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:

| ![Symbol] | These sections explain prohibited actions and points to note when using this software. Make sure to read these sections. |
| ![Symbol] | These sections explain information needed to operate the hardware and software properly. Make sure to read these sections. |
| ![Symbol] | 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.

■ Consecutive Operations

Consecutive operations are described by connecting them with "→".

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

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

■ CD/DVD Drive Descriptions

In this manual, both CD-ROM and DVD-ROM drives are described as a CD/DVD drive.
Select a proper drive depending on your environment.

■ Entering Commands (Keys)

Command entries are written in the following way:

```plaintext
diskcopy a: a: ↑ ↑
```

- In the spaces indicated with the "↑" mark, press the [Space] key once.
- CD/DVD drive letter is shown as [CD/DVD drive]. Enter your drive letter according to your environment.

[CD/DVD drive]:\setup.exe
Operations for Linux

The mount commands for CD/DVD 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 steps 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

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.
# Abbreviations

The following expressions and abbreviations are used throughout this manual.

<table>
<thead>
<tr>
<th>Product name</th>
<th>Expressions and abbreviations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft® Windows Server® 2008, Enterprise</td>
<td></td>
</tr>
<tr>
<td>Microsoft® Windows Server® 2008, Datacenter</td>
<td></td>
</tr>
<tr>
<td>Microsoft® Windows Server® 2008, Standard without Hyper-V™</td>
<td></td>
</tr>
<tr>
<td>Microsoft® Windows Server® 2008, Enterprise without Hyper-V™</td>
<td></td>
</tr>
<tr>
<td>Microsoft® Windows Server® 2008, Datacenter without Hyper-V™</td>
<td></td>
</tr>
<tr>
<td>Microsoft® Windows Server® 2003, Enterprise Edition</td>
<td></td>
</tr>
<tr>
<td>Microsoft® Windows Server® 2003, Standard x64 Edition</td>
<td></td>
</tr>
<tr>
<td>Microsoft® Windows Server® 2003, Enterprise x64 Edition</td>
<td></td>
</tr>
<tr>
<td>Microsoft® Windows® Small Business Server 2003</td>
<td></td>
</tr>
<tr>
<td>Microsoft® Windows® 2003 R2 Enterprise Edition</td>
<td></td>
</tr>
<tr>
<td>Microsoft® Windows Server® 2003 R2 Standard x64 Edition</td>
<td></td>
</tr>
<tr>
<td>Microsoft® Windows® Small Business Server 2003 R2</td>
<td></td>
</tr>
<tr>
<td>Microsoft® Windows® Storage Server 2003 R2, Standard Edition</td>
<td></td>
</tr>
<tr>
<td>Microsoft® Windows® 2000 Server</td>
<td>Windows 2000 Server</td>
</tr>
<tr>
<td>Microsoft® Windows® 2000 Advanced Server</td>
<td></td>
</tr>
<tr>
<td>Microsoft® Windows® Server Network Operating System Version 4.0</td>
<td>Windows NT</td>
</tr>
<tr>
<td>Microsoft® Windows NT® Server, Enterprise Edition 4.0</td>
<td></td>
</tr>
<tr>
<td>Microsoft® Windows® XP Professional</td>
<td>Windows XP</td>
</tr>
<tr>
<td>Microsoft® Windows® 2000 Professional</td>
<td>Windows 2000</td>
</tr>
<tr>
<td>Microsoft® Windows® NT® Workstation Operating System 4.0</td>
<td>Windows NT 4.0</td>
</tr>
<tr>
<td>Red Hat Enterprise Linux 5 (for x86)</td>
<td>Red Hat Linux</td>
</tr>
<tr>
<td>Red Hat Enterprise Linux 5 (for Intel64)</td>
<td>RHEL5(Intel64)</td>
</tr>
<tr>
<td>Red Hat Enterprise Linux AS (v.4 for x86)</td>
<td>RHEL-AS4(x86)</td>
</tr>
<tr>
<td>Red Hat Enterprise Linux ES (v.4 for x86)</td>
<td>RHEL-ES4(x86)</td>
</tr>
<tr>
<td>Red Hat Enterprise Linux AS (v.4 for EM64T)</td>
<td>RHEL-AS4(EM64T)</td>
</tr>
<tr>
<td>Red Hat Enterprise Linux ES (v.4 for EM64T)</td>
<td>RHEL-ES4(EM64T)</td>
</tr>
<tr>
<td>Red Hat Enterprise Linux AS (v.3 for x86)</td>
<td>RHEL-AS3(x86)</td>
</tr>
<tr>
<td>Red Hat Enterprise Linux AS (v.3 for Itanium)</td>
<td>RHEL-AS3(IPF)</td>
</tr>
<tr>
<td>Red Hat Enterprise Linux ES (v.3 for x86)</td>
<td>RHEL-ES3(x86)</td>
</tr>
<tr>
<td>SUSE® Linux® Enterprise Server 9 for x86</td>
<td>SUSE Linux</td>
</tr>
<tr>
<td>SUSE® Linux® Enterprise Server 9 for x86</td>
<td>SLES9(x86)</td>
</tr>
<tr>
<td>Intel LANDesk® Server Manager</td>
<td>LDSM</td>
</tr>
</tbody>
</table>
**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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Screen shot(s) reprinted with permission from Microsoft Corporation.

<table>
<thead>
<tr>
<th>Product name</th>
<th>Expressions and abbreviations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote Service Board (PG-RSB102/PG-RSB103/PG-RSB104/PG-RSB105)</td>
<td>Remote Service Board</td>
</tr>
</tbody>
</table>
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    2.2.1 Configuration of SELINUX ........................................... 15
  2.3 Installation ............................................................. 16
    2.3.1 Installing ServerView Linux Agent Using the Install Script ......... 17
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  2.4 Setting after Installation ............................................. 29
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    2.4.2 Configuring the Firewall ........................................... 29
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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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1.2 System Requirements .............................. 11
1.1 ServerView Linux Agent

ServerView Linux Agent is software that monitors hardware which is installed in the PRIMERGY monitored server and operates such functions as detection / notification of any abnormality (with event logs and sending SNMP traps). It also provides ServerView Console the information about the monitored server using SNMP protocol.

This manual explains how to install and use ServerView Linux Agent. For the functions of ServerView including ServerView Linux Agent, refer to the "ServerView User's Guide".

