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Red Hat Subscription Tools: Easier Management & Faster Issue Resolution

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Subscription Asset Manager

On Premise Subscription Management Tooling

Subscription Asset Manager

SAM is an on-premise subscription management tool for customers included with your RHEL Subscription.

Main Feature

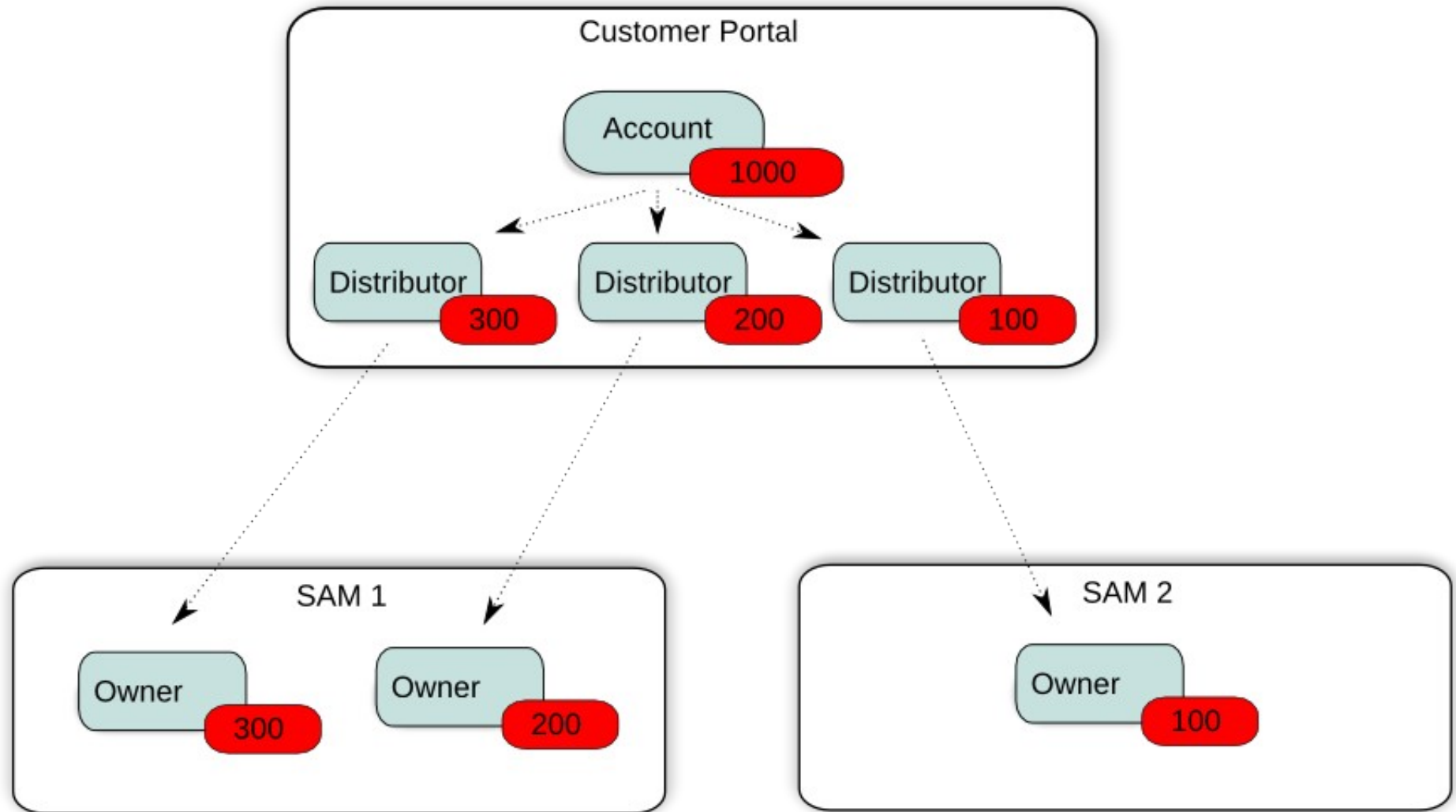
**Track your subscription
from customer portal
to machine**

Did you go to the Satellite 6 Talk?

