
GoGlobal Crashing and Burning

Posted by gkkitag - 2003/11/04 20:21

I'm wondering if anyone has had the same, or similar experience.

My GoGlobal server has 13 licenses, and is a Sun E5500 with 4 CPUs, about 2GB of memory and running Solaris 8 (11/01).

The main client is another E5500, running Trusted Solaris 8, with the native Solaris 8 client. There are times when, in bringing up the application (GCCS), that the entire session crashes, and you're left with just the window from which you start the session (i.e. the icon window after logging in).

This behavior is intermittent, occurs also using the winBLOWS client, too. However, we've noticed that if the first account is the applications administrative account, and subsequent login's are client, it's much more stable, and the "crash" is a bit more unlikely.

TIA!

=====

Re: GoGlobal Crashing and Burning

Posted by troym - 2003/11/04 21:00

There are times when, in bringing up the application (GCCS), that the entire session crashes, and you're left with just the window from which you start the session (i.e. the icon window after logging in).

This behavior is intermittent, occurs also using the winBLOWS client, too. However, we've noticed that if the first account is the applications administrative account, and subsequent login's are client, it's much more stable, and the "crash" is a bit more unlikely.

It's hard to be specific with limited information, but it sounds like you've ruled out a specific problem with the type of client. This means it's probably something on the server's side that is causing the problem.

The session logs (in your user's home directory) should indicate if the X server was shut down. It sounds as though your CDE/GCCS environment may not be starting correctly, so additional logs in the ".dt" directory in your home directory may also be relevant.

We have not encountered this except for random "CDE won't start, but removing the .dt directory and letting CDE recreate it fixed it". We have always had to assume that such issues are related to CDE not being entirely clean about supporting multiple simultaneous sessions by the same user.

Hope this helps,
Troy

=====

Re: GoGlobal Crashing and Burning

Posted by chowe - 2003/11/06 02:33

:roll: Hi;

I've actually seen this occur (intermittently) numerous times with GCCS at our site... this is without Go-global-ux involved.

I believe my SAs thought it was specific to an X parameter setting which defines the number of port connects permitted which was defaulted at 40 and they changed to 256... some applications like GCCS use as many as 30+ and if something else is running it exceeds the 40 upon launch. We've seen it with other apps too, but I'm not familiar with WinBlow or whatever so can't say there. I can't remember how to set the parameter though, but I will ask my SA team and post back. You should see an error relating to Xlib exceeding ...think it stated ports or connects per session if I remember right.... if you have the error trapping turned on.

Hope this helps.

C

=====

Re: GoGlobal Crashing and Burning

Posted by troym - 2003/11/06 03:14

...but I'm not familiar with WinBlow or whatever so can't say there.

I'm pretty sure that he meant "WinBLOWS" to be a humorous and colorful reference to the Microsoft Windows operating system. :oops:

Troy

=====

Re: GoGlobal Crashing and Burning

Posted by gkkitag - 2003/11/07 11:26

Yes, Troy is absolutely correct, 'winBLOWS' is my reference to m\$ (non)operating system.

Can this be cross-posted to the DOD forum, too??

As for what your SA's have found, I would be most interested in any/all findings.

We've found that this behavior is much more prevalent with the native Solaris 8 client, than with the native Solaris 2.5.1 client. Also, we've found that if someone log's into GCCS as 'sysadmin', then the crash is not as likely, though it will still occur.

Interestingly enough, one of my GoGlobal client 'servers' is a DISA version (SIPRNET) running Solaris 2.5.1, and the other GoGlobal client 'servers' (the one that has the GoGlobal crash) is the JDISS load (JWICS) running on Solaris 8 (11/01). Aside from the underlying operating system, the CDE appears to be different. On the DISA version, the CDE is TriTeal CDE (a company that I've been told is out of business since the mid 1990's), and the JDISS version appears to be modified Solaris CDE.

Again, thanks and any more information would be great!

=====