

A decorative horizontal band with a red-to-dark-red gradient, featuring abstract, glowing white and red lines that swirl and intersect, creating a sense of motion and technology.

FJQSS (Information Collection Tool) User's Guide

Solaris/Linux

J2UL-1958-01ENZ0(00)
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Preface

This manual describes information to use the outline and the tool of FJQSS (Information Collection Tool).

Purpose of this Manual

The purpose of this manual is to be able to gather the collected information by using FJQSS (Information Collection Tool) when trouble occurs.

Reader of this Manual

This manual is targeted at the user who gathers the collected information when the trouble occurs.

You can obtain information on the method of gathering the function and the collected information of FJQSS (Information Collection Tool) obtain by referring to this manual.

Structure of this Manual

The structure of this manual is as follows:

Chapter 1 outline

Chapter 2 FJQSS (Information Collection Tool)

Appendix A Messages and error codes

Notations

The following notations are used in this manual;

Symbols used in this manual

The following symbols are used in this manual.

Example:[Enter]key

Symbols used in command

This subsection describes the symbols used in the examples of commands.

Example:

```
fjqss_collect [-s]
```

Meaning of Symbols

| Symbol | Meaning |
|--------|---|
| [] | The item enclosed with this sign is shown and omissible is shown. |

Abbreviations

The following abbreviations are used in this manual:

Operating Systems

| Full Name | Abbreviations |
|--|----------------|
| Oracle Solaris 9 | Solaris 9 |
| Oracle Solaris 10 | Solaris 10 |
| Oracle Solaris 11 | Solaris 11 |
| Oracle Solaris | Solaris |
| Red Hat Enterprise Linux 6 (for x86) | RHEL6(x86) |
| Red Hat Enterprise Linux 6 (for Intel64) | RHEL6(Intel64) |
| Red Hat Enterprise Linux 5 (for x86) | RHEL5(x86) |
| Red Hat Enterprise Linux 5 (for Intel64) | RHEL5(Intel64) |

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Chapter 1 Outline

This chapter explains the outline of FJQSS (Information Collection Tool).

1.1 FJQSS (Information Collection Tool)

This appendix explains FJQSS (Information Collection Tool) that archives the information for investigation (middleware logs and operation system logs) with an easy operation. Executing FJQSS right after a problem occurs makes a rapid investigating of the causes.

Chapter 2 Collecting the information

This chapter explains the method of gathering the survey material, the confirm method of the survey material, and notes.

2.1 Collection method

This section explains the operating procedure of FJQSS (Information Collection Tool).

Collecting information can do by using the command. You can operate the Collection by the method that shows the product selection menu, or the method that does not show such the menu.

- [2.1.1 Collecting with showing menu](#)
- [2.1.2 Collecting without showing menu](#)

2.1.1 Collecting with showing menu

This subsection explains the operating procedure of FJQSS (Information Collection Tool) with showing the product selection menu.

Authority to execute

User Authority of the root user is necessary.

Prior confirmation

Set the output directory of the collected information if necessary. The output directory of default is the /var/tmp directory on Solaris, or the /tmp directory on Linux. See [\[2.3 Changing a path of the output directory\]](#) for details of changing the output directory.

Synopsis

If you execute the command specifying the output directory by the parameter:

```
fjqss_collect output_directory
```

If you execute the command specifying the output directory by the environment variable or the environmental configuration file:

```
fjqss_collect
```

Path to this command

```
/opt/FJSVqst1
```

Notes in executing the command

- Do not put fjqss_collect or its copy into any other directory. They work only if they are in the path shown above in [Path to this command].
- Execute this command immediately after the problem occurs.
- Multiple execution of this command is not available. If you do that, the following error message appears:

```
FJQSS is already started. Please restart FJQSS after the executing one ends.
```

Operating procedure

This part explains the operating procedure of FJQSS (Information Collection Tool).

