

V

ZfS Generic

The other sections in the *Troubleshooting* guide contain error messages specific to the Novell® ZENworks® for Servers (ZfS) component. However, multiple ZfS components can each display the same error message. You can look these up in this section of the *Troubleshooting* guide.

The following sections contain detailed explanations of the error messages you might encounter using ZfS:

- ♦ [“Generic Error Messages” on page 295](#)
- ♦ [Chapter 13, “Documentation Updates,” on page 301](#)

12 Generic Error Messages

- ◆ “Search Path Errors” on page 295

Search Path Errors

“ZfS 3 services not starting on a NetWare server” on page 295

ZfS 3 services not starting on a NetWare server

Explanation: Some or all of your installed ZfS services did not start on a NetWare[®] server.

If you tried to manually start the service, the following error message was displayed at the server console prompt:

```
??? Unknown command ???
```

This problem could exist after installing ZfS 3, or after installing the ZfS 3 Support Pack 1 (SP1) software packages manually for the Management and Monitoring Services or Remote Management components. The Policy and Distribution Services or Server Inventory components do not use search paths in their .NCF files used for manually installing SP1. None of the components use search paths when installing the software packages automatically using Tiered Electronic Distribution (TED).

Possible Cause: For NetWare 5.1 servers (and NetWare 6 servers prior to adding Support Pack 3), up to 20 search paths can be added automatically from the execution of .NCF files. Any additional search paths must be added manually. (For NetWare 6 servers, this automated search path limitation is removed by installing SP3.)

If the NetWare server has had 20 search paths initialized, other search paths from an .NCF file will be ignored, and the ZfS component will not start because one or more of its paths are unknown to the server.

Action: To check whether this is the cause of ZfS services not starting, enter **SEARCH** on the NetWare server's console and review the listed paths to determine if any of the ZfS paths are not being displayed.

IMPORTANT: If there are fewer than 20 search paths listed, this may not be your problem, because unused search path numbers would be available. The search path problem can only exist if an .NCF file's SEARCH ADD command was ignored because 20 or more search paths had already been initialized.

Review the following information about the search paths that can be displayed for the various ZfS components when you enter the **SEARCH** command on a NetWare server's console.

Management and Monitoring Services

The following .NCF files are from installing ZfS 3:

.NCF File	Search Paths
AUTOEXEC.NCF (ADDMWSP.NCF)	<p><i>Installation_Volume:\Installation_Path\MMS\MWSERVER\BIN</i></p> <p><i>Installation_Volume:\Installation_Path\MMS\MWSERVER\PINGSERVER</i></p> <p><i>Installation_Volume:\Installation_Path\MMS\MWSERVER\NMDISK</i></p> <p><i>Installation_Volume:\Installation_Path\MMS\MWSERVER\NMDISK\IPCACHE</i></p> <p>For example, <i>Installation_Volume</i> and <i>Installation_Path</i> could be SYS:\ZENWORKS (the defaults).</p>
AUTOEXEC.NCF (ADDNLASP.NCF)	<p><i>Installation_Volume:\Installation_Path\LANZ</i></p> <p>For example, <i>Installation_Volume</i> and <i>Installation_Path</i> could be SYS:\ZFS_AGNT (the defaults).</p>
AUTOEXEC.NCF (ADDNMAASP.NCF)	<p><i>Installation_Volume:\Installation_Path\NMA</i></p> <p>For example, <i>Installation_Volume</i> and <i>Installation_Path</i> could be SYS:\ZFS_AGNT (the defaults).</p>

These six search paths exist in the three Management and Monitoring Services .NCF files listed in parentheses in the .NCF File column. However, these six paths are also written to the server's AUTOEXEC.NCF file during installation of Management and Monitoring Services. Therefore, they can be initialized from the AUTOEXEC.NCF file.

The following .NCF files are from installing Zfs 3 SP1 manually. If these search paths cannot be initialized, the SP1 manual installations will fail.

.NCF File	Search Paths
ZFS3SP1MgmtAgt.NCF	<i>Installation_Volume</i> : \TEMP\ZFS3SP1
or	<i>Installation_Volume</i> : \TEMP\ZFS3SP1\NETWARE
ZFS3SP1SiteSvr.NCF	For example, <i>Installation_Volume</i> could be SYS: (the default).

Policy and Distribution Services

The following .NCF files are from installing Zfs 3. There are no SP1 issues, because Policy and Distribution Services does not use search paths for installing SP1 manually.

.NCF File	Search Paths
ZFS.NCF	<i>Installation_Volume</i> : \ZENWORKS\IPDS\SMANAGER <i>Installation_Volume</i> : \JAVA\NJCLV2\BIN <i>Installation_Volume</i> : \NI\UPDATE\BIN For example, <i>Installation_Volume</i> could be SYS: (the default).
TED.NCF	<i>Installation_Volume</i> : \ZENWORKS\IPDS\TED <i>Installation_Volume</i> : \ZENWORKS\IPDS\BIN <i>Installation_Volume</i> : \JAVA\NJCLV2\BIN For example, <i>Installation_Volume</i> could be SYS: (the default).
ZWS.NCF	<i>Installation_Volume</i> : \ZENWORKS\ZWS For example, <i>Installation_Volume</i> could be SYS: (the default).

