HP Change Configuration and Release Management (CCRM) Solution

For the Windows operating system

Software Version: 9.10

Troubleshooting Guide

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Contents

Welcome to This Guide

Welcome to the HP Change Configuration and Release Management (CCRM) Troubleshooting Guide. This guide provides information for troubleshooting the CCRM Solution v9.10.

This chapter includes:

- How This Guide is Organized

- Who Should Read This Guide

- Additional Online Resources

Note: If you have any feedback or comments, please contact solutionpackagingandscp@hp.com.

How This Guide is Organized

This guide contains the following chapters:

Chapter 1 Purpose of this Document

Provides an overview of what this guide covers.

Chapter 2 Troubleshooting HP SM and HP RC

Provides troubleshooting solutions for HP Service Manager and HP Release Control.

Chapter 3 Troubleshooting HP PPM Center and HP SM

Provides troubleshooting solutions for HP Project and Portfolio Management Center and HP Service Manager.

Chapter 4 Troubleshooting HP PPM Center and HP UCMDB

Provides troubleshooting solutions for HP Project and Portfolio Management Center and HP Universal CMDB.

Chapter 5 Troubleshooting HP SM and HP OO

Provides troubleshooting solutions for HP Service Manager and
HP Operations Orchestration.

Chapter 6 Troubleshooting HP RC and HP UCMDB

Provides troubleshooting solutions for HP Release Control and HP Universal
CMDB.

Who Should Read This Guide

This guide is intended for a system implementer or system administrator
responsible for upgrading the HP Closed Loop Incident Process Solution. This
guide assumes that you have administrative access to all systems. The
procedures in this guide may duplicate information available in your HP
Service Manager, HP Universal CMDB, HP Release Control, HP Project and
Portfolio Management Center, HP Operations Orchestration and
HP UCMDB-Configuration Manager documentation, but is provided here for
convenience.

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Chapter 1

Purpose of this Document

This document provides troubleshooting information for the HP Change Configuration and Release Management (CCRM) Solution, including basic triage information.

Triage

HP CCRM is a solution comprised of several products. First, you must determine which product or integration has failed.

Determine Where the Solution is Failing

In some cases, you can determine quickly which product has failed. If the problem source is not obvious, you can check log files or run verification tests to isolate the cause.

Check Log Files

Log files exist for most of the integrated products. Every chapter includes a table describing the log files for the HP products that are part of the solution. Logging for different components can be set up as described in **Enable Log-in for Product Components**.

Enable Log-in for Product Components

HP Universal CMDB

For more details about problems or errors, in **C:\hp\UCMDB\UCMDBServer\conf\log\fcmdb.properties**, change the log level to **DEBUG/INFO**.

Set the loglevel parameter to **DEBUG**.

```
#loglevel can be any of TRACE DEBUG INFO WARN ERROR FATAL
loglevel=ERROR
def.file.max.size=5000KB
def.files.backup.count=10
msg.layout=%d [%t] (%F:%L) %-5p - %m%n
```

When the log is set to **debug**, a new log is created named **fcmdb.<your DS name>.log**. This log contains all the information that is relevant to the specific DS (integration point) only.

C:\hp\UCMDB\UCMDBServer\runtime\log\error.log contains the **general error.log**. This log contains, for example, infrastructure errors, such as an error with initializing the adapter.

HP Release Control

For more details about problems or errors, change the log level to **DEBUG**.

For problems in the RC adapter (**C:\HP\RC910\conf\<adapter name>-log4j.properties**), set the def.level parameter to **DEBUG**.

```
log4j.rootLogger=WARN, ccm_general_fileout
log4j.rootLogger.additivity=false
# comment line above and uncomment following line to print additional debug messages to log.log file from all components
#log4j.rootCategory=DEBUG, stdout, fileout

def.file.max.size=4000KB
def.files.backup.count=10

def.level=warn
```

Chapter 2

Troubleshooting HP SM and HP RC

HP Product Log Files

Product	Location of Log's File
HP Service Manager (SM)	C:\Program Files\HP\Service Manager 9.30\Server\logs\sm.log
HP Release Control (RC)	C:\HP\RC910\servers\server-0\logs\sm-rc-adapter\ccm_general.log

Problem: In the SM-RC integration, the tickets do not pass from SM to RC.

