

# Oracle® Enterprise Manager Ops Center

Bulletin: Management Access Point Authentication Failure

12c Release 1 (12.1.4.0.0)

**E48303-02**

August 2013

---

This bulletin applies only to Oracle Enterprise Manager Ops Center 12c Release 1 (12.1.4.0.0).

## Management Access Point Authentication Failure

After upgrading to Oracle Enterprise Manager Ops Center 12.1.4.0.0 or performing a new installation of 12.1.4.0.0, some assets are repeatedly logging the following warning incident:

```
"Management access point failed authentication during login to asset. Access point is blacklisted from future connections to prevent security lockout."
```

The severity of the incident increases after the warning repeats 50 times. The failure might disrupt communication with the asset.

## Solution Using the OCDoctor

Use the following procedure to prevent the management access point authentication failure from occurring. You can run this procedure before or after an installation or upgrade.

### To Download the OCDoctor

If you are performing this procedure before installing Oracle Enterprise Manager Ops Center, or if you are operating in Disconnected Mode, download the OCDoctor.

1. On an Internet-facing system, navigate to <http://java.net/projects/oc-doctor/downloads> and click the OCDoctor-LATEST.zip download.
2. Move the downloaded file to the target system.
3. Unzip the file.

### To Solve the Issue Using the OCDoctor

1. Log in to the Enterprise Controller system and change to the `/var/opt/sun/xvm/OCDoctor` directory.
2. Run the `OCDoctor.sh` script with the `--update` option. For example:

```
# ./OCDoctor.sh --update
Ops Center Doctor 4.24 [OC 12.1.4,SunOS11]
Trying to download updates...
Using Ops Center Proxy server:www-proxy.us.oracle.com Port:80
```

Downloading version file using mirror: updates.oracle.com

OK: Version file was downloaded successfully

OK: Connected successfully - but no updates were found (current: 4.24, online: 4.24).

You may force downloading the online version by running:

```
# ./OCDoctor.sh --update --force
```

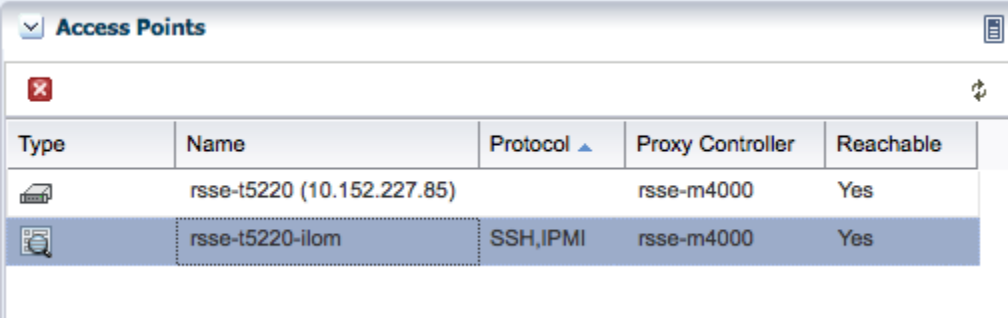
**3. Run the OCDoctor.sh script with the --troubleshoot option. For example:**



For example:

```
# ./OCDoctor.sh --troubleshoot
===== Checking Enterprise Controller...
=====
OK: Total number of agents: 12
OK: Number of agents with inventories: 12
OK: Enterprise Controller requirements are met
OK: SUNWj6rt version matches SUNWj6rtx version (1.6.0_21)
OK: Apache logs are smaller than 2 GB
OK: nlgc folder has the right permissions
OK: All Enterprise Controller packages are installed properly
OK: All agent packages are installed properly
OK: All agent patches are installed properly
OK: Created file /var/tmp/no_os_selfhealing as a workaround for bug 17211690
<output omitted>
```

- 4. If you have managed assets that have had communication disruption issues, go to the configuration tab of the server asset and delete the service processor access point, then rediscover the service processor.**
- a. On the Navigation pane, under Assets, select the asset and click the Configuration tab.**

The access points are displayed.



