

Worldwide Response Center

HP 3000 APPLICATION NOTE #95



LaserRx

Questions and Answers



September 15, 1992
Document P/N 5961-1689

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HP 3000 Application Note # 95

LaserRx Questions and Answers

Introduction

This Application Note is a collection of frequently asked questions about LaserRx. These questions are presented together with possible answers for the situation.

Question

After installing LaserRx, version B on the HP 3000 and on the PC. When I try to connect via LAN I received the following error:

```
UNABLE TO CONNECT 2084
INTERNAL ERROR CONNECTION ATTEMPT FAILED (2001)
DATACOMM ERROR :13,117,0 (2018)
THE REQUESTED HOST IS NOT PRESENTLY ON THE NETWORK (117)
```

Answer

The possible causes of this error are listed below:

1. Modules from NS did not get updated in the MAST files.

If NMMAINT is run and the modules VTS_SMVER, RFANMVERS are not seen in the NMMAINT listing, but show up within the NL.PUB.SYS file, then they have not been updated in the MAST files.

To update the MAST files the following sequence must to be followed:

- a. Install the appropriate patch Example: patch NSSBDC8A for 2.2 (A.41.00)
- b. Stream: JCONFJOB.NET.SYS.
- c. Bring the network up.

If the Network is brought up without streaming JCONFJOB.NET.SYS the customer may have a mixture of modules. This is why the above sequence must take place in the order listed.

2. The VTICL.386 is not in the system.ini file for Windows.
3. Remove OfficeShare from the PC (Office Share and HP Network Services 2.1 cannot exist together on the same PC)
4. If you need disk and/or printer sharing on the same PC running MS Windows 3.0 and HP LaserRx/MPE, install HP LAN Manager 1.1 or greater.

5. Install HP Network Services 2.1 or greater (or HP ARPA Services 2.1 or greater) on your PC.

During the installation of HP Network Services (or HP ARPA Services), be sure to set Demand Load to NO.

6. Update the PATH variable in the AUTOEXEC.BAT file to include the director directory containing W3IPC.DLL.
7. Add the following lines to the HP LaserRx/MPE section of the WIN.INI file:

```
LANCode=W3IPC.DLL
ProtectModeLAN=1
```

* * * * *

Question

What LaserRx, version B Subdirectory can I use to install or update LaserRx on MPE XL B.31.00 (3.1)?

Answer

The subdirectory MPEXLB30 can be used to install or update LaserRx to version B on an MPE XL 3.1 system. This is the directory for MPE XL release B.30.00 (3.0) however, since the measurement interface version for both releases is the same, the files in this subdirectory may be used on either release of MPE XL.

* * * * *

Question

How do I troubleshoot datacomm problems with LaserRx/XL, version B?

Answer

Use PINGRX for troubleshooting datacomm problems involving LaserRx. PINGRX is intended as a data communications validation for HPLaserRx. It tests the connection of all supported networks; MPE XL or HP-UX, LAN or serial. In addition, it validates the connection to the LaserRx libraries on the host.

PINGRX runs from the MS-DOS prompt and all parameters are input via the command line. Any errors are reported in the exit status of the program and may be tested via a BAT file. Exit 0 indicates successful connection, Exit 1 indicates no success, and Exit 2 indicates invalid parameters.

PINGRX is located in path L:\SUPPORT\PINGRX.

Example of trouble-shooting datacomm problems with PINGRX:

To use LAN

pingrx [-u] [-n<n>] nodename [login/logon string]

Where: -u Indicates an HP-UX connection is desired
 -n<n> Indicates the number of connections 1..10
 nodename Name of the host
 login Is the login/logon string to use

For example, to test a connection to node "marthaM" with the logon string
"manager.sys/pass,scope":

pingrx marthaM manager.sys/pass.scope

For example, to test three connections to an HP-UX node "nodeT" with the login of "laserrx"
and a password "mepass":

pingrx -u -n3 nodeT laserrx:mepass

Sample output:

Pingrx:Datacomm error (13,117,0), reported in module "Mconnect"
Pingrx: (13) LAN Networking error
Pingrx: (117) Connection failed - Is NS enabled on host?
Pingrx: Connection to LaserRx failed.

To use serial:

pingrx [-u] [-s<n>] [-l] [-c cmdfile] [-d cmdfile] [login/logon]

Where: -u Indicates an HP-UX connection is desired.
 -s<n> Indicates the COM port <n> (this is only needed
 when not specified in cmdfile).
 -l Leave connection open to use later.
 -c cmdfile Basic Serial connection (cmdfile) file.
 Passwords are appended following a colon.
 -d cmdfile Basic serial disconnection (cmdfile) file.
 passwords are appended following a colon.
 login Is the login/logon string (normally this
 is only needed if there is no cmdfile).

For example, to use PINGRX with a command file called "martha.cmd" and leave the
connection established:

pingrx -l -c martha.cmd

For example, to use the connection established above (assuming it is connected to comm port
#1 on COM1):

pingrx -s1

* * * * *

Question

I have installed LaserRx, version B, and when I stream BUILDRX it aborts with the ENTRY POINT error below, after running UHAUL:

```
!RUN UHAUL;PARM=1;INFO="TRUCK"
```

```
ENTRY POINT NOT FOUND IN PROGRAM FILE (CIERR 631)
```

Why does this happen?