Solutions

1. Confirm that the RC SDI adapter and SM are using the same time zone and the same date format.

   RC Server:

   a. Log on to RC.

   b. From the menu bar, select **Module** > **Administrator**.

   c. From the upper tabs, select the **Configuration** tab.

   d. Expand **Integrations** and select **Service Desk Adapters**.

   e. Select the adapter name for the SM-RC integration.

   f. From the tabs in the panel on the right side of the screen, click the **adapter name.settings** tab.

g. Check the time zone and date format.
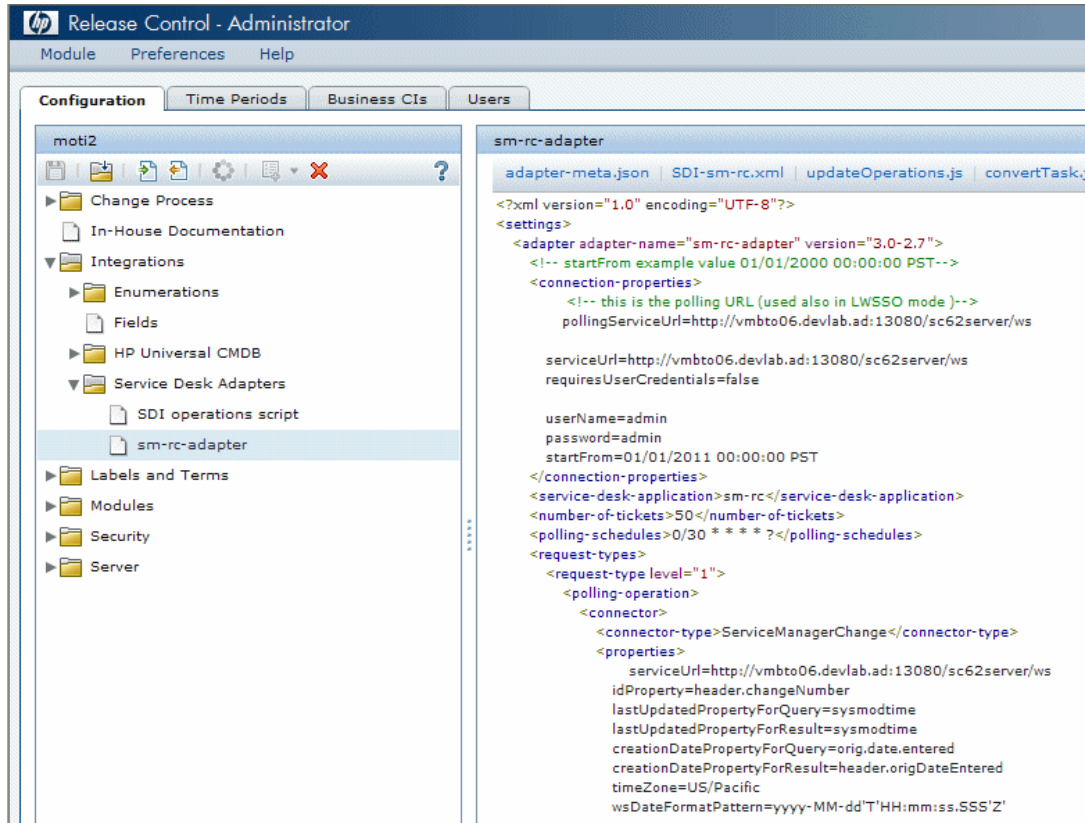
SM Server:

a. Log on to SM.

b. From the navigation pane, select **System Administration** > **Base System Configuration** > **Miscellaneous** > **System Information Record**.

c. Click the **Date Info** tab.

d. Check the time zone and date format.

2. If the problem persists, confirm that LWSSO in the RC adapter is set to **NO**.
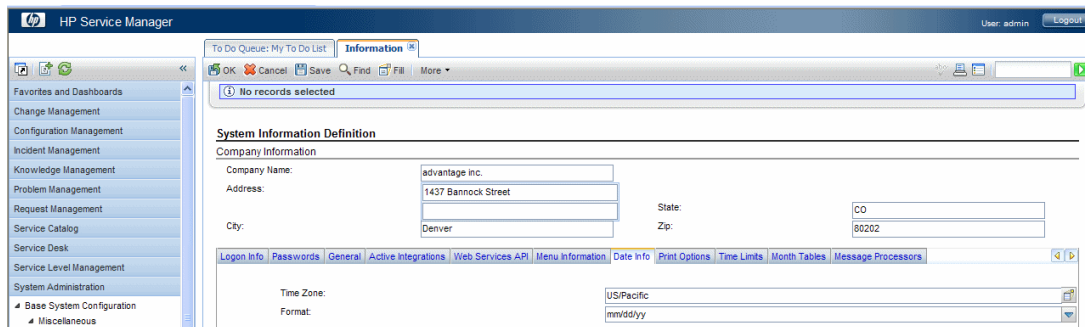
    a. Log on to RC.