1. Log on to the server, open the console window and execute the information collection command in the console window.

Hereafter, it explains by the example when outputting the information to the default output directory:

```
> cd /opt/FJSVqst1
> ./fjqss_collect
```

2. The product selection menu appears. It shows the list of the products whose information can be collected.
3. Put the number of the product of which you want to collect the information:

```
-----
FJQSS Product Selection
-----

 1.MW Product B (Server Side)
 2.MW Product B (Client Side)

Please input a number of the product
of which you want to collect the information.>>1
```

4. Check the indicated name(s) of the middleware (s) whose investigation information are to be collected, then press the [Y] key to start.

Collection starts and the following indicator appear in the command prompt:

```
The following product information is collected.
      MW Product B (Server Side)

Input 'Y-key' to collect data, or 'N-key' to stop.(default=N):y
preparing:          ##### 100% [00:01]
```

The time and the disk space required for the collection depend on the condition of the target system.

5. Check the contents of the output directory.

After the FJQSS (Information Collection Tool) has completed the collection, the following prompt appears. Verify that the information have been collected in the directory whose name is indicated in the prompt:

```
The following product information is collected.
      MW Product B (Server Side)

Input 'Y-key' to collect data, or 'N-key' to stop.(default=N):y
preparing:          ##### 100% [00:01]
collecting:         ##### 100% [00:01]
archiving:          ##### 100% [00:01]
compress:           ##### 100% [00:15]
Completed.
Gathered investigation informations archived to
      /tmp/ezcollect20121018172939/result20121018172939.tar.gz (206KB)
```

This is an example on Linux.

The gathered investigation informations are archived to /var/tmp/... directory on Solaris, or /tmp/... directory in Linux.

The following files are created in the output directory (ezcollectYYYYMMDDHHMMSS: YYYYMMDDHHMMSS indicates the time (year, month, day, hours, minutes and seconds) that the collection started). See [\[2.2 Checking the collected information\]](#) for the output directory:

- resultYYYYMMDDHHMMSS.tar.gz

The collected information.

- result.txt

The result log is a text file to indicate if the collection of information has succeeded.

This file indicates the names and the results of collection (OK/NG) of each material.

- ez.log

The activity log of the FJQSS (Information Collection Tool).

Aborting FJQSS (Information Collection Tool)

This subsection explains how to abort running FJQSS (Information Collection Tool).

Although it is recommended that you wait until the collection ends, you can press [CTRL] + [C] key combination to abort the execution if it is necessary. The following prompt appears if [CTRL] + [C] is pressed and the execution is aborted.

```
The following product information is collected.
      MW Product B (Server Side)

Input 'Y-key' to collect data, or 'N-key' to stop.(default=N):y
preparing:          ##### 40% [00:01]
Stopped FJQSS process.
```

The output directory that has been made in the collecting might remain when the executing is aborted. There is no influence in the operation of FJQSS because the output directory will be newly made when FJQSS is executed again.

Moreover, there is no influence in the operation of FJQSS even if the remaining output directory was deleted.



Do not close the command prompt before the collection ends. if you do so, the temporary directories might remain in the work directory. Please delete the following directories if they remain in the work directory.

- ezcollectYYYYMMDDHHMMSS
- ezworkYYYYMMDDHHMMSS

See [2.3 Changing a path of the output directory](#)] for details of the work directory.

2.1.2 Collecting without showing menu

This subsection explains the operating procedure of FJQSS (Information Collection Tool) without showing the product selection menu.

You can use the procedure in the shell script.

Authority to execute

User Authority of the root user is necessary.

Prior confirmation

Verify the product identification name of the product of which you collect the information by the product information showing command. See [2.1.3 Getting the product identification name](#)] for details.

Set the output directory of the collected information if necessary. The output directory of default is the /var/tmp directory on Solaris, or the /tmp directory on Linux. See [2.3 Changing a path of the output directory](#)] for details of changing the output directory.

Synopsis

The specification of product identification name by "-pr <product identification name>" is necessary if you specify the silent mode option by "-s".

If you execute the command specifying the output directory by the parameter:

```
fjqss_collect -pr <product identification name> [-s] output_directory
```

If you execute the command specifying the output directory by the environment variable or the environmental configuration file:

```
fjqss_collect -pr <product identification name> [-s]
```

Description

The fjqss_collect command collects the information required for the investigation.

