

Areas Covered

Before Reading This Manual

This section explains the notes for your safety and conventions used in this manual.

Chapter 1 Overview of ServerView Linux Agent

This chapter explains the overview of ServerView Linux Agent, and the system requirements.

Chapter 2 Installation

This chapter explains how to install ServerView Linux Agent.

Chapter 3 How to Use ServerView Linux Agent

This chapter explains how to use ServerView Linux Agent.

Appendix




This chapter explains supplementary information such as troubleshooting.

Before Reading This Manual

Remarks

■ Symbols

Symbols used in this manual have the following meanings:

	These sections explain prohibited actions and points to note when using this software. Make sure to read these sections.
	These sections explain information needed to operate the hardware and software properly. Make sure to read these sections.
	This mark indicates reference pages or manuals.

■ Key Descriptions / Operations

Keys are represented throughout this manual in the following manner:

E.g.: [Ctrl] key, [Enter] key, [→] key, etc.

The following indicate the pressing of several keys at once:

E.g.: [Ctrl] + [F3] key, [Shift] + [↑] key, etc.

■ Entering Commands (Keys)

Command entries are written in the following way:

```
diskcopy a: a:
           ↑  ↑
```

- In the spaces indicated with the "↑" mark, press the [Space] key once.
- In the example above, the command entry is written in lower case, but upper case is also allowed.
- CD-ROM drive names are shown as [CD-ROM drive]. Enter your drive name according to your environment.

```
[CD-ROM drive]:\setup.exe
```

■ Screen Shots and Figures

Screen shots and figures are used as visual aids throughout this manual. Windows, screens, and file names may vary depending on the OS, software, or configuration of the server used. Figures in this manual may not show cables that are actually connected for convenience of explanation.

■ Consecutive Operations

Consecutive operations are described by connecting them with arrows (→).

Example: For the operation to click the [Start] button, point to [Programs], and click [Accessories]

↓

Click the [Start] button → [Programs] → [Accessories].

■ Operations for Linux

The mount commands for CD-ROM drive and floppy disk drive differ depending on the version. Interpret "/mnt/cdrom/, /media/cdrom/ or /media/cdrecorder/" and "mnt or media/floppy" in this manual as follows depending on your Linux version.

- For RHEL-AS4(x86)/ES4(x86)/AS4(IPF)
/media/cdrecorder, /media/floppy
- For RHEL5(x86)/RHEL5(Intel64)/RHEL-AS4(EM64T)/ES4(EM64T)
/media/cdrom, /media/floppy



- ▶ For RHEL5(x86)/RHEL5(Intel64), perform the following procedure to mount drives.

```
# mkdir /media/cdrom
# mount /dev/cdrom /media/cdrom
or
# mkdir /media/floppy
# mount /dev/floppy /media/floppy
```

- For RHEL-AS3(x86)/AS3(IPF)/ES3(x86)
/mnt/cdrom, /mnt/floppy

■ Abbreviations

The following expressions and abbreviations are used throughout this manual.

table: Abbreviations of Product Names

Product name	Expressions and abbreviations	
Microsoft® Windows Server® 2003, Standard Edition Microsoft® Windows Server® 2003, Enterprise Edition Microsoft® Windows Server® 2003, Standard x64 Edition Microsoft® Windows Server® 2003, Enterprise x64 Edition Microsoft® Windows Server® 2003, Enterprise Edition for Itanium-based Systems Microsoft® Windows® Small Business Server 2003	Windows 2003	Windows
Microsoft® Windows Server® 2003 R2 Standard Edition Microsoft® Windows Server® 2003 R2 Enterprise Edition Microsoft® Windows Server® 2003 R2 Standard x64 Edition Microsoft® Windows Server® 2003 R2 Enterprise x64 Edition Microsoft® Windows® Small Business Server 2003 R2 Microsoft® Windows® Storage Server 2003 R2, Standard Edition	Windows 2003 R2	
Microsoft® Windows® 2000 Server Microsoft® Windows® 2000 Advanced Server	Windows 2000	
Microsoft® Windows® Server Network Operating System Version 4.0 Microsoft® Windows NT® Server, Enterprise Edition 4.0	Windows NT	
Microsoft® Windows® XP Professional	Windows XP	
Microsoft® Windows® 2000 Professional	Windows 2000 Professional	
Microsoft® Windows NT® Workstation Operating System 4.0	Windows NT Workstation 4.0	

table: Abbreviations of Product Names

Product name	Expressions and abbreviations	
Red Hat Enterprise Linux 5 (for x86)	Red Hat Linux	Linux
	RHEL5(x86)	
Red Hat Enterprise Linux 5 (for Intel64)	RHEL5(Intel64)	
Red Hat Enterprise Linux AS (v.4 for x86)	RHEL-AS4(x86)	
Red Hat Enterprise Linux ES (v.4 for x86)	RHEL-ES4(x86)	
Red Hat Enterprise Linux AS (v.4 for EM64T)	RHEL-AS4(EM64T)	
Red Hat Enterprise Linux ES (v.4 for EM64T)	RHEL-ES4(EM64T)	
Red Hat Enterprise Linux AS (v.3 for x86)	RHEL-AS3(x86)	
Red Hat Enterprise Linux AS (v.3 for Itanium)	RHEL-AS3(IPF)	
Red Hat Enterprise Linux ES (v.3 for x86)	RHEL-ES3(x86)	
Novell SUSE LINUX Enterprise Server 9 for x86	SUSE Linux	
	SLES9(x86)	
Intel LANDesk® Server Manager	LDSM	
Remote Service Board (PG-RSB102/PG-RSB103/PG-RSB104/PG-RSB105)	Remote Service Board	

Reference Information

■ Supported OS Associated with Machine Types

Some OS described in this manual may not be supported depending on machine types. Please confirm the supported OS for your server in the manuals supplied with each server.

■ Latest Information about ServerView

For the latest information regarding ServerView, refer to the Fujitsu PRIMERGY website (<http://primergy.fujitsu.com>).

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Chapter 1

Overview of ServerView Linux Agent

This chapter explains overview of ServerView Linux Agent, and system requirements.

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1.1 ServerView Linux Agent

ServerView Linux Agent is a software program that monitors hardware, as well as detects and informs about abnormalities (by event log and SNMP traps), by installing it in the PRIMERGY server to be monitored.

It also provides ServerView Console the information about the monitored server by using SNMP protocol.

This document explains how to install and use ServerView Linux Agent.

For the functions of ServerView including ServerView Linux Agent, see the "ServerView User's Guide".

POINT

- ▶ ServerView Linux Agent does not have a function for notifying the user with a pop-up message when an error occurs. Installing ServerView Console on the monitored server will allow the server to show pop-up error messages. The alarm service function provides these pop-up messages.
- ▶ ServerView Linux Agent stores logs in syslog (/var/log/messages).
The first character string of the logs that Serverview Linux Agent stores is 'Serverview:'.
For the details, see "A.2 Messages Logged in syslog (/var/log/messages)" (→pg.46).

1.2 System requirements

The system requirements for server to use ServerView Linux Agent are as follows:

table: System requirements when installing ServerView Linux Agent

PC system	Operational conditions
Hardware	
Memory used	32MB or more
Hard disk	30MB or more of free space (/lib 3MB/var 3MB/etc 3MB/sbin 1MB/usr 20MB)
Monitor	SVGA (800×600) or more of resolution (recommended: 1024×768)
LAN Card	Required (On Board LAN is also possible)
Mouse	Required
Software	
OS	<ul style="list-style-type: none"> • Red Hat Enterprise Linux 5 (for x86) (Abbreviation:RHEL5(x86)) • Red Hat Enterprise Linux 5 (for Intel64) (Abbreviation:RHEL5(Intel64)) • Red Hat Enterprise Linux AS (v.4 for x86) (Abbreviation:RHEL-AS4(x86)) • Red Hat Enterprise Linux ES (v.4 for x86) (Abbreviation:RHEL-ES4(x86)) • Red Hat Enterprise Linux AS (v.4 for EM64T) (Abbreviation:RHEL-AS4 (EM64T)) • Red Hat Enterprise Linux ES (v.4 for EM64T)(Abbreviation:RHEL-ES4 (EM64T)) • Red Hat Enterprise Linux AS (v.3 for x86) (Abbreviation: RHEL-AS3 (x86)) • Red Hat Enterprise Linux AS (v.3 for Itanium) (Abbreviation: RHEL-AS3 (IPF)) • Red Hat Enterprise Linux ES (v.3 for x86) (Abbreviation: RHEL-ES3 (x86)) • Novell SUSE LINUX Enterprise Server 9 for x86 (Abbreviation: SLES9(x86))
Protocol	TCP/IP is required to run
Service	SNMP (service and trap) must be operated

table: System requirements when installing ServerView Linux Agent

PC system	Operational conditions
Package (RPM)	For RHEL5(x86) / RHEL5(Intel64), RHEL-AS4(x86) / ES4(x86) / AS4(EM64T) / ES4(EM64T) and RHEL-AS3(x86) / AS3(IPF) / ES3(x86) <ul style="list-style-type: none"> • net-snmp • net-snmp-utils • compat-libstdc++ • gcc • glibc • glibc-devel • binutils • libstdc++ • make • gawk • rpm • kernel-source(for RHEL-AS3(x86) / ES3(x86) / AS3(IPF)) • kernel-devel(for RHEL5(x86) / RHEL5(Intel64) and RHEL-AS4(x86) / ES4(x86) / AS4(EM64T) / ES4(EM64T)) • at For SLES9(x86) <ul style="list-style-type: none"> • net-snmp • gcc • glibc • glibc-devel • binutils • make • gawk • rpm • kernel-source • at
Account	Superuser



- ▶ ServerView Linux agent is dedicated for PRIMERGY. Do not install it on the servers other than PRIMERGY.

