

Veritas™ Desktop and Laptop Option 9.2
Domain Trust Independent Solution- Log Traces

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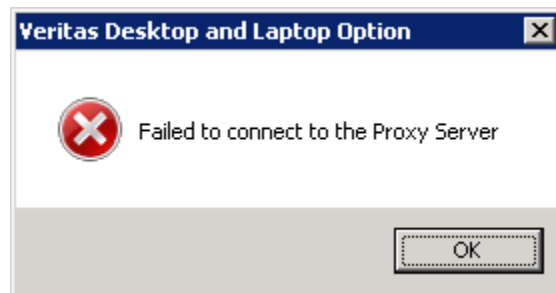
About this Document

This document provides the details on the log traces that need to be verified by the Technical Support Engineer for issues observed while configuring the DLO Proxy Server for Domain Trust Independent DLO.

Log Traces

Following are the issues that the administrator may observe while configuring DLO Proxy Server configuration:

Failed to connect to the Proxy Server



This error is observed in the following scenarios:

- Configuring the DLO Proxy Server Details in the DLO Administration Console
- Modifying the DLO Proxy Server details in the DLO Administration Console
- Subsequent launch of the DLO Administration Console post the DLO Proxy Server details are configured

1. Success Traces:

Log File: <Install Path>\Veritas DLO\Logs\DLOConsoleU.log

T>, sharedui.cpp(4689), InitProxyServer begin

T>, sharedui.cpp(4779), InitProxyServer created g_MTADHandler

T>, sharedui.cpp(4829), InitProxyServer end

Log File : < Install Path>\Veritas DLO\Logs\DLOWebClient.log

*[Info],"WebActiveDirectory::InitWithoutSession: IpHttpServerURL:
http://dlo.veritas.com:0, IpHttpsServerURL: https://dlo.veritas.com:443, IpConfigPath:
C:\Program Files\Veritas\Veritas DLO\Logs, nType: 5, nNoOfValues: 0"*

[Trace], "WebServerRequest::GetCertificate: CA Certificate: \\win-

rg9bnkq270r\DLOStore\Certificates\ServerCert.crt"

[Trace], "WebServerRequest::GetCertificate: CA Client Certificate: \\win-rg9bnkq270r\DLOStore\Certificates\ClientCert.p12"

[Trace], "WebBase::IOServerStatus Begin"

[Trace], "WebBase::IOServerStatus End"

2. Failure Traces:

Log File : <Install Path>\Veritas DLO\Log\DLOConsoleU.log

T>, sharedui.cpp(4689), InitProxyServer begin

E>, sharedui.cpp(4800), InitProxyServer - Failed to create g_MTADHandler hr <Error code>

T>, sharedui.cpp(4829), InitProxyServer end

Log File:< Install Path>\Veritas DLO\Log\DLOWebClient.log

[Info], "WebActiveDirectory::InitWithoutSession: lpHttpServerURL:

http://dlo.veritas.com:0, lpHttpServerURL: https://dlo.veritas.com:443, lpConfigPath: C:\Program Files\Veritas\Veritas DLO\Log, nType: 5, nNoOfValues: 0"

[Trace], "WebServerRequest::GetCertificate: CA Certificate: \\win-rg9bnkq270r\DLOStore\Certificates\ServerCert.crt"

[Trace], "WebServerRequest::GetCertificate: CA Client Certificate: \\win-rg9bnkq270r\DLOStore\Certificates\ClientCert.p12"

[Trace], "WebBase::IOServerStatus Begin"

Error 1: [Error], "WebServerRequest::RunWebRequest: curl error code = 6; curl error message = Could not resolve host: dlo.veritas.com"

Error 2: [Error], "WebServerRequest::RunWebRequest: curl error code = 60; curl error message = SSL certificate problem: self signed certificate"

[Trace], "WebBase::IOServerStatus End"

Failed to configure the Proxy Server

This error is observed while configuring the DLO Proxy Server details in the DLO Administration Console

