Router and Bridge Manager Version 2

Frequently Asked Questions

Installation Questions

Q1. Where are install errors logged?

A1. RABM logs messages during the install to `/tmp`. If you are installing the RABM server image, the install file is `/tmp/RabmServer.log`. If you are installing the RABM client image, the file is `/tmp/RabmClient.log`.

Q2. How does RABM determine where to put ObjectStore cache files?

A2. RABM allows ObjectStore to use the environment variables `OS_CACHE_DIR` and `OS_COMMSEG_DIR` to determine where cache files are placed. If these environment variables are not set, the default location is `/tmp/ostore`. If you wish to use a different location, set these environment variables in the global environment for your system. Both of these variables should be set to the same value.

On AIX, you can set these variables in the global environment by placing these lines in the file `/etc/environment`:

```
OS_CACHE_DIR=[path]
OS_COMMSEG_DIR=[path]
```

(where [path] is the path you wish to use for the cache files).

On HP-UX, you can set these variables in the global environment by placing these lines in the file `/etc/profile`:

```
OS_CACHE_DIR=[path]
OS_COMMSEG_DIR=[path]
export OS_CACHE_DIR
export OS_COMMSEG_DIR
```

(where [path] is the path you wish to use for the cache files).

Q3. How much space does RABM need for ObjectStore cache files?

A3. You should have at least 32 MB available in the directory where ObjectStore cache files are placed. (See question 2.)

Q4. When installing RABM, I get the following message in the log file:

```
Creating the RABM server database
No handler for exception: Miscellaneous ObjectStore error <err-0025-0208>
Error during initialization (from Cache Manager):
Error during Cache Manager initialization:
```

```
Miscellaneous ObjectStore error <err-0025-0772><maint-0012-0063>write failed:
No space left on device (err_level _1_io) while allocating the cache to
length 8388608 (pathname /cache/objectstore _4_milquetoast_cache_12) (err_misc)
. (err_misc)
***ERROR*** Could not create the database
instal: Failed while executing the ./rabm.obj.post_i script.
```

A4. You do not have enough space in the ObjectStore cache directory (see questions 2 and 3).

Q5. When I install RABM, I get the following message in the log file:

```
Seeding the RABM server database
No handler for exception: ObjectStore internal error
Fatal error Not enough space(errno = 12)
<maint-0006-0027>mmap failed: os_map_memory addr 40000000, len 0x1000,
prot 3, share 257, fd 32, off 0x1000 (err_internal)
***ERROR*** Could not seed the database
```

A5. If you are running multiple ObjectStore applications, the ObjectStore memory mapping does not work with default values. To correct this, you must set the environment variable `OS_AS_START` to `0x70000000`. You should set this in the global environment for your system. (See question 2.) (This error may also occur after installation.)

Q6. Why does RABM use different directories for the ObjectStore cache files than other products in the Nways Campus Manager LAN package?

A6. By allowing you to specify the location of ObjectStore cache files through environment variables, RABM allows you to place these files wherever you have space available on your file system.

Q7. Can I install the RABM server image and the RABM client image on the same machine?

A7. No. When you install the RABM server image, the client program is installed as well.

Q8. When I install RABM, I get the following message in the log file:

```
Creating Symbolic Links to the RABM directory
Linking the Schema database files to the executables
./rabm.obj.post_i[127]: /bin/ossetasp: not found.
./rabm.obj.post_i[128]: /bin/ossetasp: not found.
./rabm.obj.post_i[129]: /bin/ossetasp: not found.
./rabm.obj.post_i[130]: /bin/ossetasp: not found.
./rabm.obj.post_i[131]: /bin/ossetasp: not found.
Configuring OVw ...
Creating the Common Poller database
No handler for exception: The directory was not found
<maint-0012-0085>Directory /rabmv2/bin does not exist (err_directory_not_found)
While trying to open the application schema database.
***ERROR*** Could not create Common Poller database
```

A8. Before installing, the environment variable `OS_ROOTDIR` must be set to the ObjectStore root directory. (On AIX, this is usually `/usr/lpp/ODI/OS4.0/cset`. On HP-UX, it is usually `/usr/local/ODI/OS4.0`.)

Other Questions

Q9. Does RABM provide trace or log files to help determine what kind of problems I am having?

A9. Yes. Log files are located in `/usr/OV/log` on AIX and `/var/opt/OV/share/log` on HP-UX. Each RABM program creates a trace file:

```
client: rabm_client.trace event server: rabmEventServer.trace common poller server: NCMPserver
```

You may get more detailed trace messages by sending signal USR1 to a RABM program.

Q10. Are there any utilities available to let me see what is in the ObjectStore databases that RABM uses?

A10. Yes. The ObjectStore Management documentation is installed with the ObjectStore image. ASCII and HTML formats are available.

Q11. After installing RABM and restarting NetView, I cannot add nodes to the RABM submap, or use any of the RABM menu options. The rabm_client.trace file has several messages like `"Action not found :"`

A11. Check to see if the `$LANG` environment variable is set. During installation, RABM creates a symbolic link for a catalog file to the directory `/usr/lib/nls/msg/$LANG`.

If `$LANG` is not set, the symbolic link is made to `/usr/lib/nls/msg/C`. When NetView is started and `$LANG` is not set, NetView sets `$LANG` to `En_US`. With this setting, RABM cannot find its catalog file.

To correct this problem, either:

1. Set `$LANG` in your global environment to a desired value, and reinstall RABM, or
2. Create a symbolic link to the catalog file (as root user):

   ```
   ln -s /usr/rabmv2/usr/lib/nls/msg/C/rabm.cat /usr/lib/nls/msg/En_US/rabm.cat
   ```