CHAPTER 6

Troubleshooting SNA View on the Workstation

This chapter contains the following sections:

- "Overview of SNA View Workstation Error Handling" provides an overview of SNA View error processing, including the standard format, message categories, and a method of generating supplemental debugging data.
- "General Problems" describe problems that are not related to a single component of SNA View, which can involve environment variables, configuration files, and file security.
- "Component-Specific Problems" discusses problems related to task management, discovery and status management, the issuing mainframe commands, and unsolicited mainframe messages.
- "Workstation-to-Mainframe Connectivity Problems" describes problems related to establishing a connection between the workstation and the mainframe.
- "SNA View Workstation Messages" describes the individual workstation messages.

Overview of SNA View Workstation Error Handling

SNA View processes relay operating and error messages to several locations.

- The most common location for error and operating messages is standard error (stderr). Therefore, most SNA View messages are displayed in the window where the management platform or the SNA View Task Manager was initiated.

- Some SNA View processes, such as the LU6.2 versions of the Host Connection Interface and the Command Server, redirect standard out and standard error information to log files in **$SVHOME/log** (where **$SVHOME** is defined to be SNA View's home directory), or the directory into which SNA View was installed. These log files can be reviewed to determine the cause of an SNA View failure.
- Most SNA View component programs also utilize pop-up windows for displaying common error conditions.

All SNA View errors are of the form **SV***XXXnnn message,* where, *XXX* is a 2- or 3-letter message category, and *nnn* is a 3-digit numeric identifier, such as:

```
SVSOK050 Socket connect failed, will retry momentarily.
```

This message is from the Socket Communications Messages (SOK) component and has a message identifier of 050. This information can be used to locate the message in this chapter. This chapter provides a detailed description of each message and, if appropriate, a recommended user response.

Generating Supplemental Debugging Data

SNA View contains a debug facility that can be enabled to generate data about SNA View processes. SNA View is shipped with a default debug parameter file in which debug mode is turned OFF for all SNA View processes. There may be times when this debug information is necessary, such as when providing Cisco TAC personnel with problem reports of SNA View errors. It is possible to generate detailed debug data for any reproducible problem.

The SNA View debug parameter file resides in the **$SVHOME/parm** directory under the filename **svdebug.parm**. Each line in this file contains a process identifier and a hexadecimal number representing a debug level set for that process. A debug level of 0 indicates no debug data is generated.

Table 6-1 describes the value and description of each debug setting.

Table 6-1 Available Debug Settings

Debug Value	Description
0	No debug data is produced.
1	Function tracing statements are produced.
1f	Function tracing statements and function details are produced.
ffff	Function traces, details, and hexadecimal dumps of all interprocess message flows are produced.

To activate debugging for a particular SNA View process, locate the process identifier in the **svdebug.parm** file and set the debug level accordingly.

Table 6-2 lists the process identifiers found in the **svdebug.parm** file and the SNA View processes affected by each:

Table 6-2 Debug Process Identifiers

Process ID	Affected SNA View Processes
SVHCI	Host Connection Interface
SVALERTP	Alert Server, Alarm Manager, and X Alert Client
SVVTAMP	VTAM Server, VTAM Message Log, and X VTAM Client
SVMVS	MVS Server, MVS Message Log, and X MVS Client
SVCMDP	Command Server, X Command Client
SVSTATUS	Status Manager
SVMENU	Task Manager
SVLOGON	N/A
SVDISCOVER	Map Builder/Discovery process
SVHOSTCMD	Command line command client

General Problems

This section highlights problems that are not particular to any single component of SNA View. This section discusses the following problems:

- Environment Variable Problems
- Configuration File Problems
- Authority and Access Problems (Permissions)

Note You must be the *root* user to complete many of the tasks in this section.

Environment Variable Problems

The **SVHOME** environment variable must be set before SNA View will function properly. This variable must be set to the SNA View's home directory; for example, **/usr/cw-blue/snaview**. It is used by many SNA View processes to find the correct path to the SNA View **parm**, **help**, and **log** directories.

For example, if the **SVHOME** environment variable is not set and you attempt to launch the Alert Server, the following error message will be returned:

```
SVINI030 Alert Server needs the SVHOME environment variable set properly.
```

If the environment variable is set, but set incorrectly (to **/var/sv**, for example), you would receive a message similar to the following:

```
SVEXE010 CP_Table_Init() failed to open file
/var/sv/parm/svcodepts/svcpt01.txt
Reason: No such file or directory.
```

In this example, the Alert Server is unable to locate the necessary code point tables in the directory **/var/sv/parm** because they do not exist. In general, if SNA View is unable to locate specific files that it requires, the **SVHOME** environment variable should be checked first.

Configuration File Problems

SNA View configuration file errors are common sources of SNA View failures. While not all possible configuration errors can be covered, those that are encountered most frequently are described in this section.

Each managed SNA View domain has a configuration file prefixed by **sv_config_** which resides in the **/etc** directory. These configuration files contain parameters which affect almost every aspect of SNA View functionality. Several configuration file parameters, if not set correctly, can keep SNA View processes from executing properly.

Note SNA View processes retrieve parameters only once during initialization. Therefore, after making modifications to a configuration file, the necessary processes must be recycled to put the changes into effect.

The following sections describe each of these parameters, and the problems that can arise if they are not set correctly.

SVPATH

SNA View home directory (such as **/usr/sv**).

If this parameter is not properly set to SNA View's home directory, as defined during installation, workstation processes will not be able to locate necessary help, log, and parameter files. Most SNA View workstation processes will not initialize without a valid **SVPATH** parameter value.

For example, if the **SVPATH** parameter is not changed from its default value of **none** and the Status Manager is started, the following error messages will be written to stderr:

```
SVEXE010 Set_Debug_Flag2() failed to open file none/parm/svdebug.parm,
reason: No such file or directory.
SVINI040 Error setting debug value, unable to find module
SVSTATUS in Status Manager.
SVEXE102 Status Manager process of domain [DOMAIN1] has exited.
```

SVVTAM_AGENT_ADDR

Machine name of workstation running the VTAM Server.

If this parameter is not properly set to the machine name of the workstation where the VTAM Server will be running, the VTAM Message Log and X VTAM Window clients will not be able to register to receive unsolicited VTAM messages.

Two symptoms indicate the **SVVTAM_AGENT_ADDR** parameter is not set correctly.

For example, if the value of this parameter is **mickey,** but **mickey** is not a valid machine in the network, the following error messages will be written to stderr:

```
SVEXE002  client_bind_udp_socket() failed calling gethostbyname(),
reason: Error 0.
SVEXE031  Unable to obtain host TCP/IP address from host name: mickey
SVEXE100  client_bind_udp_socket() process has exited.
```

If, however, **mickey** is a valid machine name but the VTAM Server is not currently running on that machine, the following error message will be generated either on stderr if running the VTAM Message Log, or in a Motif pop-up if starting the X VTAM Window:

```
SVSRV050 Timed out waiting for server registration response.
```

SVMVS_AGENT_ADDR

Machine name of workstation running the MVS Server.

If this parameter is not properly set to the machine name of the workstation where the MVS Server will be running, the MVS Message Log and X MVS Window clients will not be able to register to receive unsolicited MVS messages.

Two symptoms indicate the **SVMVS_AGENT_ADDR** parameter is not set correctly.

For example, if the value of this parameter is **mickey,** but **mickey** is not a valid machine in the network, the following error messages will be written to stderr:

```
SVEXE002  client_bind_udp_socket() failed calling gethostbyname(),
reason: Error 0.
SVEXE031  Unable to obtain host TCP/IP address from host name: mickey
SVEXE100  client_bind_udp_socket() process has exited.
```

If, however, **mickey** is a valid machine name but the MVS Server is not currently running on that machine, the following error message will be generated either on stderr if running the MVS Message Log, or in a Motif pop-up if starting the X MVS Window:

```
SVSRV050  Timed out waiting for server registration response.
```

SVALERT_AGENT_ADDR

Machine name of workstation running the Alert Server.

If this parameter is not properly set to the machine name of the workstation where the Alert Server will be running, the X Alert Window clients will not be able to register to receive unsolicited Alert messages.

Two symptoms indicate the **SVALERT_AGENT_ADDR** parameter is not set correctly.

For example, if the value of this parameter is **mickey,** but **mickey** is not a valid machine in the network, the following error messages will be written to stderr:

```
SVEXE002client_bind_udp_socket() failed calling gethostbyname(), reason:
Error 0.
SVEXE031Unable to obtain host TCP/IP address from host name: mickey
SVEXE100client_bind_udp_socket() process has exited.
```

If, however, **mickey** is a valid machine name but the Alert Server is not currently running on that machine, the following error message will be generated:

```
SVSRV050Timed out waiting for server registration response.
```

SVCMDS_AGENT_ADDR

Machine name of workstation running the Command Server.

If this parameter is not properly set to the machine name of the workstation where the Command Server will be running, the X Command Window client and Host Command client processes will not be able to register to receive mainframe command support. Host Command Client processes are generated by SNA View pull-down-generated mainframe commands and by other SNA View processes (such as the Discovery and Status Manager processes).

Two symptoms indicate the **SVCMDS_AGENT_ADDR** parameter is not set correctly.

For example, if the value of this parameter is **mickey,** but **mickey** is not a valid machine in the network, the following error messages will be written to stderr:

```
SVEXE002  client_bind_udp_socket() failed calling gethostbyname(),
reason: Error 0.
SVEXE031  Unable to obtain host TCP/IP address from host name: mickey
SVEXE100  client_bind_udp_socket() process has exited.
```

If, however, **mickey** is a valid machine name but the Command Server is not currently running on that machine, the following error message will be generated either on stderr if running the Host Command client, or in a Motif pop-up window if starting an X Command Window client:

```
SVSRV050Timed out waiting for server registration response.
```

SVHCI_AGENT_ADDR

Machine name of workstation running the HCI.

If this parameter is not properly set to the machine name of the workstation where the Host Connection Interface is running, the Command, VTAM, MVS, and Alert Servers as well as the Status Manager will be unable to establish socket communications with the Host Connection Interface.

Two symptoms indicate the **SVHCI_AGENT_ADDR** parameter is not set correctly.

For example, if the value of this parameter is **mickey**, but **mickey** is not a valid machine on the network, the following error messages will be written to stderr when you attempt to start any of the processes named above:

```
SVEXE002  client_bind_udp_socket() failed calling gethostbyname(),
reason: Error 0.
SVEXE031  Unable to obtain host TCP/IP address from host name: mickey
SVEXE100  client_bind_udp_socket() process has exited.
```

If, however, **mickey** is a valid machine name but the HCI is not currently running on that machine, the following error messages are written to stderr:

```
SVSOK001  server_connect_tcp_socket() failed calling connect(), reason:
Connection refused
SVSOK051  Socket connect failed, no retry will be attempted.
SVEXE100  server_connect_tcp_socket() process has exited.
```

SVMF_AGENT_ADDR

Machine name of the IBM mainframe running SNA View.

If this parameter is not properly set to the machine name of the IBM mainframe running SNA View, then the Host Connection Interface and the Command Server will not initialize successfully (when using TCP/IP for communications between the mainframe and the workstation).

Two symptoms indicate the **SVMF_AGENT_ADDR** parameter is not set correctly.

For example, if the value of this parameter is **mickey,** but **mickey** is not a valid machine on the network, you will get the following error messages written to stderr when you attempt to start the HCI or Command Server:

```
SVEXE002  client_bind_udp_socket() failed calling gethostbyname(),
reason: Error 0.
SVEXE031  Unable to obtain host TCP/IP address from host name: mickey
SVEXE100  client_bind_udp_socket() process has exited.
```

If, however, **mickey** is a valid machine name but the TCP subtask of the mainframe component is not currently running, you will receive the following error messages on stderr:

```
SVSOK001  server_connect_tcp_socket() failed calling connect(), reason:
Connection refused
SVSOK051  Socket connect failed, no retry will be attempted.
SVEXE100  server_connect_tcp_socket() process has exited.
```

Similar error messages will also be generated if the **SVMF_HCI_AGENT_PORT** and **SVMF_CMDS_AGENT_PORT** values are not set properly. These configuration parameters must match the mainframe component TCP subtask's input parameter card. Please refer to the *CiscoWorks Blue SNA View Mainframe Installation Guide* for more details.

SVCMD_TIMEOUT

Timeout period, in seconds, for mainframe commands.

