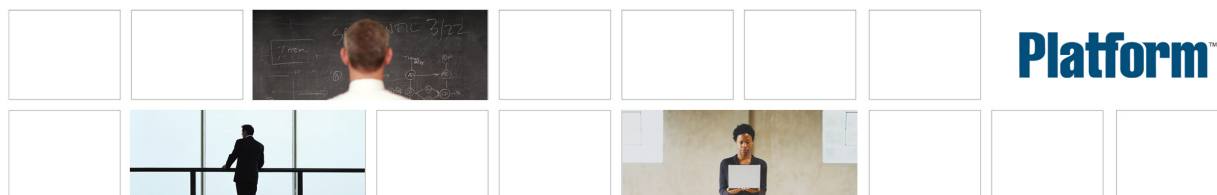


---

# Troubleshooting RPM Installation Issues

All Platform Products  
Version n/a  
November 2009



## Copyright

© 1994-2009 Platform Computing Corporation

All rights reserved.

Although the information in this document has been carefully reviewed, Platform Computing Corporation ("Platform") does not warrant it to be free of errors or omissions. Platform reserves the right to make corrections, updates, revisions or changes to the information in this document.

UNLESS OTHERWISE EXPRESSLY STATED BY PLATFORM, THE PROGRAM DESCRIBED IN THIS DOCUMENT IS PROVIDED "AS IS" AND WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT WILL PLATFORM COMPUTING BE LIABLE TO ANYONE FOR SPECIAL, COLLATERAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LOST PROFITS, DATA, OR SAVINGS, ARISING OUT OF THE USE OF OR INABILITY TO USE THIS PROGRAM.

## We'd like to hear from you

You can help us make this document better by telling us what you think of the content, organization, and usefulness of the information. If you find an error, or just want to make a suggestion for improving this document, please address your comments to [doc@platform.com](mailto:doc@platform.com).

Your comments should pertain only to Platform documentation. For product support, contact [support@platform.com](mailto:support@platform.com).

## Document redistribution and translation

This document is protected by copyright and you may not redistribute or translate it into another language, in part or in whole.

## Internal redistribution

You may only redistribute this document internally within your organization (for example, on an intranet) provided that you continue to check the Platform Web site for updates and update your version of the documentation. You may not make it available to your organization over the Internet.

## Trademarks

®LSF is a registered trademark of Platform Computing Corporation in the United States and in other jurisdictions.

™ACCELERATING INTELLIGENCE, PLATFORM COMPUTING, PLATFORM SYMPHONY, PLATFORM JOBSCHEDULER, PLATFORM ENTERPRISE GRID ORCHESTRATOR, PLATFORM EGO, and the PLATFORM and PLATFORM LSF logos are trademarks of Platform Computing Corporation in the United States and in other jurisdictions.

®UNIX is a registered trademark of The Open Group in the United States and in other jurisdictions.

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Microsoft is either a registered trademark or a trademark of Microsoft Corporation in the United States and/or other countries.

®Windows is a registered trademark of Microsoft Corporation in the United States and other countries.

Intel®, Itanium, and Pentium are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries.

Other products or services mentioned in this document are identified by the trademarks or service marks of their respective owners.

## Third-party license agreements

<http://www.platform.com/Company/third.part.license.htm>

## Third-party copyright notices

<http://www.platform.com/Company/Third.Party.Copyright.htm>

---

# Contents

Troubleshooting RPM Installation Issues .....	5
MD5 checksum failure .....	5
Cannot install as non-root .....	5
Unpacking archive failed .....	5
RPM database directory must exist and the --prefix option does not work .....	5
RPM lock error during installation .....	5
Cannot get shared lock .....	5
Custom database directory .....	6
Upgrade fails to remove old version from RPM database .....	6
Non-root installation .....	6



# Troubleshooting RPM Installation Issues

When you install software on Linux hosts, be aware of various known issues with different versions of RPM.

## MD5 checksum failure

Under some circumstances, RPM cannot verify the MD5 checksum. In these cases RPM fails because it cannot unpack the product archive. Re-enter the command with the `--nomd5` option. For example, for Symphony DE:

```
rpm -ivh --dbpath /usr/soam/db --prefix /usr/soam symphonyDE-linux2.6-glibc2.3-x86-4.0.0-build_number.rpm --nomd5
```

## Cannot install as non-root

RPM versions 4.3.x do not support non-root installations.

To work around this problem, let the system administrator run `"chmod -R a+rw /var/lock/rpm"` on the host.

## Unpacking archive failed

For RPM 4.3.3\_11, you may see the message "unpacking of archive failed: cpio: lsetfilecon."

To work around this problem, install with the RPM option `"--nocontexts"`.

## RPM database directory must exist and the --prefix option does not work

For RPM 4.3.3\_11, 4.2, and 4.1, the RPM database directory, as `--dbpath` specifies, must exist on the local disk before installing. Also, these RPM versions do not support the `rpm --prefix` option. RPM uses the `RPM_INSTALL_PREFIX` to determine the installation directory. To install in a different directory, set `RPM_INSTALL_PREFIX` so that RPM can install the product to the specified destination directory.

For example, to install Symphony DE to `/opt/symphonyDE/DE40`:

```
mkdir /opt/symphonyDE/DE40/db  
setenv RPM_INSTALL_PREFIX /opt/symphonyDE/DE40  
rpm -ivh --dbpath /usr/share/soam/db symphonyDE-linux2.6-glibc2.3-x86-4.0.0-build_number.rpm
```

## RPM lock error during installation

For RPM 4.2, log on as root and delete all files in the directory `/var/lock/rpm`

## Cannot get shared lock

RPM 4.1.1 cannot install on a Quadrics Resource Management System (RMS) kernel. RPM cannot get a shared lock in this environment, so it cannot update the RMS data base directory.

Restart your system under a different kernel to install the product. After installing, you can restart the RMS kernel.

## Custom database directory

For RPM version 3.0.6, the RPM database directory you specify with the `--dbpath` option must exist on the local disk before installing. You must also specify the `--nodeps` option

For example, to install Symphony DE on SuSE Linux Enterprise Server 9

```
mkdir /opt/symphonyDE/DE40/db
setenv RPM_INSTALL_PREFIX /opt/symphonyDE/DE40
ln -s /opt/symphonyDE/DE40 /soam
rpm -iv --dbpath /opt/symphonyDE/DE40/db --prefix /soam symphonyDE-linux2.6-glibc2.3-x86-4.0.0-  
build_number.rpm --nodeps
```

If you install the product using the customized dbpath, use the same dbpath when you uninstall the product.

## Upgrade fails to remove old version from RPM database

For RPM versions 4.2, 4.1.1, and 4.0.3, during upgrade, the installer is not able to remove the previous version of EGO from the RPM database. For RPM version 4.2, the installer reports success at this step, for other versions it shows an error message. The change to the RPM database is only done to prevent accidental uninstallation, but for these versions of RPM, this change is not possible.

This problem is not serious because it does not affect the operation of the cluster, but you must never uninstall the previous version of Platform EGO. The upgraded cluster uses many files and components from the original installation, and cannot work if you uninstall the original software.

## Non-root installation

In Suse 9, the default RPM version is 4.1.1. If root has installed Symphony DE, a non-root user cannot install the same Symphony DE version in a different location.