

Visara

Master Console Center

Troubleshooting Guide

P/N 707134-001

Technical Support

Contacting the Visara Intellicenter

For US domestic customers, Visara provides technical support through its Intellicenter, 8:30 - 5:00 (ET) Monday through Friday at 888-542-7282.

Calls outside these hours are handled by automatic pager, so expect a delay. You can also call through our switchboard at 919-882-0200. For support outside the US, please contact the company that has sold the product to you.

Notices

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About This Manual

Purpose of This Manual

This manual is intended to guide first line troubleshooting of the MCC, with the assistance (where necessary) of Visara Technical Support personnel. It is assumed that the reader is familiar with the operation of the MCC, Unix, and networking. Reference may also be required to the following MCC manuals:

- Administration Guide.
- Operations Guide

Organization of This Manual

This manual is divided into chapters, each of which deals with troubleshooting a specific part or function of the MCC, as follows:

- Chapter 1. MCC Software.
- Chapter 2. MCC Hardware.
- Chapter 3. Network.
- Chapter 4. X Terminal or Emulator.

Chapter 1 MCC Software

Configuration Problems

Description	Possible Cause(s)	Resolution
MCC fails configuration checker program (CFGCHK).	Incorrect configuration file (.cfg) entry.	Correct the appropriate line(s) in the .cfg file as indicated by CFGCHK. See the <i>Administration Guide</i> .

Problems Adding or Viewing Consoles

Description	Possible Cause(s)	Resolution
Console name does not appear in Console Selection window.	Error in system.cfg file entry for the affected console.	Run the configuration checker program CFGCHK (see the <i>Administration Guide</i>).
	Security for the console is set to "none".	Set the console to VIEW or UPDATE in Security (see the <i>Administration Guide</i>).
Console icon is red in Console Selection window.	Bad or disconnected cable from the MCC to the console port.	Check cable is connected. Try a different (known working) cable.
	Bad console cable adaptor or pinout configuration.	Try a different known working adaptor, or change pinout configuration.
	Network is unreachable.	Bad network cable, or IP address.
Console icon is yellow.	ConsoleManager daemon (gwebusmgrd) is not running.	Start the Console Manager daemon and ensure it stays running.
	The console is referenced, but not correctly defined in the system.cfg file.	See <i>Configuration Problems above</i> .
Console icon is green and no data is on the screen.	For 3270 consoles, console is not varied to "console".	Vary the console port "offline" and then back to "console".

Console screen data is garbled.	Incorrect communication settings.	Verify stty settings in the system.cfg file for accuracy.
	Bad or wrong console cable adaptor.	Replace adaptor.
MVS console responds slowly.	Incorrect console setting.	Use the “k s” command to change the setting.
Non-MVS mainframe console responds slowly.	Low baud rate.	Increase the baud rate.
Telnet consoles respond slowly.	Slow network.	Isolate the MCC server from the corporate network, or minimize network traffic.

GUI Problems

Description	Possible Cause(s)	Resolution
GUI runs slowly.	Busy or slow network.	Isolate the MCC server from the corporate network or minimize network traffic.
MCC software runs slowly.	Orphan processes may be running.	Identify and kill any orphan processes.
MCC GUI does not appear.	X session problems.	View the /usr/home/<user>/.xsession and .profile files for errors, and correct errors as necessary.
	MCC daemons not running.	Enter a Unix <i>restart</i> or <i>shutdown -r now</i> command to start the MCC software including daemons.

Licensing Issues

Description	Possible Cause(s)	Resolution
MCC license error displayed.	Missing or incorrect license.cfg file.	Contact Visara Technical Support for the required file and install it as /usr/ics/license.cfg. See the <i>Administration Guide</i> .
	Expired license.cfg file.	Contact Visara Technical Support for a new license.

Login Problems

Description	Possible Cause(s)	Resolution
<i>Login incorrect</i> message.	User entered incorrect login and/or password.	Identify and enter correct login and password.
	The maximum number of users is already logged in.	See <i>Licensing Issues above</i> .
	X terminal issue.	See X terminal <i>Login Problems 16</i> .
<i>Invalid login</i> message.	User not defined as a login user.	Add the user as a login user. See the <i>Administration Guide</i> .
User ID not found in authority file.	User is not defined as a MCC user.	Add the user as a MCC user ID with the proper security groups. See the <i>Administration Guide</i> .
Login attempts fail and return the user to the chooser menu.	X session problems.	View the /usr/home/<user>/.xsession and .profile files for errors, and modify as necessary.

Security Problems

Description	Possible Cause(s)	Resolution
MCC user cannot access required functions.	User does not have view and/or update permissions for the relevant functions.	Change the group the user belongs to, or change the group permission to allow access to the relevant functions.

Linux Permission Problems

Description	Possible Cause(s)	Resolution
<i>File 'filename' open error</i> message when editing or saving a file.	Incorrect file permissions under Linux.	Use the chmod command on the filename to allow the user's login name to write to the file.

User Problems

Description	Possible Cause(s)	Resolution
Cannot add a login user.	Incorrect <i>/etc/sudoers</i> file.	Add <i>/usr/sbin/useradd</i> to the "Cmnd_Alias" line in <i>/etc/sudoers</i> . Edit this file as root using visudo.
	Current login name does not have the permissions to add a login user.	Change the current user's permissions to allow for adding login users.
Cannot add a MCC user.	A Unix login name must exist for the new MCC user. This Linux login name must belong to the ics group before the associated MCC user is added.	Add the Linux login to the ics group in the <i>/etc/group</i> file. Verify using the <code>id <loginname></code> command.
<i>File 'filename' open error</i> message when editing or saving a file.	Incorrect file permissions.	Use the chmod command on the filename to allow the login name to write to the file.
MCC user cannot access required functions.	User does not have view and/or update permissions for the relevant functions.	Change the group the user belongs to, or change the group permission to allow access to the relevant functions.

