FUJITSU Software ServerView Suite
Troubleshooting Guide
ServerView Operations Manager

Edition May 2018
Comments... Suggestions... Corrections...

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Certified documentation according to DIN EN ISO 9001:2008

To ensure a consistently high quality standard and user-friendliness, this documentation was created to meet the regulations of a quality management system which complies with the requirements of the standard DIN EN ISO 9001:2008.

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1 Overview

This chapter provides a small overview of the ServerView environment and deployment - including the communications paths. To keep this in mind will assist in searching for the cause of trouble.

Architecture

The architecture of ServerView Operations Manager is based on a management console, a central management station (CMS) and the managed servers.

![Architecture of ServerView Operations Manager](image)

Management console

A Java Web Start-based console allows you to manage the servers and display the determined data. All you need is a popular web browser to download the starter file for Java Web Start. The following can be used as a browser:

- Microsoft Windows with any popular web browser
- SUSE/Red Hat Linux with default web browser released with distribution

The Java Runtime Environment must also be installed.
Central management station (CMS)

On the CMS ServerView Operations Manager is installed. The optional components of the ServerView Suite, such as Virtual IO-Manager, are also installed on the CMS and integrated in Operations Manager.

The CMS (and thus ServerView Operations Manager with its components) may also run in Windows-based or Linux-based virtual machines (VM) that use hypervisors such as VMware ESXi, Microsoft Hyper-V, and Red Hat Enterprise KVM.

The global user management of the ServerView Suite and of the iRMC each centrally stores users for all CMS / iRMC in the directory of an LDAP directory service. This enables you to manage the users on a central server. The users can therefore be used by all the CMS and iRMC that are connected to this server in the network.

The ServerView Suite currently supports the following directory services:

- ApacheDS
- Microsoft Active Directory

During the installation of ServerView Operations Manager you have the option to choose ServerView’s internal directory service (ApacheDS) or an existing external directory service (Active directory). For further information about the use of directory services with ServerView, see the "User Management in ServerView" user guide.

The data which ServerView creates and uses is stored in an SQL database within an SQL Server. The following SQL Server are part of the ServerView Operations Manager installation:

- SQL Server 2014 Express under Windows Server
- PostgreSQL under Linux

However, other Microsoft SQL Server databases can be used under Windows.

The Java Runtime Environment is required on the CMS.

How to install ServerView Operations Manager is explained in the following manuals:

- Installing ServerView Operations Manager Software under Windows
- Installing ServerView Operations Manager Software under Linux

Managed servers

On the managed servers, ServerView Agents, ServerView CIM Providers, or ServerView Agentless Service should be installed, which supply the information to the CMS. ServerView RAID Manager and ServerView Update Agent should be also installed on the managed servers.

The installation of ServerView Agents on virtual machines (VMs) is not released.
- The ServerView Agents are available for Windows, Linux, and Citrix XenServer.
- ServerView CIM Providers are available for Windows, Linux, and VMware ESXi.

ServerView Operations Manager currently only supports ServerView CIM Providers for VMware ESXi.

How to install them is explained in the following manuals:
- ServerView Agents for Windows
- ServerView Agents for Linux
- Installation ServerView ESXi CIM Provider
- ServerView CIM Providers for Windows, Linux, and VMware ESXi

**Communication paths**

![Communication paths](image)

Figure 2: Communication paths used by the ServerView Suite for PRIMERGY Servers
1.1 What's new

This edition of the manual "Troubleshooting Guide, ServerView Operations Manager" replaces the online manual "Troubleshooting Guide", edition August 2017 / October 2013. This manual has been updated to reflect the latest software status and offers the following new features:

- General optimization.
- The section "Tomcat log files" on page 16 has been added.
- The section "ApacheDS log files" on page 17 has been added.
- The chapter "Troubleshooting issues in Operations Manager - User Management (OpenDS/JBoss)" on page 20 has been updated.
- The chapter "Troubleshooting issues in Operations Manager - User Management (ApacheDS/Tomcat)" on page 63 has been added.

1.2 Target groups and purpose of this manual

This manual is intended for system administrators, network administrators and service technicians who already have a basic knowledge of hardware and software. This manual describes common ServerView problems and their solutions.

Some manuals contain a "Troubleshooting" chapter of their own. If so, see the relevant chapter for further information.

1.3 ServerView Suite link collection

Via the ServerView Suite link collection, Fujitsu provides you with numerous downloads and further information on the ServerView Suite and PRIMERGY servers.

Under ServerView Suite, links are offered on the following topics:

- Forum
- Service Desk
- Manuals
- Product information
- Security information
- Software downloads
- Training
Software downloads includes the following downloads:

- Current software statuses for the ServerView Suite as well as additional Readme files.
- Information files and update sets for system software components (BIOS, firmware, drivers, ServerView Agents and ServerView Update Agent) for updating the PRIMERGY servers via ServerView Update Manager or for locally updating individual servers via ServerView Update Manager Express.
- The current versions of all documentation on the ServerView Suite.

You can retrieve the downloads free of charge.

Under PRIMERGY Server, links are offered on the following topics:

- Service Desk
- Manuals
- Product information
- Spare parts catalogue

Access to the ServerView Suite link collection

You can reach the link collection of the ServerView Suite in various ways:

1. Via ServerView Operations Manager.
   - Select Help – Links on the start page or the menu bar.
2. Via the start page of the online documentation for the ServerView Suite on the Fujitsu manual server.

You access the start page of the online documentation via the following link:

http://manuals.ts.fujitsu.com

- In the selection list on the left, select x86 Servers.
- On the right, click PRIMERGY ServerView Links under Selected documents.

   - In the start window of the ServerView Suite DVD 2, select the option ServerView Software Products.
   - On the menu bar select Links.

This opens the start page of the ServerView Suite link collection.
1.4 Documentation for the ServerView Suite

The documentation can be downloaded free of charge from the Internet. You will find the online documentation at http://manuals.ts.fujitsu.com under the link **x86 Servers**.

ServerView Sitemap

For an overview of the documentation to be found under **ServerView Suite** as well as the filing structure, see the ServerView Suite Sitemap:

1. In the selection list on the left, select **x86 Servers** and then **Software**.
2. On the right, select **ServerView Suite**.
3. Click **ServerView Suite Sitemap** under **Selected documents**.

1.5 Typographic conventions

The following typographic conventions are used:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>Indicates various types of risk, namely health risks, risk of data loss and risk of damage to devices.</td>
</tr>
<tr>
<td>🔄</td>
<td>Indicates additional relevant information and tips.</td>
</tr>
<tr>
<td><strong>bold</strong></td>
<td>Indicates references to names of interface elements.</td>
</tr>
<tr>
<td><strong>monospace</strong></td>
<td>Indicates system output and system elements for example, file names and paths.</td>
</tr>
<tr>
<td><strong>monospace semibold</strong></td>
<td>Indicates statements that are to be entered using the keyboard.</td>
</tr>
<tr>
<td><strong>blue continuous text</strong></td>
<td>Indicates a link to a related topic.</td>
</tr>
<tr>
<td><strong>pink continuous text</strong></td>
<td>Indicates a link to a location you have already visited.</td>
</tr>
<tr>
<td>&lt;abc&gt;</td>
<td>Indicates variables which must be replaced with real values.</td>
</tr>
<tr>
<td>[abc]</td>
<td>Indicates options that can be specified (syntax).</td>
</tr>
<tr>
<td>[key]</td>
<td>Indicates a key on your keyboard. If you need to enter text in uppercase, the Shift key is specified, for example, [Shift] + [A] for A. If you need to press two keys at the same time, this is indicated by a plus sign between the two key symbols.</td>
</tr>
</tbody>
</table>
1.5 Typographic conventions

Screenshots
Some of the screenshots are system-dependent, so some of the details shown may differ from your system. There may also be system-specific differences in menu options and commands.
2 General troubleshooting guidelines

2.1 Troubleshooting procedure

There are a number of steps you can take on your own to find out more about your problem. This may even help you solve the problem yourself. If you need to contact our helpdesk, please provide an exact description of the problem.

1. Can you isolate the problematic behavior?
   What factors contribute to the problematic behavior, but are not the cause of it?
2. Can you retrace the situation shortly before the problematic behavior occurred?
3. Can you locate the problematic behavior?
   On which node or communication path in the management network is the problematic behavior generated?
4. Can you reproduce the problematic behavior?
5. Check the relevant log files.
   The ServerView environment produces log files in various locations (see "How to gather diagnostic files" on page 14).

2.2 How to gather diagnostic files

The ServerView environment produces log files in various locations.

After ServerView Operations Manager (Operations Manager for short) is installed on the CMS, a script for collecting important diagnostic data (ServerView, JBoss and Tomcat log files) is available in the installation folders.

For diagnostic purposes you can also send the collected data to your Fujitsu Customer Service desk.

To collect this data, proceed as follows:

On Windows
1. Switch to the directory Programs - Fujitsu - ServerView Suite.
2. To start the collection, double-click the CmsCollect.bat file.
The result of the collection is stored in the zip file cmscollect.zip in the ...\ServerView Suite\svom\data directory.
2.2 How to gather diagnostic files

On Linux
2. To start the collection, execute the following command: sh cmscollect.sh.
   The result of the collection is stored in the cmscollect.tar.gz file in the /var/log/fujitsu/ServerViewSuite directory.

2.2.1 System Event Log
Via the ServerView server list, you can access a System Event Log (SEL) maintained by Operations Manager of the managed servers.

   For further information, see the "ServerView Operations Manager - Server Management" user guide.

1. In the ServerView server list, click a server and select Open from the context menu.
   The ServerView [server_name] window opens. Under Information/Operation in the bottom left section of the window are menus for accessing further information or operations.
2. Click Maintenance - System Event Log.
   System Event Log displays the entries from the SEL. Via the selection boxes displayed above the results table, you can select which messages you want to display:
   - Critical events
   - Major events
   - Minor events
   - Informational events
   - Any combination of the four different severities

2.2.2 JBoss log files

   Up to Operations Manager V7.10, the web server used is JBoss. As of Operations Manager V7.11, the web server used is Tomcat.

2.2.2.1 Windows
<inst-dir>\ServerView Suite\jboss\bin\run.log

   Versions below 6.10:
   <inst-dir>\ServerView Suite\jboss\server\serverview\log\boot.log
   <inst-dir>\ServerView Suite\jboss\server\serverview\log\server.log
2.2 How to gather diagnostic files

<inst-dir>\ServerView Suite\jboss\server\serverview\log\localhost_access_log.YYYY-MM-DD.log

Version 6.10 or higher:
<inst-dir>\ServerView Suite\jboss\standalone\log\boot.log
<inst-dir>\ServerView Suite\jboss\standalone\log\console.log
<inst-dir>\ServerView Suite\jboss\standalone\log\server.log
<inst-dir>\ServerView Suite\jboss\standalone\log\localhost_access_log.YYYY-MM-DD.log

Installation directory does not exist
If the directory <inst-dir>\jboss\server\serverview\log or <inst-dir>\jboss\standalone\log does not exist, there might have been problems during the installation.
In this case you should take a look at the <inst-dir>\jboss\bin\run.log file.

2.2.2.2 Linux

/opt/fujitsu/ServerViewSuite/jboss/bin/run.log

Versions below 6.10:
/opt/fujitsu/ServerViewSuite/jboss/server/serverview/log/boot.log
/opt/fujitsu/ServerViewSuite/jboss/server/serverview/log/server.log
/opt/fujitsu/ServerViewSuite/jboss/server/serverview/log/localhost_access_log.YYYY-MM-DD.log

Version 6.10 or higher:
/opt/fujitsu/ServerViewSuite/jboss/standalone/log/boot.log
/opt/fujitsu/ServerViewSuite/jboss/standalone/log/server.log
/opt/fujitsu/ServerViewSuite/jboss/standalone/log/localhost_access_log.YYYY-MM-DD.log

Installation directory does not exist
If the /opt/fujitsu/ServerViewSuite/jboss/server/serverview/log directory does not exist, there might have been problems during the installation.
In this case you should take a look at the /opt/fujitsu/ServerViewSuite/jboss/bin/jboss.log file.

2.2.3 Tomcat log files

As of Operations Manager V7.11, the web server used is Tomcat.
2.2 How to gather diagnostic files

2.2.3.1 Windows

<installation_path>\tomee\logs
<installation-directory>\tomee\logs directory

2.2.3.2 Linux

<installation_path>/tomee/logs
/opt/fujitsu/ServerViewSuite/tomee/logs directory

2.2.4 OpenDS/OpenDJ log files

Up to Operations Manager V7.00, the directory server used is OpenDS. As of Operations Manager V7.10, the directory server used is ApacheDS.

2.2.4.1 Windows

<inst-dir>\ServerView Suite\opends\logs\access
<inst-dir>\ServerView Suite\opends\logs\access.YYYYMMDDhhmmssZ
<inst-dir>\ServerView Suite\opends\logs\errors

2.2.4.2 Linux

/opt/fujitsu/ServerViewSuite/opends/logs/access
/opt/fujitsu/ServerViewSuite/opends/logs/access.YYYYMMDDhhmmssZ
/opt/fujitsu/ServerViewSuite/opends/logs/errors

2.2.5 ApacheDS log files

As of Operations Manager V7.10, the directory server used is ApacheDS.

2.2.5.1 Windows

<installation-directory>\apacheds\instances\default\log

2.2.5.2 Linux

/opt/fujitsu/ServerViewSuite/apacheds/instances/default/log/
2.2.6  **Active Directory events**

Active Directory records events in the directory services log in the Event Viewer on the hosting domain controller.

![Event Viewer](image)

**Figure 3:** Directory services log in the Event Viewer

2.2.7  **Database server log files**

For certain database-related problems, it may be necessary to collect the log files of the database system used by your Operations Manager installation. Which files are to be collected depends on your installation type.

- If a remote database server is used in your installation, the database server log files are not on the CMS, but on the remote SQL Server / PostgreSQL machine.