- ServerView Linux Agent does not have a function to notify the user errors with a pop-up message. Installing ServerView Console (ServerView S2/AlarmService) 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 are 'Serverview:'. For details, refer to "A.2 Logged Messages in syslog (/var/log/messages)" (→pg.51).
The system requirements for the server to use ServerView Linux Agent are as follows:

### System Requirements

<table>
<thead>
<tr>
<th>Server system</th>
<th>Operational conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hardware</strong></td>
<td></td>
</tr>
<tr>
<td>Memory used</td>
<td>32MB or more</td>
</tr>
<tr>
<td>Hard disk</td>
<td>268MB or more of free space ( /etc: 5MB, /usr: 16MB, /var: 246MB, /lib: 1MB)</td>
</tr>
<tr>
<td>Monitor</td>
<td>SVGA (800×600) or more of resolution (recommended: 1024×768)</td>
</tr>
<tr>
<td>LAN Card</td>
<td>Required (On Board LAN is also possible)</td>
</tr>
<tr>
<td>Mouse</td>
<td>Required</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Software</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OS</strong></td>
<td></td>
</tr>
<tr>
<td>• RHEL5(x86)</td>
<td></td>
</tr>
<tr>
<td>• RHEL5(Intel64)</td>
<td></td>
</tr>
<tr>
<td>• RHEL-AS4(x86)</td>
<td></td>
</tr>
<tr>
<td>• RHEL-ES4(x86)</td>
<td></td>
</tr>
<tr>
<td>• RHEL-AS4 (EM64T)</td>
<td></td>
</tr>
<tr>
<td>• RHEL-ES4 (EM64T)</td>
<td></td>
</tr>
<tr>
<td>• SLES9(x86)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Protocol</th>
<th>TCP/IP is required to run</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Service</th>
<th>SNMP (service and trap) must be operated</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Package (RPM)</th>
<th>For Red Hat Linux</th>
<th>For SUSE Linux</th>
</tr>
</thead>
<tbody>
<tr>
<td>• net-snmp</td>
<td></td>
<td>• net-snmp</td>
</tr>
<tr>
<td>• net-snmp-utils</td>
<td></td>
<td>• gcc</td>
</tr>
<tr>
<td>• compat-libstdc++</td>
<td></td>
<td>• glibc</td>
</tr>
<tr>
<td>• gcc</td>
<td></td>
<td>• glibc-devel</td>
</tr>
<tr>
<td>• glibc</td>
<td></td>
<td>• binutils</td>
</tr>
<tr>
<td>• glibc-devel</td>
<td></td>
<td>• make</td>
</tr>
<tr>
<td>• binutils</td>
<td></td>
<td>• gawk</td>
</tr>
<tr>
<td>• libstdc++</td>
<td></td>
<td>• openssl</td>
</tr>
<tr>
<td>• make</td>
<td></td>
<td>• rpm</td>
</tr>
<tr>
<td>• gawk</td>
<td></td>
<td>• kernel-source</td>
</tr>
<tr>
<td>• openssl</td>
<td></td>
<td>• at</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Account</th>
<th>Superuser</th>
</tr>
</thead>
</table>

[Note 1]: What rpm of kernel-devel is needed depends on what kernel is used. For details, refer to "\* rpm of kernel-devel" (→pg.12).

- To see whether necessary software packages are installed for the operation of ServerView Linux Agent, check the install script or a check tool. If there are any packages to be installed, install the RPM package from the CD-ROM supplied with Red Hat Linux or SUSE Linux. For information about the install script and a check tool, refer to "2.3 Installation" (→pg.16).
ServerView Linux Agent is dedicated for PRIMERGY only. Do not install it on the servers other than PRIMERGY.

**rpm of kernel-devel**

An rpm of kernel-devel depends on what kernel is used.
As an example below, the underlined xxx of kernel name "ELxxx" or "el5xxx" corresponds with the kernel-source RPM name "kernel-xxx-devel".
Example) The result of "uname-r" command (displaying the version of the kernel) and required kernel-devel.

- For 2.6.9-2.6.18 : kernel-devel
- For 2.6.9-smp : kernel-smp-devel
- For 2.6.18-5 PAE : kernel-PAE-devel
Chapter 2

Installation

This chapter explains how to install ServerView Linux Agent.

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2.3 Installation ................................................... 16
2.4 Setting after Installation ................................. 29
2.5 Uninstallation ................................................. 37
2.6 Update Installation / Kernel Update ............... 38
2.1 Installation Flow

The installation flow of ServerView Linux Agent is as follows:

- In order for ServerView Linux Agent to display monitoring information, ServerView Console must be installed in the monitored server, the administration server, or the administration PC. For details on how to install ServerView Console, refer to 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.

**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

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

Before installing ServerView Linux Agent, check the following.

2.2.1 Configuration of SELINUX

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

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

(Before editing) SELINUX=enforcing
(After editing) SELINUX=disabled
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 install script (\textit{\textasciitilde} pg.17)
- Manual installation (\textit{\textasciitilde} pg.22)

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

This manual explains the ServerView Linux Agent installation from the PRIMERGY Startup Disc. 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 (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, refer to 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 steps in the "ServerView User's Guide".

When installing ServerView Linux Agent, there are certain services that need to be started in advance. When the install script is on, it automatically starts the services if there are any services necessary to be started. For details, refer to "2.3.1 Installing ServerView Linux Agent Using the Install Script" (\textit{\textasciitilde} pg.17).

When you are manually installing and there are services necessary to be started, you can automatically start them with a check tool. For details, refer to "2.3.2 Installing ServerView Linux Agent Manually" (\textit{\textasciitilde} pg.22).

Without the "localhost" line in the /etc/hosts file, ServerView Linux Agent is not installed properly. Do not delete the "localhost" line.
2.3.1 Installing ServerView Linux Agent Using the Install Script

The install script on the PRIMERGY Startup Disc allows you to install ServerView Linux Agent and edit the SNMP service configuration file (snmpd.conf).
During reinstallation, using the install script will not change the snmpd.conf file settings. If any changes are necessary, make sure to edit snmpd.conf file before running the install script.
If the install script terminates with an error message, refer to "A.1 Troubleshooting of install script" (→pg.46).

POINT
- The paths 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.
  After 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 file.
  - Edit /usr/share/snmp/snmpd.conf file if necessary.

