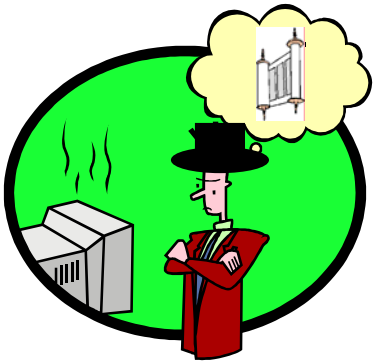
Brisque 5 Troubleshooting Guide

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Company Confidential

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Brisque Serve+Timna+Brisque PSM,AIX+Networking PSS
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1. Abstract

The goal of this document is to improve Creo specialist's ability to troubleshoot BRISQUE5 systems.
We have already had cases when during Beta there were system phenomena's that appeared tricky to troubleshoot even by specialists.
The document covers some aspects of HW and SW troubleshooting, using different AIX and CREO tools.

2. Performance issues

The following are the steps to be taken when a complaint about a performance is received, PRIOR to escalating it to PS or PD.
The result of the below scripts/commands should be submitted as part of the Performance issues escalation.
Generally – use **topas** and **nmon** to grasp the current system load.
See the below link for the detailed refernce on the below scripts :
http://techplanet.creo.com/software_solutions/workflow_software/brisque/content/memos/support_tools.htm

All commands can be run manually from command line or form scismit ->problem determination menu.

2.1 Slow preview

Problem : The preview is very slow
Solution :Make sure the Preview Preferences are set to "Don't Update Mark Library".

2.2 Network issues

- Run **nettest.sh** script to test your current Brisque5 network throughput. This requires at least 1 GB free space available on both source and destination dataVolume (the script chooses the largest free dataVolume).
- In case the network does show slow (less then 1 MB/sec) – check your NIC +Switch settings. They should both match and be set for "100BT-Full duplex" for a 100BT interface, and to Auto-Negotiation for a Gigabit board.
- Use the new **chent.sh** script (or run it from scismit - >problem determination) to try out different speeds WITHOUT rebooting the Brisque5.
  If the Brisque shows a good throughput to another Brisque/PC – check your client machine speed. Use available PC/MAC tools (or just copy files to another non-Brisque5 machine) to verify the client is not the problem.
  For testing Mac networking performance – you can use the LanTest utility which is part of the Helios installation package on the Brisque.One has to mount the Ethershare volume from MAC, then drag the "LanTest" application from the "Unsupported" folder to your desktop.
- Check the **brisque_check.log** - ***start.JavaServices.log*** part - to verify that the client is connecting to the correct IP address. If not – check the Brisque5 IP config .Ex :

```
INFO  17 Feb 2005 13:01:39 - Client Version : 5.0.61.6 (Build 010)
INFO  17 Feb 2005 13:01:39 - Platform : IBM,7044-170#1
INFO  17 Feb 2005 13:01:39 - Currently Max Clients Allowed : 3
INFO  17 Feb 2005 13:01:39 - Login Attempt For ronald
INFO  17 Feb 2005 13:01:40 - Login Success for ronald from host
computer52.trioprint.nl
INFO  17 Feb 2005 13:01:40 - Session opened 5490651f:1021f238444:-7e70 From
computer52.trioprint.nl
INFO  17 Feb 2005 13:01:40 - Currently Active Sessions 3
B_LOCKED_RES: Add client 3 : Socket[addr=/192.168.1.52,port=50983,localport=7999]
FB: Add client 3 : Socket[addr=/192.168.1.52,port=50984,localport=8000]
WFP: Add client 4 : Socket[addr=/192.168.1.52,port=50986,localport=8002]
Preferences: Add client 3 : Socket[addr=/192.168.1.52,port=50987,localport=8004]
UDP: Add client 3 : Socket[addr=/192.168.1.52,port=50988,localport=8006]
```

- Verify in brisque_check.log that the Brisque5 IP defined in /etc/hosts matches the address defined in atalk.conf file. If not – fix the atalk config.
- Verify in brisque_check.log that the Brisque5 NICs are correctly defined – in lsip.sh section of the log.
- Verify in brisque_check.log that there are no Network oriented errors – in "errpt" section of the log. If present – check the physical part of your network (NIC, cable, switch, etc).
  Run the following command to check for any existent network interface errors:
  entstat -drt ent0 |grep –i error

- Use **nmonnfs** command to traces all NFS processes activity

2.3 I/O issues

- Run **datavol-test.sh** script to test your current Brisque5 dataVolumes (data disks) throughput.
  One should expect at least 30 MB/sec copy speed between dataVolumes on new machines (6F1,6E3,6E4,etc),and more then 10 MB/sec on older machines.
  Check that new (Ultra 160 and up) disks/towers are connected to fast enough adapters - we recommend a Dual Channel LVD board.

  The preferred performance order in ascending order is:
  -Internal disks
  -Striped internal disks
  -External disk
  -Striped external disks

  The following boards are OK to support newer disks .The first one will also work on Brisque4.1, the second one will work only on 5. The cogs are around 340$.