If this parameter is set too low, then mainframe commands issued from the workstation can timeout. This can affect other SNA View processes that must issue mainframe commands to obtain configuration and status information about SNA resources, such as the Discovery and Status Manager processes. This can also affect user-generated commands that are issued via the SNA View pull-down menus.

The default value of this parameter is 30 seconds. In most cases this value is sufficient. However, in extremely large SNA environments or when the workstation to mainframe connection is very slow, this value may need to be increased. If this parameter is set too low, the following error messages will be issued to stderr by the Status Manager, Discovery process, and SNA View menu-generated commands:

```
SVSRV055  Timed out waiting for command response from Command Server.
SVSRV070  Verify that the HCI and Command Servers are active.
```

In the case of menu-generated commands, you will also receive the following error messages in the Command Response Display window where the result of the command is normally written:

```
SVSRV055  Timed out waiting for command response from Command Server.
SVSRV071  Command not processed.  Verify that the HCI and Command Servers
are active.
```

After increasing the value of this parameter, the Status Manager or Discovery processes must be recycled. Please note that the Command Server does not need to be recycled.

If increasing this parameter does not prevent commands from timing out, it may be due to SNA View's performance group of the mainframe task not being set to a high enough priority. See your mainframe system administrator or refer to the *CiscoWorks Blue SNA View Mainframe Installation Guide* for assistance.

SVCMD_OPERATOR

Valid NetView operator ID.

If this parameter is not set to a valid NetView operator ID, NetView commands issued from the X Command Client window will fail.

SVWORK_AREA

Valid system directory where SNA View will store work files.

If this parameter is not set to a valid system directory, various SNA View processes will be unable to initialize successfully or run properly. SNA View processes utilize this temporary directory to store various files necessary during normal operation. These files and the processes that create them are described in greater detail in “Authority and Access Problems (Permissions).”

SVVTAM_AGENT_PORT, SVMVS_AGENT_PORT, SVALERT_AGENT_PORT,SVCMDS_AGENT_PORT

The SNA View server and client processes utilize these port values for socket communications. In a distributed environment (or when running SNA View workstation processes on more than one machine), it is important to match the port values between the machine running the SNA View server and the machine running the corresponding client or clients. Each of the SNA View servers (VTAM, MVS, Alert and Command) have a corresponding port value specified by the above parameters. If these parameters do not match on both workstations, the SNA View client in question will receive the following error message on stderr (or in a Motif pop-up window in the case of an X-window client):

```
SVSRV050Timed out waiting for server registration response.
```

SVHCI_VTAM_PORT, SVHCI_MVS_PORT, SVHCI_ALERT_PORT, SVHCI_STATUS_PORT

The Host Connection Interface communicates with the VTAM, MVS and Alert Servers as well as the Status Manager over these defined ports. In a distributed environment (or when running SNA View workstation processes on more than one machine) it is important to match the port values between the machine running the Host Connection Interface and the machine running the corresponding server process. If these parameters do not match on both workstations, the SNA View server in question will receive the following error messages on stderr during initialization:

```
SVSOK001server_connect_tcp_socket() failed calling connect(), reason:
Connection refused.
SVSOK051Socket connect failed, no retry will be attempted.
SVEXE100server_connect_tcp_socket() process has exited.
```

SVMF_HCI_AGENT_PORT, SVMF_CMDS_AGENT_PORT

These configuration parameters define the port values used for TCP/IP communications between the workstation and mainframe components of SNA View. The HCI and Command Servers use these port values to establish socket communications with the TCP subtask on the mainframe. The port values specified in the configuration file on the workstation must match those defined on the TCP subtask statement in the mainframe component's **SYSIN** parameter card file. Please refer to the *CiscoWorks Blue SNA View Mainframe Installation Guide* for more information on the TCP subtask and **SYSIN** parameter card file.

If these parameters do not match those defined on the mainframe, SNA View will generate the following error messages on stderr when starting the HCI and Command Server tasks:

```
SVSOK001  server_connect_tcp_socket() failed calling connect(), reason:
Connection refused.
SVSOK051  Socket connect failed, no retry will be attempted.
SVEXE100  server_connect_tcp_socket() process has exited.
```

Authority and Access Problems (Permissions)

File permission problems sometimes arise during the operation of SNA View. One such problem occurs when SNA View is initially run under the superuser shell authority. SNA View processes open files with write permission for various reasons. Log files and temporary work files are two of the most common. An example is the Status Manager, which opens a file in SNA View's temporary work directory, specified by the configuration file parameter **WORK_AREA** (the default value of **WORK_AREA** is **/tmp**). The Status Manager uses this file to store its own process identifier and to determine whether there is already a Status Manager running for a specific domain.

If the Status Manager is originally run under the Root user ID, and later run under a particular user's ID, the following error messages are generated by SNA View:

```
SVSM020Cannot store the Status Manager's Process ID: exiting.
SVEXE102Status Manager process of domain [domain name] has exited.
```

In this example, the Status Manager process was unable to obtain write authority for the necessary file, so the process exited. Changing the file permissions or ownership of the **SV_s_m_pid.*[domain]*** file in **/tmp** would correct the problem (where **DOMAIN** is equal to the appropriate SNA View domain name).

Files placed in **WORK_AREA** by SNA View are prefixed by **SV***. The Status Manager, Discovery, Domain Layout and Refresh processes all place files in the directory specified by the **WORK_AREA** configuration parameter.

Table 6-3 lists the files created by each process.

Table 6-3 Work Files Created by SNA View Processes

Process	Files Created
Status Manager	SV_s_m_grep
	SV_s_m_pid
	SV_act_stat
Discovery and Refresh	SV_clstrs
	SV_terms

As mentioned previously, many SNA View processes also open log files in the **$SVHOME/log** directory.

Table 6-4 lists those processes and the names of the log files they open.

Table 6-4 Log Files Utilized by SNA View Processes

Process	Associated Log File
Status Manager	svstatman.log
VTAM Server	svvtam.log
MVS Server	svmvs.log
VTAM Message Log	svmessage_log
MVS Message Log	svmvs_message_log

In order for an SNA View process to function as expected, all of the parameters it references must be available and set correctly.

Table 6-5 lists the parameter files referenced by each of the SNA View processes.

Note All SNA View parameter files reside in the **$SVHOME/parm** directory unless otherwise specified in the table to be a subdirectory of **$SVHOME/parm**.

Table 6-5 Parameter Files Referenced by SNA View Processes

Process	Parameter Files Referenced
Host Connection Interface	svdebug.parm
Command Server	svdebug.parm
VTAM Server	svdebug.parm
	svvtamsysfilter.tbl
MVS Server	svdebug.parm
	svmvssysfilter.tbl
Alert Server	svdebug.parm
	svcodepts/svcpt01.txt
	svcodepts/svcpt10.txt
	svcodepts/svcpt81.txt
	svcodepts/svcpt82.txt
	svcodepts/svcpt92.txt
	svcodepts/svcpt93.txt
	svcodepts/svcpt94.txt
	svcodepts/svcpt95.txt
	svcodepts/svcpt96.txt
Status Manager	svdebug.parm
SNA View Discovery Process	svdebug.parm
Refresh Maps Process	svdebug.parm
Check Status Process	svdebug.parm
VTAM Message Log	svdebug.parm

Process	Parameter Files Referenced
MVS Message Log	svdebug.parm
Mainframe Commands Window	svdebug.parm
VTAM Messages Window	svdebug.parm
MVS Messages Window	svdebug.parm
Alert Window	svdebug.parm
	svcodepts/svcpt01.txt
	svcodepts/svcpt10.txt
	svcodepts/svcpt81.txt
	svcodepts/svcpt82.txt
	svcodepts/svcpt92.txt
	svcodepts/svcpt93.txt
	svcodepts/svcpt94.txt
	svcodepts/svcpt95.txt
	svcodepts/svcpt96.txt
Alert Summary Window	svdebug.parm
	svcodepts/svcpt01.txt
	svcodepts/svcpt10.txt
	svcodepts/svcpt81.txt
	svcodepts/svcpt82.txt
	svcodepts/svcpt92.txt
	svcodepts/svcpt93.txt
	svcodepts/svcpt94.txt
	svcodepts/svcpt95.txt
	svcodepts/svcpt96.txt
Command Client Process	svdebug.parm

Component-Specific Problems

This section describes problems that can arise during typical operation of SNA View. The scenarios covered in this chapter are categorized according to the SNA View component or task that can experience a failure. Problems are sorted into the following categories:

- Problems Relating to Task Management
- Problems Relating to Discovery and Status Management
- Problems Issuing Mainframe Commands
- Problems With Unsolicited Mainframe Messages

Note You must have superuser authority on the workstation or mainframe logon to complete many of the tasks described in this chapter.

Problems Relating to Task Management

SNA View's Task Manager process allows the user to control SNA View processes for all managed SNA domains. Occasionally, problems with starting and stopping SNA View processes may arise. This section documents some of the more common problems and describes the appropriate actions to take to resolve them.

Problems Connecting to a Specific Domain

If you attempt to connect to a domain you believe to be active but the Task Manager indicates that the domain is inaccessible, either the HCI and Command Server for that domain are not running properly, or there are problems with the domain's configuration file. In order to gain access to a particular domain, the Task Manager attempts to register to the Command Server for that domain. If this registration is unsuccessful, the domain is considered inaccessible.

First, verify that the **SVCMDS_AGENT_ADDR** parameter in the desired domain's configuration file in **/etc** is set to the appropriate workstation—that which is running the Command Server. If this workstation is not the same workstation running the Task Manager, verify that the **SVCMDS_AGENT_PORT** value is also set correctly. If either of these parameters is set incorrectly, correct them and reattempt to connect to the domain.

Next, issue one of the following commands, depending upon your operating system, to determine what SNA View processes are currently running.

On HP-UX, AIX, OSF/1, and Solaris systems:

```
ps -ef|grep sv
```

On SunOS systems:

```
ps -ax|grep sv
```

The response to this command will indicate whether or not the HCI and Command Server are actually running for the desired domain.

If the HCI and Command Server are running for domain DOMAIN1, for example, messages similar to the following will be displayed:

```
root 14154     1  8 05:13:47 ?        0:00
/usr/sv/bin/svcommand_tcp_server DOMAIN1
root 14152     1  8 05:13:42 ?        0:00
/usr/sv/bin/svhci_tcp_server DOMAIN1
root 14187 14138  0 05:24:37 ttyp5    0:00 grep sv
```

If the HCI and Command Server are shown by the **ps** command to be active, either they did not initialize successfully, or the Command Server is no longer accepting registration requests. In either case, check the console where they were started for SNA View error messages. If you are unable to locate any error messages, stop the HCI and Command Server processes using the UNIX **kill** command.

```
Re-starting the HCI and Command Server in LU6.2 environments
```

If the domain uses LU6.2 communication between the mainframe and workstation, the SERVER subtask of the mainframe component must be recycled. This will automatically start the HCI and Command Server on the workstation. After the SERVER subtask has been restarted, verify that the HCI and Command Server have started successfully. If they have not, refer to “Problems Starting the Host Connection Interface and Command Server Tasks” for more information.

```
Restarting the HCI and Command Server in TCP/IP environments
```

If the domain uses TCP/IP communications between the mainframe and workstation, simply restart the HCI and Command Server tasks, noting the SNA View initialization-complete messages as follows:

```
SVINI001  Host Connection Interface initialized successfully for domain
[DOMAIN].
SVINI001  Command Server initialized successfully for domain [DOMAIN].
```

If the above **SVINI001** messages are not produced, or if the HCI and Command Server exit for any reason, refer to "Problems Starting the Host Connection Interface and Command Server Tasks" for the appropriate action to take.

Problems Starting the Host Connection Interface and Command Server Tasks

The HCI and Command Server are responsible for all communications with the SNA View mainframe component and are therefore critical to all SNA View workstation processes. This section provides solutions to several problem scenarios that could prevent the HCI and Command Server from starting successfully.

Configuration file problems

If the HCI or Command Server are having socket-related communication problems, refer to "Configuration File Problems" for details on parameters required to establish socket communications.

Connectivity problems

If the HCI and Command Server are having problems establishing TCP/IP or LU6.2 communications with the mainframe component, refer to "Workstation-to-Mainframe Connectivity Problems" for details on specific problems and solutions.