How to Start the Install Script

To install with the install script, log in as a root and insert the PRIMERGY Startup Disc, 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/PROGRAMS/
Japanese2/Svmanage/LinuxSVAgent/
# ./insagt
```

- For SUSE Linux

```
# mount /media/cdrom/ or /media/dvd/
# cd /media/cdrom/ or /media/dvd/PROGRAMS/Japanese2/Svmanage/
LinuxSVAgent/
# ./insagt
```
### Entering the SNMP Trap Destination IP Address

When installing ServerView Linux Agent for the first time using the install script, after the title of install script appears, 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 IP address (127.0.0.1) since it is set automatically. If you want to send the traps to multiple devices, enter the IP addresses to each device. The entered IP addresses are written into snmpd.conf file.

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 kernel version ...
Kernel version check [OK]

checking necessary RPMs ...
RPMs check [OK]

checking status of necessary services ...
Services status check [OK]

available disk space check [OK]
(Uninstallation is performed if ServerView Linux Agent 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 install script, you will be prompted to enter the server location.

The entered location is written to the syslocation item in snmpd.conf file 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.

<table>
<thead>
<tr>
<th>Please input a location of the server.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The specified location will be shown as a property of the server at the ServerView console.</td>
</tr>
<tr>
<td>You can change the location of the server later, by editing the /etc/snmp/snmpd.conf.</td>
</tr>
<tr>
<td>&gt;(Example: computer room L200)</td>
</tr>
</tbody>
</table>

- The followings are written in syslocation.
  - If nothing is entered or blank characters are specified.
    Unknown (edit /etc/snmp/snmpd.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 appears on the LCD panel as follows. To reflect the information, you need to turn on or off the AC power.
  - 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 install script, you will be prompted to enter the server administrator.

The entered administrator name is written to the syscontact item in snmpd.conf file 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.

<table>
<thead>
<tr>
<th>Please input a name of the root user.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The specified name will be shown as a property of the server at the ServerView console.</td>
</tr>
<tr>
<td>You can change the name of the root user later, by editing the /etc/snmp/snmpd.conf.</td>
</tr>
<tr>
<td>&gt;(Example: Your name)</td>
</tr>
</tbody>
</table>
Chapter 2  Installation

■ Executing RPM

The RPM of ServerView Linux Agent is executed. The output result of each RPM appears.
The following is an example of 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-eecd, please wait...
Starting eecd[ OK ]

install srvmagt-agents, please wait...
Stopping snmpd: [ OK ]
Starting snmpd: [ OK ]
Waiting for eecd sockets
Waiting for eecd 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 eecd 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, refer to "A.1 Troubleshooting of install script" (→pg.46). When the above message appears, execute the following commands to unmount and remove the PRIMERGY Startup Disc, and then follow the steps in "2.4 Setting after Installation" (→pg.29).

- 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 Startup Disc and follow the steps in "2.4 Setting after Installation" (→pg.29).

**IMPORTANT**

During the ServerView Linux Agent installation, the following three lines are added to the last line of snmpd.conf file. If you edit snmpd.conf file after the installation, do not delete the lines. When you overwrite the snmpd.conf file that does not have these lines, make sure to add the lines.

```
### BEGIN srvmagt-<version>-<release>
mast agent
### END srvmagt-<version>-<release>
```
2.3.2 Installing ServerView Linux Agent Manually

If you have problems with the installation using the install script, or if you need to re-install without modifying the snmpd.conf file configuration, login as a root and install ServerView Linux Agent manually following the steps below.

1 Check the operation environment.
   Referring to "1.2 System Requirements" (pg.11), check that the system meets the requirements to install ServerView Linux Agent.

2 Check the kernel version, the installation status of the package (RPM), and whether necessary services for the installation have started.
   To check the requirements for ServerView, insert the PRIMERGY Startup Disc and execute the following commands.
   • For Red Hat Linux

```
# mount /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder/
# cd /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder/PROGRAMS/
Japanese2/Svmanage/LinuxSVAgent/
# ./chksys
```

• For SUSE Linux

```
# mount /media/cdrom/ or /media/dvd/
# cd /media/cdrom/ or /media/dvd/PROGRAMS/Japanese2/Svmanage/
LinuxSVAgent/
# ./chksys
```

If the kernel version is within the realm of the support, the following message appears.

```
Kernel version check [OK]
```

If necessary RPM package is already installed, the following message appears.

```
RPMs check [OK]
```

If an error message about a missing RPM package appears, install the package from the Red Hat Linux or SUSE Linux CD-ROM.
If the necessary services for the installation are already started, the following message appears.

```
Services status check [OK]
```

If they are not started yet, they are automatically started.
3 If 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-eecd     (rpm -e srvmagt-eecd)
rpm -q srvmagt-mods_src (rpm -e srvmagt-mods_src)
```

4 Create a backup file of snmpd.conf file.
Execute the following command.

- For Red Hat Linux
  ```
  # ls /etc/snmp/
  ```

- For SUSE Linux
  ```
  # ls /etc/
  ```

Execute the following command only if the snmpd.conf.org file 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
  ```

5 Copy snmpd.conf file from the PRIMERGY Startup Disc.
From the disc, copy snmpd.conf file 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/PROGRAMS/Japanese2/Svmanage/LinuxSVAgent/Agent/snmpd.conf /etc/snmp/
  # chmod 644 /etc/snmp/snmpd.conf
  ```

- For SUSE Linux
  ```
  # mount /media/cdrom/ or /media/dvd/
  # cp /media/cdrom/ or /media/dvd/PROGRAMS/Japanese2/Svmanage/LinuxSVAgent/Agent/snmpd.conf /etc/snmpd.conf
  # chmod 644 /etc/snmpd.conf
  ```
6 Edit snmpd.conf file.

Edit the following items in snmpd.conf file.

For details about snmpd.conf file, refer to the comments in snmpd.conf file.

<table>
<thead>
<tr>
<th>Item</th>
<th>Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>com2sec</td>
<td>Add the setting example below into the item com2sec.</td>
</tr>
<tr>
<td></td>
<td>• com2sec svSec default public</td>
</tr>
<tr>
<td></td>
<td>• com2sec svSec localhost public</td>
</tr>
<tr>
<td></td>
<td>• com2sec svSec *** public</td>
</tr>
<tr>
<td></td>
<td>Assign one of the following values to ***.</td>
</tr>
<tr>
<td></td>
<td>• default: Allows access from all servers/clients.</td>
</tr>
<tr>
<td></td>
<td>• localhost: Allows access from own server.</td>
</tr>
<tr>
<td></td>
<td>• &lt;IP address&gt;: Allows access from a specific server/client.</td>
</tr>
<tr>
<td></td>
<td>• &lt;subnet&gt;/&lt;netmask&gt;: Allows access from a specific network.</td>
</tr>
<tr>
<td>trapsink</td>
<td>Add the setting example below into the item trapsink.</td>
</tr>
<tr>
<td></td>
<td>• trapsink 127.0.0.1 public</td>
</tr>
<tr>
<td></td>
<td>• trapsink &lt;IP address&gt; public</td>
</tr>
<tr>
<td></td>
<td>Specify the IP address to which you want to send SNMP traps.</td>
</tr>
<tr>
<td></td>
<td>It is not necessary to enter the server's own IP address (127.0.0.1)</td>
</tr>
<tr>
<td></td>
<td>again since it has been set already. If you want to send traps to</td>
</tr>
<tr>
<td></td>
<td>multiple devices, enter the different IP addresses in multiple lines</td>
</tr>
<tr>
<td></td>
<td>with the same form.</td>
</tr>
<tr>
<td>syslocation</td>
<td>Add the setting example below into the item syslocation.</td>
</tr>
<tr>
<td></td>
<td>• syslocation computer room L200</td>
</tr>
<tr>
<td></td>
<td>Enter the server location (installation location).</td>
</tr>
<tr>
<td></td>
<td>It will be shown as a &quot;Location&quot; among the server properties in ServerView.</td>
</tr>
<tr>
<td>syscontact</td>
<td>Add the setting example below into the item syscontact.</td>
</tr>
<tr>
<td></td>
<td>• syscontact Your name</td>
</tr>
<tr>
<td></td>
<td>Enter the server administrator name.</td>
</tr>
<tr>
<td></td>
<td>It will be shown as an &quot;Administrator&quot; among the server properties in ServerView.</td>
</tr>
</tbody>
</table>