Option

-pr

This option specifies the product identification name of the product of which you collect the information.

-s

The command runs without asking to the operator. (It runs in silent mode.)

Path to this command

```
/opt/FJSVqst1
```

Notes in executing the command

- Do not put fjqss_collect or its copy into any other directory. They work only if they are in the path shown above in [Path to this command].
- Execute this command immediately after the problem occurs.
- Multiple execution of this command is not available. If you do that, the following error message appears:

```
FJQSS is already started. Please restart FJQSS after the executing one ends.
```

2.1.3 Getting the product identification name

This subsection explains how to get the product identification name which you specify when collecting the information without showing Product Selection Menu.

The product identification name can be got by executing the product information showing command.

Authority to execute

User Authority of the root user is necessary.

Synopsis

```
fjqss_mwpinfolist
```

Description

This command shows the list of the information of products of which the information collection is available.

Each product's information is shown in one line.

The product's Information is shown in order of "No." (number), "KEY" (product identification name), "DispName" (product name) and "Path" (destination directory of the information)

Example of the result of executing the product information showing command:

```
MW Product List
No. KEY          DispName          Path
-----
1.  PRODUCTA    MW PRODUCT A      /opt/FJSVPRDA/server/fjqss_tool1
2.  PRODUCTB    MW PRODUCT B      /opt/FJSVPRDB/server/fjqss_tool1
3.  PRODUCTC    MW PRODUCT C      /opt/FJSVPRDC/server/fjqss_tool1
```

If you collect the information of the product No.1, specify the product identification name "PRODUCTA" as the parameter to collect the information of the "MW PRODUCT A" by the procedure of [2.1.2 Collecting without showing menu](#)].

Path to this command

```
/opt/FJSVqst1
```

2.2 Checking the collected information

The collected information are created in the output directory (ezcollectYYYYMMDDHHMMSS) as file "resultYYYYMMDDHHMMSS.tar.gz".

The output directory is created at the output specified for an environmental configuration file destination at the output destination. If no destination is specified, then the output directory is created at the /var/tmp directory on Solaris, or the /tmp directory on Linux.

You can specify a path of the output directory if you execute the information collecting command in the console window. See [2.3 Changing a path of the output directory].for details of the environmental configuration file ant the output destination.

Verify that the following file and directory exist:

- Result log (result.txt)

The result log is a text file to indicate if the collection of information has succeeded.

This file indicates the names and the results of collection (OK/NG) of each material.

- Collected information (resultYYYYMMDDHHMMSS.tar.gz)



Collected information (resultYYYYMMDDHHMMSS.tar.gz) is compressed and archived by gzip and tar. Collected information contains the following files.

- resultdir

This directory contains the collected files.

- result.txt

The result log is a text file to indicate if the collection of information has succeeded.

This file indicates the names and the results of collection (OK/NG) of each material.

- ez.log

The activity log of the FJQSS (Information Collection Tool).

- convert.txt

If the file path name of information collecting is too long and information collecting can't get in former file name, file path name is converted and gathered. Former file path name and Converted file path name are output to convert.txt.convert.txt is output in the form of the following.

Output form

<Former file path name>,<Converted file path name>

convert.txt is output when there was only information collecting for which the conversion of the file path name was necessary.

2.3 Changing a path of the output directory

You can change a path of the output directory by two methods below.

- Specifying a path of the output directory in the option of the information collecting command.
- Specifying a path of the output directory by setting the environment variable.
- Specifying a path of the output directory by updating the environmental configuration file.

The method of specifying in the option of the command explains in 2.1.1 Collecting with showing menu and 2.1.2 Collecting without showing menu]. Hereafter, the method of specifying by the environment variable and by the environmental configuration file will be explained.

-

Specifying a path of the output directory by setting the environment variable

You can specify the directory where the output directory will be created by setting the environment variable EZ_OUTPUTDIR before executing this command.