Problems Starting the VTAM Server Task

The VTAM Server is responsible for providing unsolicited VTAM messages to all registered VTAM clients. If the VTAM Server will not initialize successfully, then review the error messages generated and "General Problems" for details on possible solutions. In the "Configuration File Problems" subsection of "General Problems," pay special attention to the **SVHCI_AGENT_ADDR** and **SVHCI_VTAM_PORT** configuration parameters. Verify that they are set correctly and that the Host Connection Interface is active.

Problems Starting the MVS Server Task

The MVS Server is responsible for providing unsolicited MVS messages to all registered MVS clients. If the MVS Server will not initialize successfully, then review the error messages generated and "General Problems" for details on possible solutions. In the "Configuration File Problems" subsection of "General Problems," pay special attention to the **SVHCI_AGENT_ADDR** and **SVHCI_MVS_PORT** configuration parameters. Verify that they are set correctly and that the Host Connection Interface is active.

Problems Starting the Alert Server Task

The Alert Server is responsible for providing SNA Alerts to all registered Alert clients. If the Alert Server will not initialize successfully, review the error messages generated and "General Problems" for details on possible solutions. In the "Configuration File Problems" subsection of "General Problems," pay special attention to the **SVHCI_AGENT_ADDR** and **SVHCI_ALERT_PORT** configuration parameters. Verify that they are set correctly and that the Host Connection Interface is active.

Sybase problems

The Alert Server stores SNA Alerts on a per resource basis in a Sybase database. If there is a problem with the Sybase database that prevents the Alert Server from logging in to or writing to the database, the Alert Server may not initialize successfully or run properly.

Environment Variables. The Alert server requires that the SYBASE and DSQUERY environment variables be set properly in order to establish a session with the Sybase database. If DSQUERY is not set, the default value of SNA will be utilized. Verify that these environment variables are set properly before starting the Alert Server.

Database login failure. The Alert Server will generate the following messages if it encounters problems logging in to the Sybase database:

```
SVSYB000  Sybase database login failure, rc: [rc]
SVEXE000  Alert Server failed calling DbLogin().
SVEXE102  Alert Server process of domain [DOMAIN] has exited.
```

Verify that any and all Sybase servers are up and running properly or contact your Sybase database administrator for assistance. Once these issues are resolved restart the Alert Server.

Database write failure. The Alert Server will generate the following messages if it encounters problems adding or updating database records:

```
SVSYB010  Unexpected error during attempt to add database record, rc: [rc]
SVEXE000  Alert Server failed calling db_filter().
SVEXE102  Alert Server process of domain [DOMAIN] has exited.
```

or

```
SVSYB010  Unexpected error during attempt to update database record, rc:
[rc]
SVEXE000  Alert Server failed calling db_filter().
SVEXE102  Alert Server process of domain [DOMAIN] has exited.
```

Verify that any and all Sybase servers are up and running properly or contact your Sybase database administrator for assistance. Once these issues are resolved, restart the Alert Server.

Problems Starting the VTAM Message Log Task

The VTAM Message Log process registers as a client of the VTAM Server during initialization. If the VTAM Message Log encounters a problem prior to registration to the VTAM Server, or if it is unable to register to the VTAM Server, the process will fail to initialize. Review the error messages generated and “General Problems” pay for details on possible solutions. In the “Configuration File Problems” subsection of “General Problems,” pay special attention to the **SVVTAM_AGENT_ADDR** and **SVVTAM_AGENT_PORT** configuration parameters. Verify that they are set correctly and that the VTAM Server is active.

Problems Starting the MVS Message Log Task

The MVS Message Log process registers as a client of the MVS Server during initialization. If the MVS Message Log encounters a problem prior to registration to the MVS Server or if it is unable to register to the MVS Server the process will fail to initialize. Review the error messages generated and refer to “General Problems” for details on possible solutions. In the “Configuration File Problems” subsection of “General Problems,” pay special attention to the **SVMVS_AGENT_ADDR** and **SVMVS_AGENT_PORT** configuration parameters. Verify that they are set correctly and that the MVS Server is active.

Problems Starting the Status Manager Task

If the Status Manager will not initialize successfully, note the error messages generated and refer to “General Problems” for details on possible solutions. In the “Configuration File Problems” subsection of “General Problems,” pay special attention to the **SVHCI_AGENT_ADDR** and **SVHCI_STATUS_PORT** configuration parameters. Verify that they are set correctly and that the Host Connection Interface is active.

Problems Relating to Discovery and Status Management

Problem relating to discovery and status management include:

- Problems discovering your correlation data
- Problems with managing the status of your SNA network
- Problems checking the status of a device in your SNA network

Problems Discovering your Correlation Data

Discovery is a process that gathers the information on Physical Units (PUs) for a specific domain and inputs that information into the Sybase database.

Connectivity Errors

To gather information for the discovery process, a connection to the domain must be established. Problems can occur with this connection. Refer to “Workstation-to-Mainframe Connectivity Problems” for more detail.

Command-Related Errors

Discovery gathers the domain information by issuing VTAM displays. These commands may fail in some cases. For details, refer to “Problems Issuing Mainframe Commands.”

Errors Specifying a Domain Name

The **Pu_discover** process must be given domain name on the command line as its first command argument. If it is not given, the following error will appear:

```
SVINI011 Domain name must be passed to SNAView Pu_discover.
```

Output File Permissions Errors

If a user attempts to run the **Pu_discover** process after another user or after Root, the mainframe commands will not be able to write the data to the necessary file. This occurs because the permissions set on that file prevent other users from writing to it.

The System Administrator can fix this problem by changing the permissions on the files prefixed by **SV_XXX,** which reside in the **SVWORK_AREA** directory.

Sybase API Initialization Error

The **Pu_discover** process attempts to initiate a session with the Sybase API. If this attempt fails, the program will exit with the following errors:

```
The Sybase login failed: exiting.
SVEXE102 PU_Discover process of domain [domain] has exited.
```

Configuration Variable Error

The **Pu_discover** process gathers configuration variables from the configuration file for the specified domain. For details regarding errors that may occur during the collection of configuration variables, refer to “Configuration File Problems.” The following error messages will be generated if an error should occur:

```
SVEXE000 PU_Discover failed calling Get_config_vars
SVEXE102 PU_Discover process of domain [domain] has exited.
```

Log File Error

The **Pu_discover** process logs information about how it populated the database in a file. If **Pu_discover** cannot open this log file, it will exit with the following error messages:

```
PU_DISCOVER - Could not open log file: exiting.
SVEXE102 PU_Discover process of domain [domain] has exited.
```

Data Gathering Errors

The **Pu_discover** process gathers some of the data about SNA resources by issuing a VTAM command (**d net,clstrs**) to the mainframe that it is monitoring. If the response from that command is in error, the **Pu_discover** process will exit with the following error messages:

```
PU_DISCOVER - the clstrs command failed: exiting.
SVEXE102 PU_Discover process of domain [domain] has exited.
```

The **Pu_discover** process gathers resource-specific information by issuing a VTAM command (**D net,id=PU_NAME,e**) to the mainframe, and piping the response into a file (**SVWORKAREA/SV_pu_data.*[DOMAIN]***). If it cannot open the data file, it will stop collecting data for that resource and output the following error message:

```
PU_DISCOVER - data_collection - cannot open pu data file: return.
```

If **Pu_discover** finds an error in the above mentioned file it, will stop gathering data for that resource and output the following error message:

```
PU_DISCOVER - the clstrs command failed: return.
```

Pu_discover gathers the RIF data by issuing a command to NetView or Netmaster (**getrif PU_NAME PU_NAME**) and piping the response into a file (**SVWORKAREA/SV_mac_rif.*[DOMAIN]***) If an error occurs in attempting to open the file, the following error message will be displayed:

```
PU_discover - Unable to open RIF-MAC data file.
```

Data Conversion Errors

The **Pu_discover** process must convert VTAM data into data types that Sybase will be able to store. If an error occurs in type conversion, one of the following sets of error messages will be generated:

```
PU_DISCOVER - PU type not converted: return = PU_TYPE_NUMBER
logfile     PU NAME = PU_NAME was not added: type conversion failed.

PU_DISCOVER - PU status not converted: return = STATUS_NUMBER
logfile     PU NAME = PU_NAME was not added: status conversion failed.

PU_DISCOVER - LU status not converted: return = STATUS_NUMBER
logfile    LU NAME = %s was not added: status conversion failed.
```

Debug File Errors

The **Pu_discover** process uses the debug file **$SVHOME/parm/svdebug.parm** to determine what level of debug to use. If the file does not exist, if it has incorrect permissions assigned, or if SVDISCOVER is not a valid debug process name, the **PU_discover** process will exit with the following errors:

```
SVINI040 Error setting debug value, unable to find module PU_Discover in
PU_Discover.
SVEXE102 PU_Discover process of domain [domain] has exited.
```

Unknown Resource Type

If Discovery encounters a resource that it does not know how to handle, it will issue the following messages:

```
SVDIS500  An unknown ISTXXXI message was found: exiting.
SVEXE102 Evoicon_up process of domain [domain] has exited.
```

Please contact the Cisco TAC if this problem occurs.

Logical Units not Discovered

This is a configuration issue. In “Configuration File Problems,” review the information provided for the configuration variable, **INCLUDE_LUS**. This parameter must be set to “YES” (or “yes”) in order to enable discovery of Logical Units.

Problems with Managing the Status of Your SNA Network

The Status Manager updates the workstation database with the current statuses of VTAM-known resources. The Status Manager can also keep the workstation management database updated with the appearance of new resources. There is a Status Manager for each managed domain.

Connectivity Errors

To receive information on status changes, a connection to the monitored domain must be established. Problems can occur with this connection. Refer to “Workstation-to-Mainframe Connectivity Problems” for more detail.

If connectivity does not exist when Status Manager is activated, the following messages will be displayed:

```
SVINI000Status Manager initialized successfully.
SVSOK001server_connect_tcp_socket() failed calling connect(), reason:
Connection refused
SVSOK051Socket connect failed, no retry will be attempted.
SVEXE100server_connect_tcp_socket() process has exited.
```

Command-Related Errors

The Status Manager gathers information on new resources by issuing VTAM displays. These commands may fail in some cases. For details, refer to “Problems Issuing Mainframe Commands.”

Errors Specifying a Domain Name

The **Pu_status_manager** process must be given domain name on the command line as its first command argument. If it is not given, the following error will appear:

```
SVINI011 Domain name must be passed to SNAView Pu_status_manager.
```

Sybase API Initialization Error

The **Pu_status_manager** process attempts to initiate a session with the Sybase API. If this attempt fails, the program will exit with the following errors:

```
The Sybase login failed: exiting.
SVEXE102 PU_status_manager process of domain [domain] has exited.
```

Configuration Variable Error

The **Pu_status_manager** process gathers configuration variables from the configuration file for the specified domain. For details regarding errors that may occur during the collection of configuration variables, refer to "Configuration File Problems." The following error messages will be generated if an error should occur:

```
SVEXE000 Pu_status_manager failed calling Get_config_vars

SVEXE102 Pu_status_manager process of domain [domain] has exited.
```

Socket Mode Error

The **Pu_status_manager** process uses the configuration variable **SVSOCKET_MODE** to determine whether it should connect to the HCI with a TCP or UNIX Domain socket. If this variable is not set correctly, **Pu_status_manager** will exit with the following error messages:

```
SVINI020 Pu_status_manager encountered invalid value for configuration
parameter SVSOCKET_MODE.
SVEXE102 Pu_status_manager process of domain [domain] has exited.
```

Socket Errors

Since **Pu_status_manager** is a standard client, the socket errors (**SVSOKxxx**) described in "SNA View Workstation Messages" should be referred to for details.