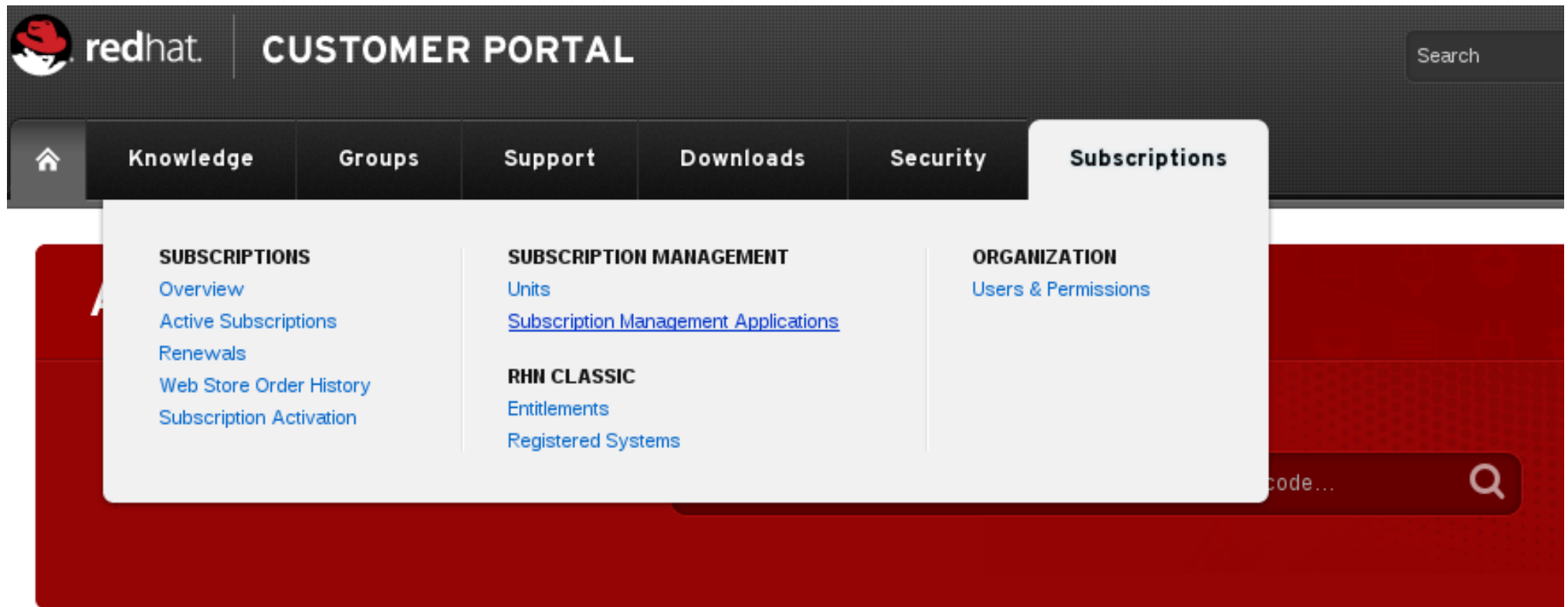
All the Subscription Features are in Satellite 6

- + Content Management**
- + Puppet**
- + Provisioning**

Exporting and Multi Tenancy



Creating the Manifest – access.redhat.com



The screenshot shows the Red Hat Customer Portal interface. At the top, the Red Hat logo and 'CUSTOMER PORTAL' text are visible. A search bar is located in the top right corner. Below the header, a navigation bar contains links for Home, Knowledge, Groups, Support, Downloads, Security, and Subscriptions. The Subscriptions link is highlighted, and a dropdown menu is displayed. This menu is organized into three columns: SUBSCRIPTIONS, SUBSCRIPTION MANAGEMENT, and ORGANIZATION. The SUBSCRIPTIONS column lists Overview, Active Subscriptions, Renewals, Web Store Order History, and Subscription Activation. The SUBSCRIPTION MANAGEMENT column lists Units and Subscription Management Applications. The ORGANIZATION column lists Users & Permissions. Below the dropdown menu, a search bar with the placeholder text 'code...' and a magnifying glass icon is visible.

redhat. CUSTOMER PORTAL

[Home](#) [Knowledge](#) [Groups](#) [Support](#) [Downloads](#) [Security](#) [Subscriptions](#)

- SUBSCRIPTIONS**
 - [Overview](#)
 - [Active Subscriptions](#)
 - [Renewals](#)
 - [Web Store Order History](#)
 - [Subscription Activation](#)
- SUBSCRIPTION MANAGEMENT**
 - [Units](#)
 - [Subscription Management Applications](#)
- RHN CLASSIC**
 - [Entitlements](#)
 - [Registered Systems](#)
- ORGANIZATION**
 - [Users & Permissions](#)