### Important

- Including the items described above, check if the following items are rightly defined in snmpd.conf file. If not, monitoring and setting of ServerView may not work properly.

```bash
#    sec.name source          community
com2sec svSec  localhost public
com2sec svSec  default public

#    groupName   securityModel   securityName
group  svGroup  v1  svSec

#    name incl/excl    subtree    mask(optional)
view   svView    included .1

#    group   context sec.model sec.level prefix read   write    notif
access  svGroup    ""   any   noauth   exact   svView svView none
```

- To reflect the changes of snmpd.conf file, you need to execute the following command:

```
/etc/init.d/snmpd restart
```
7 Execute the RPM commands.

- For Red Hat Linux

```
# /etc/init.d/snmpd restart
# cd /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder/PROGRAMS/
 Japanese2/Svmanage/LinuxSVAgent/Agent
# rpm -i srvmagt-mods_src-X.XXXX.redhat.rpm
# rpm -i srvmagt-eecd-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/PROGRAMS/Japanese2/Svmanage/
LinuxSVAgent/Agent
# rpm -i srvmagt-mods_src-X.XXXX.suse.rpm
# rpm -i srvmagt-eecd-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.)
```

8 Verify the execution result of the RPM command.

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

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

# rpm -q srvmagt-eecd
srvmagt-eecd-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.)
```
Set the default setting of ServerView Linux Agent.

Execute the following commands.

- For Red Hat Linux

```bash
# groupadd svuser
# cp /mnt/cdrom/, /media/cdrom/ or /media/cdrecorder/PROGRAMS/
Japanese2/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
```

- For SUSE Linux

```bash
# groupadd svuser
# cp /media/cdrom/ or /media/dvd/PROGRAMS/Japanese2/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
```

In ServerView, in order for ASR to be properly set, the contents in config file must be defined correctly. Check if the following is rightly defined.

```
# Permissions
AgentPermission=3
AgentShut=3

# Times
ShutdownDelay=0

# Other
ExpectMylex=0
ScanTapeDevices=0
NoAccountCheck=0
UserGroup=svuser
logrotate=0
LoadNativeIPMIDriver=0

# File size of agent's log files:
TraceFileLimit=1
```

**10 Copy version check tool.**

Version check tool is a tool that collects the version information of ServerView Linux Agent and other components (ServerView Linux Console, RemoteControlService). For how to use a version check tool, refer to `/PROGRAMS/Japanese2/Svmanage/LinuxSVAgent/Tools/SVVer/ReadmeE.txt` in the PRIMERGY Startup Disc.

Execute the following commands.

* For Red Hat Linux

```bash
# mkdir /etc/ServerView
# cp /mnt/cdrom/or/media/cdrom/or/media/cdrecorder/PROGRAMS/
Japanese2/Svmanage/LinuxSVAgent/Tools/SVVer/SVver.pl /etc/ServerView/
SVver.pl
# cp /mnt/cdrom/or/media/cdrom/or/media/cdrecorder/PROGRAMS/
Japanese2/Svmanage/LinuxSVAgent/Document/AG_Version.txt /etc/
ServerView/AG_Version.txt
```

* For SUSE Linux

```bash
# mkdir /etc/ServerView
# cp /media/cdrom/or/media/dvd/PROGRAMS/Japanese2/Svmanage/
LinuxSVAgent/Tools/SVVer/SVver.pl /etc/ServerView/SVver.pl
# cp /media/cdrom/or/media/dvd/PROGRAMS/Japanese2/Svmanage/
LinuxSVAgent/Document/AG_Version.txt /etc/ServerView/AG_Version.txt
```

**11 Execute the snmpd.conf check tool.**

Check if `/etc/snmp/snmpd.conf` file is properly set.

If `/usr/share/snmp/snmpd.conf` file is there, check it as well.

Execute the following commands.

```bash
# cd /mnt/cdrom/or/media/cdrom/or/media/cdrecorder/PROGRAMS/
Japanese2/Svmanage/LinuxSVAgent/Script
# perl SnmpdConfCK.pl
```

When the setting is correct, the following message appears.

```bash
Checking /etc/snmp/snmpd.conf ...
/etc/snmp/snmpd.conf check [OK]
(If /usr/share/snmp/snmpd.conf is there, the following also
appears.)
Checking /usr/share/snmp/snmpd.conf ...
/usr/share/snmp/snmpd.conf check [OK]
```

If the above messages are not displayed, refer to "A.1 Troubleshooting of install script" (→ pg.46).
12 Arrange necessary settings after the installation.

Execute the following commands.

- For Red Hat Linux

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

- For SUSE Linux

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

Remove the PRIMERGY Startup Disc and follow the steps in "2.4 Setting after Installation" (→pg.29).

**IMPORTANT**

- During the ServerView Linux Agent installation, the following three lines are added to the last line of snmpd.conf file. If you edit snmpd.conf file after the installation, do not delete the lines. When you overwrite the snmpd.conf file that does not have these lines, make sure to add the lines.

```bash
### BEGIN srvmagt-<version>-<release>
master agentx
### END srvmagt-<version>-<release>
```
2.4 Setting after Installation

After the installation of ServerView Linux Agent, perform the following settings to ensure that ServerView Linux Agent 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 message appears.

```
#/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 necessary only 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 explains 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, refer to the Red Hat Linux manuals and the following setup 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, refer to the Red Hat Linux manuals.
1 Log in as a root 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.
Setting after Installation

The [Firewall Configuration - Customize] window appears.

4 Set the protocols to be used.

Set the protocols below.
1. Enter "snmp:udp" into [Other ports].
   - "snmp" is required to start snmp service.
2. Use the [Tab] key to move the cursor to [OK] and press the [Enter] key.

POINT
   - 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.
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 install script.

1 Create a new user as an administrative user.
Log in as a root and execute the following commands.

```bash
# 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, refer to 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

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

When the user belongs to multiple groups

```bash
# 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, refer to 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, refer to the vigr (8) man page or the Red Hat/SUSE Linux manuals.
2.4.4 Changing the syslog (/var/log/messages)

### Output Format of the syslog (/var/log/messages)
ServerView Linux Agent outputs logs to the syslog (/var/log/messages) in the following format:
"Specific Number", "Severity", and "Detailed Message" are the same as those in the trap lists.
For details, refer to 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.
To change community name, follow the procedure below.
● How to Change at the Monitored Server's Side

1 Change 'public' in the lines beginning with 'com2sec' and 'trapsink' in snmpd.conf file to an optional community name.
   For the location of snmpd.conf file, refer to "2.3 Installation" (pg.16).