Data Gathering Errors

The **Pu_status_manager** process gathers resource-specific information by issuing a VTAM command (**d net,id=PU_NAME,e**) to the mainframe and piping the response into a file (**SVWORKAREA/SV_sm_pu_data.*[DOMAIN]***). If it cannot open the data file, it will stop collecting data for that resource and output the following error message:

```
PU_STATUS_MANAGER - data_collection - cannot open pu data file: return.
```

If **Pu_status_manager** finds an error in the above mentioned file it will stop gathering data for that resource and output the following error message:

```
PU_STATUS_MANAGER - the clstrs command failed: return.
```

The **Pu_status_manager** process gathers the RIF data by issuing a command to NetView or Netmaster (**getrif PU_NAME PU_NAME**) and piping the response into a file (**SVWORKAREA/SV_mac_rif.*[DOMAIN]***). If an error occurs in attempting to open the file, the following error message will be displayed:

```
Pu_status_manager - Unable to open RIF-MAC data file.
```

Data Conversion Errors

The **Pu_status_manager** process must convert the VTAM data into the data types that Sybase will be able to store. If an error occurs in type conversion, one of the following sets of error messages will be output:

```
PU_STATUS_MANAGER - PU type not converted: return = PU_TYPE_NUMBER
logfile     PU NAME = PU_NAME was not added: type conversion failed.

PU_STATUS_MANAGER - PU status not converted: return = STATUS_NUMBER
logfile     PU NAME = PU_NAME was not added: status conversion failed.

PU_STATUS_MANAGER - LU status not converted: return = STATUS_NUMBER
logfile    LU NAME = %s was not added: status conversion failed.
```

Debug File Errors

The **Pu_status_manager** process uses the debug file **$SVHOME/parm/svdebug.parm** to determine what level of debug to use. If the file does not exist, if it has incorrect permissions assigned, or if SVSTATUS is not a valid debug process name, the **PU_status_manager** process will exit with the following errors:

```
SVINI040 Error setting debug value, unable to find module
Pu_status_manager in Pu_status_manager.
SVEXE102 Pu_status_manager process of domain [domain] has exited.
```

Problems Checking the Status of a Device in Your SNA Network

Check Status is a process that issues a display to the SNA domain in which the resource to be updated resides, then uses the display to update the resource's status. Check Status can also add new nodes under a resource if they are not already in the workstation management database.

Connectivity Errors

Connectivity to the domain in which the resource resides must be established in order to receive the display information. Refer to "Workstation-to-Mainframe Connectivity Problems" for more detail.

If connectivity does not exist when Check Status is activated, the following messages will be displayed:

```
SVEXE120  Evo_identify can not reach domain [DOMAIN]: exiting.
SVEXE100  Evo_identify process has exited.
```

Command-Related Errors

Check Status gathers information on new resources by issuing VTAM displays. These commands may fail in some cases. For details refer to "Problems Issuing Mainframe Commands."

Errors Specifying a Domain Name and Resources

The **Pu_identify** process must be given a domain name and at least one resource Physical Unit name that exists in the specified domain on the command line. If it is not given, the following error will be generated:

```
PU_IDENTIFY - Usage pu_identify <[resource name]... [resource name]>.
```

Sybase API initialization Error

The **Pu_identify** process attempts to initiate a session with the Sybase API. If this attempt fails, the program will exit with the following errors:

```
The Sybase login failed: exiting.
SVEXE102 PU_identify process of domain [domain] has exited.
```

Configuration Variable Error

The **Pu_identify** process gathers configuration variables from the configuration file for the specified domain. For details regarding errors that may occur during the collection of configuration variables, refer to "Configuration File Problems." The following error messages will be generated if an error should occur:

```
SVEXE000 Pu_identify failed calling Get_config_vars

SVEXE102 Pu_identify process of domain [domain] has exited.
```

Data Gathering Errors

The **Pu_identify** process gathers resource specific information by issuing a VTAM command (**d net,id=PU_NAME,e**) to the mainframe and piping the response into a file (**SVWORKAREA/SV_cs_pu_data.*[DOMAIN]***). If it cannot open the data file, it will stop collecting data for that resource and output the following error message:

```
PU_IDENTIFY - data_collection - cannot open pu data file: return.
```

If **Pu_identify** finds an error in the above-mentioned file it will stop gathering data for that resource and output the following error message:

```
PU_IDENTIFY - the clstrs command failed: return.
```

The **Pu_identify** process gathers the RIF data by issuing a command to NetView or NetMaster (**getrif PU_NAME PU_NAME**) and piping the response into a file (**SVWORKAREA/SV_mac_rif.*[DOMAIN]***) If an error occurs in attempting to open the file, the following error message will be displayed.

```
Pu_identify - Unable to open RIF-MAC data file.
```

Data Conversion Errors

The **Pu_identify** process must convert the VTAM data into data types that Sybase will be able to store. If an error occurs in type conversion, one of the following sets of error messages will be output:

```
PU_IDENTIFY - PU type not converted: return = PU_TYPE_NUMBER
logfile     PU NAME = PU_NAME was not added: type conversion failed.

PU_IDENTIFY - PU status not converted: return = STATUS_NUMBER
logfile     PU NAME = PU_NAME was not added: status conversion failed.

PU_IDENTIFY - LU status not converted: return = STATUS_NUMBER
logfile    LU NAME = LU_NAME was not added: status conversion failed.
```

Debug File Errors

The **Pu_identify** process uses the debug file **$SVHOME/parm/svdebug.parm** to determine what level of debug to use. If the file does not exist, if it has incorrect permissions assigned, or if SVSTATUS is not a valid debug process name, the **PU_identify** process will exit with the following errors:

```
SVINI040 Error setting debug value, unable to find module Pu_identify in
Pu_identify.
SVEXE102 Pu_identify process of domain [domain] has exited.
```

Problems Issuing Mainframe Commands

Users may issue mainframe commands via the Mainframe Commands window and via the SNA View pull-down menus integrated into CiscoWorks Blue Maps. This section discusses solutions to the following potential problems:

- Time Out Attempting to Register to the Command Server
- Unable to Log into Mainframe Command Window
- Pull-Down Menu Commands Time out Waiting for Command Responses
- Incomplete Command Responses Returned to Mainframe Command Window
- Problems Specific to Issuing VTAM Commands
- Problems Specific to Issuing MVS Commands
- Problems Specific to Issuing NetView Commands

Time Out Attempting to Register to the Command Server

If a command client is unable to register to the Command Server, the following error message will be written to a Motif pop-up window (in the case of the Mainframe Commands window):

```
SVSRV050  Timed out waiting for registration response.
```

In the instance where the user was issuing an SNA View pull-down menu command, error messages would be written to stderr (on the console where the management platform was launched) and to the Command Response Display window. These messages are shown below:

Console Example:

```
SVSRV050  Timed out waiting for server registration response.
SVSRV070  Verify that the HCI and Command Servers are active.
SVEXE102  svhost_cmd process of domain [domain name] has exited.
```

Command Response Display Example:

```
SVSRV055  Timed out waiting for command response from Command Server.
SVSRV071  Command not processed. Verify that the HCI and Command Servers
are active.
```

There are three possible causes for this problem.

- The first is the Command Server is not active for the specified domain.
- The second is the Command Server is active, but unable to respond to registration requests for some reason.
- The third possibility is the **SVCMD_AGENT_ADDR** and **SVCMDS_AGENT_PORT** configuration parameters are not set correctly.

To correct the problem:

Step 1 Verify that the Command Server is active for the desired domain. If it is not, start the HCI and Command Server for that domain.

Step 2 Verify the configuration parameters mentioned above. Refer to "Configuration File Problems" for details on the **SVCMDS_AGENT_ADDR** and **SVCMD_AGENT_PORT** configuration parameters.

Step 3 If you determine that the Command Server is running and the configuration parameters are set correctly but the command client will still not register successfully, recycle the HCI and Command Server for this domain.

Unable to Log into Mainframe Command Window

If, after entering your user ID and password, and selecting the **OK** button the Mainframe Logon window, you receive an *Invalid User ID* or an *Invalid Password* message, then verify your user ID and password and try them again. If you are still unable to log in, check with your mainframe system administrator. There will corresponding **ICH408I** and **IRR013I**-prefixed messages on the mainframe console which should aid in diagnosing the problem with the ID and password.

If, after entering your user ID and password, and selecting the **OK** button the Mainframe Logon window, the response is a *Verifying...please wait* message which is displayed for an unusually long wait period, verify that the SEC subtask has been started on the mainframe. If the SEC task is not running, you will be unable to log in to issue mainframe commands. Resolve this problem and restart the Mainframe Commands window.

Pull-Down Menu Commands Time out Waiting for Command Responses

Commands issued through SNA View's integrated pull-down menus rely on the **SVCMD_TIMEOUT** configuration parameter to specify the length of time (in seconds) that they will wait for a response from the mainframe. If this time is exceeded, error messages will be written to stderr (console where the management platform was launched) and to the Command Response Display Window.

These error messages are shown below:

Console Example:

```
SVSRV055  Timed out waiting for command response from Command Server.
SVSRV070  Verify that the HCI and Command Servers are active.
SVEXE102  svhost_cmd process of domain [domain name] has exited.
```

Command Response Display Example:

```
SVSRV055  Timed out waiting for command response from Command Server.
SVSRV071  Command not processed. Verify that the HCI and Command Servers
are active.
```

Refer to the information on the **SVCMD_TIMEOUT** information in "Configuration File Problems" for details on this parameter.

Incomplete Command Responses Returned to Mainframe Command Window

The Mainframe Command window will wait indefinitely on command responses from the host. There is no time-out period, but if command responses are very slow or if only partial command responses are returned, there may be a problem with the performance group setting for the mainframe task. Refer to the information on the **SVCMD_TIMEOUT** parameter in "Configuration File Problems" for details on the performance group setting.

Problems Specific to Issuing VTAM Commands

The following situations can arise while issuing VTAM commands.

Receiving Command Invalid Message

If the following message is received, VTAM on the mainframe did not recognize the command issued:

```
IST010I XXX  COMMAND INVALID
```

Verify the syntax of the command you are attempting to issue and try again. Refer to IBM's *VTAM Operations Guide* for the syntax for specific commands.

No Command Responses Returned

If no command responses are returned for VTAM commands issued, verify that at least one SPO subtask is active on the mainframe. At least one SPO subtask must be active in order to process VTAM mainframe commands from the workstation. Refer to the *CiscoWorks Blue SNA View Mainframe Installation Guide* or your system administrator for details on how to determine if a SPO subtask is active.

Problems Specific to Issuing MVS Commands

If no command responses are returned for MVS commands issued, verify that the CMD subtask is active on the mainframe. The CMD subtask is responsible for processing MVS commands issued through SNA View. Refer to the *CiscoWorks Blue SNA View Mainframe Installation Guide* or your system administrator for details on determining if the CMD subtask is active.

Problems Specific to Issuing NetView Commands

The following situations can arise while issuing NetView commands.

No Command Responses Returned

If no command responses are returned for NetView commands issued, verify that the PPI subtask is active on the mainframe. The PPI subtask is responsible for processing NetView commands issued through SNA View. Refer to the *CiscoWorks Blue SNA View Mainframe Installation Guide* or your system administrator for details on determining if the PPI subtask is active.

Commands Fail with SV315 Return Message

The mainframe component will return an **SV315** message when the command operator specified by the **SVCMD_OPERATOR** configuration parameter is invalid.

For example, if **SVCMD_OPERATOR** was set to **OPERATOR1** and **OPERATOR1** was neither a valid NetView operator nor currently logged on, then the **SV315** message would be structured as follows:

```
SV315  OPERATOR1  COMMAND EXECUTION FAILED
```

Refer to "Configuration File Problems" for details on the **SVCMD_OPERATOR** configuration parameter.

Problems With Unsolicited Mainframe Messages

Potential problems with unsolicited mainframe messages are categorized as follows:

- Problems Receiving Unsolicited VTAM Messages
- Problems Receiving Unsolicited MVS Messages
- Problems Receiving SNA Alerts
- Problems Retrieving Alarm Summary Information for an SNA Resource

Problems Receiving Unsolicited VTAM Messages

The following situations can arise with receiving unsolicited VTAM messages.

Problems Starting the VTAM Messages Window

If the VTAM Messages client window does not come up successfully, review the error messages issued by the process to standard error. Also, refer to "General Problems" for details on possible solutions.

Problems Registering to the VTAM Server

If the VTAM Messages window appears, but times out while attempting to register to the VTAM Server, the following error message will appear in a Timeout Notification popup window:

```
SVSRV050 Timed out waiting for server registration response
```

Two things could cause the registration to time out: either the VTAM Server is not up and running properly, or the **SVVTAM_AGENT_ADDR** and/or **SVVTAM_AGENT_PORT** configuration parameters are not set correctly. Verify that the VTAM Server is running on the proper machine and, if so, refer to "Configuration File Problems" for details on the **SVVTAM_AGENT_ADDR** and **SVVTAM_AGENT_PORT** parameters.

Registered to VTAM Server but Receiving No Messages

There are several reasons why the VTAM Message client may not be receiving VTAM messages from the VTAM Server. We will assume at this point that the VTAM messages are currently being generated by VTAM on the mainframe.