Chapter 2

Installation

2

This chapter explains how to install ServerView Linux Agent.

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2.1 Installation Flow

The installation flow of ServerView Linux Agent is as follows:

POINT

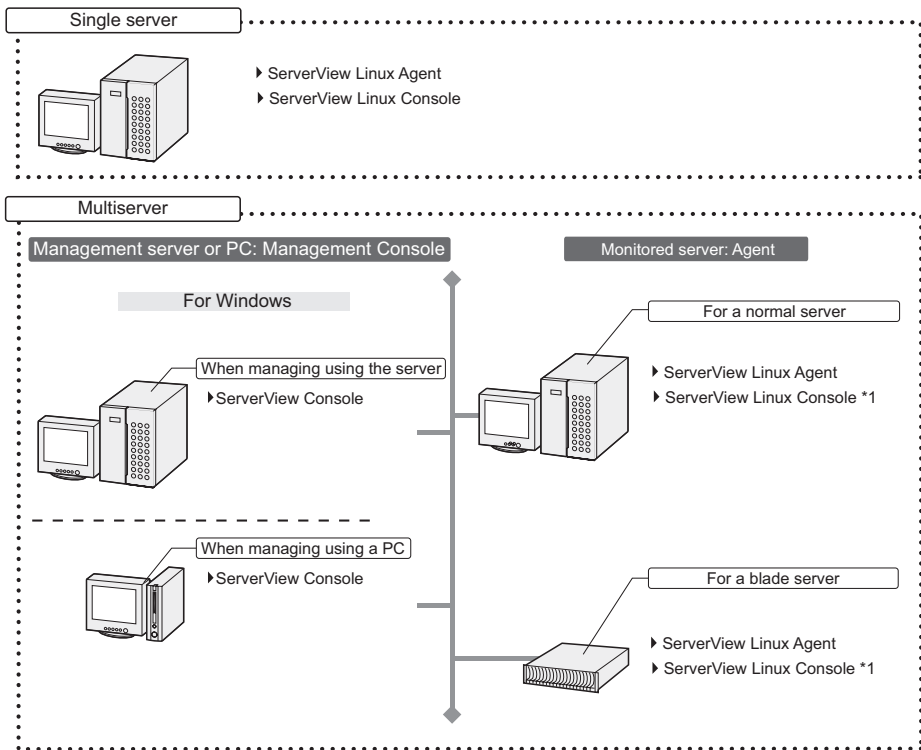
- ▶ In order for ServerView Linux Agent to display monitoring information, the ServerView Console must be installed in the monitored server, the administration server, or the administration PC. For explanations on how to install the ServerView Console, see the "ServerView User's Guide".

Checking before installation

Before installing ServerView, check the following:
 - Configuration of SELINUX

Installing

Install the ServerView Linux Agent on the server to be monitored.



*1 : ServerView Linux Console needs to be installed when performing RAID monitoring (linked with RAID Manager) or REMCS linking.

Settings after installation

- After the installation of ServerView Linux Agent, perform the various settings.
- Auto-Start Setting of the SNMP Service
 - Configuring the Firewall
 - Setting an administrative user
 - Changing the System Log (/var/log/messages)
 - Changing SNMP settings

2.2 Check before Installation

Before installing ServerView, check the following:

2.2.1 Configuration of SELINUX

When "SELINUX" is "Enabled" for RHEL5(x86)/RHEL5(Intel64), RHEL-AS4/ES4(x86) or RHEL-AS4/ES4(EM64T), make sure to follow the procedures below to set it to "Disabled" before installation.

- 1** Change the following value in the "/etc/selinux/config" file, and restart the server.

(Before editing) SELINUX=enforcing
(After editing) SELINUX=disabled

2.3 Installation

This section explains how to install ServerView Linux Agent on the Linux server to be monitored.

There are two ways to install ServerView Linux Agent:

- Installation using the installation script (→pg.15)
- Manual installation (→pg.19)

If you have problems with the installation when using the installation script, or if you need to reinstall without modifying the `snmpd.conf` configuration, install ServerView Linux manually.

POINT

- ▶ This document describes the ServerView Linux Agent installation from the Document & Tool CD. When you download and install ServerView Linux Agent from our Web page, the specified part of the directory should be changed to the directory to which the files are transmitted and expanded.
- ▶ The server to be monitored (the ServerView Linux Agent) can be monitored from either ServerView Linux Console or ServerView Windows Console. For details about ServerView Linux Console and ServerView Windows Console, see the "ServerView User's Guide".
- ▶ When performing RAID monitoring (linked with RAID Manager) or REMCS linking on the server to be monitored, AlarmService needs to be installed. In that case, install ServerView Linux Console referring to the procedures in the "ServerView User's Guide".

IMPORTANT

- ▶ When installing ServerView Linux Agent using the installation script, the SNMP service needs to be started in advance. Execute the following command to confirm that the SNMP service has been started.

```
# /etc/init.d/snmpd status
# /etc/init.d/atd status
```

If the service has been started successfully, the following message is displayed:

- For Red Hat Linux

```
snmpd (pid xxxx) is running...
atd (pid xxxx) is running...
```

- For SUSE Linux

```
Checking for service snmpd : running
Checking for at daemon : running
```

If it is not started, execute the following command:

```
# /etc/init.d/snmpd start
# /etc/init.d/atd start
```

2.3.1 Installing ServerView Linux Agent Using the Installation Script

The installation script on the PRIMERGY Document & Tool CD allows you to install ServerView Linux Agent and edit the SNMP service configuration file (snmpd.conf).

During reinstallation, using the installation script will not change the snmpd.conf settings. If any changes are necessary, make sure to edit snmpd.conf before running the installation script.

If the installation script terminates with an error message displayed, see "A.1 Troubleshooting of Installation Script" (→pg.42).

POINT

- ▶ The path to the SNMP service configuration file (snmpd.conf) may vary depending on the OS.
 - Red Hat Linux: /etc/snmp/snmpd.conf
 - SUSE Linux: /etc/snmpd.conf
- ▶ The snmpd.conf file can also be edited manually after the installation of ServerView. If the file is edited manually, execute the following command:

```
/etc/init.d/snmpd restart
```

IMPORTANT

For Red Hat Linux

- ▶ The snmpd.conf file may also exist in the /usr/share/snmp directory. The snmpd service also loads the configuration in /usr/share/snmp/snmpd.conf. Edit /usr/share/snmp/snmpd.conf if necessary.

■ How to Start the Installation Script

To install with the installation script, log in as a superuser and insert the PRIMERGY Document & Tool CD, and then execute the following commands.

- For Red Hat Linux

```
# mount /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder/
# cd /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder/Svmanage/
LinuxSVAgent/
# ./insagt
```

- For SUSE Linux

```
# mount /media/cdrom/ or /media/dvd/
# cd /media/cdrom/ or /media/dvd/Svmanage/LinuxSVAgent/
# ./insagt
```

■ Entering the SNMP Trap Destination IP Address

When installing ServerView Linux Agent for the first time using the installation script, after the title of installation script is displayed, you will be prompted to enter the SNMP trap destination IP address. If ServerView Linux Agent has been already installed, you will be prompted to enter the SNMP trap destination IP address after the uninstallation is done.

Enter the IP address to which you want to send SNMP traps and press the [Enter] key.

It is not necessary to re-enter the server's own IP address (127.0.0.1) since it is set automatically. If you want to send the traps to multiple devices, enter the IP address for each device. The IP address entered is written into `snmpd.conf`.

Enter the IP address and press the [e] key. Go to the steps below.

The following is an example of the output result.

```
ServerView Console install script version V1.0
Copyright(C) FUJITSU LIMITED 2006

Install in Red Hat Linux system.

checking necessary RPMs ...
RPMs check [OK]

available disk space check [OK]
(Uninstallation is performed if ServerView Linux was already installed)

Please input IP-addresses to where you want to send SNMP-traps.
(Note : No need to input the IP address of this server,
        it will be added automatically by the installer.)

Press "e" key to continue.

>192.168.1.10
>192.168.1.20
>e
```

■ Entering the Location

When installing ServerView Linux Agent for the first time using the installation script, you will be prompted to enter the server location.

The entered location is written to the `syslocation` item in `snmpd.conf` and will be shown as a "Location" among the server properties in ServerView.

Up to 64 bytes can be entered.

Enter the location and press the [Enter] key. Go to the steps below.