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

   - 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

   - If software with a file separately setting the community name is installed, set the community name to be the same as the one after the change. For details on how to set the community name, refer to 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] tab from the menu displayed, and change the community name.
For details or for how to add a new server, refer to 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 file.
   For the location of snmpd.conf file and for details of the setting, refer to "2.3 Installation" (→ pg.16).
   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 a 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/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 set to accept SNMP packets is installed, set the same setting to accept SNMP packets. For details on how to set it, refer to the manual of that software.
### Changing the Trap Destinations

1. **Edit "trapsink" line in snmpd.conf file.**
   For the location of snmpd.conf file and for details of the setting, refer to "2.3 Installation" (→pg.16).

   **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 is installed, set the same trap destination. For details on how to set the trap destination, refer to the manual of that software.
2.5 Uninstallation

This section explains how to uninstall ServerView Linux Agent.

- 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.
- 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 BIOS are not restored even when ServerView is uninstalled. Restore the setting to the original state and then uninstall ServerView.
- Make sure to do the following before uninstalling ServerView Linux Agent.
  - Disable Software Watchdog, BOOT Watchdog, and Power ON/OFF settings.
  - If threshold monitoring and report creation are applied by Performance Manager, cancel these performances to the server.
  - When uninstalling ServerView Linux Agent, the settings that are configured using 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 ServerView Linux Agent, perform the following steps:

1. Log in as a root.

2. Execute the following commands.

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

   ServerView Linux Agent will be uninstalled.
   If necessary, change the value to /etc/snmp/snmpd.conf to an initial value.

- The following messages appear 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 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 file, backup the snmpd.conf file. For the location of snmpd.conf file and for details of the setting, refer to "2.3 Installation" (→pg.16).

2 Uninstall ServerView Linux Agent.

- Make sure to do the following before uninstalling ServerView Linux Agent.
  - Disable Software Watchdog, BOOT Watchdog, and Power ON/OFF settings.
  - If threshold monitoring and report creation are applied by Performance Manager, cancel these performances to the server.
  - When uninstalling ServerView Linux Agent, the settings that are configured using 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.

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

For details on how to do update installation of ServerView Console and RemoteControlService at the same time when updating the kernel, refer to "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 appears 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 appears, 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(EM 64T) 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(EM 64T) 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-*
   # rpm -qa|grep net-snmp
   ```

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

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

   When the following appears, 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 details on how to install ServerView Linux Agent, refer to "2.3 Installation" (→pg.16).
6 Restore the snmpd.conf file that was copied as a backup in Step 1.
If a new snmpd.conf file was created in Step 5, restoration is not necessary.
1. Check if the following three lines are added to the last line in the snmpd.conf file. If yes, add the four lines to the backed up snmpd.conf file. If they are already there, you do not need to add them.

```
### BEGIN srvmagt-<version>-<release>
master agentx
### END srvmagt-<version>-<release>
```

2. Restore snmpd.conf file.
3. 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
```
3.1 How to Use ServerView Linux Agent
Chapter 3  How to Use ServerView Linux Agent

3.1  How to Use ServerView Linux Agent

This section explains how to use ServerView Linux Agent.

3.1.1  Displaying the ServerView Linux Agent Status

When you want to know status for ServerView Linux Agent, login as root 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 service eecd: OK
  ```

- **For SUSE Linux**

  ```
  # /etc/init.d/srvmagt status
  /sbin/scagt:                                            running
  /sbin/sc2agt:                                           running
  /sbin/busagt:                                           running
  /sbin/hdagt:                                            running
  /sbin/unixagt:                                          running
  /sbin/etheragt:                                         running
  /sbin/biosagt:                                          running
  /sbin/securagt:                                         running
  /sbin/statusagt:                                        running
  /sbin/invagt:                                           running
  /sbin/vvagt:                                            running
  # /etc/init.d/eecd status
  Checking for service eecd: OK
  ```
3.1.2 Starting and Exiting ServerView Linux Agent

ServerView Linux Agent is automatically started at the server boot. When you want to stop ServerView Linux Agent, login as a root and execute the following commands (an output result is shown).

- **For Red Hat Linux**

```bash
# /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 eecd: TERM [ OK ]
```

- **For SUSE Linux**

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

- **Important**

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

- **To start ServerView Linux Agent, login as a root and execute the following commands.**