    b. From the menu bar, select **Module** > **Administrator**.

    c. From the upper tabs, select **Configuration**.

    d. Expand **Integrations** and select **Service Desk Adapters**.

    e. Select the SM adapter.

    f. Click the **adapter-meta.json** tab and check if LWSSO is **false**. It should be **yes**.

> **Note:** If this is the problem, configure the RC adapter again according to the HP Change Configuration and Release Management (CCRM) version 9.10 Configuration Guide.
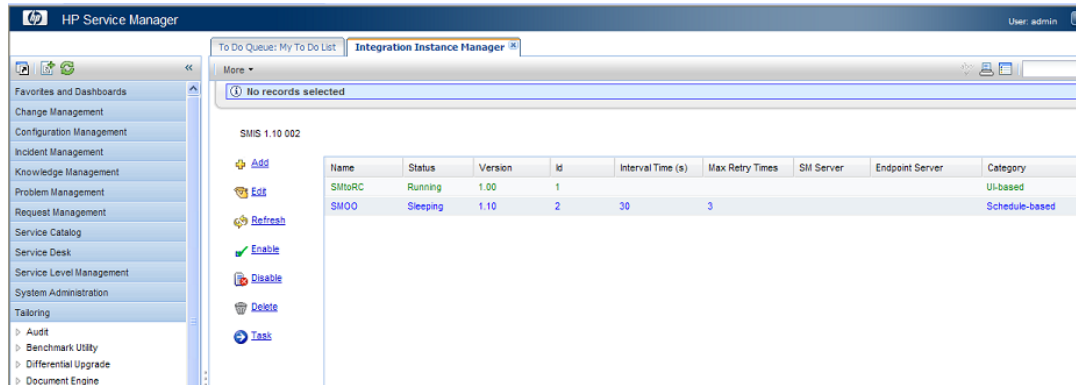
Problem: In the *Change* ticket, the Change Assessment and Change Calendar sections are missing.

Solution

Check the configuration of the SM-RC adapter under **Integration Manager** in SM.

SM Server:

1. Log on to SM.

2. In the SM client, from the navigation pane, select **Tailoring** > **Integration Manager**.

3. If the SMtoRC integration is active, select it and click **Disable**.

4. Click **Edit**.

5. In the Integration Instance Information pane, click **Next**.

6. In the Integration Instance Parameters pane, configure the following parameters:

Name	Recommended Value	Description
rc.server.url	http://<user defined>:8080/ccm	Fully qualified domain name server address of RC
rc.adapter.name	<user defined>	Adapter name created in RC (without **-adapter** extension)
re.username	<user defined>	RC user name
rcStandalone	true or false	Specified run mode of RC. If RC is connected to UCMDB, click **false**. If RC is not connected to UCMDB, click **true**.

7. In the Integration Instance Fields pane, click **Next**.

8. In the Integration Instance Mapping pane, click **Finish**.

9. Click the **SMtoRC** integration instance and select **Enable**.

Problem: When the *Change Request* opens, the Change Assessment section or Change Calendar section login screen appears.

Solution

Follow the LWSSO configuration sections for SM and RC in the HP Change Configuration and Release Management (CCRM) version 9.10 Configuration Guide.

Problem: When trying to update an RFC from RC to SM, RC application asks for SM credentials even though the LWSSO feature is configured properly in both servers.

> **Note:** Valid only when you have a Service Manager server installed on Linux.

Solution

1. Edit the SM hosts file and append SM's and RC's Internet Protocols (IPs) and fully qualified domain names (FQDNs).

2. **Save** and close the file.

Chapter 3

Troubleshooting HP PPM Center and HP SM

HP Product Log Files

Product	Location of Log's File
HP Project and Portfolio Management Center (PPM)	C:\PPM\server\HPPPM\log\serverLog.log
HP Service Manager (SM)	C:\Program Files\HP\Service Manager 9.30\Server\logs\sm.log

Problem: When clicking the *Change Number* ticket after RFC is opened in PPM, the SM login screen appears.

