



Viewing Active Logs Causes ConsoleWorks® Server Restarts

Technical Bulletin No. 0103 — OpenVMS-Only

THE ISSUE

Users running ConsoleWorks® on OpenVMS (Alpha or Itanium®) can experience the ConsoleWorks server restarting when they attempt to view active Console logs.

CONSOLEWORKS VERSIONS AFFECTED

- All versions of ConsoleWorks 4.1

BACKGROUND

This issue is restricted to OpenVMS.

When attempting to view a Console's active logs from the Active Log page,

Date Time	Console	Message
2009/07/17 14:11:41.0...	CONWRKS	Log File Begins -- ConsoleWorks Major Version 4 , Minor Version 3 , Patch V...
2009/07/17 14:12:04.0...	CONWRKS	Event-Change Status:New, Console:CONWRKS, Name:CONWRKS-STARTUP...
2009/07/17 14:12:04.0...	CONWRKS	Event-Desc CONWRKS CONWRKS-STARTUP 10000106, ConsoleWorks serv...
2009/07/17 14:12:04.0...	CONWRKS	Event-Change Status:New, Console:CONWRKS, Name:CONWRKS-NOSCANN...
2009/07/17 14:12:04.0...	CONWRKS	Event-Desc CONWRKS CONWRKS-NOSCANNING 10000107, Scanning is no...
2009/07/17 14:12:04.0...	CONWRKS	Event-Change Status:New, Console:CONWRKS, Name:CONWRKS-NOSCANN...
2009/07/17 14:12:04.0...	CONWRKS	Event-Desc CONWRKS CONWRKS-NOSCANNING 10000108, Scanning is no...
2009/07/17 14:12:04.0...	CONWRKS	Event-Change Status:New, Console:CONWRKS, Name:CONWRKS-NOSCANN...
2009/07/17 14:12:04.0...	CONWRKS	Event-Desc CONWRKS CONWRKS-NOSCANNING 10000109, Scanning is no...
2009/07/17 14:12:04.0...	CONWRKS	Event-Change Status:New, Console:CONWRKS, Name:CONWRKS-NOSCANN...
2009/07/17 14:12:04.0...	CONWRKS	Event-Desc CONWRKS CONWRKS-NOSCANNING 10000110, Scanning is no...
2009/07/17 14:13:36.0...	CONWRKS	Security-Audit Type:LOGIN, Username:CONSOLE_MANAGER, IP_Source:10...
2009/07/17 14:13:36.0...	CONWRKS	

some users might notice that scrambled log data appear on the page or that the ConsoleWorks server restarts.

RESOLUTIONS & WORKAROUNDS

This issue has been corrected in [ConsoleWorks 4.1-0u9](#). Please upgrade ConsoleWorks servers running on OpenVMS.

Alternatively, as no log data were affected, you can view current logs through the LOGS: Log Calendar page: On the View Consoles page, select the Console(s) of interest and click the Logs button. On the Log Calendar page, click today's date.

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