How to find the SQL Server error logs:

**Installation on Windows**

1. Select **All Programs - Microsoft SQL Server <version> - Configuration Tools - SQL Server Configuration Manager**.
2. Click on **SQL Server <version> Services**.
3. In the right pane, select **SQL Server (<instance name>)**.
2.3 Information for helpdesk support

4. From the context menu select Properties and switch to the Advanced tab.

Dump Directory contains the path to the log files.

Information

- <version> is the SQL Server version used by your Operations Manager installation (2005 / 2008 / 2008 R2 / 2012 / 2014).
- <instance name> depends on your installation of SQL Server. If the automatically installed SQL Server supplied by Operations Manager is used, the instance name is SQLSERVERVIEW.

Installation on Linux

PostgreSQL log files are located in the following folder:

/opt/fujitsu/ServerViewSuite/Postgresql/pgsql/data/pg_log.

2.3 Information for helpdesk support

The contact numbers of the Fujitsu helpdesk can be found on the Fujitsu website:

www.fujitsu.com


Your local Service Desk will answer your technical questions and service inquiries as soon as possible.

Please have the following information ready (if applicable) when you call us (see "General troubleshooting guidelines" on page 14):

- Product ID or serial number of your device
- Operating system on the device
- Description of error
- Any changes to the hardware or software configuration before the system malfunctioned
3  Troubleshooting issues in Operations Manager - User Management (OpenDS/JBoss)

This chapter contains information on problems occurring in Operations Manager versions using OpenDS as directory server (< V7.10) and JBoss as web server (< V7.11).

- As of Operations Manager V7.10, the directory server used is ApacheDS.
- As of Operations Manager V7.11, the web server used is Tomcat.

3.1 Problems with JRE installation

Operations Manager needs Oracle’s Java Runtime Environment (JRE) on the central management station (CMS) and management console (MC). The management console is started in a browser, therefore the Java plug-in is needed. The installation of Server JRE is not sufficient.

Problem
A browser error messages (on MC, CMS) with reference to Java versions appears.

Cause
The installed JRE version (on MC, CMS) is not supported.

Solution
Make sure JRE is installed:
- On Windows, check the list of installed programs in the Control Panel.
- On Linux, check the installed rpm packages.

Check whether the correct JRE version is used:
- Required JRE versions:
  - JRE 1.7.0_25 (JRE 7) or newer for all Operations Manager versions ≥ 6.10
    - The use of JRE 7 or newer is strongly recommended, as Oracle no longer supports JRE 6.
    - There is a bug in JRE 8u16, JRE 8u162 and JRE 8u171 which can cause Operations Manager to crash randomly.
  - JRE 1.6.0_45 (JRE 6) for Operations Manager versions ≤ 6.00.09
• JRE for 32-bit and 64-bit:
  While both the 32-bit and 64-bit versions of the JRE are supported, make sure to use the correct combination of JRE and browser.
  ○ Windows
    The 64-bit JRE can be used on 64-bit operating systems. If you use a 64-bit browser, you need the 64-bit version of the JRE. If you use a 32-bit browser, you need the 32-bit version of the JRE.
    On Windows Server 2012, you need a 32-bit JRE as Internet Explorer 10 starts 32-bit tabs.
  ○ Linux
    The 64-bit JRE can be used on 64-bit operating systems. In this case you need a 64-bit browser.
    SLES 10: If you use the SLES 10 system for monitoring, you need the 32-bit JRE.
• For IPv6, support for JRE 7 or newer is necessary. IPv6 can only be used on Windows Server 2008 or higher or on Linux.

Check the system configuration:

For information about combining browser and JRE versions, see the Oracle website:
  • JRE 6
    http://www.oracle.com/technetwork/java/javase/system-configurations-135212.html#browsers
  • JRE 7
    http://www.oracle.com/technetwork/java/javase/config-417990.html#browsers
  • JRE 8
    http://www.oracle.com/technetwork/java/javase/certconfig-2095354.html#browsers

Check whether the Java plug-in is configured correctly:
2. Click on the **Verify Java version** link.
3. If the expected Java technology version is returned, then the plug-in is enabled and found.

Check that the Java plug-in is known to your browser:
  • Firefox: Select **Tools - Addons - Plugins**.
  • Internet Explorer: Select **Tools - Manage Addons**.
  • Linux
    Take into account that the plug-in has to be configured manually:
3.1 Problems with JRE installation

1. Create a symbolic link to the `libnpjp2.so` file in the browser plug-ins directory.
2. Go to the plug-ins subdirectory under the Firefox installation directory
   \texttt{cd <Firefox installation directory>/plugins}.
3. Create the symbolic link
   \texttt{ln -s <Java installation directory>/lib/i386/libnpjp2.so}.

For further information on installing Java under Linux, see

Check that the newest Java plug-in is used:
There could be just one plug-in registered in the browser.

Check that Java is enabled:

- **Java Control Panel**
  1. Select \texttt{Java Control Panel - Advanced - mixed code security verification}.
  2. Select \texttt{Enable - hide warning and run with protections}.

For further information on the Java Control Panel, see the Oracle website
http://docs.oracle.com/javase/7/docs/technotes/guides/deployment/deployment-guide/jcp.html.
If you want to change any settings, launch the Java Control Panel as Administrator.

- **Browser plug-ins/addons list**
  1. Check whether the plug-in is enabled/activated.

For further information on enabling Java in a web browser, see

Check that the Security warning **Block potentially unsafe components from being run** is disabled:

1. Select \texttt{Java Control Panel - Advanced - mixed code security verification}.
2. Select \texttt{Enable - hide warning and run with protections}.

For further information on the Java Control Panel, see the Oracle website
http://docs.oracle.com/javase/7/docs/technotes/guides/deployment/deployment-guide/jcp.html.
If you want to change any settings, launch the Java Control Panel as Administrator.

Check whether you have access to the Internet:
Beginning with JRE 1.7.0_25, signing certificates are checked automatically to ensure
that they have not been revoked.
These online revocation checks might impact the startup performance of the ServerView applets. In case of managed networks and without access to the Internet (resulting in no access to the revocation services provided by Certificate Authorities), you will see a significant delay in startup times.

1. To avoid such delays, disable online revocation checking through the Java Control Panel.

![Java Control Panel: Enable blacklist revocation check](image)

Oracle recommends only this disabling of revocation checks in managed environments, as it reduces security protection.

For further information, see the release notes of JRE 1.7.0_25 at http://www.oracle.com/technetwork/java/javase/7u25-relnotes-1955741.html#certrev.
3.2 JBoss - CMS

3.2.1 CMS is not reachable via fully-qualified hostname

Problem
CMS is not reachable via fully-qualified hostname.

Cause
There could be a wrong (old) fully-qualified hostname in the registry.
Example: The domain name has changed, but the old name remains in the registry entry.

Solution
1. Check the fully-qualified hostname in the registry and correct it if necessary.

3.2.2 Failed to boot JBoss

💡 For details of the JBoss log files, see "JBoss log files" on page 15.

Problem
In run.log or console.log (Windows) or jboss.log (Linux), you find an exception like this one:

Failed to boot JBoss:
org.jboss.xb.binding.JBossXBRuntime Exception:
Failed to create a new SAX parser ...

Cause
There are wrong xerces or xml parser-related jar files on the CMS system.

Solution
1. Check if your JRE has been modified. If there are additional jar files in 
   %JAVA_HOME%\lib\ext (Windows) or $JAVA_HOME/lib/ext (Linux), such as older versions of xerxes.jar, there will be problems with starting JBoss.
2. In this case, remove these additional jar files or install another "original" JRE instance.

3.2.3 The service did not start due to a logon failure (Windows)

Problem
The JBoss service error message the service did not start due to a logon failure appears.
3.2 JBoss - CMS

Cause
The password of the JBoss Windows account has expired.

Solution
1. You can change the service to the current password in the service settings (LogOn tab in service properties).

   To avoid this problem in future, set the password of the JBoss service account to password never expires.

3.2.4 Die Webseite kann nicht angezeigt werden (German Windows Server 2008)

Affected versions
- Operations Manager V6.00 and higher

   For details of the JBoss log files, see "JBoss log files" on page 15.

Problem
When starting Operations Manager, the messages Die Webseite kann nicht angezeigt werden and Diagnose von Verbindungsproblemen appear.

Cause
JBoss on German Windows Server 2008 with account NT-AUTORITÄTLOKALER DIENST cannot be started: File run.log and folder log do not exist.

Solution
2. Scroll to ServerView JBoss Application Server 5.1.
3. In the column Anmelden Als you will see NT-AUTORITÄTLOKALER DIENST and that the service is not started.

   If you start the JBoss service manually you get an error message like this one:

   - Der Dienst ServerView JBoss Application Server 5.1 auf "Lokaler Computer" konnte nicht gestartet werden. Fehler 1068: Der Abhängigkeitsdienst oder die Abhängigkeitsgruppe konnte nicht gestartet werden.

   - Der Dienst ... auf "Lokaler Computer" konnte nicht gestartet werden. Fehler 1059: Es wurde eine Ringdienstabhängigkeit angegeben.

4. Change the account:

   1. Select Eigenschaften from the context menu.
2. Click the Anmelden tab.
3. In the Dieses Konto field, delete the prefix with the backslash NT-AUTORITÄT\.
4. In the Kennwort fields, delete the password entries.
5. Click Übernehmen.
6. Start the service.
7. Wait 5 minutes and start Operations Manager.

3.2.5 Inventory Manager is not loaded correctly

If the JBoss Service Logon is changed after Operations Manager is installed, the changed account must also be added to Operations Manager by performing a Modify installation.

If these changes were not made, the following error appears:

Problem
Most of Operations Manager works without problems.
However, when starting the Inventory Manager, the right panel does not contain any report entries and the status bar at the bottom does not disappear.

Cause
The following cases of the Operations Manager application in conjunction with the JBoss Service Logon can lead to problems:

I. The account/login differs in Services and in SQL Server.
II. The login in SQL Server is missing.
III. The account/login in Services and in SQL Server is available, but the ServerViewDB database has been restored from a backup from a different system.

Solution - diagnostics
To determine which error situation (I - III) is causing the problem, proceed as follows:

Check the SQL Server ERRORLOG files:

You can find the SQL Server error logs as follows:

1. Select All Programs - Microsoft SQL Server <version> - Configuration Tools - SQL Server Configuration Manager.
2. Click on SQL Server <version> Services.
3. In the details pane, select SQL Server (<instance name>).
4. In the context menu, select Properties - Advanced tab.
   You will find the path to the log files under Dump Directory.
5. If you see the error message Login failed for user "..." in the log files, there may be a problem with the JBoss Service Logon.

Check the JBoss Service Logon:

   Check under which <user_name> account the service ServerView JBoss Application Server 5.1 is running.
2. Call SQL Server Management Studio.
3. To view the valid logins, select Security – Logins.
4. Check the <user_name> login.
   If the JBoss service is running under the LocalSystem or Administrator account, you should see NT Authority\SYSTEM.
   If the JBoss service is running under the LocalService account, you should see NT Authority\LOCAL SERVICE.
5. Check the Database Role:
   Select Properties from the context menu.
   On the General page, check whether you can see <user_name> in Members of this role.

Solution
Proceed as follows, depending on the possible error situations (I - III) listed above:

I. The account/login differs in Services and in SQL Server:
   1. Run the Modify installation and set the JBoss Service Logon as described in the "ServerView Operations Manager - Installing ServerView Operations Manager Software under Windows" installation guide.
   2. Check the SQL Server ERRORLOG files.
      The login error messages should have disappeared.

II. The login in SQL Server is missing:
   1. Run the Modify installation and set the JBoss Service Logon as described in the "ServerView Operations Manager - Installing ServerView Operations Manager Software under Windows" installation guide.
2. Check the SQL Server ERRORLOG files.

The login error messages should have disappeared.

III. The account/login in Services and in SQL Server is available, but the ServerViewDB database has been restored from a backup from a different system:

1. Find out the value of the Server
   Instance parameter in the configuration file
   ServerViewDB.ini. The configuration file is located in the <windir> directory.

2. Open a command prompt window and type the following, substituting server
   name\user_name with your values:

   sqlcmd -S <Server_Instance> -E
   USE master
   -- if the login exists already, an error message
   -- “The server principal … already exists” occurs
   -- which can be ignored.
   CREATE LOGIN [server_name\user_name] FROM WINDOWS;
   GO
   USE ServerViewDB
   ALTER USER [server_name\user_name] WITH LOGIN =
   [server_name\user_name];
   GO

3. Check the SQL Server ERRORLOG files.

The login error messages should have disappeared.

3.3 CAS (Centralized Authentication Service) login fails

If there is a problem with the login, the reason lies in the CAS itself, or, more probably, in
the directory service used.

If you have typed the username and password, but instead of the ServerView application
you get an error message saying there is a problem with LDAP, then most probably there
is something wrong with the directory service. Up to Operations Manager V7.00, two
directory services can be used with Operations Manager, namely OpenDS/OpenDJ (see
“ServerView application does not start (OpenDS/OpenDJ)” on page 30) and Active Directory
(see "SSL certificate is missing or SSL is not activated (Active Directory)" on page 31,
“Problems due to changing of server’s name (Active Directory)” on page 74, “Active
Directory server could not be reached during installation" on page 75).

For further information, see the "User Management in ServerView as of 7.11 -
Centralized Authentication and role-based Authorization" user guide.
3.3 CAS (Centralized Authentication Service) login fails

3.3.1 No login page displayed - MC

Problem
On the MC there is no login page displayed.

Cause
This problem can occur if the CAS has not been started.

Solution
Check whether JBoss has successfully started, see "JBoss - CMS" on page 24.

3.3.2 ServerView application does not start

Problem
You have typed the username and password, but instead of the ServerView application you get a white screen.

Cause
There are a variety of errors which can cause this problem. In most cases, entries in the log file server.log of JBoss provide hints as to the root cause of the problem.

