W520 – Tips and Tricks for the System Administrator

Pre-requisites: None

Calling all system administrators. This session is a must-see for those tasked with running your SDI solution. Learn how to handle –and even prevent– common system problems. You’ll learn how to address data fixes, create simple scripts for repetitive tasks and correct system lock-ups independently.

Deb Cyronak
Software Support

Wednesday, 2:30 p.m.

Session Objectives

- Learn how to handle basic system issues that arise
- Learn how to check your system to prevent system issues
- Troubleshooting tips and techniques
Return on Investment Opportunity

■ Catch problems before they occur
■ Resolve issues immediately without assistance
■ Instill confidence in the system

Problem: User locked out of APENTRY

THERE IS AN 'APENTRY' RUNNING FOR THIS OPERATOR CODE
PRESS RETURN TO EXIT

■ What causes this to happen?
Solution: User locked out of APENTRY

```bash
[/>] # cd /SD100
[/>SD100] # rm -i APENTINUSE APENTINUSE.idx
rm: remove APENTINUSE? y
rm: remove APENTINUSE.idx? y
[/>SD100] #
```

- Remove the APENTINUSE files
- Restart APENTRY
- What if you run APENTREG first?

Problem: User locked out of APENTREG

```
APENTREG Version 12.00.00
Build Number 12.20051230

ENTER OPERATOR CODE OR <SPACES>
FOR ALL CODES
THEN PRESS THE 'Return' KEY
D
/SD100/APENTINUSE
RT5 ERROR STATUS: 5013
MESSAGE: FILE NOT FOUND
PRESS RETURN TO EXIT
```

- Why?
Shortcuts?

- Create a script to remove the lock files in one step
  - vedit SD-UNLOCK-AP
  - chmod 777 SD-UNLOCK-AP

```
[/PRISM] # pg SD-UNLOCK-AP
 cd /SD100
 rm APENTINUSE APENTINUSE.idx
 (EOF):
```

Problem: User locked out of ARCASH

- What causes this to happen?

```
CASH RECEIPTS ENTRY

THERE IS ANOTHER USER POSTING CASH
WITH OPERATOR CODE - 0
PRESS RETURN TO EXIT
```
Solution: User locked out of ARCASH

- Remove the ARCASHLOCK(x) files
- Run ARCASHREG verify totals
- What if it still does not work?

```
# cd /SD100
# rm -i ARCASHLOCK*
rm: remove ARCASHLOCK? y
rm: remove ARCASHLOCK.idx? y
# ...
```

Problem: User cannot run ARCASHREG

```
ARCASHREG Version 12.00.00
Build Number 12.20051.220

Please choose a register sequence order:
- Enter 'T' for transaction order
- Enter 'C' for customer # order
Then press the 'Return' key.

Enter your operator code
Then press the 'Return' key.

0: /SD100/CASH-WORK
RIS error status: 9365
message: file locked
Press return to exit
```

- What causes this?
**Solution: User cannot run ARCASHREG**

```
[~/SDI003] # ps -u summit
UID  PID   TT  TIME CMD
 217  7106 pts/4  0:00 sh
 217  8864 pts/0  0:01 facetterm
 217 15130 pts/4  0:00 rts32
 217 15632 pts/6  0:00 ksh
 217 15992 pts/0  0:00 fct_key
[~/SDI003] # kill -15 7105 8864 15130 15632 15992
```

- Check for “lost/hung” user processes
- Kill them

---

**Problem: Users cannot log in**

```
>>>Window 3 is idle. <<<
>>>Window 3 is active. <<<
--------------------
SD-OS Version 12.00.00
--------------------
THE END-OF-DAY UPDATES ARE NOW IN PROGRESS!
Please Try again later!

>>>Window 3 is idle. <<<
```

- What causes this to happen?
Solution: Users cannot log in

- Why did this happen?
- Check your logs
  - END-OF-DAY.LOG
  - BACKUP.LOG

Solution: Users cannot log in

- END-OF-DAY.LOG
  - SD-PRINTLOG END-OF-DAY.LOG |pg
  - What was last program run?
  - Any error messages?
  - Contact helpdesk with above information

- No errors displayed
  - cd /PRISM
  - rm EODRUNNING BACKUPRUNNING STOPEOD
Solution: Users cannot log in

- BACKUP.LOG
  - SD-PRINTLOG BACKUP.LOG |pg
  - Look for completion message
  - Look for number of blocks processed

