flexera

Spider

Spider Software Recognition Center
(Upload Troubleshooting)

Legal Information

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brainwaregroup

1   Troubleshooting

This is a guide to determine problems while upload data to the Software Recognition Center.

1.1   Check if Upload is enabled

In the configuration for the Mandator the checkbox "**Upload data to the Recognition Center**" has to be checked.

ID	2
Name	SWR-Mandant
Description	

☑ Active
Start date   11/21/2014
End date
Licensed assets

Software Recognition

☑ Software Recognition enabled
☐ Upload data to the Recognition Center
Customer identifier   951357

1.1.1 Check database tables

In the **Core** database check table dbo.Mandator if the Mandator is active and has the upload enabeld.

In the **SoftwareRecognition** database, check table dbo.Mandator if the mandator is active and if upload is enabled.

1.2 Check SoftwareRecognitionManager configuration

Check in <InstallPath>\Software
Recognition\SoftwareRecognitionManager\SoftwareRecognitionManager.exe.config if the following entries exist and if they point to valid locations etc.

Item	Explanation
SoftwareRecognitionConnectionString	Connection Details to SQL server and database holding Software Recognition data
WorkingDirectory	Directory that contains SoftwareRecognitionManager.exe, SoftwareRecognitionManager.exe.config, etc.
SoftwareRecognitionExportStartTime	Time when export starts
EDCClientDirectory	Directory the export will write its data to.

If any of these settings are missing or point to a not existing directory the export will fail.

1.3   Start Test Export

Edit SoftwareRecognitionManager.exe.config, Value **SoftwareRecognitionExportStartTime** to a time that has already passed today and restart the "SoftwareRecognitionManager" service. The service will now clear all files from the directory specified in **EDCClientDirectory** and start exporting data, depending on the size of the Software Recognition Database this might take very long. You can check progress in the most recent logfile (*.sil) under C:\ProgramData\brainwaregroup\SoftwareRecognitionManager\Logs\ , in order to read this logfile you need the **SmartInspect Redistributable Console** (http://www.gurock.com/smartinspect/support/)

For additional output in the logfile you can edit the file **logging.sic** in the same directory to produce more output, please do not forget to reset this value otherwhise the logfiles will be flooded with data.

```
; Specify the SmartInspect properties

; ===================================================

enabled = true

connections =
file(filename="C:\programdata\brainwaregroup\SoftwareRecognitionManager\Logs\SWRManager
.sil", append=true, rotate=Daily, maxparts=5), tcp()

level = message → Change to "level = debug"

defaultlevel = message

appname = Software Recognition Manager
```

If the creation of the files has been verified continue to the next step.

1.4   Start Test Upload

In order to trigger an upload, the time specified in the **EDCCLI.cfg** file located in <InstallPath>\Software Recognition\EDC-Client, Section [**Schedule**], Value **ScheduleTime,** has to have passed, if this has already passed for this day you need to reset the registry key

```
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Brainware\Columbus\7\OTB\Client
„LastScheduledActionCompleted"
```

If the time has not passed yet, you need to Edit the ScheduleTime entry to a value that has already passed today.

After this please restart the "**External Data Collector – Client**" Service

1.5 Check Logfile of Upload Tool

Read through the file C:\Windows\Brainware.log, you need to look for the following lines to make sure that the connection for the upload is successful.

```
04.03.2015 12:09:33 - EDC_ClientManager: Connecting to edcsrv1.brainwaregroup.com:1337...

04.03.2015 12:09:33 - EDC_ClientManager: Connection to edcsrv1.brainwaregroup.com:1337 has
succeeded...

04.03.2015 12:09:33 - EDC_ClientManager: Authenticating with edcsrv1.brainwaregroup.com:1337...

04.03.2015 12:09:33 - EDC_ClientManager: Authentication: client [{A36DC61C-8E5B-44DA-BF80-
BF5434AFA461}:AD3AEBC1-64BA-423B-8415-BD2DD0AFA559:SRV-V-HH121:7.4.0.53] is active on the OTB
server [edcsrv1.brainwaregroup.com:1337]

04.03.2015 12:09:33 - EDC_ClientManager: Disconnecting from edcsrv1.brainwaregroup.com:1337...

04.03.2015 12:09:33 - EDC_ClientManager: Disconnected from edcsrv1.brainwaregroup.com:1337...
```

1.5.1 Connection Issues

DD.MM.YYYY hh:mm:ss - EDC_ClientManager: Connecting to myserver:myport...

indicates that the connection to the server is now attempted

DD.MM.YYYY hh:mm:ss - EDC_ClientManager: Connection to myserver:myport has succeeded...

indicates the connection could be established successfully.

DD.MM.YYYY hh:mm:ss - OTBClient: [WARNING] - Connection from [EDC Client Manager] to [myserver:myport] failed using IP v4 [Socket Error # 10061; Connection refused.], trying IP v6

DD.MM.YYYY hh:mm:ss - OTBClient: [WARNING] - Connection from [EDC Client Manager] to [myserver:myport] failed using IP v6 [Socket Error # 11001; Host not found.]

DD.MM.YYYY hh:mm:ss - EDC_ClientManager: [ERROR] - Problem connecting to the OTB server on myserver:myport with message: Socket Error # 10061; Connection refused.

if errors like this appear, please check if server and port a configured correctly, additionally please check firewall settings in your environment (computer and network) that may prevent connecting to the specified server.

Also if you use a proxy this might be a source for your problems.