  518-00094A KIT, DUAL CH. ULTRA-3 LVD (AIX 4.3.3)

  605B00303 DUAL CH. ULTRA-3 SCSI ADPT 4-Y

  518-00996A KIT, DUAL CH. ULTRA320 LVD (BRISQUE 5.X)

  603-00366 DUAL CH. ULTRA320 SCSI PCI-X ADAP.(5702)

- Verify that NO disks appear as "Other SCSI Disk Drive" ! IBM disk appear as "16 Bit LVD SCSI Disk Drive" ,and Seagate disk appear with full description, when running the **lsscsi.sh** command (or as per brisque_check.html).
  If a disk appears as "Other SCSI Disk Drive" – this means that it's stanza (from a diskette coming with the disk) was not installed, and the disk is running 4 times slower that it could have !
  To check your disk type (the one that appears as "other scsci disk") – run :
  lscfg –vl

  The following disk types are supported :

  barST318436LC, barST318436LW, barST318437LW, barST318438LW, barST336737LW, barST336938LW, barST39236LC, barST39236LW, chST173404LC, chST173404LCV, chST173404LW, chST3146707LC, chST3146707LW, chST318406LC, chST318406LW, chST3300007LC, chST3300007LW, chST336607LC, chST336607LW, chST336704LC, chST336704LW, chST336705LW, chST336706LC, chST336706LW, chST373207LC, chST373207LW, chST373307LC, chST373307LW, chST373405LC, chST373405LW, ibmDPSS-318350N, ibmDPSS-336950N, ST3146807LC, ST3146807LW

  lsscsi.sh command supplies you all the required info :

lsscsi.sh

```
################################################################################
Single_Ended, 10     MHz
        cd0    Available 10-60-00-4,0 16 Bit SCSI Multimedia CD-ROM Drive
        rootvg: hdisk0 Available 10-60-00-0,0 16 Bit LVD SCSI Disk Drive,
8678   MB
         svg6:   hdisk3 Available 20-58-00-13,0 Cheetah 73GB LP Ultra160 SCSI
(ST373405LW),     70007  MB
                        slv6.0        /dataVolumes/brisque03.6.0
        svg4:   hdisk4 Available 20-58-00-11,0 Other SCSI Disk Drive,
                140014 MB
                        slv4.0        /dataVolumes/brisque03.4.0
```

```
ses0   Available 20-58-00-15,0 SCSI Enclosure Services Device
```

In cases where we find a Non-Creo disk installed - it will never get a proper stanza!
The workaround for these cases is to force a "queue_depth" size to be 3 for each "other disk", to increase their stanza-less write performance is to run the following command for each "other disk" :

chdev -l 'hdiskX' -a queue_depth='3' -a q_type='simple' -P

Then reboot the system !

- Verify in **brisque_check.log** - the "***iostat***" part- watch out for any 100% busy disk: (If any disk stays 100% busy most of the time – this is abnormal)
- Using smit –>devices ensure that all active scsi channels are set to the max speed possible.
- Verify in **brisque_check.log** `in` ***"All disks"*** section that there are no slow devices (Iris,etc) connected together with fast scsi disks (system disk, etc)
- Check if the customer flow can be split to work with more then one dataVolume simultaneously, if available.
- Download and run the fsdefrag.sh script from:
  http://techplanet.creo.com/software_solutions/workflow_software/brisque/content/memos/support_tools.htm
  I strongly recommend to run it once a month on all customer machines .The script defragments all the customer dataVolumes.
  The script does not interrupt the customer usage of the disks, just slows it down for a while, till finished.

2.4 Memory issues

- Check the system minimum memory size :

Platform	Memory
Classic Tiger II (43P-150)	1 GB
Performance single (44P-170)	1.5 GB
Brisque2 (F50 – 2CPU)	2 GB
Brisque4 (F50 – 4CPU)	2 GB
Performance Dual (6F1- 2CPU)	2 GB
Performance Quad (6F1- 4CPU)	2 GB
Express single and Dual	2 GB

- Check in brisque_check.log for "Top 10 memory usage by process" – can show processes that are taking too much memory percentage .A single process taking more then 30% of the system memory should be alarming.
- Check in brisque_check.log for "Top 10 CPU usage by process" – can show processes that are taking too much CPU percentage. A single process taking more then 40% of the overall CPU time should be alarming. Wait process should be disregarded – normally means idle time.
- Check in brisque_check.log – the "vmstat" part -shows overall system load picture: (See the following link for the detailed info on vmstat fields :
  http://publib.boulder.ibm.com/doc_link/en_US/a_doc_lib/cmds/aixcmds6/vmstat.htm
  Generally if a sustained wait is higher then 20% - the performance is an issue. Then, one has to investigate the memory/cpu/disk usage from the above sections – top-10-memory/top-10-cpu/iostat. Persistent pi/po [paging space faults] higher then 20 can hint on lack of memory).

2.5 Collect the client platform info

Send the information about client configuration including network connection. (CPU speed, amount of memory, OS level, computer type).

Client Workstations prerequisites :

	Mac	PC
Computer	G4, 750 MHz	Pentium 3, 450 MHz
Memory	512 MB	256 MB
OS	OS X 10.2.5 Java 1.41 plus Update 2	Windows 2000

2.6 Check client network performance

The **nettest.exe** executable is intended for the Brisque5 PC client update. It can be downloaded from :http://techplanet.creo.com/software_solutions/workflow_software/brisque/content/memos/support_tools.htm

Download the application to your PC and unzip it.
It helps confirming the Brisque5 PC client network performance .The program's algorithm is as following:
Double click the application, enter your destination host (Brisque/PC) name (or an IP address for Brisque),and the number of iterations to run.
It then runs 100MB FTP/net copy to and from the chosen Brisque/PC, as many times as selected. Extra to the screen display, it creates the **nettest.html** file on your desktop, which should be attached together with **brisque_check.html** , in case of performance issues.
If the destination is Brisque - it chooses the largest dataVolumes. If it's a PC - it will look for the first writable share on it, and try the next one if it fails. Eventually it deletes the 100MB file from both source and destination.

