
This chapter describes some basic troubleshooting techniques that may enable you to work around a specific problem.

General Troubleshooting

- If you are using a dual-CPU system with only one CPU installed, you must install the CPU into CPU socket #1. (The CPU socket # is clearly labeled on the CPU board.) If you install the single CPU into socket #2, environment information, such as temperature and voltage, will be incorrect.
- If the station program crashes at start up, there are two possibilities:
 - This problem is due to an incorrect network configuration. Check the TCP/IP or IPX configuration.
 - The station's database was damaged. Abnormal operations or an operating system crash will cause this problem. Remove the following files in the ASM Manager Station installation directory and re-start the station.

server.dat

traplog.log

handler.log

- If Auto Discovery can not find servers on the network, it means that some server response speed are slower. Please use the **Manual Add** function to add the server with known network address and protocol.
- If the ASM Manager Station does not receive traps from a specific server, you can add the appropriate IP addresses to the trap target list by executing the ASM Server Agent Configuration Utility provided on the server side.

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- If you forget the ASM Manager Station password, you will need to re-install the ASM Manager Station software to solve this problem.
 - If you move a hard disk that has the ASM Server Agent installed to another machine, ASM hardware detection may fail. You must re-install the entire ASM Server Agent package in the new server.
 - If there is no event occurred or the event log file is deleted in the highlighted server when you launch Event Viewer, it will show „Load Event Log File Fail“.
 - The Fax tab in Event Notification Dialog is only available in Windows 95 and you have to install MS Exchange and setup Fax function. In Windows 98 and Windows NT, you need to install a third party fax tool.

Windows NT Troubleshooting

- You must set up SNMP service before you install the ASM Server Agent on your Windows NT server.
- You must start SNMP service before you perform ASM Server Agent monitoring.
- If you have installed the ASM Server Agent on your Windows NT server with TCP/IP without installing the SNMP service, you must first delete all the SNMP registry keys through the Windows NT registry before you can install the SNMP service.
- This applies to a server's login user connected to an NT ASM Server Agent from a Windows 95/98 client:
 - To receive the ASM Server Agent's broadcast messages (such as UPS system shutdown, temperature warning, and other system fault messages), you will need to run the Winpopup program.
 - To launch Winpopup, click on the **Winpopup.exe** icon from the Windows Program Manager.
- If you have installed ASM agent 3.15 extension in your system, to make 3.3 Agent works, you have to uninstall previous version and delete ASM directory and then install ASM 3.3.
- If there is any failure occurred in the installation or un-installation of ASM NT agent and system could reject the re-install due to some corrupt. You
 - Stop services in Control Panel, they are.
 - ASM File Transfer Service
 - ASM CI
 - ASMSmsAgent
 - Remove Software in Registry, search HKEY_LOCAL_MACHINE\SOFTWARE and delete „AsmAgent“ and its subkeys

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- Search HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services,
 - delete „AfileTrans“ and its subkeys
 - delete „Ascisrv“ and its subkeys
 - delete „ASM“ and its subkeys
 - delete „ASMCI“ and its subkeys
 - delete „AsmSmsAgent“ and its subkeys
 - delete „SMBUS“ and its subkeys
 - in „SNMP\Parameters\ExtensionAgents, delete „ASMAgent“ key
 - Remove „ASM“ directory
 - Remove Asm.sys and Smbus.sys which are under WINNT\SYSTEM32\Drivers

NetWare Troubleshooting

- The ASM Server Agent requires SNMP.NLM running with ControlCommunity set to 'public', otherwise the ASM Manager Station can not communicate with the ASM Server Agent and the server icon in the ASM Manager Station will remain RED.

ASMAGENT.NCF, the script file which loads all related modules of the ASM Server Agent, loads SNMP with the following command:

```
load snmp control=public
```

If you load SNMP.NLM before the ASM Server Agent, make sure Control Community has been set properly. For more information, please refer to related documents about the SNMP Agent for NetWare (NetWare SNMP).

- Please check your AUTOEXEC.NCF to see if you have loaded SNMP. Notice that because of the autoloading feature of NLM, you can not directly find where SNMP is loaded. The most common module is TCPIP.NLM which autoloads SNMP.NLM. If you are using TCPIP, load SNMP with the command line before loading TCPIP.

```
load snmp control=public
```

- For NetWare 4.x users, if you are using INETCFG.NLM to configure the network, be sure to configure SNMP and make sure that the SNMP.NLM is running with ControlCommunity set to 'public'.

SCO OpenServer Troubleshooting

- If the ASM Server Agent will not start.
 - Make sure that `snmpd` is running.
 - Check the file `/etc/snmpd.peers`. There should be an *asmsmxd* entry in the file. If you install the ASM Pro package correctly, these files will be updated automatically.
- If the ASM Manager Station does not receive traps, you can execute the ASM Server Agent configuration utility (*asmconfig*). Select **Menu SNMP_Config**, then add the station IP addresses to the trap target list. The list is eventually stored in `/etc/snmpd.trap`, therefore, you can also use any text editor to edit it.
- You may notice some warning messages when the ASM Server Agent starts up. These occur as the agent's operating system checks SCSI devices. It does not mean there is a problem with the ASM Server Agent .
- ASM will not be able to collect information about the CD-ROM drive unless there is a CD in the drive.
- When setting event handling, if the Agent Action you selected is **Execute Program**, please note that the program defined by the user will be executed in the background. You will not see any messages or output on the console.

SCO UnixWare Troubleshooting

1. If installation of ASM agent for UnixWare failed.

The ASM package depends on the "Network Management (netmgt)" package, which provides the Simple Network Management Protocol (SNMP) capabilities for managing a UnixWare system from a remote system on TCP/IP or NetWare network. Before installing ASM, you should use this command to check if the netmgt package is installed; if not, install it first.

```
# pkginfo netmgt
```

2. If ASM agent can't start.

Check if SNMP agent daemon "in.snmpd" is running well. If not sure, try command:

```
# /etc/init.d/snmp stop  
# /etc/init.d/snmp start
```

Use command

```
# cd /usr/asm/drv  
# ./idasmdrv
```

The idasmdrv program will detect the machine model and try to reinstall the correct version of ASM driver if necessary. However, if the desired version of ASM driver is not found because you have removed it, you still have to reinstall the entire ASM package.

3. ASM station doesn't receive traps.

Execute ASM Agent Configuration Utility (asmcfg), select menu Config -> SNMP, then add the appropriate IP addresses into the trap target list. The list is eventually stored in /etc/netmgt/snmpd.peers, therefore, you can also use any text editor to edit it.