1.5.2 Authentication Issues

DD.MM.YYYY hh:mm:ss - EDC_ClientManager: Authenticating with myserver:myport]..

indicates that the authentication is now attempted

DD.MM.YYYY hh:mm:ss - EDC_ClientManager: Authentication: client [{AE97A9DC-5DFE-442B-B448-56ED1B92BDB1}:myCustomerID:mylocalComputernameV:7.4.0.53] is active on the OTB server [myserver:myport]]

indicates that the EDC-Client could sucessfully authenticate

DD.MM.YYYY hh:mm:ss - EDC_ClientManager: Authentication: client [{AE97A9DC-5DFE-442B-B448-56ED1B92BDB1}:myCustomerID:mylocalComputername:7.4.0.53] is new pending registration and activation with the OTB server [myserver:myport]

indicates that your myCustomerID was registered on the server and awaits activation

DD.MM.YYYY hh:mm:ss - EDC_ClientManager: [WARNING] - Failed authentication: Authentication: client [{AE97A9DC-5DFE-442B-B448-56ED1B92BDB1}:myCustomerID:mylocalComputername:7.4.0.53] has failed to authenticate with the OTB server [myserver:myport]

indicates that the authentication on the server has failed, this usually means that the myCustomerID is not known on the server or that it has been deactivated, in this case please check if Software Recognition has been activaded for your Mandator and that you have used the correct myCustomerID, in case this is on a hosted system please contact support to check this for you.

1.6　　Verifying the CustomerID

The customer ID used for transmission is stored in the **EDCCLI.cfg** file located in <InstallPath>\Software Recognition\EDC-Client, Section [**System**], Value **CustomerName.**

1.6.1　　Hosted System

Please contact your support to verify that you are using the correct CustomerID.

1.7 Contacting Support

If all the debugging does not help and you need to contact support, please make sure your report contains **all(!)** of the following information:

1. SoftwareRecognitionManager
   - Desired ecexutiontime
   - Desired target directory
   - Logs have been checked beforehand
   - Logging is set to "level = debug"
   - FullExportDay is defined
   - Errors in Smart inspect log?
2. EDC-Client
   - Correct file locations are used => matches directories defined in SoftwareRecognitionManager config
   - Transmission time (EDCCLI.cfg, Schedule, ScheduleTime)
   - Files exist
   - Brainware.log (Errors for EDC-Client)
   - Test export has been carried out (Registry Key - HKEY_LOCAL_MACHINE\Software\Wow6432Node\Brainware\Columbus\7\OTB\Client \ LastScheduledActionCompleted
   - Correct OTB Port is used (1337 or 80)
3. Miscellaneous
   - SoftwareRecognition Service has been restarted
   - EDC-Client Service + Guardian have been restarted

2   **Configuration Overview**

2.1   **EDC-Upload (EDC-Client)**

In many cases, the installation will use the best settings that are appropriate for many networks. However there are occasions when additional configuration of the EDC-Client post installation may be necessary to change the values specified during the installation.

All settings for the EDC-Client are held in a configuration file called EDCCLI.cfg. This file resides in the service directory for the EDC-Client (..\EDC-Client\EDCCLI.cfg).

Section	Parameter	Possible Values	Description
System	CustomerName		Identifies the EDC-Client at the server, used to match the data to the Mandator in Spider which can be retrieved from the EDC download page.
System	SystemName		Name of the machine that EDC-Client is installed on. This will be set to the name of the machine if nothing is set.
Connection	OTBHost	edcsrv1.brainwaregroup.com	The host that will receive the data transmitted by the EDC- Client
Connection	OTBPort	1337 / 80	Port on which the data is transmitted.
Connection	ProxyType	0 = Socks5 1 = Socks4A 2 = Socks4	Determines which version of the SOCKS protocol is used.
Connection	ProxyHost	<FQDN or IP of proxy>	IP Address of your proxy server
Connection	ProxyPort	<Valid TCP port numbers (0 - 65535)>	Port of the proxy server
Connection	ProxyAuthEnabled	0 = No authentication 1 = Authentication required	Determines if the proxy need authentication in order to access the outside.
Connection	ProxyUser		UserId for proxy access
Connection	ProxyPassword		Encrypted password for proxy access. The password can be encrypted using CryptIt.exe which is in the same directory as EDCCLI.cfg
OTBServer	OTBActive	1 = Active other values = disabled	Determines if the EDC-Client listens on the port given in OTBPort for incoming Scan Results from EDC Scanner or Agent
OTBServer	DataDirectory		Directory where the received inventory zip files will be stored
OTBServer	OTBPort	<Valid TCP port numbers (0 - 65535)>	Port on which the EDC-Client listens for transmissions of zip files.

Section	Parameter	Possible Values	Description
Schedule	ScheduleTime	0000-2359	Time at which the EDC-Client will execute the action defined in Command line and transmit the received data. Must be specified in 24 hour format with no colon e.g. 17:00 has to be written as 1700
Schedule	ScheduleDaysOfTheWeek	0000000-1111111	Each binary digit represents a day; the first being Monday and the last being Sunday. Toggling the appropriate digit enables scheduling on the corresponding day e.g. 0100101 - means run on Tuesday, Friday and Sunday Important - if no schedule is set, no processing will take place.
General	Commandline		is the command line to execute to generate files to upload (environment variables are resolved)
General	DataDirectory		is the data directory to save files in that should be uploaded - default if not set is a folder "Data" where the EDCCLI.exe is installed (environment variables are resolved)
General	ExecutionTimeOut		Timeout that defines after how many minutes the execution of the command in Commandline is considered incomplete and transmission continues.

2.2　　　　SoftwareRecognitionManager

Item	Value	Description
SoftwareRecognitionExportStartTime	15:31:00	Time when the SoftwareRecognitionManager will export the unknown software data.
FullExportDataDayOfWeek	0 = Sunday 1 = Monday 2 = Tuesday 3 = Wednesday 4 = Thursday 5 = Friday 6 = Saturday	A full export will be started once a week. Define the day here. If no day is set, friday will be applied.