2.7 Check for full filesystems

Verify in **brisque_check.log** - the "***df***" part - that the there are no full file systems.

2.8 Create and send a brisque_check.log +.html

Send the 'brisque_check.log' (preferably as html as well). Make sure the log is generated while the performance problem shows (during the heaviest load possible) .Refer to the 'Brisque 5 Troubleshooting Guide' chapter 8.2. (8.2 How to properly create logs).Java issues

2.9 Finding the Java cores

cat /tmp/javacore_locations to see were these core files are created:

```
ls -la /tmp | grep -i java
-rw-rw-rw-   1 scitex   scitex           69 Sep 10 10:45 javacore_locations

cat /tmp/javacore_locations
Wed Sep 10 10:45:10 2003 : /home/cdesci/javacore31096.1063179910.tx
```

3. Application issues

3.1 Cannot close dialogs when working on items in the Service Menu

Minimize the Brisque Desktop and see if a modal dialog is behind it.

3.2 All internal copies do not work.

Explanation:

Currently the "root" "ripro" user & passwd are used for internal ftp copies. If there is no "root" user with "ripro" password, all internal copies will not work.

3.3 PDF preview will not jump to the front of the screen

if you are doing PDF Preview - on the MAC/PC the preview will not jump to the front of the screen (you will think it is not working but he will show the preview behind) - need to minimize the Brisque application so you can see the PDF preview.

3.4 How to change the display font in Netscape on Brisque5

In order to change the display font in Netscape, while in Netscape on Brisque, go to Preferences: Appearance: Fonts: Fixed Width Fonts and change (from the default Courier) to your preferred font. You should also check the box: Use my Default fonts, overriding document specified fonts.

3.5 Brisque5 Client on PC–selecting any area in the console - the client is stuck

Brisque5 Client on PC : if you selected with the mouse cursor any area in the windows console - the client is stuck when the client attempts to print into the console"
The workaround is to : UNSELECT the selected area by focus the console window and press any key.

3.6 While moving a folder via a client browser - the contents of the folder may disappear

Symptoms

While moving a folder via a client browser - the contents of the folder may disappear.

Explanation
The identified scenario is as following:
- The user selects a folder to be moved and drags it to another destination folder.
- When the move is completed, the new folder is created, all the files are transferred but because of the 'refresh-rate' of the Client the source folder may show in place.
- The user may attempt to move the same source folder to the same or different destination.

The result is:
Since it is now not a 'real' folder, (does not exist anymore on the AIX level - deleted after move), the system (Java) attempts to move a non existing folder to the same destination, therefore causes data loss. The files are gone and inaccessible.

Recommendations:

Creo recommends to ALWAYS refreshing the client's destination and source windows PRIOR to initiating any copy/move operation.

In order to refresh the window use <F5> on both PC and MAC client.

3.7 Customer cannot get rid off one preview process

Problem: Customer cannot get rid off one preview process and so one of the queues is constantly used.

Workaround:

1.Logout the Brisque
2.delete /scitex/version/config/QS_backup file
3.Login the Brisque

4. Director issue

4.1 Manual ReportingServer restart

In general Reporting Server is started and stopped with all other Brisque Java Servers.
But also there is a possibility to run and stop it manually:

/scitex/version/scripts/start.RServer - checks if reporting server is not run already and if not starts it
/scitex/version/scripts/stop.RServer - stops it and save log file as "reportingServer.log_Month_Day_year_time"
/scitex/version/scripts/check.RServer - checks if RS run and also simple "Exceptions" check.

4.2 Renaming Brisque in Director environment

If one renames a Brisque station, all looks fine but the 'repServer.cfg' is still keeping the old name which is showing up in Director if you try to locate it.

To fix the problem 'vi' the repServer.cfg and change 'DFE_NAME=brisque14' to the correct one.
In my case brisque14 was renamed to brisque05.

5. System issues

5.1 File size limits

1.Helios 2.6 (Brisque5) implies a 2 GB file size limit.
2.The Bisques' basic infrastructure libraries (file i/o, raster) were designed to support files sized up to 2G. Most of the Brisques applications use them, so they have the 2G limit.
3.Both Brisque 4.1 and 5 have the following file size limits for users (-1 means unlimited):

root fsize=-1
scitex fsize=-1
cdesci fsize=-1
macuser fsize=-1
nobody fsize=2097151

5.2 Client connection issues

- Check error.XXX.log files (ScitexServers, JavaServices, Brisque5) – look for Exceptions
- Check if there is new core dump (in /tmp/javacorelocation)
- Try polling the AppleTalk Network to ensure it is running (/usr/local/es/poll from the terminal window)
  If it does not show anything – delete the file /usr/local/es/conf/afpipaccess. Delete it, then res atalk (restart atalk).
  Also, try "rm –r /usr/local/es/con/afpipaccess" to start-atalk.sh
  Make sure that the only boards defined in atalk.conf are the ones going to the actual network (use lsip.sh to confirm)
- A default root password must NOT be changed on all Brisque5 systems. This password is hard coded into our Java code. Changing this password will cause login and browser issues.

