HP Cloud Service Automation

Software Version: 4.00

Troubleshooting Guide

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The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

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Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

Table 1   Document Changes

Version	Changes
July 2012	First release
September 2012	Updated for HP CSA 3.01
December 2012	Updated for HP CSA 3.10
June 2013	Updated for HP CSA 3.20
January 2014	Updated for HP CSA 4.00

HP Cloud Service Automation

Installation and Initial Configuration

Upgrade does not detect previous version of CSA

Problem: Upgrade does not detect previous version of CSA

Symptoms	When running the installer to upgrade, the install does not detect that CSA is already installed.
Primary software component	HP CSA
Failure message	Installation fails with errors in the csa_install.log file.
Probable cause	JRE is installed in the Program Files (x86) folder instead of Program Files.

Solution

Remove the JRE from the Program Files (x86) folder and re-install it in the Program Files folder.

Performance issue with import of large archives

Problem: Import of large archives (>1.5 MB) is slow

Symptoms	Operation spins for a long time.
Primary software component	HP CSA
Failure message	"Out of memory" error in server.log during import
Probable cause	The default Heap size (1 GB) configured in HP CSA is not sufficient for the import process.

Solution

Increase the Heap size configured for HP CSA and perform the import. For additional details, refer to the "Import Large Archives" section of the *HP Cloud Service Automation Configuration Guide*.

Cancelling a subscription does not prompt the user for an approver

Problem: Cancelling a subscription does not prompt the user for an approver.

Symptoms	Cancelling a subscription does not prompt the user for an approver.
Primary software component	HP CSA
Failure message	None
Probable cause	By default, cancelling a subscription does not prompt the user for an approver.

Solution

Prompting the user for an approver when a subscription is cancelled should be configured when the offering is published.

Go to CSA offering , create offering , publish , select catalog, select approval Policy , select Manage action approvals and click on cancel action.

Installation and initial configuration tips

Following are troubleshooting tips to verify configuration information for specific scenarios and for checking the application log files.

Symptom	User has entered the database credentials but the installer cannot connect to the database.
Solution	1. Confirm user has entered the correct credentials. 2. Confirm that the user name used to connect to the database has the appropriate database permissions to create tables. 3. Click **Cancel** on the installer. This creates an installer log file (`HP_Cloud_Service_Automation_Install_<time stamp>`) on the desktop that gives the stack trace with the actual problem.

Symptom	LDAP user is unable to log in to the Cloud Service Management Console.
Solution	1. Verify that the LDAP server is accessible. 2. Verify that the LDAP configuration in the Cloud Service Management Console is correct.

Symptom	CSA Server does not start after install
Solution	1. Verify that the ports used by HP CSA are free. This includes ports 9999, 9990, 9443, 8009, 8081, 8444, 8090, 4447, 4712, 4713, and 1099. 2. If any of these ports are in use, modify the port that conflicts in `standalone.xml`.

Process Definition Tool fails to execute

Problem: Process Definition Tool fails to execute

Symptoms	Process Definition Tool fails.
Primary software component	HP CSA

Failure message	After failure, the process-defn-tool log generated under `%CSA_HOME%\Tools\ProcessDefinitionTool` contains the following:
	
	`HP OO credentials are incorrect - stackTrace:javax.net.ssl.SSLException:`
	`java.lang.RuntimeException: Unexpected error:`
	`java.security.InvalidAlgorithmParameterException: the trustAnchors parameter must be`
	`non-empty`
	`Wrong Database credentials -ORA-01017: invalid username/password; logon denied`
	`JDBC path is incorrect - ERROR org.hibernate.util.JDBCExceptionReporter - Cannot load JDBC`
	`driver class 'oracle.jdbc.driver.OracleDriver'`

Probable causes	• HP Operation Orchestration (OO) credentials are incorrect. • Database credentials are incorrect. • JDBC path is incorrect.

Solution

1. Update the HP Operation Orchestration credentials.
2. Update the database credentials.

3. Provide the correct JDBC path, for example, `java -jar process-defn-tool.jar -d <db.properties> -i HPOOInputSample.xml -l "C:\Program Files\jdbc\ojdbc6.jar"`.

Content archives import fails

Problem: Content archives import fails.

Symptoms	Content archives import fails.
Primary software component	HP CSA
Failure message	```Cannot be imported because ProcessDefinition with name : '/Library/CSA/3.0/Providers/vCenter/vCenter Clone Server/Actions/vCenter Start Server' and UUID : '402894d437b70e750137b7103b45023e' doesn't exist```
Probable cause	Import fails because process definition with name '/Library/CSA/3.0/Providers/vCenter/vCenter Clone Server/Actions/vCenter Start Server' does not exist in the system.

Solution

Run process definition tool with appropriate configuration to import '/Library/CSA/3.0/Providers/vCenter/vCenter Clone Server/Actions/vCenter Start Server' OO Flow as process definition into CSA. Subsequent import of content with content archive tool will work.

HP CSA on Ubuntu

Command not found error when CSA service script is executed

Problem: Command not found error when the HP CSA service script is executed

Symptoms	Command not found error when HP CSA service script is executed.
Primary software component	HP Cloud Service Automation
Failure message	bash: service: command not found
Probable cause	/sbin is not set in the PATH environment variable.

Solution

Do the following:

1. Add /sbin to the PATH environment variable. From a command prompt, type: `export PATH=$PATH:/sbin` (this command should also be added to a startup script for the csauser user)
2. Verify PATH has been set. Type: `echo $PATH`
3. Run the HP CSA service script. For example, type: `service csa status`

Fail to execute CSA 4.0 installer on Linux

Problem: Fail to execute CSA 4.0 installer on Linux

Symptoms	Fail to execute CSA 4.0 installer on Linux.
Primary software component	HP CSA on Linux platform
Failure message	No Java virtual machine could be found from your PATH environment variable. You must install a VM prior to running this program.
Probable cause	$JRE_HOME/bin should be in the $PATH

Solution

Export PATH=/usr/java/<jre>/bin:$PATH and continue installation.

Failure to install CSA on Linux

Problem: Failure to install HP CSA on Linux

Symptoms	HP CSA installation fails with an error on the Linux platform.
Primary software component	HP CSA

Failure message	Verify csa_install.txt for the failure message under $CSA_HOME/_CSA_4_0_0_installation/Logs:
	
	HostInfo Error:
	     Status: ERROR
	     Additional Notes: ERROR - java.net.UnknownHostException: Hostname.com: Hostname.com: Name or service not known

Probable cause	The FQDN is not resolvable.

Solution

Modify /etc/hosts to include < IP Hostname FQDN >

For example, on the Linux machine edit /etc/hosts and add following line:

<"IP address" "Hostname" "FQDN" >

HP CSA files are not cleaned up after CSA uninstallation on Ubuntu

Problem: HP CSA uninstall does not clean up all files or folders

Symptoms	Folders or files remain after successfully completing HP CSA uninstallation.
Primary software component	Ubuntu
Failure message	None
Probable cause	The files were in use during uninstallation.

Solution

1. Go to the $CSA_HOME directory.

2. Manually delete any remaining HP CSA files.

HP CSA service fails to start on Ubuntu

Problem: HP CSA service startup fails with port in use error.

Symptoms	HP CSA service fails to start.
Primary software component	Ubuntu
Failure message	`Port already in use`
Probable cause	One or more ports needed by JBoss are not available because they are being used by another application.

Solution

Verify that the ports mentioned in the `$CSA_HOME/jboss-as-7.1.1.Final/standalone/configuration/standalone.xml` file are free before installing or starting the CSA service.

HP CSA Service fails to start or stop with unrecognized service error on Ubuntu

Problem: Cannot start or stop HP CSA service.

Symptoms	HP CSA service start/stop command fails.
Primary software component	Ubuntu
Failure message	`csa: unrecognized service`
Probable cause	The user does not have permission to execute the HP CSA service.

