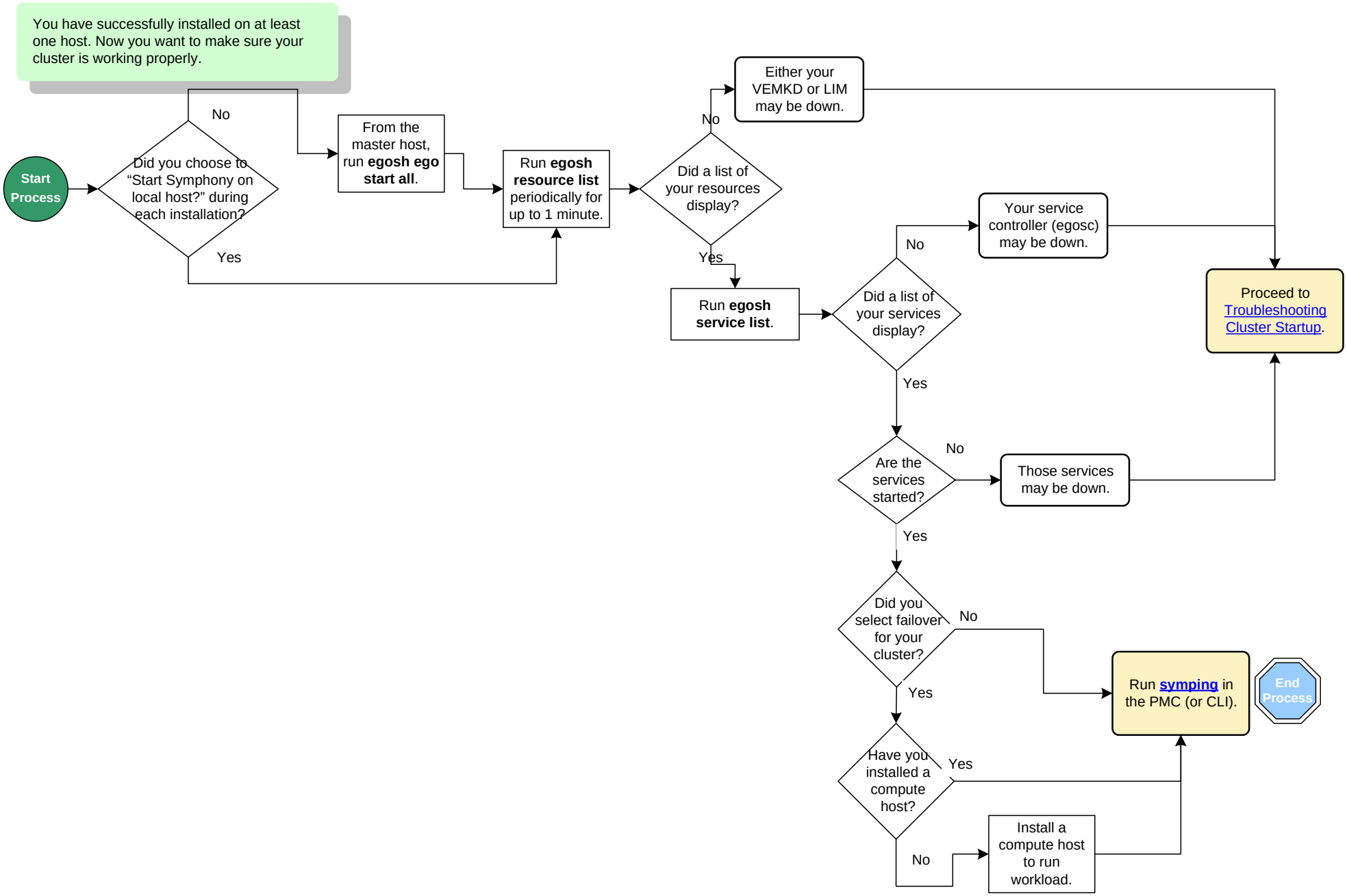
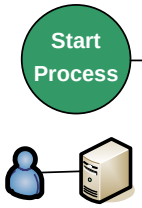
Easy Cluster Verification Steps to Get Started



Test Symphony Workload with Symping Using PMC



Start Process

Run **egosh client view GUIURL_1**.

Beside DESCRIPTION, look for the Web server URL.

The URL will be similar to http://Host_W:8080/platform.

Launch a Web browser and navigate to the URL of the Web server.

