

How do I use the utddiag utility?

Question

What is this command used for? How do you run the utddiag command?
Can I get the newest version of the script?

Cause

The output from utddiag is used by U2 technical support providers and customers to diagnose problems with a computer system with UniData installed on it. The utddiag script gets information from the UniData log files, UniData commands, and operating system commands and produces a snapshot of the system at a point in time. It is best to run utddiag at the time of the problem (i.e. down or hung database) rather than after taking steps to correct the problem (i.e. reboot or database restart).

Answer

On UNIX:

Attached is the latest version of the UNIX (or Linux) version of the utddiag script. The latest version is 2.71 and is included with UniData 7.1.21 and higher.

If you do not have the latest version loaded, ftp the 'utddiag' file attached to this document in binary mode to the \$UDTBIN directory. This script will work on any recent version of UniData, but the UDTVERSION variable in the script needs to be changed appropriately. The default value is '71'. The UDTVERSION variable is the first uncommented line (line 210). The variable is set to the major and minor release of UniData, for example '7.1.8' has a variable value of '71'.

The steps to run 'utddiag' as root (or su to root) are:

1) Execute '\$UDTBIN/utddiag /file_system_path/directory_to_be_created'

Note: The 'directory_to_be_created' must not exist in order for utddiag to run.

2) Execute 'cd /file_system_path'

3) Combine the directory into a tar image. run 'tar -cvf my_case_number.tar directory_to_be_created'.

4) The tar file may be able to be compressed further, run 'compress my_case_number.tar'

5) Provide the file to your U2 support provider. If that is IBM, ftp the file to the IBM U2 Technical Support group. See the section called 'FTP Instructions' below.

Utdiag on UNIX Options:

Execute the 'utddiag -h' command for a list of options. Output is similar to:

Usage: uttdiag target_dir

Use this script to preserve useful data about the UniData system for future analysis. Only super user can execute this script. Users can be active on the system while this script is running. Environment variables set during this script will revert back to their original values after the script has finished.

Full list of options:

'-ap path'	The account path where UniData ECL commands will be executed. The default is \$UDTHOME/demo.
'-c comments'	The comments for the execution of the script.
'-e'	Captures EDA files.
'-ftphelp'	Shows information on sending output to U2 Support.
'-h'	Prints this message.
'-q'	Quick. Skips performance commands, except sysmon.
'-s'	Suppress output except for the uttdiag stop & start lines.
'-udt nn'	Set the UDTVERSION variable interactively to 'nn'.
'-v'	Display version/date of this script.
target_dir	(Required) The target directory path where all of the files will be created/stored.

On Windows:

Attached is the latest version of the windows script and associated files, it is called 'uttdiag_windows.zip'. This version was first included with UniData 7.1.12.

- 1) Log into your Windows system as a user with ADMINISTRATOR privileges.
- 2) Unzip the uttdiag_windows.zip file - placing the contents in your UDTBIN directory.

The default installation directory (for UniData 7.1, for instance) is:
C:\IBM\ud71\bin

uttdiag.bat
Createandmonitorprocess.exe
isAdmin.exe

Udtconfiglookup.exe

If you have a UniData 7.1.x or higher version installed, the three executables listed above are already in your UDTBIN directory. The udtdiag.bat file in the attached zip file is newer than the udtdiag.bat file that was included with UniData 7.1.9 and prior.

3) Adjust the value for the UDTDIAG_HOME variable in the udtdiag.bat file to the correct value that matches your UDTHOME location.

4) From the Windows command shell, cd to your UDTHOME\demo directory.

For example: c:\ibm\ud71\demo.

5) Decide on a name for the dump directory you want to create. This directory should not already exist in the directory you are now positioned in. The name commonly includes the support case number or the current date. For example: udtdiagdump_022508

6) Run the script (using the example above): 'udtdiag udtdiagdump_022508'

Note: You may need to wait a few minutes before proceeding to allow the winmsd command time to complete. Please confirm that the 'msdrpt.txt' file is present in the dump directory before doing step 8.

7) Save all of the Windows event logs as .evt files and place the file(s) in the dump directory.

For instance, on Windows XP:

- Start \ Control Panel \ Administrative Tools \ Event Viewer
- Highlight each log in turn (Application, Security, System)
- Select 'Action', 'Save log file as' - use the default .evt format

8) Zip up the information from steps 6 and 7 above. Provide the file to your U2 support provider. If that is IBM, then follow the steps in the 'FTP Instructions' section below.

FTP Instructions:

The commands to run are:

- 1) 'ftp ftp.rocketsoftware.com'
- 2) the login is 'upload'
- 3) the password is 'ToR0cket'
- 4) 'bin'
- 5) 'put my_case_number.tar' (or 'put my_case_number.zip')
- 6) 'quit'

The ftp server only allows for one copy of the files to exist, if you get a 'permission denied' or other error when in the directory, you may need to rename your tar/zip file when posting.

Contact the appropriate IBM U2 Support office (for your geography) where you have opened a support case and advise them of the name of the tar file that you just posted.