```bash
# /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.**

```bash
# /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 record 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 or refer to them. Refer to the server monitoring entries recorded in the syslog (/var/log/messages).

A log example is shown below.

<table>
<thead>
<tr>
<th>mode</th>
<th>user</th>
<th>group</th>
<th>size</th>
<th>date</th>
<th>file</th>
</tr>
</thead>
<tbody>
<tr>
<td>-rw-r--r--</td>
<td>1 root</td>
<td>root</td>
<td>0</td>
<td>Aug 18 22:35</td>
<td>/var/log/log.SVRemoteConnector</td>
</tr>
<tr>
<td>-rw-rw-r-</td>
<td>1 root</td>
<td>root</td>
<td>83</td>
<td>Aug 18 22:36</td>
<td>/var/log/log.StatusChAction</td>
</tr>
<tr>
<td>-rw-r--r--</td>
<td>1 root</td>
<td>root</td>
<td>1213</td>
<td>Aug 18 22:35</td>
<td>/var/log/log.biosagt</td>
</tr>
<tr>
<td>-rw-r--r--</td>
<td>1 root</td>
<td>root</td>
<td>767</td>
<td>Aug 18 22:35</td>
<td>/var/log/log.busagt</td>
</tr>
<tr>
<td>-rw-r--r--</td>
<td>1 root</td>
<td>root</td>
<td>1788</td>
<td>Aug 18 22:35</td>
<td>/var/log/log.eecd</td>
</tr>
<tr>
<td>-rw-r--r--</td>
<td>1 root</td>
<td>root</td>
<td>1833</td>
<td>Aug 18 22:36</td>
<td>/var/log/log.eecd_mods_src</td>
</tr>
<tr>
<td>-rw-r--r--</td>
<td>1 root</td>
<td>root</td>
<td>769</td>
<td>Aug 18 22:35</td>
<td>/var/log/log.etheragt</td>
</tr>
<tr>
<td>-rw-r--r--</td>
<td>1 root</td>
<td>root</td>
<td>765</td>
<td>Aug 18 22:35</td>
<td>/var/log/log.hdagt</td>
</tr>
<tr>
<td>-rw-r--r--</td>
<td>1 root</td>
<td>root</td>
<td>767</td>
<td>Aug 18 22:35</td>
<td>/var/log/log.invagt</td>
</tr>
<tr>
<td>-rw-r--r--</td>
<td>1 root</td>
<td>root</td>
<td>63</td>
<td>Aug 18 22:36</td>
<td>/var/log/log.package</td>
</tr>
<tr>
<td>-rw-r--r--</td>
<td>1 root</td>
<td>root</td>
<td>1918</td>
<td>Aug 18 22:36</td>
<td>/var/log/log.sc2agt</td>
</tr>
<tr>
<td>-rw-r--r--</td>
<td>1 root</td>
<td>root</td>
<td>1499</td>
<td>Aug 18 22:36</td>
<td>/var/log/log.scagt</td>
</tr>
<tr>
<td>-rw-r--r--</td>
<td>1 root</td>
<td>root</td>
<td>768</td>
<td>Aug 18 22:36</td>
<td>/var/log/log.securagt</td>
</tr>
<tr>
<td>-rw-r--r--</td>
<td>1 root</td>
<td>root</td>
<td>1730</td>
<td>Aug 18 22:36</td>
<td>/var/log/log.statusagt</td>
</tr>
<tr>
<td>-rw-r--r--</td>
<td>1 root</td>
<td>root</td>
<td>1808</td>
<td>Aug 18 22:36</td>
<td>/var/log/log.thragt</td>
</tr>
<tr>
<td>-rw-r--r--</td>
<td>1 root</td>
<td>root</td>
<td>767</td>
<td>Aug 18 22:36</td>
<td>/var/log/log.unixagt</td>
</tr>
<tr>
<td>-rw-r--r--</td>
<td>1 root</td>
<td>root</td>
<td>2320</td>
<td>Aug 19 00:37</td>
<td>/var/log/log.vvagt</td>
</tr>
</tbody>
</table>

3.1.4 Checking the RPM Version

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

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

# rpm -q srvmagt-eecd
srvmagt-eecd-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.
A Troubleshooting

This section explains error messages of the install script.

A.1 Troubleshooting of install script

The install script displays an error message when it detects an installation error. If the error is not resolved by the corrective actions below, refer to "2.3.2 Installing ServerView Linux Agent Manually" (→pg.22) and perform the installation without the install script.

<table>
<thead>
<tr>
<th>Error No.</th>
<th>Error message</th>
<th>Cause and corrective action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1001</td>
<td>login user is not root! Please try again as root.</td>
<td>The login user is not a root. Login again as a root and execute ServerView install script.</td>
</tr>
<tr>
<td>1002</td>
<td>Unsupported kernel version XXXX.</td>
<td>The kernel version is not supported. Check the operational environment.</td>
</tr>
<tr>
<td>1005</td>
<td>Failed to start XXXX.</td>
<td>Failed to start the service [XXXX]. After checking the service setting, start the service with the following command. # /etc/init.d/XXXX start</td>
</tr>
<tr>
<td>1006</td>
<td>Available disk space is not enough.</td>
<td>There is insufficient disk space.</td>
</tr>
<tr>
<td>2001–2999</td>
<td>&quot;<em><strong>&quot; package is not installed. The RPM package that is required for installing ServerView has not been installed. After installing the &quot;</strong></em>&quot; RPM package from Red Hat Linux CD-ROM, execute ServerView install script. For details on how to install RPM package, refer to &quot;2.3.2 Installing ServerView Linux Agent Manually&quot; (→pg.22).</td>
<td></td>
</tr>
<tr>
<td>3001–3005</td>
<td>fail to uninstall XXX. (XXX is a RPM name) Error occurred during the uninstallation of XXX. After uninstalling with &quot;rpm -e XXX&quot; command, execute ServerView install script.</td>
<td></td>
</tr>
<tr>
<td>4003</td>
<td>/etc/snmpd.conf is not exist.</td>
<td>SNMP service configuration file could not be found. Execute the following commands, and then the ServerView install script. # cp /mnt/cdrom/ or /media/cdrom/ or /media/cdrecorder/PROGRAMS/Japanese2/Svmanage/LinuxSVAgent/Agent/snmpd.conf /etc/snmpd.conf</td>
</tr>
<tr>
<td>4004</td>
<td>/etc/snmpd/snmpd.conf is not exist.</td>
<td>The configuration file of the SNMP service could not be found. Execute the following command, and then the ServerView install script. # cp /mnt/cdrom/ /media/cdrom/ or /media/cdrecorder/PROGRAMS/Japanese2/Svmanage/LinuxSVAgent/Agent/snmpd.conf /etc/snmpd/snmpd.conf</td>
</tr>
</tbody>
</table>
### table: Error Messages of Install Script

<table>
<thead>
<tr>
<th>Error No.</th>
<th>Error message</th>
<th>Cause and corrective action</th>
</tr>
</thead>
<tbody>
<tr>
<td>4101–4401</td>
<td>failure in &quot;***&quot; command.</td>
<td>Error occurred in the Linux system command. Refer to &quot;2.3.2 Installing ServerView Linux Agent Manually&quot; (pg.22) and then perform the installation.</td>
</tr>
<tr>
<td>4402</td>
<td>failure in &quot;/etc/init.d/snmpd start&quot; command.</td>
<td>Failed to start the snmp service. Check whether the /etc/init.d/snmpd file exists. If it does not, 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 install script. For details on how to install RPM package, refer to &quot;2.3.2 Installing ServerView Linux Agent Manually&quot; (pg.22).</td>
</tr>
<tr>
<td>6000</td>
<td>&quot;srvmagt-mods_src&quot; installation failed.</td>
<td>Failed to install ServerView Agent (srvmagt-mods_src). Execute the following command to re-install srvmagt-eecd again. rpm -e srvmagt-agents rpm -e srvmagt-eecd rpm -e srvmagt-mods_src # cd /mnt/cdrom/ , /media/cdrom/ or /media/cdrecorder/PROGRAMS/Japanese2/Svmanage/LinuxSVAgent/Agent/ # rpm -i srvmagt-mods_src-X.XXX.redhat.rpm # rpm -i srvmagt-eecd-X.XXX.redhat.rpm # rpm -i srvmagt-agents-X.XXX.redhat.rpm (X.XX-XX indicates version number.) # cd / # /etc/init.d/srvmagt stop # /etc/init.d/eecd stop # /etc/init.d/eecd start # /etc/init.d/srvmagt start</td>