Solution

Open the **server.conf** file in PPM and check the LWSSO configuration.

1. Log on to PPM.

2. Browse to **C:\PPM**.

3. Open the **server.conf** file.

4. Set the following parameters in the LWSSO section:

   ■ com.kintana.core.server.ENABLE_LW_SSO_UI to **true**.

   ■ com.kintana.core.server.LW_SSO_DOMAIN to the domain type.

   ■ com.kintana.core.server.LW_SSO_INIT_STRING to the INITSTRING type.

- com.kintana.core.server.LW_SSO_TRUSTED_DOMAIN to the trusted domain type.

```
com.kintana.core.server.ENABLE_LW_SSO_UI=true
com.kintana.core.server.LW_SSO_DOMAIN=devlab.ad
com.kintana.core.server.LW_SSO_INIT_STRING=CCRMSOLUTION
com.kintana.core.server.LW_SSO_EXPIRATION_PERIOD=60
com.kintana.core.server.LW_SSO_TRUSTED_DOMAIN=devlab.ad
com.kintana.core.server.LW_SSO_CLEAR_COOKIE=true
com.kintana.core.server.ENABLE_LW_SSO_WEB_SERVICE=true
```

5. Confirm that the string in com.kintana.core.server.SM_WEB_URL is working.

6. Restart PPM.

> **Note:** If the problem still exists, check the LWSSSO configuration on the SM side according to the HP Change Configuration and Release Management (CCRM) version 9.10 Configuration Guide.

Problem: After selecting the *Operational RFC* check box and clicking *Save*, SM fails to create the RFC.

Solution

Confirm the process listener is running in SM.

1. Log on to SM.

2. In the Service Manager command field on the upper-right side of the screen, enter **status**.

3. Click **Start Scheduler**.

4. Double-click **PPM failover** and verify that PPM is running.

Problem: When opening an RFC from a PPM task, the RFC is not opened in the business service context (origins from UCMDB to PPM), but with a default business service (application).
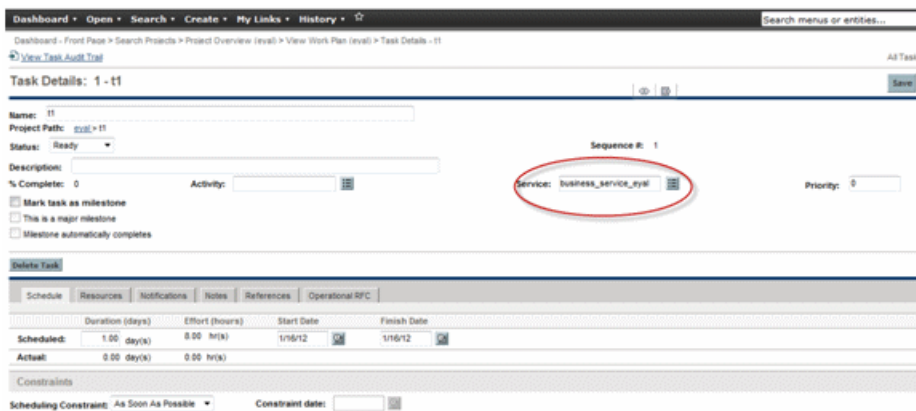
Solution

1. Log on to the PPM server file system.

2. Browse and edit **%PPM_HOME%\conf\smrfc\sm-rfc-mapping.xml**.

3. Search for the **<smField>Service</smField>** section.

4. Confirm the following rows are included exactly as shown below in the file under this section:

```
<field>
        <smField>Service</smField>
        <ppmField>TASK_SERVICE</ppmField>
        <useOnCreate>true</useOnCreate>
        <useOnUpdate>true</useOnUpdate>
        <defaultValue>Applications</defaultValue>
</field>
```

5. **Save** and close the file.

6. Restart the PPM service.

Chapter 4

Troubleshooting HP PPM Center and HP UCMDB

HP Product Log Files

Product	Location of Log's File
HP Project and Portfolio Management Center (PPM)	C:\PPM\server\HPPPM\log\serverLog.log
HP Universal CMDB (UCMDB)	C:\hp\UCMDBServer\runtime\log\fcmdb.log

Problem: When clicking the *Service* button, the list of all business services does not appear.

Solution

Check the **server.conf** file.

