

Appendix G

Before Calling For Help

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Before Calling For Help

Before calling for technical assistance, have the following available:

- ◆ Inspect file
- ◆ Diagnostics file
- ◆ Survey file
- ◆ NT Diagnostics file
- ◆ NT event log files
- ◆ Drive array report
- ◆ Information from Compaq Insight Manager
- ◆ A detailed description of problem

Creating an Inspect File

If the Compaq System Configuration Utility **has not** been installed on your hard drive:

- ◆ Download the utility from the Compaq website:

<http://www.compaq.com/support/files/server/Utilities/index.html>

and follow the instructions in the README.TXT file.

OR

- ◆ Run the utility from the SmartStart CD.

If the Compaq System Configuration Utility **has** been installed on your hard drive:

1. Turn on the computer and press **F10** during startup to access the Setup screen.
2. Choose **Diagnostics and Utilities**.
3. Choose **Inspect computer**. This step can take up to 10 minutes to complete.
4. Choose **Save to file**.
5. Press **F2**.
6. Insert a diskette.
7. Press **F2**.
8. Save the file to A:INSPECTB.TXT.
9. Choose **Exit Inspect**.
10. Remove the diskette.
11. Choose **Return to the previous menu**.
12. Choose **Exit from this utility**.
13. Press **Enter** twice to restart.
14. Exit the system to reboot.

Creating a Diagnostics file

IMPORTANT: Be sure that only Compaq components are installed on your system.

If the Compaq System Configuration Utility **has not** been installed on your hard drive:

- ◆ Download the utility from the Compaq website.

<http://www.compaq.com/support/files/server/Utilities/index.html>

and follow the instructions in the README.TXT file.

OR

- ◆ Run the utility from the SmartStart CD.

Before Calling For Help

If the Compaq System Configuration Utility **has** been installed on your hard drive:

1. Turn on the computer and press **F10** during startup to access the Setup screen.
2. Choose **Diagnostics and Utilities**.
3. Choose **Test computer**.
4. Press **Continue**.
5. Choose **Quick Check Diagnostics**. Follow the on-screen instructions.
6. Press **Start**. This step can take up to 30 minutes to complete.
7. If there are any errors in your system, a message will display.
8. Press **Continue**.
9. Choose **Save to Diag. Log**.
10. Choose *Drive A: > Continue*.
11. When the file write is complete, choose **Continue**.
12. Select **Cancel**.
13. Choose **Exit Diagnostics**.
14. Exit the system to reboot.

Creating a Quick Survey for NT file

If your machine was configured using SmartStart **and** the Compaq Survey Utility was installed on your hard drive, the path to the survey file is
c:\compaq\survey\survey.txt.

If the Compaq Survey Utility **has not** been installed on your hard drive:

- ◆ Access the Compaq website:

<http://www.compaq.com/support/files/server/WINNT/index.html>

and choose **Compaq Survey Utility For Windows NT**. Follow the instructions in the README.TXT file to install it.

OR

Run the utility from the SmartStart ManagementCD:

1. Insert the SmartStart Management CD.
2. Select **Start > Run**.
3. Enter **D:\Survey\Win-NT\Eng\survey.exe** (where D: is the CD drive letter).
4. This will cause the Survey Utility to run once. The output file is
c:\compaq\survey\survey.txt.

Creating an NT Diagnostics file

1. Select **Start > Programs > Administrative Tools > Windows NT Diagnostics**.
2. Choose **Print**.
3. Choose **All Tabs**.
4. Choose **Complete**.
5. Choose **File**.
6. Choose **Save the file**. Give it the filename MSDRPT.TXT.
7. Choose **OK**.

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Creating system and application log files

1. Select **Start > Programs > Administrative Tools > Event Viewer**.
2. Choose **Log > System**.
3. Choose **Log > Save as**.
4. Type **system** – Under **Save as type** chose ***.evt**. Click **Save**.
5. Choose **Log > Save as**.
6. Type **system** – Under **Save as type** choose ***.txt**. Click **Save**.
7. Choose **Log > Application**.
8. Choose **Log > Save as**.
9. Type **application** – Under **Save as type** choose ***.evt**. Click **Save**.
10. Choose **Log > Save as**.
11. Type **application** – Under **Save as type** choose ***.txt**. Click **Save**.
12. Choose **Log > Exit**.

Diagnosing the drive array

1. Insert the SmartStart CD (Bootable).
2. Reboot the server.
3. Choose **Run Array Diagnostics Utility Next > Continue**.
4. If it finds any problems with your drive array it will tell you –
5. Press **OK** for this.
6. Choose **file > Save data > Choose All Array Controllers**.
7. Click **OK** – Insert a blank formatted floppy disk – Press **OK** and choose the default file name (a:\report.txt).
8. Choose **File Exit** to terminate this utility.

How to get information out of Compaq Insight Manager – a specific server

1. **Start > Programs > Compaq Insight Manager**
2. Rightclick on your server.
3. Choose **View Device data**.
4. Choose **Configuration**.
5. Click **All Info**.
6. Choose **Copy** (the content is now in clipboard).
7. Use ex. wordpad to paste it into a document.
8. Save the file and send it to us.