BKTest

Download manifest

Delete this subscription management application

Type: Subscription Asset Manager Organization

UUID: 930dfa74-195e-4c92-b322-9ece1420721b

Attached Subscriptions

Identity Certificate

[Attach a subscription](#)

Display





10 ▾

 attached subscriptions

Filter:

<input type="checkbox"/>	Subscription Name	Contract Number	Quantity Attached	End Date
<input type="checkbox"/>	Red Hat Employee Subscription	2595446	10	12/31/2021
<input type="checkbox"/>	60 Day Self-Supported Red Hat OpenStack Tech Preview	10131488	1	06/04/2013

Displaying attached subscriptions 1-2 of 2

  1  

Remove Selected

RED HAT[®]

Subscription Asset Manager



Faster Issue Resolution through Integrated Red Hat Subscription Services

Integrated Red Hat Subscription Services

Subscription benefits and services become an integrated part of the product experience – creating added value and a differentiated product experience

- Benefits
 - Smarter products with automated diagnostic services for dynamic real-time engagement
 - Proactive notifications when a “suspect” or “known error” condition is found
 - Quicker issue resolution
 - User friendly dashboard with visual cues
- Results
 - A seamless and differentiated Red Hat subscriber experience that improves product satisfaction and user adoption, and increases consumption of subscription benefits

In-product support tool: Red Hat Access

- Red Hat Access - automated functionality that enables you to get quicker help, answers, and proactive services using exclusive Red Hat knowledge, resources, and functionality
 - Red Hat Access: Search - Conveniently access exclusive Red Hat knowledge and solutions
 - Red Hat Access: Support - Create, manage, and update your Red Hat support cases
 - Red Hat Access: Diagnose - Access exclusive on-line diagnostic services to easily perform problem determination on error codes, stacktraces, and logs
 - Red Hat Access: Analyze - Automate log file analysis using Red Hat on-line diagnostic services

Red Hat Access embedded in RHEV

- Features
 - Seamless integration
 - Easier to connect and engage
 - Diagnostic services
 - Zero configuration
- Release
 - 3.2.0.z

Red Hat Access

Exclusive content

Red Hat Access embedded in RHEV

- Use Red Hat Customer Portal ID access services.

The screenshot displays the Red Hat Enterprise Virtualization (RHEV) web interface. The top navigation bar includes the Red Hat logo and the text "Red Hat Enterprise Virtualization". On the right, it shows the user is logged in as "admin@internal" with links for "Configure" and "Guide". A search bar is present with the text "DataCenter:". Below the navigation bar, there are tabs for "Data Centers", "Clusters", "Hosts", "Networks", "Storage", "Disks", "Virtual Machines", "Pools", "Templates", "Volumes", and "Users". The "Data Centers" tab is selected, showing a table with columns: Name, Storage Type, Status, Compatibility Version, and Description. The table contains one entry: "Default" with Storage Type "NFS", Status "Uninitialized", Compatibility Version "3.2", and Description "The default Data Center". On the left side, there is a sidebar with a "System" section and a tree view showing "Default", "Storage", "Networks", "Templates", and "Clusters". At the bottom, there is a "Search Solutions" bar. A "Please Log In" dialog box is overlaid on the bottom right, containing fields for "Username:" and "Password:", and "OK" and "Cancel" buttons. The dialog box is highlighted with a red border.

Red Hat Enterprise Virtualization

Logged in user: admin@internal | Configure | Guide

Search: DataCenter:

Data Centers Clusters Hosts Networks Storage Disks Virtual Machines Pools Templates Volumes Users

System

Expand All Collapse All

System

▼ Default

Storage

► Networks

► Templates

► Clusters

New Edit Remove Force Remove Guide Me Red Hat Assist

Name	Storage Type	Status	Compatibility Version	Description
▼ Default	NFS	Uninitialized	3.2	The default Data Center

Storage Logical Networks Clusters Permissions

Search Solutions:

Please Log In

Username:

Password:

OK Cancel

Red Hat Access

Advanced subscription services through customer menus

Red Hat Access embedded in RHEV

The screenshot displays the Red Hat Enterprise Virtualization (RHEV) web interface. At the top, a red banner reads "Red Hat Enterprise Virtualization" and "Logged in user: admin@internal | Configure | Guide | About | Sign Out". Below this is a search bar with "DataCenter:" entered. A navigation bar contains tabs for Data Centers, Clusters, Hosts, Networks, Storage, Disks, Virtual Machines, Pools, Templates, and Volumes. The "Data Centers" tab is active, showing a table with columns: Name, Storage Type, Status, Compatibility Version, and Description. The table lists "Default" as the "Default" Data Center with "NFS" storage type, "Uninitialized" status, and "3.2" compatibility version. A context menu is open over the "Default" row, with options: New, Edit, Remove, Force Remove, Guide Me, Re-Initialize Data Center, and "Red Hat Access" (highlighted with a red box). Below the table, a "Search Solutions" section shows a search for "rhev data center failure". The search results list several articles, with "RHEV SPM fails to start due to corrupted file system" selected. The article content shows the "Issue:" section, describing a problem with RHEV-M (2.1) running with 1 iscsi storage target, where adding a second target causes the first to disappear and no SPM (Storage Pool Manager) is available. The article also mentions that the following error is seen in the logs.

Red Hat Enterprise Virtualization Logged in user: admin@internal | Configure | Guide | About | Sign Out **Feedback**

Search: DataCenter: x ☆ 🔍

Data Centers Clusters Hosts Networks Storage Disks Virtual Machines Pools Templates Volumes

System Users Remove Force Remove Guide Me Red Hat Access Events

Name	Storage Type	Status	Compatibility Version	Description
Default	NFS	Uninitialized	3.2	The default Data Center

New
Edit
Remove
Force Remove
Guide Me
Re-Initialize Data Center
Red Hat Access

Search Solutions: rhev data center failure 🔍

RHEV: How do I interrupt a failed RHEV template creation?
RHEV 3.0 Cannot import VM's error : "can do action general failure"
RHEV SPM fails to start due to corrupted file system
[RHEV 2.2] How to restore RHEV system, if SPM was lost.
RHEV: Why can't I switch a host to maintenance while there are VMs with an "Image Locked" status?
A Data Center in a RHEV 3.0 environment is in a 'Non

RHEV SPM fails to start due to corrupted file system

Issue:

RHEV-M (2.1) running with 1 iscsi storage target. When adding a second iscsi target, this fails, and the first one disappears and no SPM (Storage Pool Manager) is available.

The following error is seen in the logs

Red Hat Access: Search

Instant access to knowledge

Red Hat Access embedded in RHEV

The screenshot shows the Red Hat Access interface with a search bar containing the text "Data Center 'Non Responsive'". The search results are displayed in a list on the left and a detailed view on the right.

Search Solutions: Data Center 'Non Responsive'

Invalid status on Data Center. setting status to Non-Responsive
After restarting hypervisor data storage became inaccessible
Hosts that were moved to non-operational state do not return automatically to up state
A Data Center in a RHEV 3.0 environment is in a 'Non Responsive' state and Virtual Machines cannot be started.
RHEV storage became unavailable after NFS storage filled up
How to invoke HA-Singleton MBean in a cluster in JBoss EAP 5.x
RHEV: The only host on the cluster is non-operation and cannot do "Confirm 'Host has been Rebooted'"
Are there any licensing and technical limitations for running JBoss Enterprise SOA-P on Amazon Virtual Private Cloud ?
Data Center and Hypervisor becomes non-responsive after losing access to iso storage domain on RHEV 2.2
While trying to add disks to the virtual

Red Hat Knowledge Red Hat Documentation Events

Logged in as: rhn-support-sshmak

A Data Center in a RHEV 3.0 environment is in a 'Non Responsive' state and Virtual Machines cannot be started.

Issue:

After a network-related issue, a Data Center remained in a 'Non Responsive' state. All Storage Domains, Hosts and active VMs were in an 'Up' state and appeared to be functioning fine. However, no new Virtual Machines could be started or cloned, etc.

Environment:

- Red Hat Enterprise Virtualization 3.0.5
- Red Hat Enterprise Linux 6.3 hosts.
- VDSM 4.9.113.1.

Resolution:

- 1) All of the Virtual Machines running on the host that was the SPM were manually migrated to another host.
- 2) The host that was the SPM was placed into maintenance mode.
- 3) The other host (in this case there were only two hosts in this cluster) then contended for and became the SPM.
- 4) The host that was in maintenance mode was then reactivated.
- 5) The Data Center transitioned to the 'Up' state.
- 6) New VMs could then be started.