Solution

Follow the steps at the end of the section entitled "Install HP Cloud Service Automation" in the *HP Cloud Service Automation Installation Guide*, to create the service and provide proper permissions.

HP CSA service stop command results in java not found error on Ubuntu

Problem: Cannot stop CSA service

Symptoms	CSA service stop command fails with java not found error.
Primary software component	Ubuntu
Failure message	`'eval: java: not found'`
Probable cause	`JAVA_HOME` environment variable is not set.

Solution

1. Run the following command:

   export `JAVA_HOME=$CSA_HOME/jre`

2. Stop the CSA service by executing the following command:

   `$CSA_HOME/jboss-as-7.1.1.Final/bin/jboss-cli.sh --connect --command=:shutdown`

Permission denied when running process definition tool

Problem: Permission denied when running process definition tool

Symptoms	Permission denied when running process definition tool.
Primary software component	HP CSA on Linux platform

Failure message	`$ java -jar process-defn-tool.jar -g`
	`log4j:ERROR setFile(null,true) call failed.`
	`java.io.FileNotFoundException: process-defn-tool.log (Permission denied)`
	`        at java.io.FileOutputStream.open(Native Method)`
	`        at java.io.FileOutputStream.<init>(FileOutputStream.java:212)`
	`        at java.io.FileOutputStream.<init>(FileOutputStream.java:136)`
	`        at org.apache.log4j.FileAppender.setFile(FileAppender.java:294)`
	`        at org.apache.log4j.RollingFileAppender.setFile(RollingFileAppender.java:207)`
	`        at org.apache.log4j.FileAppender.activateOptions(FileAppender.java:165)`
	`        at org.apache.log4j.config.PropertySetter.activate(PropertySetter.java:307)`
	`        at org.apache.log4j.config.PropertySetter.setProperties(PropertySetter.java:172)`
	`        at org.apache.log4j.config.PropertySetter.setProperties(PropertySetter.java:104)`
	`        at org.apache.log4j.PropertyConfigurator.parseAppender(PropertyConfigurator.java:809)`
	`        at org.apache.log4j.PropertyConfigurator.parseCategory(PropertyConfigurator.java:735)`
	`        at org.apache.log4j.PropertyConfigurator.configureRootCategory(PropertyConfigurator.java:615)`
	
	`        at org.apache.log4j.PropertyConfigurator.doConfigure(PropertyConfigurator.java:502)`
	`        at org.apache.log4j.PropertyConfigurator.doConfigure(PropertyConfigurator.java:547)`
	`        at org.apache.log4j.helpers.OptionConverter.selectAndConfigure(OptionConverter.java:483)`
	`        at org.apache.log4j.LogManager.<clinit>(LogManager.java:127)`
	`        at org.apache.log4j.Logger.getLogger(Logger.java:117)`
	`        at com.hp.csa.oo.tools.exporter.ExportMain.<clinit>(ExportMain.java:39)`

Probable cause	PDT tool was earlier executed as root user.

Solution

As part of the CSA installation, it is recommended you run the PDT using csauser. Delete the process-defn-tool.log file and re-run the PDT tool.

psql error loading shared libraries when connecting to postgres database using psql command

Problem: psql error loading shared libraries when connecting to postgres database using psql command

Symptoms	psql: error loading shared libraries when connecting to postgres database using psql command.
Primary software component	HP CSA on Linux Platform
Failure message	psql: error in loading shared libraries libpq.so.2.1: cannot open shared object file: No such file or directory
Probable cause	No Library path was set before running the psql command.

Solution

Export "LD_LIBRARY_PATH=/opt/PostgreSQL/9.2/lib:$LD_LIBRARY_PATH" and then run psql command.

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Installation fails with SQL errors

Problem: Installation fails with SQL errors

Symptoms	Installation fails with SQL errors in the `csa_install.log` file.
Primary software component	HP CSA

Failure message	Error messages similar to:
	`org.postgresql.util.PSQLException: ERROR: duplicate key value violates unique`
	`constraint "csa_category_type_pkey"`
	`org.postgresql.util.PSQLException: ERROR: relation "csa_access_point" already exists`

Probable cause	A fresh database schema was not used with the HP CSA installation.

Solution

1. Uninstall the failed HP CSA instance by following the steps provided in the *HP Cloud Service Automation Configuration Guide.*
2. Create a new database instance.
3. Install HP CSA, providing the new database instance details.

Miscellaneous Information and Issues

CSA fails with JDBC rollback error

Problem: HP CSA fails to connect with the database, and a JDBC rollback exception occurs in the log.

Symptoms	HP CSA fails to connect with the database, and a JDBC rollback exception occurs in the log.
Primary software component	HP CSA Provider Console
Failure message	HP CSA functionality fails; JDBC rollback error appears.
Probable cause	The database connection might be broken because of network issues, or the database service is unresponsive.

Solution

Add configuration information as indicated in the following procedures.

For Standalone Setup:

- Stop the HP Cloud Service Automation service.
- Navigate to <CSA_HOME>\jboss-as-7.1.1.Final\standalone\configuration.
- Open the standalone.xml file for editing.
- Find the "dataSource" tag which is used for HP CSA database configuration.
- Add the following after the line that ends with </security>
  <validation>
  <check-valid-connection-sql>select 1</check-valid-connection-sql>
  <validate-on-match>false</validate-on-match>
  </validation>
- Start the HP Cloud Service Automation service.

If your HP CSA instance uses the Oracle database, use the SQL query "select 1 from DUAL" instead of "select 1" in the above validation connection sql tag.

For Cluster Setup:

- Make sure the HP CSA service is stopped.
- Navigate to <CSA_HOME>\jboss-as-7.1.1.Final\domain\configuration.
- Open the domain.xml file for editing.
- Find the "dataSource" tag which is used for HP CSA database configuration.
- Add the following after the line that ends with </security>
  <validation>
  <check-valid-connection-sql>select 1</check-valid-connection-sql>
  <validate-on-match>false</validate-on-match>
  </validation>

If your HP CSA instance uses the Oracle database, use the SQL query "select 1 from DUAL" instead of "select 1" in the above validation connection sql tag.

- Start the HP CSA Service in cluser mode.

Error updating sequential service design

Problem: An error occurs while updating an upgraded sequential service design

Symptoms	A generic error occurs while saving an upgraded sequential service design that has multiple properties from a single option target bound to the same service component.

Primary software component	Service Design
Failure message	Error updating service design
Probable cause	Multiple properties from a single option are target bound to the same service component.

Solution

Ensure that the service design does not have options such as multiple properties from any single option being target bound to the same property on a service component.

HP CSA REST API - Cannot create property names

Problem: Cannot create property names using the REST API

Symptoms	HP CSA REST API cannot create property names.
Primary software component	HP CSA REST API
Failure message	`Object cannot be found.`
Probable cause	The property name uses special characters.

Solution

If property names, such as URLs, use special characters, the special characters must be encoded.

OO flows attached during the modifying phase are not executing when name, description, or service end dates are modified

Problem: OO flows attached during the modifying phase are not executing when name, description, or service end dates are modified

Symptoms	OO flows attached during the modifying phase of a subscription are not executing when name, description, or service end dates are modified.
Primary software component	CSA service subscription
Failure message	None
Probable cause	Modifying the properties of the subscription does not invoke any modification subscription actions. The only resource offerings that are processed during the modifying state are those associated with service components that are processed during the modifying state.

Solution

To ensure that the desired service components are processed during the modifying state, set these service components to have a subscriber option property that gets its value directly from a target binding or have a source binding that gets its value indirectly from such a target binding.

The only resource offerings that are processed during the modifying state are those associated with service components that are processed during the modifying state.

Process definition tool throws an error `missing mandatory field(s)'

Problem: Process definition tool throws an error "missing mandatory field(s)"

Symptoms	When running the process definition tool, the following message appears in the console or the process-defn-tool.log log file: `missing mandatory field(s)!`

Primary software component	Process definition tool
Failure message	`missing mandatory field(s)!`
Probable cause	The HPOOInputSample.xml input file includes a folder definition to OO flows, which does not contain one or more mandatory OO fields like CSA_CONTEXT_ID and CSA_PROCESS_ID.