If nothing is entered and the [Enter] key is pressed, the default values will be written.

```
Please input a location of the server.
The specified location will be shown as a property of the server at the
ServerView console.
You can change the location of the server later,
by editing the /etc/snmp/snmpd.conf.
>(Example: computer room L200)
```


POINT

- ▶ The following are written in syslocation.
 - If nothing is entered or blank characters are specified
Unknown (edit /etc/snmp/snmp.conf)
 - If something is entered
An optional character string
- ▶ If the server is equipped with an LCD panel, the location information that is input above is displayed on the LCD panel as follows.
 - If nothing is entered or blank characters are specified
Unknown (edit /etc/s
 - If something is entered
An optional character string

■ Entering the Administrator

When installing ServerView Linux Agent for the first time using the installation script, you will be prompted to enter the server administrator.

The entered administrator name is written to the syscontact item in snmpd.conf and will be shown as an "Administrator" among the server properties in ServerView.

Up to 64 bytes can be entered.

Enter the administrator name and press the [Enter] key. Go to the steps below.

If nothing is entered and the [Enter] key is pressed, the default values will be written.

```
Please input a name of the root user.  
The specified name will be shown as a property of the server at the  
ServerView console.  
  
You can change the name of the root user later,  
by editing the /etc/snmp/snmpd.conf.  
>(Example: Your name)
```

■ Executing RPM

The RPM of ServerView Linux agent is executed. The output result of each RPM is displayed. The example below is the normal output result.

```
install srvmagt-mods_src, please wait...
Compiling ServerView modules for 2.6.9-42.ELsmp
Building modules, stage 2.
[ OK ]
Loading ServerView modules: ipmi smbus [ OK ]

install srvmagt-eeed, please wait...
Starting eeecd [ OK ]

install srvmagt-agents, please wait...
Stopping snmpd: [ OK ]
Starting snmpd: [ OK ]
Waiting for eeecd sockets
Waiting for eeecd ready...
Starting agent scagt [ OK ]
Starting agent sc2agt [ OK ]
Starting agent busagt [ OK ]
Starting agent hdagt [ OK ]
Starting agent unixagt [ OK ]
Starting agent etheragt [ OK ]
Starting agent biosagt [ OK ]
Starting agent securagt [ OK ]
Starting agent statusagt [ OK ]
Starting agent invagt [ OK ]
Starting agent thragt [ OK ]
Starting agent vvagt [ OK ]

install srvmagt-scs, please wait...
Starting SVRemoteConnector [ OK ]

Wait for Creating Inventory data.
It takes about 15 minutes maximums, please wait...

Executing... [done]

Restarting eeecd and srvmagt, please wait...
```

■ Checking the Execution Result

When ServerView Linux Agent has been successfully installed, the successful completion message below is shown in the last line.

```
ServerView's RPMs are installed successfully.
```

If the above message is not displayed, see "A.1 Troubleshooting of Installation Script" (→pg.42). When the above message is displayed, execute the following commands to unmount and eject the PRIMERGY Document & Tool CD, and then follow the steps in "2.4 Setting after Installation" (→pg.24).

- For Red Hat Linux

```
# cd
# umount /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder
```

- For SUSE Linux

```
# cd
# umount /media/cdrom/ or /media/dvd/
```

Remove the PRIMERGY Documents & Tools CD and follow the steps in "2.4 Setting after Installation" (→pg.24).

2.3.2 Installing ServerView Linux Agent Manually

If you have problems with the installation when using the installation script, or if you need to re-install without modifying the `snmpd.conf` configuration, login as a superuser and install ServerView Linux manually according to the following procedure.

1 Check the operation environment.

Referring to "1.2 System requirements" (→pg.9), check that the system meets the requirements to install ServerView Linux Agent.

2 Check the installation status of the package (RPM).

To check the requirements for ServerView, insert the PRIMERGY Document & Tool CD and execute the following command.

- For Red Hat Linux

```
# mount /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder/
# cd /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder/Svmanage/
LinuxSVAgent/
# ./chksys
```

- For SUSE Linux

```
# mount /media/cdrom/ or /media/dvd/
# cd /media/cdrom/ or /media/dvd/Svmanage/LinuxSVAgent/
# ./chksys
```

If ServerView on the PRIMERGY Document & Tool CD has been installed, the following message is displayed.

```
RPMs check [OK]
```

If an error message about a missing RPM package is displayed, install the package from the Red Hat Linux or SUSE Linux CD-ROM.

3 Start the service necessary for installation.

Execute the following command to check whether the service necessary for installation is running.

```
# /etc/init.d/snmpd status
# /etc/init.d/atd status
```

When it is running properly, the following messages are displayed.

- For Red Hat Linux

```
snmpd (pid xxxx) is running...
atd (pid xxxx) is running...
```

- For SUSE Linux

```
Checking for service snmpd : running
Checking for at daemon : running
```

If it is not running, execute the following command.

```
# /etc/init.d/snmpd start
# /etc/init.d/atd start
```

4 If the ServerView Linux Agent is already installed, uninstall ServerView Linux Agent.

Execute the following commands. The uninstall commands are enclosed with parentheses.

```
rpm -q srvmagt-scs      (rpm -e srvmagt-scs)
rpm -q srvmagt-agents  (rpm -e srvmagt-agents)
rpm -q srvmagt-eeed    (rpm -e srvmagt-eeed)
rpm -q srvmagt-mods_src (rpm -e srvmagt-mods_src)
```

5 Create a backup file of snmpd.conf.

Execute the following command.

- For Red Hat Linux

```
# ls /etc/snmp/
```

- For SUSE Linux

```
# ls /etc/
```

Only execute the following command if the file snmpd.conf.org does not exist.

- For Red Hat Linux

```
# cp /etc/snmp/snmpd.conf /etc/snmp/snmpd.conf.sv
```

- For SUSE Linux

```
# cp /etc/snmpd.conf /etc/snmpd.conf.sv
```

6 Copy snmpd.conf from the PRIMERGY Document & Tool CD.

From the CD-ROM, copy snmpd.conf in which the default values have been set.

Execute the following commands.

- For Red Hat Linux

```
# mount /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder/
# cp /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder/Svmanage/
LinuxSVAgent/Agent/snmpd.conf
# chmod 644 /etc/snmp/snmpd.conf
```

- For SUSE Linux

```
# mount /media/cdrom/ or /media/dvd/
# cp /media/cdrom/ or /media/dvd/Svmanage/LinuxSVAgent/Agent/
snmpd.conf
# chmod 644 /etc/snmpd.conf
```

7 Edit snmpd.conf.

Edit the following items in snmpd.conf.

For details about snmpd.conf, see the comments in snmpd.conf.

table: snmpd Items

Item	Settings
com2sec	<p>Add the setting example below into the item com2sec.</p> <ul style="list-style-type: none"> • com2sec svSec default public • com2sec svSec localhost public • com2sec svSec *** public <p>Assign one of the following values to ***.</p> <ul style="list-style-type: none"> • default: Allows access from all servers/clients. • localhost: Allows access from own server. • <IP address>: Allows access from a specific server/client. • <subnet>/<netmask>: Allows access from a specific network.
trapsink	<p>Add the setting example below into the item trapsink.</p> <ul style="list-style-type: none"> • trapsink 127.0.0.1 public • trapsink <IP address> public <p>Specify the IP address to which you want to send SNMP traps. It is not necessary to enter the server's own IP address (127.0.0.1) again since it has been set already. If you want to send traps to multiple devices, enter the different IP addresses in multiple lines with the same form.</p>
syslocation	<p>Add the setting example below into the item syslocation.</p> <ul style="list-style-type: none"> • syslocation computer room L200 <p>Enter the server location (installation location). It will be shown as a "Location" among the server properties in ServerView.</p>
syscontact	<p>Add the setting example below into the item syscontact.</p> <ul style="list-style-type: none"> • syscontact Your name <p>Enter the server administrator name. It will be shown as an "Administrator" among the server properties in ServerView.</p>



- ▶ To reflect the changes of snmpd.conf, you need to execute the following command:
/etc/init.d/snmpd restart

8 Execute the RPM commands.

- For Red Hat Linux

```
# /etc/init.d/snmpd restart
# cd /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder/Svmanage/
LinuxSVAgent/Agent
# rpm -i srvmagt-mods_src-X.XXXX.redhat.rpm
# rpm -i srvmagt-eeed-X.XXXX.redhat.rpm
# rpm -i srvmagt-agents-X.XXXX.redhat.rpm
# rpm -i srvmagt-scs-X.XXXX.redhat.rpm
(XX indicates the version number.)
```

- For SUSE Linux

```
# /etc/init.d/snmpd restart
# cd /media/cdrom/ or /media/dvd/Svmanage/LinuxSVAgent/Agent
# rpm -i srvmagt-mods_src-X.XXXX.suse.rpm
# rpm -i srvmagt-eeed-X.XXXX.suse.rpm
# rpm -i srvmagt-agents-X.XXXX.suse.rpm
# rpm -i srvmagt-scs-X.XXXX.suse.rpm
(XX indicates the version number.)
```

9 Verify the execution result of the RPM command.

To verify whether the installation has been properly done, execute the following commands. When the RPM command has been successfully completed, the version number of the installed RPM package is displayed.

```
# rpm -q srvmagt-mods_src ← command
srvmagt-mods_src-X.XX-XX ← execution result

# rpm -q srvmagt-eeed
srvmagt-eeed-X.XX-XX

# rpm -q srvmagt-agents
srvmagt-agents-X.XX-XX

# rpm -q srvmagt-scs
srvmagt-scs-X.XX-XX
(XX indicates the version number.)
```

10 Set the default setting of ServerView Linux Agent.

Execute the following commands.