</tr>
<tr>
<td>6001</td>
<td>&quot;srvmagt-eecd&quot; installation failed.</td>
<td>Failed to install ServerView Agent (srvmagt-eecd). Execute the following command to re-install srvmagt-eecd. # rpm -i /mnt/cdrom/ , /media/cdrom/ or /media/cdrecorder/PROGRAMS/Japanese2/Svmanage/LinuxSVAgent/Agent/srvmagt-eecd-X.XX-XX.redhat.rpm (X.XX-XX indicates version number.) # cd / # /etc/init.d/srvmagt stop # /etc/init.d/eecd stop # /etc/init.d/eecd start # /etc/init.d/srvmagt stop</td>
</tr>
</tbody>
</table>
## Error Messages of Install Script

<table>
<thead>
<tr>
<th>Error No.</th>
<th>Error message</th>
<th>Cause and corrective action</th>
</tr>
</thead>
<tbody>
<tr>
<td>6002</td>
<td>&quot;srvmagt-agents&quot; installation failed.</td>
<td>Failed to install ServerView Agent (srvmagt-agents). Execute the following command to re-install srvmagt-agents. Execute the following command to re-install srvmagt-agents.</td>
</tr>
<tr>
<td>6003</td>
<td>&quot;srvmagt-scs&quot; installation failed.</td>
<td>Failed to install ServerView Agent (srvmagt-scs). Execute the following command to re-install srvmagt-scs. Execute the following command to re-install srvmagt-scs.</td>
</tr>
<tr>
<td>7001</td>
<td>failure in &quot;groupadd&quot; command.</td>
<td>Failed to create a group. Execute the command below.                                         # groupadd svuser</td>
</tr>
<tr>
<td>7002</td>
<td>failure in copy default config file.</td>
<td>Failed to copy the default setting file of ServerView Agent. Execute the command below.        # cp /mnt/cdrom/ or /media/cdrom/ or /media/cdrecorder/PROGRAMS/Japanese2/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</td>
</tr>
<tr>
<td>7003</td>
<td>failure in &quot;chmod&quot; command.</td>
<td>Failed to change the privilege of the /etc/srvmagt/config file. Execute the command below.      # chmod 644 /etc/srvmagt/config</td>
</tr>
</tbody>
</table>
### table: Error Messages of Install Script

<table>
<thead>
<tr>
<th>Error No.</th>
<th>Error message</th>
<th>Cause and corrective action</th>
</tr>
</thead>
</table>
| 7004      | failure in "cd /" command. | Failed to change the current directory. Execute the command below.  
# cd /  
#/etc/init.d/srvmagt stop  
#/etc/init.d/eecd stop  
#/etc/init.d/eecd start  
#/etc/init.d/srvmagt start |
| 7006      |              |                            |
| 7008      | failure in "/etc/init.d/srvmagt start" command. | Failed to start ServerView Agent (srvmagt-agents). Execute the command below.  
# cd /  
#/etc/init.d/srvmagt stop  
#/etc/init.d/eecd stop  
#/etc/init.d/eecd start  
#/etc/init.d/srvmagt start |
| 7009      |              |                            |
| 8001      | Access Control settings from localhost does not exist in XXXX. | Add the following line to the file [XXXX].  
com2sec svSec localhost public  
After editing, execute the following commands.  
#/etc/init.d/srvmagt_scs stop  
#/etc/init.d/srvmagt stop  
#/etc/init.d/snmppd stop  
#/etc/init.d/eecd stop  
#/etc/init.d/eecd start  
#/etc/init.d/srvmagt stop  
#/etc/init.d/srvmagt_scs start  
When you set the community name other than "public", follow the steps in "2.4.5 Changing SNMP Settings" (⇒pg.33). |
| 8002      | AgentX settings does not exist in XXXX. | Add the following line to the file [XXXX].  
master agentx  
After editing, execute the following commands.  
#/etc/init.d/srvmagt_scs stop  
#/etc/init.d/srvmagt stop  
#/etc/init.d/snmppd stop  
#/etc/init.d/eecd stop  
#/etc/init.d/eecd start  
#/etc/init.d/srvmagt stop  
#/etc/init.d/srvmagt_scs start |
Appendix

Add the following line to the file [XXXX].
agentxsocket/var/agentx/master
After editing, execute the following commands.
# /etc/init.d/srvagn_scs stop
# /etc/init.d/srvagn stop
# /etc/init.d/snmpd stop
# /etc/init.d/eecd stop
# /etc/init.d/eecd start
# /etc/init.d/snmpd start
# /etc/init.d/srvagn start
# /etc/init.d/srvagn_scs start

9900 failure in make Inventory data. ServerView's RPMs are installed failed.
Inventory data (VersionView.sav) creation has failed. Rerun the install script or confirm that the SNMP service has been started.

<table>
<thead>
<tr>
<th>Error No.</th>
<th>Error message</th>
<th>Cause and corrective action</th>
</tr>
</thead>
</table>
| 8003      | AgentX Socket settings does not exist in XXXX. | Add the following line to the file [XXXX].
agentxsocket/var/agentx/master
After editing, execute the following commands.
# /etc/init.d/srvagn_scs stop
# /etc/init.d/srvagn stop
# /etc/init.d/snmpd stop
# /etc/init.d/eecd stop
# /etc/init.d/eecd start
# /etc/init.d/snmpd start
# /etc/init.d/srvagn start
# /etc/init.d/srvagn_scs start |
A.2 Logged Messages 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.

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

<table>
<thead>
<tr>
<th>Message</th>
<th>Meaning</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>lsb_log_message: succeeded</td>
<td>ServerView modules were created successfully.</td>
<td>Not necessary.</td>
</tr>
<tr>
<td>eecd_mods_src: succeeded</td>
<td>ServerView modules were loaded successfully. xx is ipmi, smbus, or copa.</td>
<td>Not necessary.</td>
</tr>
<tr>
<td>lsb_log_message: Starting ServerView module xx succeeded</td>
<td>eecd started successfully.</td>
<td>Not necessary.</td>
</tr>
<tr>
<td>lsb_log_message: Starting ServerView service eecd succeeded</td>
<td>eecd has already started. xxxxx is a process ID.</td>
<td>Not necessary.</td>
</tr>
<tr>
<td>lsb_log_message: Starting ServerView xx -d: already running xxxxx succeeded</td>
<td>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.</td>
<td>Not necessary.</td>
</tr>
<tr>
<td>lsb_log_message: Starting ServerView xx -d: succeeded</td>
<td>ServerView Agent started successfully. xx is scagt, sc2agt, busagt, hdagt, unixagt, etheragt, biosagt, securagt, statusagt, invagt, thragt, or vvagt.</td>
<td>Not necessary.</td>
</tr>
<tr>
<td>lsb_log_message: Shutting down ServerView xx: not running succeeded</td>
<td>ServerView Agent has already stopped. xx is scagt, sc2agt, busagt, hdagt, unixagt, etheragt, biosagt, securagt, statusagt, invagt, thragt, or vvagt.</td>
<td>Not necessary.</td>
</tr>
<tr>
<td>lsb_killproc: xx shutdown succeeded</td>
<td>ServerView Agent stopped successfully. xx is scagt, sc2agt, busagt, hdagt, unixagt, etheragt, biosagt, securagt, statusagt, invagt, thragt, or vvagt.</td>
<td>Not necessary.</td>
</tr>
<tr>
<td>lsb_log_message: Shutting down ServerView xx succeeded</td>
<td>ServerView Agent stopped successfully. xx is scagt, sc2agt, busagt, hdagt, unixagt, etheragt, biosagt, securagt, statusagt, invagt, thragt, or vvagt.</td>
<td>Not necessary.</td>
</tr>
</tbody>
</table>