Solution

- Change the folder definition to point to a directory containing only action flows. If the directory contains both action flows and subflows, move the subflows to a different folder.
- Check If the action flows are missing the mandatory fields.

The Process Definition Tool cannot connect to the database

Problem: The Process Definition Tool cannot connect to the database

Symptoms	When running the process definition tool, the following message appears in the console or the process-defn-tool.log log file: `failed to connect to the database!`
Primary software component	Process definition tool
Failure message	`failed to connect to the database!`
Probable cause	The database information may not be correctly defined in the database properties file. If HP CSA is configured to be compliant with FIPS 140-2, an HP CSA property may be set incorrectly or the database password stored in the database properties file has been encrypted using a different encryption algorithm.

Solution

In the database properties file that you are using with the process definition tool (for example, db.properties), verify that the information provided in the file is correct. Encrypt the database password and replace the existing db.password property value in the database properties file.

If HP CSA is configured to be compliant with FIPS 140-2, verify that the useExternalProvider property is set to true in the csa.properties file. Also, encrypt the database password and replace the existing db.password property value in the database properties file.

User authorization fails if base DN of an organization is modified during user session

Problem: User authorization fails if the base DN of an organization is modified during user session

Symptoms	If the admin user modifies the base DN in the LDAP settings of an organization while a user is logged in, the user authorization fails and navigation is disabled.
Primary software component	Market Place Portal/CSA Management Console
Failure message	Authorization exceptions
Probable cause	A user is logged into an organization when the admin user changes the base DN in the LDAP settings of that organization.

Solution

Once the user cache is cleared after the configured timeout that is set in the csa.properties file, the user can log in again and the user groups will be refreshed.

Vcenter_ADM_SIS_UCMDB_320 service subscription goes into Pause state even after all HP OO flows are successful

Problem: The Vcenter_ADM_SIS_UCMDB_320 service subscription goes into the Pause state in HP CSA even after all the HP Operations Orchestration (HP OO) flows are successful and the return code from HP OO indicates a success.

Symptoms	The Vcenter_ADM_SIS_UCMDB_320 service subscription goes into the Pause state in HP CSA even after all the HP Operations Orchestration (HP OO) flows are successful and the return code from HP OO indicates a success.
Primary software component	HP CSA, HP OO
Failure message	None.
Probable cause	The HP CSA timeout that is set to wait for the HP OO flow action to complete is shorter than the actual time taken by the action to complete the deployment of the application using HP ADM.

Solution

Increase the default timeout value for the Deploy Application action in the SA_ADM_3.20 Resource Offering.

Windows command-line commands do not run

Problem: Windows® command-line commands do not run

Symptoms	Scripts or commands typed into the Windows command prompt fail.
Primary software component	Windows command prompt
Failure message	`<partial_path_name>` is not recognized as an internal or external command, operable program or batch file. For example, `'C:\Program'` is not recognized as an internal or external command, operable program or batch file.
Probable cause	If a variable is used in the command, the variable might contain a space in the directory path name.

Solution

If a command uses a variable, enclose the command in quotation marks.

For example,
`"%CSA_HOME%\jre\bin\java" -jar process-defn_tool.jar -d db.properties -i HPOOInfoInput.xml`
or
`"%ICONCLUDE_HOME%\jre1.6\bin\java" -jar CSA-3_10-ContentInstaller.jar -centralPassword mypassword`

Cloud Service Management Console

Cannot delete a provider associated with failed subscriptions

Problem: Cannot delete a provider associated with failed subscriptions.

Symptoms	During service subscription, a resource provider associated with a resource offering or resource environment might be bound to a service component of a service instance. Once a resource provider is bound, it cannot be deleted from HP CSA.
Primary software component	HP Cloud Service Management Console

Probable cause	This is by design. Removing a bound resource provider leaves the service instance in an inconsistent state.

Solution

If you are deleting a resource provider because of a typographical error while configuring the Service Access Point information (such as the URL, user name, or password), use the edit button to modify the resource provider information in the HP Cloud Service Management Console.

Resource offering import fails

Problem: Importing resource offerings fails.

Symptoms	Unable to import a resource offering to an HP CSA instance.
Primary software component	HP CSA Resource Offering
Failure message	`Invalid Import data. Check server log for details.`
Probable cause	Server logs generally indicate the reason the import failed. The most probable cause is that a process definition referenced by the resource offering that is being imported does not exist in HP CSA. This is the case if you see the following message in the server logs: `Resource Offering cannot be imported because ProcessDefinition with name: '<Process Definition Name>' and UUID: '<Process Definition UUID>' doesn't exist.`

Solution:

Import the missing process definition using the Process Definition Tool.

Trying to add a valid approver after an invalid attempt to add an approver who does not have access to the organization fails with error message

Problem: Trying to add a valid approver after an invalid attempt to add an approver who does not have access to the organization fails with an error message

Symptoms	1. When trying to add a valid approver after a failed attempt to add an invalid approver, the following message displays: User does not have the permission ORGANIZATION_READ to perform the operation. 2. After clicking **OK**, an attempt is made to add the same user to the policy again without exiting the popup UI and the add operation is successful.
Primary software component	HP Cloud Service Management Console
Failure message	User does not have the permission ORGANIZATION_READ to perform the operation.

Solution

Click **OK** when the message "User does not have the permission ORGANIZATION_READ to perform the operation" displays. Then add the same user to the policy again. The user is successfully added in the second attempt without exiting the popup UI.

Failure to add LDAP user to a named approver policy

Problem: After a failed attempt to add an invalid approver, the next attempt to add a valid approver will fail, but the second attempt will succeed

Symptoms	When attempting to add an LDAP user who does not have access to an organization to a NAMED APPROVER POLICY, the user will receive the message "Error Adding User. Person not assigned any roles for this organization." The next attempt to add a valid approver who does has organization access will fail with the message "User does not have the permission ORGANIZATION_READ to perform the operation," however, the second attempt to add a valid approver is successful.
Primary software component	Approval Policies
Failure message	After the first attempt (user does not have access to an organization) - "Error Adding User. Person not assigned any roles for this organization." After next attempt (user is a valid approver who has organization access) - "User does not have the permission ORGANIZATION_READ to perform the operation."
Probable cause	User does not have the permission ORGANIZATION_READ to perform the operation.

Solution

After the first attempt to add a valid approver, add the valid LDAP user to the Named Approver policy again without exiting the pop-up UI.

Localization

Non-English characters are not being properly stored by Oracle

Problem: Non-English characters are corrupt after being stored in Oracle.

Symptoms	Non-English characters are not correct after being stored in the Oracle database.
Primary software component	Oracle database
Probable cause	Oracle database localization parameters were not set before installing HP CSA.

Solution

To support localization, the Oracle database must be configured to support non-English characters. This configuration must be completed before HP Cloud Service Automation is installed. If the necessary parameters are not set to the required values and you have already installed and started using HP CSA, in order to support non-English characters you must create another database configured for localization and then migrate the data to this instance.

See the "Configure Oracle for Localization" section of the *HP Cloud Service Automation Installation Guide.*

Integrations

HP Operations Orchestration (OO)

All workflows in the HP Operations Orchestration public repository are invalid

Problem: All workflows in the HP OO public repository are invalid.

Symptoms	The names of all workflows in the HP OO public repository are in red font.
Primary software component	HP Operations Orchestration
Failure message	None
Probable cause	RAS Operator Path configured incorrectly

Solution

1. Login to the HP OO Studio, and navigate to **Configuration** > **Remote Action Services** > **RAS Operator Path** in the HP OO public repository.
2. Verify that the RAS operator path is configured correctly with a valid IP address or fully-qualified domain name and port number.

Some workflows under CSA folder are invalid

Problem: Some workflows under CSA folder are invalid.