Cannot locate PMC? Troubleshoot using vemkd and LIM log files.

Sign in to the Platform Management Console (PMC). Default login: User name: Admin Password: Admin

In PMC > Dashboard > SOA Workload table, **Run Symping** in top right corner.

Click **Run**.

Once symping ran, did you see a check mark?

Yes

No

Your cluster is up, but you are having trouble running work. Check the FAQs or contact Platform Support.

End Process

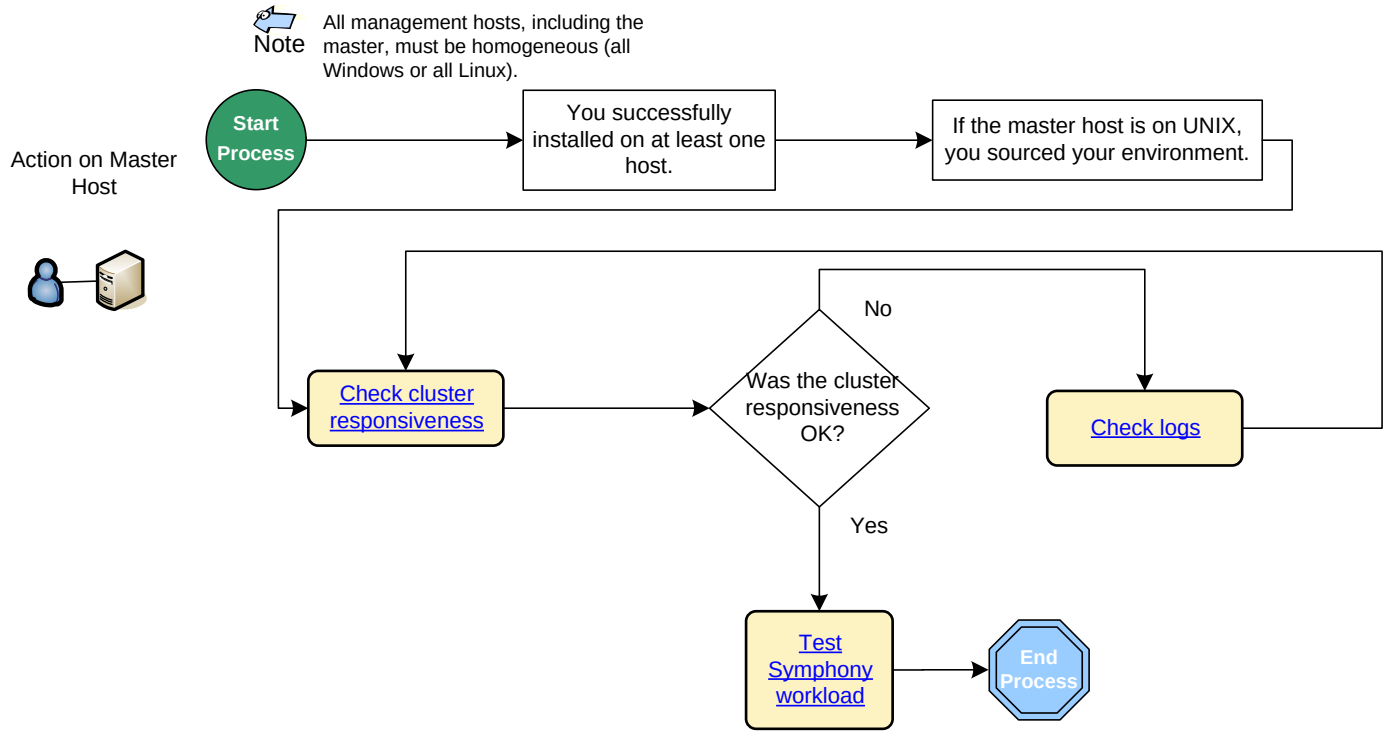
Congratulations, your cluster is working.

View the Knowledge Center.

