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Technical bulletin

Brisque 5 Customer Troubleshooting Checklist

The purpose of this document is to help customers troubleshoot Brisque® 5 problems.
The document describes the use of different tools that can be used when troubleshooting. If you are uncomfortable with any of the recommendations outlined in this document, please contact your Creo Service Center.

This document includes the following topics:

- **Troubleshooting symptoms and actions** for each symptom
- **Dos and Don'ts**
- Appendix: **Creating Brisque 5 log files**

Troubleshooting symptoms and actions

Note: In the following table, references are made to the following documents:

- *Brisque Software version 5 Installation Guide* (part number 653-00539B). Find this guide on the *Brisque 5 Documentation and Training CD* which is part of the Brisque version 5 Software kit.
- *Software Migration from Brisque version 4.1 to 5.0 Customer Installation Guide* (part number 731-00194B-EN). Find this guide on the *Brisque 5 Accessories CD* which is part of the Brisque version 5 Software kit.

For each symptom, a recommended action and a How to are suggested. Some symptoms have more than one action. Perform the actions in the order presented.

Symptom	Action	How to	Results (comments)
1. **Client Connection (Fails to login)**	Check if all server processes are running.	Select **scismit > problem determination > List All Brisque Processes > OK**.	
	If a process is down (with the exception of **cm_peace_keeper**)	Create a log file (see *Appendix*), contact Creo Service Center, log off the application, and log on again.	Follow the screen recommendations.
	Check if all Java® processes are running.	Select **scismit > problem determination > List All Java Processes > OK**.	If Brisque is in Black box mode (see *Dos and Don'ts*), **javaFE.desktop.Bdesktop** is always down.
	Check if the Brisque local client on AIX® is functioning (is Queue Manager operating).	Log on to the local AIX client and check its operation.	Applicable only when Brisque is in Black box mode (see *Dos and Don'ts*).
	Check Brisque network operation.	Select **scismit > problem determination > Test Net Performance > destination station**.	Throughput should exceed 5 MB/sec for both RCP and NFS transfers.

	Check if a Brisque entry is added to all hosts files on Windows® and Mac OS® X clients.	See pages 18-20 in the *Software Migration from Brisque version 4.1 to 5.0 Customer Installation Guide*.	This information can be found also in the *Brisque Software version 5 Installation Guide*.
	Check if ping from Mac/ Windows to Brisque IP works.	In Windows: select **Start > Run.** Type `cmd > OK`. Then type `ping BrisqueIP`. In Mac OS X: select **Application > Utilities > Network Utility > Ping**. Enter the Brisque IP and select **Ping**.	
2. **Client crashes, freezes or exits without error**	Check if a Brisque entry is added to all hosts files on Windows and Mac OS X clients.	See pages 18-20 in the *Software Migration from Brisque version 4.1 to 5.0 Customer Installation Guide*.	This information can be found also in the *Brisque Software version 5 Installation Guide*.
	Create logs.	See *Appendix*.	Follow the screen recommendations.
	Verify the latest OS X and Java versions on client.	From the Apple® menu, select **About this Mac > More Info > Software > Applications**. The higher number is the Java version that is loaded on the client OS X.	
3. **All dataVolumes in the browser are empty**	Check if all Java processes are running.	Select **scismit > problem determination > List All Java Processes > OK**.	It is likely that the main server on the Brisque has crashed.
	If the main server on the Brisque crashed.	Create a log file (see *Appendix*), contact Creo Service Center, log off the application, and log on again.	Follow the screen recommendations.
4. **Send operation fails**	Check if a Brisque entry is added to all hosts files on Windows and Mac OS X clients.	See pages 18-20 in the *Software Migration from Brisque version 4.1 to 5.0 Customer Installation Guide*.	This information can be found also in the *Brisque Software version 5 Installation Guide*.

Dos and Don'ts

Do:	Don't:
• Always unmount the NFS mounted volumes of the remote Brisque before restarting the workstation. • Always log on from the remote client using the client hostname and not using the client IP. This ensures proper IP configuration. • Run Brisque maintenance periodically: Select **Scismit > problem determination > customer maintenance > Change schedule**. • It is always recommended to use Brisque in **Black Box** mode. Black box mode is a new mode in version 5.0 where the login (cdesci) stops just before the Brisque AIX clients are up. In this mode, all Mac/ Windows clients are able to log into the Brisque terminal. Smit, Scismit and Device Handling are available only on the Brisque AIX station. Maintaining the Brisque in this mode enables an additional Mac OS X or Windows client to log into the Brisque. • *Always* referesh the client destination and source windows before initiating any copy/move operation. In order to refresh the window, press F5 on both Windows and Mac clients.	**Do not use folder names with spaces**. • Spaces and special characters (such as # % @ / \ -) are not supported in workstation names, HiRes paths, paths to jobs, pages and files, and mounted servers. • The supported characters are: digits (0…9), all letters (a…z, A…Z), underscore (_), and periods (.). The combination of the two characters **.p** cannot be part of the Brisque Job name. *Failing to follow these instructions may cause numerous problems that will result in downtime and loss of production time*.

