

Windows 7 – Aneka Installation Troubleshooting FAQ

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Purpose of this Document

This document is a list of the known issues that might be encountered while installing the Aneka Cloud Computing Platform on a Windows 7 machine, expressed in the form of Frequently Asked Questions (FAQ). For a more detailed information about how to solve the issues please refer to “Windows 7 – Aneka Installation Troubleshooting Guide”, which provides a complete tour on how to set up an Aneka Computing Cloud on Windows 7 systems. This document and the troubleshooting guide are available for download in the Manjrasoft website (<http://www.manjrasoft.com/download>).

Frequently Asked Questions

Issues reported and experienced so far.

- **Installer crashes with error 2869.** If you have run the installer by launching the MSI file, rerun the installer by creating a **batch file** containing the following command line, and check the log generated to identify the real error that made the installation fail.

```
msiexec /i c:\Aneka.2.0.msi /L*vx C:\aneka.install.log
```

The execution of the batch file might lead to a successful installation of the installer, if not the content in the log is of help to identify the root cause.

- **Installer crashes at the end of the installation process.** The Aneka Installer has created a log file that details the operations performed during the installation. This file is located in the temporary directory (generally *C:\Windows\temp*) and named according to the following format: **Aneka.YYYY-MM-DD_HH-MM-SS.log**. This file contains useful information to track down which specific operation has crashed the installation.
- **Add Machine/Repository terminates with a black screen with a red cross or a question mark.** This condition identifies an unsuccessful connection to the machine. Please review the console log to identify the specific error or right-click on the machine icon and check the status message and the reported error code.
- **Add Machine/Repository terminates with error 53, 65, or 67.** The Management Studio could not contact the remote machine and check for the installer services. This condition, in most of the cases, identifies a networking problem that can be solved applying the following settings in the remote machine:
 - Turning on network discovery.
 - Turning on network printer and file sharing.

These two options can be controlled by accessing: *Control Panel* → *Network and Internet* → *Network and Sharing Center* → *(Change) Advanced Sharing Settings*.

- **Add Machine/Repository terminates with error 1327.** Windows 7 does not allow authenticating a valid user with a blank password through a network connection. Replace the blank password with a non-null one.
- **Add Machine terminates with an error not listed in the troubleshooting guide.** Browse online the Windows System Error Codes reference and check the specific details of the error.
- **I can successfully connect to the machine but I cannot install the Aneka Daemon.** This condition is generally characterized by the security system of Windows 7, which prompts a user interface whenever a program tries to modify some portion of the operating systems (registry, Program Files, etc). In order to make the installation successful, log into the remote machine and set the notification level to Never Notify and reboot (Context: *Control Panel* → *User Account and Family Safety* → *User Accounts* → *Change User Account Control Settings*).
- **I can successfully install the Aneka Daemon but it does not seem reachable (black screen with a warning sign).** This problem identifies one of the following cases: the daemon could not be properly started or the port assigned to the daemon is blocked by the Windows Firewall. Log into the remote machine where the daemon is installed and check the log of the daemon saved to `<Programs Root>\Manjrasoft\Aneka.2.0\Runtime\Daemon\logs\aneka.daemon.log`. To enable communication of the daemon through the assigned port, enter a rule in the Windows Firewall for Inbound and outbound traffic on the selected port.
- **The deployment of a container fails.** One of the reasons why the container cannot be properly deployed is for example the absence of a local repository on the remote machine from where to copy the libraries for the installation. This condition is rare, and should not happen if there has been a successful start-up of the Aneka Daemon. Log into the remote node and verify the presence of the following directory: `<Programs Root>\Manjrasoft\Aneka.2.0\Runtime\Daemon\LocalRepository`. The displayed content should be composed by two directories: *Backup* and *Container*. By accessing a repository copy the content of the *Container* directory into the *Container* directory on the remote node.
- **The container is successfully deployed but does not start and does not get added to the Management Studio.** The log file of the container is the primary source to inspect the possible causes of failure network ports blocked by the Windows Firewall might also be the reason. Log into the remote machine and collect the container log file saved to: `<Programs Root>\Manjrasoft\Aneka.2.0\Runtime\Daemon\Containers\<GUID>\logs\aneka.log`. Check the Windows Firewall in order to see whether all the required ports are open. For a standard configuration you should open ports 9090 and 9091 for a master container and port 9090 for a slave container.
- **MapReduce has been successfully deployed but the samples do not work and Error 2202 is reported to the console.** This is again a networking problem between the client machine and the Aneka master node. The current implementation of MapReduce relies on the Windows File Sharing infrastructure to move files, if the administrator while installing the container instances did not provide appropriate windows credentials (username and password,

not blank) the MapReduce storage will not work and error 2202 will be reported. Also, please ensure that network file sharing is enabled.

Disclaimer: these are the major issues reported and experienced so far by the Manjrasoft team and customers while deploying the Aneka Cloud Computing Platform on machines running the Windows 7 operating system. For any other issue experienced during the installation please contact Manjrasoft at support@manjrasoft.com.

References

1. Microsoft Developer Network – <http://msdn.microsoft.com/en-au/default>.
2. Windows System Error Codes Reference – [http://msdn.microsoft.com/en-us/library/ms681381\(VS.85\).aspx](http://msdn.microsoft.com/en-us/library/ms681381(VS.85).aspx).
3. Windows Installer Reference – [http://msdn.microsoft.com/en-us/library/aa367988\(v=vs.85\).aspx](http://msdn.microsoft.com/en-us/library/aa367988(v=vs.85).aspx).
4. General Tutorial on Windows 7 – <http://sourcedaddy.com/windows-7/>.
5. General Information About Aneka – <http://www.manjrasoft.com/>.
6. Aneka 2.0 Installation Guide – <http://www.manjrasoft.com/download/2.0/AnekaInstallationGuide.pdf>.
7. MapReduce – <http://labs.google.com/papers/mapreduce.html>.
8. Google File System – <http://labs.google.com/papers/gfs.html>.