Check if all server processes are running	(scismit ->problem determination ->List All Brisque Processes->OK)	If any process is down – create log (appendix A), escalate to support, logout/login
Check if all Java processes are running	(scismit ->problem determination -> List All Java Processes->OK)	Note: When using the Brisque in a black-box mode (no local client) – the javaFE.desktop.Bdesktop will always be

		"down".
Check if local client on AIX works	Login local AIX client and check its operation.	If any of the above show problems –create logs as described below, logout/login the brisque application and escalate the issue to Creo service center.
Check Brisque network operation	(scismit ->problem determination -> Test Net Performance ->enter the destination station name).	The throughput should exceed 5 MB/sec for RCP and NFS transfer.
Verify that the Brisque entry is added to all hosts files on PC and OSX clients	OSX:https://ecentral.creo.com/eCentral/Self_Support/Knowledgebase/images/adding_hosts_MacOSX_102.pdf PC :using Notepad edit file *C:\WINNT\system32\drivers\etc\hosts* and add the Brisque5 hostname and IP.	
Try pinging from you client to another machine	On PC : start -> run ->cmd -> "ping <station name>" ON OSX : Application ->Utilities -> Network Utility -> ping ->hostname	Ensure the ping succeeds.

5.3 Client crashes (sticks, exits with error)

Permission	Reinstall the Brisque5 client with the current MAC user name.	It's possible that the MAC user which is currently logged in is different from the one used to install the Brisque5 client, (ex: currently logged in user = "leon" Client was installed using user "father")
Verify that the Brisque entry is added to all hosts files on PC and OSX clients	See #1	
Create logs	8.2	
Verify latest OSX and Java versions on client		Verify you are running the latest OSX version and Java updates (currently Java Upd 2 is the best one working).

5.4 All dataVolumes in browser are empty

Check if all server and Java processes are running See #1. Possibly the "Main" server on the Brisque crashed. create log (8.2), escalate to support, logout/login .

5.5 Send Operation fails

- Verify that the Brisque entry is added to all hosts files on PC and OSX clients See #1
- For a successful send from V5.XX to Brisque4.XX, Brisque3.XX , Timna, PC's (NFS), OSX server , this station should be mounted on V5.XX.

5.6 Right-clicking the device will not show Screen Sets and Device Info.

We've found today that if the hostname is not added to the hosts on Mac/PC, right-clicking the device will not show Screen Sets and Device Info.

The solution is:

1) Logout from the Client
2) Verify that the Brisque entry is added to all hosts files on PC and OSX clients
OSX:https://ecentral.creo.com/eCentral/Self_Support/Knowledgebase/images/adding_hosts_MacOSX_102.pdf
PC :using Notepad edit file *C:\WINNT\system32\drivers\etc\hosts* and add the Brisque5 hostname and IP.
4) Login to the Client.

5.7 OnlineHelp issues

After loading v5.0.55 it seemed as On-Line Help stopped from working. The OLH team found the reasons for most of our reports and during the process of getting the latest updates on the issue, I got some new details that will help you understand/use/promote/train/troubleshoot the OLH as well.

The major complaint was that you couldn't open completely or use the OLH from a PC.
Here is what you need to do:
1. Launch Explorer
2. Go to *Tools*
3. Go *to Internet Options*
4. Select the *Advanced* tab
5. Locate *Microsoft VM*
6. Enable the first option: *Java Console Enabled*

Although it says that a Restart is required, I worked for me without a restart.

Clarifications for OLH: ****Very Important****
1. Each time you install the client s/w on a PC or Mac, ALL the OLH sources & data are being copied into the client's computer.
2. So, when launching OLH on any client, the OLH is not connecting to the Brisque at all. It uses the data from its own drive.
3. A good way to troubleshoot the client is to login as Local Host and launch OLH - it should work fine. If not, it is the client which needs your attention, not the Brisque.

5.8 Client installation path

When loading the client on a PC, you MUST let the installer use the default path (usually C:\\VER5). If you browse to a different location the installation will complete OK but when you try to launch the Client you will get: " Java Virtual Machine launcher: Could not find the main class. Program will exit!"

5.9 Problem with removing a client on PC

Problem :An engineer had a problem with Windows 2000 Server. Trying to remove the old Client from version 5.0.61.10 using the 5.1 installer, it said it was completed but it did not do it. Now he was stuck: I can't remove it and/or install it.
Workaround: having to delete Brisque Client Uninstall entries from the Registry. The installer then worked.
In this case he suggests deleting folder name {01FC7695-2905-11D6-BC91-000255A6C220} from Program Files/InstallShield Installation Information .

5.10 Login issues:

5.10.1 Disable a firewall on XP

A firewall must be disabled on XP in order to run a Brisque5 client.
If a customer want to find out what ports the Brisque5 uses, so he could open them instead of disabling the firewall -

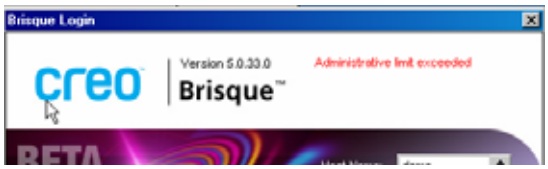
he can find out what ports the Brisque uses with the Network Utility in Macintosh OSX.

In the /application/utilities launch Network Utility. Click on the port scan button and enter the IP address of the Brisque to see all ports used. Disable all port but these used by Brisque5.

5.10.2 Check if Brisque5 Server is down:



5.10.3 Check if Max No of users was exceeded



5.11 Client will not logout on XP

Problem: The Brisque 5 client, running on Windows XP, does not shut down after you confirm that you want to quit the application. To shut down, you have to open the Task Manager and select End Task.

Cause : Windows XP Firewall is enabled.

