

# CA Access Control

## Troubleshooting Guide

r12.5 SP2



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## CA Product References

This document references the following CA products:

- CA Access Control Premium Edition
- CA Access Control
- CA Single Sign-On (CA SSO)
- CA Top Secret®
- CA ACF2™
- CA Audit
- CA Network and Systems Management (CA NSM, formerly Unicenter NSM and Unicenter TNG)
- CA Software Delivery (formerly Unicenter Software Delivery)
- CA Service Desk Manager (formerly Unicenter Service Desk)
- CA Enterprise Log Manager
- CA Identity Manager

## Documentation Conventions

The CA Access Control documentation uses the following conventions:

<b>Format</b>	<b>Meaning</b>
Mono-spaced font	Code or program output
<i>Italic</i>	Emphasis or a new term
<b>Bold</b>	Text that you must type exactly as shown
A forward slash (/)	Platform independent directory separator used to describe UNIX and Windows paths

The documentation also uses the following special conventions when explaining command syntax and user input (in a mono-spaced font):

<b>Format</b>	<b>Meaning</b>
<i>Italic</i>	Information that you must supply
Between square brackets ([ ])	Optional operands

<b>Format</b>	<b>Meaning</b>
Between braces ({})	Set of mandatory operands
Choices separated by pipe ( ).	Separates alternative operands (choose one). For example, the following means <i>either</i> a user name <i>or</i> a group name:  <i>{username groupname}</i>
...	Indicates that the preceding item or group of items can be repeated
<u>Underline</u>	Default values
A backslash at end of line preceded by a space ( \)	Sometimes a command does not fit on a single line in this guide. In these cases, a space followed by a backslash ( \) at the end of a line indicates that the command continues on the following line.  <b>Note:</b> Avoid copying the backslash character and omit the line break. These are not part of the actual command syntax.

### Example: Command Notation Conventions

The following code illustrates how command conventions are used in this guide:

```
ruler className [props({all|{propertyName1[,propertyName2]...})]
```

In this example:

- The command name (`ruler`) is shown in regular mono-spaced font as it must be typed as shown.
- The `className` option is in italic as it is a placeholder for a class name (for example, `USER`).
- You can run the command without the second part enclosed in square brackets, which signifies optional operands.
- When using the optional parameter (`props`), you can choose the keyword *all* or, specify one or more property names separated by a comma.

## File Location Conventions

The CA Access Control documentation uses the following file location conventions:

- *ACInstallDir*—The default CA Access Control installation directory.
  - Windows—C:\Program Files\CA\Access Control
  - UNIX—/opt/CA/Access Control
- *ACSharedDir*—A default directory used by both UNAB and CA Access Control for UNIX.
  - UNIX—opt/CA/AccessControlShared
- *ACServerInstallDir*—The default CA Access Control Enterprise Management installation directory.
  - Windows—C:\Program Files\CA\AccessControlServer
  - UNIX—/opt/CA/AccessControlServer
- *DistServerInstallDir*—The default Distribution Server installation directory.
  - Windows—C:\Program Files\CA\DistributionServer
  - UNIX—/opt/CA/DistributionServer
- *JBoss\_HOME*—The default JBoss installation directory.
  - Windows—C:\jboss-4.2.3.GA
  - UNIX—/opt/jboss-4.2.3.GA

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- Product and documentation downloads
- CA Support policies and guidelines
- Other helpful resources appropriate for your product

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## Documentation Changes

The following documentation updates have been made since the r12.5 SP1 release of this documentation:

- The following topics were added in this release:
  - [Cannot Start Daemons on Linux s390 CA Access Control Endpoint](#) (see page 16)
  - [Cannot Use '\\$' Character for CA Access Control Enterprise Management Database Password](#) (see page 16)
  - [Question Marks Appear in CA Access Control Enterprise Management Tabs](#) (see page 23)
  - [Policy Does Not Successfully Deploy on All Endpoints](#) (see page 44)
  - [Cannot Remove the Status of a Policy Version](#) (see page 47)
  - [uxconsole -register Fails](#) (see page 61)
  - [Cannot View UNAB Endpoint in World View](#) (see page 64)
  - [Cannot Start Daemons on a Linux s390 UNAB Endpoint](#) (see page 65)
  - [Library Path Environment Variable Example](#) (see page 74)
  - [Cannot View Reports in CA Access Control Enterprise Management](#) (see page 85)
  - [Configure the Message Queue TCP Port](#) (see page 94)
  - [Information to Provide to CA Support](#) (see page 95)
  - [Generate Diagnostic Information about a Windows Endpoint](#) (see page 96)
  - [Generate Diagnostic Information about a UNIX Endpoint](#) (see page 97)
- The following topics were updated in this release:
  - [Policy Status is Undeployed with Failures](#) (see page 47)
  - [System Load on CA Access Control Server Is Too High](#) (see page 60)
  - [Kerberos Preauthentication Fails When Registering a UNAB Host](#) (see page 62)
  - [Troubleshoot the Report Agent on a UNIX Computer](#) (see page 67)
  - [Troubleshoot the Report Agent on a Windows Computer](#) (see page 71)
  - [Troubleshoot the Distribution Server](#) (see page 74)



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# Chapter 1: Introduction

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This section contains the following topics:

[About this Guide](#) (see page 13)

[Who Should Use this Guide](#) (see page 13)

## About this Guide

This guide provides solutions and workarounds to some common problems you may have with CA Access Control Premium Edition.

To simplify terminology, we refer to the product as CA Access Control throughout the guide.

## Who Should Use this Guide

This guide was written for security and system administrators who encounter problems when they implement, configure, and maintain a CA Access Control-protected environment.



# Chapter 2: Installing CA Access Control Endpoints and Server Components

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This section contains the following topics:

[CA Access Control Does Not Start Automatically After a UNIX Installation](#) (see page 15)

[Cannot Start Daemons on Linux s390 Endpoint](#) (see page 16)

[Cannot Use '\\$' Character for CA Access Control Enterprise Management](#)

[Database Password](#) (see page 16)

[Cannot Open CA Access Control Server Components](#) (see page 16)

[Messages Appear in Solaris 10 Log File](#) (see page 19)

[Cannot Connect to selang After Installation](#) (see page 19)

[Received Error When Manually Deleting Registry Keys During Uninstall](#) (see page 21)

[Received "Null page" Error in InfoView](#) (see page 21)

[CA Access Control Enterprise Management Cannot Connect to DMS](#) (see page 22)

[Question Marks Appear in CA Access Control Enterprise Management Tabs](#) (see page 23)

## CA Access Control Does Not Start Automatically After a UNIX Installation

### Valid on UNIX

#### Symptom:

CA Access Control does not start automatically after I install it on a UNIX endpoint.

#### Solution:

By default, CA Access Control does not start automatically on a UNIX endpoint.

To configure the seosd daemon to start automatically upon startup on a UNIX computer, use the *ACInstallDir/samples/system.init/sub-dir* directory, where *sub-dir* is the directory for your operating system. Each sub-directory contains a readme file with instructions on how to start CA Access Control automatically on your operating system.

**Note:** For more information about how to start CA Access Control, see the *Implementation Guide*.

## Cannot Start Daemons on Linux s390 Endpoint

**Valid on Linux s390 and Linux s390x**

**Symptom:**

I cannot start the seosd or ReportAgent daemon.

**Solution:**

CA Access Control cannot locate the Java environment on the endpoint. To fix this problem, do the following:

1. Verify that the java\_home configuration setting in the global section of the accomon.ini file contains the path to the Java environment.
2. Set the value of the LD\_LIBRARY\_PATH environment variable to the path to the shared libraries of the Java environment.

## Cannot Use '\$' Character for CA Access Control Enterprise Management Database Password

**Symptom:**

When I install CA Access Control Enterprise Management, I enter the database password and receive the following error message: "Database version could not be detected".

**Solution:**

CA Access Control Enterprise Management installation displays this error message if you enter a '\$' character at the end of the password. If you must place a '\$' character at the end of the password, you must change the database password after the installation.

**Note:** For more information about password management, see the *Reference Guide*.

## Cannot Open CA Access Control Server Components

**Symptom:**

I cannot open CA Access Control Enterprise Management, CA Access Control Endpoint Management, or CA Access Control Password Manager in a web browser after I start all prerequisite CA Access Control services. I have installed JBoss and Oracle on the same server.



**Solution:**

Both Oracle and JBoss use a default port of 8080. To fix this problem, you must resolve the port conflict between Oracle and JBoss. You should consider which change is easiest to implement in your enterprise before you change the Oracle or JBoss port.

Use the following procedures to change the default JBoss and Oracle ports:

**To change the default JBoss port**

1. Open a command window and navigate to the following directory, where *JBossInstallDir* is the directory in which you installed JBoss:

*JBossInstallDir*/bin

2. Stop JBoss:

- (Windows) shutdown.bat -S
- (UNIX) shutdown.sh -S

3. Open the following file in a text editor:

*JBossInstallDir*/server/default/deploy/jbossweb-tomcat55.sar/server.xml

4. Change the port number in the following section:

```
<!-- A HTTP/1.1 Connector on port 8080 -->  
<Connector port="8080" address="${jboss.bind.address}"
```

5. Save and close the file.

6. Open the following file in a text editor:

*JBossInstallDir*/server/default/deploy/httpa-invoker.sar/META-INF/jboss-service.xml

7. Change the port number in each of the following lines:

```
<attribute name="InvokerURLSuffix">:8080/invoker/EJBInvokerServlet</attribute>  
<attribute name="InvokerURLSuffix">:8080/invoker/EJBInvokerHAServlet</attribute>  
<attribute name="InvokerURLSuffix">:8080/invoker/JMXInvokerServlet</attribute>  
<attribute name="InvokerURLSuffix">:8080/invoker/readonly/JMXInvokerServlet</attribute>  
<attribute name="InvokerURLSuffix">:8080/invoker/JMXInvokerHAServlet</attribute>
```

8. Save and close the file.

9. Start JBoss.

10. (Windows) Change the CA Access Control Enterprise Management, CA Access Control Endpoint Management, and CA Access Control Password Manager shortcuts, as follows:
  - a. Click Start, Programs, CA, Access Control, and right-click the appropriate shortcut.

For example, to change the CA Access Control Enterprise Management shortcut, click Start, Programs, CA, Access Control, and right-click Enterprise Management.
  - b. Click Properties.
  - c. Change the port number in the URL field to the new JBoss port number.

**To change the default Oracle port**

1. Start the SQL command line.
2. Connect to Oracle as sysdba:

```
connect / as sysdba
```
3. Check what port is currently used for HTTP communication:

```
select dbms_xdb.gethttpport from dual;
```
4. Set the port to the desired port number:

```
exec dbms_xdb.sethttpport('portNumber');
```
5. Stop and restart the database.

```
shutdown immediate
startup
```

## Messages Appear in Solaris 10 Log File

### Valid on Solaris 10

#### Symptom:

When I stop CA Access Control using "secons -s", CA Access Control messages appear in the "/var/adm/messages" log file on my Solaris 10 computer. The SEOS\_use\_streams configuration setting on my computer is set to yes.

#### Solution:

These messages are informational only and do not indicate any failure or error. You do not need to do anything. The messages and their interpretation follow:

- "SEOS: Restored tcp wput" "SEOS: Restored strthead rput"  
These messages indicate that the SEOS\_syscall function disabled network hooks.
- "SEOS: Replaced tcp wput" "SEOS: Replaced strthead rput"  
These messages indicate that the SEOS\_syscall function enabled network hooks.

## Cannot Connect to selang After Installation

#### Symptom:

After I install CA Access Control, I receive the following error when I try to start selang or connect to the CA Access Control database:

```
ERROR: Initialization failed, EXITING!  
(localhost)  
ERROR: Login procedure failed  
ERROR: You are not allowed to administer this site from terminal example.com
```

#### Solution:

Terminal rules are not correctly defined. Troubleshoot the terminal rules to determine the problem.

#### To troubleshoot terminal rules

1. Stop CA Access Control:

```
secons -s
```

2. Start selang in local mode:

```
selang -l
```

**Note:** You must be the root user to run selang in local mode on a UNIX computer.

3. Check that you have created a TERMINAL record for the local terminal (*terminal\_name*), and that the terminal access authorities are correctly defined:

```
showres TERMINAL terminal_name
```

- If a record does not exist, create a TERMINAL record for the local terminal:

```
editres TERMINAL terminal_name owner(name) defaccess(accessAuthority)
```

**Note:** The owner can be either a user or a group. Because the default access for a TERMINAL record is none, we recommend that you specify a default access when you create the record to avoid locking users out of the terminal.

- If the terminal access authorities are incorrect, define the correct access authorities for the terminal:

```
authorize TERMINAL terminal_name uid(name) access(accessType)
```

4. (UNIX) Check the value of the terminal\_default\_ignore configuration setting in the [seosd] section.