- Let the users on
  - cd /PRISM
  - rm EODRUNNING BACKUPRUNNING STOPEOD

Problem: User cannot fax

```
Initiating fax - standby (Debbie.140173600853)
ofx: Cannot connect to server: creating recovery file
pr-->
pr--> ed-fxprism Version G1.02.00 - Tue May 23 14:46:52 CDT 2006
pr-->
pr--> Assigning PRISMFax workfile 106 2140
pr-->
pr--> ed-fxprism Version G1.02.00 - Tue Dec 19 11:22:36 CST 2006
pr-->
pr--> Faxing --->user -- summit
pr--> name from --->summit"Fax"test
pr--> name to --->Debbie
pr--> subject --->summit"test
pr--> format? --->noff
pr--> summit-58398-20061219112239
pr--> !!!FAX Request from summit to 110t initiated!
pr--> (Delaying 5 seconds before continuing)
```

- Verify the error the user is receiving
Solution: User cannot fax

- User needs to be “registered” to use vsifax
  - Run sd-fxmenu from a # after logging in as root
  - Option 98
  - Option 7
  - REG

Problem: Fax output number exceeded 9500

---

sd-fxmenu Version GA.01.00

### Checking for last request id - standby

**ATTENTION**

The output fax request sequence number has exceeded ‘100003’. Please alert your system administrator of this condition.

Please enter <return> to continue with 'sd-fxmenu'

- Where is this fixed?
- What are the options?
Solution: Fax output number exceeded 9500

- Reset the output fax request # to 1000 (warn at 9500)
- Reset the output fax request # to ? (warn at ?)

- Fax scheduler must be down to reset
- Select when to alert – New Version 11
- Select what to reset counter to – New Version 11

Problem: Disk Space Available

- How to check disk space?
- When to check disk space?
- What to do about it?

<table>
<thead>
<tr>
<th>Filesystem</th>
<th>1024-Blocks</th>
<th>Free</th>
<th>Used</th>
<th>%Used</th>
<th>%Mounted on</th>
</tr>
</thead>
<tbody>
<tr>
<td>/dev/hd4</td>
<td>48152</td>
<td>18340</td>
<td>2989</td>
<td>10%</td>
<td>/</td>
</tr>
<tr>
<td>/dev/hd2</td>
<td>1294336</td>
<td>364925</td>
<td>31267</td>
<td>10%</td>
<td>/usr</td>
</tr>
<tr>
<td>/dev/hd9,var</td>
<td>16384</td>
<td>13812</td>
<td>190</td>
<td>5%</td>
<td>/var</td>
</tr>
<tr>
<td>/dev/hd3</td>
<td>32768</td>
<td>30256</td>
<td>83</td>
<td>1%</td>
<td>/tmp</td>
</tr>
<tr>
<td>/dev/hd1</td>
<td>15364</td>
<td>15756</td>
<td>49</td>
<td>2%</td>
<td>/home</td>
</tr>
<tr>
<td>/dev/sfdv</td>
<td>98304</td>
<td>7016</td>
<td>85</td>
<td>1%</td>
<td>/usr/local/info</td>
</tr>
<tr>
<td>/dev/lv00</td>
<td>507304</td>
<td>66272</td>
<td>40557</td>
<td>4%</td>
<td>/PRISM</td>
</tr>
<tr>
<td>/dev/lv01</td>
<td>10120</td>
<td>14724</td>
<td>217</td>
<td>2%</td>
<td>/SF</td>
</tr>
<tr>
<td>/dev/lv02</td>
<td>32768</td>
<td>21560</td>
<td>19</td>
<td>1%</td>
<td>/iso</td>
</tr>
<tr>
<td>/dev/lv03</td>
<td>1052932</td>
<td>639640</td>
<td>4223</td>
<td>3%</td>
<td>/usr100</td>
</tr>
<tr>
<td>/dev/lv04</td>
<td>10240000</td>
<td>9287515</td>
<td>10%</td>
<td>1%</td>
<td>/work</td>
</tr>
</tbody>
</table>
Problem: Disk Space Available

- Review these SDI directories
  - SDI??
  - PRISM
  - Never above 95%
- System Directories
  - var
  - tmp
  - /