Solution: Open the Windows Firewall control panel and disable the Windows XP Firewall.

5.12 AIX5 issues:

See:
http://techplanet.creo.com/software_solutions/workflow_software/brisque/content/docs/RISC6000_TS.pdf

5.13 Screen goes into "Screensaver" mode

Problem: Screen goes into "Screensaver" mode with no control to change settings.

Workaround: There is no screensaver in the Brisque 5 AIX Client. The dimmed screen is set by SMIT. To disable screen dimming, in the AIX Client choose SMIT from the service menu and follow the path: Devices: Graphic Displays: Display Power Management. Type zero next to the field: Time before display dimmed.

5.14 Output issues

5.14.1 TSP errors

The script tsp_catch.sh catches any change with /tmp/tspErrors.log every minute, creates log.
The script will be activated by the cron every minute ,the crontab is configured so on the installation by the script.
It will check the DATE change of the /tmp/tspErrors.log every minute. Once the change (or first creation) is detected, the log will be created in $SCI_LOGS/tsp_err.1 file, including following sections:

-the whole latest /tmp/tspErrors.log
-errpt - last 10 lines from today
-df -k capture
-ripro_messages - last 200 lines
-station_info

Upon the next change of the /tmp/tspErrors.log date/time - $SCI_LOGS/tsp_err.1 will be copied to $SCI_LOGS/tsp_err.2 , and the new $SCI_LOGS/tsp_err.1 is created, and so on .
In total we will keep up to 10 last logs - $SCI_LOGS/tsp_err.1 till $SCI_LOGS/tsp_err.10
We add the following entry to the crontab automatically :
* * * * * /scitex/version/scripts/tsp_catch.sh

5.15 OSX issues

See chapter 8.4 in :

http://techplanet.creo.com/software_solutions/workflow_software/brisque/content/docs/RISC6000_TS.pdf
http://techplanet.creo.com/software_solutions/workflow_software/brisque/content/docs/Brisque5/macosx_mount_brisque.pdf

5.15.1 Send operation from the Mac client is not working.

Cause: IF you are not using DNS on your Brisque , the send from OSX Mac client to Brusque 5 will fail.

Solution: You need to add the Brisque5 host to the /etc/hosts of the Mac.

For instructions on how to define a new host entry in Mac OS X, refer to the Adding hosts in Mac OS X 10.2

5.16 NFS issues

5.16.1 Dead NFS mounts hang the computer

Problem :Brisque that is cross mounted to another Brisque takes a very long time to start if cross-mounted Brisque is not available

Workaround - How to clean your NFS client from dead NFS mounts.

If a mounted Brisque/Server will be shutdown or disconnected from the network, your V5 Brisque will hang forever.
To verify the problem you can open a terminal and check if "df" is stuck.

There is a script in V5.0.61.10 called **find_bad_nfs.sh** that can help to release the Brisque hang without restart or reboot.
As results of the script you will still see the mounted dataVolumes, but empty until the next mount.
Note: This issue is resolved as of Brisque 5.1.32 !

5.17 Windows connectivity issues

See :
http://techplanet.creo.com/software_solutions/workflow_software/brisque/content/docs/SFU30_install_09-Jan-2003.pdf
http://techplanet.creo.com/software_solutions/workflow_software/brisque/content/docs/Brisque5/PC_mounting_Brisque5.pdf

6. Useful commands

6.1 lsappl. sh - displays the reasons for application core dumps

This scripts displays the reasons for application core dumps (SOFTWARE PROGRAM ABNORMALLY TERMINATED)

Usage: **lsappl. sh**

Sample output:

Jul 16 09:13:47 tprom
Jul 15 15:35:14 tprom
Jul 15 15:22:29 tprom
Jun 26 08:42:18 atalkScitex
Jun 18 14:43:00 tiffcompare
Jun 18 14:42:25 tiffcompare
Jun 18 14:41:50 tiffcompare

6.2 nettest.sh – test Brisque network performance

A simple script that just runs an **rcp** and NFS copy of 100MB (that it creates) ten times from your local host to a remote. The output is the total time that a copy of a file took.

Each host should be defined either in DNS or in the other host's /etc/hosts file !!!

Usage: **nettest.sh timna10**

Sample output:

Running over ent0 (100BT), Auto_Negotiation ,10.4.27.186

Establishing the largest available local dataVolumes . . .(AIX 4.3.3.0)
Establishing the largest available remote dataVolumes . . . (AIX 4.3.3.0)
Mounting /dataVolumes/timna10.4.2 over NFS
Now creating the required test file

Running rcp and NFS copy of 100MB from /dataVolumes/timna6.2.0 to /dataVolumes/timna10.4.2
---
rcp throughput = 11084 KByte/sec , NFS throughput = 4670 KByte/sec
rcp throughput = 10798 KByte/sec , NFS throughput = 4609 KByte/sec
rcp throughput = 11081 KByte/sec , NFS throughput = 4671 KByte/sec
rcp throughput = 10792 KByte/sec , NFS throughput = 4609 KByte/sec
rcp throughput = 11083 KByte/sec , NFS throughput = 4672 KByte/sec
rcp throughput = 10795 KByte/sec , NFS throughput = 4604 KByte/sec
rcp throughput = 11684 KByte/sec , NFS throughput = 4673 KByte/sec
rcp throughput = 10398 KByte/sec , NFS throughput = 4605 KByte/sec
rcp throughput = 11084 KByte/sec , NFS throughput = 4676 KByte/sec
rcp throughput = 10718 KByte/sec , NFS throughput = 4607 KByte/sec
---
Average: 10701 KByte/sec 4601 KByte/sec