1. Success Traces:

Log File :< Install Path>\Veritas DLO\Log\DLOConsoleU.log

```
T>, shadowentryproxyioserver.cpp( 363 ), CShadowProxyIOServerItem ::  
ConfigureProxyServer() begin , strIOServerDetails - DefaultIOServer, strHostName: -  
dlo.veritas.com
```

```
T>, shadowentryproxyioserver.cpp( 419 ), CShadowProxyIOServerItem ::  
ConfigureProxyServer() end
```

Log File :< Install Path>\Veritas DLO\Log\DLOWebClient.log

```
[Trace], "WebServerRequest::WebConfigureProxyServer Begin"
```

```
[Trace], "WebServerRequest::RunWebRequestEx: m_WebReponse: <?xml version="1.0"  
encoding="UTF-8"  
standalone="yes"?><Response><errorCode>0</errorCode><lastErrorCode>0</lastErrorC  
ode><message>Operation  
Successful</message><outParams/><returnValue>0</returnValue></Response>"
```

```
[Trace], "WebServerRequest::WebConfigureProxyServer End"
```

2. Failure Traces:

Log File :< Install Path>\Veritas DLO\Log\DLOConsoleU.log

```
T>, shadowentryproxyioserver.cpp( 363 ), CShadowProxyIOServerItem ::  
ConfigureProxyServer() begin , strIOServerDetails - DefaultIOServer, strHostName: -  
dlo.veritas.com
```

```
E>, shadowentryproxyioserver.cpp( 405 ), CShadowProxyIOServerItem ::  
ConfigureProxyServer() : failed with error: hr 1, hRes - 1Resp: <?xml version="1.0"  
encoding="UTF-8"  
standalone="yes"?><Response><errorCode>40082</errorCode><lastErrorCode>1</las  
tErrorCode><message>Kernel or Native Error  
Occured</message><outParams/><returnValue>0</returnValue></Response>
```

```
T>, shadowentryproxyioserver.cpp( 419 ), CShadowProxyIOServerItem ::  
ConfigureProxyServer() end
```

Log File :< Install Path>\Veritas DLO\Logs\DLOWebClient.log

```
[Trace], "WebServerRequest::WebConfigureProxyServer Begin"  
  
[Trace], "WebServerRequest::RunWebRequestEx: m_WebReponse: <?xml  
version="1.0" encoding="UTF-8"  
standalone="yes"?><Response><errorCode>40082</errorCode><lastErrorCode>1</las  
tErrorCode><message>Kernel or Native Error  
Occured</message><outParams/><returnValue>0</returnValue></Response>"  
[Trace], "WebServerRequest::WebConfigureProxyServer End"
```

Note: The Non Zero value for the *errorCode*, *lastErrorCode*, *returnValue* implies that the local DLO Edge Server is reachable and possibly there are Internal Configuration errors for the DLO Proxy Server communication.

Local DLO Edge Server is not running

Log file : <Install Path>\Veritas DLO\Logs\DLOConsoleU.log

```
T>, shadowentryproxyioserver.cpp( 363 ), CShadowProxyIOServerItem ::  
ConfigureProxyServer() begin , strIOServerDetails - DefaultIOServer, strHostName: -  
dlo.veritas.com
```

```
E>, shadowentryproxyioserver.cpp( 405 ), CShadowProxyIOServerItem ::  
ConfigureProxyServer() : failed with error: hr 53, hRes - 53 Resp:
```

```
T>, shadowentryproxyioserver.cpp( 419 ), CShadowProxyIOServerItem ::  
ConfigureProxyServer() end
```

Log File :< Install Path>\Veritas DLO\Logs\DLOWebClient.log

```
[Trace], "WebServerRequest::WebConfigureProxyServer Begin"  
  
[Error], "WebServerRequest::RunWebRequestEx: curl error code = 7; curl error message  
= Failed to connect to WIN-RG9BNKQ270R port 443: Connection refused"  
  
[Trace], "WebServerRequest::WebConfigureProxyServer End"
```