This configuration setting determines if CA Access Control considers the defaccess value of the \_default TERMINAL and of the specific TERMINAL records when authorizing administrative access.

**Note:** For more information about the terminal\_default\_ignore configuration setting, see the *Reference Guide*.

5. (UNIX) Check that the lookaside database reflects the terminal, as follows:
  - a. Build a hostname-specific lookaside database:

```
sebuilda -h
```

- b. Check that the terminal entry and the hostname are the same in the lookaside database:

```
sebuilda -H | grep hostname
```

The contents of the hosts lookaside database files are listed.

6. Start CA Access Control:

- (UNIX) seoad
- (Windows) seosd -start

**Note:** If you still cannot start selang or connect to the CA Access Control database, you may have to modify the hosts file for your OS. Contact your system or network administrator for assistance.

## Received Error When Manually Deleting Registry Keys During Uninstall

### Valid on Windows

#### Symptom:

When I try to delete a registry key while uninstalling CA Access Control, I receive the following error message:

Cannot open Data: Error while opening key.

#### Solution:

Run the RemoveAC.exe utility to remove CA Access Control registry keys and directories. The RemoveAC.exe utility does not uninstall the product, but helps ensure that all CA Access Control registry keys and directories are removed from the computer.

**Note:** The RemoveAC.exe utility is not included in the CA Access Control installation package. For assistance, contact CA Support at <http://ca.com/support>.

## Received "Null page" Error in InfoView

#### Symptom:

When I try to access the CA Access Control reports I get the following error in InfoView:

Null page: Unable to create page from report source

#### Solution:

On Windows, the CA Access Control Universe may not be defined or installed properly. Test the connection for the CA Access Control Universe. If the connection is not working, edit the connection; if the connection is working, replace the connection.

On Solaris, log in as bouser and edit the script  
\$CASHCOMP/CommonReporting/bobje/setup/env.sh as follows:

1. Append the following LIBRARYPATH:

```
$MWHOME/lib-sunos5_optimized
```

2. Restart BusinessObjects services:

```
cd $CASHCOMP/CommonReporting/bobje  
./stopservers  
./startservers
```

## CA Access Control Enterprise Management Cannot Connect to DMS

### Symptom:

When I log in to CA Access Control Enterprise Management, I receive a message similar to the following:

Error: Login procedure failed

Error: Password on target does not match client's password

### Solution:

The user `ac_entm_pers` cannot log in to the DMS. This user authenticates communication and data flow between the Enterprise Management Server and the DMS.

To troubleshoot this problem, do the following:

1. Open `selang`.
2. Connect to the DMS:  
`host DMS_@entM_host_name`
3. Change the password for `ac_entm_pers`:  
`eu ac_entm_pers password(password) nonative grace-`
4. Authorize `ac_entm_pers` to log in to the host on which the Enterprise Management Server is installed:  
`authorize TERMINAL entM_host_name uid(ac_entm_pers) access(a)`
5. Validate that `ac_entm_pers` can log in to the Enterprise Management Server:  
`host DMS_@entM_host_name uid(ac_entm_pers) password(password) logical`
6. Update the Enterprise Management Server DMS connection settings with the new password for `ac_entm_pers`.

The DMS authenticates `ac_entm_pers` and CA Access Control Enterprise Management is connected to the DMS.

**Note:** For more information about how to configure the connection to the DMS, see the *CA Access Control Enterprise Management Online Help*.

If you receive an error when you update the connection settings, the DMS cannot authenticate `ac_entm_pers`. To troubleshoot this problem, do the following:

1. Verify that you entered the same password in each step of the previous procedure.
2. Verify that the host name of the Enterprise Management Server (`entM_host_name`) in Step 4 of the previous procedure is correct.

For example, if you specify the fully qualified host name of the Enterprise Management Server in Step 4, but the TERMINAL record for the Enterprise Management Server uses a short host name, the host names are not resolved and `ac_entm_pers` cannot log in to the Enterprise Management Server.

3. Review the CA Access Control audit file:

```
seaudit -a
```

4. Review the DMS audit file:

```
seaudit -a -fn DMS_log_file
```

**Note:** The audit records may provide information about the correct host name of the TERMINAL record for the Enterprise Management Server.

#### **Example: Display the DMS Audit File**

The following example displays the audit file for a DMS named `DMS__`:

```
seaudit -a -fn "C:\Program Files\CA\AccessControlServer\APMS\AccessControlData\DMS__\pmd.audit"
```

## Question Marks Appear in CA Access Control Enterprise Management Tabs

### **Symptom:**

When I open CA Access Control Enterprise Management, I see question marks in the tabs.

### **Solution:**

To fix this problem, change the default language of your browser to US English.





# Chapter 3: Creating Policies and Access Authorities

---

This section contains the following topics:

[User Can Access Protected Resources](#) (see page 25)

[Read Access Checks Bypass /etc/passwd and /etc/group Files](#) (see page 26)

[An Enterprise User or Group Cannot Access Resources but Correct Access Rules are Set](#) (see page 26)

[Failed Login Does Not Lock Out User](#) (see page 27)

[Users Can Run Commands Outside Time Restrictions](#) (see page 27)

[CA Access Control Recognizes All Users as root](#) (see page 28)

[Cannot Add User as Password Manager to Only One Group](#) (see page 28)

[Windows Administrators Can Change CA Access Control Passwords](#) (see page 29)

[Global Password Policies Lock Users Out of Protected Systems](#) (see page 29)

[Task Delegation Hangs for Interactive Application](#) (see page 30)

## User Can Access Protected Resources

### **Symptom:**

I created a default access authority of none for a resource, but the superuser can still access the resource.

### **Solution:**

[Troubleshoot the resource access problem](#) (see page 88).

## Read Access Checks Bypass /etc/passwd and /etc/group Files

### Valid on UNIX

#### Symptom:

I created a rule that has a default access authority of none for the /etc/passwd and /etc/group files, but I still have read access to these files.

#### Solution:

By default, the CA Access Control authorization engine bypasses read access checks for the /etc/passwd and /etc/group system files. To stop CA Access Control bypassing read access checks for system files, change the value of `bypass_system_files` in the `[seosd]` section of the `seos.ini` file to `no`.

**Important!** If you stop CA Access Control bypassing read access checks for system files, verify that correct authorizations are in place. If you do not set the correct authorizations and bypass read access checks, users including CA Access Control administrations and the root user may not be able to access the system, and critical system processes may fail.

## An Enterprise User or Group Cannot Access Resources but Correct Access Rules are Set

### Valid on Windows

#### Symptom:

I can see that an enterprise user or group has permissions to access a resource but they cannot access it.

#### Solution:

It is possible that the enterprise account has been recycled and the permissions in the database apply to the old account, not the new account that has the same name but a different SID. To check for this scenario, resolve recycled enterprise accounts.

**Note:** For more information about resolving recycled enterprise accounts, see the *Endpoint Administration Guide for Windows*.

## Failed Login Does Not Lock Out User

### Valid on UNIX

#### Symptom:

I configure serevu to disable users in the password PMD after a specified number of failed login attempts. When a user fails to log in correctly, CA Access Control does not lock out the user. When I start serevu with the nodaemon option to view the pam\_failed\_logins.log file, the server does not respond.

#### Solution:

The value of passwd\_pmd in the [seos] section of the seos.ini file is incorrect. Set the value of passwd\_pmd to the name of the password PMD to which sepass sends password updates.

## Users Can Run Commands Outside Time Restrictions

#### Symptom:

I set time restrictions on a group, but group members can run CA Access Control commands outside the permitted times.

#### Solution:

During a restricted time period, CA Access Control prevents users from starting a new login session but cannot force users to disconnect. To prevent users from accessing resources or commands in a restricted time period, change the resource record for the resource or command to include time restrictions.

**Note:** CA Access Control checks if time restrictions exist in the USER or XUSER record for the user before it checks if time restrictions exist for GROUP or XGROUP to which the user belongs.

## CA Access Control Recognizes All Users as root

### Valid on UNIX

#### Symptom:

When I run the `sewhoami` utility for a non-root user, CA Access Control recognizes the user as root.

#### Solution:

To troubleshoot this problem, verify the following in the LOGINAPPL record of the login application:

- The name of the LOGINAPPL record is the name of the login application.
- The LOGINPATH parameter in the LOGINAPPL record specifies the correct, full path to the login application.

To determine the path to the login application, [run a trace](#) (see page 90) then use the login application to log in and log out of CA Access Control. Review the trace to obtain the path.

- The LOGINSEQUENCE parameter in the LOGINAPPL record specifies the correct login sequence for the login application. For assistance, contact CA Support at <http://ca.com/support>.

**Note:** CA Access Control does not define LOGINAPPL records for third-party login applications. If you use a third-party login application, manually define the LOGINAPPL record for the application.

## Cannot Add User as Password Manager to Only One Group

#### Symptom:

I want to make a user a password manager for a specific group, but when I execute the following command the user becomes a password manager for all groups:

```
editusr userName pwmanager
```

#### Solution:

Specify the name of the group to which you want to add the user as a password manager, as follows:

```
join userName group(groupName) pwmanager
```

## Windows Administrators Can Change CA Access Control Passwords

### Valid on Windows

#### Symptom:

Windows administrators can change CA Access Control passwords in my CA Access Control-protected Windows environment.

#### Solution:

To help ensure that only users that you specify in CA Access Control can change CA Access Control passwords, set the value of the EnforceViaTrust registry entry to 1 in the following key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\ComputerAssociates\AccessControl\passwd
```

This registry entry specifies to enforce that you can update or create user passwords through CA Access Control only. The default value of the registry entry is 0, meaning that you do not have to use CA Access Control to update or change a user password.

## Global Password Policies Lock Users Out of Protected Systems

#### Symptom:

When I implement a global password policy, the password policy locks users out of systems protected by CA Access Control.

#### Solution:

Create a separate password policy for the users who must access the CA Access Control-protected system. Use a profile group to create a password policy for these users.

The following process describes how to use a profile group to implement a password policy:

1. Create a profile group.
2. Set the password policy for the profile group.
3. Assign the users to the profile group.

The password policy that you set for the profile group now applies to the users associated with the profile group.

## Task Delegation Hangs for Interactive Application

### Valid on Windows

#### Symptom:

I write a task delegation rule that lets a user run an interactive Windows application, for example, notepad.exe. When the user tries to run the application, the task delegation hangs.

#### Solution:

The interactive flag must be set for the SUDO class record that permits the user to run the application. If you use task delegation to run an interactive Windows application and the interactive flag is not set, the application runs in the background and you cannot interact with it.

To fix this problem, do the following:

1. Set the interactive flag for the SUDO record:

```
er SUDO resourceName interactive
```

#### **resourceName**

Specifies the name of the resource record that lets the user run the application.

The interactive flag is set for the specified resource.

2. Restart the Task Delegation service, as follows:
  - a. Kill the interactive application.
  - b. If task delegation still hangs, restart CA Access Control.

**Note:** For more information about task delegation and defining SUDO records, see the *Endpoint Administration Guide for Windows*.

# Chapter 4: Managing the CA Access Control Database

---

This section contains the following topics:

[selang Query Returns Maximum of 100 Records](#) (see page 31)

[UTimes and Denied Records in the Audit Log After Database Backup](#) (see page 32)

[The CA Access Control Database Is Corrupt](#) (see page 32)

## selang Query Returns Maximum of 100 Records

### Symptom:

When I run a selang query that should return more than 100 records, CA Access Control displays the following message:

WARNING: Only 100 (query size limit) items are displayed.

### Solution:

The default value of the query\_size configuration setting is 100. To increase the number of records that CA Access Control returns for selang queries, change the value of the query\_size configuration setting.

The query\_size configuration setting is located in the:

- (UNIX) [lang] section of the seos.ini file
- (Windows) lang subkey, as follows:

HKEY\_LOCAL\_MACHINE\SOFTWARE\ComputerAssociates\AccessControl\lang

## UTimes and Denied Records in the Audit Log After Database Backup

### Symptom:

When CA Access Control is running and I back up the CA Access Control database with my OS backup tools, CA Access Control sends an entry to the audit log similar to the following message:

```
03 Mar 2008 15:58:01 D FILE      UTimes  69 10
/opt/CA/AccessControl/seosdb/seos_pvf.fre /usr/sbin/fbackup
```

**Note:** The example above is written using UNIX pathnames, but the solution is also valid for Windows computers.

### Solution:

The audit message means that CA Access Control prevented the backup operation from updating the UTimes file date stamp. CA Access Control did not prevent the backup itself.

To prevent this message from appearing in the audit log, do the following:

- If the backup program is executed by a non superuser, verify that the user has the OPERATOR attribute.
- If the backup program is executed by a superuser, verify that the backup program has a SPECIALPGM record that has the pgmtype(backup) property.

To help ensure that the database is correctly backed up, use the dbmgr utility to perform the back up.

## The CA Access Control Database Is Corrupt

### Valid on UNIX

#### Symptom:

I notice messages similar to the following messages in the CA Access Control error log:

```
seoswd: [ID 973226 auth.error] Communication time out to seosd. Executing seosd
FATAL!
Inseosrt_InitDatabase (0x270)
WARNING: /Path of Access Control/seosdb/seos_cdf.dat was corrupted
```



**Solution:**

Use the following procedure to fix the database corruption.

**Note:** This procedure assumes that the database is installed in the default installation location, /opt/CA/Access Control.

**To fix the CA Access Control database corruption**

1. Stop CA Access Control:

```
secsns -s
```

2. (Optional) Back up the database to another location so that the database can be provided to Technical Support if required.

3. Verify that the database is marked as closed:

```
cd /opt/CA/Access Control/seosdb
```

```
dbmgr -util -close
```

**Note:** If CA Access Control is not shut down correctly, the database can be marked as open.

4. Check the database:

```
dbmgr -util -check
```

5. Do *one* of the following:

- If you do not receive an error message when you check the database, go to Step 6.
- If you receive an error message when you check the database, do not complete Steps 6 and 7; instead, [rebuild the database](#) (see page 93).

6. Build the database files:

```
dbmgr -util -build all
```

7. Check the database again:

```
dbmgr -util -check
```

8. Start CA Access Control:

```
seload
```

**Note:** If the database is still corrupt, further investigation is required. For assistance, contact CA Support at <http://ca.com/support>.



# Chapter 5: Connecting to Remote Computers

---

This section contains the following topics:

[Cannot Connect to Remote Computer](#) (see page 35)

[Communication Time Out to seosd Appears Continuously in syslog](#) (see page 35)

[First Incoming ftp Connection Cannot Be Controlled](#) (see page 36)

[Target Pages on Local Host and Target Host Are Different](#) (see page 37)

[Cannot Connect to Endpoint Using selang](#) (see page 37)

## Cannot Connect to Remote Computer

### Symptom:

I cannot connect to a remote CA Access Control computer.

### Solution:

[Troubleshoot the connection problem](#) (see page 88).

## Communication Time Out to seosd Appears Continuously in syslog

### Valid on Windows

### Symptom:

When I run CA Access Control, the computer occasionally slows down and the following messages appear in syslog:

```
seoswd: Communication time out to seosd. Executing seosd
```

```
seoswd: Communication problem with seosd returned 5378 [Success]
```

```
seoswd: Description: Timeout communication with seosd.
```

**Solution:**

The antivirus software on the computer causes CA Access Control to time out. Do the following in the antivirus software:

- Exclude the CA Access Control directory from real-time scanning
- Stop the real-time (on access) scan for the CA Access Control directory

Because CA Access Control protects the CA Access Control registry keys, files, and installation directory by default, the previous actions should not increase the virus threat to the computer.

We recommend that you create a SPECIALPGM record for the antivirus software, and set the PGMTYPE property to pbf for the SPECIALPGM record. The pbf program type bypasses database checks for file handling events.

## First Incoming ftp Connection Cannot Be Controlled

**Valid on UNIX**

**Symptom:**

When I start CA Access Control it does not control the first incoming ftp connection from vsftpd. I have created a TCP rule for ftp and a HOST rule for vsftpd, and CA Access Control controls all subsequent incoming ftp connections from vsftpd according to the TCP or HOST rule that I created.

**Solution:**

If you start vsftpd before you start CA Access Control, vsftpd places a hook in the accept system call for incoming ftp connections. The hook means that vsftpd processes the first incoming ftp connection before CA Access Control can intercept it.

After vsftpd processes the ftp connection it tries to call the accept system call in preparation for the next ftp connection. However, CA Access Control intercepts this system call and hence controls all subsequent ftp connections.

To intercept the first incoming ftp connection, use one of the following workarounds:

- Start CA Access Control before you start vsftpd.
- Use a super-server daemon such as inetd or xinetd to start vsftpd.  
**Note:** For more information about configuring a super-server daemon, contact your OS vendor.
- Run the tripAccept utility after you start CA Access Control.

To run the tripAccept utility, you must enable the call\_tripAccept\_from\_seload token in the [SEOS\_syscall] section of the seos.ini file. We recommend that you define a SPECIALPGM record for the tripAccept utility before you run it.

## Target Pages on Local Host and Target Host Are Different

### Valid on UNIX

#### Symptom:

When I try to connect to a CA Access Control host, I get the following message:

```
WARNING: Local machine's code page is different from target host's.
```

#### Solution:

Verify that the locale configuration setting in the [seos] section of the seos.ini file has the same value on the local host and the target host.

## Cannot Connect to Endpoint Using selang

#### Symptom:

When I try to connect to an endpoint using selang, I receive an error message similar to the following:

```
Unpacking of data failed
```

#### Solution:

There is a problem with the encryption used to protect inter-component communication. Check CA Access Control computers for recent changes to the encryption key and the encryption method.

**Note:** For more information about encryption methods, see the *Implementation Guide*.



# Chapter 6: Deploying Rules from a PMD

---

This section contains the following topics:

[Subscriber PMDB Cannot Receive Updates from the Master PMDB](#) (see page 39)  
[Failed Events in Audit Log of Subscriber Endpoint](#) (see page 41)

## Subscriber PMDB Cannot Receive Updates from the Master PMDB

### Symptom:

I have a hierarchical PMDB architecture. A subscriber PMDB does not receive updates from the master PMDB. The error log of the master PMDB has the following message:

```
Cannot receive update from non-parent PMDB
```

### Solution:

When a subscriber PMDB does not receive updates from the master PMDB, use the following procedure to troubleshoot the problem.

#### To troubleshoot PMDB update problems

1. List the subscribers of the master PMDB (*master\_pmdb\_name*) and their status:

```
sepmc -L master_pmdb_name
```

**Note:** Run this command on the master PMDB computer.

2. Review the list of subscribers to determine which subscribers are unavailable.

3. Verify that the value of the `parent_pmd` configuration setting is correct on each unavailable subscriber.

The `parent_pmd` configuration setting is located in:

- (UNIX) The `[seos]` section of the `seos.ini` and the `pmd.ini` files
- (Windows) The following registry key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\ComputerAssociates\AccessControl\AccessControl

**Note:** The hostname that you specify in the `parent_pmd` token must match the hostname of the master PMDB exactly. Verifying that hostname resolution is correctly configured may help troubleshoot this issue. If you use a UNIX computer, you can use the `sehostinf` utility to discover the hostname of the master PMDB. For assistance, contact CA Support at <http://ca.com/support>.

If the problem still exists, do the following:

1. Display the master PMDB error log:

```
sepmc -e master_pmd_name
```

2. Review the error log and note what error codes are reported for the unavailable subscribers.
3. For each unavailable subscriber, use the error code to troubleshoot the problem.

If the problem still exists, do the following:

1. Remove the problematic subscriber from the list of unavailable subscribers that the master PMDB maintains:

```
sepmc -r pmd_name subscriber_name
```

The parent PMDB tries to send updates to the subscriber.

2. Repeat the previous procedure.
3. If there are any changes to the list of subscribers or to the parent PMDB error log, use the changes to troubleshoot the problem.



## Failed Events in Audit Log of Subscriber Endpoint

**Symptom:**

A subscriber does not receive updates from a master PMDB. I notice *Failed* events in the CA Access Control audit log of the subscriber.

**Solution:**

The PMDB user does not have the ADMIN attribute. To give the PMDB user the ADMIN attribute, edit the user record using the following selang command:

```
chusr userName admin
```

**Note:** You must have the ADMIN attribute to run this selang command. CA Access Control bypasses TERMINAL rules when deploying PMDB updates to subscribers.



# Chapter 7: Deploying Policies

---

This section contains the following topics:

- [Troubleshooting Policy Deployment](#) (see page 43)
- [Policy Does Not Successfully Deploy on All Endpoints](#) (see page 44)
- [DH or Disaster Recovery DMS Fails to Resubscribe](#) (see page 45)
- [Policy Status is Not Executed](#) (see page 45)
- [Policy Status is Undeployed with Failures](#) (see page 47)
- [Cannot Remove the Status of a Policy Version](#) (see page 47)
- [Rule with Variable Does Not Deploy On Endpoint](#) (see page 49)
- [Built-In Variable Is Not Refreshed](#) (see page 51)
- [DNSDOMAINNAME Variable Does Not Have a Value](#) (see page 51)
- [DOMAINNAME Variable Does Not Have a Value](#) (see page 52)
- [HOSTNAME Variable Does Not Have a Value](#) (see page 52)
- [HOSTIP Variable Does Not Have a Value](#) (see page 53)
- [An Operating System Variable Does Not Have a Value](#) (see page 54)
- [A Registry Variable Does Not Have a Value](#) (see page 54)

## Troubleshooting Policy Deployment

When you assign a policy to a host, the policy is not deployed on the assigned endpoint until policyfetcher retrieves the deployment task and runs the policy script. As a result, deployment errors may occur for different reasons when the policy is transferred or deployed at the endpoint.

To resolve policy deployment errors, advanced policy management provides you with troubleshooting actions. You can perform these actions using either CA Access Control Enterprise Management or the policydeploy utility. In CA Access Control Enterprise Management, the troubleshooting actions are located in the Policy sub-tab of the Policy Management tab.

The troubleshooting actions are as follows:

- **Redeploy**—Creates a new deployment task that contains the policy script and deploys the task to the endpoint.

Use this option when the policy deploys on the endpoint with errors. That is, when policy script execution failed. You need to manually fix the reason for the script error on the endpoint before you can redeploy the policy.

**Note:** This option is only available in CA Access Control Enterprise Management, and is not supported in the policydeploy utility.

- **Undeploy**—Undeploys the policy from the specified endpoint without unassigning the policy from the corresponding host.  
Use this option to remove any policies from the endpoint that are not assigned to the host on the DMS.
- **Reset**—Resets an endpoint. CA Access Control resets host status, undeploys all effective policies, and deletes all GPOLICY, POLICY, and RULESET objects.  
Use this option to clean an endpoint, and its status on the DMS, from all policy deployments.  
**Note:** This option does not remove DEPLOYMENT or GDEPLOYMENT objects from the endpoint or from the DMS, because you may need these objects for auditing purposes. You can use the `dmsmgr -cleanup` function to remove the DEPLOYMENT and GDEPLOYMENT objects after you reset the endpoint. After you reset an endpoint, you can assign policies to the endpoint as normal.
- **Restore**—Undeploys any policies on the specified host, then restores all the policies that should be deployed (assigned or directly deployed) on the host by creating new deployment tasks and sending the tasks to the host for execution.  
Use this option when you re-install CA Access Control or the operating system on the endpoint, or when you restore an endpoint from a backup, to redeploy all the policies that the DMS indicates are effective on that endpoint.

## Policy Does Not Successfully Deploy on All Endpoints

### Symptom:

I deployed a policy to a host group. The policy successfully deployed on some hosts in the host group, but deployed with errors on other hosts.

### Solution:

To fix this problem, do one of the following:

- If the policy failed on few hosts, redeploy the policy on these hosts.  
You need to manually fix the reason for the deployment error on the host before you can redeploy the policy.
- If the policy failed on many hosts, run the `policydeploy -fix` function on each endpoint.  
The `policydeploy -fix` function fixes and redeploys the specified deployment task or package. You need the name of the deployment task to use this function.

**Note:** For more information about the `policydeploy` utility, see the *Reference Guide*.

### Example: The `policydeploy -fix` Function

The following example fixes the specified deployment package on the endpoint:

```
policydeploy -fix -task 1266471565#0f6a3cec-a37d-47d9-bde3-0112a49b714a
```

## DH or Disaster Recovery DMS Fails to Resubscribe

### Symptom:

As part of the disaster recovery process, I resubscribe a DH to a DMS or resubscribe the disaster recovery DMS to the production DMS. The following message appears:

```
Failed to resubscribe subscriber on dms@host.  
To complete restore operation please manually resubscribe subscriber@host on dms@host at offset value.
```

### Solution:

The message appears when you resubscribe a DH or a disaster recovery DMS to a parent DMS that is not running. You must use the offset value in the message to manually resubscribe the DH to the DMS, or the disaster recovery DMS to the production DMS. Specifying the offset value ensures that the subscriber is only sent commands that were not present in its database when it was restored.

To resubscribe a DH or disaster recovery DMS to its parent DMS, run the following command on the parent DMS host:

```
sepmc -s parent_name child_name@host offset
```

### Example: Subscribe a DH to a DMS

The following example subscribes `DH__@test.com` to `DMS__` with an offset of 18028. Run this command on `DMS__`:

```
sepmc -s DMS__ DH__@test.com 18028
```

## Policy Status is Not Executed

### Symptom:

I have enabled policy verification. When I deploy a policy, the policy does not deploy and the policy status is Not Executed.

### Solution:

Policy verification found one or more errors in the policy. You must fix the errors before you can successfully deploy the policy.

To successfully deploy the policy, follow these steps:

1. Review the errors.

You must identify if the errors occur in the policy or in the CA Access Control database before you can fix them.

- a. In CA Access Control Enterprise Management click Policy Management, Policy subtab, expand the Deployment tree in the task menu on the left, and click Deployment Audit.

The Deployment Audit page appears.

- b. Define a scope for the search, then click Go.

A list of deployment tasks, that match the scope of the search you defined, appears.

- c. Click the name of the deployment task that did not deploy.

Information about the deployment appears, including a list of the errors in the policy.

2. (Optional) If the error is in the CA Access Control database, do the following:

- a. Fix the error in the CA Access Control database.

- b. Do *one* of the following:

- Use the `policydeploy` utility to fix the deployment task.

Fixing the deployment task removes the Fail status on the deployment task, and, if the deployment is successful, changes the status of the policy on the endpoint to Deployed.

- Use CA Access Control Enterprise Management or the `policydeploy` utility to deploy the policy again.

Deploying the policy again creates another deployment task. The status of the previous deployment task with errors remains Fail. If the deployment is successful, the policy status on the endpoint is Deployed.

3. (Optional) If the error is in the policy, do the following:

- a. Create a new policy version that does not contain the error.

- b. Use CA Access Control Enterprise Management or the `policydeploy` utility to upgrade the policy.

## Policy Status is Undeployed with Failures

**Symptom:**

After trying to undeploy a policy from an endpoint, I noticed that the status is set to Undeployed with Failures.

**Solution:**

Undeployed with Failures status indicates that the policy undeployed with one or more rules from the undeployment script failing to execute on the endpoint. This policy status cannot be removed in CA Access Control Enterprise Management.

To fix this problem, manually remove the status of the policy version.

**More information:**

[Cannot Remove the Status of a Policy Version](#) (see page 47)

## Cannot Remove the Status of a Policy Version

**Symptom:**

A policy version is not effective on a host, but I cannot remove the status of the policy version. This prevents me from deleting the policy version.

**Solution:**

To fix this problem, you must manually remove the policy status.

To manually remove the policy status, do the following:

1. Remove the status of the policy version on the endpoint.
  - a. Execute the following selang command on the endpoint:
  - b. Find the name of the policy in the Policy Status section of the output, and make a note of the Updated by user for the policy.
  - c. Execute the following selang command on the endpoint:

```
sr HNODE __local__
```

```
er HNODE __local__ policy(name(policyName#policyVersion) status(undeployed)
updater(userName))
```

***policyName#policyVersion***

Defines the name and version number of the policy version that you want to delete.

***userName***

Defines the name of the Updated by user.

The status of the policy version is removed on the endpoint.

2. Remove the status of the policy version on the DMS.
  - a. Execute the following selang command on the DMS:

```
sr HNODE hnodeName
```

***hnodeName***

Defines the name of the host on which the policy version is deployed.

- b. Find the name of the policy in the Policy Status section of the output, and make a note of the Updated by user for the policy.
- c. Execute the following selang command on the DMS:

```
er HNODE hnodeName policy(name(policyName#policyVersion) status(undeployed)
updater(userName))
```

The status of the policy version is removed on the DMS.



### Example: Remove the Status of a Policy Version on an Endpoint

The following example removes the status of version 01 of a policy named mypolicy on an endpoint:

```
AC> sr HNODE __local__
(localhost)
Data for HNODE '__local__'
-----
Defaccess      : R
Audit mode     : Failure
Owner          : Domain\Administrator (USER)
Create time    : 28-Feb-2010 12:34
Update time    : 04-Mar-2010 05:10
Updated by     : +policyfetcher (USER)
Effective UID  : superadmin
Policy Status  :
  mypolicy#01  : Deployed      Updated by: superadmin On: 04-Mar-2010 05:10
  Deviation    : Unset         Updated on: N/A

AC> er HNODE __local__ policy(name(mypolicy#01) status(undeployed) updatator(superadmin))
(localhost)
Successfully updated HNODE __local__
```

## Rule with Variable Does Not Deploy On Endpoint

### Symptom:

I created a policy that contains a rule with a variable and deployed the policy to an endpoint, but the rule is not implemented on the endpoint.

### Solution:

Use the following procedure to troubleshoot the policy deployment:

1. Verify that the value of the policyfetcher\_enabled configuration setting in the policyfetcher section on the endpoint is 1.

A value of 1 for this configuration setting specifies to run policyfetcher. If policyfetcher is not running, it cannot deliver the policy to the endpoint.

2. Check the policyfetcher log for errors.

**Note:** The policyfetcher log is in the *ACInstallDir*/Log directory, where *ACInstallDir* is the directory in which you installed CA Access Control.

3. Use CA Access Control Endpoint Management to verify that the variable is defined on the endpoint.

**Note:** If the variable is not defined on the endpoint, the policy status is Deploy Pending.

If the variable is not defined on the endpoint, create a new policy version that contains a selang rule that defines the variable, and deploy the new policy version to the endpoint.

4. Verify that the following are true:
  - The policy is assigned to the endpoint  
If the policy is not assigned to the endpoint, use CA Access Control Enterprise Management to assign the policy.
  - The deployment script for the policy does not contain errors.  
If the deployment script for the policy contains errors, create a new policy version that fixes the errors and deploy the new policy version to the endpoint.
  - The policy status is not Out of Sync.  
If the policy status is Out of Sync, a variable value may have changed in the CA Access Control endpoint. Redeploy the policy to clear the Out of Sync status.
5. Audit deployment information to verify that:
  - The endpoint has correctly compiled the policy
  - The DEPLOYMENT object for the policy does not contain any deployment errors

If policy did not correctly compile or the DEPLOYMENT object contains errors, fix the errors and redeploy the policy.
6. Restart CA Access Control.

## Built-In Variable Is Not Refreshed

**Symptom:**

I changed the system settings on a CA Access Control endpoint, but the value of a built-in variable has not changed to the value of the new system setting.

**Solution:**

Use the following procedure to troubleshoot this problem:

1. Verify that the value of the policyfetcher\_enabled configuration setting in the policyfetcher section on the endpoint is 1.

A value of 1 for this configuration setting specifies to run policyfetcher. If policyfetcher is not running, it cannot check the CA Access Control database for updated variables.

2. Verify that policyfetcher has sent a heartbeat after you changed the system setting, as follows:

- a. In CA Access Control Enterprise Management, click World View and click the World View task.

The Search screen appears.

- b. If required, define the search criteria to locate a particular subset of data, and click Go.

The results matching the criteria you defined are displayed by category.

- c. Verify that the update time in the Last Status column is later than the time at which you changed the system setting.

If the update time in the Last Status column for the endpoint is earlier than the time you changed the system setting, policyfetcher has not sent a heartbeat and has not yet checked for updated variable values.

**Note:** You can change the interval between heartbeats by changing the endpoint\_heartbeat configuration setting.

3. Restart CA Access Control and verify that the system setting has changed.

## DNSDOMAINNAME Variable Does Not Have a Value

**Symptom:**

The built-in <!DNSDOMAINNAME> variable does not have a value.

**Solution:**

Verify that the endpoint has a DNS domain.

To verify that a Windows endpoint has a DNS domain, do the following:

1. Open a command prompt and run the following command:

```
ipconfig/all
```

2. Verify that the Primary DNS Suffix is set to the correct value.

To verify that a UNIX endpoint has a DNS domain, open the file `/etc/resolv.conf` and verify that the domain is set to the correct value.

## DOMAINNAME Variable Does Not Have a Value

### Symptom:

The built-in `<!DOMAINNAME>` variable does not have a value.

### Solution:

Verify that the endpoint is connected to a domain.

To verify that a Windows endpoint is connected to a domain, do the following:

1. Right-click My Computer, click Properties, click the Computer Name tab, and click Change.
2. Verify that a domain appears in the Member Of Domain: field.

To verify that a UNIX endpoint is connected to a domain, do the following:

1. Run the following command:

```
yycats hosts
```

2. Verify that the endpoint is connected to a NIS domain.

## HOSTNAME Variable Does Not Have a Value

### Symptom:

The built-in `<!HOSTNAME>` variable does not have a value or is not fully qualified.

### Solution:

Verify that the endpoint has a fully-qualified host name.

To verify that a Windows endpoint has a fully-qualified host name, do the following:

1. Open a command prompt and run the following command:

```
ipconfig/all
```

2. Verify that the Primary DNS Suffix is set to the correct value.

To verify that a UNIX endpoint is connected to a domain, check that the hostname is defined and fully qualified in the following files:

- /etc/hosts
- /etc/resolv.conf

## HOSTIP Variable Does Not Have a Value

### **Symptom:**

The built-in <!HOSTIP> variable does not have a value or does not have all IP addresses for the endpoint.

### **Solution:**

Verify that the IP addresses are present on the endpoint.

To verify that IP addresses are present on a Windows endpoint, do the following:

1. Open a command prompt and run the following command:

```
ipconfig/all
```

2. Verify that the IP address or addresses are correct.

To verify that that IP addresses are present on a UNIX endpoint, do the following:

1. Run the following command:

```
ifconfig -a
```

2. Verify that the IP address or addresses are correct.

## An Operating System Variable Does Not Have a Value

### Symptom:

I defined a CA Access Control operating system variable to point to a location on an endpoint. When I use this variable in a rule in a policy, CA Access Control does not enforce the rule because the operating system variable does not have a value.

### Solution:

Verify that the environment variable exists in the operating system on the endpoint.

### To verify that the variable exists in the operating system

1. Verify that the CA Access Control variable is defined as an operating system variable (OSVAR type).
2. Verify that the operating system variable exists in the operating system, as follows:

- (Windows) Open a command prompt window and run the following command:

```
set
```

- (UNIX) Open a command prompt window and run the following command:

```
env
```

**Note:** You must be the root user to run this command.

## A Registry Variable Does Not Have a Value

### Valid on Windows

### Symptom:

I defined a CA Access Control registry variable to point to a location on an endpoint. When I try to use this variable in a rule in a policy, CA Access Control does not enforce the rule because the registry variable does not have a value.

### Solution:

Registry variables (REGVAL type variables) must point to REG\_SZ or REG\_EXPAND\_SZ registry types. Verify that the registry value specified in the registry variable is REG\_SZ or REG\_EXPAND\_SZ type.

# Chapter 8: Collecting Audit Records

---

This section contains the following topics:

[Some Audit Log Messages Are Not Received By the Collection Server](#) (see page 55)

[No Audit Log Messages Are Received By the Collection Server](#) (see page 56)

[SID Resolution Failed \(Event Viewer Warning\)](#) (see page 56)

[SID Resolution Times Out \(Event Viewer Warning\)](#) (see page 57)

[Receive Error Code 4631 When Attempting to Start selogrd](#) (see page 57)

[Audit Logging Stops When Audit File Size Exceeds 2 GB](#) (see page 58)

[System Slows When CA Access Control Writes to Audit Log](#) (see page 58)

## Some Audit Log Messages Are Not Received By the Collection Server

**Valid on UNIX**

**Symptom:**

I configured the endpoints in my CA Access Control installation to route their local audit logs to a central log collection server, but the server does not receive all the audit logs. I configured selogrd to emit the audit records and selogrcd to collect the audit records.

**Solution:**

To troubleshoot selogrd, the emitter daemon for the CA Access Control log routing system, do the following:

- Review the selogrd.cfg file. This file configures which audit messages CA Access Control routes to the central log collector.
- Review the audit log for each endpoint. If an audit event is missing from the audit log, review the audit.cfg file. The audit.cfg file configures which audit events CA Access Control writes to the audit log. If the audit.cfg file prevents CA Access Control from writing an audit event to the audit log, the audit event cannot be routed.
- Configure selogrd, the emitter daemon for the log routing system, to print debug messages then recreate the problem. Use the following command to configure selogrd to print debug messages:

```
selogrd -d
```

## No Audit Log Messages Are Received By the Collection Server

### Valid on UNIX

#### Symptom:

I configured the endpoints in my CA Access Control installation to route their local audit logs to a central log collection server, but the server does not receive any audit logs. I configured `selogrd` to emit the audit records and `selogrcd` to collect the audit records.

#### Solution:

Verify that `selogrcd` is running on the log collection server.

**Note:** If `selogrcd` does not run for an extended period of time, audit events may be discarded by the endpoints.

## SID Resolution Failed (Event Viewer Warning)

### Valid on Windows

#### Symptom:

When I view the Application log of the Windows Event Viewer, I find a Warning event from CA Access Control that says that resolving a specific SID into an account name has failed.

#### Solution:

A *security identifier (SID)* is a numeric value that identifies a user or group to the operating system. Each entry in the discretionary access control list (DACL) has an SID that identifies the user or group for whom access is allowed, denied, or audited.

This warning appears when the operating system was not able to convert the SID into an account name, for example, if the user or group that the SID refers to no longer exists. Make sure that the problematic system and its corresponding domain controller are configured correctly for SID resolution.



## SID Resolution Times Out (Event Viewer Warning)

### Valid on Windows

#### Symptom:

When I view the Application log of the Windows Event Viewer, I find a Warning event from CA Access Control that says that resolving a specific SID into an account name has timed out.

#### Solution:

A *security identifier (SID)* is a numeric value that identifies a user or group to the operating system. Each entry in the discretionary access control list (DACL) has an SID that identifies the user or group for whom access is allowed, denied, or audited.

This warning appears when the operating system was not able to convert the SID into an account name within the defined timeout. Make sure that the:

- Problematic system and its corresponding domain controller are configured correctly for SID resolution
- Network settings are configured correctly

You can also increase the timeout by changing the DefLookupTimeout configuration setting in the following registry key:

```
HKEY_LOCAL_MACHINE\Software\ComputerAssociates\AccessControl\SeOSD
```

**Note:** Increasing the SID resolution timeout may downgrade CA Access Control performance.

## Receive Error Code 4631 When Attempting to Start selogrd

### Valid on UNIX

#### Symptom:

I attempt to start selogrd. selogrd does not start and I receive the following error message:

```
ERROR 4631 (0x1217) initializing /opt/CA/AccessControl/bin/selogrd
```

#### Solution:

Resolve the local host name before you start selogrd. To resolve the host name, add the host name to the operating system hosts file, or define the host name to NIS or DNS.

## Audit Logging Stops When Audit File Size Exceeds 2 GB

**Symptom:**

CA Access Control stops writing audit records to the audit file when the audit file size exceeds 2 GB.

**Solution:**

CA Access Control cannot write audit records to the audit file when the size of the audit file exceeds 2 GB. The maximum size of the CA Access Control audit file is specified, in KB, by the `audit_size` configuration setting in the `logmgr` section.

To set the maximum size of the `seos.audit` file to 2 GB, set the value of the `audit_size` configuration setting in the `logmgr` section to 2097151.

## System Slows When CA Access Control Writes to Audit Log

**Symptom:**

My computer slows when CA Access Control writes to the audit log.

**Solution:**

Most processes in the system could be blocked while CA Access Control writes audit and trace data. To reduce the time it takes for CA Access Control to write audit data and trace data, do the following:

- Set the audit mode only for resources and accesses you need.
- Open the trace only when you need to.
- Store audit file, trace file, and CA Access Control database files on the fastest available file system.

# Chapter 9: Tuning Performance

---

This section contains the following topics:

[Performance Degrades When CA Access Control Is Running](#) (see page 59)

[System Load on CA Access Control Server Is Too High](#) (see page 60)

## Performance Degrades When CA Access Control Is Running

### **Symptom:**

My computer slows when CA Access Control is running. When I stop CA Access Control, my computer performs as usual.

### **Solution:**

To diagnose and correct the performance problem, [troubleshoot the performance problem](#) (see page 89).

## System Load on CA Access Control Server Is Too High

**Symptom:**

I need to reduce system load on the CA Access Control server.

**Solution:**

To reduce system load, do the following:

- Avoid deep hierarchies in the database.

Deep hierarchies of users and resources require system loads to obtain and check all dependencies.

- Avoid generic rules for frequently used directories.

If you define a generic rule for a frequently used directory, CA Access Control checks many system actions. For example, if you write a generic protection rule that protects `/usr/lib/*`, CA Access Control checks every action in the system.

- (Solaris only) Specify that CA Access Control bypasses file access checks when the file belongs to a process file system (`/proc`).

To specify that CA Access Control bypasses file access checks when the file belongs to a process file system, verify that the value of the `proc_bypass` configuration setting is 1 in the `[SEOS_syscall]` section of the `seos.ini` file.

**Note:** For more information about `seos.ini` file tokens, see the *Reference Guide*.

# Chapter 10: Troubleshooting UNAB

---

This section contains the following topics:

- [uxconsole -register Fails](#) (see page 61)
- [Kerberos Preauthentication Fails When Registering a UNAB Host](#) (see page 62)
- [Receive Error Code 2803 When Registering or Starting UNAB](#) (see page 62)
- [Active Directory User Cannot Log In to UNAB Endpoint](#) (see page 62)
- [User Cannot Run Commands on a UNAB Endpoint](#) (see page 64)
- [Cannot View UNAB Endpoint in World View](#) (see page 64)
- [Cannot Start Daemons on Linux s390 Endpoint](#) (see page 65)

## uxconsole -register Fails

### Valid on UNIX

#### Symptom:

When I run `uxconsole -register` to register a UNAB endpoint, the following error message is displayed:

```
No server can be used as a DC for communicating with Active Directory.  
Please check the lookup_dc_list and ignore_dc_list tokens in the [ad] section.
```

#### Solution:

When `uxconsole` registers the UNAB endpoint in Active Directory, the Active Directory site that is closest to the physical location of the endpoint is discovered. However, the `ignore_dc_list` configuration setting in the `ad` section of the `uxauth.ini` file lists DCs that the UNAB endpoint does not communicate with. If all DCs from the discovered Active Directory site are listed in the `ignore_dc_list` configuration setting, registration fails.

To fix this problem, delete the names of any DCs in the discovered Active Directory site from the `ignore_dc_list` configuration setting and rerun the `uxconsole` utility.

**Note:** The `uxconsole` utility writes the name of the discovered Active Directory site to the `ad_site` configuration setting in the `ad` section of the `uxauth.ini` file. For more information about UNAB Active Directory site support, see the *Implementation Guide*.

## Kerberos Preauthentication Fails When Registering a UNAB Host

### Valid on UNIX

#### Symptom:

When I use the `uxconsole -register` command, I receive the following error message:

```
krb5_set_config_files failed for /opt/CA/uxauth/uxauth.ini: Missing open brace in profile  
Kerberos preauthentication using <Administrator> failed
```

#### Solution:

There is an unset configuration setting in the `uxauth.ini` file. To fix this problem, verify that each configuration setting in the `uxauth.ini` file has a value.

## Receive Error Code 2803 When Registering or Starting UNAB

### Valid on UNIX

#### Symptom:

I receive the following error message when I try to register a UNAB host in Active Directory or try to start UNAB:

```
Unable to open nss or create nss cache. Error code 2803.
```

#### Solution:

There is not enough memory in the `/var` directory. To fix this problem, verify that less than 95% of `/var` is used, and retry the command.

## Active Directory User Cannot Log In to UNAB Endpoint

### Valid on UNIX

#### Symptom:

An Active Directory user that has UNIX attributes cannot log in to a UNAB endpoint.

**Solution:**

Use the following procedure to troubleshoot the problem.

1. Verify that the user's container is one of the following:
  - The container specified in the user\_container configuration setting.
  - A container under the container specified in the user\_container configuration setting.

**Note:** The user\_container configuration setting is located in the AD section of the uxauth.ini file.

2. Verify that the user has a UID and a GID in Active Directory.
3. Verify that the user is not suspended.
4. Verify that UNAB is started on the endpoint:
  - a. Open a command prompt window on the endpoint.
  - b. Run the following command:

```
./uxauthd -status
```

A message informs you of the current status of UNAB.

5. Verify that the endpoint is registered in Active Directory.

**Note:** If the endpoint is not registered in Active Directory, use the uxconsole -register utility to register the host.

6. Stop the name or password caching daemon for your OS on the endpoint, as follows:

- a. Stop uxauthd, the UNAB daemon:

```
./uxauthd -stop
```

- b. Delete the NSS cache database:

```
rm -rf /opt/CA/uxauth/etc/nss.db
```

- c. Check if the name or password caching daemon for your OS is running on the endpoint.

For example, for a Linux or Solaris endpoint, check if the nscd daemon is running. For an HP-UX endpoint, check if the pwgrd daemon is running.

- d. If the name or password caching daemon for your OS is running, kill the process.

- e. Start uxauthd:

```
./uxauthd -start
```

## User Cannot Run Commands on a UNAB Endpoint

### Symptom:

I successfully log in to a UNAB endpoint, and UNAB creates a P (permitted) record in uxaudit, the UNAB audit file, that corresponds to my login. However, I cannot run any UNIX commands on the endpoint.

### Solution:

The user has previously logged in to the same endpoint with the same username but with a different UID, so the user cannot access their /home directory.

To fix this problem, do the following:

1. Delete the /home directory for the user.

**Note:** The /home directory is often located at /home/userName.

2. Ask the user to log in to the endpoint.

A new /home directory is created for the user. The user can now perform UNIX commands on the UNAB endpoint.

## Cannot View UNAB Endpoint in World View

### Valid on UNIX

### Symptom:

I use CA Access Control Enterprise Management to manage UNAB endpoints, but a UNAB endpoint does not appear in World View.

### Solution:

Verify that the UNAB endpoint can communicate with the Distribution Server. Do the following on the UNAB endpoint:

1. Verify that the value of the Distribution\_Server configuration setting is set to the name of the Distribution Server computer.

The Distribution\_Server configuration setting is located in the communication section of the accommon.ini file.

**Example:** ssl://ds.comp.com:7243

**Note:** By default, the Distribution Server is located on the Enterprise Management Server.



2. Verify that the Message Queue password is correct. The endpoint uses this password to communicate with the Distribution Server. Do as follows:

- a. Open a command prompt window.
- b. Run the following command:

```
acuxchkey -t pwd "password"
```

***password***

Defines the Message Queue password. By default, this password is the communication password that you define when you install CA Access Control Enterprise Management.

3. Restart the UNAB agent. Do the following:

- a. Navigate to the UNAB directory.

By default, this directory is /opt/CA/uxauth

- b. Stop the UNAB agent:

```
./uxauthd -stop
```

- c. Start the UNAB agent:

```
./uxauthd -start
```

You have verified that the UNAB endpoint can communicate with the Distribution Server.

## Cannot Start Daemons on Linux s390 Endpoint

**Valid on Linux s390 and Linux s390x**

**Symptom:**

I cannot start the uxauthd or ReportAgent daemon.

**Solution:**

UNAB cannot locate the Java environment on the endpoint. To fix this problem, do the following:

1. Verify that the java\_home configuration setting in the global section of the accommon.ini file contains the path to the Java environment.
2. Set the value of the LD\_LIBRARY\_PATH environment variable to the path to the shared libraries of the Java environment.



# Chapter 11: Troubleshooting the Reporting Service

---

This section contains the following topics:

[How to Troubleshoot the Reporting Service](#) (see page 67)

[Report Server is Down or Unreachable](#) (see page 80)

[Cannot View Reports in CA Business Intelligence with an MS SQL Database](#) (see page 81)

[Cannot View Reports in CA Business Intelligence with an Oracle Database](#) (see page 82)

[Cannot View Reports in CA Access Control Enterprise Management](#) (see page 85)

## How to Troubleshoot the Reporting Service

The CA Access Control reporting service lets you view the security status of each endpoint (users, groups, and resources) in a central location. When you troubleshoot the reporting service, you check each of its components in turn.

The following process helps you troubleshoot the reporting service:

1. Do *one* of the following, as appropriate to the operating system on the endpoint:
  - [Troubleshoot the Report Agent on a UNIX computer](#) (see page 67)
  - [Troubleshoot the Report Agent on a Windows computer](#) (see page 71)
2. [Troubleshoot the Distribution Server](#) (see page 74).
3. [Troubleshoot JBoss](#) (see page 76).
4. [Troubleshoot the Report Portal](#) (see page 78).

## Troubleshoot the Report Agent on a UNIX Computer

### Valid on UNIX

The Report Agent collects scheduled snapshots of the local CA Access Control database and any policy model databases (PMDBs) on the endpoint, and sends this snapshot in XML format to the report queue on the Distribution Server.

**Note:** The Report Agent also performs other tasks. For more information about the Report Agent, see the *Reference Guide*.

### To troubleshoot the Report Agent on a UNIX computer

1. Verify that the library path environment variable is set correctly. Do the following:
  - a. su to root.
  - b. Set the library path environment variable to *ACSharedDir/lib*. By default, *ACSharedDir* is the following directory:  

