



Troubleshooting the VPNSC Installation

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Troubleshooting the Orbix Installation

This section addresses three possible problems with the Orbix installation:

- A CORBA name server error
- Problem in resolving hostname to its IP address
- A putit error or failure to start Orbix error

CORBA Name Server Access Error: Launch Problem

CORBA servers are identified by symbolic names (for example, VpnInvServer). When a client process attempts to connect to a CORBA server, the client uses the server's symbolic name. In addition, each CORBA server is identified by an interoperable object reference (IOR) string. This IOR string contains additional information, such as the version of the server, the host where the server is running, and so on. The name server (NS) maps the IOR string information with the server name. This mapping information is maintained in the Repository at the following location:

`$ORBIX_HOME/orbix/Orbix3/config/NamesRepository`

Symptom

When you try starting the Watch Dog process (with the **startwd** command), you receive the error message:

Error: Cannot Access CORBA name server.

Solution

Step 1 From the terminal window where the Watch Dog was launched, close the Watch Dog by issuing this command:

```
% stopwd -y
```

Step 2 Check to see if the orbixd daemon is running:

```
% ps -ef | fgrep orbixd
```

Step 3 If orbixd is not running, start it with this command:

```
% orbixd > /dev/null 2>&1 &
```

Step 4 Check to see if the name server is running:

```
% ps -ef | fgrep NS
% psit NS
```

You should see a display something like this:

```
5718: New Connection (domain_name, IT_daemon, userid, pid=5561, optimised)]
Active servers at node domain_name are:
```

Name	Marker	Code	Comms	Port	Launch
NS	*	cdr	tcp	1591	auto---

Step 5 If the name server (NS) is not running, check to make sure **vpnamd** (or whatever administrative user who runs the Watch Dog) has **launch permission**:

```
% catit NS
```

You see a display something like this:

```
Server details for server: NS
Comms:tcp
Code:cdr
Activation:shared
Owner:user_name
Launch;
Invoke;
MarkerLaunch Command
* /vpnamd/2.x/orbix/Orbix3/bin/ns
```

Step 6 Check the **Launch** and **Invoke** entries.

If they do not contain a user ID, only the owner (“user_name,” in our example) can launch and invoke the name server.

Step 7 Give the **vpnamd** administrative user *launch* and *invoke* permissions. The first command below uses a lowercase “l” (not a number “1”) where it says “...l+vpnamd.”

```
% chmodit NS l+vpnamd
% chmodit NS i+vpnamd
% catit NS
```

You now see a display something like this:

```
Server details for server: NS
Comms:tcp
Code:cdr
Activation:shared
Owner:user_name
Launch:;vpnam;
Invoke:;vpnam;
```

Step 8 Start the Watch Dog processes:

```
% startwd
```

CORBA Name Server Access Error: Orbix Hostname Resolution Problem

Symptom

When installing VPN Solutions Center, you encounter the following problem:

```
Error: Cannot Access CORBA name server.
```

Background Information

Sometimes a CORBA name server error can be caused when the Watch Dog cannot find the Orbix name server. This could be caused by poor hostname resolution. The VPNSC Installation utility does not support fully qualified hostnames (**hostname.domain.com**)—the Installation utility requires that the hostnames must be set as *unqualified* hostnames: **hostname**

To function properly, the VPNSC Installation utility must have the hostnames specified in the following files as unqualified host names:

- **/etc/nodename**
- **/etc/hostname.xxn**
- **etc/hosts**

Solution

To fix this problem in resolving the VPNSC hostname to its IP address, take the following steps:

1. Make sure that the hostname in the **/etc/hosts** file is an unqualified hostname. For example, instead of:


```
10.10.10.1 vpnc_host.widgets.com loghost
```

 the entry should be as follows:


```
10.10.10.1 vpnc_host loghost
```
2. The hostname must be in all lowercase letters.
3. Make sure that the values for **/etc/nodename** file, as well as the filename for **/etc/hostname.hme0** match the value for the hostname in the **/etc/hosts** file.