Chapter 2 MCC Hardware

Hardware Connectivity

Description	Possible Cause(s)	Resolution
The SCON / iCON units are not communicating with the MCC. The problem can be confirmed if it is not possible to ping the unit(s) from the MCC terminal.	The initialization process did not connect to the unit.	Open the Management Console of the unit and check for proper configuration
	Error in system configuration file.	Run the configuration checker program CFGCHK, and correct any identified problems.
		Ensure the unit is correctly defined in the system.cfg file. See the <i>Administration Guide</i> .
	Bad network connection.	Bad or disconnected network cable.
		The hardware unit is incorrectly configured on the network.

Modem Problems

Description	Possible Cause(s)	Resolution
Modem does not answer when dialing in.	No power to modem (if external).	Verify power is turned on to the modem.
Power to the modem, but no answer	Cable unplugged.	Reseat all cables into modem.
	Modem not initialized.	Check the /etc/inittab file to ensure proper definition.
	Bad phone line.	Verify the line and number assigned to the wall jack are operational, and have not been changed.

MCC Server Problems

Description	Possible Cause(s)	Resolution
Server will not power up.	No line voltage on wall socket.	Verify line voltage on wall socket.
	Bad power supply unit.	Replace power supply unit.
No display on local monitor.	Cable not in correct port.	Verify cable is plugged in.
	No power on the monitor	Check power supply.
MCC Server will not connect to the network.	Network setup not correct.	Run networking tools and verify entries are correct.
	Bad connection.	Verify cable and connections are good on both ends.
Unable to mount a CD.	Bad CD-ROM drive.	Replace CD-ROM drive.
	Bad CD.	Try another known good CD.

Chapter 3 Network

Connectivity Issues

Description	Possible Cause(s)	Resolution
No connection to workstations, X terminals, ThinClients or servers from MCC server.	No physical connection between MCC server and network.	Check link light on MCC Ethernet card and associated networking devices.
	Incorrect type of cabling.	Replace incompatible cabling.
	Incorrect IP address.	Run <code>ifconfig -a</code> from the MCC console. Verify eth is correct IP and net mask.
	Missing or incorrect default gateway.	Run <code>netstat -rn</code> from the MCC console. Check the correct default gateway is installed.
Cannot login to MCC.	No username. Incorrect or expired password.	Contact Unix administrator for resolution.
	X server errors.	Check <code>.xsession-error</code> file in user home directory for errors, and correct as necessary.

Telnet Connection from gwcharcons

Description	Cause	Resolution
Cannot connect to the MCC from gwcharcons.	No network connection.	Confirm the MCC can be pinged from the terminal running gwcharcons. Investigate network problem if ping fails.
		Ensure the terminal running gwcharcons is set for a VT100 session.

Chapter 4 X-Terminal or Emulator

MCC Access Issues

Description	Possible Cause(s)	Resolution
X terminal or emulator (for example, Exceed) does not boot.	NFS errors.	Ensure the X terminal or emulator is in the MCC's <code>/etc/hosts</code> file.
		Ensure the MCC's <code>/etc/exports</code> file contains <code>/usr -ro</code> .
		Ensure the <code>nfsd</code> daemon is running.
	Network connection errors (no physical connection).	Check if it is possible to ping the MCC. Check Ethernet connections if pinging fails.
		Check the IP addresses of the X terminal and MCC.
		Ensure the host IP address is the MCC's IP address.
No gateway or incorrect gateway configured on X terminal or emulator.		
MCC is not displayed in X terminal selection menu.	Gateway or routers are configured incorrect, causing network traffic not to flow.	See the <i>Administration Guide</i> for how to install the X terminal or emulator.
		Attempt to reboot the X terminal or emulator. If it fails to reboot, diagnose as if there is no connection.
Emulator does not connect to the MCC.	No connection to MCC server.	Check if it is possible to ping the MCC. Check Ethernet connections if pinging fails.
		Check gateways on MCC and PC.

Login Problems

Description	Possible Cause(s)	Resolution
<i>Login incorrect</i> message.	User entered incorrect login and/or password.	Identify and enter correct login and password.
	The maximum number of users is already logged in.	See <i>Licensing Issues</i> on page 9.
	X terminal issue.	See <i>MCC Access Issues</i> on page 15.
<i>Invalid login</i> message	User not defined as a login user.	Add the user as a login user. See the <i>Administration Guide</i> .
User ID not found in authority file	User is not defined as a MCC user.	Add the user as a MCC user ID with the proper security groups. See the <i>Administration Guide</i> .
Login attempts fail and return the user to the chooser menu.	X session problems	View the <code>/usr/home/<user>/.xsession</code> and <code>.profile</code> files for errors, and correct as necessary.

GUI Problems

Description	Possible Cause(s)	Resolution
GUI runs slowly.	Busy or slow network.	Isolate the MCC server from the corporate network or minimize network traffic.
MCC software runs slowly.	Orphan processes may be running.	Identify and kill any orphan processes.
MCC GUI does not appear.	X session problems.	View the <code>/usr/home/<user>/.xsession</code> and <code>.profile</code> files for errors, and correct errors as necessary.
	MCC daemons not running.	Enter a Unix <i>restart</i> or <i>shutdown -r now</i> command to start the MCC software including daemons.