Root Cause:

The problem was that there was no current Storage Pool Manager (SPM), even though the database indicated that there was.

Red Hat Access: Support

Integrated support engagement

Red Hat Access embedded in RHEV

The screenshot shows the Red Hat Access support interface overlaid on the RHEV web console. The interface is titled "Red Hat Access" and shows a user logged in as "rhn-support-sshumake".

Summary: Create New Case
How to remove Data Center

Description:
I am unable to remove DC
whil local SD is in use.

Product: Red Hat Enterprise Virtualization
Version: 2.1

Attachments:

- ☒ RHEV Manager SOS Report
- ☒ RHEV Manager Database
- ☐ Hypervisors

Recommendations

- RHEV 2.2 StoragePoolMasterNotFound: Cannot find
- Unable to add NetApp NFS based storage domain to
- RHEV Storage domain is marked as offline and will not
- How to add a new FCP Storage Domain RHEV 2.x ?
- How to remove Data Center if local storage domain is

Issue:
How to remove Data Center if local storage domain is used ?

Environment:
Red Hat Enterprise Virtualization 3.1

Resolution:
Select "STORAGE" label
click The "STORAGE Domain" which need to be remove
Click "Data Center"
Put "data center" to Maintenance mode for the one which need to remove

Select "Data Centers" label
click the "Data center" which need to be remove.
right click , then remove

Red Hat Access: Support

Integrated support engagement

Red Hat Access embedded in RHEV

The screenshot displays the Red Hat Access web interface. The main window is titled "Red Hat Access" and shows a support case for "00664440-Test case for strata.". The interface includes a sidebar with navigation options like "System", "Default", "Storage", "Networks", "Template", and "Clusters". The main content area shows the case details, including the "Create New Case" and "Modify Existing Case" options. The "Attach File" section has a "Choose File" button and a "No file chosen" status. The "Comment" section has a text area and an "Add Comment" button. The case history shows several comments from "Shumaker, Spenser" and "Robertson, Keith" dated from 04/11/2013 to 05/30/2013. The bottom of the case history shows a comment added by the "Red Hat Support Tool" (version 0.9.2) with details about the kernel, dumpfile, CPU, and date.

Red Hat Access

Logged in as: rhn-support-sshumake

Create New Case

00664440-Test case for strata.

Modify Existing Case

192.168.122.10

rhev11.subeng.usersys.redhat.com

Attach File: Choose File No file chosen

Update Case

Comment:

Add Comment

05/30/2013 10:21:58 - Shumaker, Spenser

05/13/2013 22:24:43 - Robertson, Keith

05/03/2013 12:11:16 - Robertson, Keith

04/11/2013 15:36:27 - Robertson, Keith

=====

The following comment was added by Red Hat Support Tool

Version: redhat-support-tool-0.9.2

=====

KERNEL: /var/lib/redhat-support-tool/debugkernels/kernel-debuginfo-2.6.32-279.el6/vmlinux

DUMPFILE: /vmcore [PARTIAL DUMP]

CPU: 2

DATE: Thu Nov 29 14:29:44 2012

Red Hat Access: RHEL

- Red Hat Support Tool
- Features
 - Console access to knowledge base
 - Console access to diagnostic services
 - Console access to support cases
 - Zero configuration
- Release
 - RHEL 5.10, 6.5, and 7.0
 - Technology preview download:
 - <http://people.redhat.com/kroberts/>