- For Red Hat Linux

```
# groupadd svuser
# cp /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder/Svmanage/
LinuxSVAgent/Agent/config /etc/srvmagt/config
# chmod 644 /etc/srvmagt/config
# cd /
# /etc/init.d/srvmagt_scs stop
# /etc/init.d/srvmagt stop
# /etc/init.d/eeed stop
# /etc/init.d/eeed start
# /etc/init.d/srvmagt start
# /etc/init.d/srvmagt_scs start
```

- For SUSE Linux

```
# groupadd svuser
# cp /media/cdrom/ or /media/dvd/Svmanage/LinuxSVAgent/Agent/config
/etc/srvmagt/config
# chmod 644 /etc/srvmagt/config
# cd /
# /etc/init.d/srvmagt_scs stop
# /etc/init.d/srvmagt stop
# /etc/init.d/eecd stop
# /etc/init.d/eecd start
# /etc/init.d/srvmagt start
# /etc/init.d/srvmagt_scs start
```

11 Makes the settings after installation.

Execute the following commands.

- For Red Hat Linux

```
# cd
# umount /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder
```

- For SUSE Linux

```
# cd
# umount /media/cdrom/ or /media/dvd/
```

Remove the PRIMERGY Document & Tool CD and follow the steps in "2.4 Setting after Installation" (→pg.24).

2.4 Setting after Installation

After the installation of ServerView Linux Agent, perform the following settings to ensure that ServerView operates properly.

2.4.1 Auto-Start Setting of the SNMP Service

Execute the following command to set auto-start of the services.

```
# /sbin/chkconfig snmpd on
```

When the setting is correct, the following messages are displayed.

```
#!/sbin/chkconfig --list |grep snmpd
snmpd 0:off 1:off 2:on 3:on 4:on 5:on 6:off
```

2.4.2 Configuring the Firewall

■ For Red Hat Linux

POINT

- ▶ Firewall settings are only necessary if you use a firewall.
If no firewall is used, the following settings are not required.

The firewall is configured when installing Linux or by using the setup command.

This section describes the configuration when using the setup command.

The windows are different when setting the firewall during the Linux installation and when executing the setup command; the setting items, however, are the same. For details about how to configure the firewall during the Linux installation, see the Red Hat Linux manuals and the following set up method. The window for the setup command varies depending on the Red Hat distribution, but the setting items are the same.

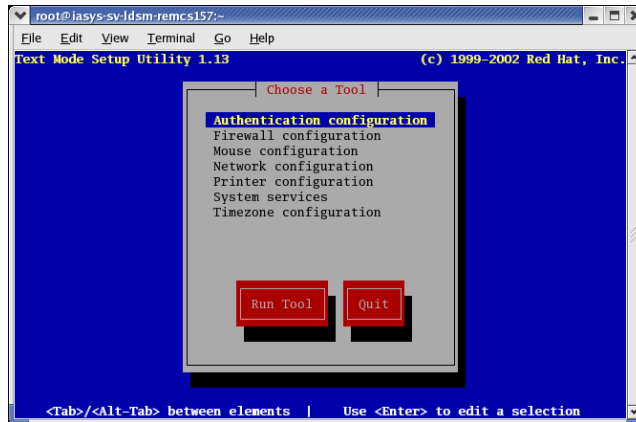
IMPORTANT

- ▶ The firewall setting below is required in order for ServerView to operate.
For details about the firewall settings, see the Red Hat Linux manuals.

- 1 Log in as a superuser and execute the following command.

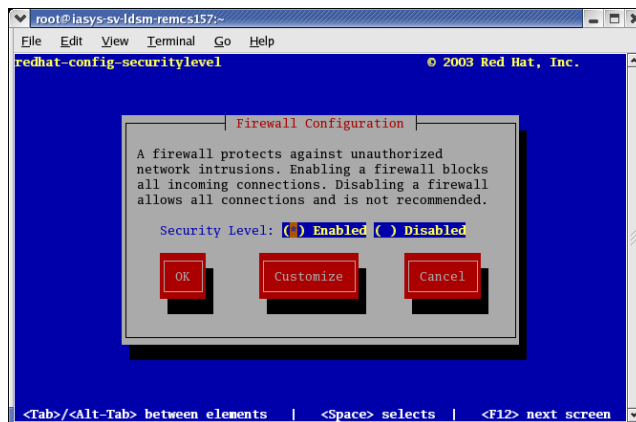
```
# /usr/sbin/setup
```

The menu window appears.



- 2 Select [Firewall configuration] and press the [Enter] key.

The [Firewall Configuration] window appears.

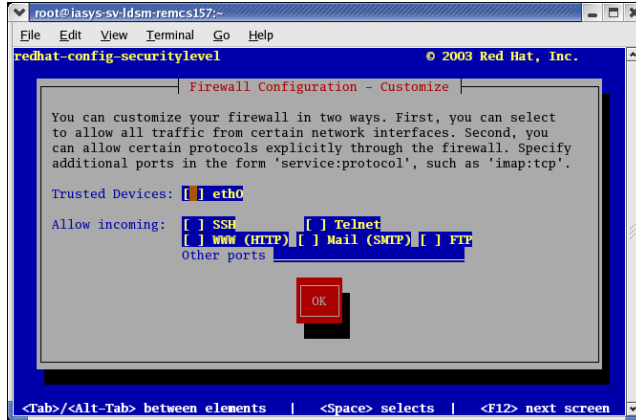


- 3 Add a [*] mark to "Enabled", use the [Tab] key to move the cursor to [Customize], and then press the [Enter] key.



- ▶ When "Disabled" is selected here, the settings below are not required.

The [Firewall Configuration - Customize] window appears.



4 Set the protocols to use.



Set the protocols below.

1. Enter "snmp:udp https:tcp" into [Other ports].



- ▶ Protocol Setting
 - "snmp" is required to start snmp service.

2. Use the [Tab] key to move the cursor to [OK] and press the [Enter] key.



- ▶ To enable other functions, it may be required to set this firewall.

5 Use the [Tab] key to move the cursor to [OK] and press the [Enter] key.

6 Select [Stop] and press the [Enter] key.

■ For SUSE Linux

Open the SuSE Firewall2 configuration window in the following sequence and configure the settings.

[YaST2 Control Center] → [Security and Users] → [Firewall]

However, leave ports 161 and 162 open for the udp communication.

2.4.3 Setting an Administrative User

Only users belonging to the group (svuser) that have Administrator privileges for ServerView can perform operations such as configuring Automatic Server Reconfiguration & Restart (ASR) settings (e.g. fans, temperature, restart settings) for the monitored server and shutting down the server from ServerView Console. At this time, the administrative user's name and password are required to be input. Follow the steps below to set an administrative user.

POINT

- ▶ An administrative user in ServerView means a user who belongs to the "svuser" group. The "svuser" group is automatically created when ServerView is installed with the installation script.

1 Create a new user as an administrative user.

Log in as a superuser and execute the following command.

```
# useradd -G svuser <user name>
# passwd <user name>
```

- Specify the "svuser" group in the G option of the useradd command. For <user name>, specify a name for the user to be created.
- Use the passwd command to set the password for the user created. The password must be entered twice for verification. The newly created user name is enabled when the password is set.
- For details about each command, see the useradd (8) and passwd (1) man page.

2 Set the existing user as an administrative user.

Contact the system administrator to check whether the existing user to be set belongs to multiple groups and then execute the following command.

When the user belongs to only the main group:

```
# usermod -G svuser <user name>
```

When the user belongs to multiple groups:

```
# usermod -G svuser,<user group,...> <user name>
```

- Specify the "svuser" group in the G option of the usermod command. To specify multiple groups, specify the groups separated with a comma ",". If the group to which the user previously belonged is not specified, the user is deleted from that group. Specify all groups to which the user should belong. For <user name>, specify the user name as an administrative user. For details about the usermod command, see the usermod (8) man page.

- You can also set the groups directly by using the `vigr` command or set the groups by using GUI tools. For details, see the `vigr` (8) man page or the Red Hat/SUSE Linux manuals.

2.4.4 Changing the System Log (/var/log/messages)

■ Output Format of the System Log (/var/log/messages)

ServerView Linux Agent outputs logs to the system log (/var/log/messages) in the following format: "Specific Number", "Severity", and "Detailed Message" are the same as those in the trap lists.

For details, see the "ServerView Trap List".