Logged Messages in syslog (/var/log/messages) When ServerView Starts Up or Stops (with Failures)

<table>
<thead>
<tr>
<th>Message</th>
<th>Meaning</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>svrmagt_scs: Starting ServerView service SVRemoteConnector succeeded</td>
<td></td>
<td></td>
</tr>
<tr>
<td>lsb_log_message: Starting service SVRemoteConnector: already running xxxx succeeded</td>
<td>SVRemoteConnector has already started. xxxx is a process ID.</td>
<td>Not necessary.</td>
</tr>
<tr>
<td>svrmagt_scs: Starting service SVRemoteConnector: already running xxxx succeeded</td>
<td></td>
<td></td>
</tr>
<tr>
<td>lsb_log_message: Shutting down ServerView service SVRemoteConnector: xxxx succeeded</td>
<td>SVRemoteConnector stopped successfully. xxxx is TERM or KILL.</td>
<td>Not necessary.</td>
</tr>
<tr>
<td>svrmagt_scs: Shutting down ServerView service SVRemoteConnector: xxxx succeeded</td>
<td></td>
<td></td>
</tr>
<tr>
<td>lsb_log_message: Shutting down service SVRemoteConnector: not running succeeded svrmagt_scs: Shutting down service SVRemoteConnector: not running succeeded</td>
<td>SVRemoteConnector is tried to be stopped while it's not running.</td>
<td>Not necessary.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Message</th>
<th>Meaning</th>
<th>Action</th>
</tr>
</thead>
</table>
| lsb_log_message: failed eecd_mods_src: failed                          | Failed to create ServerView modules.                                    | Check whether the package necessary for the system is installed. After installing the package, execute the following command. 
  # /etc/init.d/eecd_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". |
| lsb_log_message: Stopping ServerView module xx: still in use? failed eecd_mods_src: Stopping ServerView module xx: still in use? failed | Failed to reload ServerView modules, since eecd is running. xx is ipmi or smbus or copa. | To reload ServerView modules, execute the following command to stop ServerView Agent and eecd. 
  # /etc/init.d/srvmagt_scs stop 
  # /etc/init.d/srvmagt stop 
  # /etc/init.d/eecd stop 
  After reloading ServerView modules, restart eecd and ServerView Agent. 
  # /etc/init.d/eecd 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". |
### Messages Logged in syslog (/var/log/messages) When ServerView Starts Up or Stops (with Failures)

<table>
<thead>
<tr>
<th>Message</th>
<th>Meaning</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>lsb_log_message: Shutting down ServerView service eecd: KILL failed</td>
<td>Failed to stop eecd.</td>
<td>Contact an office listed in the &quot;Contact Information&quot; of &quot;Start Guide&quot;.</td>
</tr>
<tr>
<td>eecd: Shutting down ServerView service eecd: KILL failed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>lsb_log_message: Starting ServerView agents: service snmpd is not running! failed</td>
<td>snmpd was not running before starting ServerView Agent.</td>
<td>Execute the following command to start snmpd.</td>
</tr>
<tr>
<td>srvmagt: Starting ServerView agents: service snmpd is not running! failed</td>
<td></td>
<td>To start snmpd on startup, execute the following command.</td>
</tr>
<tr>
<td></td>
<td></td>
<td># /etc/init.d/snmpd start</td>
</tr>
<tr>
<td></td>
<td></td>
<td>To start eecd on startup, execute the following command.</td>
</tr>
<tr>
<td></td>
<td></td>
<td># chkconfig snmpd on</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If the same message is logged in even after taking the corrective action, contact an office listed in the &quot;Contact Information&quot; of &quot;Start Guide&quot;.</td>
</tr>
<tr>
<td>lsb_log_message: Starting ServerView agents: service eecd is not running! failed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>srvmagt: Starting ServerView agents: service eecd is not running! failed</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>a socket is not created for communicating with eecd.</td>
<td>Execute the following command to restart eecd.</td>
</tr>
<tr>
<td></td>
<td></td>
<td># /etc/init.d/eecd stop</td>
</tr>
<tr>
<td></td>
<td></td>
<td># /etc/init.d/eecd start</td>
</tr>
<tr>
<td></td>
<td></td>
<td>After restarting eecd, start srvmagt.</td>
</tr>
<tr>
<td></td>
<td></td>
<td># /etc/init.d/srvmagt start</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If the same message is logged in even after taking the corrective action, contact an office listed in the &quot;Contact Information&quot; of &quot;Start Guide&quot;.</td>
</tr>
<tr>
<td>lsb_log_message: Starting ServerView xx -d failed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>srvmagt: Starting ServerView xx -d failed</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>a socket is not created for communicating with xx.</td>
<td>Execute the following command to restart xx.</td>
</tr>
<tr>
<td></td>
<td></td>
<td># /etc/init.d/xx -d stop</td>
</tr>
<tr>
<td></td>
<td></td>
<td># /etc/init.d/xx -d start</td>
</tr>
<tr>
<td></td>
<td></td>
<td>After restarting xx, start srvmagt.</td>
</tr>
<tr>
<td></td>
<td></td>
<td># /etc/init.d/srvmagt start</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If the same message is logged in even after taking the corrective action, contact an office listed in the &quot;Contact Information&quot; of &quot;Start Guide&quot;.</td>
</tr>
<tr>
<td>lsb_log_message: Shutting down ServerView xx failed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>srvmagt: Shutting down ServerView xx failed</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contact an office listed in the &quot;Contact Information&quot; of &quot;Start Guide&quot;.</td>
</tr>
<tr>
<td>lsb_log_message: Starting ServerView service SVRemoteConnector failed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>srvmagt_scs: Starting ServerView service SVRemoteConnector failed</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contact an office listed in the &quot;Contact Information&quot; of &quot;Start Guide&quot;.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Table:** Messages Logged in syslog (/var/log/messages) When ServerView Starts Up or Stops (with Failures)
Logged Messages in syslog (/var/log/messages) When ServerView Monitors Hardware

<table>
<thead>
<tr>
<th>Message</th>
<th>Meaning</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serverview: xxxxx Example) Serverview: [1100] [INFORMATIONAL] System status has changed at server sv.</td>
<td>It is a log ServerView Agent detected when monitoring hardware. xxxxx is a message describing the event.</td>
<td>For details of the messages, refer to &quot;ServerView Trap List&quot;.</td>
</tr>
</tbody>
</table>

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), refer to 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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