Red Hat Access: Search

Full access to the Knowledgebase from the console

Red Hat Access embedded in RHEL

- Search for and view knowledge content directly from the console.
- Anytime anywhere.

```
Welcome to the Red Hat Support Tool.  
Command (? for help): search How to configure device mapper multipath  
  
Type the number of the solution to view or 'e' to return to the previous menu.  
1 [ 66281:VER] How to configure device mapper multipath  
2 [ 16976:VER] How do I configure Device Mapper Multipath on my iSCSI LUNS?  
3 [ 47894:VER] How do I setup multipath on a system that already has LVM configured?  
4 [ 3689:VER] How to setup device-mapper multipathing in Red Hat Enterprise Linux ?  
5 [ 272153:VER] How to create Oracle ASM disks using DM Multipath devices in Red Hat Enterprise Linux 6?  
6 [ 194133:UNV] How to set up persistent owner/group/mode permission on multipath devices in Red Hat Enterprise Linux 6?  
7 [ 6387:VER] How to configure the iscsi-initiator in Red Hat Enterprise Linux?  
8 [ 10163:VER] How do I add raw device mapping in Red Hat Enterprise Linux 5?  
9 [ 2989:VER] Why do I see 'found duplicate pv' warnings when using LVM with multipath storage in RHEL?  
10 [ 97323:WIP] How to install Red Hat Enterprise Linux version 5 (RHEL5) boot from SAN with multipath  
11 [ 65960:UNV] Is there an easy way to set a proper LVM filter?  
11 of 23 solutions displayed. Type 'm' to see more, 'r' to start from the beginning again, or '?' for help with the codes d  
isplayed in the above output.  
Select a Solution: █
```

Red Hat Access: Analyze

Log file analysis using Red Hat diagnostic services

Red Hat Access embedded in RHEL

- Automatic problem determination on log files
- JBoss server log
 - 4 faults have been discovered
 - Analyze via Red Hat's on-line diagnostic services

```
Welcome to the Red Hat Support Tool.  
Command (? for help): analyze server.log  
  
Type the number of the symptom to view,  
ALL to send the entire contents for analysis,  
or 'e' to return to the previous menu.  
1 [6] 2013-02-01 07:23:34,454 ERROR [org.jboss.seam.exception.Exceptions] handled and logged exception  
    javax.el.ELException: java.lang.NullPointerException  
2 [156] 2013-02-01 07:23:36,209 ERROR [org.jboss.seam.exception.Exceptions] handled and logged exception  
    javax.el.ELException: java.lang.NullPointerException  
3 [608] 2013-02-01 07:26:47,053 ERROR [org.ajax4jsf.component.AjaxViewRoot] Error processing faces event for th  
e component createANewCase:productSelectionMenu  
    javax.faces.event.AbortProcessingException: /supportCase/newCase.xhtml @39,92 valueChangeListener="  
#{createCase.productChanged}": java.lang.NullPointerException  
4 [727] 2013-02-01 07:26:47,070 ERROR [facelets.viewhandler] Error Rendering View[/supportCase/newCase.xhtml]  
    com.sun.facelets.tag.TagAttributeException: /supportCase/newCase.xhtml @57,44 test="#{slaOptions.si  
ze() gt 1}" null  
No more symptoms to display  
Select a Symptom: █
```

Red Hat Access: Diagnose

Kernal core file analysis

Red Hat Access embedded in RHEL

- On-site analysis
- (Future) Off-site with support for application cores

```
[root@localhost ~]# redhat-support-tool
Welcome to the Red Hat Support Tool.
Command (? for help): bteextract --all ~/vmcore

Select the crash command output to view or 'e' to return to the previous menu.
1 Output from crash 'bt -a'
2 Diagnose 'bt -a' output
3 Output from crash 'bt -e'
4 Output from crash 'foreach bt'
5 Output from crash 'log'
6 Output from crash 'ps'
7 Output from crash 'files'

Selection: █
```

Red Hat Access: Diagnose (soon)

On-line core file analysis

Red Hat Access embedded in RHEL

Portal Backtrace Extraction

- Kernel and application cores
- Integrated into tools

The screenshot shows the Red Hat Customer Portal interface. The top navigation bar includes the Red Hat logo, the text "CUSTOMER PORTAL", a search bar, a language dropdown set to "English", and a user profile dropdown for "Keith Robertson". Below this is a secondary navigation bar with links for Home, Knowledge, Groups, Support (which is active), Downloads, Security, and Subscriptions. The main content area is titled "Backtrace Extraction" and contains a form with two tabs: "Upload" and "View". The "Upload" tab is active and displays five input fields: "Vmcore:", "Application Binary:", "Executable:", "Package:", and "OS Release:". Each of the first three fields has a "Choose File" button and the text "No file chosen". The "Package:" and "OS Release:" fields are empty text boxes. An "Upload" button is located at the bottom left of the form.

redhat. CUSTOMER PORTAL

Search English Keith Robertson

Knowledge Groups Support Downloads Security Subscriptions

Support Backtrace Extraction

Backtrace Extraction

Upload View

Vmcore: Choose File No file chosen

Application Binary: Choose File No file chosen

Executable: Choose File No file chosen

Package:


OS Release:




Upload


Red Hat Access: Diagnose (soon)