2

6.3 rment.sh - removes any entX interface

A simple script that removes any **entX** interface after stopping all network protocols and removing the relevant **enX .**
In order to reconfigure – run cfgmgr ,define TCPIP ,FULL/HALF DUPLEX ,and reboot.
Usage: **rment.sh ent2**
Sample output:

```
- - - - - - - - - - -
rment.sh ent2
ent2
PLEASE DO NOT RUN FROM TELNET ! THIS OPERATION WILL CUT OFF ANY IP CONNECTIONS !
Do you really want to remove the ent2 (the script will exit if you choose No) (y
/n) [Y]:y
stopping atalk . . .
stopping tcpip . . .
0513-044 The /usr/sbin/inetd Subsystem was requested to stop.
stopping nfs . . .
0513-044 The biod Subsystem was requested to stop.
0513-044 The nfsd Subsystem was requested to stop.
0513-044 The rpc.mountd Subsystem was requested to stop.
0513-044 The rpc.statd Subsystem was requested to stop.
0513-044 The rpc.lockd Subsystem was requested to stop.
removing the en2 and et2 . . .
en2 changed
et2 changed
en2 deleted
et2 deleted
removing the ent2 . . .
ent2 deleted
ent2 was successfully removed.
To recover - run cfgmgr ,define TCPIP ,FULL/HALF DUPLEX ,and reboot
```

6.4 lsip.sh - displays IP settings

This script displays IP settings on all entX interfaces.
Usage: **lsip.sh**
Sample output:

```
Int
---
IP_address
----------
Mask
----
DNS
---
Gateway
-------
Domain
------
Speed
-----
en0 10.4.27.195 255.255.254.0 10.4.2.12 10.4.26.1 csil.creoscitex.com 1000 Mb/s
Full Duplex
en1 10.4.2.12 10.4.26.1 csil.creoscitex.com
en2 10.4.2.12 10.4.26.1 csil.creoscitex.com
```

6.5 Killing the AIX local client

If you need just to kill the local AIX client and you can not do it from the Application screen for any reason - try telnetting to the B5 machine and run :

kill `ps -ef | grep desktop.BDesktop|grep -v grep|awk '{ print $2 }'`

This will kill the client – however you will **NOT** be able to start the local Brisque5 client again till next full logout/login !

6.6 lsq - displays ALL the Queues status

We now have a new small executable that displays ALL the Queues status.
brisque_check.sh script was also changed now to make usage of this new utility .The advantage is huge - now the system snapshot we create with brisque_check.sh will include the queue status - very important for debugging the problems.

 # lsq

```
================================================
                RUN(Count 0 )

================================================
                FAILED(Count 2 )

JobTicket : /dataVolumes/condor2.1.0/Samples/Sample1.pdf#6053302.jt
Step    : preview
Owner   : lilacha
Device  : cpu
------------------------------------------------
JobTicket : /dataVolumes/condor2.1.0/Samples/Spots.ps#5043708.jt
Step    : preview
Owner   : administrator
Device  : cpu
------------------------------------------------
================================================
                WAIT(Count 1 )

JobTicket : /dataVolumes/condor2.1.0/RIP80_PROOF/saveasF_R80Proof.ps#3181639.jt
Step    : proof
Owner   : brisque_admin
Device  : cpu
------------------------------------------------
================================================
                HOLD(Count 0 )

================================================
                SUCCESS(Count 1 )

JobTicket : /dataVolumes/condor2.1.0/Viki/Dordrecht_Opmaak.pdf#4150854.jt
Step    : pfc
Owner   : brisque_admin
Device  : cpu
```

6.7 tsp_catch.sh - TSP errors catcher

This script catches, every minute, any change in **/tmp/tspErrors.log** and creates a log. After installation and configuration of crontab by the script, cron activates the script every minute.
The script checks the DATE change in **/tmp/tspErrors log** every minute. Once the change (or first creation) is detected, the log is created in the **$SCI_LOGS/tsp_err.1** file, including the following sections:
- the entire latest **/tmp/tspErros.log**
- **errpt** (last 10 lines from today)
- **df -k** capture
- **ripro_messages** (last 200 lines)
- **station_info**

Upon the next date/time change in **/tmp/tspErrors.log**, $SCI_LOGS/tsp_err.1 is copied to $SCI_LOGS/tsp_err.2 and the new $SCI_LOGS/tsp_err.1 is created and so on.
In total, up to 10 last logs are maintained from $SCI_LOGS/tsp_err.1 up to $SCI_LOGS/tsp_err.10.
The following entry is automatically added to crontab:
* *** * * * /scitex/version/scripts/tsp_catch.sh**

6.8 lsproc.sh -Verifying the Brisque5 processes availability

In order to further improve the Brisque5 supportability, we now have created a new support utility - called **lsproc.sh**.
The script should be used as a first priory tool in order to establish that all Brisque5 processes are up and running.
It can be run by remote support/customer .
Normally all the below processes should be up and running , (except cm_peace_keeper,which may be down), and a minimum of 10 java processes should exist.
The following is a sample output of a working Brisque5 showing that QSserver is down :

```
-----------------------------------------
StoreManServer       -OK
JoBitHFmngr          -OK
QSserver             -IS DOWN !!!
CTLServer            -OK
HFsd                 -OK
prfHFmngr            -OK
DTManager            -OK
atalkScitex          -OK
Rippon               -OK
ProgManager          -OK
OutputServer         -OK
cm_peace_keeper      -OK
setSciColormap       -OK
MHandler             -OK
splr_control         -OK
DTManager            -OK
Qproxy               -OK
OutputConfigClient   -OK
QSatalkReg           -OK
sciResourceControl   -OK
```

6.9 lsjproc.sh -Verifying Java servers availability

lsjproc.sh.
The script should be used as a first priory tool in order to establish that all Java servers are up and running.
It can be run by remote support/customer .