Appendix: Creating Brisque 5 Logs

This appendix provides the guidelines for creating Brisque 5 logs. The following sequence must be performed exactly as listed.

1. When the Windows/Mac client freezes completely:
   Before restarting the workstation, copy the Windows/Mac client **brisque5.log** and attach it to the escalation mail. Otherwise the client log will be overwritten by the next client login. Perform the following:
   - On the **Windows** client: select **c:\programFiles\BrisqueClient\version\exec\brisque5.log** (the default path) or **C:\VER5\version\exec\brisque5.log** (a user chosen path).
   - On the Mac OS X client: select **/Applications/Bclientosx.app/exec/brisque5.log** (right-click the Brisque 5 client icon and select **Show contents** to get to the log file).
2. In all Mac OS X client functionality cases, you should also attach the **console.log** that contains important information. This information can be useful even after client login following a system crash, unexpected quit, or system freeze. The **console.log** can be obtained from: **[your diskname] > Library > Logs > Console > console.log**.

3. Create the brisque_check.log.
   Make sure that this log is created before logging into the Brisque 5 server following client/server logout due to one of the troubleshooting issues mentioned in this document.

   If the problem appeared on a Windows/Mac client and you still have access to the Brisque 5 server, create **brisque_check.log** from this client application. Select **Tools > System > Service > Create Log**. The relevant client **Brisque5.log** will be included in the final **brisque_check.log** and sent back to the client desktop.

   If you no longer have access to the Brisque 5 server or if you are experiencing problems with the Brisque software, create **brisque_check.log** from another client or from the Brisque 5 server.

   Select **scismit > problem determination > Create brisque support log**. Three files are created under /**scitex/version/logs**: **brisque_check.log**, **brisque_check.htm**, and **brisque_check_err.log**. **brisque_check.log** and **brisque_check.htm** essentially contain the same data, but in different formats—text (.log) and html (.htm). The third file, **brisque_check_err.log**, contains user-specific system error information.

   Send the .log and .htm files to your Creo service center. The information in the **brisque_check_err.log** file is displayed on the scismit/terminal screen while the log is being generated. If you ran **brisque_check.log** from another client, the information can be displayed on the client desktop by opening **brisque_check_err.log**. This information can provide important insight into the cause of the problem

   It's important that you follow the exact instructions as they appear on your Brisque terminal. The information below is a sample of what may be displayed.

```
# # # # # # # # # # # # # # # # # # # # # # # # # #  # # # # # # # # # # #
Your Queue is not functioning properly .Logout/login your application and report to support.
# # # # # # # # # # # # # # # # # # # # # # # # # #  # # # # # # # # # # #
The following Creo application processes are down. Logout/login and call Creo support.
PROBLEM: Qproxy -IS DOWN !!!
# # # # # # # # # # # # # # # # # # # # # # # # # #  # # # # # # # # # # #
The following Java processes are down. Logout/login and call Creo support.
PROBLEM: BExpAgent -IS DOWN !!!
# # # # # # # # # # # # # # # # # # # # # # # # # #  # # # # # # # # # # #
The following filesystems are 100% full :
/dataVolumes/v5.1.0
# # # # # # # # # # # # # # # # # # # # # # # # # #  # # # # # # # # # # #
Ping to my hostname has failed. Check your network hardware and configuration ! *
# # # # # # # # # # # # # # # # # # # # # # # # # #  # # # # # # # # # # #
One of the NFS mounts is stuck ! Check your Network connections. **
# # # # # # # # # # # # # # # # # # # # # # # # # #  # # # # # # # # # # #
The following system errors occurred today and should be reported to Creo support :
0BA49C99 0126094205 T H scsi0 SCSI BUS ERROR
0EC00096 0126094205 P U SYSPFS STORAGE SUBSYSTEM FAILURE
49A83216 0126100405 T H hdisk1 DISK OPERATION ERROR
613E5F38 0126094205 P H LVDD I/O ERROR DETECTED BY LVM
# # # # # # # # # # # # # # # # # # # # # # # # # #  # # # # # # # # # # #
```

Notes:

***** This means that ping to my hostname is stuck due to some networking problem.

*** *** This means that df is stuck due to a NFS mount problem.

4. Send the **brisque_check.log** and **brisque_check.htm** to your Creo Service Center.

About Creo

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