When SNA View is running in conjunction with NetView, the PPI subtask must be active in order for SNA View to receive unsolicited VTAM messages. If running in a VTAM-only environment, the PPO subtask must be active in order to receive VTAM messages. Verify that the proper SNA View subtask is currently active on the mainframe by contacting your mainframe system administrator.

Another possibility is system or client filters may be set which are filtering out VTAM messages before they reach the VTAM Message client. The VTAM Server will only forward to clients the VTAM messages that are not eliminated by the filters specified in the **$SVHOME/parm/svvtamsysfilter.tbl** file. Verify that the contents of this file have not been set in such a way as to filter out the VTAM messages you are expecting. Similarly, client filters set up on the VTAM Window itself may be filtering out the messages you are expecting.

Problems Receiving Unsolicited MVS Messages

The following situations can arise with receiving unsolicited MVS messages.

Problems Starting the MVS Messages Window

If the MVS Messages client window does not come up successfully, review the error messages issued by the process to standard error. Also, refer to “General Problems” for details on possible solutions.

Problems Registering to the MVS Server

If the MVS Messages window appears but then times out while attempting to register to the MVS Server, the following error message will appear in a Timeout Notification popup window:

```
SVSRV050 Timed out waiting for server registration response
```

Two things could cause the registration to time out. Either the MVS Server is not up and running properly, or the **SVMVS_AGENT_ADDR** and/or **SVMVS_AGENT_PORT** configuration parameters are not set correctly.

Verify that the MVS Server is running on the proper machine and, if so, refer to “Configuration File Problems” for details on the **SVMVS_AGENT_ADDR** and **SVMVS_AGENT_PORT** parameters.

Registered to MVS Server but Receiving No Messages

There are several possible explanations why the MVS Message client is not receiving any MVS messages from the MVS Server. We will assume at this point that the MVS messages are currently being generated by MVS on the mainframe.

The MVS subtask of the SNA View Mainframe Component must be active in order to receive unsolicited MVS messages. Verify that this subtask is active by contacting your mainframe system administrator.

System or client filters may be set that filter out MVS messages before they reach the MVS Message client. The MVS Server will only forward MVS messages to clients that are not filtered out by the filters specified in the **$SVHOME/parm/svmvssysfilter.tbl** file. Verify that the contents of this file has not been set in such a way as to filter out the MVS messages you are expecting. Similarly, client filters set up on the MVS Window itself may be filtering out the messages you are expecting.

Problems Receiving SNA Alerts

The following situations can arise with receiving SNA alerts.

Problems Starting the Alert Window

If the Alert client window does not come up successfully, then review the error messages issued by the process to standard error. Also, refer to “General Problems” for details on possible solutions.

Problems Registering to the Alert Server

If the Alert window appears but then times out while attempting to register to the Alert Server, the following error message will appear in a Timeout Notification popup window:

```
SVSRV050 Timed out waiting for server registration response.
```

Two things could cause the registration to time out: either the Alert Server is not up and running properly, or the **SVALERT_AGENT_ADDR** and/or **SVALERT_AGENT_PORT** configuration parameters are not set correctly.

Verify that the Alert Server is running on the proper machine and, if so, refer to “Configuration File Problems” for details on the **SVALERT_AGENT_ADDR** and **SVALERT_AGENT_PORT** parameters.

Registered to the Alert Server but Receiving No Alerts

When SNA View is running in conjunction with NetView, the PPI subtask must be active in order for SNA View to receive unsolicited alert data. If running in a VTAM-only environment, the CNM subtask must be active in order to receive SNA alerts. Verify that the proper SNA View subtask is currently active on the mainframe by contacting your mainframe system administrator.

Problems Retrieving Alarm Summary Information for an SNA Resource

The following situations can arise with retrieving alarm summary information for an SNA resource.

Problems Starting the Alarm Summary Window

If the Alarm Summary window does not come up successfully, review the error messages issued by the process to standard error. Also, refer to "General Problems" for details on possible solutions.

No Database Record for Specified Resource

The Alarm Summary process will issue the following error message to a Motif pop-up window in the event that the selected resource has no alerts stored in the alert database:

```
SVSYB050 Alert database contains no record for resource [resource]
```

Please select another SNA resource or verify that the Alert Server is active and wait until an SNA alert is received against this resource.

Workstation-to-Mainframe Connectivity Problems

This section details problems related to communications between the mainframe and the workstation in TCP/IP and LU6.2-connected environments.

TCP/IP Connectivity Problems

If the Host Connection Interface or the Command Server will not initialize successfully and you believe this to be due to communications problems between the workstation and mainframe, perform the following steps:

Step 1 Verify that the **SVMF_AGENT_ADDR** configuration parameter is set to the correct IP machine name of the mainframe.

Step 2 Verify the network connection from the workstation to the mainframe by issuing a TCP/IP **ping** command.

Step 3 Verify that the **SVMF_HCI_AGENT_PORT** and the **SVMF_CMDS_AGENT_PORT** configuration parameters are set correctly on the workstation. These parameter values must match the parameter card values for the TCP subtask on the mainframe.

If any of these steps do not verify correctly, resolve the problem and recycle SNA View.

LU6.2 Connectivity Problems

LU6.2 connectivity issues can be rather complex to debug. The vast majority of LU6.2 connectivity issues are resolved during the installation phase of SNA View when communications are initially configured.

The best source of information for debugging LU6.2 problems is the job log of the SNA View mainframe component. This log will contain any error messages written by the failed SERVER subtask. Please refer to the *CiscoWorks Blue SNA View Mainframe Installation Guide* for more details on problems and solutions with the SERVER subtask and LU6.2 communications. This section discusses issues specific to the SNA stacks that SNA View will run under.

Problems with HP's SNAplus Software

If HP's SNAplus software is in use, there are two sources of information that are helpful when troubleshooting LU6.2 connectivity problems: logs (audit and error messages) and link traces.

Configuring Audit and Error Logging

SNAplus generates audit and error messages during operation and writes them to files specified during configuration of SNAplus. The default SNAplus configuration file (**com.cfg**) shipped with SNA View specifies the default **sna.aud** and **sna.err** files as the destinations for audit and error logging, respectively. These files may need to be modified using the **snapconfig** program. Please refer to the *HP-UX SNAplusLink Administrator's Guide* for more details on specifying log files and message severity levels.

Starting an SNAplus Link with Tracing

Starting a link with tracing means that in addition to the diagnostic messages written to the audit and error logs, tracing information is written to the trace files **snafile1.trc** and **snafile2.trc**. You must use the **snapmanage** program to start a link with tracing. Please refer to the *HP-UX SNAplusLink Administrator's Guide* for more details.

Problems with IBM's SNA Services or SNA Server Software

The following situations can arise with using IBM's SNA Services or SNA Server software for host connectivity.

Verifying Transaction Programs in $SVHOME/bin

When the SNA View mainframe component is started with a SERVER subtask, the SNA Services/Server application running on the RISC/6000 receives an FMH5 transmission from the host and launches the transaction programs specified in the LU6.2 Transaction Program Profiles configured during SNA View installation. These transaction programs are named as follows:

```
svhci_server_DOMAIN1
svcommand_server_DOMAIN1
```

where **DOMAIN1** in this example is the SNA View SNA domain to be managed. These executables reside in the **$SVHOME/bin** directory and should have been created by the SNA View workstation installation program. If these two files are not present for each domain to be managed via LU6.2 communications, they can be created by issuing the following commands, replacing **DOMAIN1** with your domain name:

```
cp $SVHOME/bin/svhci_server
$SVHOME/bin/svhci_server_DOMAIN1

cp $SVHOME/bin/svcommand_server
$SVHOME/bin/svcommand_server_DOMAIN1
```

Generating SNA Error Reports Via SMIT

The SNA Services and SNA Server applications maintain error logs which detail SNA (and therefore LU6.2) failures that occur. Follow these steps or refer to the appropriate SNA Server/Services documentation to generate error reports:

Step 1 Start the SMIT utility by entering **smit** at an AIX command prompt.

Step 2 Select Communications Applications and Services.

Step 3 Select SNA Services or SNA Server (whichever is applicable).

Step 4 Select Diagnose SNA Services.

Step 5 Use the SNA Internal Errors and SNA System Errors selections to generate error reports that contain detailed data on SNA failures.

Use this detailed information along with any job log error data from the SNA View mainframe component to determine the cause of the communication failure.

SNA View Workstation Messages

This document explains the messages generated by the SNA View workstation component.

The following categories of messages are described in this appendix:

- Installation Messages — SVINSxxx
- Socket Communication Messages — SVSOKxxx
- LU6.2 Communication Messages — SVLUXxxx
- Management Platform API Messages — SVAPIxxx
- Process Initialization Messages — SVINIxxx
- Process Execution Messages — SVEXExxx
- Encryption Messages — SVENCxxx
- Server Messages — SVSRVxxx
- Message Filtering Messages — SVFILxxx
- Alert Server Messages — SVALSxxx
- Client Messages — SVCLIxxx
- Discover Messages — SVDISxxx
- Status Manager Messages — SVSMxxx
- Identifying Process Messages — SVIDxxx
- Check Status Messages — SVCSxxx
- Build Select Messages — SVBSELxxx
- Building SNA Network Messages — SVBSNxxx

- Refresh Messages — SVREFxxx
- Task Manager Messages — SVTSKxxx

Installation Messages — SVINSxxx

Error Message `SVINS000`
`Install Program was unable to locate a domain menu entry.`

Explanation The SNA View install program was unable to find a domain menu entry in the registration file it was modifying. Install program will terminate.

Recommended Action Contact the Cisco TAC.

Error Message `SVINS010`
`Install Program was unable to copy` *`file`* `to` *`directory`*`.`

`file` is the SNA View install file.

`directory` is the destination directory.

Explanation The SNA View install program was unable to copy a required file to the specified directory. Install program will terminate.

Recommended Action Check the file permissions on the specified directory. You must have root authority when running the install program.

Error Message `SVINS011`
`Install Program was unable to append` *`file`* `to` *`path`*`.`

`file` is the SNA View install file.

`path` is the destination file path.

Explanation The SNA View install program was unable to append a required file to the specified file. Install program will terminate.

Recommended Action Check the file permissions on the specified directory. You must have root authority when running the install program.

Socket Communication Messages — SVSOKxxx

Error Message `SVSOK001`
`process` `failed calling` *`function`*`, reason:` *`explanation`*

`process` is the SNA View process or routine.

`function` is the system socket function.

`explanation` is the text error explanation.

Explanation An SNA View process has called a system function and that function has failed. The reason is given in the *explanation*. In most cases, a system function is essential to the process. Without it, the process cannot continue and will exit with an error.

Recommended Action If the explanation is not clear, check to make sure the configuration file for that particular domain is correctly defined. In some cases the error may be due to the system load and the process will run properly if restarted.

Error Message `SVSOK010`
`Unable to open` *`protocol method`* `socket.`

`protocol` is the socket protocol.

`method` is either the stream or datagram method.

Explanation An SNA View process was unable to open a socket type with the indicated communication method. The SNA View process that attempted to open the socket will terminate.

Recommended Action In some cases the error is due to the system load and the process will run properly if restarted.

Error Message `SVSOK020`
`Unable to bind socket.`

Explanation An SNA View process was unable to bind an opened socket. The SNA View process that attempted to bind the socket will terminate.

Recommended Action In some cases the error is due to the system load and the process will run properly if restarted.

Error Message `SVSOK030`
`Unable to set socket to non-blocking mode.`

Explanation An SNA View process was unable to set the mode of a socket to nonblocking. Processing will continue.

Recommended Action No user action required.

Error Message `SVSOK031`
`Unable to set socket to blocking mode.`

Explanation An SNA View process was unable to set the mode of a socket to blocking. Processing continues.

Recommended Action No user action required.

Error Message `SVSOK040`
`Error on listen for socket connection.`

Explanation An SNA View process was unable to activate a socket for connection. The SNA View process that attempted to listen for the socket connection will terminate.

Recommended Action In some cases the error is due to the system load and the process will run properly if restarted.

Error Message `SVSOK050`
`Socket connect failed, will retry momentarily.`

Explanation An SNA View process attempted to connect to another SNA View process via socket communications and failed. In most cases the other SNA View process has not had enough time to initialize and establish the socket properly. The process will wait momentarily and then reissue the connection attempt.

Recommended Action No user action required.

Error Message `SVSOK051`
`Socket connect failed, no retry will be attempted.`

Explanation An SNA View process attempted to connect to another SNA View process via socket communications and failed. The detecting SNA View process will terminate.

