

opHA Troubleshooting

If you follow these steps you should get a system that works:

1. Confirm both servers can sign into themselves
 - a. Make sure they both have entries that are named 'localhost' (name and host both need to be 'localhost', 127.0.0.1 or the actual server name will not work)
 - b. Make sure the credentials provided work (you should be able to login to the GUI using the credentials that are listed in Servers.nmis)
 - c. In the GUI, under the Views->Servers, you should see localhost, clicking the "Test Sign In" link should give you a new page that says "Login Success"
2. Confirm that the correct IP addresses have been added to opCommon.nmis 'opha_allowed_ips' list so
 - a. For push, the pushing server needs to be in the primary server's opha_allowed_ips
 - b. For pull, the pulling server needs to be in the Poller servers opha_allowed_ips
3. Make sure the list is IP addresses in **single** quotes, separated by commas, e.g. ['127.0.0.1' , '10.0.0.20']
 - a. 127.0.0.1 needs to be in the list
4. Check the Logins by going to the Views->Servers
 - a. For push, test this on the poller server, clicking the 'Test Sign In' link for the primary server, you should see a new page that says "Login Success"
 - b. For pull, test this on the primary server, clicking the 'Test Sign In' link for the poller server, you should see a new page that says "Login Success"
5. 'server_name' config variable is set in /usr/local/nmis8/conf/Common.nmis, this name needs to be the same as the one used in Servers.nmis
6. Config.nmis on the primary needs these settings:
 - a. 'server_master' => 'true',
 - a. 'nmis_master_poll_cycle' => 'false' # this must be false
8. Make sure all the groups that are on the pollers are also listed in the primary server
 - a. Again in nmis8/conf/Config.nmis, 'group_list', this time a list in quotes, with names separated by commas, no spaces
9. If all of this is working, you will want to make sure the Servers.nmis list on primary also lists all of the pollers (even if you are using push mode). The portal settings help NMIS make links back to the poller NMIS server.