I. Link-local IPv6 configuration

II. Problem with the server certificate of the CMS

Solution

I. Link-local IPv6 configuration:

   1. If the CMS FQDN's name resolution on the CMS yields an IPv6 address which is only link-local, then try to disable the IPv6 protocol and instead enable the IPv4 protocol.

II. Problem with the server certificate of the CMS:

   You have replaced the self-signed certificate of the CMS with your own certificate:

      1. Double-check the certificate's attributes, particularly its common name and its subject alternative names.

         You will probably have to recreate the certificate.

   You have not replaced the self-signed certificate of the CMS:

      1. Rename the key store and trust store of JBoss, to keystore.prev and cacerts.priv respectively.

         The stores are these files:
3.3 CAS (Centralized Authentication Service) login fails

Windows

Version below 6.10:
<inst-dir>\ServerView Suite\jboss\server\serverview\conf\pki\keystore
<inst-dir>\ServerView Suite\jboss\server\serverview\conf\pki\cacerts

Version 6.10 or higher:
<inst-dir>\ServerView Suite\jboss\standalone\svconf\pki\keystore
<inst-dir>\ServerView Suite\jboss\standalone\svconf\pki\cacerts

Linux

Version below 6.10:
/opt/fujitsu/ServerViewSuite/jboss/server/serverview/svconf/pki/keystore
/opt/fujitsu/ServerViewSuite/jboss/server/serverview/svconf/pki/cacerts

Version 6.10 or higher:
/opt/fujitsu/ServerViewSuite/jboss/standalone/svconf/pki/keystore
/opt/fujitsu/ServerViewSuite/jboss/standalone/svconf/pki/cacerts

2. Re-run the setup of the ServerView JBoss Application Server in change mode.

3.3.3 ServerView application does not start (OpenDS/OpenDJ)

Problem
You have typed the username and password, but instead of the ServerView application you get an error message.

Cause
Problems with OpenDS/OpenDJ.

Solution
Check whether the following log files contain error messages or exceptions concerning OpenDS/OpenDJ:

Windows

Version below 6.10:
<inst-dir>\ServerView Suite\jboss\server\serverview\log\server.log

Version 6.10 or higher:
<inst-dir>\ServerView Suite\jboss\standalone\log\server.log
<inst-dir>\ServerView Suite\opends\logs\errors
3.3 CAS (Centralized Authentication Service) login fails

Linux

Version below 6.10:
/opt/fujitsu/ServerViewSuite/jboss/server/serverview/log/server.log

Version 6.10 or higher:
/opt/fujitsu/ServerViewSuite/jboss/standalone/log/server.log

3.3.4 SSL certificate is missing or SSL is not activated (Active Directory)

Problem
You have typed the username and password, but instead of the ServerView application you get the following error message: SSL certificate is missing or SSL is not activated

Cause
I. There is no SSL certificate reachable.
II. SSL is not activated.

Solution
I. There is no SSL certificate reachable:
   1. Create an SSL certificate for Active Directory (e.g. with the Microsoft tool selfssl).
II. SSL is not activated:
   1. Activate SSL.
III. Import the LDAP server’s certificate into the JBoss trust store:
   1. Run the setup of the ServerView JBoss Application Server in change mode.
   3. Re-enter the password for the configured account.
   4. Click the Text button to import the LDAP server’s certificate into the JBoss trust store.

3.3.5 Problems due to changing of server’s name (Active Directory)

Problem
You have typed the username and password, but instead of the ServerView application you get an error message about an invalid certificate or refusal from LDAP.
3.3 CAS (Centralized Authentication Service) login fails

**Cause**
If the server name changed after installation, the server certificate is no longer valid. This is because the server certificate of the CMS is only valid for the fully-qualified name (FQN) specified with the setup. LDAP will refuse the connection.

**Solution**
1. Run the Modify installation and set the new FQN of the server. The Modify installation will create a new certificate.

### 3.3.6 Active Directory server could not be reached during installation

**Problem**
The following error message is shown: Active Directory server has not been reachable during installation.

**Cause**
If the Active Directory server could not be reached during installation, the import of the Active Directory server certificate will fail.

**Solution**
The server certificate must be imported manually.
The certificate is imported using the Java utility `install-cert-gui-SVCOM_V1.70.jar`.

For further information, see the "User Management in ServerView" user guide.

### 3.3.7 Error messages on the ServerView start page

**Problem**
You have called the ServerView start page, but instead of the input fields for User and Password you get an error message like this one:

Authentication Error:
The configured credentials of the read only account for accessing the directory service are invalid. Please re-run the installation procedure in "Modify" mode and correct the account's username and password.

This problem must be corrected for enabling the ServerView User Management to connect to the configured Directory Service. If you cannot repair the problem yourself, please record the above message, and contact the system administrator.
While most of these error messages are self-explanatory and provide enough information to solve the problem (as in the above example), there are some problems which are not described in sufficient detail, or do not offer any solutions at all.

### 3.3.7.1 Unknown Error: simple bind failed

**Problem**
You have called the ServerView start page, but instead of the input fields for **User** and **Password** you get the following error message:

```
Unknown Error:
simple bind failed: <FQDN of CMS>:1474
```
Please report this error to the ServerView development team, providing the server log file.

The server log file is found below ServerView's installation directory at "jboss/server/serverview/log/server.log".

**Cause**
You get this error when another program is listening on the LDAPS port rather than the configured directory server. If you look in the **server.log** file, then you will see an entry like this one:

```
13:43:21,892 SEVERE [serverview.common.javaee.opends.OpenDSWebApp] (MSC service thread 1-4) null: org.opends.server.config.ConfigException: An error occurred while trying to initialize a connection handler loaded from class org.opends.server.protocols.ldap.LDAPConnectionHandler with the information in configuration entry cn=LDAPS Connection Handler,cn=Connection Handlers,cn=config: The LDAP connection handler defined in configuration entry cn=LDAPS Connection Handler,cn=Connection Handlers,cn=config was unable to bind to 0.0.0.0:1474: IOException(Address already in use) (...). This connection handler will be disabled ...

Caused by: org.opends.server.types.InitializationException: The LDAP connection handler defined in configuration entry cn=LDAPS Connection Handler,cn=Connection Handlers,cn=config was unable to bind to 0.0.0.0:1474: IOException(Address already in use) ...
```

3.3 CAS (Centralized Authentication Service) login fails

Solution

I. If you have just installed Operations Manager, then the simplest solution is to reboot the CMS, because the setup procedure of Operations Manager reserves the ports which Operations Manager and JBoss need for themselves.

This means that if another program got one of these ports from the OS, it will get another after the reboot.

II. If you have already rebooted the CMS, or cannot reboot it for some reason, identify the other program listening on the LDAPS port, and abort it.

You can, for instance, use the netstat tool, which is available for both Windows and Linux, to identify the program.

1. The netstat -ano call provides a list of all currently active ports along with the process IDs (PIDs) of the programs listening on the respective ports, as shown by this example:

<table>
<thead>
<tr>
<th>Active Connections</th>
</tr>
</thead>
<tbody>
<tr>
<td>Protocol</td>
</tr>
<tr>
<td>TCP</td>
</tr>
<tr>
<td>TCP</td>
</tr>
<tr>
<td>...</td>
</tr>
<tr>
<td>TCP</td>
</tr>
<tr>
<td>TCP</td>
</tr>
<tr>
<td>TCP</td>
</tr>
<tr>
<td>TCP</td>
</tr>
<tr>
<td>TCP</td>
</tr>
<tr>
<td>...</td>
</tr>
</tbody>
</table>

   In this example, the PID of the program occupying the LDAPS port is 4360.

Windows

Using the Windows tasklist tool, you can easily identify the program:

1. Create a file containing the current task list with the call TASKLIST /V /FO LIST > TASKLIST.LST.

2. Open the TASKLIST.LST file using a text editor and search for the PID number.

   You will find an entry like this one:

   | Image Name: | listener.exe |
   | PID:        | 4360         |
   | Session Name: | RDP-Tcp#7   |
   | Session#:   | 0            |
   | Mem Usage:  | 5.144 K      |
   | Status:     | Running      |
   | User Name:  | PONTRESINA\Administrator |
3.3 CAS (Centralized Authentication Service) login fails

CPU Time: 0:00:00
Window Title: Port Listener

3. Abort or uninstall the disturbing program.

**Linux**

On Linux you can use the system tool `ps` to identify the program:

1. Call `ps -p <PID>` to get information about the desired program.
2. Abort or uninstall the program.
3. Restart the JBoss service to re-establish the directory server.

### 3.3.8 CAS communication errors from managed node - Connection refused - CMS

For some actions, services on the managed node must be able to connect to the CAS service on the CMS.

**Problem**

It might happen that on the CMS side only the hint **CAS communication error** is visible - in most cases **Connection refused** is displayed.

**Cause**

I. Red Hat 6, 7

   In Red Hat 6 and 7 it is necessary to add CAS port 3170 into both the IPv4 and IPv6 firewall of the CMS.

   Otherwise, a communication error might be displayed (e.g. for PrimeCollect calls). The system error text in traces would be **Connection refused**.

II. VMware ESX

   For the VMware ESX managed node, it is necessary to define not only incoming port numbers but also outgoing port numbers.

   Otherwise there might be **Connection refused** situations and **CAS communication error** when the managed node tries to contact the CAS service on the CMS.

**Solution**

I. Red Hat 6, 7:

   1. Add CAS port 3170 into both the IPv4 and IPv6 firewall of the CMS.

II. VMware ESX:

   1. For the VMware ESX managed node, it is necessary to define not only incoming port numbers but also outgoing port numbers.
Example: Use `iptables -I OUTPUT -p tcp --dport 3170 -j ACCEPT`.

### 3.4 Active Directory: User wants to configure special location for SVS directory

**Problem**
The user wants to specify a special location for the LDAP directory SVS.

**Solution**
You can configure the starting directory during installation.

**Example**
1. Start point with DN OU=XYZ,DC=DOMULI01,DC=local.

![Image of Active Directory Users and Computers](image)

Figure 5: Configure the starting directory for the LDAP directory SVS

2. In Operations Manager Setup you have to specify this DN with **Base DN**.
Figure 6: Configure the starting directory for the LDAP directory SVS

3. Once you have imported the ldif files (`...ServerViewSuite\svcommon\files\SVActiveDirectory.ldif`) you will see the SVS definitions below the base DN.
3.5 Certificate errors for managed nodes

Affected versions

- ServerView V5.0 and higher

For ServerView V5.0 and higher there must be a trusted relationship between managed node and CMS.

3.5.1 Missing or wrong CA certificate on managed node side

Problem

An error message concerning a missing or wrong CA certificate on the managed node side is shown.
3.5 Certificate errors for managed nodes

Solution
1. Check the contents of the PKI directory of the SCS Service.
   
   To check remotely, open the webpage
   
   
   Response: XML data containing host references.

3.5.2 Missing or wrong CA certificate or hostname check problems on managed node side

Problem
An error message concerning a missing or wrong CA certificate on the managed node side, or hostname check problems is shown.

Cause
1. Scheduled tasks send the CMS key certificate to the managed node. The provider on the managed node side, e.g. the update agent provider, requires a full hostname check. For this, the managed node must be able to find the requested IP address or the name(s) assigned to this IP address inside the CMS key certificate.

II. Normal requests working with RBAC require a callback from the managed node to the CMS to validate the security token. For this, the managed node must be able to inquire the fully-qualified name inside the corresponding config file.

Solution
1. For problems with servers not addressable by DNS servers, it might help to add additional entries to the managed node local hosts file for the CMS.

3.5.3 Event logging: Event ID 2370 or 2377 on managed node

Problem
The following Event IDs can be caused by a missing CMS certificate on a managed node:

For older SCS Services


   WARN: SSL sends error for the 'handshake tests'. This request will be ignored! It might be missing encryption or problems with authentications. For more technical information see following data: IP=<ipaddr>
3.5 Certificate errors for managed nodes

SOAP-ENV:Receiver
SSL_ERROR_SSL
error:140890B2:SSL routines:SSL3_GET_CLIENT_CERTIFICATE: no certificate returned
SSL_accept() failed in soap_ssl_accept()

For newer SCS Services

Event ID 2377 (Windows: Event Viewer, Linux:
/var/log/messages,
/var/log/fujitsu/ServerViewSuite/SCS/log.SVRemoteConnecto)
There is a request from IP=<ipaddr> whose SSL-Key-Certificate cannot be verified. Please contact the owner of that system (to prevent requests or to add SSL-CA-Certificate).

Cause
These Event IDs can be caused by a missing CMS certificate on a managed node:

I. Event ID on managed node, caused by Update Management:
   Configuration requirement:
   CMS
   • ServerView Update Manager Windows/Linux (applet of Operations Manager) ≥V5
     (includes Remote Connector Service >1.06)
   Managed node
   • ServerView Agent Windows/Linux ≥V5 (includes Remote Connector Service >1.06)
   • ServerView Update Agent Windows/Linux ≥V5 configured with Account Check
   • CMS certificate is not installed on managed node.
     (=> Update Manager: Agent Access = not certified for this managed node)

II. Newer certificates of an Operations Manager installation were not updated on the managed node.

Solution
To avoid these Event IDs on the servers:

1. Install the CMS certificate (IP address is contained in Event ID entry) on the managed node.

2. The owner of CMS should remove this server from ServerList if not needed.
3.6 Browser warnings and problems

3.6.1 Security Warning: The website's certificate cannot be verified

Problem
After successful login the following certificate warning is shown (Firefox example):

![Security Warning](image)

Figure 8: Security Warning: The website's certificate cannot be verified

Cause
The certificate is self-signed and therefore cannot be verified.

Solution
1. Accept the certificate.

3.6.2 Security Warning: Java has discovered application components that could indicate a security concern

Problem
After accepting the certificate there might be a second warning when starting a ServerView applet (e.g. ServerList).
Figure 9: Security Warning: Java has discovered a security problem

**Cause**

There is a problem with a mix of signed and unsigned code since JRE 1.6.19. The warning occurs if you are using external Java property files.