On-line core file analysis (continued)

Red Hat Access embedded in RHEL

 **redhat.** **CUSTOMER PORTAL**

Search  English  Keith Robertson 

 Knowledge Groups **Support** Downloads Security Subscriptions

Support > Backtrace Extraction

Backtrace Extraction

Upload **View**

2013-01-21 11:39:41,165 ERROR [org.apache.catalina.connector.CoyoteAdapter]An exception or error occurred in the container during the request processing
java.lang.ArrayIndexOutOfBoundsException
at org.apache.coyote.http11.InternalOutputBuffer.write(InternalOutputBuffer.java:683)
at org.apache.coyote.http11.InternalOutputBuffer.sendStatus(InternalOutputBuffer.java:419)
at org.apache.coyote.http11.Http11Processor.prepareResponse(Http11Processor.java:1586)
at org.apache.coyote.http11.Http11Processor.action(Http11Processor.java:934)
at org.apache.coyote.Response.action(Response.java:183)
at org.apache.coyote.Response.sendHeaders(Response.java:379)
at org.apache.catalina.connector.OutputBuffer.doFlush(OutputBuffer.java:307)
at org.apache.catalina.connector.OutputBuffer.close(OutputBuffer.java:273)
at org.apache.catalina.connector.Response.finishResponse(Response.java:486)
at org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:257)
at org.apache.coyote.http11.Http11Processor.process(Http11Processor.java:844)
at org.apache.coyote.http11.Http11Protocol\$Http11ConnectionHandler.process(Http11Protocol.java:583)
at org.apache.tomcat.util.net.JIoEndpoint\$Worker.run(JIoEndpoint.java:447)
at java.lang.Thread.run(Thread.java:662)

Recommendations Code

Recommendations POWERED BY ANDREAS BETA

JBoss Web AJP NullPointerException
Analysis of code tends to suggest there is a missing NULL check (hN.toString() == NULL). One known cause is removing the "param-value" element for a ReplyHeaderFilter in the deployers web.xml eg: ...
[View full solution in a new window](#)

JBoss throws ArrayIndexOutOfBoundsException during response preparation
HttpHeaders exceed the allocated size.
[View full solution in a new window](#)

What causes NullPointerException after removing ROOT.war in JBoss EAP ?
0 does not have null checks for the request context. org/browse/JBWEB-153 throws a NullPointerException at line 507 when the request context is null.
[View full solution in a new window](#)

ERROR [CoyoteInvoker] Service error
java.lang.ArrayIndexOutOfBoundsException: 0
Customer implemented their own C++ HTTP client based on the plain socket. When

Red Hat Access: Support

Support case interaction from the console

Red Hat Access embedded in RHEL

- Open a new support case.
- Attach files to existing support cases.
- Read case comments
- Add new comments to existing support cases.

```
Command (? for help): listcases
```

```
Type the number of the case to view or 'e' to return to the previous menu.
```

```
1 [Waiting on Customer] Test case for strata.
```

```
1 of 13 cases displayed. Type 'm' to see more.
```

```
Select a Case: 1
```

```
Type the number of the section to view or 'e' to return to the previous menu.
```

```
1 Case Details
```

```
2 Modify Case
```

```
3 Description
```

```
4 Case Discussion
```

```
5 Recommendations
```

```
6 Get Attachment
```

```
7 Add Attachment
```

```
8 Add Comment
```

```
End of options.
```

```
Option: 
```

Red Hat Access: Support

Support case interaction from the console

Red Hat Access embedded in RHEL

```
Welcome to the Red Hat Support Tool.
Command (? for help): help addcomment

Usage: addcomment -c CASENUMBER <comment text here>

Use the 'addcomment' command to add a comment to a case.
Options:
  -h, --help                show this help message and exit
  -c CASENUMBER, --casenumber=CASENUMBER
                           The case number from which the comment should be
                           added. (required)

Examples:
- addcomment -c 12345678 Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed
- addcomment -c 12345678
Command (? for help): addcomment -c 123456
Type your comment. Ctrl-d on an empty line to submit:
Thank you for your help with my multipath problems!
```

RED HAT **SUMMIT**

Questions?

RED HAT SUMMIT

Connect with Red Hat Support

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 [@RedHatSupport](https://twitter.com/RedHatSupport)

 [Plus.ly/RedHatSupport](https://plus.google.com/RedHatSupport)