

Chapter 10: Troubleshooting UPS Product

Installations

This chapter provides a few hints if things don't seem to work after installing a product.

- If you don't find a product that you expect to see on the **FTP** server, it could be that the product is flagged as belonging to a special category to which you don't have access (e.g., site-only and U.S.-only are two of the categories used on *fnkits*; see section 22.3.2 *The Recognized Product Categories*). You may need to try with a different userid. It is also possible, if not terribly likely, that the file's permissions are set incorrectly on the server.
- If the \$PATH goes away, restore it by running:

```
% setup setpath
```

and check if the `pathSet` function is used in the table file -- if it is set wrong, this may be the cause.
- To print out diagnostic information about what might be wrong with the installation, run `ups verify`:

```
% ups verify -a <product> [<version>]
```
- Try setting up just the main product and none of its dependencies. This should help determine which file has the problem, the main one or a dependency. Use `-j` in the `setup` command:

```
% setup -j <product>
```
- Print out verbose information using the `-v` option with `setup`:

```
% setup -v <product>
```

To get progressively more information, use multiple `v`'s, e.g., `-vv`, `-vvv` (up to four).
- Check file permissions. Any scripts called by the table file must be both readable and executable. The product executable(s) must of course be executable. The product database files must be readable.
- To examine the temporary file that the `setup` command creates and sources, run the command:

```
% ups setup <product> [<version>]
```

This returns the path of this temporary file, and you can then go look at the file. For example:

```
% ups setup ocs
```

```
    /var/tmp/aaaa00273
```

- For most **UPS** commands, the **-s** option can be used to simulate the command (i.e., create the temporary file) without executing it. It also returns the path of the temporary file it created, for example:

```
% setup -s -z /products/ups_database/upsII/main  
xpdf
```

```
    INFORMATIONAL:  Name of created temp file is  
/var/tmp/aaaa005Mt
```

- If home directories move or if older versions of products have been deleted, you might want to prevent execution of **unsetup** files prior to a subsequent setup. In this case, don't **unsetup** the product. Just setup the product again using **-k**:

```
% setup -k <product>
```