



# Open Enterprise Server, iPrint TTP Top Issues Presentation 2021

## **Customer Care**

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# OES / Filr / iPrint TTP Agenda

- Introductions
- Filr
- iPrint
- Open Enterprise Server

# FilrInfo File

# FilrInfo Script

- Creates a text file which includes
  - product version information
  - resource information
  - configuration files
  - excerpts of log files

# How to obtain the FilrInfo script

- Download from Novell FTP server and execute:

- `wget -P /tmp ftp://ftp.novell.com/outgoing/FilrInfo-2.7.sh;sh /tmp/FilrInfo-2.7.sh`

- The version number will change over time
  - Try FilrInfo-2.7.sh, 2.8.sh, 2.9.sh, 3.0.sh, and so on.
- Files from the Novell FTP server are intermittently auto-removed. If the file is found, try again later, or email [kyle.Bradford@microfocus.com](mailto:kyle.Bradford@microfocus.com) to request it be uploaded.
- TXT file will be created in the /tmp directory
- TXT file will be auto uploaded to  
5 <ftp://ftp.novell.com/incoming/>

# Why use the FilrInfo script?

- Baseline of your working environment
- Learn which log files, RPMs, and configuration files are important to Filr
- Learn useful commands

# Demonstration

**iPrintInfo File**



# iPrintInfo Script

- Creates a text file which includes
  - product version information
  - resource information
  - configuration files
  - excerpts of log files

# iPrint Appliance

- iPrintInfo script is installed by default

# OES with iPrint

- OES requires steps to install this tool:
  - Check to see which iPrint plugin is installed.
    - `rpm -qa |grep supportutils-plugin-iprint`
  - Check to see which iPrint plugin is available in the registered channels:
    - `zypper search -s supportutils-plugin-iprint`
  - Install the latest iPrint plugin:
    - `zypper in supportutils-plugin-iprint`

# Command to execute the iPrintInfo script:

- `iPrintInfo -b`
  - Can be run from any directory.
  - The txt file will be created in the current directory
  - Authentication prompt is presented, but not required.
    - If the authentication is skipped or fails, all the information will be gathered except some eDirectory data.

# Why use the iPrintInfo script?

- Baseline of your working environment
- A good backup of the iPrint Configuration (padbtxt.xml)
- Learn which log files, RPMs, and configuration files are important to iPrint
- Learn useful commands

# Demonstration

# Open Enterprise Server

# OES Patch Releases (Q3/Q4 - 2021)

## Patches Delivered *[Quarterly & Interim patch releases]*

Jul 2021 –

OESS2018SP3

Aug 2021 –

Update 12 OES 2018 SP1

\* This was the final update released for OES2018SP1

Update 5 OES 2018 SP2

Update 5 eDirectory 9.2.4.1



SLES LTSS updates  
delivered monthly  
(3<sup>rd</sup> Tuesdays)



# OES Top Issues

- **Servers upgraded to OES2018.x from SLES11 based versions of OES may have GUI issues**
  - If the server is running in VMWare, ensure the Guest OS is set to SLES12 (VM Hardware version set to at least 10 and enable 3D support on VM)
  - Ensure that SLES11 (and SLES10 if applicable) rpms have been removed from the server.
    - If there are dependency errors leave them
  - Ensure that pam\_unix is being used instead of pam\_unix2
    - Suse TID 000019434

# OES Top Issues

- **Servers upgraded to OES2018.x from SLES11 based versions of OES may have GUI issues**
  - Ensure libcroco isn't installed - TID 7022871
  - Plymouth issue - Suse TID 000019595
  - Remove (and possibly reinstall) xf86-video-vmware.rpm
  - Remove temporary gdm files (located in /var/lib/gdm/)
  - Remove xorg.conf
  - After each of these try to restart the gui – if nothing works, get a supportconfig and contact support, this will likely require SUSE

# OES Top Issues

- **UpdateNDS from NSSMU now works on clustered pools and volumes IF the server is running OES2018SP2 Update 5 or OES2018SP3 Update 1 or newer**

# OES Top Issues

- OES Certificate Expiration

- This is noted as a reminder
- Either use iManager or this command:
  - `openssl x509 -inform pem -noout -text -in /etc/ssl/servercerts/servercert.pem |grep After`
- The steps in this document help recreate the certs
  - [https://community.microfocus.com/collaboration/oes/w/oes\\_tips/38203/certificate-re-creation-script-for-oes2018-oes2015-and-oes11](https://community.microfocus.com/collaboration/oes/w/oes_tips/38203/certificate-re-creation-script-for-oes2018-oes2015-and-oes11)
  - Option 1 works the majority of the time

Q & A



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