1. Troubleshooting Cluster Start Up

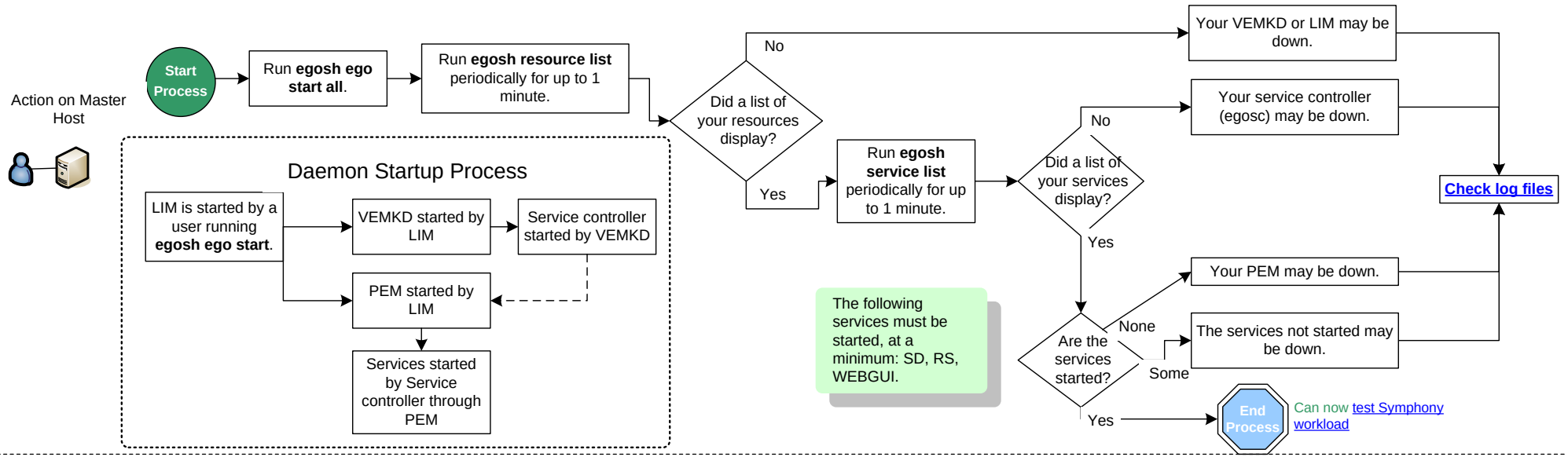
This is a high-level overview of the troubleshooting process. Click an underlined task item within the process flow to link to more detailed information.

Directions: Follow the ordered flow from one lane to the next.



2. Check Cluster Responsiveness

Directions: Follow the ordered flow.



3. Check Log Files

Directions: Follow the ordered flow.

Action on Master Host

Start Process

Check log files for more detailed information about the error that is preventing you from starting your cluster properly.

Note

Most common errors can be fixed in ego.conf, the main configuration file.
Default locations of ego.conf:
Linux**: `EGO_TOP/kernel/conf/ego.conf`**
Windows: **`EGO_TOP\kernel\conf\ego.conf`**

Make the change indicated by the log message.

Run **egosh ego restart all**.

If you do not restart the cluster, your changes do not take effect.

End Process

Return to Check cluster responsiveness to see if the changes you made fixed the problem.

Default Locations of Frequently Needed Log Files

Linux

EGOSC: **`EGO_TOP/eservice/esc/log/esc.log.`*`host_name`***
LIM: **`EGO_TOP/kernel/log/lim.log.`*`host_name`***
VEMKD: **`EGO_TOP/kernel/log/vemkd.log.`*`host_name`***
PEM: **`EGO_TOP/kernel/log/pem.log.`*`host_name`***
RS: **`EGO_TOP/eservice/rs/log/rs.`*`host_name``.log`**
SD: **`EGO_TOP/soam/logs/sd.`*`host_name``.log`**
WEBGUI: **`EGO_TOP/gui/logs/wsm.log.`*`host_name`***

Hint: Look at the last few entries of the log to see if there are errors.