**Solution**

1. Click **Don't Block** to get the applets correctly loaded.
2. To avoid this problem in future, select **Enable – hide warning and run with protections** in the Java Control Panel.
3.6.3 Export of server list fails: Unable to download ... (Internet Explorer)

**Problem**
When trying to export the server list, you get the following error message: Unable to download ... Security warning – Want you to open or save this file?

**Solution**
1. Open the Internet Explorer Advanced settings and deselect Do not save encrypted pages to disk.

3.6.4 Export fails: Download window is only shown for a short time

**Problem**
When trying to download files (e.g. the export server list), the download window is only shown for a very short time.
3.6 Browser warnings and problems

Solution

![Security Settings - Local Intranet Zone](image)

Figure 11: Export fails - Security Settings - Local Intranet Zone

3.6.5 Storage information: Tree is not shown (Internet Explorer)

Problem
The left tree of the Storage Information view is not shown.

Solution
1. Open the Internet Explorer Advanced settings and deselect Do not save encrypted pages to disk.

3.6.6 Storage information: xml information failed (Internet Explorer)

Problem
The following error message is shown: The xsl transformation of StorMan xml failed...
Solution
I. Activate the ActiveX settings in the security settings (as described in the error message):
   1. Set **Download signed ActiveX controls** to **allow** or **prompt**.
   2. Set **Run ActiveX controls and plug-ins** to **allow** or **prompt**.
II. It is recommended to add the ServerView pages to trusted sites. In this case you only need to activate ActiveX for your trusted sites.

3.6.7 ServerView start window is unreachable due to proxy server problem

Problem
The ServerView start window cannot be opened in your browser.

Solution
1. Either switch off the use of a proxy server in the browser settings or add your IP address and/or the name of the server to the Exceptions list.

3.6.8 Class not found or connection refused

Problem
The browser cannot load the applet or the applet cannot connect to the web server. In the Java console you will see error messages like **class not found** or **connection refused**.

As a secondary effect the connection will break down after some time and the Java client will not be able to reconnect.

Cause
This problem is due to a limited security model which is a general feature of applets.

The secondary effect is based on the fact that a proxy may force the browser to use a new HTTP connection with a new socket for each screen refresh, without closing the old connection. These connections will be closed due to a timeout limit.

Solution
Using proxies between the Java client and its web server may result in problems if the web server is not the local host. It is recommend not to use proxies for the ServerView domains. Instead, bypass them in your browser when setting up your proxy configuration and additionally in the Oracle Java plug-in console. The Java plug-in console can be accessed through the Control Panel.
3.6.9 Script warning (Internet Explorer)

Problem
Internet Explorer displays the following script warning: A script on this page is causing Internet Explorer to run slowly. If it continues to run, your computer may become unresponsive. Do you want to abort the script?

Solution
1. Continue the script.

   To avoid such messages in future, change the default value for scripts (5,000,000) in the registry, e.g. to 10,000,000.

   For a description from Microsoft on this error (Q175500), see https://support.microsoft.com/en-us/help/175500/error-message-a-script-on-this-page-is-causing-internet-explorer-to-run or see the Operations Manager Readme file, which can be found on the ServerView Suite DVD 2.

3.6.10 Script warning (Firefox)

Problem
Firefox displays the following script warning: A script on this page is causing Mozilla to run slowly. If it continues to run, your computer may become unresponsive. Do you want to abort the script?

Solution
1. Continue the script.

   To avoid such messages in future, change the configuration value max_script_run_time from the default 5 to a higher value (suggestion 30).

   1. In the Firefox installation directory, go to the greprefs directory. In the file all.js change the line pref("dom.max_script_run_time", 5); to pref("dom.max_script_run_time", 30);.

Examples of Firefox installation directories:

   Windows
   <drive>:\<ProgramFiles Dir>Mozilla Firefox
   
   Linux
   /opt/MozillaFirefox/lib
   /usr/lib/firefox-<version-number>
3.6 Browser warnings and problems

/usr/local/firefox-installer

2. Close Firefox and open it again for the changes to take effect.

3.6.11 Focus problem (Firefox)

Problem
Raising or focusing the windows when using Firefox does not work correctly.

Solution
1. Select the Preferences menu.
2. Click on the Content area.
3. Click the Advanced button next to the Enable JavaScript checkbox.
4. Check the item Raise or lower windows.
5. Click OK. All opened windows will refocus.

3.6.12 Server takes too long to respond

Problem
The server takes too long to respond.

Cause
Browser persistent connections are limited to two simultaneous connections by default. If a server takes too long to respond, the connections hang.

Workaround
Firefox
1. Increase the value of the preference network.http.max-persistent-connections-per-server.

Internet Explorer
1. Using a Registry Editor such as Regedt32.exe, open the key HKEY_CURRENT_ USERSoftwareMicrosoftCurrent VersionInternet Settings.
2. Create two new DWORD values called MaxConnectionsPerServer and MaxConnectionsPer1_0Server under this key and set the values to 4 or higher.

3.6.13 Frequent Java login pop-ups (Internet Explorer)

Affected versions
- Internet Explorer 7
3.6 Browser warnings and problems

Problem
There are frequent Java pop-ups asking for login information.

Cause
This is a bug in Internet Explorer 7 with SSL.

Solution
1. Use a different browser (e.g. Firefox).

3.6.14 Trusted site pop-ups from Windows 2003 and 2008 (Internet Explorer)

Problem
Some views cause Internet Explorer to show a message box asking to add the location http:// to a trusted sites list.

Cause
This is due to scripting used to sort tables or communicate with other views.

Solution
1. Disable the Enhanced Security feature on the system, or just ignore the message and click the Cancel button in the pop-up. This will not change the behavior of the ServerView window.

3.6.15 Unable to download (Internet Explorer)

Problem
The error message Unable to download is shown.

Solution
1. Open the Tools menu.
2. Click Internet Options and go to the Advanced tab.

3.6.16 Applets are not shown properly (Internet Explorer)

Affected versions
- Internet Explorer version ≤11
3.7 Connection problems

Problem
Applets are not shown properly.

Cause
Internet Explorer 11 is not identifying itself as a Microsoft product. Therefore, Operations Manager cannot detect the correct browser version and is not able to show the applets properly to the user.

Solution
Until the upcoming fix, there is a way to omit this error by choosing not to debug the webpage whenever the error message appears on the screen.

Currently, only the Internet Explorer versions 11 or newer are supported. Operations Manager will not display pages or run applets properly on older versions.

3.7 Connection problems

3.7.1 ServerView cannot be called (connection problem) - MC

Problem
ServerView cannot be called on the management console. Depending on the browser used, you may receive an error message like this:

Internet Explorer
  Internet Explorer cannot display the webpage
  What you can try:
  Diagnose Connection Problems
  More Information

Firefox
  Unable to connect
  Firefox can’t establish a connection to the server at <CMS:Port>
  The site could be temporarily unavailable or too busy.
  Try again in a few moments.
  If you are unable to load any pages, check your computer’s network connection.
  If your computer or network is protected by a firewall or proxy, make sure that Firefox is permitted to access the Web.
3.7 Connection problems

**Cause**

I. CMS is not reachable via fully-qualified name (FQN) - there is no Domain Name System (DNS) configured.

II. Browser proxy settings and/or cookie configuration are wrong.

III. Internet Explorer (Protected Mode): The ServerView sites domain is not on the list of trusted sites.

IV. JBoss did not start up successfully on CMS.

**Solution**

I. CMS is not reachable via fully-qualified name (FQN) - there is no Domain Name System (DNS) configured:

1. Edit the hosts file
   (Windows: `C:\WINDOWS\system32\drivers\etc\hosts`, Linux: `/etc/hosts`).

   ![Tip](icons/tip.png) On Windows 2008 and Windows Server 2012 systems, it is necessary to add an IPv4 and additionally an IPv6 address (e.g. `::1 <system name>`) for your systems.

2. Check if CMS is reachable via FQN, e.g. by using the following tools:
   - `ping`
   - `nslookup`
   - `tracert` (Windows only, e.g.: `tracert <ip address>`)  
   - `traceroute` (Linux only, e.g.: `traceroute <ip address>`)  
   If the CMS is not reachable, check the browser proxy settings and cookie configuration.

II. Browser proxy settings and/or cookie configuration are wrong:

1. Check the browser proxy settings.

   Check if your browser proxy entries are configured properly, e.g. by clicking **Diagnose Connection Problems** in Internet Explorer.
3.7 Connection problems

Figure 12: ServerView is not callable: Diagnose Connection Problems

If your browser is configured to use a proxy, make sure that the FQN of your CMS or the domain of your CMS is listed in the Exceptions list (No Proxy for in Firefox and Do not use proxy server…. in Internet Explorer). Otherwise, the browser cannot connect to the CMS's web server.

Figure 13: ServerView is not callable: Check the browser proxy settings

2. Check the cookie configuration.
The browser must be configured to accept cookies from the system.

- If you are using Firefox, make sure the option **Accept third party cookies** is also set.

### III. Internet Explorer (Protected Mode): The ServerView sites domain is not on the list of trusted sites:

You must add the ServerView sites domain to your list of trusted sites.

Proceed as follows (description for Internet Explorer 7):

1. In the **Tools** menu (on the right side of toolbar), select **Internet Options**.
2. Click the **Security** tab.
3. Click the **Trusted Site** checkmark icon.
4. Click the **Sites** button.
5. Uncheck the **Require server authentication** box, unless you specifically want Internet Explorer 7 to confirm https connection requests.
6. Enter a site domain in the **Add this website to the zone** text field (e.g. `https://mycms.company.net`).
7. Click **Add**.
8. Click **Close**.

### IV. JBoss did not start up successfully on CMS:

One reason may be that one or more ports that JBoss is configured to listen to are occupied by another program on the CMS.

1. Look up the log file `server.log` (as described in "JBoss log files" on page 15), and look for occurrences of the phrases **port ... already in use**, or **address already in use**.

#### Examples

2013-09-04 10:25:03,105 ERROR
Caused by: java.net.BindException: Address already in use: JVM_Bind
2013-09-04 10:25:27,105 ERROR
3.7 Connection problems

1401; nested exception is: java.net.BindException: Address already in use: JVM_Bind

2. If you find such a phrase, proceed as described in the solution for "Unknown Error: simple bind failed" on page 33.

3.7.2 ServerView encountered problems ... - No connection to authorization web service

Problem
After login the start screen is shown, banner is loaded, and animated loading gif is shown. After some time a pop-up appears with the error message ServerView encountered problems obtaining user information. Please close this window and try again.

Cause
I. The Java installation is defective.
II. JavaScript is disabled.
III. Linux: The Java plug-in of the browser is defective.

Solution
I. The Java installation is defective:
   1. Verify that the Java plug-in is working:
      b. Click on the Verify Java version button. If the expected Java technology version is displayed, the plug-in is enabled and found.
   2. Check that your browser knows about the Java plug-in:
      b. Internet Explorer: Select Tools - Manage Addons.
   3. Make sure JRE is installed:
      On Windows, check the list of installed programs in the Control Panel.
      For a detailed description of possible configuration problems, see Oracle’s Java troubleshooting guide at http://docs.oracle.com/javase/7/docs/webnotes/tsg/TSG-Desktop/html/plugin.html

II. JavaScript is disabled:
   If JavaScript is disabled, an attempt to launch a Java applet may fail at a very early stage.
   1. Make sure that JavaScript is enabled.
Possible problems:

- Internet Explorer 7, 8, 9, 10, 11:
  1. Check if Internet Explorer Enhanced Security Configuration (IE ESC) is enabled.
  2. Disable Internet Explorer Enhanced Security Configuration:
     Windows 2003
     This can be done in Add/Remove Windows components.
     Windows 2008
     This can be done in Start - Administrative Tools - Server Manager - Security Information - Configure IE ESC.
     Windows Server 2012 / 2012 R2
     This can be done in Server Manager - Local Server - PROPERTIES - IE Enhanced Security Configuration - On.
     Windows Server 2016
     This can be done in Start - Server Manager - Local Server - PROPERTIES - IE Enhanced Security Configuration - On.
     Sometimes, it is sufficient to move the Operations Manager start page to the Trusted sites zone. It is not sufficient for Trusted sites to have a medium security level. If it is not possible to change the security level, you have to switch off Enhanced Security.

- Firefox:
  Java console shows the following error message:
  java.lang.ClassFormatError: Incompatible magic value 1008813135 in class file SVTest at java.lang.ClassLoader.defineClass1(Native Method)
  Firefox must accept third-party cookies.
  1. Enable the Accept third-party cookies option within the custom settings for history.

III. Linux: The Java plug-in of the browser is defective:

  If you are using a Linux browser, check its Java plug-in.
  Firefox
  1. Type about:plugins in the location bar to confirm that the Java plug-in is loaded.
     If you do not see the correct Java version proceed as follows:
3.7 Connection problems

a. Check if the correct JRE version is installed.
   ○ JRE 1.7.0_25 (JRE 7) or newer for all Operations Manager versions ≥ 6.10
     - The use of JRE 7 or newer is strongly recommended, as Oracle no longer supports JRE 6.
   ○ JRE 1.6.0_45 (JRE 6) for Operations Manager versions ≤ 6.00.09
b. Create a symbolic link to the `libnpjp2.so` file in the browser plug-ins directory.
   i. Go to the plug-ins subdirectory under the Firefox installation directory
      `cd <Firefox installation directory>/plugins`.
   ii. Create the symbolic link
      `ln -s <Java installation directory>/lib/i386/libnpjp2.so`.

Upgrading a Java version
If you are upgrading your Java version, before creating a new symbolic link you should remove the old one to enable the latest downloaded Java. To remove the old symbolic link, type `cd <Firefox installation directory>/plugins rm libjavaplugin_oji.so`. If you are using Operations Manager V6.00, you cannot upgrade to Java 7 on the machine where you are running the browser. You must either downgrade to Java 1.6.0_45 on this machine, or upgrade Operations Manager to a version ≥ 6.10.

