Preface

Purpose of this document

This document explains how to collect information for initial investigation using FIQSS (Information Collection Tool), when issues occur while building the environment of FUJITSU Enterprise Postgres Community Edition or during its operation.

Export restrictions

Exportation/release of this document may require necessary procedures in accordance with the regulations of your resident country and/or US export control laws.

Issue date and version

<table>
<thead>
<tr>
<th>Edition 2.0: June 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edition 1.0: September 2018</td>
</tr>
</tbody>
</table>

Copyright

Copyright 2018-2020 FUJITSU LIMITED
Chapter 1 Collecting Failure Investigation Data

If the cause of an error that occurs while building the environment or during operations is unclear, data must be collected for initial investigation.

This chapter describes how to collect data for initial investigation.

Use FJQSS (Information Collection Tool) to collect data for initial investigation.

See

Refer to the FJQSS manual for information on how to use FJQSS.

Refer to the following manual for information on how to use FJQSS:

In the [Apps] menu, select [FJQSS (Information Collection Tool)], and then click [FJQSS User's Guide].

Note

- When using FJQSS to collect data for initial investigation, you must set the following environment variables:
  - Environment variables required for using FUJITSU Enterprise Postgres

  Configure the environment variables in the server with the newly created instance.

  Set the following environment variables:

  - PATH environment variables

    Add the installation directory "/bin".

  - MANPATH environment variables

    Add the installation directory "/share/man".

  - LD_LIBRARY_PATH environment variables

    Add the installation directory "/lib".

  - PGDATA

    Set the data storage destination.

  - PGPORT

    Set the instance port number. This does not need to be set if the default port number (5432) has not been changed.

  - PGUSER

    Set the database superuser.
    Set the database superuser so that client authentication is possible.
    FJQSS establishes a TCP/IP connection with the template1 database and collects data from the database.

  - FSEP_HOME

    Set the FUJITSU Enterprise Postgres installation directory.

- When using FJQSS to collect data for initial investigation, a window will be displayed for you to set the following environment variables:

  - PGDATA

    Set the data storage destination.
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PGPORT</strong></td>
<td>Set the instance port number. This does not need to be set if the default port number (5432) has not been changed.</td>
</tr>
<tr>
<td><strong>PGUSER</strong></td>
<td>Set the database superuser. Set the database superuser so that client authentication is possible. FJQSS establishes a TCP/IP connection with the template1 database and collects data from the database.</td>
</tr>
</tbody>
</table>