Recommended Action Make sure that both processes involved in the connection are executing. Make sure the configuration file for that particular domain is correctly defined. In some cases the error is due to the system load and the process will run properly if restarted.

Error Message `SVSOK070`
`Unable to get socket option: socket`

socket is the specific socket option.

Explanation An SNA View process attempted to obtain the socket option and failed. The detecting SNA View process will terminate.

Recommended Action Attempt to restart the failing process.

Error Message `SVSOK071`
`Unable to set socket option: socket`

socket is the specific socket option.

Explanation An SNA View process attempted to set the socket option and failed. The detecting SNA View process will terminate.

Recommended Action Attempt to restart the failing process.

Error Message SVSOK080
process failed reading HCI socket, reason: *explanation*

process is the SNA View server process.

explanation is the text error explanation.

Explanation An SNA View server process attempted to read from the HCI server and failed. SNA View server will notify its clients and then terminate.

Recommended Action Verify that the HCI is active. In some cases the error is due to the system load and the process will run properly if restarted.

Error Message SVSOK081
Failure reading *process* client UDP socket.

process is the SNA View client process name.

Explanation SNA View server process failed while reading a client's socket. The SNA View server process will terminate.

Recommended Action In some cases the error is due to the system load and the process will run properly if restarted.

Error Message SVSOK082
Failure reading *process* server UDP socket, number bytes returned is zero.

process is the SNA View server process.

Explanation An SNA View client process attempted to read from an SNA View server process and received 0 bytes of data. The detecting SNA View client process will terminate.

Recommended Action Verify that the client's server process is still active and functioning properly. In some cases the error is due to the system load and the process will run properly if restarted.

Error Message SVSOK083
Failure reading *process* server UDP socket, entire message not received.

process is the SNA View server process.

Explanation An SNA View client process attempted to read from an SNA View server process and received only a partial message. The detecting SNA View client process will terminate.

Recommended Action Verify that the client's server process is still active and functioning properly. In some cases the error is due to the system load and the process will run properly if restarted.

Error Message SVSOK090
Failure writing to *process* client UDP socket.

process is the SNA View client process.

Explanation An SNA View server process failed while writing data to an SNA View client process. A server process will continue processing if a write to a client process fails.

Recommended Action Verify that the client process is still active and, if not, restart the client process repeating the desired action.

Error Message SVSOK092
Failure writing to *process* client UDP socket, entire message not sent.

process is the SNA View client process.

Explanation An SNA View server process failed to successfully send entire data. buffer to an SNA View client process. A server process will continue processing if a write to a client process fails.

Recommended Action Verify that the client process is still active and, if not, restart the client process.

Error Message SVSOK199
`Failure reading SNAview mainframe Message Server, reason: explanation.`

explanation is the text error explanation.

Explanation The SNA View Host Connection Interface (HCI) failed while attempting to read from its socket connection with the SNA View Mainframe Message Server. The HCI server will exit, causing the termination of the majority of all SNA View processes.

Recommended Action Review text error explanation and verify TCP/IP support between workstation and the mainframe in question.

Error Message SVSOK200
`Lost connection with SNAView Mainframe Message Server.`

Explanation The SNA View HCI lost connection with the SNA View Mainframe Message Server. This message indicates that some vital process or processes on the mainframe have terminated or become unavailable. The HCI server will exit, causing the termination of the majority of all SNA View processes.

Recommended Action Verify that status of SNA View on the mainframe and TCP/IP support.

Error Message SVSOK201
process `has exited due to read failure on HCI connection.`

process is the SNA View server process.

Explanation An SNA View server process exited because it received a bad return code from its attempted read from the HCI socket. SNA View server process will terminate.

Recommended Action Verify that the HCI for that domain is active.

Error Message SVSOK202
process has exited due to loss of connection with the HCI.

process is the SNA View server process.

Explanation An SNA View server process exited because it lost connection with the HCI. This indicates that the HCI process has terminated and is no longer available. SNA View server process will terminate.

Recommended Action Verify that the HCI for that domain is active.

Error Message SVSOK203
process has exited due to loss of connection with the Command Server.

process is the SNA View command client process.

Explanation The SNA View command client process has been forced to terminate due to lost connection with its Command Server process. Process will terminate.

Recommended Action Review any accompanying SNA View error messages for the exact cause of the loss of connection. Verify that the Command Server for the client process is still active and functioning properly.

LU6.2 Communication Messages — SVLUXxxx

Error Message SVLUX000
process failed calling *name* with errno: *renumber*

process is the SNA View process or routine.

name is the LU 6.2 system routine name.

renumber is the error return.

Explanation The SNA View process or routine failed calling the LU6.2 system routine and was returned an error code. The SNA View process that detected the error will terminate.

Recommended Action Review any LU6.2 communication errors generated in the mainframe's system log or the workstation's SNA stack error logs. Verify that your LU6.2 communications are configured properly.

Error Message `SVLUX010`
`Failure opening` *`direction`* `LU6.2 conversation.`

`direction` is inbound or outbound.

Explanation The HCI or the Command Server failed to open the conversation with the mainframe system. The SNA View process that detected the error will terminate.

Recommended Action Review any LU6.2 communication errors generated in the mainframe's system log or the workstation's SNA stack error logs. Verify that your LU6.2 communications are configured properly.

Error Message `SVLUX020`
`Failure allocating` *`direction`* `LU6.2 conversation.`

`direction` is inbound or outbound.

Explanation The HCI or the Command Server failed to allocate the LU62 conversation with the mainframe. The SNA View process that detected the error will terminate.

Recommended Action Review any LU6.2 communication errors generated in the mainframe's system log or the workstation's SNA stack error logs. Verify that your LU6.2 communications are configured properly.

Error Message `SVLUX030`
`Failure reading over` *`direction`* `LU6.2 conversation.`

`direction` is inbound or outbound.

Explanation The HCI or the Command Server failed to read from the LU6.2 connection that exists between it and the mainframe code. The SNA View process that detected the error will terminate.

Recommended Action Review any LU6.2 communication errors generated in the mainframe's system log or the workstation's SNA stack error logs. Verify that your LU6.2 communications are configured properly.

Error Message `SVLUX035`
`Control received value from mainframe signals termination.`

Explanation The HCI or Command Server process received a code format value from the mainframe indicating termination was necessary. The detecting SNA View server process will terminate.

Recommended Action Review any LU6.2 communication errors generated in the mainframe's system log or the workstation's SNA stack error logs. Verify that your LU6.2 communications are configured properly.

Error Message `SVLUX040`
`Failure confirming` *`conversation`* `LU6.2 conversation read.`

`conversation` is the inbound or outbound conversation.

Explanation The HCI or Command Server failed to confirm the conversation read as requested by the mainframe. The SNA View process that detected this failure will terminate.

Recommended Action Review any LU6.2 communication errors generated in the mainframe's system log or the workstation's SNA stack error logs. Verify that your LU6.2 communications are configured properly.

Error Message SVLUX050
`Failure sending over` *`conversation`* `LU6.2 conversation.`

`conversation` is the inbound or outbound conversation.

Explanation The HCI or Command Server detected a failure while attempting to send over the LU6.2 conversation with the mainframe. The SNA View process that detected this failure will terminate.

Recommended Action Review any LU6.2 communication errors generated in the mainframe's system log or the workstation's SNA stack error logs. Verify that your LU6.2 SNA profiles are configured properly.

Error Message SVLUX060
`Failure closing` *`conversation`* `LU6.2 conversation.`

`conversation` is the inbound or outbound conversation.

Explanation The HCI or Command Server detected a failure while attempting to close the LU6.2 conversation with the mainframe. The SNA View process that detected this failure will terminate.

Recommended Action Review any LU6.2 communication errors generated in the mainframe's system log or the workstation's SNA stack error logs. Verify that your LU6.2 SNA profiles are configured properly.

Management Platform API Messages — SVAPIxxx

Error Message SVAPI001
`process` `can not make initial connection with management API.`

`process` is the SNA View process.

Explanation An SNA View process cannot make its initial connection with the network management platform. The SNA View process that detected the error will terminate.

Recommended Action The SNA View process should be executing with the same User ID and User Group as the network management platform. Stopping and starting the entire management structure can also help. This action includes the network management platform and all of the SNA View processes.

Error Message `SVAPI002`
`process` `was not able fill symbol map.`

`process` is the SNA View process.

Explanation An SNA View process cannot open the symbol parm file **$SVHOME/parm/sv- discover.parm.** The SNA View process that detected this failure will terminate.

Recommended Action Verify that the **$SVHOME** environment variable is set correctly. Also verify the file permissions on the symbol/status parm file **svdiscover.parm/svstatman.parm**. They should be set so that the User ID under which the network management platform is running has read-write authority.

Error Message `SVAPI003`
`process` `was not able fill status map.`

`process` is the SNA View process.

Explanation An SNA View process cannot open the status parm file: **$SVHOME/parm/sv-statman.parm**. Because the SNA View process cannot get the data it needs to interact with the network management platform's API, it must exit.

Recommended Action Verify that the **$SVHOME** environment variable is set correctly. Also verify the file permissions on the symbol/status parm file **svdiscover.parm/svstatman.parm**. They should be set so that the User ID under which the network management platform is running has read-write authority.

Error Message SVAPI004
process was not able to lock data base.

process is the SNA View process.

Explanation An SNA View process cannot lock the SunNet Manager network management platform database. The SNA View process that detected the error will terminate.

Recommended Action Verify that the SNA View process is executing with the same user ID and user group as the network management platform.

Error Message SVAPI005
process failed trying to add a node to the management platform: *code*.

process is the SNA View process.

code is the integer error code.

Explanation An SNA View process failed to add a node to the network management platform database and received an error code. The SNA View process that detected the error will terminate.

Recommended Action Verify that the SNA View process is executing with the same user ID and user group as the network management platform.

Error Message SVAPI100
API error message: *text*.

text is the error message text.

Explanation A text error message set by the network management platform API.

Recommended Action No user action is required.

Process Initialization Messages — SVINIxxx

Error Message `SVINI000`
`process` `initialized successfully.`

`process` is the SNA View process.

Explanation An SNA View process has initialized successfully. The SNA View process will continue with execution.

Recommended Action No user action is required.

Error Message `SVINI001`
`process` `initialized successfully for domain` *`name`*`.`

`process` is the SNA View process.

`name` is the SNA View defined domain name.

Explanation An SNA View process has initialized successfully for the domain. The SNA View process will continue with execution.

Recommended Action No user action is required.

Error Message `SVINI010`
`process` `started with invalid argument count.`

`process` is the SNA View process.

Explanation An SNA View process was started without the correct number of command line arguments. The SNA View process will terminate.

Recommended Action If starting this process from the command line, verify that the proper arguments are being passed to the program; otherwise, contact the Cisco TAC.

Error Message `SVINI011`
`Domain name must be passed in to the SNAView` *`process`*.

`process` is the SNA View process.

Explanation An SNA View process.

was started without the domain name passed in as an argument. The SNA View process requires the domain name argument to determine the proper configuration file to utilize. The SNA View process will terminate.

Recommended Action If starting this process from the command line verify that the domain name is being passed to the program; otherwise, contact the Cisco TAC.

Error Message `SVINI012`
`Invalid transaction program name executable used to start` *`server`*

`server` is the HCI or Command Server.

Explanation The HCI or Command Server was started with an invalid transaction program name. The transaction program name did not have the domain name (for which the servers are being started) appended to the executable name. The SNA View process that detected this failure will terminate.

Recommended Action When communication between the mainframe and the workstation is via LU6.2, the configuration profiles on the workstation must be defined so that the transaction program executable paths for the HCI and Command Servers have the proper domain name appended. The HCI and Command Servers use this appended domain name to access the appropriate SNA View configuration files.

Error Message `SVINI013`
`Resource name with domain extension must be passed in to the` *`process`*.

`process` is the SNA View process.

Explanation The SNA View process requires that a resource name with a proper domain extension be passed in on the command line. The SNA View process that detected this failure will terminate.

Recommended Action Launch process with the proper command line argument of tag.

Error Message SVINI030
process needs the *variable* environment variable set properly.

process is the SNA View process.

variable is the SNA View environment variable.

Explanation An SNA View process was started without the environment variable set. The specified environment variable is critical to the operation of the process. The SNA View process the detected this failure will terminate.

Recommended Action Set the environment variable with the proper value and restart the process.

