Troubleshooting DPAdmin

This document outlines various steps that can be used to troubleshoot issues related to DPAdmin. The various sections shown below address various components related to DPAdmin.

Prior to going through the steps below verify you have updated all the latest patches and fixes to the version of DPAdmin you are running to first determine if this resolves your problem. Refer to the DPAdmin versioning document on the iSOA Group website at:
www.isoagroup.com/dpadminsupport.html

1. Troubleshoot Connectivity issues between DPAdmin and DataPower

The first sign of a connectivity issue is when DPAdmin throws an error/exception with the message "Cannot connect to DataPower" while trying to run a command. Follow the steps outlined below to determine if it is a connectivity issue:

- Check the XML Management port in DataPower and make sure that it is running and is enabled for SSL.
- Check if there is connectivity between the host where DPAdmin is installed to DataPower xml management port by a telnet test ("telnet {datapower host} {xml management port}").
- If the tests above are successful, check if there is a firewall between DataPower and DPAdmin host and if the required ports are enabled in the firewall.

2. Troubleshoot permission issue with the filesystem

In Linux or AIX machines, DPAdmin could run into permission issues if the logged in user doesn't have write access to {DPAdmin Home}/logs and {DPAdmin home}/workspace folder and all its sub directories. These folders are used by DPAdmin run time to create access logs, as well as files related to auditing/history.

Make sure the logged in user has write access to the folders mentioned above for the normal operation of DPAdmin.
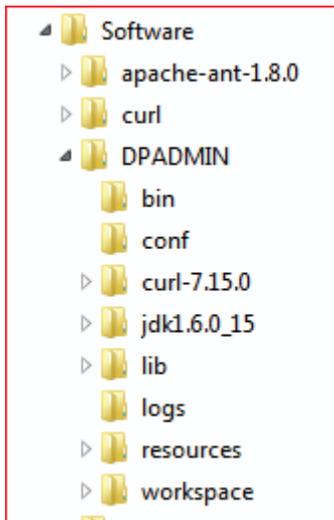
3. Troubleshoot installation issues

DPAdmin requires certain environment variables to be set before it can be used. Verify that the following variables are set up.

ISOA_HOME   :   This environment variable should be set to the installation folder for DPADMIN on a windows machine. An example is shown below.

DPAdmin folder structure on the same machine is shown below.

PATH variable Changes: DPAdmin executables should be added to the path by adding the bin folder under ISOA_HOME to the path. This will help the user to invoke DPAdmin from anywhere in the file system.

Linux/AIX Installations: Linux installations require you to modify the *.sh files under {DPAdmin home}/bin to use the right path to ISOA_HOME. Make sure that this path is updated as per your installation.

Curl Installations: DPAdmin requires curl for its normal operation. For windows installation, curl comes with the installer and there are no additional steps required. For Linux/AIX installation, curl needs to be installed separately and tested to make sure curl is working as expected. iSOA Group team can help with this process.

4. Troubleshoot general issues

Shown below are some general troubleshooting tips that could help with general problems with DPAdmin if they arise.

- Files that are provided as input or output files don't work
  - For input files, make sure that the file exists at the appropriate path shown.
  - For input files, make sure there is no space in folder names (which is allowed by Windows). Spaces in folder names are not supported and should be avoided.
  - For output files, make sure there are no folders in the path with spaces in it. Spaces in folder names are not supported.
  - All the paths provided to DPAdmin should be absolute path (starting from root or drive letter).
- OutOfMemoryException error: This is not common, but if you are trying to update a firmware of size (100MB) to 10 different devices, we have already crossed the default heap sizes for DPAdmin making it 1GB. So it is important that all update firmware tasks be planned properly and heap sizes adjusted based on the needs. Follow the steps shown below.
  - Heap size for encode.sh/encode.bat and decode.sh/decode.bat needs to be adjusted to meet the needs under {DPAdmin home}/bin folder.
  - Heap size for dpadmin.sh/dpadmin.bat should be adjusted as well if needed, but typically not needed.
- No space left on DPAdmin Host: If you see errors related to space on the dpadmin host, make sure {DPAdmin home}/logs and {DPAdmin home}/workspace has enough space for the normal functioning of DPAdmin. For every command, DPAdmin creates certain input/output files for auditing/debugging purposes and the workspace folder needs to have enough space available.

If you are running into issues that are not referenced here, please follow the support steps as outlined in www.isoagroup.com/dpadminsupport.html

DPAdmin support process is governed by the iSOA Group DPAdmin Remote Support Agreement.