SLES Firefox bug (versions ≥ 3.6.20)
In SLES Firefox versions ≥ 3.6.20 there is a bug: The Java plug-in runs in its own process, which leads to problems with JavaScript access to Java classes. Workaround for this SLES Firefox bug:

1. Type `about:config` in the Firefox address bar.
2. Search for `ipc`.
3. Disable `dom.ipc.plugins.enabled`.
4. Restart the browser.

The Java configuration can be checked at [http://www.java.com/de/download/testjava.jsp](http://www.java.com/de/download/testjava.jsp) or [http://java.com/download/installed.jsp](http://java.com/download/installed.jsp) (Click the link `Do I have Java`).

3.7.3 ServerView encountered problems ... - Connection problems after Operations Manager update

Problem
You have updated Operations Manager. After login the start screen is shown, banner is loaded, and animated loading gif is shown. After some time a pop-up appears with the
**error message** ServerView encountered problems obtaining user information. Please close this window and try again.

**Cause**

I. The cache of the JRE plug-in is corrupted.

II. The cache of one of the browsers used is corrupted.

**Solution**

I. The cache of the JRE plug-in is corrupted:

1. Clear the cache. You will find the settings of the JRE plug-in cache under Control Panel - Java - Temporary Internet Files.

   For further information on Java caching, see the Oracle Java Troubleshooting Guide: http://docs.oracle.com/javase/7/docs/webnotes/tsg/TSG-Desktop/html/plugin.html#gcexdg.

II. The cache of one of the browsers used is corrupted:

1. Clear the browser cache.

   As of version 8, Internet Explorer has a feature which retains some cookies even after you clear your cache if you do not uncheck Preserve Favorites website data. If you need to clear your cache completely, you will have to uncheck this.

<table>
<thead>
<tr>
<th>Browser</th>
<th>How to clear the cache</th>
</tr>
</thead>
</table>
| Internet Explorer 9 / 10 / 11 | 1. Open the Tools menu.  
                                  2. Click **Delete browsing history**... (or press [Ctrl]+[Shift]+[Del]).  
                                  3. Uncheck Preserve Favorites website data.  
                                  4. Check Temporary Internet files.  
                                  5. Click Delete. |
| Internet Explorer 8    | 1. Open the Tools menu.  
                                  2. Click **Internet Options**.  
                                  3. Go to the General tab.  
                                  4. Under Browsing history click Delete....  
                                  5. Uncheck Preserve Favorites website data.  
                                  6. Check Temporary Internet files.  
                                  7. Click Delete. |
### 3.7 Connection problems

#### Table 1: How to clear the browser cache

<table>
<thead>
<tr>
<th>Browser</th>
<th>How to clear the cache</th>
</tr>
</thead>
</table>
| Internet Explorer 7 | 1. Open the **Tools** menu.  
                          2. Click **Delete browsing history**.  
                          3. Next to **Temporary Internet Files** click **Delete files...**.  
                          4. Click **Yes**.                                                                |
| Firefox 4+      | 1. Open the Firefox menu (default top left corner).  
                          2. Click **History**.  
                          3. Click **Clear Recent History...** (or press [Ctrl]+[Shift]+[Del]).  
                          4. Click **Details**.  
                          5. Check **Cache** and select in **Time range to clear**: the option **Everything**.  
                          6. Click **Clear Now**.                                                          |
| Firefox 3.5, 3.6 | 1. Open the **Tools** menu.  
                          2. Click **Clear Recent History** (or press [Ctrl]+[Shift]+[Del]).  
                          3. Click **Details**.  
                          4. Check **Cache** and select in **Time range to clear**: the option **Everything**.  
                          5. Click **Clear Now**.                                                          |


### 3.7.4 Request Timeout - error 408 (SCM): No connection to the Configuration Manager

**Problem**

The connection in Operations Manager to the managed mode is working well, the server status is shown as **OK**, **Test connectivity** shows all **OK**, but the ServerView Configuration Manager (SCM) is not able to connect to the managed node. The following error message is shown: Request Timeout – error 408
3.7 Connection problems

Figure 14: No connection to SCM: Request timeout -1

Figure 15: No connection to SCM: Request timeout -2

Cause

In Operations Manager, the browser normally hosts Java applets (e.g. Single System View) that communicate with the CMS to get data. The CMS then queries its managed nodes and sends data back to the browser’s applet.

Figure 16: No connection to SCM: Data transmission paths in Operations Manager
Whereas most of the Operations Manager applications communicate with the managed node via CMS (green path in figure above), the SCM applet communicates directly (from the client’s browser node) with the managed nodes (red path in figure above).

I. Managed nodes are in a different network from the client PC and CMS – protected by a firewall:

- Normally a firewall allows communication via port 80; other outgoing ports may be blocked. Since the client applications use port 80 for communication and SNMP traffic remains within the protected network, Operations Manager can operate properly.
- SCM requests, however, are blocked because they use port 3172 to communicate directly with the managed nodes.

II. Managed nodes are accessed by a link-local IPv6 address:

- The client is using IPv4 connecting to the CMS and the CMS is using a link-local IPv6 address for communication with the managed nodes. Since the CMS and managed nodes are in the same IPv6 subnet, they can connect to each other. But a link-local IPv6 address is not routed by an IPv6 router.
- So there is no direct connection from the client to the managed nodes, whereas the client can connect properly to the CMS via IPv4.

Solution

I. Managed nodes are in a different network from the client PC and CMS – protected by a firewall:

   1. Allow TCP port 3172 (ingoing) in the firewall configuration.

II. Managed nodes are accessed by a link-local IPv6 address:

   1. Use an IPv4 or a global unicast IPv6 address in your Server List for connecting to the managed nodes.

### 3.8 Remote SQL Server Not Valid

**Affected versions**
- Operations Manager V6.00 and higher

**Problem**

Sometimes after selecting the option **Use existing remote SQL Server** you receive the installation error **Remote SQL Server Not Valid**.

**Cause**

There are two possible causes:
I. You have chosen a remote SQL Server which is already used by another CMS:
   
   You are trying to install from a different CMS to the same remote SQL Server already in use by another Operations Manager installation.
   
   This is not allowed.
   
   For further information, see the "ServerView Operations Manager - Installing ServerView Operations Manager Software under Windows" installation guide.

II. Your previous ServerView installation was not uninstalled properly:
   
   You are trying to install from a CMS onto a remote SQL Server used only by this installation. Your old Operations Manager installation was previously uninstalled.
   
   In rare cases it may happen that the database was not deleted and uninstalled properly.

Solution

I. You have chosen a remote SQL Server which is already used by another CMS:
   
   1. Use a dedicated SQL Server instance for each Operations Manager installation.
      
      Remote SQL Server
      
      If you want to proceed with using a remote SQL Server, you must use or possibly install another SQL Server instance for the new Operations Manager installation.
      
      For further information, see section "Parallel (side-by-side) installation of SQL Server" in chapter "Installation options for SQL Server" in the "ServerView Operations Manager - Installing ServerView Operations Manager Software under Windows" installation guide.
      
      Local SQL Server
      
      Alternatively, use or install a local SQL Server on the CMS. If a free edition of SQL Server is suitable for your installation, you may select the option Install free edition of SQL Server in the installation Select SQL Server dialog.
      
      For the database size limits for SQL Server Express Editions, see the "ServerView Operations Manager - Installing ServerView Operations Manager Software under Windows" installation guide.

II. Your previous ServerView installation was not uninstalled properly:
   
   1. On the CMS, check whether Fujitsu ServerView Operations Manager is still installed under Programs and Features.
      
      If not, proceed as follows:
      
      2. Back up the ServerViewDB database.
3. Call SQL Server Management Studio and connect to the remote SQL Server instance you have chosen.

4. Expand Databases, right-click the entry ServerViewDB and select Delete.

5. In the Delete Object dialog, click OK to confirm the operation.

6. Then retry the Operations Manager installation.

Up to Operations Manager V6.11, the error message contains the wrong instruction for case I.

Figure 17: Error message: Remote SQL Server Not Valid

Renaming the ServerViewDB.ini file and the ServerViewDB database is not recommended. The name of the ServerView database must never be changed for an existing Operations Manager installation. This is also emphasized in the "ServerView Operations Manager - Installing ServerView Operations Manager Software under Windows" installation guide:

An SQL Server instance can contain several databases.

Operations Manager will install its database "ServerViewDB" in the SQL Server instance selected by you during the Operations Manager installation.

The name of the ServerView Operations Manager database is always ServerViewDB. The database name is fixed and cannot be selected during the ServerView Operations Manager setup. As the database name is always unique, it is not possible to install Operations Manager on multiple local management stations and to use the same remotely installed SQL Server instance for each.

CAUTION!

The name of the ServerView Operations Manager database must never be changed.

Otherwise, Operations Manager applications cannot access the database anymore and installation errors may occur in subsequent upgrade or new installations.
Starting with Operations Manager V6.12, the error message in the dialog box was adjusted to reflect the two possible error causes described.

For further information on how to configure and troubleshoot a remote SQL Server installation, see the "ServerView Operations Manager - Installing ServerView Operations Manager Software under Windows" installation guide.
4 Troubleshooting issues in Operations Manager - User Management (ApacheDS/Tomcat)

This chapter contains information on problems occurring in Operations Manager versions using ApacheDS as directory server (≥ V7.10) and Tomcat as web server (≥ V7.11).

As of Operations Manager V8.00, instead of a system browser, a standalone application is used. For this, Java version 1.8 or later is required.

4.1 Problems with JRE installation

Operations Manager needs Oracle's Java Runtime Environment (JRE) on the central management station (CMS) and management console (MC). Up to Operations Manager V8.00, the management console is started in a browser, therefore the Java plug-in is needed. The installation of Server JRE is not sufficient. As of Operations Manager V8.00, instead of a system browser a standalone application is used.

Problem
A browser error messages (on MC, CMS) with reference to Java versions appears.

Cause
The installed JRE version (on MC, CMS) is not supported.

Solution
Make sure JRE is installed:
- On Windows, check the list of installed programs in the Control Panel.
- On Linux, check the installed rpm packages.

Check whether the correct JRE version is used:
- Required JRE versions:
  - JRE 1.8 (JRE 8) for all Operations Manager versions ≥ 8.00
    - There is a bug in JRE 8u161, JRE 8u162 and JRE 8u171 which can cause Operations Manager to crash randomly.
  - JRE 1.7.0_25 (JRE 7) or newer for Operations Manager versions ≥ 6.10 and < 8.00
    - The use of JRE 7 or newer is strongly recommended, as Oracle no longer supports JRE 6.
  - JRE 1.6.0_45 (JRE 6) for Operations Manager versions ≤ 6.00.09
4.1 Problems with JRE installation

- JRE for 32-bit and 64-bit:
  While both the 32-bit and 64-bit versions of the JRE are supported, make sure to use the correct combination of JRE and browser.
  
  ○ Windows
    The 64-bit JRE can be used on 64-bit operating systems. If you use a 64-bit browser, you need the 64-bit version of the JRE. If you use a 32-bit browser, you need the 32-bit version of the JRE.
    On Windows Server 2012, you need a 32-bit JRE as Internet Explorer 10 starts 32-bit tabs.
  ○ Linux
    The 64-bit JRE can be used on 64-bit operating systems. In this case you need a 64-bit browser.
    SLES 10: If you use the SLES 10 system for monitoring, you need the 32-bit JRE.
- For IPv6, support for JRE 7 or newer is necessary. IPv6 can only be used on Windows Server 2008 or higher or on Linux.

Check the system configuration:

For information about combining browser and JRE versions, see the Oracle website:
- JRE 6
- JRE 7
  [http://www.oracle.com/technetwork/java/javase/config-417990.html#browsers](http://www.oracle.com/technetwork/java/javase/config-417990.html#browsers)
- JRE 8

Check whether the Java plug-in is configured correctly:

2. Click on the Verify Java version link.
3. If the expected Java technology version is returned, then the plug-in is enabled and found.

Check that the Java plug-in is known to your browser:

- Firefox: Select Tools - Addons - Plugins.
- Internet Explorer: Select Tools - Manage Addons.
- Linux: Take into account that the plug-in has to be configured manually:
1. Create a symbolic link to the libnpjp2.so file in the browser plug-ins directory.
2. Go to the plug-ins subdirectory under the Firefox installation directory:
   cd <Firefox installation directory>/plugins.
3. Create the symbolic link:
   ln -s <Java installation directory>/lib/i386/libnpjp2.so.

   For further information on installing Java under Linux, see

Check that the newest Java plug-in is used:
   There could be just one plug-in registered in the browser.

Check that Java is enabled:
   - Java Control Panel
     2. Select Enable - hide warning and run with protections.

   For further information on the Java Control Panel, see the Oracle website
   http://docs.oracle.com/javase/7/docs/technotes/guides/deployment/deployment-guide/jcp.html.
   If you want to change any settings, launch the Java Control Panel as Administrator.

   - Browser plug-ins/addons list
     1. Check whether the plug-in is enabled/activated.

   For further information on enabling Java in a web browser, see

Check that the Security warning Block potentially unsafe components from being run is disabled:
   2. Select Enable - hide warning and run with protections.

   For further information on the Java Control Panel, see the Oracle website
   http://docs.oracle.com/javase/7/docs/technotes/guides/deployment/deployment-guide/jcp.html.
   If you want to change any settings, launch the Java Control Panel as Administrator.

Check whether you have access to the Internet:
   Beginning with JRE 1.7.0_25, signing certificates are checked automatically to ensure
   that they have not been revoked.
These online revocation checks might impact the startup performance of the ServerView applets. In case of managed networks and without access to the Internet (resulting in no access to the revocation services provided by Certificate Authorities), you will see a significant delay in startup times.

1. To avoid such delays, disable online revocation checking through the Java Control Panel.

![Java Control Panel: Enable blacklist revocation check](image)

Figure 18: Java Control Panel: Enable blacklist revocation check

Oracle recommends only this disabling of revocation checks in managed environments, as it reduces security protection.

