Content Manager OnDemand

ODWEK troubleshooting – CGI

IBM Information Management **software**

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This presentation covers ODWEK Troubleshooting for CGI.

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ODWEK CGI troubleshooting topics

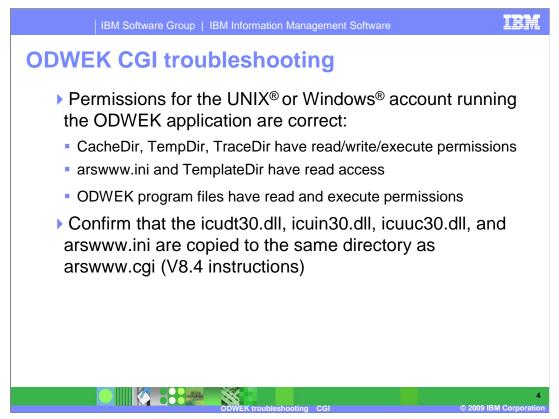- CGI troubleshooting
- CGI additional information

This module covers troubleshooting ODWEK CGI problems and what information to gather before opening a call with IBM Software Support for CGI abend or hang issues.

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ODWEK CGI troubleshooting

- Most ODWEK CGI issues occur during initialization

- If ODWEK CGI causes errors on initialization, ensure that the:
  - ▸ TemplateDir, CacheDir, TempDir, and TraceDir are valid directories within the arswww.ini

ODWEK troubleshooting   CGI

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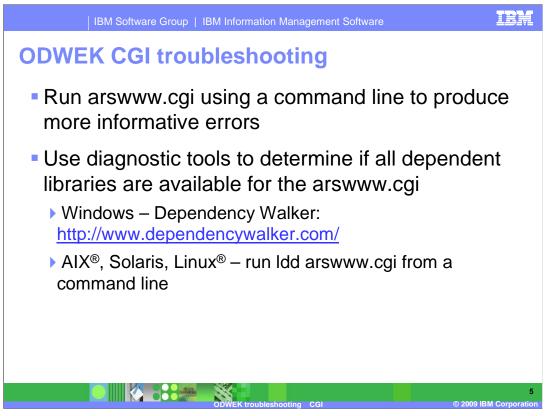
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These are the most common problems which occur with ODWEK CGI. They are noted here for your reference.

Most ODWEK CGI issues occur during initialization. If the ODWEK CGI gives an error during initialization ensure the TemplateDir, CacheDir, TempDir, and TraceDir directories exist in your arswww.ini file. Check the permissions for the UNIX or Windows account running the ODWEK application are correct. The CacheDir, TempDir, and TraceDir have a read/write/execute permissions account running the ODWEK CGI. The arswww.ini and TemplateDir have read access.

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ODWEK CGI troubleshooting

▸ Permissions for the UNIX® or Windows® account running the ODWEK application are correct:

- CacheDir, TempDir, TraceDir have read/write/execute permissions
- arswww.ini and TemplateDir have read access
- ODWEK program files have read and execute permissions

▸ Confirm that the icudt30.dll, icuin30.dll, icuuc30.dll, and arswww.ini are copied to the same directory as arswww.cgi (V8.4 instructions)
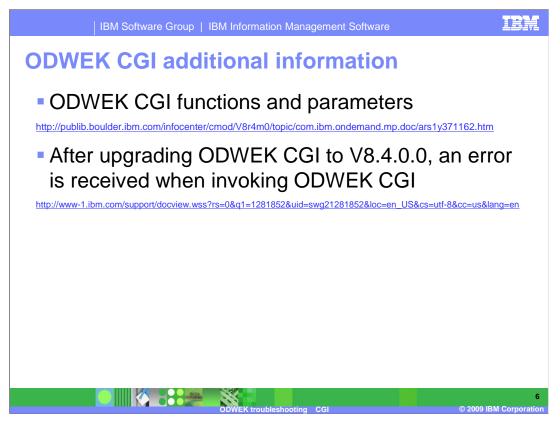
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Ensure the ODWEK program files have read and execute permissions.

Confirm that the icudt30.dll, icuin30.dll, icuuc30.dll, and arswww.ini are copied to the same directory as arswww.cgi (for the V8.4 instructions)

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ODWEK CGI troubleshooting

- Run arswww.cgi using a command line to produce more informative errors

- Use diagnostic tools to determine if all dependent libraries are available for the arswww.cgi
  - ▶ Windows – Dependency Walker: http://www.dependencywalker.com/
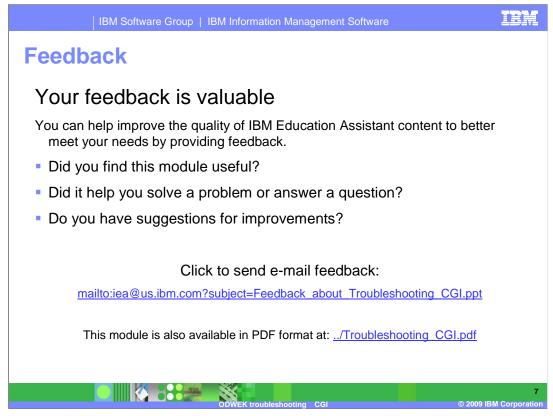 - ▶ AIX®, Solaris, Linux® – run ldd arswww.cgi from a command line

Running arswww.cgi using a command line might possibly provide more informative error output. Use the appropriate diagnostic tools to validate all dependent libraries are available for arswww.cgi. For Windows® – use Dependency Walker. Use ldd arswww.cgi for AIX ®, Solaris, and Linux® systems.

ODWEK CGI additional information

- ODWEK CGI functions and parameters

  http://publib.boulder.ibm.com/infocenter/cmod/V8r4m0/topic/com.ibm.ondemand.mp.doc/ars1y371162.htm

- After upgrading ODWEK CGI to V8.4.0.0, an error is received when invoking ODWEK CGI

  http://www-1.ibm.com/support/docview.wss?rs=0&q1=1281852&uid=swg21281852&loc=en_US&cs=utf-8&cc=us&lang=en

These links provide additional CGI information.

There is a known problem that can occur after upgrading to ODWEK CGI V8.4.0.0. The link provided gives additional information and the solution regarding the error that can be encountered.

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ODWEK troubleshooting CGI

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