Answer

Before streaming BUILDRX the files TRUCKPC.SCOPE.SYS, UHAULPC.SCOPE.SYS and BUILDRX.SCOPE.SYS need to be downloaded from the CD rom to the HP3000. If the correct record length is not used on the TRUCKPC file the above error will be received.

The correct record length is shown bellow:

Files	File Attributes
-----	-----
TRUCKPC.SCOPE.SYS	BINARY, 256 BYTES
UHAULPC.SCOPE.SYS	BINARY, 256 BYTES
BUILDRX.SCOPE.SYS	ASCII, 72 BYTES

* * * * *

Question

When working with LaserRx. I am running the EXTRACT program on a remote system from a job on a local system, the first 2 lines of parameters are not taken into account as well as the line following the execution of the EXTRACT program. Why does this happen?

Answer

The EXTRACT and UTILITY programs will attempt to save and restore user softkeys if they are run from an interactive session. Since the batch job logs on across a DSLINE it is mistakenly assumed to be a session. The two lost lines are the result of attempting to get the terminal status and read the user softkey contents (both reads from \$STDIN).

The solution is to set the JCW RXKEY=3 to disable reading of terminal softkeys when accessing EXTRACT or UTILITY from a batch job across a DSLINE.

Example:

```
!job manager.sys;outclass=,1
!dsline martha
!remote hello manager.sys,scope
!remote SETJCW RXKEY=3 <---- This needs to be added here
```

```
!remote run utility.scope.sys
convert
logglob.scope.sys
exit
!eoj
```

* * * * *

Question

When trying to display a graph from GLOBAL TRANSACTION RESPONSE in the STARTING DAY section of LaserRx, I do not see dates across. Why does this happen?

Answer

When the above occurs possible causes are:

1. The HPNLS subdirectory is not in the LaserRx directory on your PC.
2. The Country code in the control panel (International) of Windows is not set to US.

* * * * *

Question

When I tried to draw graphs with HP LaserRx on the PC, I received the following error:

Disc Space Graphs Unavailable due to 'Points Every'

What causes the following message?

Answer

This message means that you have selected an invalid combination of the "X-Axis" option and the "Points Every" option in the DRAW GRAPHS menu for certain disc graphs. Data for disc space information is only available by the day and thus the combination of graphs you have selected for LaserRx to draw, is not valid for the disc space graphs.

* * * * *

Question

I have just installed LaserRx, version B on my hard disc and I am trying to run the program using Windows 3.0 in Enhanced mode however, it is exiting to the DOS prompt. The LaserRx program does run in Real mode correctly but not in Enhanced mode. LaserRx is supposed to be Windows 3.0 compatible. What is happening?

Answer

In order to run LaserRx, version B under Windows 3.0, you have to make sure that the old CD-ROM drivers are removed and new Windows 3.0 compatible drivers are installed.

To install the new CD-ROM drivers, complete the following steps:

1. Change to the CD-ROM drive letter, usually drive L:
2. Type CD\CDROM
3. Type SETUP
4. Follow the screen prompts and tell the program where you would like the drivers placed on your hard disc.
5. Reboot your computer by doing a CTRL-ALT-DEL.

You should now be able to run the LaserRx B software under Windows 3.0 in Enhanced mode.

Note

It is highly recommended that you copy all the files from the \CDROM directory of the LaserRx disk to a floppy so you have a backup of the CDROM drivers.

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Question

I am using LaserRx, version B to measure performance on my MPE/XL system. Recently I made some changes to my PARM file on the 3000, and now I am unable to do a serial connect. What could be wrong?

Answer

Most likely you have the single system LaserRx product, that allows measurement of only one 3000 system. If you change the system name in the PARM file on the 3000, when LaserRx goes to connect, it reads this file and thinks that you are now trying to do measurements on another system, and does not allow the connection. You can remedy this by:

1. Changing the system name back in the PARM file.
2. Reinstalling LaserRx on your PC.

* * * * *

Question

I am logging disk space information in my parm file. After one week of collection, I have no data in my DISC SPACE USERS graph. Why is this?

I have my parm file setup as follows:

```
DISCGROUP=MFG
GROUP=0.MDATAB0.ASK
GROUP=0.MCOGNOS.ASK
GROUP=0.MPUB.ASK
GROUP=0.MWORK.ASK
GROUP=0.PMPUB.ASK
GROUP=0.QCOGNOS.ASK
```

Answer

Your parm file's DISCGROUP directive is not setup correctly and should look as follows:

```
DISCGROUP=MFG
GROUP=MDATAB0,MCOGNOS,MPUB,MWORK,PMPUB,QCOGNOS.ASK
```

You qualify it by group.account. For more information see the HP LaserRx/MPE User's Manual: Collection Software (HP part no 50700-90022), sections 3-14 and 2-15.