Windows

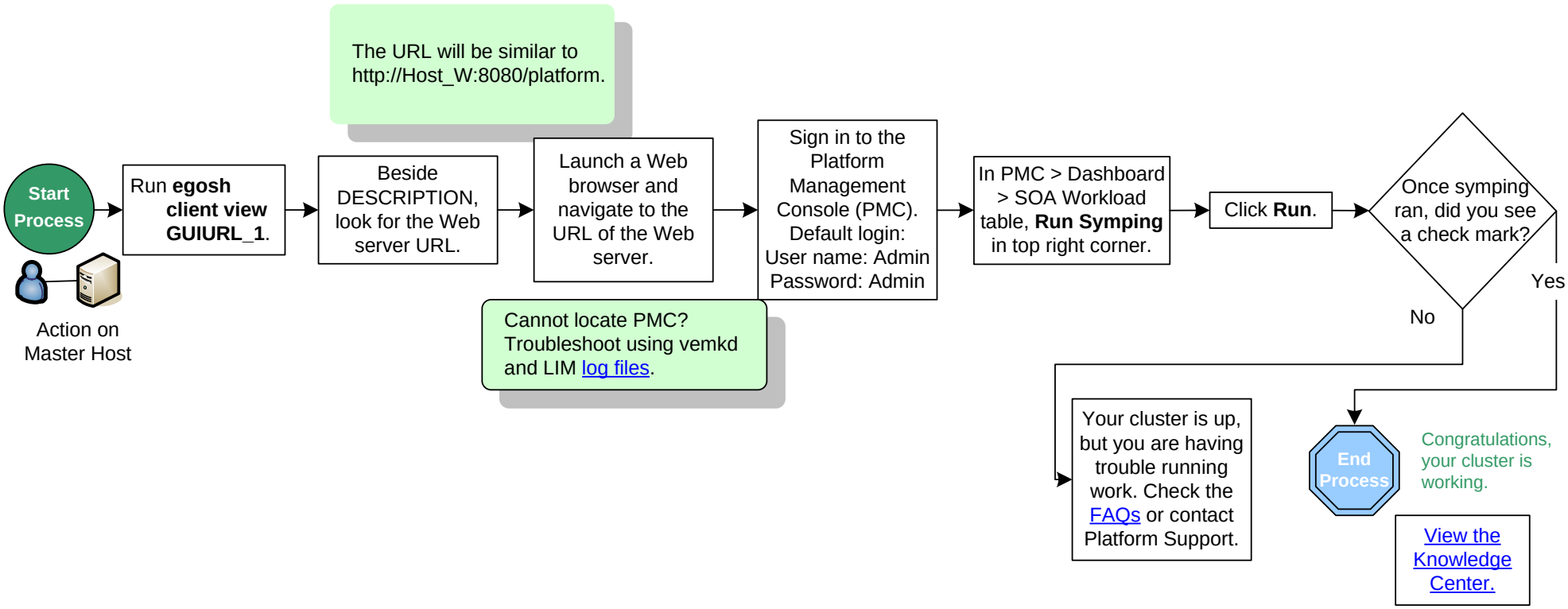
EGOSC: **`EGO_TOP\eservice\esc\log\esc.log.`*`host_name``.txt`**
LIM: **`EGO_TOP\kernel\log\lim.log.`*`host_name``.txt`**
VEMKD: **`EGO_TOP\kernel\log\vemkd.log.`*`host_name``.txt`**
PEM: **`EGO_TOP\kernel\log\pem.log.`*`host_name``.txt`**
RS: **`EGO_TOP\eservice\rs\log\rs.`*`host_name``.log.txt`**
SD: **`EGO_TOP\soam\logs\sd.`*`host_name``.log.txt`**
WEBGUI: **`EGO_TOP\gui\logs\wsm.log.`*`host_name``.txt`**

Can't find your logs?

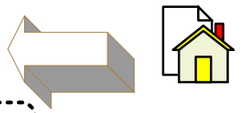
Your log files may be in another location if you have set shared.

4. Test Symphony Workload with Symping Using PMC

Directions: Follow the ordered flow.



Platform Cluster Startup Troubleshooting: Help with this document



Welcome

You have installed and want to troubleshoot any startup errors you may be encountering.

The following troubleshooting flow guides you through the process of identifying the errors that are occurring, finding more detailed information about the errors in log files, and testing your cluster again.

Going with the flow

In the provided flow charts, you are asked to follow a series of tasks and answer questions. For example, was the test successful? Answer the question and follow the appropriate flow to the end of each process.

Heed lane changes

Each flow chart has various troubleshooting lanes. The first (top) lane on most charts contains prerequisite items to complete before proceeding. The subsequent lanes contain the steps required to troubleshoot. You must follow the ordered flow.

Navigation aids

Begin each process from the green **Start** symbol at the top of the flow chart, and simply follow the arrows to the subsequent end-point (the red **Stop** symbol). Underlined items indicate a link to a page with more detailed process information.
HTML: Some browsers allow you to pan and zoom into parts of this document from the sidebar, to search for keywords, and to jump to book-marked pages. Other browsers require you to use scroll bars to move around the pages. You can take advantage of the built-in navigation links provided in this document, or you can use those on your browser navigation bar.

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