Description format:

```
EZ_OUTPUTDIR="the directory path where the output directory will be created"  
export EZ_OUTPUTDIR
```

Example:

If “/etc/work” is specified to %EZ_OUTPUTDIR%:

```
EZ_OUTPUTDIR=/etc/work  
export EZ_OUTPUTDIR
```

Then the directory below will be created as the output directory:

```
/etc/work/ezcollectYYYYMMDDHHMMSS
```

Specifying a path of the output directory by updating the environmental configuration file

Environmental configuration file (FJQSSconf.txt) is a file that defines the operating environment of FJQSS.

It exists in following directory.

```
<Directory where the product is installed>/fjqss_tooln (n=1,2,..,9)
```

The items that can be specified for environmental configuration file are shown below.

| Item | Outline | Omission |
|-----------|---|---------------|
| OutputDir | The directory path where the output directory will be created (*3). | Possible (*2) |
| WorkDir | The directory path where the work directory (*1) will be created by FJQSS execution (*3). | Possible(*2) |

(*1)The work directory is a directory that temporarily stores information necessary for the execution of FJQSS. When FJQSS ends, stored information is automatically deleted.

(*2) If the specification is wrong or omitted, the /var/tmp directory (on Solaris), or the /tmp directory (on Linux) is used.

(*3) You can specify the directory by the relative path from an absolute path or environmental configuration file.

The format of environmental configuration file is shown below.

Description format:

```
OutputDir="the directory path where the output directory will be created"  
WorkDir=" work directory"
```

Example:

If “/etc/work” is specified to OutputDir, “/etc/tmp” is specified to WorkDir.

```
OutputDir=/etc/work  
WorkDir=/etc/tmp
```

Then the directory below will be created as the output directory:

```
/etc/work/ezcollectYYYYMMDDHHMMSS
```

And the directory below will be created as the work directory:

```
/etc/tmp/ezworkYYYYMMDDHHMMSS
```

 Note

If the plural specifications of the output directory is done, then the specification becomes effective in the following order by priority:

1. Specification in the option of the information collecting command.
2. Specification by setting the environment variable.
3. Specification by updating the environmental configuration file.

Appendix A Messages and error codes

A.1 Error Messages

The message which FJQSS outputs can have an error code. See [A.2 Error Codes]. for detail of error codes.

| Look for | What to do |
|---|---|
| <p>FJQSS is already started.</p> <p>Please restart FJQSS after the executing one ends.</p> | <p>Check if FJQSS is running. Multiple execution of it is not available.</p> |
| <p>The file used with FJQSS is not found.</p> <p>Please contact a Fujitsu technological member.</p> <p>(product= PRODUCT_IDENTIFICATION_NAME, errcode= ERROR_CODE)</p> | <p>Please contact the Fujitsu engineer, and pass on the PRODUCT_IDENTIFICATION_NAME, PATH_NAME and ERROR_CODE in the message. About detail meanings of the ERROR_CODE, see [A.2 Error Codes].</p> |
| <p>Failed in the copy of materials used with FJQSS to the work directory.</p> <p>Please contact a Fujitsu technological member.</p> <p>(PATH= PATH_NAME, errcode= ERROR_CODE)</p> | |
| <p>Failed in the access of the file used with FJQSS.</p> <p>Please contact a Fujitsu technological member.</p> <p>(errcode= ERROR_CODE)</p> | |
| <p>The file used with FJQSS is not found or broken.</p> <p>Please contact a Fujitsu technological member.</p> <p>(PATH= PATH_NAME)</p> | |
| <p>Failed in the access of the directory used with FJQSS.</p> <p>Please contact a Fujitsu technological member.</p> <p>(PATH= PATH_NAME)</p> | |
| <p>Failed in the current directory change to the work directory.</p> <p>Please contact a Fujitsu technological member.</p> <p>(PATH= PATH_NAME)</p> | |
| <p>Failed to execute FJQSS. Please contact Fujitsu technical staff.</p> | |
| <p>There is a wrong option in the command line.</p> <p>Please restart FJQSS with the correct option.</p> | <p>Execute FJQSS again after removing the cause according to the left messages. About Environmental configuration file, see [2.3 Changing a path of the output directory].</p> |
| <p>Not super-user.</p> <p>Please restart FJQSS by super-user</p> | |
| <p>A memory is insufficient.</p> <p>Please stop unnecessary applications and restart FJQSS.</p> | |
| <p>The product specified by the -pr option is not found.</p> <p>Please restart FJQSS with the correct option.</p> <p>(product= PRODUCT_IDENTIFICATION_NAME)</p> | |
| <p>Japanese characters are included in the directory name at the 'OutputDir' of environmental file. Japanese characters cannot be used.</p> <p>Please correct environmental file and restart FJQSS.</p> <p>(environmental file=PATH_NAME)</p> | |

