



# ACM Diagnostics Guide

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# ACM Diagnostics Guide



focus on essentials

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# Introduction

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This document is designed to:

1. Validate the ACM environment before or after installation. Using the output from the validation test, you can make the required configuration changes.
2. Troubleshoot the ACM installation on the AS/400.

The tool used to perform those activities is called AcmDiag. It is a command-line tool that you can start at any time to validate the software.

In this document, AcmDiag refers to the command-line tool. Validate and test are synonyms and are used interchangeably.

## General Information

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This section provides an overview on the type of testing AcmDiag performs, when to use the tool, and how to obtain it.

### The Diagnostic Tests

AcDiag performs several tests:

1. java installation and environment
2. ACM installation and environment
3. network configuration
4. database access
5. filesystem (IFS) access

### When to Use AcDiag

Before installation, use AcDiag to validate the environment in which ACM is to be installed. The AcDiag tests will help you determine the configuration changes required before you install ACM.

Use AcDiag before calling Infor Support to validate the installation of ACM.

Use AcDiag before calling Infor Support to determine a problem using ACM.

### Obtaining AcDiag

AcDiag now comes bundled with ACM. The AcDiag tool can be pulled from the ESS system.

To determine whether AcDiag is already on your system:

1. Open a command-line session from the OS/400 Main Menu by typing `qsh` and pressing Enter.
2. List the files in the "dist" directory under the ACM installation directory by typing `ls <acm>/dist`, where `<acm>` is the path to your installation directory.

3. Look for the acmDiag.jar file.

If the acmDiag.jar is present, AcmDiag is on your system.

If the acmDiag.jar file is not present, but other files, such as acmClient.jar, acmService.jar, and acmSecure.jar are present, then you need to get acmDiag.jar from Infor and put it in that directory.

If an error appears that reads "No such path or directory," verify that you do have an ACM directory with a dist subdirectory and that you are typing the correct path.

## Using AcmDiag

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This section explains how to configure the AcmDiag tool if ACM is not yet installed. It also explains how to run the tool and how to read the generated report and errors.

### Installing and Configuring AcmDiag

For AcmDiag to be properly installed, place the `acmDiag.jar` file in the `/<acm>/dist` directory, where `<acm>` is the ACM installation directory path.

If ACM is installed, there is no specific configuration to AcmDiag. It uses the existing ACM configuration files. Skip the remainder of this section.

If ACM is not already installed, you must provide a minimum set of environment properties for AcmDiag to function.

The following two files must be created under the ACM installation directory. The file contents listed are trimmed down ACM files based on what AcmDiag requires, not every necessary property ACM will need.

```
/<acm>/acmprops  
host=localhost  
jdbcDriver=com.ibm.db2.jdbc.app.DB2Driver  
jdbcUrl=jdbc:db2://*LOCAL/
```

`<acm>` is the path to the ACM installation directory where ACM will be placed.

The `host` refers to the machine where ACM is to be run. Type the IP Address or name of the machine. You may use "localhost" or 127.0.0.1, as it is a network standard representing the local machine.

```
/<acm>/userConfigProps  
userId=JOHNDOE  
password=
```

`<acm>` is the path to the ACM installation directory where ACM will be placed.

The `userId` field allows AcmDiag to connect to the database under the user's privileges. Note that no changes or activities will take place in that account. Only the connection test is executed using the account. Enter the `userId` for the account to be used during testing or leave the field blank. If the field is left blank, when AcmDiag runs it will prompt you for it.

Leave the password blank. When AcmDiag runs, it will prompt you for it.

## Running AcmDiag

To run AcmDiag:

1. Open a command-line session from the OS/400 Main Menu by typing `qsh` and pressing Enter.
2. Change to the ACM installation directory by typing `cd <acm>`, where `<acm>` is the path to your installation directory.
3. Type `java -Djava.version=1.3 -jar dist/acmDiag.jar`, and press Enter.

AcmDiag runs and tests the system. At the end of the test suite, AcmDiag reports and stops at the first error, if any.

## Reading AcmDiag Results

The results are grouped by diagnostic test.

A clean environment returns the following:

```
== testing JAVA installation and environment =====
== testing ACM installation and environment =====
== testing NETWORK configuration =====
== testing DATABASE access =====
== testing filesystem (IFS) access =====
== done =====
```

The results may include errors, warnings, or messages grouped by diagnostic test. For example, the results below indicate a warning for the JAVA installation and environment test.

```
== testing JAVA installation and environment =====
WARNING: should file 'myFile.jar' be in the directory
'C:\jdk1.3.1_02\jre\lib\ext'?
== testing ACM installation and environment =====
== testing NETWORK configuration =====
== testing DATABASE access =====
== testing filesystem (IFS) access =====
== done =====
```

## Warnings

The following warnings may display as a result of running the AcmDiag tool.

### **WARNING: should file ABC be in the directory XYZ?**

The file ABC may not be required in directory XYZ. That file may interfere with ACM's functionality. It is advisable to contact an IFS administrator to temporarily move the file to another temporary directory and run AcmDiag again. Do not delete files warned by AcmDiag. Instead, put them in a temporary directory.

### **WARNING: JAVA version appears to be below minimum supported N1. It is at version N2.**

ACM requires a minimum JAVA version of N1. ACM is not supported on versions below that.

### **WARNING: file 'dist/acmClient.jar' does not exist.**

acmClient.jar is a required file for ACM. The file is placed during installation.

### **WARNING: file 'dist/acmService.jar' does not exist.**

acmService.jar is a required file for ACM. The file is placed during installation.

### **WARNING: file 'dist/acmSecure.jar' does not exist.**

acmSecure.jar is a required file for ACM. The file is placed during installation.

## Errors

The following errors may display as a result of running the AcmDiag tool.

### **ERROR: could not load the jdbcDriver 'XYZ'**

ACM will not be able to use the database connection information provided in acmprops. The information below is required to access the database:

```
/acm/acmprops
jdbcDriver=com.ibm.db2.jdbc.app.DB2Driver
jdbcUrl=jdbc:db2://*LOCAL/
```

### **ERROR: could not use the jdbcDriver 'XYZ'**

Examining the error message on the console may provide better information as to why the DB2 database manager modules could not be used.

**ERROR: could not use the database 'XYZ'**

There are security issues. Further explanation will be given.

**ERROR: IFS could not create directory 'XYZ'**

AcmDiag creates, or attempts to create, the necessary directories for ACM to use. This error provides further information on the required directories for the IFS administrator.

**ERROR: IFS could not create temporary file in directory 'XYZ'**

AcmDiag creates, or attempts to create, the necessary files for ACM to use. This error provides further information on the required directory access and required files for the IFS administrator.

**ERROR: IFS failure. 'XYZ' directory is not usable.**

Security issue. Further explanation will be given.

**ERROR: network - 'XYZ'**

The network error is defined on the console. Since the error is provided by the system, all possible messages cannot be accounted for in this document.

**ERROR: url - 'XYZ'**

The error is defined on the console. Network configuration may need to be addressed. Since the error is provided by the system, all possible messages cannot be accounted for in this document.

**ERROR: hostname 'XYZ' is not valid.**

Either the DNS, or the HOSTNAME is not configured properly. The test performed is similar to ping XYZ, where XYZ is your host machine name.