

**Warning**

This service information is designed for experienced repair technicians only and is not designed for use by the general public. It does not contain warnings or cautions to advise non-technical individuals of potential dangers in attempting to service a product. Products powered by electricity should be serviced or repaired only by experienced professional technicians. Any attempt to service or repair the product or products dealt with in this service manual by anyone else could result in serious injury or death.

Order No. AVS1408683C0  
W-445

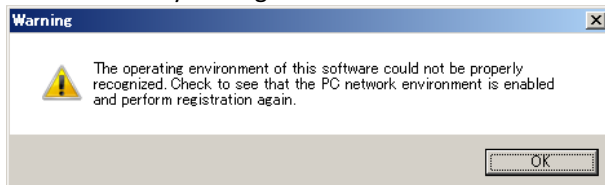
# Technical Information

Security & Systems Business Division

**Subject: WV-ASC970 Key Management tool does not work.**

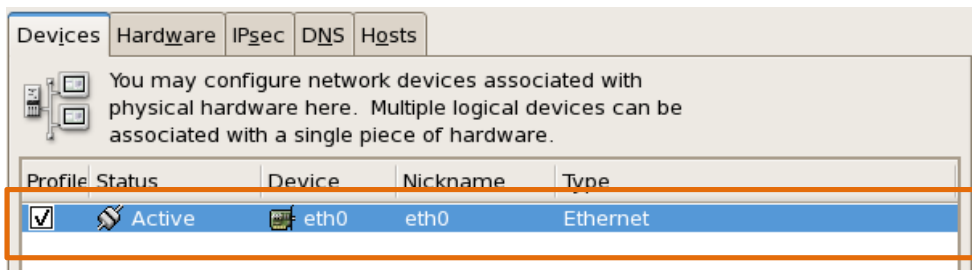
## 1. Issue

- WV-ASC970 Key Management tool failed to connect WV-ASC970.



## 2. Cause of Issue

- Network I/F name is wrong. WV-ASC970 using "eth0, eth1, eth2" for the network device name. but some of PC using different device name, such as "em1, em2, em3" or others.
- Package installed by default with RHEL 6.x called "biosdevnames". This overrides udev in naming eth0.



## 3. Related version

Using with Redhat Enterprise linux ver.6 or later. With DELL Server.

## 4. Countermeasure

- Device name should be use "eth0, eth1, eth2" otherwise WV-ASC970 does not work properly.
- Change device name to "eth0, eth1, eth2"

## <Example > How to change Device Name.

1. Log in to the WV-ASC970 server PC by “root” user. Input `rpm -a | grep biosdevnames` To find the package name then `Rpm -e --nodeps [package name]` To remove it.
2. Added the following line to `/etc/grub.conf` to stop the kernel renaming: `Biosdevname=0`
3. Reboot PC and
4. Log in to the WV-ASC970 server PC by “root” user. Edit “`/etc/udev/rules.d/70-persistent-net.rules`” as below.

## <Before>

```
[root@localhost~] # vi /etc/udev/rules.d/70-persistent-net.rules

# PCI device 0x14e4:0x163a (bnx2)
SUBSYSTEM=="net", ACTION=="add", DRIVERS=="?*", ATTR{address}=="00:21:5e:88:3a:38", ATTR{type}=="1", KERNEL=="eth*",
NAME="em0"

# PCI device 0x14e4:0x163a (bnx2)
SUBSYSTEM=="net", ACTION=="add", DRIVERS=="?*", ATTR{address}=="00:21:5e:88:3a:3a", ATTR{type}=="1", KERNEL=="eth*",
NAME="em1"
```

Change NAME = "em0" to Change NAME = "eth0"

Change NAME = "em1" to Change NAME = "eth1"

## < After >

```
[r[root@localhost~] # vi /etc/udev/rules.d/70-persistent-net.rules

# PCI device 0x14e4:0x163a (bnx2)
SUBSYSTEM=="net", ACTION=="add", DRIVERS=="?*", ATTR{address}=="00:21:5e:88:3a:38", ATTR{type}=="1", KERNEL=="eth*",
NAME=" eth0 "

# PCI device 0x14e4:0x163a (bnx2)
SUBSYSTEM=="net", ACTION=="add", DRIVERS=="?*", ATTR{address}=="00:21:5e:88:3a:3a", ATTR{type}=="1", KERNEL=="eth*",
NAME=" eth1 "
```