Format: Date Host Name Serverview: [Specific Number][Severity] Detailed Message Host Name
example:

```
Sep 19 20:13:44 host01 Serverview: [1100][INFORMATIONAL] System status has
changed at server host01.
```

■ To Switch to the Format without [Specific Number][Severity]

- 1** Open the file `/etc/init.d/srvmagt` using an editor such as `vi`.
- 2** Search the line with `"export ..."` from the top of the file.
- 3** Add `"export SRVMAGT_OLDTRAPLOG=1"` after the `"export ..."` line.
example:

```
export LD_LIBRARY_PATH=/usr/lib:/usr/lib/srvmagt
export SRVMAGT_OLDTRAPLOG=1
```

- 4** Save the file and close the editor.
- 5** Restart ServerView Linux Agent.

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

2.4.5 Changing SNMP Settings

This section explains how to change SNMP Settings.

If an error exists in SNMP Settings, the monitoring function does not operate properly.

■ Changing SNMP Community Name

The same community name needs to be set as the one the monitored server receives and the one ServerView Console uses for the SNMP communication with the monitored server.

When you change the SNMP community name, follow the steps below.

● How to Change at the Monitored Server's Side

- 1 Change 'public' in the lines beginning with 'com2sec' and 'trapsink' in `snmpd.conf` to an optional community name.

For the location of `snmpd.conf`, see "2.3 Installation" (→pg.14).

```
com2sec svSec localhost public
com2sec svSec default public
:
trapsink 127.0.0.1 public
```

IMPORTANT

- ▶ Do not delete the line "com2sec svSec localhost public", since it is the line that the community name is set for ServerView Linux Agent to communicate internally with the localhost. If the line is not written, add the line.

If it is not written, ServerView Linux Agent uses the community name 'public' to communicate internally. At this time, if the community name 'public' is not permitted for communication, snmp authentication error occurs. The community name 'public' can be changed to an optional community name.

Example: `com2sec svSec localhost primergy`

- 2 After editing, execute the following command.

```
# /etc/init.d/srvmagt_scs stop
# /etc/init.d/srvmagt stop
# /etc/init.d/snmpd stop
# /etc/init.d/eecd stop
# /etc/init.d/eecd start
# /etc/init.d/snmpd start
# /etc/init.d/srvmagt start
# /etc/init.d/srvmagt_scs start
```

IMPORTANT

- ▶ If software with a file separately setting the community name (such as Systemwalker Centric-MGR) is installed, set the community name to be the same as the one after the change. For the details on how to set the community name, see the manual of that software.

● How to Change at the ServerView Console

To change a monitored server that has already been registered, right-click the monitored server in the server list, and select [Server Properties] → [Network/SNMP] from the menu displayed, and change the community name.

For the details or for how to add a new server, see the "ServerView User's Guide".

■ Changing the Setting to Accept SNMP Packets

It is necessary to change the setting to accept SNMP packets from ServerView Console at the side of the monitored server.

To restrict access by setting SNMP packets acceptance, follow the steps below.

1 Edit 'com2sec' line in snmpd.conf.

For the location of snmpd.conf and for the details of setting, see "2.3 Installation" (→pg.14).

Example: To accept SNMP packets only from IP address 10.10.10.10

When deleting the 'default' setting, it is recommended to set up the IP address of the server itself to prevent an snmp authentication error of internal communication.

Before editing

```
com2sec svSec localhost public
com2sec svSec default public
```

After editing

```
com2sec svSec localhost public
com2sec svSec <IP address of the server itself> public
com2sec svSec 10.10.10.10 public
```

2 After editing, execute the following commands.

```
# /etc/init.d/srvmagt_scs stop
# /etc/init.d/srvmagt stop
# /etc/init.d/snmpd stop
# /etc/init.d/eeed stop
# /etc/init.d/eeed start
# /etc/init.d/snmpd start
# /etc/init.d/srvmagt start
# /etc/init.d/srvmagt_scs start
```

IMPORTANT

- ▶ If software with a file separately set to accept SNMP packets (such as Systemwalker Centric-MGR) is installed, set the same setting to accept SNMP packets. For the details on how to set it, see the manual of that software.

■ Changing the Trap Destinations

1 Edit 'trapsink' line in snmpd.conf.

For the location of snmpd.conf and for the details of the setting, see "2.3 Installation" (→pg.14).

Example: To add IP address 10.10.10.10 to trap destinations

Before editing

```
trapsink 127.0.0.1 public
```

After editing

```
trapsink 127.0.0.1 public
trapsink 10.10.10.10 public
```

2 After editing, execute the following commands.

```
# /etc/init.d/srvmagt_scs stop
# /etc/init.d/srvmagt stop
# /etc/init.d/snmpd stop
# /etc/init.d/eecd stop
# /etc/init.d/eecd start
# /etc/init.d/snmpd start
# /etc/init.d/srvmagt start
# /etc/init.d/srvmagt_scs start
```

IMPORTANT

- ▶ If software with a file separately setting the trap destination (such as Systemwalker Centric-MGR) is installed, set the same trap destination. For the details on how to set the trap destination, see the manual of that software.

2.5 Uninstallation

This appendix describes how to uninstall the ServerView Linux Agent.

IMPORTANT

- ▶ Uninstall ServerView after all ServerView programs are closed. After ServerView is uninstalled, the directories, subdirectories and files may not be deleted. In addition, ServerView may not be deleted from the program group after the uninstallation.
- ▶ When the process is suspended on the way or the steps other than those shown below are performed during uninstallation, ServerView may not be uninstalled properly. The uninstallation should be performed completely.
- ▶ The items saved on the server's BIOS are not restored even when ServerView is uninstalled. Restore the setting to the original state and then uninstall ServerView.

■ Uninstalling ServerView Linux Agent

IMPORTANT

- ▶ Make sure to do the followings before uninstalling ServerView Linux Agent.
 - Disable Software Watchdog, BOOT Watchdog and Power ON/OFF settings.
 - Stop monitoring by Treshold Manager of Management Console.
 - When uninstalling ServerView Linux Agent, the settings that are configured using Management Console or ServerView S2 such as the power schedule and ASR settings are deleted. The function to take over the settings automatically is not provided, so keep a copy of settings before uninstalling it. Configure the settings again after the update installation.

To uninstall ServerView Linux, perform the following procedure:

- 1** Log in as a super user.
- 2** Execute the following commands.

```
# rpm -e srvmagt-scs
# rpm -e srvmagt-agents
# rpm -e srvmagt-eeed
# rpm -e srvmagt-mods_src
```

ServerView Linux will be uninstalled.

If necessary, change the value to `"/etc/snmp/snmpd.conf"` to an initial value.

POINT

- ▶ The following messages is displayed during uninstallation. This message shows that `/etc/srvmagt/config` file was renamed `etc/srvmagt/config.rpmsave` and saved. The content is information (normal) level and the action is not necessary though this message is output as warning.

```
warning: /etc/srvmagt/config saved as /etc/srvmagt/config.rpmsave
```


2.6 Update Installation/Kernel Update

This section explains about the update installation process of ServerView Linux Agent.

ServerView Linux Agent cannot be reinstalled if it has already been installed. Uninstall the currently installed ServerView Linux Agent before reinstalling the updated one.

Also for the kernel update, make sure to uninstall ServerView Linux Agent before updating the kernel.

1 Backup the snmpd.conf file.

The snmpd.conf file is automatically edited by the install script of ServerView Linux Agent.

When continuing to use the existing snmpd.conf, backup the snmpd.conf file. For the location of snmpd.conf and for the details of setting it, see "2.3 Installation" (→pg.14).

2 Uninstall ServerView Linux Agent.



IMPORTANT

- ▶ Make sure to do the following before uninstalling ServerView Linux Agent.
 - Disable Software Watchdog, BOOT Watchdog, and Power ON/OFF settings, if they are enabled.
 - Stop monitoring by Threshold Manager of Management Console.
 - When applying threshold monitoring and report creation by Performance Manager, cancel applying these performances to the server.
 - When uninstalling ServerView Linux Agent, the settings that are configured using Management Console or ServerView S2 such as the power schedule and ASR settings are deleted. The automatic function to take over the settings is not provided, so keep a copy of the settings before uninstalling it. Configure the settings again after the update installation.

To uninstall existing ServerView Linux Agent, execute the following commands.

```
# rpm -e srvmagt-scs
(It is not necessary to uninstall srvmagt-scs, since some ServerView
versions do not have it.)
# rpm -e srvmagt-agents
# rpm -e srvmagt-eeed
# rpm -e srvmagt-mods_src
(It is not necessary to uninstall srvmagt-mods_src, since some Server-
View versions do not have it.)
```

For the details on how to do update installation of ServerView Console and RemoteControlService at the same time when updating the kernel, see "ServerView User's Guide".

3 If the net-snmp package supplied with ServerView is installed, and when updating the kernel of RHEL-AS4(x86), RHEL-ES4(x86), RHEL-AS4(EM64T), or RHEL-ES4(EM64T), change the net-snmp package.

If you do not update the kernel, changing the net-snmp package is not necessary.

How to Check the Version of the Installed net-snmp Package Supplied with ServerView

1. Execute the following command.

```
# rpm -qa |grep net-snmp
```

If the following net-snmp package version is displayed as the output result, the net-snmp package needs to be changed before updating the kernel. If a net-snmp package version other than the following is displayed, the net-snmp package does not need to be changed.