For further information, see the release notes of JRE 1.7.0_25 at [http://www.oracle.com/technetwork/java/javase/7u25-relnotes-1955741.html#certrev](http://www.oracle.com/technetwork/java/javase/7u25-relnotes-1955741.html#certrev).

### 4.2 Tomcat - CMS

#### 4.2.1 CMS is not reachable via fully-qualified hostname

**Problem**

CMS is not reachable via fully-qualified hostname.
4.2 Tomcat - CMS

Cause
There could be a wrong (old) fully-qualified hostname in the registry.
Example: The domain name has changed, but the old name remains in the registry entry.

Solution
1. Check the fully-qualified hostname in the registry and correct it if necessary.

4.2.2 Failed to boot Tomcat

- For details of the Tomcat log files, see "Tomcat log files" on page 16.

Problem
Tomcat cannot be started.

Solution
1. Check the `tomee/logs/catalina.<date>.log` log file for possible stack traces.

4.2.3 Die Webseite kann nicht angezeigt werden (German Windows Server 2008)

- For details of the Tomcat log files, see "Tomcat log files" on page 16.

Problem
When starting Operations Manager, the messages Die Webseite kann nicht angezeigt werden and Diagnose von Verbindungsproblemen appear.

Cause
Tomcat on German Windows Server 2008 with account NT-AUTORITÄT\LOKALER DIENST cannot be started: File `run.log` and folder `log` do not exist.

Solution
2. Scroll to ServerView Application Server.
3. In the column Anmelden Als you will see NT-AUTORITÄT\LOKALER DIENST and that the service is not started.

- If you start the service manually you get an error message like this one:
  - Der Dienst ServerView Application Service auf "Lokaler Computer" konnte nicht gestartet werden. Fehler 1068: Der Abhängigkeitsdienst oder die Abhängigkeitsgruppe konnte nicht gestartet werden.
o Der Dienst ... auf "Lokaler Computer" konnte nicht gestartet werden. Fehler 1059: Es wurde eine Ringdienstabhängigkeit angegeben.

4. Change the account:
   1. Select Eigenschaften from the context menu.
   2. Click the Anmelden tab.
   3. In the Dieses Konto field, delete the prefix with the backslash NT-AUTORITÄT\.
   4. In the Kennwort fields, delete the password entries.
   5. Click Übernehmen.
   6. Start the service.
   7. Wait 5 minutes and start Operations Manager.

4.2.4 Inventory Manager is not loaded correctly

If the Tomcat Service Logon is changed after Operations Manager is installed, the changed account must also be added to Operations Manager by performing a Modify installation.

If these changes were not made, the following error appears:

**Problem**

Most parts of Operations Manager works without problems.

However, when starting the Inventory Manager, the right panel does not contain any report entries and the status bar at the bottom does not disappear.

**Cause**

The following cases of the Operations Manager application in conjunction with the Tomcat Service Logon can lead to problems:

I. The account/login differs in Services and in SQL Server.
II. The login in SQL Server is missing.
III. The account/login in Services and in SQL Server is available, but the ServerViewDB database has been restored from a backup from a different system.

**Solution - diagnostics**

To determine which error situation (I - III) is causing the problem, proceed as follows:

Check the SQL Server ERRORLOG files:

You can find the SQL Server error logs as follows:

1. Select All Programs - Microsoft SQL Server <version> - Configuration Tools - SQL Server Configuration Manager.
2. Click on SQL Server <version> Services.
3. In the details pane, select SQL Server (<instance name>).
4. In the context menu, select Properties - Advanced tab.
   You will find the path to the log files under Dump Directory.
5. If you see the error message Login failed for user "..." in the log files, there may be a problem with the Tomcat Service Logon.

Check the Tomcat Service Logon:
   Check under which <user_name> account the ServerView Application Service service is running.
2. Call SQL Server Management Studio.
3. To view the valid logins, select Security – Logins.
4. Check the <user_name> login.
   If the Tomcat service is running under the LocalSystem or Administrator account, you should see NT Authority\SYSTEM.
   If the Tomcat service is running under the LocalService account, you should see NT Authority\LOCAL SERVICE.
5. Check the Database Role:
   Select Properties from the context menu.
   On the General page, check whether you can see <user_name> in Members of this role.

Solution
Proceed as follows, depending on the possible error situations (I - III) listed above:

i In case of a locally installed SQL Server, the Tomcat Service Logon should be a local user account without Administrator rights. In case of a remotely installed SQL Server instance, the Tomcat Service Logon must be a domain user (and should also have no Administrator rights).

I. The account/login differs in Services and in SQL Server:
   1. Run the Modify installation and set the Tomcat Service Logon as described in the "ServerView Operations Manager - Installing ServerView Operations Manager Software under Windows" installation guide.
   2. Check the SQL Server ERRORLOG files.
      The login error messages should have disappeared.
II. The login in SQL Server is missing:
1. Run the **Modify** installation and set the **Tomcat Service Logon** as described in the "ServerView Operations Manager - Installing ServerView Operations Manager Software under Windows" installation guide.

2. Check the SQL Server ERRORLOG files.
   The login error messages should have disappeared.

III. The account/login in Services and in SQL Server is available, but the ServerViewDB database has been restored from a backup from a different system:

1. Find out the value of the **Server_Instance** parameter in the configuration file `ServerViewDB.ini`. The configuration file is located in the `<windir>` directory.

2. Open a command prompt window and type the following, substituting `server_name\user_name` with your values:

   ```
   sqlcmd -S <Server_Instance> -E
   USE master
   - - if the login exists already, an error message
   - - “The server principal ... alread exists” occurs
   - - which can be ignored.
   CREATE LOGIN [server_name\user_name] FROM WINDOWS;
   GO
   USE ServerViewDB
   ALTER USER [server_name\user_name] WITH LOGIN = [server_name\user_name];
   GO
   ```

3. After this check the SQL Server ERRORLOG files.
   The login error messages must have disappeared.

---

### 4.2.5 Faulty ServerView installation

**Problem**
There are multiple ServerView entries in Control Panel, Programs and Features, or Add or Remove Programs. Or the uninstallation fails and the ServerView entry remains.

**Cause**
This problem is caused by an incomplete or faulty ServerView upgrade.

**Solution**

ℹ️ In the past, Microsoft provided the Windows Installer Cleanup utility to help clean the registry. Although it resolved some installation problems, it sometimes damaged other components installed on the computer. Because of this, the tool has been removed from the Microsoft Download Center.
To get a clean machine you have to restore Windows from a backup you have created before the (un)installation.

Only the steps to free up disk space are described here. They will not enable you to install ServerView again on this machine.

1. Stop any existing ServerView services via Control Panel - Administrative Tools - Services and set Startup type to Disabled via the context menu entry Properties:
   - ServerView Download Service
   - ServerView Application Server
   - ServerView Remote Connector
   - ServerView Services
2. If services had to be stopped, reboot the machine.
3. Go to the %windir% directory.
5. Go to the ServerView installation folder (default is <Drive>:\Program Files\Fujitsu\ServerView Suite) and delete the following subfolders:
   - tome
   - opends
   - Remote Connector (if ServerView Agents are not installed)
   - ServerView
   - svcommon
   - svom

### 4.2.6 Tomcat no longer runs after JRE uninstallation

**Problem**

After uninstalling JRE and the necessary reboot, the ServerView Tomcat service no longer runs.

**Solution**

1. Reinstall JRE and start the ServerView Tomcat service manually again or reboot the system.
4.3 CAS (Centralized Authentication Service) login fails

If there is a problem with the login, the reason lies in the CAS itself, or, more probably, in the directory service used.

If you have typed the username and password, but instead of the ServerView application you get an error message saying there is a problem with LDAP, then most probably there is something wrong with the directory service. As of Operations Manager V7.10, the directory server used is ApacheDS.

_for further information, see the "User Management in ServerView as of 7.11 - Centralized Authentication and role-based Authorization" user guide._

4.3.1 No login page displayed - MC

Problem
On the MC there is no login page displayed.

Cause
This problem can occur if the CAS has not been started.

Solution
In the catalina.<date>.log file, check if the last Tomcat start was successful. This will be indicated by:

```
INFO: Server startup in 58240 ms
```
In the same file there will be a stack trace if an error occurred during startup.

4.3.2 ServerView application does not start

Problem
You have typed the username and password, but instead of the ServerView application you get a white screen.

Cause
There are a variety of errors which can cause this problem. In most cases, entries in the log file catalina.<date>.log of Tomcat provide hints as to the root cause of the problem.

I. Link-local IPv6 configuration
II. Problem with the server certificate of the CMS
**Solution**

I. Link-local IPv6 configuration:
   1. If the CMS FQDN's name resolution on the CMS yields an IPv6 address which is only link-local, then try to disable the IPv6 protocol and instead enable the IPv4 protocol.

II. Problem with the server certificate of the CMS:
   You have replaced the self-signed certificate of the CMS with your own certificate:
   1. Double-check the certificate's attributes, particularly its common name and its subject alternative names.
      You will probably have to recreate the certificate.
   You have not replaced the self-signed certificate of the CMS:
   1. Rename the key store and the trust store of Tomcat, to `keystore.prev` resp. `cacerts.priv`.
      The stores are these files:
      Windows
      \<inst-dir>\tomee\svconf\pki directory
      Linux
      \<installation-dir>/tomee/svconf/pki directory
   2. Re-run the setup of the ServerView Application Server in **change** mode.

**4.3.3 ServerView application does not start (ApacheDS)**

**Problem**
You have typed the username and password, but instead of the ServerView application you get an error message.

**Cause**
Problems with ApacheDS.

**Solution**
1. Check whether the following log files contain error messages or exceptions concerning ApacheDS:
   Windows
   \<inst-dir>\tomee\svconf\pki directory
   Linux
   \<installation-dir>/tomee/svconf/pki directory
   /opt/fujitsu/ServerViewSuite/tomee/logs directory
4.3 CAS (Centralized Authentication Service) login fails

4.3.4 SSL certificate is missing or SSL is not activated (Active Directory)

Problem
You have typed the username and password, but instead of the ServerView application you get the following error message: "SSL certificate is missing or SSL is not activated"

Cause
I. There is no SSL certificate reachable.
II. SSL is not activated.

Solution
I. There is no SSL certificate reachable:
   1. Create an SSL certificate for Active Directory (e.g. with the Microsoft tool selfssl).
II. SSL is not activated:
   1. Activate SSL.
III. Import the LDAP server’s certificate into the Tomcat trust store:
   1. Run the setup of the ServerView Application Server in change mode.
   3. Re-enter the password for the configured account.
   4. Click the Text button to import the LDAP server’s certificate into the Tomcat trust store.

4.3.5 Problems due to changing of server’s name (Active Directory)

Problem
You have typed the username and password, but instead of the ServerView application you get an error message about an invalid certificate or refusal from LDAP.

Cause
If the server name changed after installation, the server certificate is no longer valid. This is because the server certificate of the CMS is only valid for the fully-qualified name (FQN) specified with the setup. LDAP will refuse the connection.

Solution
1. Run the Modify installation and set the new FQN of the server. The Modify installation will create a new certificate.
4.3 CAS (Centralized Authentication Service) login fails

4.3.6 Active Directory server could not be reached during installation

Problem
The following error message is shown: Active Directory server has not been reachable during installation.

Cause
If the Active Directory server could not be reached during installation, the import of the Active Directory server certificate will fail.

Solution
The server certificate must be imported manually.
The certificate is imported using the Java utility install-cert-gui-SVCOM_V1.70.jar.

Example
For further information, see the "User Management in ServerView" user guide.

4.3.7 Error messages on the ServerView start page

Problem
You have called the ServerView start page, but instead of the input fields for User and Password you get an error message like this one:

Authentication Error:
The configured credentials of the read only account for accessing the directory service are invalid. Please re-run the installation procedure in "Modify" mode and correct the account's username and password.
This problem must be corrected for enabling the ServerView User Management to connect to the configured Directory Service. If you cannot repair the problem yourself, please record the above message, and contact the system administrator.

While most of these error messages are self-explanatory and provide enough information to solve the problem (as in the above example), there are some problems which are not described in sufficient detail, or do not offer any solutions at all.

4.3.7.1 Unknown Error: simple bind failed

Problem
You have called the ServerView start page, but instead of the input fields for User and Password you get the following error message:
Unknown Error:
simple bind failed: <FQDN of CMS>:1474
Please report this error to the ServerView development team, providing the server log file.

Cause
You get this error when another program is listening on the LDAPS port rather than the configured directory server. If you look in the server.log file, then you will see an entry like this one:

org.opends.server.config.ConfigException: An error occurred while trying to initialize a connection handler loaded from class org.opends.server.protocols.ldap.LDAPConnectionHandler with the information in configuration entry cn=LDAPS Connection Handler,cn=Connection Handlers,cn=config: The LDAP connection handler defined in configuration entry cn=LDAPS Connection Handler,cn=Connection Handlers,cn=config was unable to bind to 0.0.0.0:1474: IOException (Address already in use) (...). This connection handler will be disabled
...
Caused by: org.opends.server.types.InitializationException: The LDAP connection handler defined in configuration entry cn=LDAPS Connection Handler,cn=Connection Handlers,cn=config was unable to bind to 0.0.0.0:1474: IOException (Address already in use)
...

Solution
I. If you have just installed Operations Manager, then the simplest solution is to reboot the CMS, because the setup procedure of Operations Manager reserves the ports which Operations Manager and Tomcat need for themselves.

This means that if another program got one of these ports from the operating system, it will get another after the reboot.

II. If you have already rebooted the CMS, or cannot reboot it for some reason, identify the other program listening on the LDAPS port, and abort it.

You can, for instance, use the netstat tool, which is available for both Windows and Linux, to identify the program.