Symptoms	The names of some workflows under /Library/CSA in the HP OO public repository are in red font.
Primary software component	HP Operations Orchestration
Failure message	Moving the mouse over an invalid workflow will display messages similar to the following: • `The operation this step links to has problems` • `Transition source step has no operation linked to it` • `Operation cannot be found`
Probable cause	Required HP OO content may not have been installed.

Solution

1. Verify that all the required HP OO content has been installed as described in the "HP Operations Orchestration Support Requirements" section in the *HP Cloud Service Automation Solution and Software Support Matrix*.

HP CSA Operations Orchestration content not reflected in HP OO

Problem: HP CSA Operations Orchestration content is not reflected on HP OO.

Symptoms	After installing the HP CSA OO content installer (`CSA-3_20-ContentInstaller.jar`), the CSA flows are not reflected in HP OO Studio.
Primary software component	HP Operations Orchestration

Solution

Follow these steps in the given order:

1. Clean up the HP OO repository.
2. Reinstall HP OO-SA content.
3. Reinstall HP OO Content Pack.
4. Reinstall the HP CSA-OO content, `CSA-3_20-ContentInstaller.jar`.

Subscription fails because Get User Identifier step in an HP Operations Orchestration (OO) flow failed

Problem: A subscription fails because the Get User Identifier step in an HP Operations Orchestration (OO) flow failed.

Symptoms	A subscription fails because the *Get User Identifier* step in an HP Operations Orchestration (OO) flow failed with status "Failed to Execute".
Primary software component	HP Operations Orchestration
Failure message	Status of Get User Identifier step in the HP OO flow is: `Failed to Execute.`
Probable cause	HP CSA user credentials or the URI setting in HP OO are not configured correctly.

Solution

In HP OO Studio, verify that the settings for CSA_REST_CREDENTIALS and CSA_REST_URI are configured correctly. HP recommends the following:

- **Configuration** > **System Properties** > **CSA_REST_URI**: `https://<csa_hostname>:8444/csa/rest`
- **Configuration** > **System Accounts** > **CSA_REST_CREDENTIALS**: `user name: ooInboundUser, password: cloud`

Refer to the section "Configure HP Operations Orchestration" in the *HP Cloud Service Automation Installation Guide* for more information.

Trust store setup failure causes login lockouts

Problem: Trust store setup failure causes login lockouts.

Symptoms	After installation and setup of HP CSA and configuration of the HP CSA trust store to enable access to HP OO, it is not possible to login to either HP CSA or HP OO.
Primary software component	HP CSA, HP OO, Java keytool, certificate files, McAfee trust authentication services
Failure message	Browser errors. No login page is presented for either HP CSA or HP OO. Indication that the web services are inaccessible or non-existent.
Probable cause	Misstep or typographical error occurred when running the keytool export/import process, followed by manipulation and/or replacement of the monitored certificate files, triggering the McAfee trust authentication security software to intercept and prevent access to either the HP CSA or HP OO web services.

Solution

Do not modify the trust store certificates file in its source directory. Modify a copy of this file and verify that all steps, passwords, and entry changes are correct before replacing it.

javax.net.ssl.SSLHandshakeException

Problem: javax.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: PKIX path building failed

Symptoms	javax.net.ssl.SSLHandshakeException: sun.security.validator.Va lidatorException: PKIX path building failed.
Primary software component	HP CSA and HP Operations Orchestration (HP OO)
Failure message	Caught exception: javax.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: PKIX path building failed: sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path to requested target.
Probable cause	The HP OO certificate is not imported into the HP CSA Installed JRE security cacerts path.

Solution

1. Make sure the $PATH variable has $JRE_HOME\bin set per the HP CSA installation JRE selected during the HP CSA 4.0 installation (for example, either openjre or Oracle JRE).
2. Verify that the OO10.x certificate is imported properly to the HP CSA installed JRE cacerts path, using commands below:
   - If Oracle JRE is selected during HP CSA 4.0 installation, then import the OO 10.x cetificate using a command like the following:
     `keytool.exe -importcert -alias tomcat -file "C:\Temp\oo10-certificate.cer" -keystore`

```
                    "C:\Program Files\Java\jre7\lib\security\cacerts"
```
- If openjre is selected during HP CSA 4.0 installation, then the OO10.x certificate has to be imported to the path "C:\Program Files\Hewlett-Packard\CSA\openjre\lib\security" using a command like the following:
```
                    keytool.exe -importcert -alias tomcat -file "C:\Temp\oo10-certificate.cer" -keystore
                    "C:\Program Files\Hewlett-Packard\CSA\openjre\lib\security\cacerts" password: changeit
```
3. Refer to the section of the HP CSA Installation Guide entitled "Configure HP Operations Orchestration" at 'Step 7, "Configure SSL Between HP Cloud Service Automation and HP Operations Orchestration."

HP Matrix Operating Environment (MOE)

MOE_COMPUTE_SOAPV4_3.20 subscriber actions fail

Problem: `MOE_COMPUTE_SOAPV4_3.20` subscriber actions fails to execute the request

Symptoms	Subscriber action for `MOE_COMPUTE_SOAPV4_3.20` service design fails to execute.
Primary software component	HP Matrix Operating Environment
Failure message	`soap:Client</faultcode><faultstring>Message part http://v3.soap.io.hp.com/ http://v3.soap.io.hp.com/. (Does it exist in service WSDL?)</faultstring>`
Probable cause	HP MOE provider should be configured with SOAP v4 endpoint.

Solution

Login to the provider portal and verify that the provider URL and SOAP endpoint are correct. The HP Matrix Operating Environment provider should have a SOAP v4 endpoint which will be in the format `https://<moehostname>:51443/hpio/controller/soap/v4`.

No resource provider selected when subscribing to MOE_COMPUTE_CUSTOM_PROVIDER_SELECTION_v3.20

Problem: No resource provider selected when subscribing to `MOE_COMPUTE_CUSTOM_PROVIDER_SELECTION_v3.20`.

Symptoms	No resource provider is selected when a subscription is requested for a service offering that uses the `MOE_COMPUTE_CUSTOM_PROVIDER_SELECTION_3.20` service design.
Primary software component	HP Matrix Operating Environment
Failure message	`ERROR  SelectProviderAction : Could not select a provider as valid providers list is empty for Resource Binding: 8f5afbff39b5329c0139bbd285240747`
Probable cause	The providers associated with the `MOE_COMPUTE_3.20` resource offering do not contain an ORGANIZATIONS property, or none of the provider ORGANIZATIONS contain the user organization name as a value.

Solution

1. Verify whether the providers associated with the `MOE_COMPUTE_3.20` resource offering have a correctly defined ORGANIZATIONS property.
   a. ORGANIZATIONS property value should be populated with the name of the HP MOE *Organizations* configured in HP MOE.
   b. At least one of the provider organizations should contain the user organization name as a value.

See the *HP Cloud Service Automation Integration Pack* guide for more information.

Service Design MOE_COMPUTE_3.20 does not have new MOE SOAP v4 actions

Problem: `MOE_COMPUTE_3.20` does not have new MOE SOAP v4 actions.

Symptoms	When `MOE_COMPUTE_3.20` service design is used with MOE SOAP v4 endpoint, no new SOAP v4 actions are visible in the consumer portal.
Primary software component	HP Matrix Operating Environment
Failure message	None
Probable cause	New SOAP v4 actions are not supported with `MOE_COMPUTE_3.20` service design.

Solution

Actions in the service design `MOE_COMPUTE_3.20` are limited to MOE SOAP v3 endpoint, irrespective of the MOE SOAP endpoint configured on the provider.

To get new actions of MOE SOAP v4, use `MOE_COMPUTE_SOAPV4_3.20` service design following the below steps.

1. Import the HP CSA content archive `CSA_BP_MOE_COMPUTE_SOAPV4_v3.20.00`.
2. The HP Matrix Operating Environment provider associated with the `MOE_COMPUTE_SOAPV4_3.20` offering must have the endpoint SOAP v4.
3. Create an HP CSA service offering using the `MOE_COMPUTE_SOAPV4_3.20` service design. Publish the new offering and subscribe to it.