Local DLO IO Server is not running

Log file : <Install Path>\Veritas DLO\Log\DLOConsoleU.log

```
T>, shadowentryproxyioserver.cpp( 363 ), CShadowProxyIOServerItem ::  
ConfigureProxyServer() begin , strIOServerDetails - DefaultIOServer, strHostName: -  
dlo.veritas.com
```

```
E>, shadowentryproxyioserver.cpp( 405 ), CShadowProxyIOServerItem ::  
ConfigureProxyServer() : failed with error: hr 1231, hRes - 1231Resp: <!DOCTYPE  
HTML PUBLIC "-//IETF//DTD HTML 2.0//EN">
```

```
<html><head>
```

```
<title>503 Service Unavailable</title>
```

```
</head><body>
```

```
<h1>Service Unavailable</h1>
```

```
<p>The server is temporarily unable to service your  
request due to maintenance downtime or capacity  
problems. Please try again later.</p>
```

```
</body></html>
```

```
T>, shadowentryproxyioserver.cpp( 419 ), CShadowProxyIOServerItem ::  
ConfigureProxyServer() end
```

Log file : <Install Path>\Veritas DLO\Log\DLOWebClient.log

```
[Trace], "WebServerRequest::WebConfigureProxyServer Begin"
```

```
[Error], "WebServerRequest::WebConfigureProxyServer: m_WebReponse: <!DOCTYPE  
HTML PUBLIC "-//IETF//DTD HTML 2.0//EN">
```

```
<html><head>
```

```
<title>503 Service Unavailable</title>
```

```
</head><body>
```

```
<h1>Service Unavailable</h1>
```

```
<p>The server is temporarily unable to service your  
request due to maintenance downtime or capacity
```

problems. Please try again later.</p>

</body></html>"

[Trace], "WebServerRequest::WebConfigureProxyServer End"

Error configuring Proxy Server: Kernel or Native error occurred/

Unable to validate user. Check if user name is valid.

The following traces can also be verified for cases where

- DLO Agent Backup operation fails in BOI mode
- DLO Agent fails to authenticate with DLO Server

Look for [ERROR] keyword in the log file <InstallPath>\IOserver\Tomcat\Logs\ioserver.log

Error Log Trace	Reason
<i>java.net.UnknownHostException: <dlo.veritas.com></i>	<ul style="list-style-type: none">• DLO Proxy Server machine is not reachable from the DLO IO Server machine.• If the DLO Proxy Server is exposed using a public IP and the host entry in the DLO IO Server machine is not updated.
<i>javax.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: PKIX path building failed: sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path to requested target</i>	<ul style="list-style-type: none">• There is no trust established For the Server Certificate used in the DLO Proxy Server in the DLO IO Server (Server Domain).
<i>javax.net.ssl.SSLHandshakeException: Received fatal alert: handshake_failure</i>	<ul style="list-style-type: none">• The Client Certificate is not added to the DLO IO Server.• Improper Client Certificate chain.• The chaining for the Issuer CA (for the client certificate procured from a Trusted CA) is improper in the DLO Proxy Server.
<i>java.net.SocketException: java.security.NoSuchAlgorithmException: Error constructing implementation (algorithm: Default,</i>	<ul style="list-style-type: none">• The Client Certificate path and the Client Certificate password is

<i>provider: SunJSSE, class: sun.security.ssl.SSLContextImpl\$DefaultSSLContext</i>	incorrect or not updated in the DLO Web Server Properties
<i>java.net.ConnectException: Connection refused: connect</i>	<ul style="list-style-type: none"> • The DLO Edge Server Service on the DLO Proxy Server machine is not running. • Port Information is not updated in the DLO Administration Console while Configuring the DLO Proxy Server details.
<i>returned a response status of 503 Service Unavailable</i>	<ul style="list-style-type: none"> • The DLO IO Server service on the DLO Proxy Server setup has stopped.
<i>returned a response status of 404 Not Found</i>	<ul style="list-style-type: none"> • The DLO Proxy Edge Server is not communicating to DLO Proxy IO Server