Non-certified objects (NCOs) are components or software from a local environment, a third party, or Solaris that have not passed certification and is not permitted to be distributed without a specific license. NCO software is not in the knowledge base of the universal server (such as private, proprietary, and third-party software packages), but is installed on a local machine or for which you have a source, such as a third-party CD.

For more information about NCOs and local inventory management, see the *Sun Update Connection – Enterprise 1.0 User's Guide*.

### Cannot Attach NCO

<b>Situation</b>	Upload of the Attach procedure failed with the following error:  Package-Name mismatch. Use Add button.
<b>Cause</b>	The selected component and the RPM you selected to attach have different names.
<b>Solution</b>	Use the Add feature instead of Attach.

### Attached NCO is Marked With an Exclamation Point in a Red Circle

<b>Situation</b>	Upload succeeded, but the package icon is marked with an exclamation point in a red circle.  The rules of this RPM show that dependent components are missing from the local knowledge base.
<b>Solution</b>	See “To Fix Local Software Missing Dependencies” in <i>Sun Update Connection – Enterprise 1.0 User's Guide</i> in the <i>Sun Update Connection – Enterprise 1.0 User's Guide</i> .

### Cannot Find NCO

<b>Situation</b>	Upload of the Attach procedure succeeded, but the NCO is not listed under Local RPMs or under Local PKGs.
------------------	---

A CO (under Software, rather than under Local) has the same name, version, and release. Your NCO was added to the package group of the appropriate name under Software.

**Solution**

Run the Local Software Review predefined test. To get information about predefined profiles, see Chapter 7, “System Management Profiles,” in *Sun Update Connection – Enterprise 1.0 User’s Guide* in the *Sun Update Connection – Enterprise 1.0 User’s Guide*, or use the Find feature to find this software component and to check that the listing is correct for your component.

## Cannot Delete an NCO Component

**Situation**

When you try to delete a selected Local component, you receive the following error message:

```
Cannot be deleted.If an NCO is installed on any managed host within the selected distributions, it will be detected and uploaded again. To prevent Sun Update Connection – Enterprise from undoing your delete command, the message reminds you to uninstall the software component from all hosts before deleting it from the knowledge base.
```

**Solution**

Do the following:

1. Open the Inventory panel (View → Inventory).
2. From the Components list, right-click the software component and choose Component Properties. The Component Information window opens. In the Installed tab, see the list of all managed hosts that have this component installed.
3. Create and deploy a job to uninstall this component from the listed hosts.
4. Return to the main window and delete the component.

# Disaster Recovery

The following situations might occur during backup or restore:

- If the script seems to take some time before starting, Sun Update Connection – Enterprise is busy. The backup or restore tool waits for the procedure to be completed before continuing.
- If the `ezInstaller` command is run at any time after backup and before restore, you must reinstall the agents and console from the `/usr/local/adviva/install` directory. This is to ensure that the system dependency server, the agents, and the console all have the same encryption keys. Without the same keys, communication between the engine, console and agents is not possible.
- If an error appears that the database dump is empty and then the script exits, contact technical support.
- If the backup script exits without backing up, the local system is not the system dependency server. This script backs up only the system dependency server, not agents or consoles.