See the *HP Cloud Service Automation Integration Pack* guide for more information.

Subscriptions using service design MOE_COMPUTE_MT_3.20 fail with error `Impersonated user is not recognized'

Problem: Subscriptions using service design MOE_COMPUTE_MT_3.20 fail with error "Impersonated user is not recognized"

Symptoms	Subscription using `MOE_COMPUTE_MT_3.20` service design fails with error in HP OO reports.
Primary software component	HP MOE 7.0 and later versions

Failure message	`Impersonated user '<username>' is not recognized`
	`Eg 1 : Impersonated user 'cirrus\finance1' is not recognized`
	`Eg 2 : Impersonated user 'csatest2' is not recognized`

Probable cause	- HP MOE is not configured to support multi-tenancy. - HP MOE user-organization configuration is incorrect. - The domain name used by HP CSA (in conjunction with the user name) to login to HP MOE is incorrect.

Solution

Verify the following configurations:

1. For HP MOE multitenancy-based subscriptions, the domain name for the requesting user is retrieved from the user configured with the resource provider in HP CSA. This domain name and the requesting user's name are combined to create the login name that is used to log in to HP MOE during service creation. The login name uses the following format: `<Provider_User's_Domain_Name> \ <Requesting_User's_Name>`
2. In HP MOE, verify that the active directory is configured to support multi-tenancy
3. In HP MOE, verify that the user is correctly mapped to the HP MOE organization.

See the *HP Cloud Service Automation Integration Pack* guide, and the HP MOE documentation on Multi-tenancy and Active Directory Integration for more information.

HP MOE Add Disk action fails with SOAP v3 endpoint

Problem: Add Disk action executed for the HP MOE based subscription fails.

Symptoms	**Add Disk** subscriber action executed on the HP Matrix Operating Environment (MOE) SOAP v3-based subscription fails.

Primary software component	HP Matrix Operating Environment
Probable cause	HP MOE templates are not designed to support **Add Disk** operation.

Solution

Verify whether the HP MOE template is designed to support **Add Disk** operation. To verify the template:

1. Open the HP MOE template used for provisioning in the HP MOE designer portal.
2. The server group on which the **Add Disk** operation is performed should have a non-boot disk attached to it.
3. If the disk is not attached, add a data disk to the server group.
4. Save the HP MOE template.
5. Create a new HP CSA subscription.
6. Request **Add Disk** from the Server Group of the newly create subscription.

HP MOE Add Server action fails

Problem: Add Server action executed for the MOE-based subscription fails.

Symptoms	**Add Server** subscriber action executed on the HP MOE-based subscription fails.
Primary software component	HP Matrix Operating Environment
Probable cause	HP MOE templates are not designed to support **Add Server**.

Solution

Verify whether the MOE template is designed to support the **Add Server** operation. To verify the template:

1. Open the HP MOE template used for provisioning in the HP MOE designer portal.
2. Open the configurations for the server group on which **Add Server** action is to be performed.
3. In the configuration window, on the **Config** tab, verify that the maximum number of servers is greater than the initial number of servers.
4. Modify the maximum number of servers if it does not meet this requirement, and save the HP MOE template.
5. Create a new subscription using this template.
6. Request **Add Server** from the Server Group of the newly create subscription.

MOE Simple compute fails with error that user does not have impersonate privilege

Problem: MOE Simple compute fails with error that user does not have impersonate privilege

Symptoms	MOE Simple compute fails with error that user does not have impersonate privilege.
Primary software component	HP Matrix Operating Environment
Failure message	User does not have impersonate privilege.
Probable cause	The Administrator user for MOE does not have impersonation provileges for the CSA consumer user used to create MOE simple compute subscriptions.

Solution

The MOE provider user configured in HP CSA should have impersonate privileges.

Add Server action flow for MOE-based service designs fails in OO Central when MOE template used to provision is set with minimum number of servers as 4 servers.

Problem: Add Server action flow for MOE-based service designs fails in OO Central when MOE template used to provision is set with minimum number of servers as 4 servers.

Symptoms	Add Server action flow for MOE-based service designs fails in OO Central when the MOE template used to provision is set with minimum number of servers as 4 servers.
Primary software component	HP Matrix Operating Environment
Failure message	Error in CSA server log similar to: Sat, 11 Jan 2014 03:13:57,974 ERROR [com.hp.csa.rest.base.ArtifactController] (http--0.0.0.0-8444-2) Exception raised in the controller Sat, 11 Jan 2014 03:13:57,977 ERROR [com.hp.csa.rest.base.ArtifactController] (http--0.0.0.0-8444-2) com.hp.csa.exception.ObjectNotFoundException: Object cannot be found. (object name = Artifact, id = 2c90e598437a273e01437e0dd31d03d6,2c90e598437a273e01437e0e09bc03de,2c90e598437a273e01437e0e429403e6, 2c90e598437a273e01437e1c5ee604fa) Sat, 11 Jan 2014 03:13:57,977 ERROR [stderr] (http--0.0.0.0-8444-2) com.hp.csa.exception.ObjectNotFoundException: Object cannot be found. (object name = Artifact, id = 2c90e598437a273e01437e0dd31d03d6,2c90e598437a273e01437e0e09bc03de,2c90e598437a273e01437e0e429403e6, 2c90e598437a273e01437e1c5ee604fa) OO FLow : MOE Add Server fails at Update MOE Components->Add Infra Child Components->Add Server to Server Group->Update OS Type
Probable cause	Issue is with OO.10.01.0001. This use case has one subflow "remove duplicates", which works on Studio as expected but not on Central. Flow output is not correct on Central so it's failing to proceed. Xpath operation has a defect in OO 10.01.001 defect: 176027 :MOE_Compute_320 SD online subscription created from template having 4 servers as min servers has failed for MOE Add server public actions in MOE Add server OO flow.

Solution

Either one of the following solutions can be used.

1. If OO10.01.0001 is used, then use a minimum number of server as 1 in the MOE template used for provisioning.

OR

2.Use OO version OO10.02.

HP Server Automation with HP Application Deployment Manager

HP ADM-based service subscription is paused in HP CSA even after all the HP OO flows are successful

Problem: HP ADM-based service subscription is paused in HP CSA even after all the HP OO flows are successful

Symptoms	HP ADM-based service subscription moves into a Pause state in HP CSA even after all the HP OO flows are successful and the return code from HP OO is successful.
Primary software component	HP Server Automation, HP Operations Orchestration, HP MOE
Failure message	Unknown macro: {Result=-1;returnResult=Timeout! The job having the id} in the OO Report
Probable cause	The timeout in HP CSA for HP ADM deployment actions is less than the time taken to deploy applications using HP ADM flows.

Solution

Increase the timeout value on the Timeout field set for the actions on the HP ADM resource offerings.
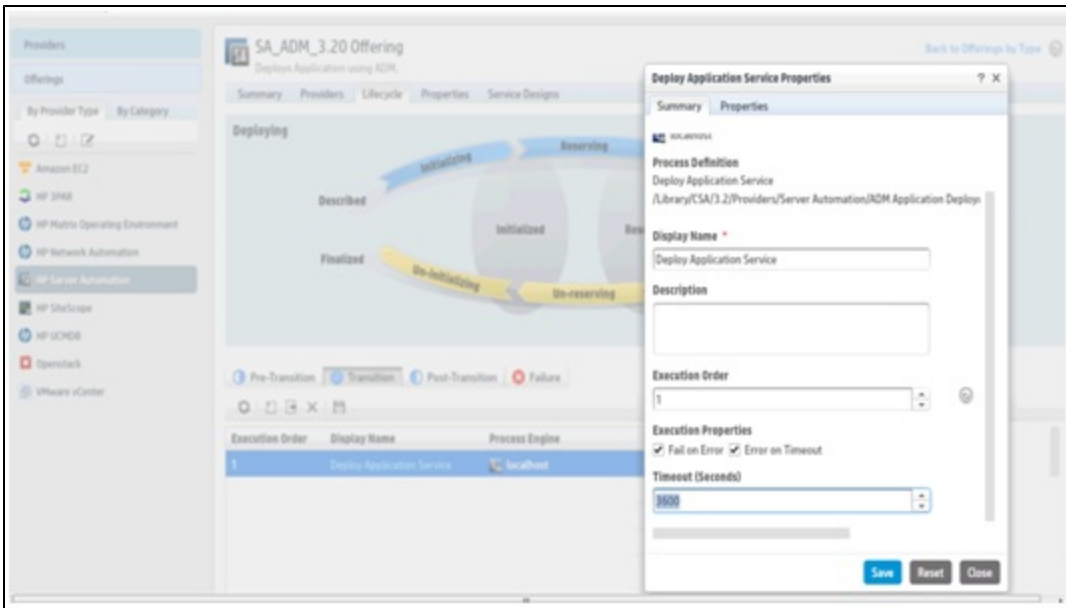
HP MOE ADM deployment fails

Problem: HP MOE ADM deployment fails after provisioning the server instances.