The Policy and Distribution Services search paths are initialized when the applicable .NCF file is executed.

The SYS:\JAVA\NJCLV2\BIN path can be initialized by any of the following files:

ZFS.NCF (for Policy and Distribution Services)
 TED.NCF (for Policy and Distribution Services)
 AUTOEXEC.NCF (for Server Inventory)

Server Inventory

The following .NCF files are from installing ZfS 3. There are no SP1 issues, because Server Inventory does not use search paths for installing SP1 manually.

.NCF File	Search Paths
AUTOEXEC.NCF	<p><i>Installation_Volume</i>: \JAVA\NJCLV2\BIN</p> <p>For example, <i>Installation_Volume</i> could be SYS: (the default).</p> <p><i>ZenWebServer_installation_path</i></p> <p>where this path can be found in the SYS:\SYSTEM\ZENWORKS.PROPERTIES file.</p>

The Server Inventory search paths are written to the AUTOEXEC.NCF file during installation of Server Inventory. Therefore, they can be initialized from the AUTOEXEC.NCF file.

The SYS:\JAVA\NJCLV2\BIN path can be initialized by any of the following files:

AUTOEXEC.NCF (for Server Inventory)
 ZFS.NCF (for Policy and Distribution Services)
 TED.NCF (for Policy and Distribution Services)

Remote Management

Remote Management does not use search paths in starting its service. Therefore, the following .NCF files are from installing ZfS 3 SP1 manually. If these search paths cannot be initialized, the SP1 manual installation will fail.

.NCF File	Search Paths
ZFS3SP1REMMGMT.NCF	<p><i>Installation_Volume</i>: \TEMP\ZFS3SP1</p> <p><i>Installation_Volume</i>: \TEMP\ZFS3SP1\NETWARE</p> <p>For example, <i>Installation_Volume</i> could be SYS: (the default).</p>

The Remote Management search paths are initialized when the ZFS3SP1REMMGMT.NCF file is executed.

Action: You can add search paths manually on the NetWare 5.1 or 6 server to go beyond the limit of more than 20 valid paths. They will be listed using 21, 22, 23, and so on.

To add the missing search paths, do the following:

1 On the NetWare server's console, type:

```
SEARCH ADD 20 missing_search_path
```

where *missing_search_path* is the full path to enter after the SEARCH ADD command. See the previous tables for the search paths.

You should use the number 20 each time you add a new search path. Each search path you add will automatically be increased using 21, 22, 23, and so on.

2 Repeat **Step 1** for each missing search path.

3 Enter **SEARCH** on the server's console to verify that the newly added search paths are listed.

4 For each of the search paths that you entered in **Step 1**, start that service by entering the appropriate command on the server's console prompt.

5 Repeat **Step 1** through **Step 4** for each NetWare server where a service did not start.

6 If a search path problem prevented a successful manual installation of a support pack, re-install the support pack after its search paths have been manually initialized.

Action: On NetWare 5.1 servers, you cannot specify a search path's exact number when that number is higher than 20. To remove a search path that is numbered higher than 20 on a NetWare 5.1 server, do the following:

1 On the NetWare 5.1 server's console, type **SEARCH**.

2 Make a note of any path you will still need between number 19 and the path number that you want to delete.

You may want to re-add those paths in **Step 5**.

3 Delete the 20th path by entering:

```
SEARCH DEL 20
```

This causes the 21st path to be renumbered as the 20th.

4 Repeat **Step 3** until you have deleted the search path you want to delete.

5 If you need to re-add any search paths that you deleted:

5a On the NetWare server's console, type:

```
SEARCH ADD 20 deleted_search_path
```

where *deleted_search_path* is the path you deleted in [Step 3](#) that you still need.

Use the number 20 for each search path that you need to re-add. Each search path will automatically be renumbered using 21, 22, 23, and so on.

5b Enter **SEARCH** on the server's console to verify that the re-added search paths are listed.

5c If any search paths are still missing, repeat [Step 5a](#) and [Step 5b](#).

13 Documentation Updates

This section contains information on documentation content changes that have been made in “ZfS Generic” on page 293 of the *Troubleshooting* guide since the initial release of ZENworks® for Servers (ZfS) 3. The information will help you to keep current on updates to the documentation.

The information is grouped according to the date the documentation updates were published. Within a dated section, the changes are alphabetically listed by the names of the main table of contents sections.

The documentation is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the documentation changes listed in this section.

If you need to know whether a copy of the PDF documentation you are using is the most recent, the PDF document contains the date it was published in the Legal Notices section immediately following the title page.

The documentation was updated on the following dates:

- ♦ “December 20, 2002” on page 301

December 20, 2002

Updates were made to the following sections. The changes are explained below.

- ♦ [Search Path Errors](#)

Search Path Errors

The following changes were made in this section:

Location	Change
Search Path Errors	Replaced the previous section with a new section. The previous section was written for only the Management and Monitoring Services component, but the new section is written for all ZfS components, and includes new information concerning how to add or remove search paths when more than 20 are displayed.