Error Message SVINI040
Error setting debug value, unable to find module *name* in *file*.

name is the SNA View debug module name.

file is the debug parameter file.

Explanation An SNA View process was unable to determine the value of its debug flag because the module name was not found in the debug parameter file. The detecting SNA View process will exit.

Recommended Action Add the SNA View module name to the debug parameter file **$SVHOME/parm/sv- debug.parm**.

Error Message SVINI050
process unable to open log file: exiting.

process is the SNA View process.

Explanation An SNA View process cannot open it's log file. The SNA View process will terminate.

Recommended Action Check the permissions of the log files in **$SVHOME/log** to ensure that the process has write permission.

Process Execution Messages — SVEXExxx

Error Message `SVEXE0`
`process` `has completed without error.`

`process` is the SNA View process.

Explanation An SNA View process has executed to completion. At the end of a normal completion the process will exit.

Recommended Action No user action required.

Error Message `SVEXE000`
`process` `failed calling` *`function`*

`process` is the SNA View process or function.

`function` is the function.

Explanation An SNA View process or function has failed in its call to a function. In most cases the SNA View process or function will terminate.

Recommended Action Normally, more detailed SNA View error messages will accompany this message. Review all SNA View generated error messages in an effort to resolve the error.

Error Message `SVEXE001`
`process` `failed calling` *`function`* `with rc:` *`rcnumber`*

`process` is the SNA View process or function.

`function` is the function.

`rcnumber` is the integer return code.

Explanation An SNA View process or function has failed in its call to a function and received a return code. In most cases the SNA View process or function will terminate.

Recommended Action Normally, more detailed SNA View error messages will accompany this message. Review all SNA View generated error messages in an effort to resolve the error.

Error Message `SVEXE002`
`process` `failed calling` *`function`*`, reason:` *`message`*

`process` is the SNA View process or function.

`function` is the function.

`message` is the text return message

Explanation An SNA View process or function has failed in its call to a function and received a text return message. In most cases, the SNA View process or function will terminate.

Recommended Action Normally, more detailed SNA View error messages will accompany this message. Review all SNA View generated error messages in an effort to resolve the error.

Error Message `SVEXE010`
`process` `failed to open file` *`path`*`, reason:` *`message`*

`process` is the SNA View process or function.

`path` is the full file path.

`message` is the text return message.

Explanation An SNA View process/function has failed to open a file and received a text return message. The detecting SNA View process will terminate.

Recommended Action Check file permissions to ensure that the process has the ability to read and write to the file.

Error Message SVEXE015
process failed to obtain file statistics for file *name*, reason: *failure*.

process is the SNA View process.

name is the filename.

failure is the reason for failure.

Explanation SNA View process attempted to query statistical information for a file and failed with failure text. In most cases the process will terminate.

Recommended Action Use failure reason text to determine cause of failure and correct the problem.

Error Message SVEXE020
Memory allocation failure, check available memory.

Explanation An SNA View process attempted to obtain more memory from the operating system and failed. The detecting SNA View process will terminate.

Recommended Action Verify that available memory requirements on the workstation have not been exceeded.

Error Message SVEXE030
Unable to obtain machine name.

Explanation An SNA View process attempted to get the host name of the machine it was on and failed. The SNA View process that detected this failure will terminate.

Recommended Action Verify that the workstation's machine name is retrievable.

Error Message SVEXE031
`Unable to obtain host TCP/IP address from host name: host.`

host is the TCP/IP host name.

Explanation An SNA View process attempted to get the TCP/IP address for the TCP/IP host machine and failed. The detecting SNA View process will terminate.

Recommended Action If the machine uses the **/etc/hosts** file to resolve TCP/IP addresses, make certain that the specified host name has an entry. If the machine uses a name server to resolve addresses, verify that the name server knows the host name.

Error Message SVEXE050
`Invalid selection made, please select again.`

Explanation The user made an invalid selection and may try again.

Recommended Action Make a valid selection.

Error Message SVEXE100
process `process has exited.`

process is the SNA View process.

Explanation An SNA View process has terminated.

Recommended Action Review any SNA View generated error messages to determine the cause of the process termination if the termination was abnormal.

Error Message SVEXE102
process `process of domain` *name* `has exited.`

process is the SNA View process.

name is the SNA View defined domain name.

Explanation An SNA View process of a domain has terminated.

Recommended Action Review any SNA View generated error messages to determine the cause of the process termination if the termination was abnormal.

Error Message SVEXE110
process popen failed calling *name*: exiting.

process is the SNA View process.

name is the program launched by **popen()** call.

Explanation SNA View process attempted to issue the popen system call to launch a program and failed. SNA View process will fail.

Recommended Action Ensure that the program exists in the specified path and that its permissions allow the process to execute it.

Error Message SVEXE120
process can not reach domain *name*: exiting.

process is the SNA View process.

name is the SNA View SNA domain name.

Explanation An SNA View process attempted to contact an SNA View SNA domain and failed. SNA View process will terminate.

Recommended Action Verify that both the mainframe and workstation components of SNA View are active for the specified domain.

Encryption Messages — SVENCxxx

Error Message SVENC000
License is not in order, exiting immediately.

Explanation SNA View's license file **/etc/sv_lic** does not contain a valid encryption key. SNA View will terminate.

Recommended Action Contact your SNA View representative and obtain a valid encryption key to place in the **/etc/sv_lic** file.

Error Message SVENC001
`License check failed on IP address check: message.`

message is the SNA View license message.

Explanation While attempting to validate the SNA View license, the IP address verification failed with message. SNA View will terminate.

Recommended Action Contact your SNA View representative and obtain a valid encryption key to place in the **/etc/sv_lic** file.

Server Messages — SVSRVxxx

Error Message SVSRV000
`Invalid message type received by process1 from process2: type`

process1 is the SNA View process.

process2 is the SNA View process.

type is the message type.

Explanation An SNA View process received an invalid message type from an SNA View process. The invalid message will be ignored, and processing will continue.

Recommended Action If message persists, note message contents and contact the Cisco TAC.

Error Message SVSRV010
process `has exited due to kill/term signal.`

process is the SNA View server process.

Explanation An SNA View server process has received a kill/term signal. The SNA View server process will notify any registered clients of its termination.

Recommended Action Restart the server process when ready.

Error Message SVSRV020
`Client is not currently registered, filter request rejected.`

Explanation A client process attempted to send a filter request to an SNA View server process to which the client process was not properly registered. The filter request was rejected for this reason by the server. The server process will reject the client process's filter request.

Recommended Action No user action required.

Error Message SVSRV021
`Client is not currently registered, command not submitted to mainframe.`

Explanation A client process attempted to send a mainframe command to the SNA View Command Server process to which the client process was not properly registered. Command Server will reject the client's mainframe command request.

Recommended Action No user action required.

Error Message SVSRV030
`Maximum number of clients already registered, request rejected.`

Explanation An SNA View client process attempted to register with an SNA View server process, but the server process already had the maximum number of 100 clients it was permitted to serve. The SNA View server process rejected the client's request. The server process will reject the client's register request.

Recommended Action No user action required.

Error Message SVSRV040
`Invalid receive sequence value encountered. Old seq: value, new seq: value`

value is the integer sequence value.

Explanation While receiving a number of datagrams, an SNA View process detected that one or more datagrams is out of order or missing. Missing sequence number is reported.

Recommended Action Reissue the mainframe command.

Error Message `SVSRV050`
`Timed out waiting for server registration response.`

Explanation An SNA View client process issued a registration request to its server process and no registration response has been received by the client in the provided time. SNA View client will either continue to wait or exit depending upon the user action chosen.

Recommended Action User may decide to continue waiting for the registration response or exit the SNA View client process. Verify that the proper SNA View server process is active and that the SNA View configuration parameters for the appropriate domain are correct.

Error Message `SVSRV060`
`process` `error message:` *`message`*`.`

`process` is the SNA View server process that detected the error.

`message` is the error message text.

Explanation SNA View server process detected a critical error and notified the client of the error with message text.

Recommended Action Review the error message to determine the cause of the error and correct the problem.

Error Message `SVSRV070`
`Verify that the HCI and Command Servers are active.`

Explanation SNA View process has detected a possible problem with connection to the mainframe, indicating that the HCI and Command Server may have terminated.

Recommended Action Make certain that the HCI and Command Servers are active and functioning properly. If not, review all SNA View error messages and restart them once any problems have been corrected. If they are still active, attempt to rerun the failing process.

Error Message `SVSRV071`
`Command not processed. Verify that the HCI and Command Servers are active.`

Explanation A mainframe command was issued but SNA View was unable to process it. The HCI, Command Server, or both may no longer be active and functioning properly. No further processing for the issued command will take place.

Recommended Action Verify that the HCI and Command Servers are up and functioning properly. If they are not, restart them or contact the Cisco TAC.

Message Filtering Messages — SVFILxxx

Error Message `SVFIL000`
`Line` *`number`* `of` *`type`* `system filter table is invalid.`

`number` is the line number where the error was detected.

`type` is VTAM or MVS.

Explanation An SNA View process (VTAM or MVS Servers) has encountered a problem with the system filter table file at the specified line number. The detecting SNA View process will terminate.

Recommended Action Edit the appropriate system filter table file located in **$SVHOME/parm** and make the appropriate corrections.

Error Message `SVFIL001`
`Line` *`number`* `of requested filter is invalid.`

`number` is the line number where error was detected.

Explanation An SNA View server process has encountered a problem with a client requested filter table at the specified line number.

The detecting SNA View server process will return an error message to the client process and continue execution.

Recommended Action Correct the client filter table and reissue the filter request.

Error Message SVFIL010
`Filter Format: statement.`

statement is the correct format of filter statement.

Explanation An SNA View process (VTAM or MVS Server) has detected a problem with the format of a filter statement. The detecting SNA View server process will return an error message to the client process and continue execution.

Recommended Action Correct the format of the filter statement and reissue the filter request.

Error Message SVFIL011
`First character of filter entry must be an 'I' or 'X'.`

Explanation An SNA View process (VTAM or MVS Server) has detected that the first character of a client filter statement is not an I or X. The detecting SNA View server process will return an error message to the client process and continue execution.

Recommended Action Correct the format of the filter statement and reissue the filter request.

Error Message SVFIL012
`Invalid token position encountered (must be in range 1 to 99): position.`

position is the invalid token position.

Explanation An SNA View process (VTAM or MVS Server) has detected an invalid token position within a requested filter statement. The largest valid token position is 99; the smallest is 1. The detecting SNA View server process will return an error message to the client process and continue execution.

Recommended Action Select a valid token position, correct the filter statement and reissue the filter request.

Error Message `SVFIL013`
`Incomplete comparison token pair`

Explanation An SNA View process (VTAM or MVS Server) has detected an incomplete comparison token pair within a requested filter statement. The detecting SNA View server process will return an error message to the client process and continue execution.

Recommended Action Correct the format of the filter statement and reissue the filter request.

Error Message `SVFIL014`
`Invalid DEFAULT entry`

Explanation An SNA View process (VTAM or MVS Server) has detected an invalid DEFAULT filter entry. The detecting SNA View server process will return an error message to the client process and continue execution.

Recommended Action Correct the format of the DEFAULT filter statement and reissue the filter request.

Error Message `SVFIL015`
`Filter entry must not contain over 19 tokens.`

Explanation An SNA View process (VTAM or MVS Server) has detected that a filter statement contains more that the maximum of 19 tokens. The detecting SNA View server process will return an error message to the client process and continue execution.

Recommended Action Correct the format of the filter statement and reissue the filter request.

Error Message `SVFIL016`
`Invalid number of comparison tokens in relation to operators.`

Explanation An SNA View process (VTAM or MVS Server) has detected that a filter statement contained an invalid number of comparison tokens in relation to logical operators. The detecting SNA View server process will return an error message to the client process and continue execution.

Recommended Action Correct the format of the filter statement and reissue the filter request.

Error Message `SVFIL017`
`Filter entries have a maximum length of 80 characters.`

Explanation An SNA View process (VTAM or MVS Server) has detected that a filter statement exceeded the maximum length of 80 characters. The detecting SNA View server process will return an error message to the client process and continue execution.

Recommended Action Correct the format of the filter statement and reissue the filter request.

Alert Server Messages — SVALSxxx

Error Message `SVALS012`
`Parsing error, no internal code point table for subvector:` *`name`*

`name` is the subvector for when a code table is not available.