```
/opt/CA/AccessControlShared
```
  - c. Export the library path environment variable.
2. Verify that the following configuration settings are correct. The configuration settings are located in the [ReportAgent] section of the accommon.ini file:

**Note:** You can use either CA Access Control Endpoint Management or *selang* commands to verify the value of the configuration settings. However, for this procedure we recommend that you use *selang* commands in the config environment to change the value of configuration settings. Using *selang* commands lets you change the configuration settings in this procedure without having to stop and restart CA Access Control.

#### **reportagent\_enabled**

Specifies whether reporting is enabled (1) on the local computer.

**Default:** 0

**Important!** You must set the value of this configuration setting to 1 to enable the Report Agent to run automatically. If the value of this configuration setting is 0, the Report Agent does not send scheduled snapshots of the database to the Distribution Server. However, if the value of this configuration setting is 0 you can still run the Report Agent in debug mode.

#### **schedule**

Defines the schedule of when reports are generated and sent to the Distribution Server.

You specify this setting in the following format: `time@day[,day2][...]`

**Default:** 00:00@Sun,Mon,Tue,Wed,Thu,Fri,Sat

**Example:** "19:22@Sun,Mon" generates reports every Sunday and Monday at 7:22 pm.

#### **send\_queue**

Defines the name of the Message Queue on the Distribution Server to which the Report Agent sends snapshots of the local database.

**Default:** queue/snapshots

**Important!** Do not change the default value of this configuration setting.

3. Verify that the following configuration setting is correct. The configuration setting is located in the [communication] section of the accommon.ini file:

**Note:** You can use either CA Access Control Endpoint Management or selang commands to verify the value of the configuration settings. However, for this procedure we recommend that you use selang commands in the config environment to change the value of configuration settings. Using selang commands lets you change the configuration settings in this procedure without having to stop and restart CA Access Control.

#### **Distribution\_Server**

Defines the Distribution Server URL.

**Note:** The default port for TCP communication is 7222 and the default port for SSL communication is 7243. You should verify that the Distribution Server URL specifies the correct port number for the communication type.

**Default:** none

**Example:** `ssl://172.24.176.145:7243`. This URL configures the Report Agent to communicate with the Distribution Server at the IP address 172.24.176.145 on port 7243, using the SSL protocol.

4. Verify that the following line exists in the [daemons] section of the seos.ini file:

```
ReportAgent = yes, ACSharedDir/bin/report_agent.sh start
```

This line enables the Report Agent daemon to execute automatically when CA Access Control starts.

**Note:** By default, the *ACSharedDir* directory is located at `/opt/CA/AccessControlShared`.

5. Stop CA Access Control:

```
secons -s
```

CA Access Control and the Report Agent stops.

6. Navigate to the following directory:

```
ACSharedDir/bin
```

7. Run the Report Agent in debug mode, using the following command:

```
./ReportAgent -debug 0 -task 0 -now
```

**ReportAgent**

Runs the Report Agent.

**-debug 0**

Specifies to run the Report Agent in debug mode and to display the output on the console.

**Note:** You cannot run the Report Agent in debug mode if the Report Agent daemon is enabled.

**-task 0**

Specifies that the Report Agent collects and sends information about the CA Access Control database, and any local PMDBs, to the Distribution Server. This information is used to generate CA Access Control reports.

**-now**

Specifies to run the Report Agent now.

8. Review the Report Agent output as follows:

- Review the output for errors
- Verify that the correct names are specified in the Send Queue and the Report File parameters in the Send report parameters section

9. Start CA Access Control:

```
seload
```

CA Access Control and the Report Agent start.

**Example: Report Agent Output**

The following Report Agent output shows the Send Queue and Report File parameters:

```
-----  
Send report parameters:  
-----  
Send Queue..... queue/snapshots  
Report File..... /work/opt/CA/AccessControlShared/data/db2xml/ACDB.xml  
-----  
start sending report to queue 'queue/snapshots'...
```

## Troubleshoot the Report Agent on a Windows Computer

### Valid on Windows

The Report Agent collects scheduled snapshots of the local CA Access Control database and any policy model databases (PMDBs) on the endpoint, and sends this snapshot in XML format to the report queue on the Distribution Server.

**Note:** The Report Agent also performs other tasks. For more information about the Report Agent, see the *Reference Guide*.

### To troubleshoot the Report Agent on a Windows computer

1. Verify that the following configuration settings are correct. The configuration settings are located in the following registry key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\ComputerAssociates\AccessControl\ReportAgent

**Note:** You can use either CA Access Control Endpoint Management or `selang` commands to verify the value of the configuration settings. However, for this procedure we recommend that you use `selang` commands in the config environment to change the value of configuration settings. Using `selang` commands lets you change the configuration settings in this procedure without having to stop and restart CA Access Control.

#### **reportagent\_enabled**

Specifies whether reporting is enabled (1) on the local computer.

**Default:** 0

**Important!** You must set the value of this configuration setting to 1 to enable the Report Agent to run automatically. If the value of this configuration setting is 0, the Report Agent does not send scheduled snapshots of the database to the Distribution Server. However, if the value of this configuration setting is 0 you can still run the Report Agent in debug mode.

#### **schedule**

Defines the schedule of when reports are generated and sent to the Distribution Server.

You specify this setting in the following format: `time@day[,day2][...]`

**Default:** 00:00@Sun,Mon,Tue,Wed,Thu,Fri,Sat

**Example:** "19:22@Sun,Mon" generates reports every Sunday and Monday at 7:22 pm.

### **send\_queue**

Defines the name of the Message Queue on the Distribution Server to which the Report Agent sends snapshots of the local database.

**Default:** queue/snapshots

**Important!** Do not change the default value of this configuration setting.

2. Verify that the following configuration setting is correct. The configuration setting is located in the following registry key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\ComputerAssociates\AccessControl\Common\communication

### **Distribution\_Server**

Defines the Distribution Server URL.

**Note:** The default port for TCP communication is 7222 and the default port for SSL communication is 7243. You should verify that the Distribution Server URL specifies the correct port number for the communication type.

**Default:** none

**Example:** ssl://172.24.176.145:7243. This URL configures the Report Agent to communicate with the Distribution Server at the IP address 172.24.176.145 on port 7243, using the SSL protocol.

3. Verify that the CA Access Control Report Agent service is started.  
**Note:** You must set the reportagent\_enabled configuration setting to 1 to configure the CA Access Control Report Agent service to start automatically.
4. Open a command prompt window and stop CA Access Control:

```
secons -s
```

CA Access Control stops, including the Report Agent service.



5. Run the Report Agent in debug mode, using the following command:

```
reportagent -debug 0 -task 0 -now
```

**reportagent**

Runs the Report Agent.

**-debug 0**

Specifies to run the Report Agent in debug mode and to display the output on the console.

**Note:** You cannot run the Report Agent in debug mode if the Report Agent service is started.

**-task 0**

Specifies that the Report Agent collects and sends information about the CA Access Control database, and any local PMDBs, to the Distribution Server. This information is used to generate CA Access Control reports.

**-now**

Specifies to run the Report Agent now.

6. Review the Report Agent output as follows:

- Review the output for errors
- Verify that the correct names are specified in the Send Queue and the Report File parameters in the Send report parameters section

7. Start CA Access Control:

```
seosd -start
```

CA Access Control starts and the Report Agent service is started.

**Example: Report Agent Output**

The following Report Agent output shows the Send Queue and Report File parameters:

```
-----  
Send report parameters:  
-----
```

```
Send Queue..... queue/snapshots
```

```
Report File..... C:\Program Files\CA\AccessControl\data\db2xml\ACDB.xml
```

```
-----  
start sending report to queue 'queue/snapshots'...
```

## Library Path Environment Variable Example

The following example sets and exports the library path environment variable on a Linux or Solaris computer:

```
LD_LIBRARY_PATH=${LD_LIBRARY_PATH}:/opt/CA/AccessControlShared/lib
export LD_LIBRARY_PATH
```

The following example sets and exports the library path environment variable on an AIX computer:

```
export LIBPATH=$LIBPATH:/opt/CA/AccessControlShared/lib
```

The following example sets and exports the library path environment variable on an HP-UX computer:

```
export SHLIB_LATH=$SHLIB_PATH:/opt/CA/AccessControlShared/lib
```

## Troubleshoot the Distribution Server

On the Distribution Server, the Message Queue receives information that the Report Agents send from the endpoints. Message-driven Java beans (MDBs) then read the data in the Message Queue and write the data to the central database.

### To troubleshoot the Distribution Server

1. (UNIX) Start the Tibco EMS Administration Tool, as follows:
  - a. Navigate to the following directory:  
`/opt/CA/AccessControlServer/MessageQueue/tibco/ems/bin`
  - b. Run the following command:  
`./tibemsadmin`
2. (Windows) Start the Tibco EMS Administration Tool, as follows:
  - a. Navigate to the following directory:  
`C:\Program Files\CA\AccessControlServer\MessageQueue\tibco\ems\bin`
  - b. Run the following command:  
`tibemsadmin.exe`

3. Connect to the current environment, using *one* of the following commands:

- If the Distribution Server listens for the Report Agent on port 7222 (the default port), use the following command:

```
connect
```

- If the Distribution Server listens for the Report Agent in SSL mode on port 7243, use the following command:

```
connect SSL://7243
```

4. Enter your username and password.

**Note:** The default username is *admin*, and by default the password is the communication password that you specified when you installed CA Access Control Enterprise Management or the Distribution Server.

You are connected to the Message Queue on the Distribution Server.

5. Enter the following command:

```
show queues
```

A list of the queues on the Distribution Server appears.

6. Open a command prompt window on an endpoint.

7. (UNIX) Set the library path environment variable, as follows:

- a. `su` to root.

- b. Set the library path environment variable to *ACSharedDir/lib*. By default, *ACSharedDir* is the following directory:

```
/opt/CA/AccessControlShared
```

- c. Export the library path environment variable.

8. (UNIX) Navigate to the following directory:

```
ACSharedDir/bin
```

9. Run the Report Agent on the endpoint. Do *one* of the following:

- (Windows) Run the following command:

```
ReportAgent -report snapshot
```

- (UNIX) Run the following command:

```
./ReportAgent -report snapshot
```

The Report Agent sends a snapshot of the CA Access Control database and any local PMDBs to the report queue on the Distribution Server.

10. Observe the queue named *queue/snapshots* in the *tibemsadmin* utility as the Report Agent runs.

If the queue grows and does not shrink, JBoss may not be running. You must troubleshoot JBoss.

## Troubleshoot JBoss

The JBoss web application server environment contains the message-driven Java beans (MDBs) that read the data from the Message Queue and write it into the central database. The central database stores reporting data.

### To troubleshoot JBoss

1. Verify that JBoss starts correctly, as follows:
  - If you start JBoss from a command prompt, review the initial output when JBoss starts. Verify that the output does not contain any errors.
  - If you start JBoss as a service, use the log files or the tail command to review the initial output when JBoss starts. Verify that the output does not contain any errors.
2. Open the following file and review it for errors, where *JBossInstallDir* is the directory in which you installed JBoss:

*JBossInstallDir*/server/default/log/boot.log

This file lists the steps that JBoss takes each time it boots the microkernel.

3. Verify that the JAVA\_HOME variable is set to the correct location.

**Note:** If the JAVA\_HOME variable is set to the correct location but JBoss does not resolve the variable, set the JAVA\_HOME variable to a lower location, for example, the bin directory under the JDK installation path.

4. Open the following file and review it for errors:

*JBossInstallDir*/server/default/log/server.log

This file lists the actions that JBoss performs in the JBoss web application server environment.

**Note:** JBoss creates to new server.log file each time you start it.

5. Verify that JBoss ports do not conflict with ports that are used on other services.
6. (Optional) If the JNP port conflicts with another service, change the JNP port on 1099 to another port, as follows:

- a. Open the following file in a text editor:

*JBossInstallDir*/server/default/conf/jboss-service.xml

- b. Change the port number in the following section:

```
<!-- The listening port for the bootstrap JNP service. Set this to -1 to run the NamingService without the
JNP invoker listening port.-->
<attribute name="Port">1099</attribute>
```

- c. Save and close the file.

7. (Optional) If the RMI port conflicts with another service, change the RMI port on 1098 to another port, as follows:

- a. Open the following file in a text editor:

*JBossInstallDir*/server/default/conf/jboss-service.xml

- b. Change the port number in the following section:

