Technical Tip

NMS Platform

Technical Tip Number: 0093a.ext

Priority: Normal
Product Change Classification: B

Description: In CV/UX, you may receive errors, such as "requested object not in database" and object locked by others," due to a Sun o.s. bug. This tech tip updates tech tip 0093 with patch-release information.

Status: Active

Solution Number: S97-1727

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Component	Version
NMS (UNIX)	2.2, 2.3, 2.4
NMS (DOS)	
STDX Firmware	
B-STDX Firmware	CP: IOP Type A: IOP Type B:

Released: July 23, 1997

Tip Number: 0093a.ext

Problem Description

While viewing a switch, lport, pport, etc., in CascadeView, you may see the following errors:

- `Error reading from database`
- `Requested object not in database`
- `Error open cursor` (while no other users are running HPOV)
- `Object locked by others` (while no other users are running HPOV)

The following kernel and "`infected with 11`" errors may also appear in */opt/sybase/install/CASCADE_err.log* when some of these errors occur:

```
00:97/02/20 18:18:53.04 kernel current process (0xb000b) infected with
11 > 00:97/02/20 18:18:53.10 kernel  Address 0x28b1f0 (norm1), siginfo
(code, address) = (1, 0xeb075000)

> 00:97/02/20 18:18:53.10 kernel  **********************************

> 00:97/02/20 18:18:53.11 kernel  SQL causing error : WHERE LPortKey
=0x00000091

> 00:97/02/20 18:18:53.12 kernel  curdb = 5 pstat = 0x10000 lasterror = 0
> 00:97/02/20 18:18:53.13 kernel  preverror = 0 transtate = 1

> 00:97/02/20 18:18:53.13 kernel  curcmd = 186 program =

> 00:97/02/20 18:18:53.14 kernel  pc: 0x2ed688
pcstkwalk+0x78(0xeb075520, 0xeb074f1c, 0x270f, 0x2, 0x0)

> 00:97/02/20 18:18:53.15 kernel  pc: 0x2ed3f8
ucstkgentrace+0x78(0xb000b, 0x2, 0x270f, 0x0, 0x0)

> 00:97/02/20 18:18:53.16 kernel  pc: 0x2d41ec ucbacktrace+0x94(0x0,
0x1, 0x0, 0xeb37d76c, 0x0)

> 00:97/02/20 18:18:53.18 kernel  pc: 0x92234
terminate_process+0x3d4(0x2400, 0x0, 0xffffffff, 0xffffffff, 0x2e400)

> 00:97/02/20 18:18:53.19 kernel  pc: 0x2e2e68 kisignal+0x70(0xb,
0xeb075ce0, 0xeb075b20, 0xf025cda8, 0x0)

> 00:97/02/20 18:18:53.20 kernel  pc: 0xef638ce0 _fini+0xef320278(0xb,
0xeb075ce0, 0xeb075b20, 0x80, 0xeba480d0)

> 00:97/02/20 18:18:53.21 kernel  pc: 0x28b544 norm1+0x354(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba48008)

> 00:97/02/20 18:18:53.22 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba47f30)

> 00:97/02/20 18:18:53.23 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba47e78)

> 00:97/02/20 18:18:53.23 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba47db8)
```

```
> 00:97/02/20 18:18:53.24 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba47cf8)

> 00:97/02/20 18:18:53.25 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba47c40)

> 00:97/02/20 18:18:53.26 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba47b90)

> 00:97/02/20 18:18:53.27 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba47ad8)

> 00:97/02/20 18:18:53.28 kernel  pc: 0x28b530 norm1+0x340(0x3eebb >
c00, 0xeb385ae0, 0xeba47a18)

> 00:97/02/20 18:18:53.29 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba47960)

> 00:97/02/20 18:18:53.30 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba478c0)

> 00:97/02/20 18:18:53.30 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba47808)

> 00:97/02/20 18:18:53.31 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba47720)

> 00:97/02/20 18:18:53.32 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba47650)

> 00:97/02/20 18:18:53.33 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba47588)

> 00:97/02/20 18:18:53.34 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba474d0)

> 00:97/02/20 18:18:53.35 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba47430)

> 00:97/02/20 18:18:53.36 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba47388)

> 00:97/02/20 18:18:53.37 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba472d0)

> 00:97/02/20 18:18:53.37 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba471f8)

> 00:97/02/20 18:18:53.38 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba47120)

> 00:97/02/20 18:18:53.39 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba47060)

> 00:97/02/20 18:18:53.40 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba46f48)

> 00:97/02/20 18:18:53.41 kernel  pc: 0x28b530 norm1+0x340(0x3eebb4,
0x3800, 0x3e2c00, 0xeb385ae0, 0xeba46e80)

> 00:97/02/20 18:18:53.42 kernel  end of stack trace, spid 1, kpid
720907, suid 3T
```

Workaround

The errors are due to a Sun bug, and there is no official patch as of July13, 1997 (see schedule below). You can obtain a temporary patch and installation instructions from Sun Microsystems directly. When calling, refer to bug # 4017513. Specify which platform you have. There are different patches for different Sun platforms, for example, a patch for a Sparcstation will not work for an ultra or enterprise system.

The “object locked” problem, which may or may not be related, was seen on one workstation in a lab environment. After installing the temporary patch, the problem has not been seen again. It is recommended that you install the patch, and if the “object locked” problem continues, notify customer support for troubleshooting assistance.

The following is the complete schedule for both NMS 2.5 and 2.5.1 regarding bug 4017513, escalation 509768/507820:

Note: *These dates may change without notice.*

NMS 2.5:

Patch 103093-14 Bug Id 4017513

Description: sybase is getting segv on

failed logins on ss10's and 103093-14 for Sparc and 103094-11 for i386

6/03/97 - Patch delivery to CTE

7/30/97 - Target date for General Availability

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NMS 2.5.1:

Patch 103640-10 Bug Id 4017513

Description: sybase is getting segv on

failed logins on ss10's and 103640-10 for Sparc and 103641-10 for i386

6/05/97 - Patch delivery to CTE

7/30/97 - Target date for General Availability