- When OS is RHEL-AS4(x86) or RHEL-ES4(x86)

```
net-snmp-5.1.2-11fsc2
net-snmp-libs-5.1.2-11fsc2
net-snmp-utils-5.1.2-11fsc2
```

- When OS is RHEL-AS4(EM64T) or RHEL-ES4(EM64T)

```
net-snmp-5.1.2-11fsc3
net-snmp-libs-5.1.2-11fsc3
net-snmp-utils-5.1.2-11fsc3
```

How to Switch the net-snmp Package

1. Prepare the net-snmp package supplied with the OS as standard, and copy it to the working directory.

The package to be prepared is as follows.

- When OS is RHEL-AS4(x86) or RHEL-ES4(x86)
 - net-snmp-5.1.2-11.i386.rpm
 - net-snmp-libs-5.1.2-11.i386.rpm
 - net-snmp-utils-5.1.2-11.i386.rpm
- When OS is RHEL-AS4(EM64T) or RHEL-ES4(EM64T)
 - net-snmp-5.1.2-11.x86_64.rpm
 - net-snmp-libs-5.1.2-11.x86_64.rpm
 - net-snmp-utils-5.1.2-11.x86_64.rpm

2. Move to the working directory, and execute the following commands.

```
# cd <working directory>
# rpm -Uvh --force net-snmp-*
```

3. Execute the following command to check the installed net-snmp package.

```
# rpm -qa |grep net-snmp
```

When the following is displayed, the net-snmp package has been changed.

```
net-snmp-5.1.2-11
net-snmp-libs-5.1.2-11
net-snmp-utils-5.1.2-11
```

- 4** If you have updated the kernel, restart the OS after the update.

- 5** Install ServerView Linux Agent.

For the details on how to install ServerView Linux Agent, see "2.3 Installation" (→pg.14).

6 Restore the `snmpd.conf` file that was copied as a backup by the step 1.

If a new `snmpd.conf` file was created by step 5, restoration is not necessary.

IMPORTANT

- ▶ Before the restoration, check whether the following two lines are written near the last line of `snmpd.conf`. If they are not written, add these lines.

```
master agentx
agentxsocket /var/agentx/master
```

1. Restore `snmpd.conf`.
2. Execute the following commands and restart ServerView Linux Agent and `snmpd`.

```
# /etc/init.d/srvmagt_scs stop
# /etc/init.d/srvmagt stop
# /etc/init.d/snmpd stop
# /etc/init.d/eecd stop
# /etc/init.d/eecd start
# /etc/init.d/snmpd start
# /etc/init.d/srvmagt start
# /etc/init.d/srvmagt_scs start
```


3

Chapter 3

How to Use ServerView Linux Agent

This chapter explains how to use the ServerView Linux Agent.

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3.1 How to Use ServerView Linux Agent

This section describes how to use ServerView Linux Agent.

3.1.1 Displaying the ServerView Linux Agent Status

When you want to know status for the ServerView Linux Agent, login as super user and execute the following command (an output result is shown).

- **For Red Hat Linux**

```
# /etc/init.d/srvmagt_scs status
Checking for service SVRemoteConnector: pid 13725          [ OK ]
# /etc/init.d/srvmagt status
Log rotation for ServerView Agents is off
Checking for ServerView scagt: pid 14290, running         [ OK ]
Checking for ServerView sc2agt: pid 14301, running       [ OK ]
Checking for ServerView busagt: pid 14312, running       [ OK ]
Checking for ServerView hdagt: pid 14323, running        [ OK ]
Checking for ServerView unixagt: pid 14334, running      [ OK ]
Checking for ServerView etheragt: pid 14345, running     [ OK ]
Checking for ServerView biosagt: pid 14356, running     [ OK ]
Checking for ServerView securagt: pid 14369, running    [ OK ]
Checking for ServerView statusagt: pid 14380, running   [ OK ]
Checking for ServerView invagt: pid 14391, running      [ OK ]
Checking for ServerView thragt: pid 14402, running     [ OK ]
Checking for ServerView vvagt: pid 14417, degraded      [ OK ]
# /etc/init.d/eecd status
Checking for ServerView service eecd: pid 14026         [ OK ]
```

- **For SUSE Linux**

```
# /etc/init.d/srvmagt status
/usr/sbin/scagt: running
/usr/sbin/sc2agt: running
/usr/sbin/busagt: running
/usr/sbin/hdagt: running
/usr/sbin/unixagt: running
/usr/sbin/etheragt: running
/usr/sbin/biosagt: running
/usr/sbin/securagt: running
/usr/sbin/statusagt: running
/usr/sbin/invagt: running
/usr/sbin/vvagt: running
# /etc/init.d/eecd status
Checking for service eecd: OK
```

3.1.2 Starting and Exiting the ServerView Linux Agent

The ServerView Linux Agent is automatically started at the server boot.

When you want to stop the ServerView Linux Agent, login as super user and execute the following command (an output result is shown).

● For Red Hat Linux

```
# /etc/init.d/srvmagt_scs stop
Shutting down ServerView service SVRemoteConnector: TERM [ OK ]
# /etc/init.d/srvmagt stop
Shutting down ServerView scagt [ OK ]
Shutting down ServerView sc2agt [ OK ]
Shutting down ServerView busagt [ OK ]
Shutting down ServerView hdagt [ OK ]
Shutting down ServerView unixagt [ OK ]
Shutting down ServerView etheragt [ OK ]
Shutting down ServerView biosagt [ OK ]
Shutting down ServerView securagt [ OK ]
Shutting down ServerView statusagt [ OK ]
Shutting down ServerView invagt [ OK ]
Shutting down ServerView thragt [ OK ]
Shutting down ServerView vvagt [ OK ]
# /etc/init.d/eecd stop
Shutting down ServerView service eecd: TERM [ OK ]
```

● For SUSE Linux

```
# /etc/init.d/srvmagt stop
Stopping agents: sc sc2 bus hd unix ether bios secur status inv vv done
# /etc/init.d/eecd stop
Shutting down eecd: TERM done
```

POINT

- ▶ This is a normal performance though it is likely to require to terminate eecd when the system shuts down for about the maximum 90 seconds.

IMPORTANT

- ▶ To start the ServerView Linux agent, login as super user and execute the following commands.

```
# /etc/init.d/eecd start
# /etc/init.d/srvmagt start
```

- ▶ When you cannot start `/etc/init.d/srvmagt`, execute the following commands to verify status of the SNMP service. If the SNMP service stops, start it.

```
# /etc/init.d/snmpd status
For running: snmpd(pid xxx) is running...
For stopping: snmpd is stopped
# /etc/init.d/snmpd start
```

3.1.3 System Logs Stored by ServerView Linux Agent

While ServerView Linux Agent is running, log files (log.xxxx) that records the operation status (internal trace) are stored under /var/log.

These log files are cleared when restarting ServerView Linux Agent.



- ▶ These log files are for maintenance purposes. Do not use the log files for monitoring purposes and do not refer to them. Refer to the server monitoring entries recorded in the system log (/var/log/messages).

A log example is shown below.

```
-rw-r--r-- 1 root root 0 Aug 18 22:35 /var/log/log.SVRemoteConnector
-rw-rw-rw- 1 root root 83 Aug 18 22:36 /var/log/log.StatusChAction
-rw-r--r-- 1 root root 1213 Aug 18 22:35 /var/log/log.biosagt
-rw-r--r-- 1 root root 767 Aug 18 22:35 /var/log/log.busagt
-rw-r--r-- 1 root root 1788 Aug 18 22:35 /var/log/log.eecd
-rw-r--r-- 1 root root 1833 Aug 18 22:36 /var/log/log.eecd_mods_src
-rw-r--r-- 1 root root 769 Aug 18 22:35 /var/log/log.etheragt
-rw-r--r-- 1 root root 765 Aug 18 22:35 /var/log/log.hdagt
-rw-r--r-- 1 root root 767 Aug 18 22:35 /var/log/log.invagt
-rw-r--r-- 1 root root 63 Aug 18 22:36 /var/log/log.package
-rw-r--r-- 1 root root 1918 Aug 18 22:36 /var/log/log.sc2agt
-rw-r--r-- 1 root root 1499 Aug 18 22:36 /var/log/log.scagt
-rw-r--r-- 1 root root 768 Aug 18 22:35 /var/log/log.securagt
-rw-r--r-- 1 root root 1730 Aug 18 22:36 /var/log/log.statusagt
-rw-r--r-- 1 root root 1808 Aug 18 22:36 /var/log/log.thragt
-rw-r--r-- 1 root root 767 Aug 18 22:35 /var/log/log.unixagt
-rw-r--r-- 1 root root 2320 Aug 19 00:37 /var/log/log.vvagt
```

3.1.4 Checking the RPM Version

The version of the installed RPM package can be checked by executing the following commands.

```
# rpm -q srvmagt-mods_src ← command
srvmagt-mods_src-X.XX-XX ← execution result

# rpm -q srvmagt-eeecd
srvmagt-eeecd-X.XX-XX

# rpm -q srvmagt-agents
srvmagt-agents-X.XX-XX

# rpm -q srvmagt-scs
srvmagt-scs-X.XX-XX
(XX indicates the version number.)
```


Appendix

This chapter explains supplementary information such as troubleshooting.

