

## Knowledge Base Articles

### **TITLE:**

The Xian rules never change from the 'pending to start' state.

### **DESCRIPTION:**

When you open the Xian console you see that all the rules are on the 'pending to start' state and never change from that state. Additionally, if you launch another rule, this rule also goes to the 'pending to start' state.

Since no Xian rule is running, no device discovery, alerts or performance data arrives to MOM either.

This problem is caused by the Xian Network Manager Server (NMS): it is not running properly and the other Xian services can not communicate with it.

The NMS service handles all the monitoring of devices and servers: It obtains all the rule configurations from the Xian Data Server service, executes and retrieves the information from the devices and sends this data to the Data Server along with the state of the devices and rules.

If the service is not running properly or it can not communicate with the Xian Data Server, then no data will be collected and the rules displayed on the Xian console will display the 'pending to start' state since no NMS changed state.

### **SOLUTION:**

To solve this problem we have to determine if the service is properly installed and running:

- Open the 'Services' window and look for the 'Jalasoft Xian Network Manager Server' service: if this service is not present in any machine assigned to Xian Network Manager 2005 then you must execute the Xian installer and install this component.
- If the NMS service was found, please verify that it is running and that its startup type is set to 'Automatic': If it is not running and/or its startup type is for instance 'Manual' or 'Disabled', please change this setting and start the service.
- If the service is running and its startup type is set to 'Automatic', we have to determine if the service can properly communicate with the Xian Data Server service via MSMQ:

- o Open the 'Computer Management' window and expand the following branch: 'Computer Management > Services and Applications > Message Queuing > Private Queues'. You should find the 'xiandataserver' queue on the right pane.
  - o Double click on the 'xiandataserver' queue (you will see its properties window) and click on the 'Security' tab.
  - o Look for the account used when installing Xian and verify that it has allowed the 'Full Control' permissions over this queue: if the account is not present, add it, grant it the 'Full Control' permissions and restart all the Xian services (Data Server, NMS, Network Scan Task and Connector for MOM 2005)
- If the service has enough rights in MSMQ we should see if there is a firewall between the Xian Data Server and the Xian NMS: if there is a firewall, please make sure that you have opened the TCP 1801 and UDP 1801 and 3527 ports. For more information about the ports used by Xian, please review the following KB article:

<http://download.jalasoft.com/pub/KB/XNM-0023-FAQ.pdf>

Finally, it is really important to determine if the machines where at least one Xian component is present has .NET Frameworks 1.1 SP1 or above installed, because there is an issue on this .NET Frameworks version that causes some applications that use timers and threads classes (including the Xian services) to stop running after some minutes. In the case of the Xian NMS service, this problem will be displayed when you open the Xian console and see that all the associated rules remain in the 'pending to start' state because this NMS is not running. To solve this problem you should apply the MS KB900822 patch to all the machines where at least one Xian component was installed. Please review the following KB Article for more information:

<http://download.jalasoft.com/pub/KB/OSS-0018-PRS.pdf>

**APPLIES TO:**

All Xian Network Manager Versions

**STATUS:**

Procedure provided

**ADDITIONAL COMMENTS:**

None