Type	Name	Protocol	Proxy Controller	Reachable
	rsse-t5220 (10.152.227.85)		rsse-m4000	Yes
	rsse-t5220-ilom	SSH,IPMI	rsse-m4000	Yes

- b. Select the service processor access point, then click Delete Access Point.**
- c. Rediscover the service processor. See the Asset Management chapter of the *Oracle Enterprise Manager Ops Center Feature Reference Guide* for more information.**
- 5. If your Enterprise Controller or Proxy Controller have had communication disruption issues, use the `ecadm` and `proxyadm` commands to stop and restart the Enterprise Controller and Proxy Controllers. These commands are in the `/opt/SUNWxvmoc/bin` directory on Oracle Solaris systems and in the `/opt/sun/xvmoc/bin` directory on Linux systems.**

For example, on the Enterprise Controller:

```
# ecadm stop -w
<output omitted>
# ecadm start
```

For example, on a Proxy Controller:

```
# proxyadm stop -w
<output omitted>
# proxyadm start
```

## Manual Solution

Use the following procedure to prevent the management access point authentication failure from occurring. You can run this procedure before or after an installation or upgrade.

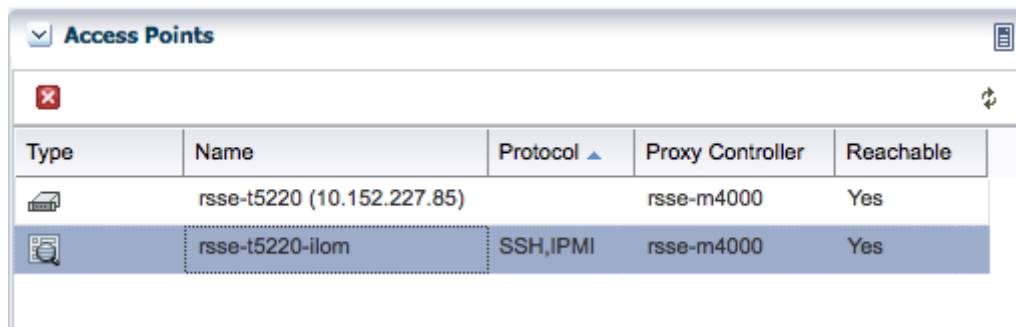
1. Log in to the Enterprise Controller and create a `/var/tmp/no_os_selfhealing` file. For example:



```
touch /var/tmp/no_os_selfhealing
```

2. If you have managed assets that have had communication disruption issues, go to the configuration tab of the server asset and delete the service processor access point, then rediscover the service processor.

- a. On the Navigation pane, under Assets, select the asset and click the Configuration tab.

The access points are displayed.



Type	Name	Protocol	Proxy Controller	Reachable
	rsse-t5220 (10.152.227.85)		rsse-m4000	Yes
	rsse-t5220-ilom	SSH,IPMI	rsse-m4000	Yes

- b. Select the service processor access point, then click Delete Access Point.
  - c. Rediscover the service processor. See the Asset Management chapter of the *Oracle Enterprise Manager Ops Center Feature Reference Guide* for more information.
3. If your Enterprise Controller or Proxy Controller have had communication disruption issues, use the `ecadm` and `proxyadm` commands to stop and restart the Enterprise Controller and Proxy Controllers. These commands are in the `/opt/SUNWxvmoc/bin` directory on Oracle Solaris systems and in the `/opt/sun/xvmoc/bin` directory on Linux systems.

For example, on the Enterprise Controller:

```
# ecadm stop -w
```

```
<output omitted>
# ecadm start
```

For example, on a Proxy Controller:

```
# proxyadm stop -w
<output omitted>
# proxyadm start
```

## Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

## Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

---

Oracle Enterprise Manager Ops Center Bulletin: Management Access Point Authentication Failure, 12c Release 1 (12.1.4.0.0)  
E48303-02

Copyright © 2007, 2013, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.