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A Troubleshooting

This section explains notes for using ServerView and error messages.

A.1 Troubleshooting of Installation Script

Installation script displays an error message when it detects an installation error.

If the error is not resolved by the corrective actions below, see "2.3.2 Installing ServerView Linux Agent Manually" (→pg.19) and perform the installation without using the installation script.

table: Error messages of installation script

Error No.	Error messages
	Cause and corrective action
1001	login user is not root! Please try again as root.
	The log in user is not a superuser. Log in again as a superuser and execute ServerView's installation script.
1004	Not supported Distribution.
	This distribution is not supported.
1005	Available disk space is not enough.
	Not enough free disk space.
1006– 1999	kernel version is under X.X.XX
	The installation failed because the kernel version is less than X.X.XX. For the kernel version supported by PRIMERGY, refer to our information Website (http://primergy.fujitsu.com).
2001– 2999	"***" package is not installed.
	The RPM package that is required for installing ServerView has not been installed. After installing the "***" RPM package from Red Hat Linux CD-ROM, execute ServerView's installation script. For details on how to install RPM package, see "2.3.2 Installing ServerView Linux Agent Manually" (→pg.19).
2020	SELinux is effective.
	Because SELinux is Enabled, ServerView Agent cannot be installed. SELinux is Disabled, and try to installation script again. Change the following value in "/etc/selinux/config" file, and restart the server. After installation, set back this item, and restart the server. <ul style="list-style-type: none"> • (Before edit) SELINUX=enforcing • (After edit) SELINUX=disabled
3001– 3005	fail to uninstall XXX. (XXX is a RPM name)
	Error occurred during the uninstallation of XXX. After the uninstallation with "rpm -e XXX" command is done, execute ServerView's installation script.
4101	failure in "mv" command.
	Error occurred in the Linux system command. See "2.3.2 Installing ServerView Linux Agent Manually" (→pg.19) and then perform the installation.

table: Error messages of installation script

Error No.	Error messages
	Cause and corrective action
4102	/etc/snmp/snmpd.conf is not exist.
	The setting file of the SNMP service was not found. After the command below is executed, execute ServerView's installation script. # cp /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder/Svmanage/LinuxSVAgent/Agent/ snmpd.conf /etc/snmp/snmpd.conf
4103– 4401	failure in "****" command.
	Error occurred in the Linux system command. See "2.3.2 Installing ServerView Linux Agent Manually" (→pg.19) and then perform the installation.
4402	failure in "/etc/init.d/snmpd start" command.
	Failed to start up the snmp service. Check whether the /etc/init.d/snmpd file exists. If it does not exist, re-install the RPM package of net-snmp (or ucd-snmp for RHEL-AS2.1(x86) / ES2.1(x86)) from Red Hat Linux CD-ROM and then execute ServerView's installation script. For details on how to install RPM package, see "2.3.2 Installing ServerView Linux Agent Manually" (→pg.19).
6000	"srvmagt-mods_src" installation failed.
	Failed to install ServerView Agent (srvmagt-mods_src). After the command below is executed, try to install srvmagt-eeed again. rpm -e srvmagt-agents rpm -e srvmagt-eeed rpm -e srvmagt-mods_src #cd /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder/Svmanage/LinuxSVAgent/Agent/ # rpm -i srvmagt-mods_src-X.XXXX.redhat.rpm # rpm -i srvmagt-eeed-X.XXXX.redhat.rpm # rpm -i srvmagt-agents-X.XXXX.redhat.rpm (X.XX-XX means version number.) # cd / # /etc/init.d/srvmagt stop # /etc/init.d/eeed stop # /etc/init.d/eeed start # /etc/init.d/srvmagt start
6001	"srvmagt-eeed" installation failed.
	Failed to install ServerView Agent (srvmagt-eeed). After the command below is executed, try to install srvmagt-eeed again. # rpm -i /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder/Svmanage/LinuxSVAgent/Agent/ srvmagt-eeed-X.XX- XX.redhat.rpm (X.XX-XX means version number.) # cd / # /etc/init.d/srvmagt stop # /etc/init.d/eeed stop # /etc/init.d/eeed start # /etc/init.d/srvmagt start

table: Error messages of installation script

Error No.	Error messages
	Cause and corrective action
6002	"srvmagt-agents" installation failed.
	<p>Failed to install ServerView Agent (srvmagt-agents). After the command below is executed, try to install srvmagt-agents again.</p> <pre># rpm -i /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder/Svmanage/LinuxSVAgent/Agent/ srvmagt-agents-X.XX- XX.redhat.rpm (X.XX-XX means version number.) # groupadd svuser # cp /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder/Svmanage/LinuxSVAgent/Agent/config /etc/srvmagt/config # chmod 644 /etc/srvmagt/config # cd / # /etc/init.d/srvmagt stop # /etc/init.d/eecd stop # /etc/init.d/eecd start # /etc/init.d/srvmagt start</pre>
6003	"AlarmService" installation failed.
	<p>Failed to install AlarmService. After the command below is executed, try to install AlarmService again.</p> <pre>#cd /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder/Svmanage/LinuxSVConsole/Console/ # ./InstallAlarmService.sh AlarmServiceStarter-X.X-X.i386.rpm (X.X-X means version number.)</pre>
6004	"ServerView S2" installation failed.
	<p>Failed to install ServerView S2. After the command below is executed, try to install ServerView S2 again.</p> <pre># cd /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder/Svmanage/LinuxSVConsole/Console/ # ./InstallServerView_S2.sh ServerView_S2Starter-X.X-X.i386.rpm (X.X-X means version number.)</pre>
7001	failure in "groupadd" command.
	<p>Failed to create a group. Execute the command below.</p> <pre># groupadd svuser</pre>
7002	failure in copy default config file.
	<p>Failed to copy the default setting file of the ServerView Agent. Execute the command below.</p> <pre># cp /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder/Svmanage/LinuxSVAgent/Agent/config /etc/srvmagt/config # chmod 644 /etc/srvmagt/config # cd / # /etc/init.d/srvmagt stop # /etc/init.d/eecd stop # /etc/init.d/eecd start # /etc/init.d/srvmagt start</pre>
7003	failure in \"chmod\" command.
	<p>Failed to change the privilege of the /etc/srvmagt/config file. Execute the command below.</p> <pre>#chmod 644 /etc/srvmagt/config</pre>

table: Error messages of installation script

Error No.	Error messages
	Cause and corrective action
7004 7006	<p>failure in "cd /" command.</p> <p>Failed to change the current directory. Execute the command below. # cd / # /etc/init.d/srvmagt stop # /etc/init.d/eedd stop # /etc/init.d/eedd start # /etc/init.d/srvmagt start</p>
7008	<p>failure in "/etc/init.d/srvmagt start" command.</p> <p>Failed to start up ServerView Agent (srvmagt-agents). Execute the command below. # cd / # /etc/init.d/srvmagt stop # /etc/init.d/eedd stop # /etc/init.d/eedd start # /etc/init.d/srvmagt start</p>
7009	<p>failure in "/etc/init.d/eedd start" command.</p> <p>Failed to start up ServerView Agent (srvmagt-eedd). Execute the command below. # cd / # /etc/init.d/srvmagt stop # /etc/init.d/eedd stop # /etc/init.d/eedd start # /etc/init.d/srvmagt start</p>
9900	<p>failure in make Inventory data. ServerView's RPMs are installed failed.</p> <p>Inventory data (VersionView.sav) creation has failed. Rerun the installation script or confirm that the SNMP service has been started.</p>

A.2 Messages Logged in syslog (/var/log/messages)

Messages are logged in syslog (/var/log/messages) when ServerView starts up or stops by the startup script and when hardware is monitored by ServerView.

The messages logged in are as follows.