Symptoms	HP OO flow `MOE ADM Simple Compute Linux - Deploy` fails
Primary software component	HP Server Automation
Failure message	The HP OO Central report indicates failure at step `validate MOE - ADM`.
Probable cause	Server Group Node names from the HP MOE templates does not match the property `MOEGROUPNAME` on the associated `DB Group` or `Web Group_ Server Group` components.

Solution

Update `MOEGROUPNAME` property on the service design with associated HP MOE Server Group Node name from the HP MOE template.

HP SiteScope

HP SiteScope CSA template does not appear on HP SiteScope server after import

Problem: Auto import of SiteScope template fails.

Symptoms	HP SiteScope CSA template does not appear on HP SiteScope server after import.
Primary software component	HP SiteScope
Failure message	None
Probable cause	Auto import of HP SiteScope template `CSA templates autoimport.tmpl` fails intermittently. Because of the import failure, credential preferences are not created.

Solution

Follow these steps to manually import the HP SiteScope template and create the credential preferences with the login details for the target server:

1. Log on to the HP SiteScope server using administrator credentials using url `http://<ServerIP>:8080/.`
2. In the left page, select the **Templates** tab.
3. If there is no *CSA templates* group with both WINDOWS and LINUX templates:
    i. Right click the template container name (e.g., SiteScope) and select **import.**
    ii. Browse and select the file "*CSA templates.tmpl*" and complete the import.
4. Manual import does not create credential preferences. To create the credential preferences for WINDOWS and LINUX targets manually, do the following:
    i. Select the **Preferences** tab in the HP SiteScope browser left-most panel.
    ii. Choose *Credential Preferences.*
    iii. Create a LINUX credential with the name *LINUX-CSA-TARGETS.*
    iv. Set the username and password for LINUX target server.
    v. Create a WINDOWS credential with the name *WINDOWS-CSA-TARGETS.*
    vi. Set the username and password for WINDOWS target server.

HP SiteScope monitor deployment fails

Problem: Remote connection from the HP SiteScope server to the target server fails

Symptoms	HP SiteScope monitor deployment fails with an error in HP OO reporting as shown in failure message below.
Primary software component	HP SiteScope
Failure message	`Property remote name remote:19 probably remote connection failed. Please check if remote:19 defined in SiteScope configuration or in domain.`
Probable cause	The credential preferences are not updated with the target server login credentials.

Solution

Follow these steps to update the credential profiles with the login details for the target server:

1. The credential profiles are found in the HP SiteScope server under **Preferences** > **Credential Preferences**. Default HP CSA credential profiles are `WINDOWS-CSA-TARGETS` for Windows systems and `LINUX-CSA-TARGETS` for Linux target systems.
2. Select the credential profile to edit.
3. Enter the login and password values for the target servers.
4. Click *OK *to save the details.

SiteScope create server monitor fails

Problem: HP SiteScope create server monitor fails

Symptoms	HP SiteScope template name mismatch.
Primary software component	VMware Vcenter and MOE
Failure message	Error Code: 55636. Error Description: could not find Template name LINUX in the configuration.;returnResult=com.mercury.sitescope.api.configuration.exception.ExternalServiceAPIException: Error Code: 55636. Error Description: could not find Template name LINUX in the configuration.;returnCode=-1;sessionId=iconclude-5039678751334013037; exception=com.mercury.sitescope.api.configuration.exception.ExternalServiceAPIException: Error Code: 55636. Error Description: could not find Template name LINUX in the configuration in the OO Report.
Probable cause	• HP SiteScope monitor creation fails since the template is not imported on the SiteScope server. • Template name does not match the designer property.

Solution

1. If the template is not imported on the SiteScope server, import the template from the CSAKit folder. For details, refer to the *HP Cloud*

2. Verify the template name on the designer matches the name on the SiteScope server, including spaces and capitalization.

HP Universal CMDB

uCMDB Create fails

Problem: uCMDB Create fails

Symptoms	uCMDB Create object fails.
Primary software component	VMware Vcenter and MOE
Failure message	Unknown macro: {ucmdbId=Class "application_service" is not defined in the uCMDB class model;FailureMessage=;TimedOut=;Result=;}
Probable cause	Topology is not imported on the uCMDB server.

Solution

If the topology is not imported on the uCMDB server, import the uCMDB topology from the CSAKit folder. (For details, refer to the *HP CSA Integration Help* guide.)

VMware vCenter

Modifying active subscription fails when modifying a subscription of Vcenter_Compute_Modify_v3.20.00

Problem: Modifying active subscription fails when modifying a subscription of Vcenter_Compute_Modify_v3.20.00

Symptoms	Modifying online active subscription fails with error "usedByCsa value cannot be greater than availableToCsa" when modifying a subscription of Vcenter_Compute_Modify_v3.20.00.
Primary software component	VMware vCenter
Failure message	OO flow in OO central 'vcenter simple compute-server group modify CPU and Memory' will fail in step 'validate and update resource pool' with error "usedByCsa value cannot be greater than availableToCsa."
Probable cause	Resource Type CPU and Memory Capacities available to HP CSA in the resource pool for the Vcenter Provider is less than the capacities requested by the user.

Solution

Increase the resource type CPU and memory capacities available to HP CSA in the resource pool of the vCenter provider.

Subscription fails while using VCENTER_COMPUTE_CUSTOM_POOL_SELECTION Service Design

Problem: Subscription fails while using VCENTER_COMPUTE_CUSTOM_POOL_SELECTION Service Design

Symptoms	Provider Pool selection fails. Provision fails to allocate appropriate disk size for the instance (should match template).
Primary software component	VMware Vcenter
Failure message	ERROR BuildProviderPoolListAction : Errorjava.util.MissingResourceException: Can't find resource for bundle java.util.PropertyResourceBundle, key exception.buildProviderPoolList.missingResourcePools
Probable cause	Valid Resource Pool is not created and enabled. The free space on the data store for the resource enabled does not match the size of the template.

Solution

1. Verify the Resource Pool is created and eabled with resource type storage.
2. Verify that one of the pools created has enough space on the data store based on the disk size provided in the subscriber options.
3. Verify the pool is created with the same name as the data store name in the Vcenter.

Valid Provider selection fails for Resource Binding when subscribing to Vcenter_Compute_Modify_v3.20.00

Problem:

Valid Provider selection fails for Resource Binding when subscribing to Vcenter_Compute_Modify_v3.20.00

Symptoms	Cannot select a Provider because the valid provider list is Empty for Resource Binding when subscribing to Vcenter_Compute_Modify_v3.20.00.
Primary software component	VMware vCenter
Failure message	ERROR SelectPoolAndProviderAction : Could not select a provider as valid providers list is empty for Resource Binding: 8f5afb083ea87821013ec5bdd66a6636 in csa.log file.
Probable cause	1. Resource Type CPU and Memory are not defined in the Resource Pool of the vCenter Provider. 2. Resource Pool is disabled for the vCenter Provider. 3. Resource Type CPU and Memory available capacity is less than the capacities requested in the initial Subscription for Vcenter_Compute_Modify_v3.20.00.