Solution: Disk Space Available

- What can be removed in SDI???
  - Saved copies of files – du command
  - SORT* files
  - poap* files
  - Work files – Utilize the work file home to avoid
- What can be removed in PRISM?
  - Old programs – program name.date
  - Saved print files
  - Old log files
Solution: Disk Space Available

- What can be removed or cleared in /var?
  - /var/adm/wtmp
  - /var/adm/sulog

- What can be removed or cleared in /tmp?
  - All files can be removed

- What can be removed in / (root directory)?
  - Log files
  - smit.log smit.script

Problem: Record locks and file locks

- 9068 record locked
- 9065 file locked
- Sometimes scrolls
- Sometimes press return to continue
Solution: Record locks and file locks

```
[/SDI00]  # fuser -u IVFRPIN2D*
IVFRPIN2D:  14556(summit)
IVFRPIN2D.idx:  14556(summit)
[/SDI00]  #
```

- Use fuser command to see who has file locked
- Have user log off and back on

Solution: Record locks and file locks

```
[/SDI00]  # fuser -u IVFRPIN2D*
IVFRPIN2D:  14556(summit)
IVFRPIN2D.idx:  14556(summit)
[/SDI00]  #
```

```
[/PRISM]  # list.locks
0  13136  217  summit pts/4  /SDI00/IVFGL005  30932  655376  SDI00001  % 13:16:52 Dec 13 <EOF>
```

- Use fuser command to see who has file locked
- Use list.locks for Unidata users
Problem: Fax not sending

- User reports problem faxes not sending
- Modem server keeps dying
- What do I do?

Solution: Fax not sending

- vfxstat
  - Modem server keeps dying
    - Check modem itself, power on, phone lines, etc…
- Stop and restart the server
  - vfxsched stop
  - Turn off modem, wait 20 seconds, turn back on
  - vfxsched start
Solution: Fax not sending

- Check available disk space
  - /usr must be above 50K or 51200
    - df -k
- If less than 50K available
  - Clear out fax logs
  - Remove files in /usr/vsifax/spool/expired
  - Restart scheduler – vfxsched start

Additional Resources

- Solutions database
- On-site or phone application consulting
- Customer Web Site – case history
Suggested Action Plan

- Create a script to handle some of these issues
- Put an action plan schedule in place
  - i.e., How often to check disk space

Summary

- Common accounts payable lockups
- Common accounts receivable lockups
- Disk space checks
- File conditions
- Resolving common faxing issues
Thank You for Attending

- W520 – Tips and Tricks for the System Administrator
- Deb Cyronak
- Please submit the Session Feedback Form
  - To receive NASBA credits, please be sure to complete the Session Feedback Form and sign the class roster in the back of the room
Session Feedback Form
Summit 2007 – Las Vegas, NV

Please take a moment to evaluate this session and offer feedback. Activant uses your input to understand your needs and to determine future Summit sessions.

Session Name: ________________________________  Session Number: ______

Presenter’s Name: ________________________________

<table>
<thead>
<tr>
<th>How important is this topic to your job/company?</th>
<th>1</th>
<th>2</th>
<th>3</th>
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<tr>
<td></td>
<td>Not Important</td>
<td>Important</td>
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<tr>
<th>Please rate the educational value you received from this session.</th>
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<th>2</th>
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<td>Low Value</td>
<td>High Value</td>
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1. What software are you currently using? ________________________________

2. How long have you personally used this software? ________________________________

3. Describe the effectiveness of your instructor. ________________________________

4. What is your overall evaluation of this session? ________________________________

5. What could have been done to improve this session? ________________________________

6. What sessions would you like to see presented at future conferences? ________________________________

7. What issues will be critical to your business in the next 12-24 months? ________________________________

☐ Check here if you would like CPE credits.

To receive credits, be sure to sign your name at the bottom of this form and sign the roster in the session room.

Answering the following questions is OPTIONAL (but required for CPE Credits).

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<thead>
<tr>
<th>Did this session meet your expectations, based on the description/objectives in the registration materials?</th>
<th>Yes</th>
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<th>Were the pre-requisite requirements stated in the course description appropriate?</th>
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<th>Did the session materials contribute to achieving the learning objectives?</th>
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<th>Did the equipment (screen, microphone, projector, etc.) in the room enhance the instruction?</th>
<th>Yes</th>
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<th>Was the time allotted for the session appropriate for the topic?</th>
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Name: __________________________________________

Company: ________________________________________  E-mail: ________________________________