1. The netstat -ano call provides a list of all currently active ports along with the process IDs (PIDs) of the programs listening on the respective ports, as shown by this example:
Active Connections

<table>
<thead>
<tr>
<th>Proto</th>
<th>Local Address</th>
<th>Foreign Address</th>
<th>State</th>
<th>PID</th>
</tr>
</thead>
<tbody>
<tr>
<td>TCP</td>
<td>0.0.0.0:21</td>
<td>0.0.0.0:0</td>
<td>LISTENING</td>
<td>4000</td>
</tr>
<tr>
<td>TCP</td>
<td>0.0.0.0:21</td>
<td>0.0.0.0:0</td>
<td>LISTENING</td>
<td>4000</td>
</tr>
<tr>
<td>...</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TCP</td>
<td>0.0.0.0:1325</td>
<td>0.0.0.0:0</td>
<td>LISTENING</td>
<td>4768</td>
</tr>
<tr>
<td><strong>TCP</strong></td>
<td><strong>0.0.0.0:1474</strong></td>
<td><strong>0.0.0.0:0</strong></td>
<td><strong>LISTENING</strong></td>
<td><strong>4360</strong></td>
</tr>
<tr>
<td>TCP</td>
<td>0.0.0.0:3168</td>
<td>0.0.0.0:0</td>
<td>LISTENING</td>
<td>4000</td>
</tr>
<tr>
<td>TCP</td>
<td>0.0.0.0:3169</td>
<td>0.0.0.0:0</td>
<td>LISTENING</td>
<td>4768</td>
</tr>
<tr>
<td>TCP</td>
<td>0.0.0.0:3170</td>
<td>0.0.0.0:0</td>
<td>LISTENING</td>
<td>4768</td>
</tr>
<tr>
<td>...</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

In this example, the PID of the program occupying the LDAPS port is 4360.

**Windows**

Using the Windows tasklist tool, you can easily identify the program:

1. Create a file containing the current task list with the call `TASKLIST /V /FO LIST > TASKLIST.LST`.
2. Open the `TASKLIST.LST` file using a text editor and search for the PID number.

You will find an entry like this one:

- Image Name: listener.exe
- PID: 4360
- Session Name: RDP-Tcp#7
- Session#: 0
- Mem Usage: 5.144 K
- Status: Running
- User Name: PONTRESINA\Administrator
- CPU Time: 0:00:00
- Window Title: Port Listener

3. Abort or uninstall the disturbing program.

**Linux**

On Linux you can use the system tool ps to identify the program:

1. Call `ps -p <PID>` to get information about the desired program.
2. Abort or uninstall the disturbing program.
3. Restart the Tomcat service to re-establish the directory server.
4.3.8 CAS communication errors from managed node - Connection refused - CMS

For some actions, services on the managed node must be able to connect to the CAS service on the CMS.

Problem
It might happen that on the CMS side only the hint CAS communication error is visible - in most cases Connection refused is displayed.

Cause
I. Red Hat 6, 7
   In Red Hat 6 and 7 it is necessary to add CAS port 3170 into both the IPv4 and IPv6 firewall of the CMS.
   Otherwise, a communication error might be displayed (e.g. for PrimeCollect calls). The system error text in traces would be Connection refused.

II. VMware ESX
   For the VMware ESX managed node, it is necessary to define not only incoming port numbers but also outgoing port numbers.
   Otherwise there might be Connection refused situations and CAS communication error when the managed node tries to contact the CAS service on the CMS.

Solution
I. Red Hat 6, 7:
   1. Add CAS port 3170 into both the IPv4 and IPv6 firewall of the CMS.

II. VMware ESX:
   1. For the VMware ESX managed node, it is necessary to define not only incoming port numbers but also outgoing port numbers.
      Example: Use `iptables -I OUTPUT -p tcp --dport 3170 -j ACCEPT`.

4.4 Active Directory: User wants to configure special location for SVS directory

Problem
The user wants to specify a special location for the LDAP directory SVS.

Solution
You can configure the starting directory during installation.
4.4 Active Directory: User wants to configure special location for SVS directory

Example

1. Start point with DN OU=XYZ,DC=DOMULI01,DC=local.

![Image of Active Directory Users and Computers]

Figure 19: Configure the starting directory for the LDAP directory SVS

2. In Operations Manager Setup you have to specify this DN with Base DN.

![Image of Fujitsu ServerView Operations Manager Setup]

Figure 20: Configure the starting directory for the LDAP directory SVS

3. One you have imported the ldif files (...\ServerView
4.5 Certificate errors for managed nodes

There must be a trusted relationship between managed node and CMS.

4.5.1 Missing or wrong CA certificate on managed node side

Problem
An error message concerning a missing or wrong CA certificate on the managed node side is shown.
4.5 Certificate errors for managed nodes

Solution
1. Check the contents of the PKI directory of the SCS Service.
   To check remotely, open the webpage
   
   
   Response: XML data containing host references.

4.5.2 Missing or wrong CA certificate or hostname check problems on managed node side

Problem
An error message concerning a missing or wrong CA certificate on the managed node side, or hostname check problems is shown.

Cause
I. Scheduled tasks send the CMS key certificate to the managed node. The provider on the managed node side, e.g. the update agent provider, requires a full hostname check. For this, the managed node must be able to find the requested IP address or the name(s) assigned to this IP address inside the CMS key certificate.

II. Normal requests working with RBAC require a callback from the managed node to the CMS to validate the security token. For this, the managed node must be able to inquire the fully-qualified name inside the corresponding config file.

Solution
1. For problems with servers not addressable by DNS servers, it might help to add additional entries to the managed node local hosts file for the CMS.

4.5.3 Event logging: Event ID 2370 or 2377 on managed node

Problem
The following Event IDs can be caused by a missing CMS certificate on a managed node:

For older SCS Services


   WARN: SSL sends error for the 'handshake tests'. This request will be ignored! It might be missing encryption or problems with authentications. For more technical information see following data: IP=<ipaddr>
4.5 Certificate errors for managed nodes

SOAP-ENV:Receiver
SSL_ERROR_SSL
error:140890B2:SSL routines:SSL3_GET_CLIENT_CERTIFICATE:no certificate returned
SSL_accept() failed in soap_ssl_accept()

For newer SCS Services

There is a request from IP=<ipaddr> whose SSL-Key-Certificate cannot be verified. Please contact the owner of that system (to prevent requests or to add SSL-CA-Certificate).

Cause
These Event IDs can be caused by a missing CMS certificate on a managed node:

I. Event ID on managed node, caused by Update Management:
   Configuration requirement:
   CMS
   - ServerView Update Manager Windows/Linux (applet of Operations Manager) ≥V5
     (includes Remote Connector Service >1.06)
   Managed node
   - ServerView Agent Windows/Linux ≥V5 (includes Remote Connector Service >1.06)
   - ServerView Update Agent Windows/Linux ≥V5 configured with Account Check
   - CMS certificate is not installed on managed node.
     (=> Update Manager: Agent Access = not certified for this managed node)

II. Newer certificates of an Operations Manager installation were not updated on the managed node.

Solution
To avoid these Event IDs on the servers:
1. Install the CMS certificate (IP address is contained in Event ID entry) on the managed node.
2. The owner of CMS should remove this server from ServerList if not needed.
4.6  Browser warnings and problems

As of Operations Manager V8.00, instead of a system browser a standalone application is used. Therefore, some of the problems described here only occur up to Operations Manager V8.00.

4.6.1 Security Warning: The website's certificate cannot be verified

Problem
After successful login the following certificate warning is shown (Firefox example):

![Security Warning](image)

Figure 22: Security Warning: The website's certificate cannot be verified

Cause
The certificate is self-signed and therefore cannot be verified.

Solution
1. Accept the certificate.

4.6.2 Security Warning: Java has discovered application components that could indicate a security concern

Problem
After accepting the certificate there might be a second warning when starting a ServerView applet (e.g. ServerList).
4.6 Browser warnings and problems

Figure 23: Security Warning: Java has discovered a security problem

**Cause**
There is a problem with a mix of signed and unsigned code since JRE 1.6.19. The warning occurs if you are using external Java property files.

**Solution**
1. Click **Don't Block** to get the applets correctly loaded.
2. To avoid this problem in future, select **Enable – hide warning and run with protections** in the Java Control Panel.
4.6.3 **Storage information: Tree is not shown (Internet Explorer)**

**Problem**
The left tree of the Storage Information view is not shown.

**Solution**
1. Open the Internet Explorer Advanced settings and deselect Do not save encrypted pages to disk.

4.6.4 **Storage information: xml information failed (Internet Explorer)**

**Problem**
The following error message is shown: The xsl transformation of StorMan xml failed.
Solution
I. Activate the ActiveX settings in the security settings (as described in the error message):
   1. Set Download signed ActiveX controls to allow or prompt.
   2. Set Run ActiveX controls and plug-ins to allow or prompt.
II. It is recommended to add the ServerView pages to trusted sites. In this case you only need to activate ActiveX for your trusted sites.

4.6.5 ServerView start window is unreachable due to proxy server problem

Problem
The ServerView start window cannot be opened in your browser.

Solution
1. Either switch off the use of a proxy server in the browser settings or add your IP address and/or the name of the server to the Exceptions list.

4.6.6 Class not found or connection refused

Affected versions
- Operations Manager < V8.00

Problem
The browser cannot load the applet or the applet cannot connect to the web server. In the Java console you will see error messages like class not found or connection refused.

As a secondary effect the connection will break down after some time and the Java client will not be able to reconnect.

Cause
This problem is due to a limited security model which is a general feature of applets.

The secondary effect is based on the fact that a proxy may force the browser to use a new HTTP connection with a new socket for each screen refresh, without closing the old connection. These connections will be closed due to a timeout limit.

Solution
Using proxies between the Java client and its web server may result in problems if the web server is not the local host. It is recommend not to use proxies for the ServerView domains. Instead, bypass them in your browser when setting up your proxy configuration and
additionally in the Oracle Java plug-in console. The Java plug-in console can be accessed through the Control Panel.

**4.6.7 Script warning (Internet Explorer)**

**Affected versions**
- Operations Manager < V8.00

**Problem**
Internet Explorer displays the following script warning: A script on this page is causing Internet Explorer to run slowly. If it continues to run, your computer may become unresponsive. Do you want to abort the script?

**Solution**
1. Continue the script.

   - To avoid such messages in future, change the default value for scripts (5,000,000) in the registry, e.g. to 10,000,000.

   - For a description from Microsoft on this error (Q175500), see [https://support.microsoft.com/en-us/help/175500/error-message-a-script-on-this-page-is-causing-internet-explorer-to-run](https://support.microsoft.com/en-us/help/175500/error-message-a-script-on-this-page-is-causing-internet-explorer-to-run) or see the Operations Manager Readme file, which can be found on the ServerView Suite DVD 2.

**4.6.8 Script warning (Firefox)**

**Affected versions**
- Operations Manager < V8.00

**Problem**
Firefox displays the following script warning: A script on this page is causing Mozilla to run slowly. If it continues to run, your computer may become unresponsive. Do you want to abort the script?

**Solution**
1. Continue the script.

   - To avoid such messages in future, change the configuration value `max_script_run_time` from the default 5 to a higher value (suggestion 30).

   1. In the Firefox installation directory, go to the `greprefer` directory. In the file `all.js` change the line `pref("dom.max_script_run_time", 5);` to `pref("dom.max_script_run_time", 30);`
Examples of Firefox installation directories:

Windows
<drive>:\<ProgramFiles Dir>\Mozilla Firefox

Linux
/opt/MozillaFirefox/lib
/usr/lib/firefox-<version-number>
/usr/local/firefox-installer

2. Close Firefox and open it again for the changes to take effect.

4.6.9 Focus problem (Firefox)

Affected versions
- Operations Manager < V8.00

Problem
Raising or focusing the windows when using Firefox does not work correctly.

Solution
1. Select the Preferences menu.
2. Click on the Content area.
3. Click the Advanced button next to the Enable JavaScript checkbox.
4. Check the item Raise or lower windows.
5. Click OK. All opened windows will refocus.

4.6.10 Server takes too long to respond

Affected versions
- Operations Manager < V8.00

Problem
The server takes too long to respond.

Cause
Browser persistent connections are limited to two simultaneous connections by default. If a server takes too long to respond, the connections hang.
4.6 Browser warnings and problems

Workaround
Firefox
1. Increase the value of the preference `network.http.max-persistent-connections-per-server`.

Internet Explorer
1. Using a Registry Editor such as `Regedt32.exe`, open the key `HKEY_CURRENT_USER\Software\Microsoft\Current Version\Internet Settings`.
2. Create two new DWORD values called `MaxConnectionsPerServer` and `MaxConnectionsPer1_0Server` under this key and set the values to 4 or higher.

4.6.11 Frequent Java login pop-ups (Internet Explorer)

Affected versions
- Internet Explorer 7
- Operations Manager < V8.00

Problem
There are frequent Java pop-ups asking for login information.

Cause
This is a bug in Internet Explorer 7 with SSL.

Solution
1. Use a different browser (e.g. Firefox).

4.6.12 Trusted site pop-ups from Windows 2003 and 2008 (Internet Explorer)

Affected versions
- Operations Manager < V8.00

Problem
Some views cause Internet Explorer to show a message box asking to add the location `http://` to a trusted sites list.

Cause
This is due to scripting used to sort tables or communicate with other views.
Solution
1. Disable the Enhanced Security feature on the system, or just ignore the message and click the Cancel button in the pop-up. This will not change the behavior of the ServerView window.

4.6.13 Unable to download (Internet Explorer)

Affected versions
- Operations Manager < V8.00

Problem
The error message Unable to download is shown.

Solution
1. Open the Tools menu.
2. Click Internet Options and go to the Advanced tab.

4.6.14 Applets are not shown properly (Internet Explorer)

Affected versions
- Internet Explorer version ≤11
- Operations Manager < V8.00

Problem
Applets are not shown properly.

Cause
Internet Explorer 11 is not identifying itself as a Microsoft product. Therefore, Operations Manager cannot detect the correct browser version and is not able to show the applets properly to the user.

Solution
Until the upcoming fix, there is a way to omit this error by choosing not to debug the webpage whenever the error message appears on the screen.

