**OpsCenter Ver 7.5.0.3**

**(No data in reports error fixed summary)**

**Phase 1**

🡪Froze the cluster and stopped Ops center.

🡪Backed up database

D:\program files\symantec\opscenter\bin> dbbackup

🡪Backed up the opscenterserversrv.xml file

🡪Changed "-Xmx " from 4096M to 6144M (from 4GB to 6GB) in opscenterserversrv.xml file

🡪Simplified the database server startup and corrected a type (of the extra -m)

File: Server\_db\_conf\_server.conf

From

-n Opscenter\_usclusrpt01 -x tcpip(LocalOnly=YES;ServerPort=13786) -gd DBA -gk DBA -gl DBA –gp

4096 -ti 0 -c 8G -ch 20G -cl 4G -zl -os 1M -m -o

"D;\Program Files\symantec\Opscenter\server\db\log\server.log" -m

To

-n Opscenter\_usclusrpt01 -x tcpip(LocalOnly=YES;ServerPort=13786) -gd DBA -gk DBA -gl DBA -gp

4096 -ti 0 -c 20G -cs -os 1M -m -o

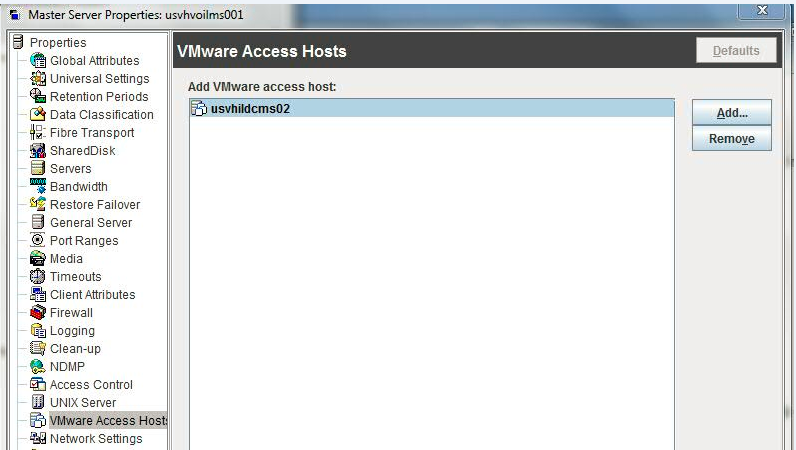
"D;\Program Files\symantec\Opscenter\server\db\log\server.log"

Increased Database memory from 8GB to 20GB (Total physical Memory 32GB)

2GB for GUI

**Phase 2**

🡪Removed VMware access hosts name usvhildcms02 from master server



🡪Increased client timeout from 10 mins to 1 hour,

by adding below line in /opt/SYMCOpsCenter/config

Nbu.scl.requestTimeoutlnMillis=3600000

Opscenter\Server\config\scl.conf

🡪Restarted Opscenter

D:\program files\symantec\opscenter\bin> Opsadmin stop

D:\program files\symantec\opscenter\bin> Opsadmin start

🡪Opscenter web GUI

Settings 🡪 configuration 🡪 usvhvoilms001 🡪 Data Collection Disable

🡪 Data Collection Enable

🡪Currently working on replicate the same settings over to the configuration on the inactive node “usnjnbrpt01”

After that I will unfreeze the cluster.

**Phase 3**

Appliance Hardware Data collection Error ---fixed

After reviewing logs from master server and Opscenter, data collection on appliance hardware is failing because an invalid appliance hostname “nb-appliance” was added in the appliance media server list

-------------------------------------------------------------------

$ nbemmcmd -listhosts

NBEMMCMD, Version:7.1

The following hosts were found:

media nb-appliance

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$ vmoprcmd -devmon hs | grep nb-appliance

HOST STATUS

Host Name Version Host Status

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nb-appliance 710700 DEACTIVATED

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We try deactivating but still opscenter trying to get hardware information from master server for the appliance media server “nb-appliance”

After confirming from Mila/Cleveland

I deleted the media sever hostname “nb-appliance” with command

nbemmcmd –deletehost –machinename nb-appliance –machinetype media

After deleting, Data collection on appliance hardware is success.