4. If you are using DNS, the entry in the `/etc/resolv.conf` file should have the appropriate domain name value specified. For example:

```
domain widgets.com
nameserver 10.1.1.1
```

5. After you have made these changes (as necessary), you must reinstall VPN Solutions Center.



Tip Be sure to reinstall Orbix when you run the VPNSC Installation utility.

Putit Error or Failure to Start Orbix

If you encounter a problem during the Orbix software installation, the installer may display one of the following error messages:

```
putit failed, please manually register NS
or
```

```
Failed to start Orbix, please start Orbix and register NS
```

If you receive one of these error messages, you must shut down the Orbix process and manually register the Name Server, as described below:

Shutting Down the Orbix Process

This procedure assumes that the Orbix process is running.

To shut down the Orbix process, follow these steps:

-
- Step 1 Log in as the **vpnadm** user.
 - Step 2 From the terminal window from which you launched Orbix, execute the following command:

```
killit NS
```
 - Step 3 Discover the process ID of the Orbix process.

```
% ps -ef | grep orbixd
```
 - Step 4 Execute the **kill** `<process_ID>` command for each Orbix process listed.
-

Registering the Name Server Manually

To manually register the Name Server, issue the following command sequence:

-
- Step 1 Source the Orbix environment.
C-shell:

```
% source setenvs.csh
```


K-shell:

```
% . setenvs.sh
```
 - Step 2 Start the Orbix process in the background:

```
% startorbixd &
```

Step 3 Enter the following commands:

```
% putit NS /opt/vpnadm/orbix/Orbix3/bin/ns
% chmodit NS i+all
% chmodit NS l+all
```

Step 4 Now you can start the VPN Solutions Center software.

Troubleshooting the OrbixWeb Registration

Symptom

After three start attempts, one or more servers are in a disabled state

The reason for the failures is a server registration bug in OrbixWeb that causes missed hearbeats, specifically due to a COMM_FAILURE, such as the following:

```
Warning:
Heartbeat failed due to exception:
org.omg.CORBA.COMM_FAILURE:localhost/2013
```

The text “localhost/nnnn” indicates this problem.

This problem occurs if there is old server registration information in some files in the OrbixWeb installation.

Solution

The simplest way to make sure you do not encounter this problem is to reinstall OrbixWeb instead of reusing an old OrbixWeb installation. Be sure to remove the old installation before you reinstall the new version of OrbixWeb.

If you must reuse the existing OrbixWeb installation, run the following commands (assuming IT_CONFIG_PATH is set as your OrbixWeb installation directory). These commands remove the incorrect OrbixWeb registrations.

Step 1 On the VPN Solutions Center workstation, open the terminal window where Orbix is running.

Step 2 If not already logged in as **vpnadm** in this window, do so now.

Step 3 Change directory to the following path:

```
% cd $IT_CONFIG_PATH/Repositories/ImpRep
```

Step 4 Run the following commands to remove the incorrect registrations:

```
% rm DataSetServer.imp \
% log.imp \
% CVPIMServer.imp \
% mibpoller.imp \
% VpnInvServer.imp \
% DIPMServer.imp \
% watchdog.imp \
% ventGateway.imp \
% CNGSServer.imp \
% TaskServer.imp
```

The next time the Watchdog starts, it adds the correct registration information.

Troubleshooting the Solaris 8 Installation

If the Solaris 8 system was installed with only the End User System Support software group, then follow these steps:

Step 1 Mount the Solaris 8 installation CD-ROM.

Step 2 Go to the **cdrom0** directory.

```
% cd /cdrom/cdrom0
```

Step 3 Log in as the root user (**su**).

Step 4 Run the AdminTool Software utility:

```
% swmtool
```

Step 5 From the Edit menu, choose **Add**.

Step 6 From the Software menu, choose **Programming tools and libraries 1.0.0 (SUNWCptool)**.

This tools and libraries option includes these packages:

- CCS tools bundled with SunOS 5.8/Generic (SUNWbtool)
- Solaris bundled tools 5.8 (SUNWsprot).

Step 7 Exit from the root user (**exit** command).
