Troubleshooting

Summary

A general methodology for investigating issues with PXE Everywhere, as well as identifying key issues and their resolutions.

For known issues relating to specific components please refer to their troubleshooting pages:

Clients	Platform	Applications	Integration
1E Client 5.1 (including Tachyon) 1E Client Deployment Assistant 1.5 - NightWatchman Enterprise 7.3 (including WakeUp) - Nomad 7.0.200 - PXE Everywhere 4.0 - Shopping 6.0	- ActiveEfficiency Server 1.10 - NightWatchman Enterprise 7.3 (including WakeUp) - Shopping 6.0 - Tachyon 5.1	1E Experience 1.2 - AppClarity 7.1 - Application Migration 3.1 - Patch Success 1.2 - Tachyon 5.1 (Explorer and Guaranteed State) - Writing Tachyon Instructions (Tachyon SDK)	1E Core 2.1 for ServiceNow 1E CMDB Connect 1.0 for ServiceNow 1E ITSM Connect 3.1 for ServiceNow 1E Service Catalog Connect 2.0 for ServiceNow

1E Support contact details

Support Web portal

Maintenance support customers can log onto the 1E Support Web Portal at http://1eportal.force.com using their login details provided with their maintenance contract. This provides issue tracking, product hotfixes and knowledge base articles related to each product.

Telephone support

Maintenance support customers can contact the technical support department at 1E through the following support numbers for the US and UK. Just phone the relevant number for your area so your call can be routed quickly and efficiently to the correct support group:

US: 1-866-349-4032

UK: 0208 326 3499

Email support

Maintenance customers can use the following email for additional support:

support@1e.com

For customers evaluating Nomad and PXE Everywhere

If you are evaluating Nomad and PXE Everywhere, please contact 1E if you need guidance.

The technical support process

1. Read through the Troubleshooting pages to see if there are known issues, or quick resolutions to any problems you may have encountered.
2. Maintenance support customers can use the 1E Support Web Portal to review knowledge base articles and download hotfixes.
3. If still encountering problems, create a technical report (log files and details) and then contact the 1E technical support team.

Creating a technical report

If possible, please obtain the following details and log files before contacting 1E, to include in your technical report.

Version details

- The OS, version number and patch level for:
    - Tachyon Servers

- 1E Client
- Configuration Manager - if used
- Other 1E Server software, for example Shopping, Nightwatchman and WakeUp
- For Nomad and Shopping, please provide OS, version number and patch level for:
  - Configuration Manager DPs
  - Nomad extensions used on Configuration Manager Consoles
  - ActiveEfficiency Server

Environmental details

- If there were any recent changes made to your configuration
- The name of the machines, Configuration Manager Application and/or Package IDs for when the issue occurred

Problem details

- When did the issue occur, ensure log files cover this period
- The scope of the issue – did it affect a particular geographical location, group of users or client machines
- Details of any self-help troubleshooting steps you carried out
- In the event of a service crash or if you are experiencing high CPU or memory usage, provide us with the dump file, event viewer logs, traces. We will provide you with FTP details to upload these files.

Log files

PXE Everywhere component	Folder	Log file
1E Client	C:\ProgramData\1E\Client	1E.Client.log
PXE Everywhere Central	C:\ProgramData\1E\PXELite	WebService.log
PXE Everywhere Responder	C:\ProgramData\1E\PXEEverywhere	PXEEverywhereResponder.log
PXE Everywhere Agent	C:\ProgramData\1E\PXEEverywhere	PXEEverywhere.log

Please also refer to Upgrading PXE Everywhere: Name changes introduced in PXE Everywhere 4.0.

If the issue is related to PXELite boot media creation/updating using CreateBootImage.exe then please provide:

        C:\Program Files (x86)\Microsoft Configuration Manager\AdminConsole\AdminUILog\CreateTsMedia.log

If the issue is related to the deployment of PXELite boot image into the TFTP folder of PXELite agent then please provide:

        C:\ProgramData\1E\PXElite\CreateBCD.log

MSI Installer log

In case of problems during installation, each of the PXE Everywhere installers provide an option to view their installer log file at the end of the installation process. We recommend that you check the box and keep the log file handy until the installation has been validated. This way if there are any issues you can easily pass the installation log files on to the 1E Support department. Here is an example of the final page of the PXE Everywhere Central installer with the **Show the Windows Installer log** checkbox shown:

1E PXE Everywhere Central - InstallShield Wizard

InstallShield Wizard Completed

The InstallShield Wizard has successfully installed 1E PXE Everywhere Central. Click Finish to exit the wizard.

☑ Show the Windows Installer log

Version 4.0.0.99

PXE
Everywhere

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< Back   Finish   Cancel