What should a detailed description contain?

- ◆ Has it ever worked, if yes, what has been changed?
- ◆ The full error message
- ◆ When did the problem start?
- ◆ What are the symptoms?
- ◆ And under what conditions do they appear?
- ◆ Did the server suddenly shut down?
- ◆ Does the server keep rebooting?
- ◆ Did the server ever boot?
- ◆ Do errors occur only when a specific application runs?
- ◆ Are there random errors?
- ◆ Are there intermittent problems?
- ◆ Is there any failure information?

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- ◆ Are there messages: Stop/Abend/Trap messages?
- ◆ What does the Insight Manager Detail say?
- ◆ Integrated Display Log messages
- ◆ POST messages
- ◆ Record the FULL error message.
- ◆ What events preceded the failure?
- ◆ What has been changed between the time the server was working and now?
- ◆ Did you recently add or remove hardware or software?
- ◆ Did you remember to change the setting in System Configuration?
- ◆ Was the server just installed?
- ◆ Has the server exhibited problem symptoms for a period of time?
- ◆ Was the server recently moved?
- ◆ Is the problem repeatable?
- ◆ After what steps does the problem occur?

When calling for assistance with a connected environment issue, please have the following additional information:

For NetWare:

- ◆ Installed versions (NetWare, IPX, NETx)
- ◆ Network Interface Controller settings and revisions
- ◆ Printouts of *AUTOEXEC.NCF*, *STARTUP NCF*, and the *SYSTEM* directory

For SCO UNIX:

- ◆ Installed system software versions (TCP/IP, VP/lx, etc.)
- ◆ Process status at time of failure (if possible)
- ◆ Printouts of:
 - ◆ *HWCONFIG* *ETC/CONF/CF.D/SDEVICE*
 - ◆ *SWCONFIG* *ETC/INITTAB*
 - ET/CONF/CF.D/STUNE*

For Banyan VINES:

- ◆ Operating system versions, revisions, and installed patches
- ◆ Banyan's list of installed boards (SW settings = HW settings)
- ◆ Number of servers on network

For Microsoft LAN Manager and OS/2:

- ◆ Operating system version and printouts of:
 - LANMAN.INI* *STARTUP.CMD*
 - PROTOCOL.INI* *PSTAT*
 - SETUP.INI* *SYSLEVEL*
 - CONFIG.SYS*

For IBM OS/2 1.3, IBM OS/2 2.X, IBM LAN Server 2.0 and IBM LAN Server 3.0

Required Information:

- ◆ A current copy of the following files:
 - CONFIG.SYS*
 - STARTUP.CMD*
 - IBMLAN.INI*
 - PROTOCOL.INI*
 - SYSLEVEL* information **in detail**
 - A directory listing of C:\ and C:\OS2

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- ◆ If Compaq drivers are installed:
 - version of the SSD used
 - list of drivers from the SSD
- ◆ The drive subsystem & file system information:
 - number of EISA volumes
 - number of partitions, logical drives and their sizes
 - file system on each logical drive.
- ◆ LAN Server details:
 - LAN Server version,
 - whether basic or advanced
 - ALL services running at the time the problem occurs
- ◆ A list of all 3rd party HW and SW installed and the versions if possible.

For Microsoft OS/2 1.3 & Microsoft LAN Manager 2.1 or later

- ◆ A current copy of the following files:
 - CONFIG.SYS
 - STARTUP.CMD
 - LANMAN.INI
 - PROTOCOL.INI
 - SYSLEVEL information **in detail**
 - a directory listing of C:\ and C:\OS2
- ◆ If Compaq drivers are installed:
 - version of the SSD used
 - list of drivers from the SSD
- ◆ The drive subsystem & file system information:
 - number of EISA volumes
 - number of partitions, logical drives and their sizes
 - file system on each logical drive.
- ◆ A list of all 3rd party HW and SW installed and the versions if possible.

For Microsoft Windows NT and Windows NTAS

- ◆ A current copy of the following files:
 - WINMSD
 - BOOT.INI
 - Copy of the NT Event Log
- ◆ If Compaq drivers are installed:
 - version of the SSD used
 - list of drivers from the SSD
- ◆ The drive subsystem & file system information:
 - number of EISA volumes
 - number of partitions, logical drives and their sizes
 - file system on each logical drive.
- ◆ A list of all 3rd party HW and SW installed and the versions if possible.

Before Calling For Help

If any of the above involves SQL Server, either for OS/2 or for NT, then the following additional information is needed:

General information:

A description of the database layout, database activity prior to the problem, description of how to reproduce the problem (if available), stored procedures used and their function and all available information used to troubleshoot the problem to this point.

SQL Server version

Master Database Configuration information

SQL Server Configuration parameters

SQL Server Device configuration

Default Network, DB-LIBRARY and NET-LIBRARY information

Registry Information for SQL Server

SQL Server error log

NT event log