```
<!-- The port of the RMI naming service, 0 == anonymous -->  
<!-- attribute name="RmiPort">1098</attribute -->  
<attribute name="RmiPort">1098</attribute>
```

- c. Save and close the file.

## Troubleshoot the Report Portal

The Report Portal lets you access the endpoint data that the Distribution Server stores in the central database to produce built-in reports, or to interrogate the data and produce custom reports. To do this, it uses CA Business Intelligence.

### To troubleshoot the Report Portal

1. Verify that you use the correct URL to access the reporting interface (BusinessObjects InfoView). The correct URL is:  
`http://host:port/businessobjects/enterprise115/desktoplaunch`
2. (Windows) Verify that you use the correct menu option to access InfoView.  
To access InfoView, click Start, Programs, BusinessObjects XI Release 2, BusinessObjects Enterprise, BusinessObjects Enterprise Java InfoView.
3. Verify that the following services are started:
  - Apache Tomcat
  - Central Management Server
  - Connection Server
  - Crystal Reports Cache Server
  - Crystal Reports Job Server
  - Crystal Reports Page Server
  - Desktop Intelligence Cache Server
  - Desktop Intelligence Job Server
  - Desktop Intelligence Report Server
  - Destination Job Server
  - Event Server
  - Input File Repository Server
  - List of Values Job Server
  - Output File Repository Server
  - Program Job Server
  - Report Application Server
  - Web Intelligence Job Server
  - Web Intelligence Report Server
4. Test the connection to the CA Access Control Universe.

**Note:** If the CA Access Control Universe does not appear in BusinessObjects Designer, the report package may not be deployed. For more information about how to deploy the report package, see the *Implementation Guide*.

## Test the CA Access Control Universe Connection

The CA Access Control Universe is provided by CA to simplify the creation of reports from the CA Access Control reporting service central database.

**Note:** For more information about the CA Access Control Universe, see the *Enterprise Administration Guide*.

If after you install the standard CA Access Control reports you experience issues with the reporting service connection, you should test and modify the connection as required.

### To test the CA Access Control Universe Connection

1. Select Start, Programs, Business Objects XI Release 2, BusinessObjects Enterprise, Designer.

The User Identification dialog appears, letting you log in to BusinessObjects Designer.

2. Enter your credentials and click OK.

The welcome screen of the Quick Design wizard appears.

3. Clear the Run this Wizard at Startup check box, and click Cancel

An empty Designer session opens. The user name and repository name appear in the title bar.

4. Click File, Import, browse to the directory that contains the CA Access Control Universe, select the CA Access Control universe, then click OK.

The CA Access Control Universe imports successfully and opens in the current Designer window.

**Note:** The CA Access Control Universe is stored under CA Universe\CA Access Control in the directory designated as the default universe file store.

5. Click Tools, Connections

The Wizard Connection dialog appears.

6. Select the Access\_Control1 connection that you want to test, then click Test.

A message confirms that the connection is responding. If the connection is not responding you receive an error message.

7. If you received an error, click Edit to modify connection settings:

- Database Middleware Selection—Oracle\Oracle 10\Oracle Client
- Type—Secured

- Name—Access\_Control1
- User name—*Oracle\_adminUserName*
- Password—*Oracle\_adminUserPass*
- Service—Oracle\_TNS\_Name

Repeat step 6 as required to test the connection.

## Report Server is Down or Unreachable

### Symptom:

When I try to view a report in CA Business Intelligence or CA Access Control Enterprise Management, I receive the following error message:

The Report Server is either down or unreachable.

### Solution:

To troubleshoot this problem, do the following:

1. Open the JBoss log file. The JBoss log file is located in the following directory, where *JBossInstallDir* is the directory in which you installed JBoss:

*JBossInstallDir*/server/default/log/server.log

This file lists the actions that JBoss performs in the JBoss web application server environment.

**Note:** JBoss creates a new server.log file each time you start it.

2. Locate the cause of the error in the log file.
3. Make a note of the case-sensitive name of the computer that appears in the error.

You must record the name exactly as it appears in the log file.

4. Open the hosts file. The hosts file is located in the following directory by default:
  - (UNIX) /etc/hosts
  - (Windows) C:\WINDOWS\system32\drivers\etc
5. On a new line in the file, enter the IP address and the case-sensitive name of the computer, separated by a space.

You recorded the computer name in Step 3.

6. Save and close the file.



### Example: The Hosts File

The following snippet is an example of the hosts file:

```
127.0.0.1 localhost
```

## Cannot View Reports in CA Business Intelligence with an MS SQL Database

### Symptom:

I use an MS SQL database as my central database, and I cannot view reports in CA Business Intelligence. When I try to view a report, I receive the following error message:

```
Failed connect
```

### Solution:

The following process helps you troubleshoot the problem with CA Business Intelligence:

1. Verify the BusinessObjects version number, as follows:

a. Open the following URL:

```
http://hostname:8080/businessobjects/enterprise115/adminlaunch/launchpad.html
```

#### **hostname**

Defines the name of the Report Portal host.

The Central Management Console log on page appears.

b. Enter your username and password, and click Log On.

The Central Management Console appears.

c. Click Servers, *hostname*, Web\_IntelligenceReportServer, Metrics.

The BusinessObjects version number is displayed.

d. Verify that the BusinessObjects version number is either 11.5.8.1061 or higher, or 11.5.10.1263 or higher.

2. Verify the CA Business Intelligence version number, as follows:

a. Open the following file on the Report Portal:

- (Windows) C:\Program Files\CA\SC\CommonReporting\version.txt

- (UNIX) /opt/CA/SC/CommonReporting/version.txt

b. Verify that the CA Business Intelligence version is 2.1.13.

3. Verify that the database credentials are correct, as follows:
  - a. Click Start, Programs, Microsoft SQL Server 2005, SQL Server Management Studio.  
The SQL Server 2005 login page appears.
  - b. Type the username and password for the RDBMS administrative user that you created when you prepared the database for CA Access Control Enterprise Management.
  - c. Click Connect.  
You are logged in to the SQL Server Management Studio. If you cannot log in, the database credentials are incorrect.
4. Verify that the *import\_biar\_config.xml* file has the correct values, as follows:
  - a. Open the *import\_biar\_config.xml* file that you used to deploy the report package on the Report Portal.
  - b. Verify that the values for the following properties correspond to the values that you specified in Step 3:
    - <username> is identical to the username that you entered.
    - <password> is identical to the password that you entered.
    - <datasource> is identical to the name of the database that you entered.
    - <server> is identical to the name of the Report Server computer.

## Cannot View Reports in CA Business Intelligence with an Oracle Database

### Symptom:

I use an Oracle database as my central database, and I cannot view reports in CA Business Intelligence. When I try to view a report, I receive the following error message:

Failed connect

**Solution:**

The following process helps you troubleshoot the problem with CA Business Intelligence:

1. Verify the BusinessObjects version number, as follows:

- a. Open the following URL:

`http://hostname:8080/businessobjects/enterprise115/adminlaunch/launchpad.html`

**hostname**

Defines the name of the Report Portal host.

The Central Management Console log on page appears.

- b. Enter your username and password, and click Log On.

The Central Management Console appears.

- c. Click Servers, *hostname*, Web\_IntelligenceReportServer, Metrics.

The BusinessObjects version number is displayed.

- d. Verify that the BusinessObjects version number is either 11.5.8.1061 or higher, or 11.5.10.1263 or higher.

2. Verify the CA Business Intelligence version number, as follows:

- a. Open the following file on the Report Portal:

- (Windows) C:\Program Files\CA\SC\CommonReporting\version.txt
- (UNIX) /opt/CA/SC/CommonReporting/version.txt

- b. Verify that the CA Business Intelligence version is 2.1.13.

3. Verify that the Oracle system environment variables are defined as follows, where *Oracle\_home* is the directory in which you installed Oracle:

- ORACLE\_HOME points to the *Oracle\_home* directory
- PATH contains the *Oracle\_home/bin* directory
- TNS\_ADMIN points to the *Oracle\_home/network/admin* directory

4. Verify that TNS is correctly defined, as follows:

- a. Open a command prompt window.

- b. Run the following command:

`tnsping TNSname`

**TNSname**

Defines the name of the TNS.

If you receive an error message, TNS is not correctly defined.

5. Verify that you use the correct credentials to access the database, as follows:

- a. Open a command prompt window.

- b. Run the following command:

```
sqlplus user/password@TNSname
```

**user**

Defines the name of the RDBMS administrative user that you created when you prepared the database for CA Access Control Enterprise Management.

**password**

Defines the user password.

If you cannot log on to the SQL Command Line, the database credentials are incorrect.

6. Verify that the *import\_biar\_config.xml* file has the correct values, as follows:

- a. Open the *import\_biar\_config.xml* file that you used to deploy the report package on the Report Portal.

- b. Verify that the values for the following properties are identical to the values that you specified in Step 5:

- <username> is identical to *user*
- <password> is identical to *password*
- <datasource> is identical to *TNSname*

7. (UNIX) Run the commands in Step 4 and Step 5 as the user that you specified when you installed CA Business Intelligence.

You specify this user in the CMS Database Settings page of the CA Business Intelligence installation wizard. This step verifies that the user has read and execute access to the entire *Oracle\_home* directory.

## Cannot View Reports in CA Access Control Enterprise Management

**Symptom:**

When I try to view a report in CA Access Control Enterprise Management, a Business Objects log on dialog appears and the Privacy Report icon appears in my browser.

**Solution:**

Your browser is blocking cookies from the Report Portal. To fix this problem, adjust the cookie settings in your browser to permit cookies from the Report Portal.

**Note:** The Privacy Report provides more information about the cookies that your browser blocks. To display the Privacy Report, double-click the Privacy Report icon.



# Appendix A: Troubleshooting and Maintenance Procedures

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This section contains the following topics:

[How to Verify That CA Access Control Is Correctly Installed](#) (see page 87)

[How to Troubleshoot Resource Access Problems](#) (see page 88)

[How to Troubleshoot Connection Problems](#) (see page 88)

[How to Troubleshoot Performance Problems](#) (see page 89)

[Run a Trace](#) (see page 90)

[Run a Trace on CA Access Control Web Service Components](#) (see page 91)

[Reindex the CA Access Control Database](#) (see page 92)

[Rebuild the CA Access Control Database](#) (see page 93)

[Change Port Number for CA Access Control Agent Communication](#) (see page 94)

[Configure the Message Queue TCP Port](#) (see page 94)

[Information to Provide to CA Support](#) (see page 95)

## How to Verify That CA Access Control Is Correctly Installed

### Valid on Windows

You should verify that CA Access Control is correctly installed immediately after you install the product. The following process helps you verify that CA Access Control is correctly installed.

If you have installed CA Access Control successfully, you will notice the following changes:

- A new key is added to the Windows registry:

HKEY\_LOCAL\_MACHINE\Software\ComputerAssociates\AccessControl

While CA Access Control is running, the CA Access Control keys and sub-keys are protected and you can modify the keys only through CA Access Control Endpoint Management or by using `seimg` commands. However, you do not need to use CA Access Control Endpoint Management or `seimg` commands to read the keys and values.

- When you restart your computer, several new CA Access Control services start automatically. These services include the Watchdog, Engine, and Agent, which are always installed. Other services, such as Task Delegation, exist depending on the options you chose during installation. The Display name for all CA Access Control services begins with "CA Access Control". You can check what services are installed, and verify that these services are running, using Windows Services Manager.

## How to Troubleshoot Resource Access Problems

Incorrect access authorities are the most common cause of resource access problems. An example of a resource access problem is a root user that can still access a protected resource, but the protected resource has a default access authority of none. The following process helps you troubleshoot resource access problems:

1. Change the audit mode for the protected resource to audit all:

```
chres CLASS ResourceName audit(all)
```

Changing the audit mode to audit all makes the audit log easier to read.

2. [Run a trace](#) (see page 90) and recreate the problem.
3. Review the trace file and the audit log for occurrences of the protected resource. Try to troubleshoot the cause of the resource access problem from the information in the files.

**Note:** SPECIALPGM objects provide bypasses that are not audited, but these bypasses appear in the trace file.

**Note:** For assistance, contact CA Support at <http://ca.com/support>.

## How to Troubleshoot Connection Problems

Many factors affect connections between CA Access Control computers. Connection problems include being unable to connect to a remote CA Access Control computer, or the connection to the remote computer timing out. The following process helps you identify the cause of the connection problem.

**Note:** For assistance, contact CA Support at <http://ca.com/support>.

1. Check the CA Access Control computers for recent changes to the following:
  - Encryption key
  - Encryption method
  - TCP and UDP ports
2. Review any new or recently changed rules in the TCP, CONNECT, HOSTNET, or HOST classes.
3. Determine the port that has the connection problem.
4. [Run a trace](#) (see page 90) and review the trace file for:
  - Connections that CA Access Control blocked due to TCP rules or other rules
  - A code other than P (permitted) next to the port number that has the connection problem



5. Review the CA Access Control audit log for D (deny) records that refer to the problematic port.
6. Check that firewalls do not block the problematic port.
7. Review the log files for your OS for error messages that are caused by ports that cannot bind.

**More information:**

[Change Port Number for CA Access Control Agent Communication](#) (see page 94)

## How to Troubleshoot Performance Problems

The following process helps you identify the cause of performance problems.

**Note:** For assistance, contact CA Support at <http://ca.com/support>.

1. Identify when the performance problem occurs. Does performance degrade:
  - When the OS starts?
  - When CA Access Control starts?
  - When CA Access Control has been running for some time?
  - When CA Access Control or the OS run a scheduled process?
  - (UNIX) When the CA Access Control kernel extension is loaded?
  - When CA Access Control daemons or services are loaded?
2. If you have determined that CA Access Control causes the performance problem, investigate the following questions:
  - What processes are using the most resources when performance degrades?
  - Are the CA Access Control processes keeping the same process ID throughout their lifecycle?
  - Are there any third-party filter drivers installed on the computer?
  - Are there any system monitoring applications installed on the computer?
3. Check the CA Access Control database:
  - a. Stop CA Access Control.
  - b. Check the database:

```
dbmgr -util -all
```
  - c. [Reindex the database](#) (see page 92).
  - d. [Rebuild the database](#) (see page 93).
  - e. Restart CA Access Control and check if the problem still exists.

4. (Windows) Disable driver interception:
  - a. Stop CA Access Control.
  - b. Change the value of the UseFsiDrv registry entry to 0. The UseFsiDrv registry entry is in the following registry key:  

```
HKEY_LOCAL_MACHINE\SOFTWARE\ComputerAssociates\AccessControl\AccessControl
```
  - c. Restart CA Access Control and check if the problem still exists.
5. [Run a trace](#) (see page 90) and recreate the problem. Review the trace file for the following:
  - Repeated events in a small period of time, for example, many file accesses in several seconds.
  - Processes that have been killed.
  - Either of the following values:
    - ACEEH = -1
    - U = a negative value

These values may specify that CA Access Control cannot resolve a user name or assign a value to a resource.

**Note:** For more information about improving CA Access Control performance on your UNIX computer, see the *Endpoint Administration Guide for UNIX*.

## Run a Trace

Running a trace can help you troubleshoot problems. CA Access Control writes trace records to the seos.trace file, which is located in the *ACInstallDir/log* directory.

### To run a trace

1. Remove all records from the trace file:  

```
secons -tc
```
2. Start the trace:  

```
secons -t+
```
3. Recreate the problem.
4. Stop the trace:  

```
secons -t-
```
5. Review the trace file.

**Note:** The configuration settings in the seosd section configure the trace file. For more information about the seosd section, see the *Reference Guide*.

## Run a Trace on CA Access Control Web Service Components

### Valid on Windows

Running a trace on the CA Access Control web service components can help you troubleshoot problems. For example, if CA Access Control Enterprise Management cannot connect to the DMS, you can run a trace to review the messages that these two components exchange.

CA Access Control writes trace records for web service components to the file that is defined in the `logFileName` configuration setting in the `WebService` section. The default value for this configuration setting is `C:\Program Files\CA\AccessControlServer\WebService\log\WebService.log`.

### To run a trace on CA Access Control web service components

1. Stop CA Access Control and the CA Access Control Web service.
2. Create a registry key in the following location:  
`HKEY_LOCAL_MACHINE\SOFTWARE\ComputerAssociates\AccessControl\WebService\TraceEnabled`
3. Set the value of the key to 1.
4. Start CA Access Control and the CA Access Control Web Service.  
Tracing starts on the CA Access Control web service components.
5. Recreate the problem.
6. Stop CA Access Control and the CA Access Control Web service.  
Tracing stops on the CA Access Control web service components.
7. Set the value of the key to 0.
8. Review the trace file.

## Reindex the CA Access Control Database

Because many updates are made to the CA Access Control database, the database files may become fragmented. Reindexing and [rebuilding the database](#) (see page 93) helps ensure database optimization for speed and reliability. Reindex the database during your routine maintenance procedures every three to six months, and whenever you have a performance problem.

**Note:** In this procedure the CA Access Control database is installed in the default location, /opt/CA/AccessControl/seosdb (UNIX) and C:\Program Files\CA\AccessControl\Data\seosdb (Windows). To perform this procedure, you must log in as a root user (UNIX) or as an administrator (Windows).

### To reindex the CA Access Control database

1. Stop CA Access Control.
2. Navigate to the following directory:
  - (UNIX) /opt/CA/AccessControl/seosdb
  - (Windows) C:\Program Files\CA\AccessControl\Data\seosdb

3. Back up the database:

```
dbmgr -backup backup_directory
```

4. Index the database:

```
dbmgr -util -build seos_cdf.dat  
dbmgr -util -build seos_odf.dat  
dbmgr -util -build seos_pdf.dat  
dbmgr -util -build seos_pvf.dat
```

**Note:** To further reduce the size of the database on UNIX computers, you can use the sepurgdb utility to delete references to undefined records from the database. For more information about the sepurgdb utility, see the *Reference Guide*.

## Rebuild the CA Access Control Database

Because many updates are made to the CA Access Control database, the database files become fragmented. [Reindexing](#) (see page 92) and rebuilding the database helps ensure database optimization for speed and reliability. Rebuild the database during your routine maintenance procedures every three to six months.

**Note:** In this procedure the CA Access Control database is installed in the default location, /opt/CA/AccessControl/seosdb (UNIX) and C:\Program Files\CA\AccessControl\Data\seosdb (Windows). To perform this procedure, you must log in as a root user (UNIX) or as an administrator (Windows).

### To rebuild the CA Access Control database

1. Stop CA Access Control.
2. Navigate to the following directory:
  - (UNIX) /opt/CA/AccessControl/seosdb
  - (Windows) C:\Program Files\CA\AccessControl\Data\seosdb
3. Back up the database:  
`dbmgr -backup backup_directory`
4. Export the existing rules and the user-related data from the database:  
`dbmgr -export -l exported_filename`  
`dbmgr -migrate -r migrated_filename`
5. Navigate to the following directory and create a directory in it named `seosdb_new`:
  - (UNIX) /opt/CA/AccessControl
  - (Windows) C:\Program Files\CA\AccessControl\Data
6. Create a database in the `seosdb_new` directory:  
`dbmgr -create -cq`
7. Copy the `exported_filename` and `migrated_filename` files to the `seosdb_new` directory.
8. Import into the new database the existing rules and user-related data that you exported from the old database:  
`selang -l exported_filename`  
`dbmgr -migrate -w migrated_filename`
9. Rename the `seosdb` directory to `seosdb_old`.
10. Rename the `seosdb_new` directory to `seosdb`.
11. Start CA Access Control.

## Change Port Number for CA Access Control Agent Communication

CA Access Control client applications—such as `selang`, `policydeploy`, and `devcalc`—and the CA Access Control Agent communicate on port 8891. We do not recommend that you change this port. If you do need to change this port, use the following procedure.

### To change the port number for CA Access Control Agent Communication

1. Open the following file in a text editor:
  - (UNIX) `/etc/services`
  - (Windows) `%SystemRoot%\drivers\etc\services`
2. Add the following file to the file:  
`seoslang2 port-number/ tcp`
3. Save and close the file.
4. Restart CA Access Control daemons or services.

## Configure the Message Queue TCP Port

When you install CA Access Control Enterprise Management, by default you configure the Message Queue to work with the SSL port (7243). You can change this default behavior and configure the Message Queue to use the TCP port (7222).

### To connect to the Message Queue TCP port

1. On the Enterprise Management Server, stop the Message Queue and JBoss server.
2. Open the file `tibemsd.conf` for editing. This file is located in:  
`C:\Program Files\CA\Access Control\MessageQueue\tibco\tibco\cfgmngmt\ems\data`
3. Locate the entry `listen=`, remove the value, then enter the value:  
`tcp://7222`.
4. Locate the entry `authorization=`, remove the value, then enter `disabled`.
5. Save and close the file.
6. Open the file `factories.conf` and locate the tag `[SSLXAQueueConnectionFactory]`.
7. Locate the entry `url=`, remove the value, then enter `tcp://7222`.
8. Save and close the file.

9. Open the file `tibco-jms-ds.xml` for editing. The file is located in:

`JBoss_HOME/server/default/deploy/jms`

10. Search for and replace all the values displaying the SSL port number (7243) with the TCP port number 7222.

11. Search for and replace all the entries displaying the value `SSLXA` with `XA`.

12. Comment (`<!--`) the following two entries:

```
com.tibco.tibjms.naming.security_protocol=ssl
com.tibco.tibjms.naming.ssl_enable_verify_host=false
```

13. Save and close the file.
14. Start the Message Queue and JBoss server.

## Information to Provide to CA Support

When you contact CA Support, they will ask you to provide information about any changes to the environment to help them diagnose the cause of the problem. For example, host and user name changes and changes to the operating system may affect CA Access Control. CA Support may also ask you to use the CA Access Control Support utility to provide additional diagnostic information.

CA Support will ask you to provide the following information:

- CA Access Control version
- Operating system name, version, architecture, and update level
- Details of any CA Access Control patches installed on the computer
- Number of CPUs

**Note:** For more information about the operating systems, versions, architectures, and update levels that CA Access Control supports, see the CA Access Control Compatibility Matrix that is available from the CA Access Control product page on [CA Support](#).

CA Support may ask you the following questions:

- What is the impact of the problem?
- When did the problem first occur?
- Is the problem reproducible?
- Was anything added, removed, or changed in the environment before the problem occurred?
- Did you restart the computer before the problem occurred?

- How many times has the problem occurred?
- What happens on the system when the problem occurs? For example, does the problem occur when you execute a particular process or command?
- Does the problem occur consistently or randomly?
- Do any segmentation faults or access violations occur when you execute a CA Access Control command?
- Why do you think CA Access Control caused the problem?
- If the problem is an operating system problem, did you report the problem to the operating system vendor? If yes, can you provide a crash analysis from the operating system vendor?

## Generate Diagnostic Information about a Windows Endpoint

The CA Access Control Support utility collects information about your CA Access Control installation to help CA Support diagnose the cause of problems. You specify the information that the CA Access Control Support utility collects in the ACSupport dialog.

You can collect the following system information:

- System information reports
- The event log

You can collect the following CA Access Control information:

- Common information about the CA Access Control version, home directory, and the status of CA Access Control services
- The CA Access Control registry
- Configuration files for auditing, tracing, and the coexistence utility
- Audit and trace logs, including the audit logs for local PMDBs or DMSs and instrumentation traces
- Authorization and cache statistics
- A list of the CA Access Control executable files and DLLs installed on the computer
- A snapshot of the CA Access Control database, including local PMDBs and DMSs

**Note:** If you collect a copy of the CA Access Control database, the CA Access Control Support utility stops CA Access Control before it snapshots the database and restarts CA Access Control when the snapshot is complete.



**To generate diagnostic information about a Windows endpoint**

1. Navigate to the following directory, where *ACInstallDir* is the directory in which you installed CA Access Control:

*ACInstallDir*\bin

2. Double-click ACSupport.exe.

The ACSupport dialog opens.

3. Complete the dialog and click Proceed.

The CA Access Control Support utility snapshots your installation and places the output in the *ACInstallDir*\ACSupport directory.

## Generate Diagnostic Information about a UNIX Endpoint

The CA Access Control Support utility collects information about your CA Access Control installation to help CA Support diagnose the cause of problems. If you include the CA Access Control database in the snapshot, the CA Access Control Support utility stops CA Access Control before it snapshots the database and restarts CA Access Control when the snapshot is complete.

The CA Access Control Support utility always collects the following information about UNIX endpoints:

- seos.ini—The CA Access Control initialization file
- tmpetc—The files from the CA Access Control /etc directory, including the following:
  - audit.cfg—The audit filter file
  - auditroute.cfg—The audit route filter file
  - nfsdevs.init—A file that contains the NFS defaults for major device numbers for each operating system
  - osver—The operating system version
  - sereport.cfg—The sereport configuration file
  - serevu.cfg—The serevu configuration file
  - trcfilter.init—The trace filter file
- versions.txt—A file that contains versions of key CA Access Control binaries
- Some operating system files, for example, some variable files

If you specify that the CA Access Control Support utility collects information about the CA Access Control database, it collects the following information:

- seosdb—The CA Access Control database
- seosdb.tar—A compressed file of the CA Access Control database
- The lookaside databases for groups, hosts, services, and users

If you specify that the CA Access Control Support utility collects information about the CA Access Control logs, it collects the following information:

- tmplog—The CA Access Control log files
- log.tar—A compressed file of the CA Access Control log directory

### **To generate diagnostic information about a UNIX endpoint**

1. Navigate to the following directory, where *ACInstallDir* is the directory in which you installed CA Access Control:

*ACInstallDir*/bin

2. Execute the following command:

```
./support.sh [-db] [-log] [-all] [-none]
```

#### **-db**

Collects information about seosdb, the CA Access Control database, but does not collect information about the audit logs.

#### **-log**

Collects information about the audit logs but does not collect information about seosdb.

#### **-all**

Collects information about both seosdb and the audit logs.

#### **-none**

Does not collect information about seosdb and the audit logs.

**Note:** If you do not specify an option, the CA Access Control Support utility runs in interactive mode.

The CA Access Control Support utility snapshots your installation and places the output in the *ACInstallDir* directory.