1. Log on to PPM.

2. Browse to **C:\PPM**.

3. Open the **server.conf** file.

4. Check the **SERVICE_LIST_UCMDB_MAX_CI_NUMBER** parameter. This parameter defines how many CIs the PPM displays.

5. Set this parameter to the correct value.

```
#PPM-UCMDB Integration: UCMDB Server Parameters for Service Concept
com.kintana.core.server.SERVICE_LIST_SOURCE=UCMDB
com.kintana.core.server.SERVICE_LIST_UCMDB_CACHE_TIMEOUT=120
com.kintana.core.server.SERVICE_LIST_UCMDB_CI_MAPPINGS=name:name,description:provider
com.kintana.core.server.SERVICE_LIST_UCMDB_CI_TYPE=business_service
com.kintana.core.server.SERVICE_LIST_UCMDB_MAX_CI_NUMBER=100
com.kintana.core.server.UCMDB_SERVER_URL=http://vmamqa105.devlab.ad:8080/ucmdb
com.kintana.core.server.UCMDB_SERVER_VERSION=9.0
com.kintana.core.server.UCMDB_WS_USER=admin
com.kintana.core.server.UCMDB_WS_PASSWORD=admin
#PPM-UCMDB Parameter List end
```

Problem: When clicking the *Service* button, an error message appears. PPM's log file reports that the connection to UCMDB has failed.

```
An unknown error has occurred. For more information, please contact your PPM administrator and provide the following GUID number:
GUID=FOD6496F-20D8-E1A3-80E3-49CF3871CFFD
nested detail:null; nested exception is:
        java.lang.NullPointerException


An unknown error has occurred. For more information, please contact your PPM administrator and provide the following GUID number:
GUID=FOD6496F-20D8-E1A3-80E3-49CF3871CFFD
        at com.kintana.core.btointeg.cmdb.CMDBConnection_SOAP.getCIsByTypeChunked(CMDBConnection_SOAP.java:203)
        at com.kintana.core.btointeg.cmdb.CMDBConnection_SOAP.queryCIs(CMDBConnection_SOAP.java:117)
        at com.kintana.core.btointeg.cmdb.CMDBConnectionPoolImpl_SOAP$CMDBConnectionWrapper.queryCIs(CMDBConnectionPoolImpl_SOAP.java:43)
        at com.kintana.core.btointeg.cmdb.CICacheManager.loadFromSource(CICacheManager.java:57)
        at com.kintana.core.server.BaseCacheManager.retrieveData(BaseCacheManager.java:332)
        at com.kintana.core.btointeg.cmdb.CMDBAgent.queryCIs(CMDBAgent.java:11)
        at com.kintana.core.btointeg.cmdb.KSCGetCmdbServicesCommand.execute(KSCGetCmdbServicesCommand.java:102)
        at com.kintana.core.server.execution.CommandExecutionAgent.doExecuteCommands(CommandExecutionAgent.java:826)
        at com.kintana.core.server.execution.CommandExecutionAgent.executeCommands(CommandExecutionAgent.java:713)
        at com.kintana.core.server.execution.BaseExecutionManager.executeBatchForRegularExecution(BaseExecutionManager.java:1162)
        at com.kintana.core.server.execution.BaseExecutionManager.executeBatch(BaseExecutionManager.java:1093)
        at com.kintana.core.server.execution.BaseExecutionManager.run(BaseExecutionManager.java:841)
Caused by: org.apache.axis2.AxisFault: null; nested exception is:
        java.lang.NullPointerException
        at com.kintana.core.btointeg.cmdb.CMDBConnection_SOAP.getCIsByTypeChunked(CMDBConnection_SOAP.java:177)
        ... 11 more
```

Solution

Check the **server.conf** file.

1. Log on to PPM.

2. Browse to **C:\PPM**.

3. Open the **server.conf** file.

4. Check that the CI type defined as the parameter in the server.conf file is **SERVICE_LIST_UCMDB_CI_TYPE**.

5. Set the parameter to the correct value.

6. Restart PPM.

Problem: When clicking the *Service* button, an error message appears. The PPM log file reports that the version of UCMDB is wrong.

The following Command Step is not subject to timing out: com.kintana.core.btointeg.cmdb.KSCGetCmdbServicesCommand

Solution

Check the **server.conf** file.

1. Log on to PPM.

2. Browse to **C:\PPM**.

3. Open the **server.conf** file.

4. Confirm the version of UCMDB is correct.

   ```
   com.kintana.core.server.UCMDB_SERVER_VERSION
   ```

5. Set the parameter to the correct value.

6. Restart PPM.

Problem: The *Service* check box is missing in the Task Details window.