Currently, only the Internet Explorer versions 11 or newer are supported. Operations Manager will not display pages or run applets properly on older versions.
4.7 Connection problems

4.7.1 ServerView cannot be called (connection problem) - MC

As of Operations Manager V8.00, instead of a system browser a standalone application is used.

Problem
ServerView cannot be called on the management console. Depending on the browser used, you may receive an error message like this:

Internet Explorer
- Internet Explorer cannot display the webpage
- What you can try:
  - Diagnose Connection Problems
  - More Information

Firefox
- Unable to connect
- Firefox can’t establish a connection to the server at <CMS:Port>
- The site could be temporarily unavailable or too busy.
- Try again in a few moments.
- If you are unable to load any pages, check your computer’s network connection.
- If your computer or network is protected by a firewall or proxy, make sure that Firefox is permitted to access the Web.

Cause
I. CMS is not reachable via fully-qualified name (FQN) - there is no Domain Name System (DNS) configured.
II. Browser proxy settings and/or cookie configuration are wrong.
III. Internet Explorer (Protected Mode): The ServerView sites domain is not on the list of trusted sites.
IV. Tomcat did not start up successfully on CMS.

Solution
I. CMS is not reachable via fully-qualified name (FQN) - there is no Domain Name System (DNS) configured:
   1. Edit the hosts file
      (Windows: C:\WINDOWS\system32\drivers\etc\hosts, Linux: /etc/hosts).
4.7 Connection problems

On Windows 2008 and Windows Server 2012 systems, it is necessary to add an IPv4 and additionally an IPv6 address (e.g. ::1 <system name>) for your systems.

2. Check if CMS is reachable via FQN, e.g. by using the following tools:
   - ping
   - nslookup
   - tracert (Windows only, e.g.: tracert <ip address>)
   - traceroute (Linux only, e.g.: traceroute <ip address>)

If the CMS is not reachable, check the browser proxy settings and cookie configuration.

II. Browser proxy settings and/or cookie configuration are wrong:

   1. Check the browser proxy settings.

   Check if your browser proxy entries are configured properly, e.g. by clicking Diagnose Connection Problems in Internet Explorer.

   ![Image of Internet Explorer showing Diagnose Connection Problems](image)

   Figure 25: ServerView is not callable: Diagnose Connection Problems

If your browser is configured to use a proxy, make sure that the fully-qualified name of your CMS or the domain of your CMS is listed in the Exceptions list (No Proxy for in Firefox and Do not use proxy server... in Internet Explorer). Otherwise, the browser cannot connect to the CMS’s web server.
4.7 Connection problems

Figure 26: ServerView is not callable: Check the browser proxy settings

2. Check the cookie configuration.

   The browser must be configured to accept cookies from the system.
   
   If you are using Firefox, make sure the option **Accept third party cookies** is also set.

III. Internet Explorer (Protected Mode): The ServerView sites domain is not on the list of trusted sites:

   You must add the ServerView sites domain to your list of trusted sites.

   Proceed as follows (description for Internet Explorer 7):
   
   1. In the **Tools** menu (on the right side of toolbar), select **Internet Options**.
   2. Click the **Security** tab.
   3. Click the **Trusted Site** checkmark icon.
   4. Click the **Sites** button.
   5. Uncheck the **Require server authentication** box, unless you specifically want Internet Explorer 7 to confirm https connection requests.
   6. Enter a site domain in the **Add this website to the zone** text field (e.g. `https://mycms.company.net`).
   7. Click **Add**.
   8. Click **Close**.
IV. Tomcat did not start up successfully on CMS:

One reason may be that one or more ports that Tomcat is configured to listen to are occupied by another program on the CMS.

1. Look up the log file `server.log` (as described in "Tomcat log files" on page 16), and look for occurrences of the phrases port ... already in use, or address already in use.

2. If you find such a phrase, proceed as described in the solution for Unknown Error: simple bind failed.

### 4.7.2 Request Timeout - error 408 (SCM): No connection to the Configuration Manager

**Problem**

The connection in Operations Manager to the managed mode is working well, the server status is shown as OK, [Test connectivity](#) shows all OK, but the ServerView Configuration Manager (SCM) is not able to connect to the managed node. The following error message is shown: Request Timeout - error 408

![Figure 27: No connection to SCM: Request timeout -1](image)

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Figure 28: No connection to SCM: Request timeout -2

**Cause**

In Operations Manager, the browser normally hosts Java applets (e.g. **Single System View**) that communicate with the CMS to get data. The CMS then queries its managed nodes and sends data back to the browser’s applet.

![Diagram showing communication between client, CMS, and managed nodes](image)

Figure 29: No connection to SCM: Data transmission paths in Operations Manager

Whereas most of the Operations Manager applications communicate with the managed node via CMS (green path in figure above), the SCM applet communicates directly (from the client’s browser node) with the managed nodes (red path in figure above).

**I. Managed nodes are in a different network from the client PC and CMS – protected by a firewall:**

Normally a firewall allows communication via port 80; other outgoing ports may be blocked. Since the client applications use port 80 for communication and SNMP traffic remains within the protected network, Operations Manager can operate properly.

SCM requests, however, are blocked because they use port 3172 to communicate directly with the managed nodes.

**II. Managed nodes are accessed by a link-local IPv6 address:**

The client is using IPv4 connecting to the CMS and the CMS is using a link-local IPv6 address for communication with the managed nodes. Since the CMS and managed nodes are in the same IPv6 subnet, they can connect to each other. But a link-local IPv6 address is not routed by an IPv6 router.

So there is no direct connection from the client to the managed nodes, whereas the client can connect properly to the CMS via IPv4.

**Solution**

**I. Managed nodes are in a different network from the client PC and CMS – protected by a firewall:**

1. Allow TCP port 3172 (ingoing) in the firewall configuration.
II. Managed nodes are accessed by a link-local IPv6 address:

1. Use an IPv4 or a global unicast IPv6 address in your Server List for connecting to the managed nodes.

4.8 Installation under Windows

4.8.1 Installation ended prematurely because of an error

Affected versions
- Windows Server 2008 R2

Problem
On Windows Server 2008 R2 the installation error Installation ended prematurely because of an error or a Windows Installer dialog box sporadically appear and then installation ends.

Solution - diagnostics
You can check in the Windows Application Event Log whether you see one of the following messages:

Windows Installer installed the product. Product Name: Fujitsu ServerView Operations Manager. ... . Installation success or error status: 1603 Faulting application MsiExec.exe, ... faulting module ntdll.dll, ...

Solution
1. Rerun the installation.

4.8.2 Remote SQL Server Not Valid

Problem
Sometimes after selecting the option Use existing remote SQL Server you receive the installation error Remote SQL Server Not Valid.

Cause
There are two possible causes:
I. You have chosen a remote SQL Server which is already used by another CMS:

You are trying to install from a different CMS to the same remote SQL Server already in use by another Operations Manager installation.

This is not allowed.

For further information, see the "ServerView Operations Manager - Installing ServerView Operations Manager Software under Windows" installation guide.

II. Your previous ServerView installation was not uninstalled properly:

You are trying to install from a CMS onto a remote SQL Server used only by this installation. Your old Operations Manager installation was previously uninstalled.

In rare cases it may happen that the database was not deleted and uninstalled properly.

Solution

I. You have chosen a remote SQL Server which is already used by another CMS:

1. Use a dedicated SQL Server instance for each Operations Manager installation.

   Remote SQL Server

   If you want to proceed with using a remote SQL Server, you must use or possibly install another SQL Server instance for the new Operations Manager installation.

   For further information, see section "Parallel (side-by-side) installation of SQL Server" in chapter "Installation options for SQL Server" in the "ServerView Operations Manager - Installing ServerView Operations Manager Software under Windows" installation guide.

   Local SQL Server

   Alternatively, use or install a local SQL Server on the CMS. If a free edition of SQL Server is suitable for your installation, you may select the option **Install free edition of SQL Server** in the installation **Select SQL Server** dialog.

   For the database size limits for SQL Server Express Editions, see the "ServerView Operations Manager - Installing ServerView Operations Manager Software under Windows" installation guide.

II. Your previous ServerView installation was not uninstalled properly:

1. On the CMS, check whether **Fujitsu ServerView Operations Manager** is still installed under **Programs and Features**.

   If not, proceed as follows:

   2. Back up the **ServerViewDB** database.
3. Call SQL Server Management Studio and connect to the remote SQL Server instance you have chosen.
4. Expand Databases, right-click the entry ServerViewDB and select Delete.
5. In the Delete Object dialog, click OK to confirm the operation.
6. Then retry the Operations Manager installation.

For further information on how to configure and troubleshoot a remote SQL Server installation, see the "ServerView Operations Manager - Installing ServerView Operations Manager Software under Windows" installation guide.

4.8.3 Remote SQL Server syntax incorrect

Affected versions
- Windows Server 2012

Problem
With a new ServerView installation on Windows Server 2012, when choosing the option Use existing remote SQL Server, an SQL Server Setup failure can occur and the following error message is shown:

SQL Server Setup has encountered the following error: The syntax of argument "/QB" is incorrect ...

Cause
The error only occurs if the commands sqlcmd.exe and bcp.exe are not installed locally on the CMS.

Workaround
1. In the error box, click OK and exit the setup.
2. Call the ServerView installation again, but click on option Install free edition of SQL Server. This installs SQL Server 2008 R2 Express locally and the required commands sqlcmd.exe and bcp.exe.
3. In the following Fujitsu ServerView Operations Manager dialog, click Cancel to suspend the ServerView installation and then click Exit Setup.
4. In the Software Microsoft SQL Server Native Client 10.0 is not installed. Shall it be installed now ... dialog, click No.
5. Start the ServerView installation again and click on option Use existing remote SQL Server.
6. Continue the installation as usual.
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Optionally
When you have finished the ServerView installation you can uninstall Microsoft SQL Server 2008 R2 on the CMS. Select the features Database Engine Services and SQL Client Connectivity SDK.

ℹ️ Do not uninstall Microsoft SQL Server 2008 R2 Native Client.

4.8.4 <JBoss User Account> not added as SQL Server Login

Problem
Sometimes an error occurs when you are attempting to modify the installation of the Tomcat Application Server package. The following error message is shown:

```
Sql script file GrantLoginJBoss.sql ended with error. ...
User <JBoss User Account> was possibly not added as SQL Server Login. Please search for troubleshooting notes regarding “GrantLoginJBoss.sql” ...
```

Solution
I. Proceed as follows:
   1. Click OK. The installation is continued.
   2. In the context menu, select Run as administrator to open a command prompt window.
   3. Switch to the `<Installation_path>\ServerView\ServerView Services\scripts\ServerView\Tools` directory.
   4. Type `GrantLoginJBoss.bat` and press Enter.
   5. Type the name of the JBoss User Account.
   6. Check the output and log file `SVGrantLogin_JBoss.log` in the given folder. The success message is ...

II. Proceed as follows:
   1. In the context menu, select Run as administrator to start SQL Server Management Studio installation.
   2. Add the installation account as a valid login, as described in the “ServerView Operations Manager - Installing ServerView Operations Manager Software under Windows” installation guide.
   3. Repeat the Modify installation of the Tomcat Application Server package.
4.8.5 Windows NT user or group not found

Problem
Sometimes an installation error occurs during Executing SQL Scripts of GrantLoginJBoss.sql. The following error message is shown:

[Microsoft][SQL Native Client][SQL Server]Windows NT user or group ‘...’ not found.
Check the name again.

Cause
This error occurs when you typed a user name in the Tomcat Service Logon Information dialog which could not be validated. The Tomcat service is not started under this user, but under LocalSystem.

Solution
With a new installation:
1. Click OK. The installation is continued.
2. Uninstall Operations Manager and Tomcat Application Server.
3. Repeat the installation using the Browse button in the Tomcat Service Logon Information dialog.

With an upgrade installation:
1. Click OK. The installation is continued.
2. Run the Modify installation on the Tomcat Application Server and set the Tomcat Service Logon using the Browse button.

4.8.6 Granting access to ServerViewDB database fails

Problem
With the database tool GrantLoginSecure.bat, sometimes the granting of access to the ServerViewDB database during installation fails.

Solution

An SQL Server login for the account must already exist.

1. Click OK. The installation is continued.
2. In the context menu, select Run as administrator to open a command prompt window.
3. Switch to the <Installation_path>\ServerView\ServerView Services\scripts\ServerView\Tools directory.
4. Type GrantLoginSecure.bat and press Enter.
5. Enter the name of the Windows account to be granted access to the ServerViewDB database.

   The required format is domain\username.

6. Call the bat file for each account which is missing.

7. Check the output and log file SVGrantLoginSecure.log in the given folder. In case of failure, the log file will contain an error message indicating the reason for the error.

### 4.8.7 Token-based server access validation failed

**Problem**

Sometimes, at the end of the installation, if you executed the Operations Manager installation without SQL Server sysadmin access and one of the necessary SQL Server logins is missing, the Updating System dialog does not come to an end.

**Solution - diagnostics**

1. In the Windows Application Event Log, check for the following message:

   Login failed for user ‘…’. Reason: Token-based server access validation failed with an infrastructure error. Error: 18456, Severity: 14, State: ...

**Solution**

1. Add the missing user account to the SQL Server as an SQL Server login. The installation should soon come to an end.

### 4.9 Changes of Computer Name, Domain/Workgroup membership, IP Address or Tomcat service account

**Problem**

The ServerView application will not work correctly if one of the following settings is changed after the installation of Operations Manager:

- Computer name
- Membership of a domain
- Membership of a workgroup
- IP address of the system
- Directory service
- Tomcat service account
4.9 Changes of Computer Name, Domain/Workgroup membership, IP Address or Tomcat service account

Solution

1. Run the ServerView Application Server setup again and choose the **Modify** option.

   For further information on the **Modify** installation, see the "ServerView Operations Manager - Installing ServerView Operations Manager Software under Windows" installation guide.