Solution

1. Define Resource Type CPU and Memory capacities in the Resource Pool of the vCenter Provider.
2. Enable the Resource Pool for vCenter Provider.
3. Increase the Resource Type Available capacities for CPU and Memory in the resource pool of the vCenter provider.

vCenter compute subscriptions fail with Null pointer exception

Problem: vCenter compute subscriptions fail with Null pointer exception

Symptoms	`VCENTER_COMPUTE_3.20` service design based subscriptions fail with Null pointer exceptions in `csa.log`.
Primary software component	VMware vCenter
Failure message	`Input values are required. Null pointer exception`
Probable cause	The process definition for vCenter flows is not updated with the new flow inputs.

Solution

Verify the following to resolve the issue:

1. Check the HP Operations Orchestration flow inputs with the Resource offering action inputs. If the inputs are different, then regenerate

the `HPOOInput.xml` file from the process definition tool.
2. Rerun the process definition tool to add or update the existing definitions, with `Update = true`.

vCenter Customization Template Missing

Problem: vCenter customization template is missing on the vCenter server.

Symptoms	Simple Compute Linux Server deployment fails due to the missing customization template on the vCenter server.
Primary software component	VMware vCenter
Probable cause	vCenter server does not contain the `specified` customization template.

Solution

1. Verify the vCenter server configured on the HP Cloud Service Management Console contains the `specified` customization template name in the Service design.
2. If the template does not exist, create a customization template with the name on vCenter Server.
3. Request for new subscription.

vCenter provision server fails when cloned template specified is not present in the given Datacenter

Problem: vCenter provision server fails when cloned template specified is not present in the given Datacenter

Symptoms	vCenter Provision server fails because the cloned template specified is not present in the given Datacenter.
Primary software component	VMware vCenter
Failure message	exception=java.lang.IllegalArgumentException: VM specified as "NAME:Rhel53x64_SA913:CSAQAB" not found
Probable cause	Cloned template is missing in the given Datacenter of the vCenter provider.

Solution

Make cloned template available in the Datacenter of the vCenter provider.

vCenter subscription goes online without any servers created

Problem: vCenter Subscription goes online and active without creating any server components

Symptoms	vCenter subscription goes online and active without creating any servers.
Primary software component	VMware vCenter
Failure message	None.
Probable cause	When a vCenter subscription is created with serverCount as 0, the subscription goes online without creating a server component.

Solution

This behavior is expected if the serverCount is 0. ServerCount property defines the number of servers required in the subscription.

Modify the Service design property for the number of servers required and re-request the subscription.

When vCenter Add Server fails with timeout, Lifecycle Engine does not allow another lifecycle transition to begin

Problem: When vCenter Add Server fails with timeout, Lifecycle Engine does not allow another lifecycle transition to begin

Symptoms	When vCenter Add Server fails with timeout, Lifecycle Engine does not allow another lifecycle transition to begin.
Primary software component	VMware vCenter
Failure message	Lifecycle Engine is already executing.
Probable cause	Add Server action has failed, but it is still trying to clean up the resources from the failed action.

Solution

Follow one of these workarounds:

- Wait for a few minutes before submitting the next request for modification.

OR

Increase the timeout for the vCenter flex-in Server/vCenter flex-out Server flows. The following steps explain how to make this change:

1. Open the HP Operations Orchestration studio.
2. Open the "vCenter Flex-in Server" subflow found under "/Library/CSA/3.2/Providers/vCenter/vCenter Flex Server Count/Subflows/".
3. Right click on the "Poll LCE" step and click on properties.
4. Change the value of the "waitCounter" input to 120 (double the timeout minutes of the undeploy flow).
5. Save the flow changes.

Follow the same steps for the "vCenter Flex-out Server" subflow found under "/Library/CSA/3.2/Providers/vCenter/vCenter Flex Server Count/Subflows/". Change the value of the "waitCounter" input to 120 (double the timeout minutes of the deploy flow).

HP ArcSight Logger

Artifact ID is not included in log files

Problem: `csa.log` or HP ArcSight Logger does not include information on the `artifactId`.

Symptom	`artifactId` details (for example, `artifactName`) for a subscription are not available in the log filles.
Possible Cause	`loggerEnabled` is not set to `true` in `csa.properties` under `%CSA_HOME%\jboss-as-7.1.1.Final\standalone\deployments\csa.war\WEB-INF\classes`.

Solution

1. Set the `loggerEnabled` property to `true` in `csa.properties`.
2. Restart the HP CSA service.

Device entries are grayed out under HP ArcSight Logger summary tab.

Problem: Device entries are grayed out under HP ArcSight Logger summary tab.

Symptoms	Device entries are grayed out under HP ArcSight Logger **Summary** tab.
Primary software component	HP ArcSight Logger
Failure message	None
Probable cause	HP ArcSight Logger is missing hyperlinks for device entries.

Solution

Restart HP ArcSight Logger to get the hyperlinks for device entries in the **Summary** tab.

Integration with HP ArcSight fails after HP CSA upgrade

Problem: Integration with HP ArcSight fails after HP CSA upgrade

Symptoms	Integration with HP ArcSight fails after HP CSA upgrade
Primary software component	HP ArcSight Logger

Failure message	CSA Server log:
	`Tue, 27 Nov 2012 15:18:03,373 ERROR [stderr] (MSC service thread 1-3) log4j:ERROR`
	`Exception on host name [192.x.x.x]: [192.x.x.x`
	`Tue, 27 Nov 2012 15:18:12,700 ERROR [stderr] (MSC service thread 1-3) log4j:ERROR`
	`Exception on host name [192.x.x.x]: [192.x.x.x`

Probable cause	During the upgrade, HP ArcSight properties get appended to the existing log4j.properties file.

Solution

After the upgrade, verify the
`%CSA_HOME%\jboss-as-7.1.1.Final\standalone\deployments\csa.war\WEB-INF\classes\log4j.properties` file does not
contain any duplicate entries. If you find duplicate entries, comment them out. For example:
```
#log4j.appender.cef1=com.hp.esp.arcsight.cef.appender.Log4jAppender
#log4j.appender.cef1.deviceVendor=HP
#log4j.appender.cef1.deviceProduct=HP Cloud Service Automation
#log4j.appender.cef1.deviceVersion=3.2
#log4j.appender.cef1.transportType=SYSLOG
#log4j.appender.cef1.hostName=192.x.x.x
#log4j.appender.cef1.port=515
#log4j.appender.cef1.layout=org.apache.log4j.PatternLayout
#log4j.appender.cef1.layout.ConversionPattern="%d{DATE}[%t] %-5p %x %C{1}: %m%n"
#log4j.appender.cef1.appender.threshold=off
```

Provider's IP address not added to HP ArcSight Logger portal

Problem: When integrating HP ArcSight Logger with HP CSA, the IP address of the provider is not added to the HP ArcSight Logger portal.

Symptoms	When integrating HP ArcSight Logger with HP CSA, the IP address of the provider is not added to the HP ArcSight Logger portal.
Primary software component	HP ArcSight Logger
Failure message	IP address (device entry) of the provider is not seen in HP ArcSight Logger portal.
Probable causes	`log4j.appender.cef1.hostName` file does not have the correct IP address of the HP ArcSight Logger server. `log4j.properties` file is saved as `log4j.properties.txt`. - User might not have restarted the provider service after replacing the `log4j.properties`. - No error log was generated in `csa.log`, and since default log level is ERROR in the `log4j.properties`, no log message was sent to HP ArcSight Logger for the device to be detected.