■ Messages Logged in syslog (/var/log/messages) When ServerView Starts Up or Stops (Successfully)

table: Messages Logged in syslog (/var/log/messages) When ServerView Starts Up or Stops (Successfully)

Message	Meaning	Action
eeed_mods_src: eeed_mods_src makemods succeeded	ServerView modules were created successfully.	Not necessary.
eeed_mods_src: ServerView modules: xx succeeded	ServerView modules were loaded successfully. xx is ipmi, smbus, or copa.	Not necessary.
lsb_log_message: Starting ServerView service eeed succeeded	eeed started successfully.	Not necessary.
lsb_log_message: Starting ServerView service eeed: already running xxxxx succeeded	eeed has already started. xxxxx is a process ID.	Not necessary.
lsb_log_message: Shutting down ServerView service eeed: xxxx succeeded	eeed stopped successfully. xxxx is TERM or KILL.	Not necessary.
lsb_log_message: Starting ServerView xx : already running xxxxx succeeded	ServerView Agent has already started. xx is scagt, sc2agt, busagt, hdagt, unixagt, etheragt, biosagt, securagt, statusagt, invagt, thragt, or vvagt. xxxxx is a process ID.	Not necessary.
lsb_log_message: Starting ServerView xx succeeded	ServerView Agent started successfully. xx is scagt, sc2agt, busagt, hdagt, unixagt, etheragt, biosagt, securagt, statusagt, invagt, thragt, or vvagt.	Not necessary.
lsb_log_message: Shutting down ServerView xx: not running succeeded	ServerView Agent has already stopped. xx is scagt, sc2agt, busagt, hdagt, unixagt, etheragt, biosagt, securagt, statusagt, invagt, thragt, or vvagt.	Not necessary.
lsb_killproc: xx shutdown succeeded	ServerView Agent stopped successfully. xx is scagt, sc2agt, busagt, hdagt, unixagt, etheragt, biosagt, securagt, statusagt, invagt, thragt, or vvagt.	Not necessary.
lsb_log_message: Shutting down ServerView xx succeeded	ServerView Agent stopped successfully. xx is scagt, sc2agt, busagt, hdagt, unixagt, etheragt, biosagt, securagt, statusagt, invagt, thragt, or vvagt.	Not necessary.
lsb_log_message: Starting ServerView service SVRemoteConnector succeeded	SVRemoteConnector started successfully.	Not necessary.
lsb_log_message: Starting service SVRemoteConnector: already running xxxxx succeeded	SVRemoteConnector has already started. xxxxx is a process ID.	Not necessary.
lsb_log_message: Shutting down ServerView service SVRemoteConnector: xxxx succeeded	SVRemoteConnector stopped successfully. xxxx is TERM or KILL.	Not necessary.
lsb_log_message: Shutting down service SVRemoteConnector: not running succeeded	SVRemoteConnector is tried to be stopped while it's not running.	Not necessary.

table: Messages Logged in syslog (/var/log/messages) When ServerView Starts Up or Stops (Successfully)

Message	Meaning	Action
eeed: eeed startup: succeeded	eeed started successfully.	Not necessary.
eeed: eeed shutdown: xxxx succeeded	eeed stopped successfully. xxxx is TERM or KILL.	Not necessary.
srvmagt: logrotate xx succeeded	logrotate was set successfully. xx is On or Off.	Not necessary.
srvmagt: xx startup succeeded	ServerView Agent started successfully. xx is scagt, sc2agt, busagt, hdagt, unixagt, etheragt, biosagt, securagt, statusagt, invagt, thragt, or vvagt.	Not necessary.
srvmagt: xx shutdown succeeded	ServerView Agent stopped successfully. xx is scagt, sc2agt, busagt, hdagt, unixagt, etheragt, biosagt, securagt, statusagt, invagt, thragt, or vvagt.	Not necessary.
srvmagt_scs: SVRemoteConnector startup: succeeded	SVRemoteConnector started successfully.	Not necessary.
srvmagt_scs: SVRemoteConnector shutdown: xxxx succeeded	SVRemoteConnector stopped successfully. xxxx is TERM or KILL.	Not necessary.

■ Messages Logged in syslog (/var/log/messages) When ServerView Starts Up or Stops (with Failures)

table: Messages Logged in syslog (/var/log/messages) When ServerView Starts Up or Stops (with Failures)

Message	Meaning	Action
eeed_mods_src: eeed_mods_src makemods failed	Failed to create ServerView modules.	Check whether the package necessary for the system is installed. After installing the package, perform the following command. # /etc/init.d/eeed_mods_src makemods If the same message is logged in even after taking the corrective action, contact an office listed in the "Contact Information" of "Start Guide".
eeed_mods_src: ServerView modules not (re)loaded. Please stop eeed daemon first failed	Failed to reload ServerView modules, since eeed is running.	To reload ServerView modules, perform the following command to stop ServerView Agent and eeed. # /etc/init.d/srvmagt_scs stop # /etc/init.d/srvmagt stop # /etc/init.d/eeed stop After reloading ServerView modules, restart eeed and ServerView Agent. # /etc/init.d/eeed start # /etc/init.d/srvmagt start # /etc/init.d/srvmagt_scs start If the same message is logged in even after taking the corrective action, contact an office listed in the "Contact Information" of "Start Guide".
lsb_log_message: Starting ServerView service eeed failed	Failed to start eeed.	Contact an office listed in the "Contact Information" of "Start Guide".
lsb_log_message: Shutting down ServerView service eeed: xxxx failed	Failed to stop eeed. xxxx is TERM or KILL.	Contact an office listed in the "Contact Information" of "Start Guide".

table: Messages Logged in syslog (/var/log/messages) When ServerView Starts Up or Stops (with Failures)

Message	Meaning	Action
lsb_log_message: Starting ServerView agents: service snmpd is not running! Failed	snmpd was not running before starting ServerView Agent.	Perform the following command to start snmpd. # /etc/init.d/snmpd start To start snmpd on startup, perform the following command. # chkconfig snmpd on If the same message is logged in even after taking the corrective action, contact an office listed in the "Contact Information" of "Start Guide".
lsb_log_message: Starting ServerView agents: service eecd is not running! Failed	eecd was not running before starting ServerView Agent.	Perform the following command to start eecd. # /etc/init.d/eecd start To start eecd on startup, perform the following command. # chkconfig eecd on If the same message is logged in even after taking the corrective action, contact an office listed in the "Contact Information" of "Start Guide".
sb_log_message: Starting ServerView agents: eecd sockets do not exist! Failed	A socket is not created for communicating with eecd.	Perform the following command to restart eecd. # /etc/init.d/eecd stop # /etc/init.d/eecd start After restarting eecd, start srvmagt. # /etc/init.d/srvmagt start If the same message is logged in even after taking the corrective action, contact an office listed in the "Contact Information" of "Start Guide".
lsb_log_message: Starting ServerView xx failed	Failed to start ServerView Agent. xx is scagt, sc2agt, busagt, hdagt, unixagt, etheragt, biosagt, securagt, statusagt, invagt, thragt, or vvagt.	Contact an office listed in the "Contact Information" of "Start Guide".
lsb_log_message: Shutting down ServerView xx failed	Failed to stop ServerView Agent. xx is scagt, sc2agt, busagt, hdagt, unixagt, etheragt, biosagt, securagt, statusagt, invagt, thragt, or vvagt.	Contact an office listed in the "Contact Information" of "Start Guide".
lsb_log_message: Starting ServerView service SVRemoteConnector failed	Failed to start SVRemoteConnector.	Contact an office listed in the "Contact Information" of "Start Guide".
lsb_log_message: Shutting down ServerView service SVRemoteConnector: TERM failed	Failed to stop eecd. xxxx is TERM or KILL.	Contact an office listed in the "Contact Information" of "Start Guide".
eecd: eecd startup failed	Failed to start eecd.	Contact an office listed in the "Contact Information" of "Start Guide".

table: Messages Logged in syslog (/var/log/messages) When ServerView Starts Up or Stops (with Failures)

Message	Meaning	Action
srvmagt: Starting agents: <eeed is not running> failed	eeed was not running before starting ServerView Agent.	Perform the following command to start eeed. # /etc/init.d/eeed start To start eeed on startup, perform the following command. # chkconfig eeed on If the same message is logged in even after taking the corrective action, contact an office listed in the "Contact Information" of "Start Guide".
srvmagt: Starting agents: <master agent is not running> failed	snmpd was not running before starting ServerView Agent.	Perform the following command to start snmpd. # /etc/init.d/snmpd start To start snmpd on startup, perform the following command. # chkconfig snmpd on If the same message is logged in even after taking the corrective action, contact an office listed in the "Contact Information" of "Start Guide".
srvmagt: xx startup failed	Failed to start ServerView Agent. xx is scagt, sc2agt, busagt, hdagt, unixagt, etheragt, biosagt, securagt, statusagt, invagt, thragt, or vvagt.	Contact an office listed in the "Contact Information" of "Start Guide".
srvmagt_scs: SVRemoteConnector startup failed	Failed to start SVRemoteConnector.	Contact an office listed in the "Contact Information" of "Start Guide".

■ Messages Logged in syslog (/var/log/messages) When ServerView Monitors Hardware

table: Messages Logged in syslog (/var/log/messages) When ServerView Monitors Hardware

Message	Meaning	Action
Serverview: xxxxx 例) Serverview: [1100][INFORMATIONAL] System status has changed at server sv.	It is a log ServerView Agent detected when monitoring hardware. xxxxx is a message describing the event.	For the details of the messages, see "ServerView Trap List".

POINT

- ▶ ServerView Trap List also lists traps (logs) sent from applications other than ServerView Linux Agent . To see logs concerned ServerView Linux Agent in the Trap List (source name: Serverview Agents), see the following sections.
 - SNI-TRAP-MIB (trap.mib)
 - SNI-SERVER-CONTROL-MIB (sc.mib)
 - SNI-HD-MIB (hd.mib)
 - SERVERVIEW-STATUS-MIB (status.mib)
 - FSC-SERVERCONTROL2-MIB (sc2.mib)
 - FSC-THRESHOLD-REPORT-MIB (Threshold.mib)
- ▶ The above message example shows the log with Specific number [1100]. When seeing the ServerView Trap List, search for the Specific number.

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ServerView User's Guide

(For Linux Agent)

B7FH-4971-01ENZ0-00

Issued on May, 2007

Issued by FUJITSU LIMITED

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