Normally all the below processes should be up and running, and a minimum of 10 java processes should exist.
The following is a sample output of a working Brisque5 showing that the reporting server is down :

lsjproc.sh

```
-----------------------------------------
JTE                              -OK
Exp                              -OK
feAgents.Main                    -OK
shared.jpegLoader.JPEGLoader     -OK
hiresServer.HiresServer          -OK
hiresServer.LauncherSocketThread -OK
rmiregistry                      -OK
com.ooc.CosNaming.Server         -OK
javaFE.desktop.BDesktop          -OK
ReportingServer                  -IS DOWN !!!
MultiServer                      -OK
-----------------------------------------
11    java processes are up
```

Note:

- javaFE.desktop.Bdesktop may be down if the brisque5 local client in not logged in
- ReportingServer maybe down if the Director is not present on site.

7. Important files

/scitex/version/templates	
/scitex/version/diag_def	

8. Log files

8.1 Log files on Server side:

Location	File name	Purpose	Reset time
scitex/version/logs	Normalize_log	Normalizer log	Every Normalizer run
	ODBServerLaunch.log		
	PDFpreview_log		Every PDFpreview run
	PDFrip_dlg_log		Every PDFrip run
	adsp.log		
	communications.log		
	dtTouch.log	DTManager's log	every logout
	dtm.log	DTManager's log	every logout
	error.ScitexServers.log	Common Brisque error log	every logout
	improof_config.log	improof_config log	Every config
	inst.log	Installations log	Accumulates up to...
	inst_brisque_sys.log		
	loading_full_software_version.log	Installation log while using "Loading Full Software Version" from Scismit	Every night decreased to 500KB
	merge.iris_database.log		
	nwprint.log	splr_tcp printer	every logout login
	platform_info.log	Result of execution of scismit platforminfo	Every smit execution
	prfHF.log		
	ripro_messages	Main messages window log	Every night decreased to 500KB
	rmFiles.log	file deletion library log file.	Every night decreased to 500KB
	scismit.log	User scismit log file	Every night decreased to 500KB
	scitex.logout.log	Application logout log	On logout
	set.ScitexEnv.log	Set environment log	Every Login
	splr_data.log	splr_.. printers log	Every cdesci login
	splr_process.log	splr_contol log	Every cdesci login
	start.ScitexServers.log	Last cdesci login log	Every cdesci login
	error.ScitexServers.log	Servers processes error log	Every night decreased to 500KB
	start.JavaServices.log	Java Agents status log	Every night decreased to 500KB
	error.JavaServices.log	Java Agents error log	Every night decreased to 500KB
	start.Brisque5.log	Local Client status log (brisque5)	Every cdesci login
	error.Brisque5.log	Local Client error log (brisque5)	Every cdesci login
	station_info.log	Result of station information report	Every run
	stop.ScitexServers.log	Last cdesci logout log	Every cdesci logout
	multiServer.log	MessageHandler & ProgressIndicator servers (brisque5)	Every cdesci login
	reportingServer.log	Reporting server (for Director –Brisque5)	Every night decreased to 500KB

	tsp_last	TSP log	Created when the TSP problem exists
	update_software_packages.log	Installation log while using "Update Software Packages" from Scismit or "Load Update" from the application	On Upd installation
	v41ready_messages	Result of V41 compatibility report	
	v5ready_messages	Result of V5 compatibility report	
scitex/version/temp	IGStemp		
	PSscreen		
	fsreport_map	Fsreport startup map	On coldstart+dataVolumes addition
	license_station_type		
	licensing_opt_db_tmp0		
	licensing_opt_tmp.2		
	prfLog.msg		
	scratch		
	splr_sid.dat	splr_control temp data	Every cdesci logout
/tmp	**javacore locations**	points to a core dump (Brisque5)	Added by Java cores

8.2 How to properly create logs

The following are the guidelines for the correct way of dealing with Brisque5 logs .
Observing these guidelines is crucial for the timely escalations resolution !
The below flow must be followed in the exact sequence as appears :

1.When the PC/MAC client sticks completely - PRIOR to restarting it, copy the PC/MAC client brisque5.log and attach it to the escalation mail.

On the Windows client, select:
c:\programFiles\BrisqueClient\version\exec\brisque5.log (this is a default path), or :
C:\VER5\version\exec\brisque5.log (a user chosen path).

On Mac:
/Applications/Bclientosx.app/exec/brisque5.log
(you have to right-click on the Brisque5 client icon and choose "show contents" to get there).

Otherwise the client log is overwritten by client's login !

