

Revision | Title | Description | Solution | Applies to | Status

Revision

Revision: XNM-0053-PRS

Title

The Xian NM Io Console does not start after installing Xian NM on a 2008 server.

Description

When you finish installing Xian NM on a Windows 2008 server and proceed to open the Xian NM console in order to start discovering and monitoring devices, an error message is displayed indicating that the Xian NM database was not yet initialized and as a consequence, the console does not open.



Figure 1: Error message when starting the Xian NM console for the first time.

The four Jalasoft Xian NM services are up and running. Unrelated errors are registered on the event viewer.

Solution

The problem is caused because Xian NM Io does not support IP V6 addresses. These addresses are selected by the system default. This causes communication problems between the Xian NM services. To resolve this issue you have to convert the IP V6 addresses on the Xian NM configuration files to IP V4. Follow the steps below to make the change.

1. Stop and disable the 4 Jalasoft Xian NM services (connector, data server, network Manager server and task server).
2. Open the Xian NM installation folder (e.g. 'C:\Program Files\Jalasoft\Xian Network Manager Io').
3. Open the following files with any text editor:
 - Jalasoft.Xian.Services.ConnectorService.config.xml
 - Jalasoft.Xian.Services.DataServer.config.xml
 - Jalasoft.Xian.Services.NetworkManagerServer.config.xml
 - Jalasoft.Xian.Services.TaskServer.config.xml
 - Jalasoft.Xian.Console.config.xml

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4. On each of the files mentioned above, look for any IP V6 address references (e.g. ':::1' or 'fe80::f8ac:3ff0:c3d4:a2ce%10') and replace them with the proper IP v4 address of the server. Please note that using the localhost IP address (127.0.0.1) is not recommended.
5. After double checking that no IP V6 addresses are still registered in any of these files, save the changes and close the files.
6. Open the 'services' window.
7. Double click on the disabled 'Jalasoft Xian Data Server' service (its properties dialog will be displayed) next, enable the service, enter '-clear' on the 'start parameters' textbox. Click on the 'start' button and finally on 'OK'.
8. Enable and start the remaining 3 Jalasoft Xian NM services normally. They do not need to be restarted in any particular order.
9. Wait a few minutes and open the Xian NM console.

Applies to

Jalasoft Xian NM Io RTM, SP1 and SP2

Status

Workaround procedure provided.