Explanation The Alert Server has detected a parsing error. A code point translation request was made for a subvector for which no internal code point table exists. The Alert Server process will terminate.

Recommended Action If this problem persists, contact the Cisco TAC.

Client Messages — SVCLIxxx

Error Message `SVCLI000`
`Invalid -display option use: -display Display Name.`

Explanation An SNA View process detected an invalid **-display** option usage. The detecting SNA View process will terminate.

Recommended Action Correct the **-display** option usage problem.

Error Message `SVCLI010`
`SVCLI010 Client received 'message out of sequence' error from server.`

Explanation An SNA View server process detected an out of sequence message from a client process and issued this notification.

Recommended Action No user action required.

Error Message `SVCLI020`
`client` `received invalid RSCF return:` *`rcnumber`*

`client` is the SNA View client.

`rcnumber` is the integer return code.

Explanation An SNA View client that requires a mainframe RACF login, supplied by the user, submitted a user name and password, which failed to pass RACF. The SNA View client must exit.

Recommended Action Ensure that the user name and password are valid for RACF on the mainframe for the domain that the client was running under.

Error Message `SVCLI030`
`Invalid command form specified, valid values are 1, 2 or 3.`

Explanation An SNA View command client was provided an invalid command form. Command client process will terminate.

Recommended Action Specify one of the valid command form values specified below:
1 - Management platform (OVwSelections set)
2 - Special Command Line (Used by status manager)
3 - Normal Command Line

Discover Messages — SVDISxxx

Error Message `SVDIS097`
`Unexpected switch value: error.`

error is the integer error number.

Explanation The SNA View SNA Discover Process has an internal error. The SNA Discover Process will exit.

Recommended Action Contact the Cisco TAC.

Error Message `SVDIS353`
`Unexpected switch value: error.`

error is the integer error number.

Explanation The SNA View SNA Discover Process has an internal error. The SNA Discover Process will exit.

Recommended Action Contact the Cisco TAC.

Error Message `SVDIS354`
`Unexpected switch value: error.`

error is the integer error number.

Explanation The SNA View SNA Discover Process has an internal error. The SNA Discover Process will exit.

Recommended Action Contact the Cisco TAC.

Error Message `SVDIS500`
`An unknown IST number message was found: exiting.`

number is the IST message identifier.

Explanation

The SNA View SNA Discover Process has found an unrecognized IST message. The Discover Process will terminate.

Recommended Action Contact the Cisco TAC.

Status Manager Messages — SVSMxxx

Error Message `SVSM010`
`PS file could not be opened: exiting.`

Explanation The SNA View Status Manager process could not open the file it uses to see if another Status Manager is already executing for a particular domain. Without being able to tell if another Status Manager is already executing, the Status Manager process exits. If it did not exit, the two processes could destroy each other's critical files.

Recommended Action Check the configuration file for that particular domain, paying special attention to the **SVWORK_AREA** configuration parameter to ensure that it is set correctly.

Error Message `SVSM020`
`Cannot store the Status Manager's Process ID: exiting.`

Explanation The SNA View Status Manager process cannot store its Process ID in a specific file. Because it cannot store its process ID, no other Status Manager process will be able to tell if it is still running.

Recommended Action Check the configuration file for that particular domain, paying special attention to the **SVWORK_AREA** configuration parameter to ensure that it is set correctly.

Error Message `SVSM030`
`The input file X will not open: returning.`

Explanation The SNA View Status Manager Stores the status messages it receives during some points of the execution of the SNA View Refresh process. After the Refresh process is complete, the Status Manager takes the messages out of the temporary storage file and attempts to update the network management platform. But, in this case, it was unable to open the file. Because Status Manager cannot open the file, it returns to normal processing.

Recommended Action Make sure that the permissions of the file and its path allow it to read from Status Manager. The user should ensure the configuration parameter **SVWORK_AREA** is properly set.

Error Message `SVSM121`
`Another Status Manager is already running: exiting.`

Explanation The SNA View Status Manager process has detected another copy of itself executing for the same domain. Because there is another Status Manager already executing for this domain, the additional Status Manager exits.

Recommended Action No user action required.

Identifying Process Messages — SVIDxxx

Error Message `SVID010`
`act_stat could not open input file` *`name`*

`name` is the SNA View data file.

Explanation A main process, Status Manager or Check Status, tried to issue a display on an unknown resource. The **act_stat** function will terminate.

Recommended Action Verify that the permissions of the file and its path allow it to read from **act_stat**. Also make sure that the configuration parameter **SVWORK_AREA** is properly set.

Error Message `SVID015`
`switched_pu could not open input file` *`name`*`.`

`name` is the SNA View data file

Explanation The Status Manager tried to do a display on a switched PU. The return from that display would be piped into a temporary file that the function **switched_pu** could not open. The **switched_pu** function will terminate.

Recommended Action Make sure that the permissions of the file and its path allow it to read from the file. Also make sure that the configuration parameter **SVWORK_AREA** is properly set.

Error Message `SVID020`
`Return from host is not correct in` *`name`*`: returning.`

`name` is the SNA View function name.

Explanation An SNA View function has received a bad return form a host command. The function will return to the main process when it has detected this error.

Recommended Action Some errors occur due to workstation system load. Try issuing the process again.

Check Status Messages — SVCSxxx

Error Message `SVCS010`
`The name of the resource can not be found on the command line: exiting.`

Explanation The SNA View Check Status must have a resource name in order to check that resource's status.

Recommended Action No user action is required.

Error Message `SVCS011`
`A resource must be selected: exiting.`

Explanation The SNA View Check Status must have a resource selected on the network management platform so that it can check that resource's status. Without selecting a resource, the Check Status process exits.

Recommended Action With the mouse, select the icon of the SNA resource that should have its status checked.

Build Select Messages — SVBSELxxx

Error Message `SVBSEL001`
`PS file could not be opened: exiting.`

Explanation The SNA View **svbuild_select** process could not open the file it uses to see if another **svbuild_select** is already executing for a particular domain.

Without being able to tell if another **svbuild_select** is already executing, the **svbuild_ select** process exits. If it did not exit the two processes could destroy each other's critical files.

Recommended Action Check the configuration file for that particular domain, paying special attention to the **SVWORK_AREA** configuration parameter to ensure that it is set correctly.

Error Message SVBSEL020
Another Build Select is already running: exiting.

Explanation The SNA View **svbuild_select** process has detected another **svbuild_select** process already executing for a particular domain.

The SNA View **svbuild_select** process exits as to not cause any problems with the previous executing version of **svbuild_select**.

Recommended Action No user action required.

Error Message SVBSEL030
Can not store Build Selects Process ID: exiting.

Explanation The SNA View **svbuild_select** process cannot store its Process ID in a specific file.

Since it cannot store its process Id, no other **svbuild_select** process will be able to tell if it is still running.

Recommended Action Check the configuration file for that particular domain, paying special attention to the **SVWORK_AREA** configuration parameter to ensure that it is set correctly.

Building SNA Network Messages — SVBSNxxx

Error Message SVBSN010
Starting to input *display* into a temporary file.

display is the type of display.

Explanation The SNA View Refresh process issues a number of display commands to the host machine in order to get new statuses for all existing resources. These displays are stored in a temporary data file in the path specified by the **SVWORK_AREA**. The SNA View Refresh process is storing the display data in a temporary data file.

Recommended Action No user action required.

Error Message SVBSN020
`Starting to input display into the management platform.`

display is the type of mainframe display command.

Explanation The SNA View Refresh process is adding the information received from the mainframe display command to the network management platform database. The SNA View Refresh process is inputting the data into the network management platform database.

Recommended Action No user action required.

Error Message SVBSN030
`The manipulation of display is complete.`

display is the type of display.

Explanation The SNA View Refresh process has finished manipulating the data for a particular display. The SNA View Refresh process is finished adding the information received from the mainframe display command to the network management platform database.

Recommended Action No user action required.

Refresh Messages — SVREFxxx

Error Message SVREF010
`Active_Refresh cannot open data file path: returning.`

path is the full file path.

Explanation The SNA View Refresh process cannot open the data file. The SNA View Refresh process will ignore the rest of this file.

Recommended Action The permission of the file and the path should allow the Refresh process to access it. The full file path should be correct. If it is not, check the configuration file for this particular domain. The configuration parameter **SVWORK_AREA** should have the correct path set for its value.

Error Message `SVREF020`
`Active_Refresh an unknown ISTXXXI message was found: returning.`

Explanation The SNA View Refresh process has found an ISTXXXI number that it does not know. The SNA View Refresh process will ignore the rest of this file.

Recommended Action Contact the Cisco TAC.

Error Message `SVREF030`
`PS file could not be opened: exiting.`

Explanation The Refresh process could not open the file it uses to determine if another Refresh is already running for a particular domain. Without being able to tell if another Refresh is already executing, the Refresh process exits.

Recommended Action Check the configuration file for that particular domain, paying special attention to the **SVWORK_AREA** configuration parameter to ensure that it is set correctly.

Error Message `SVREF040`
`Another Refresh is already running: exiting.`

Explanation This Refresh process found that another Refresh process was already running for the same domain. The SNA View Refresh process will terminate.

Recommended Action No user action required.

Error Message `SVREF050`
`Cannot store Refresh Process Id: exiting.`

Explanation The Refresh process cannot store its process ID in a specific file. Since it cannot store its Process ID, no other Refresh process will be able to tell if it is still running.

Recommended Action Check the configuration file for that particular domain, paying special attention to the **SVWORK_AREA** configuration parameter to ensure that it is set correctly.

Error Message SVREF060
`The domain must exist before you can refresh it: exiting.`

Explanation The SNA View Refresh process was executed on a domain that does not exist in the management database. The domain must be discovered or exist in the management database before it can be refreshed. Without the existence of the domain in the management database, the SNA View Refresh process will exit.

Recommended Action Discover the particular domain. Because the discovery of the domain should be recent, there will be no need for the SNA View Refresh process to be executed on that particular domain.

Error Message SVREF070
`Starting a passive refresh.`

Explanation The SNA View Refresh process has started a passive refresh. The SNA View Status Manager corrects the statuses of the resource as they change. The SNA View Refresh process exits.

Recommended Action No user action required.

Error Message SVREF100
`Starting to input` *`display`* `into a temporary file.`

`display` is the type of display.

Explanation The SNA View Refresh process issues a number of display commands to the host machine in order to get new statuses for all existing resources. These displays are stored in a temporary data file in the path specified by the **SVWORK_AREA**. The SNA View Refresh process is storing the display data in a temporary data file.

Recommended Action No user action required.

Error Message SVREF110
`Starting to input display into the management platform.`

display is the type of mainframe display command.

Explanation The SNA View Refresh process is adding the information received from the mainframe display command to the network management platform database. The SNA View Refresh process is inputting the data into the network management platform database.

Recommended Action No user action required.

Error Message SVREF120
`The manipulation of display is complete.`

display is the type of mainframe display command.

Explanation The SNA View Refresh process has finished manipulating the data for a particular display. The SNA View Refresh process is finished adding the information received from the mainframe display command to the network management platform database.

Recommended Action No user action required.

Task Manager Messages — SVTSKxxx

Error Message SVTSK000
`Task Manager has failed to make connection with the management platform.`

Explanation For Some of the management platforms, the SNA View Task Manager must make connection with the management platform to start the SNA View Status Manager and the SNA View Alarm Manager. In this case the process of making the connection failed.

The SNA View Task Manager continues, but the SNA View Status Manager and the SNA View Alarm Manager will not be able to start.

Recommended Action Start the SNA View Task Manager from the management platform's pull-down menu system.

Error Message `SVTSK010`
`Task Manager has failed to retrieve domain names: exiting.`

Explanation The SNA View Task Manager could not retrieve SNA View domain names. The Task Manager will terminate.

Recommended Action Verify that configuration files for at least a single domain exists in **/etc**.

Error Message `SVTSK020`
`Task Manager failed opening configuration file for` *`domain`*`.`

`domain` is the SNA View domain.

Explanation The SNA View Task Manager could not open the configuration file for a particular domain. The Task Manager will terminate.

Recommended Action Verify that the configuration file's permissions are such that the Task Manager process has read authority.

Error Message `SVTSK030`
`Task Manager failed to open its process ID file.`

Explanation The SNA View Task Manager could not open the file it uses to store process IDs. Without the process IDs, the task manager cannot stop processes and must exit.

Recommended Action Check the permission on the **/tmp** directory to ensure that the SNA View Task Manager can open a file in it.