| Look for | What to do | |
|--|------------|-------------------------------------|
| <p>Japanese characters are included in the directory name at the 'WorkDir' of environmental file. Japanese characters cannot be used.</p> <p>Please correct environmental file and restart FJQSS.</p> <p>(environmental file=PATH_NAME)</p> | | |
| <p>Failed in making the output directory.</p> <p>Please confirm the following.</p> <ul style="list-style-type: none"> -There must be an authority to make the folder. -Passing in xx bytes or less must be specified. -The length of each directory name must be 255 bytes or less. | | |
| <p>Failed in making the work directory.</p> <p>Please confirm the following.</p> <ul style="list-style-type: none"> -There must be an authority to make the folder. -Passing in xx bytes or less must be specified. -The length of each directory name must be 255 bytes or less. | | |
| <p>Output directory is too long at the 'OutputDir' of environmental file.Please adjust the output directory to xx bytes or less and restart FJQSS</p> <p>(environmental file= PATH_NAME)</p> | | |
| <p>Work directory is too long at the 'WorkDir' of environmental file.</p> <p>Please adjust the output directory to xx bytes or less and restart FJQSS</p> <p>(environmental file= PATH_NAME)</p> | | |
| <p>The output directory is too long specified in the option.</p> <p>Please adjust the output directory to %s bytes or less and restart FJQSS.</p> | | |
| <p>Japanese characters are included in the output directory specified in the option. Japanese characters cannot be used.</p> <p>Please correct the output directory and restart FJQSS.</p> | | |
| <p>The output directory is too long specified with the environment variable:EZ_OUTPUTDIR.</p> <p>Please adjust environment variable:EZ_OUTPUTDIR to xx byte or less.</p> | | |
| <p>Failed to create log.(PATH=PATH_NAME)</p> <p>Take action indicated the following items:</p> <ul style="list-style-type: none"> - Create the output folder if it doesn't exist. - Set the role to the output folder. | | |
| <p>Products are not installed.Please make sure that the products that are installed.</p> | | |
| <p>The is no installed product of which FJQSS can collect the information. FJQSS ends.</p> | | |
| <p>Stopped FJQSS process.</p> | | <p>No user action is necessary.</p> |

A.2 Error Codes

| Error Code | Cause |
|------------|-----------|
| 0 | No error. |

| Error Code | Cause |
|------------|---|
| 1 | Command operand error |
| 2 | Insufficient memory |
| 3 | Failed to execute without administrator permissions |
| 5 | Though "-s" option exists, "-pr" option does not exist |
| 6 | FJQSS common component has been already done |
| 10 | Middleware products' list file does not exist |
| 11 | Middleware product specified with -pr option does not exist |
| 13 | The built-in directory of the target middleware product of collecting information does not exist |
| 15 | Japanese characters are included in the directory name at the output directory of environmental file |
| 16 | Japanese characters are included in the directory name at the work directory of environmental file |
| 17 | Too long path name is specified in the directory name at the output directory of environmental file |
| 18 | Too long path name is specified in the directory name at the work directory of environmental file |
| 19 | Failed to create the output directory |
| 20 | Failed to create the work directory |
| 21 | Failed to access the directory |
| 22 | Failed to copy the common materials and built-in materials of the product directory to the work directory |
| 23 | Failed to show the information of the product to collect its information materials |
| 24 | Failed to change the current directory to the work directory |
| 25 | Too long path name is specified to the parameter that specifies the output directory |
| 26 | Japanese characters are included in the parameter that specifies the output directory |
| 27 | Products of which collecting information is available are not installed |
| 28 | Failed to execute FJQSS |