2.In ALL MAC OSX client functionality cases - please attach also the console.log that keeps a lot of important information. It can be useful even after the client login after the crash/unexpected quit/sticking.
Take it from :

your-DISKNAME -> Library ->Logs -> Console -> console.log

3.Create the brisque_check.log
(Make sure this log is created **PRIOR** to the logging in to Brisque5 server !)
If the problem showed on the MAC/PC client and the client has still access to the Brisque5 server - create the brisque_check.log from this client **application ->tools->System ->Service->Create Log.**

This will cause the relevant client Brisque5.log to be incorporated inside the final brisque_check.log and to be send back to the client's desktop.
If the client has no more the access to the Brisque5 server - create the brisque_check.log from another client or from the Brisque5 server itself. (scismit/command line/etc).
To create this log from the command line, type:

brisque_check.sh

This will create the brisque_check.log in /scitex/version/logs.

4.Send **all** the above logs to R&D .

9. Useful links

Apple knowledge base
http://kbase.info.apple.com/cgi-bin/WebObjects/kbase.woa

10. Appendix A – Brisque5 processes

10.1 Overview

Process name	Principle	Files involved	Output log
QSserver	1. Started within login to Brisque 2. Launches all processes that are tracked in the Queue Manager (Rip, FAF Expose, etc.) 3. Communicates with Q Manager Clients (local and on MacFE)	1. /scitex/version/config/jt.config - configuration file for Queue Server (should be never changed) 2. /scitex/version/config/QS_backup – persistent storage for Queue lists. In the case that Queue is corrupted and crashes logout-login , it's recommended to remove this file.	/scitex/version/logs/start.ScitexServers.log
JTLauncher	Launches Brisque Steps (like Rip) and waits for its completion		
HFdaemon	Hot Folder daemon – triggers "job tickets" when file is copied or moved to Hot Folder or printed via Brisque spoolers	/scitex/version/config/hotFolder/HotFolder.ans /scitex/version/config/hotFolder/ReportConf.ans - configuration files (should be never changed)	
All processes		/scitex/version/logs/rmFiles.log – log file for almost all files that are removed by Brisque applications. Maybe useful for trouble shooting.	

10.2 List of Java processes running on server side :

root 28616 27854 0 09:46:53 pts/4 0:00 grep java

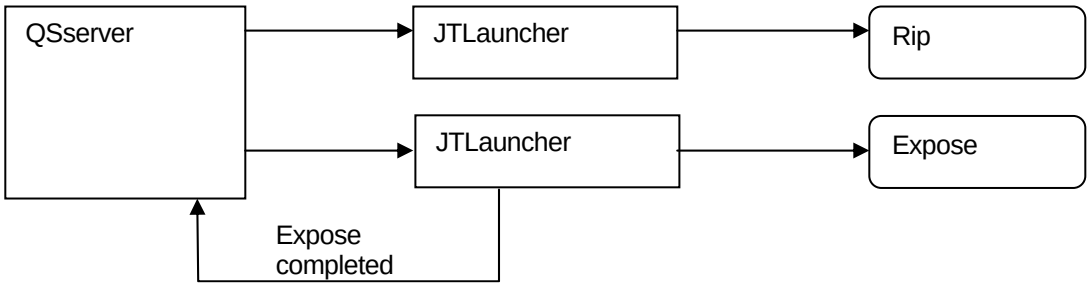
Process	Responsible for
scitex 13712 1 0 20:50:42 lft0 0:45 ... /scitex/version/config/naming.cfg	Director connectivity
scitex 16426 1 0 20:50:50 lft0 0:17 ... com.creo.brisque.server.hiresServer.HiresServer	Hires server
scitex 20688 1 0 20:50:33 lft0 2:34 ... com.creo.brisque.server.feAgents.BAgent JTE	
scitex 23054 1 0 20:50:58 lft0 2:21 ... com.creo.brisque.server.feAgents.BAgent Exp	Expose
scitex 21154 1 0 20:50:38 lft0 36:23 ... com.creo.brisque.server.MultiServer	MessageQ+Progress indicator
scitex 21634 21808 0 20:48:18 lft0 6:43 ... com.creo.brisque.javaFE.desktop.BDesktop	Top management process
scitex 29376 16426 0 20:50:57 lft0 0:04 ... com.creo.brisque.server.hiresServer.LauncherSocketThread 5333	
scitex 30230 1 0 20:50:19 lft0 6:24 ... com.creo.brisque.server.feAgents.Main	Login+Filebrouse+Qmanager
scitex 33022 1 0 20:54:01 pts/0 2:00 ... com.creo.brisque.server.reportingserver.ReportingServer -ORBconfig /scitex/version/config/repServer.cfg	Director connectivity

scitex 34192 1 0 20:50:54 lft0 1:10 ... com.creo.brisque.server.shared.jpegLoader.JPEGLoader	
scitex 24256 1 0 20:50:17 lft0 1:25 /usr/java14/bin/rmiregistry 1199	
root 27438 27854 0 09:50:10 pts/4 0:00 grep java	

10.3 Brisque Queue

The main responsibility of Brisque Queue server (/scitex/version/progs/QSserver) process is to launch all Brisque operations (Rip, FAF, expose, proof, etc.).
In addition, Q Server is updates all connected Q Manager clients (Brisque or MAC FE) and manages the BIG (export to Excel) status.

In order to launch an operation, Queue Server executes an additional process - /scitex/version/progs/JTLaunhcer, that, in turn, executes the operation itself.
That means that for each operation that is running in the Queue, there is additional process that runs and could be seen in 'ps' command.



When the operation is completed or failed, JTLauncher sends a message to Queue Server with the completion status. When the entire job ticket is finished, Queue Server removes the files related to this job according to the completion policy defined in the Job Ticket Template.

Each change in the Queue like is saved to the hard disk so that after the system re-starts all the jobs are restored in the Queue. (/scitex/version/config/QS_backup)