Solution

Under Project Settings in PPM, check if the **Service** option was chosen.

1. Log on to PPM.

2. Select a project.

3. Click **Project Setting**.

4. Select the **Service** check box and click **Save**.

Problem: The *Service* check box under Project settings is missing.

Solution

Check the configuration according to the PPM extension section of the HP Change Configuration and Release Management (CCRM) version 9.10 Configuration Guide.

Chapter 5

Troubleshooting HP SM and HP OO

HP Product Log Files

Product	Location of Log's File
HP Service Manager (SM)	C:\Program Files\HP\Service Manager 9.30\Server\logs\sm.log
HP Operations Orchestration (OO)	C:\Program Files\Hewlett-Packard\Operations Orchestration\Central\logs\Central_wrapper.log

Problem: When trying to search for a flow in the OO section of SM, the list is empty.

Solutions

There are two solutions for this problem. The first solution is to check the configuration of OO in SM.

1. Log on to SM.

2. Navigate to **Tailoring** > **Integration Manager**.

3. Select the **SMOO** row and click **Edit**. If the integration is enabled, disable it first.

4. Click **Next**.

5. Check all parameters— especially that the **basepath** parameter uploads the flows from OO to SM.

> **Note:** If this problem still occurs, check the SSL configuration between OO and SM according to the HP Change Configuration and Release Management (CCRM) version 9.10 Configuration Guide.

Problem: When an OO flow runs from an SM ticket, the following error message appears in the activity log.

Solution

In OO, confirm that the RAS SSL certificates are valid.

To check the SSL certificates in OO:

1. Log on to OO.

2. Browse to **C:\Program Files\Hewlett-Packard\Operations**

3. Confirm that all SSL certificates in this folder are valid.

Note: To reproduce the SSL certificate or to configure it again, refer to the OO extension section of the HP Change Configuration and Release Management (CCRM) version 9.10 Configuration Guide.

Chapter 6

Troubleshooting HP RC and HP UCMDB

HP Product Log Files

Product	Location of Log's File
HP Release Control (RC)	C:\HP\RC910\servers\server-0\logs\sm-rc-adapter\ccm_general.log
HP Universal CMDB (UCMDB)	C:\hp\UCMDBServer\runtime\log\fcmdb.log

## Problem: RFC ticket will not pass from SM to RC.

Solution

1. Verify the problem by opening the CCM_GENERAL log file in RC:

   ```
   " ERROR uCmdbSynchorinzer-Job
   ApplicationSynchronizer.doSynchronization:67
   Synchronization exception in
   ApplicationSynchronizer: Could not deserialize
   result from HTTP invoker remote service
   [http://localhost:8080/cmdb-adapter-
   90/remoting/SessionManager]; nested exception is
   java.lang.ClassNotFoundException:
   com.hp.ucmdb.api.InvalidCredentialsException"
   ```

2. Check the UCMDB adapter configuration in RC:

   a. Log on to RC.

   b. From the menu bar, select **Module > Administrator**.

   c. Select the **Configuration** tab.

d. Expand **Integrations** and select **HP Universal CMDB > Available Connections**.

e. Check the UCMDB details in the adapter. Change them if necessary.

f. Click **Save**.

g. Click **Activate**.

h. Restart the RC service.
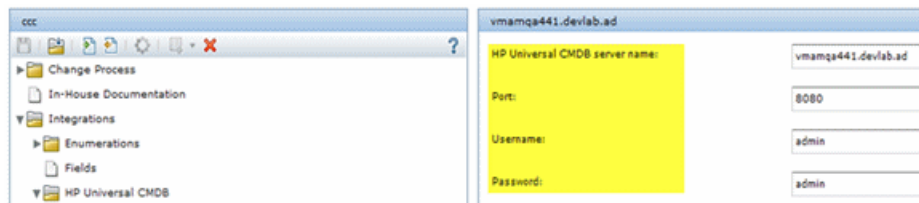
If the problem persists, check the side for the UCMDB server.

1. Using the status page, verify the server is up and running.

2. Check if the UCMDB integration user is available for connection

3. If needed, create a new integration user in UCMDB from **UCMDB jmx-console > UCMDB:service=Security Services > createIntegrationUSer**, then reconfigure the RC adapter with the new integration user.