* * * * *

Question

I want to know if LaserRx will accumulate disc space information for my user volumes. I do not see any way to set ONVS parameters for the DISCGROUP parameter.

Answer

LaserRx will accumulate data for user volumes on a XL system. When you configure the groups using the DISCGROUP parameter in the PARM file, SCOPE/XL will accumulate data as long as the disc is mounted at the time of collection. If you do not specify a DISCGROUP the default will be the 20 largest MPE accounts on your system.

* * * * *

Question

When I DETAIL ZOOM on an application, I see that the "% CPU Util" does not average to the displayed line on the graph. Why does this happen?

Answer

The five minute interval records should be added up and divided by 5 and not by the number of records.



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HP 3000

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1	5958-5824	Printer Configuration Guide - Version 1
2	5960-2841	Terminal types for HP 3000 HPIB Computers - Version 1
3	5960-2842	Plotter Configuration Guide
4	5960-2843	Printer Configuration Guide - Version 2
5	5960-2844	MPE System Logfile Record Formats
6	5960-2845	Stack Operation
7	5960-2846	COBOL II/3000 Programs: Tracing Illegal Data.
8	5960-2847	KSAM Topics: COBOL's Index I/O: File Data Integrity
9	5960-2848	Port Failures, Terminal Hangs, TERMDSM
10	5960-2849	Serial Printers - Configuration, Cabling, Muxes
11	5960-2850	System Configuration or System Table Related Errors
12	5960-2851	Pascal 3000 - Using Dynamic Variables
13	5960-2852	Terminal Types for HP 3000 HPIB Computers - Version 2
14	5960-2853	Laser Printers - A Software and Hardware Overview
15	5960-2854	FORTRAN Language Considerations - A Guide to Common Problems
16	5960-2855	IMAGE: Updating to TurboIMAGE & Improving Database Loads
17	5960-2856	Optimizing VPLUS Utilization
18	5960-2857	The Case of the Suspect Track for 792X Disc Drives
19	5960-2858	Stack Overflows: Causes & Cures for COBOL II Programs
20	5960-2859	Output Spooling
21	5960-2860	COBOLII and MPE Intrinsic
22	5960-2861	Asynchronous Modems

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24	5960-2863	Private Volumes
25	5960-2864	TurboIMAGE: Transaction Logging
26	5960-2865	HP 2680A, 2688A Error Trailers
27	5960-2866	HP Trend: An Installation and Problem Solving Guide
28	5960-2867	The Startup State Configurator
29	5960-2868	A Programmer's Guide to VPLUS 3000
30	5960-2869	Disc Cache
31	5960-2870	Calling the CREATEPROCESS Intrinsic
32	5960-2871	Configuring Terminal Buffers
33	5960-2872	Printer Configuration Guide - Version 3
34A	5960-2873	RIN Management (Using COBOLII Examples) (A)
34B	5960-2874	Process Handling (Using COBOLII Examples) (B)
35	5960-2875	HPDESK IV (Script files, FSC, and Installation Considerations)
34C	5960-2876	Extra Data Segments (Using COBOLII Examples) (C)
36	5960-2877	Tips for the DESK IV Administrators
37	5960-2878	AUTOINST: Trouble-free Updates
38	5960-2879	Store/Restore Errors
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46	5960-2887	Setting Up an HPDesk HPTelex for the First Time
47	5960-2900	Customizing Database Data Items & Changing Passwords in JCL Files
48	5959-9215	Printer Configuration - Version 4
49	5959-9227	Configuring DATACOMM Products Into MPE
50	5959-9228	VFC's for Serial Printers

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53	5959-9245	Using Special Characters on the 700/9x Series Terminals
54	5959-9251	Improving Database Performance
55	5959-9258	Customized Message Catalogs and Help Facilities
56	5959-9266	BRW Tips for Beginners
57	5959-9270	Configuring the HP 2334A Plus & HP 2335A As a Statistical Multiplexer
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60	5959-9301	TurboIMAGE's I-FILES and J-FILES
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62	5959-7803	Setting Up a System Dictionary
63	5959-7834	Configuring Telesupport Modems for MPE V/E Systems
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66	5960-1818	Using the Feedback Feature of HP SupportLine
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68	5960-1820	HP SupportLine Commands
69	5960-2901	Nonsystem Volume Sets and the Migration of Private Volumes to an S9000 HP 3000
70	5960-2907	Modem Links for Remote Console and Standard DTC Connections on Commercial XL HPPA Systems
71	5960-2918	Asynchronous Cabling
72	5960-2919	BRW Tips and Tricks
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74	5960-2999	SNA IMF Configuration
75	5060-3000	XL NRJE Configuration



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77	5960-4302	Calling the BRW Intrinsic
78	5960-4303	PUB.SYS What Is Behind It?
79	5960-4625	Conquest of Disc Space
80	5960-4633	Looking Behind the Scenes of Resource Sharing
81	5960-4637	MPE/XL System Interrupt Recovery Procedures
82	5960-4347	Private Volumes
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91	5960-6659	Using the Port Structure Under MPE/XL
92	5960-6696	SUBNET 3000
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