Solution

1. Add the IP address of the HP ArcSight server to the `log4j.appender.cef1.hostName` file.
2. Verify that UDP port configured in HP ArcSight is correct. **ArcSightLogger** > **Configuration** > **Event input** > **UDP receiver port** should be the same as CSA `log4j.appender.cef1.port=<udp port>` in `log4j.properties`.
3. Save the file as `log4j.properties`. Note: do not save the file with the `.txt` extension.
4. Restart the provider services - HP CSA, HP MOE, HP SiteScope, UCMDB and HP OO.

HP Network Automation

Subscription fails while using service designs based on HP Network Automation

Problem: Subscription fails to get networking switch configuration details.

Symptoms	VLAN provisioning with networking switch using HP Network Automation fails with an error in HP OO reports (shown in failure message below).
Primary software component	HP Network Automation
Failure message	`Failed to execute Get Configurations By IP operation.`
Probable cause	`Get Switch Configuration by IP` operation of `Get VLAN Details` workflow cannot communicate with HP Network Automation.

Solution

In HP Network Automation server, restart the following services:

- TrueControl FTP Server
- TrueControl Management Engine
- TrueControl SWIM Server
- TrueControl Syslog Server
- TrueControl TFTP Server

OpenStack - HP Cloud Services (HP CS)

OpenStack - HP Cloud Services deployment failure

Problem: OpenStack-HP Cloud Service fails to deploy server instance.

Symptoms	Create server instance fails in HP Cloud Services environment.
Primary software component	OpenStack - HP Cloud Services

Failure message	HP Operations Orchestration (HP OO) Central Report shows failure for the flow `Get Auth Token` with exception:
	`java.net.SocketException: Connection reset`
	`  at java.net.SocketInputStream.read(Unknown Source)`
	`  at org.apache.http.impl.io.AbstractSessionInputBuffer.fillBuffer`
	`  (AbstractSessionInputBuffer.java:149)`

Probable cause	The HP Cloud Services environment is not reachable from HP OO server.

Solution

In order to access the HP Cloud Services environment, port 35357 must be opened on the HP OO server.

OpenStack - HP Cloud Services fails to create instance

Problem: OpenStack - HP Cloud Services fails to create instance when subscribing using

OpenStack_HPCS_Compute_v3.20.00

Symptoms	OpenStack - HP Cloud Operations Orchestration (HP OO) flow "HPCS OpenStack Create Instance" fails to execute for subscription using Openstack_HPCS_Compute_v3.20.00.
Primary software component	OpenStack - HP Cloud Services
Failure message	HP OO flow "HPCS Openstack Create Instance" fails to execute and in the flow there is a message "No match found for XPath query;returnResult=No match found for XPath query;returnCode=0;sessionId=iconclude-4316373317873968843"
Probable cause	1. OpenStack - HP Cloud Services provider is configured with invalid access point URL. 2. OpenStack - HP Cloud Services provider properties are case sensitive. 3. tenantId value is incorrect.

Solution

1. The Provider Accesspoint URL for OpenStack - HP Cloud Services should start with "https."
2. Properties defined for OpenStack - HP Cloud Services provider are case sensitive. Define property names as "tenantId", "proxyPort" and "proxyServer" instead of defining all property names in capital letters.
3. Verify correct tenantId value is entered in the tenantId property.

OpenStack - HP Cloud Services subscription fails

Problem: OpenStack - HP Cloud Services subscription fails.

Symptoms	OpenStack - HP Cloud Services subscription fails when invalid region, geography, or zone are selected on subscriber options.
Primary software component	OpenStack - HP Cloud Services

Failure message	The HP Operations Orchestration (HP OO) Central report will have the following exception at step `Get Auth Token`:
	
	`com.iconclude.dharma.runengine.RunException: Result expression 'serverId' produced null value.`
	`        at com.iconclude.dharma.runengine.impl.RunImpl.cycle(RunImpl.java:751)`
	`        at com.iconclude.dharma.runengine.impl.RunImpl.access$600(RunImpl.java:86)`
	`        at`
	`com.iconclude.dharma.runengine.impl.RunImpl$CycleTask$1.call(RunImpl.java:598)`
	`        at`
	`com.iconclude.dharma.runengine.impl.RunImpl$CycleTask$1.call(RunImpl.java:596)`
	`        at java.util.concurrent.FutureTask$Sync.innerRun(Unknown Source)`
	`        at java.util.concurrent.FutureTask.run(Unknown Source)`
	`        at java.util.concurrent.ThreadPoolExecutor$Worker.runTask(Unknown Source)`
	`        at java.util.concurrent.ThreadPoolExecutor$Worker.run(Unknown Source)`
	`        at java.lang.Thread.run(Unknown Source)`

Probable cause	Invalid subscriber option `Region`, `Zone`, or `Geography` selected for the subscription.

Solution

Verify that the HP Cloud Services user has permission to create a server instance with region, zone or geography subscriber option.

See the "Configuring HP Cloud Services and Openstack" section in the *HP Cloud Service Integration Pack* guide for more information.

HP Server Automation with HP Database and Middleware Automation

DMA Application deployment fails with WestHttpClientException

Problem: HP DMA Application deployment fails with WestHttpClientException

Symptoms	HP DMA Application deployment fails with WestHttpClientException.
Primary software component	HP DMA
Failure message	Exception in WestHttpClient: dma1010: Name or service not known 2013-06-18 09:52:24 - Error occurred during WEST execution in the DMA Console job history u Connect Errors
Probable cause	Target VMs are not able to reach the HP DMA server with the hostname or FQDN.

Solution

Add the host-name or FQDN of the HP DMA server to the \etc\hosts in VM-template and sanitize it.

Subscription using HP DMA JBoss application deployment fails

Problem: Subscription using HP DMA JBoss application deployment fails.

Symptoms	HP DMA workflow deployment on the server fails.
Primary software component	HP Server Automation
Failure message	None
Probable causes	- The consumer user organization has not been created on HP DMA. `DMA` resource offering properties are not populated appropriately. - The software packages required by the HP DMA workflow are not imported on the HP SA core. - The web user configured for the property `JBoss Validate Stand Alone Parameters.Web Service User` does not have sufficient privileges to run the HP DMA workflows.

Solution

1. Verify the properties of the DMA resource offering. dmaWorkflowName property should be populated with the name of the HP DMA workflow. Other properties on the DMA resource offerings (dmaParam[1...n]) should have the values as per the parameters defined in DMA workflow.
2. Verify that the software packages required by the HP DMA workflow are available on the HP SA core.
3. Verify that the consumer user organization has been created in HP DMA. If not, create an organization with the same name as the user's organization.
4. Verify the Web Service User configured has sufficient privileges to run the DMA workflows.

HP Server Automation with Software Policies

A request for a new subscription remains in Deploying state

Problem: A request for a new subscription remains in `Deploying` state.

Symptoms	A request for a new subscription remains in `Deploying` state for a long time before changing to `Failed`.
Primary software component	VMware vCenter
Failure message	During server provisioning, the HP OO workflow `Update SA Server Id on CSA` fails repeatedly at `Poll For Server VO` step.

Probable cause	The VM template was not sanitized with an HP SA agent.

Solution

Follow the steps to sanitize a VM template with an HP SA agent as described in the "Prepare a VMware Template to Self-Register with HP Server Automation" section in the *HP Cloud Service Automation Installation Guide*.

Subscription fails while using service designs based on HP SA software policies

Problem: Subscription fails while using service designs based on HP SA software policies.

Symptoms	Subscription failure occurs while using service designs based on HP SA software policies.
Primary software component	HP Server Automation
Failure message	Open the HP OO Central report for workflow `Deploy Using Software Policies` and scroll to the step where subflow `Apply or Remove Software Policies to Server` is invoked. This subflow will indicate a failure at the step `Attach Software Policy` with the following message: `No software policy with name 'PHP' was found`
Probable cause	The software policy is missing in HP SA, or does not have the name as expected by the service design.

Solution

Verify that the software policy is in HP SA, and that the name of the software component defined in the service design and the name of the HP SA software policy are the same. Correct as needed.

HP Service Manager (HP SM)

HP CSA subscription request not triggered upon HP Service Manager change request ticket approval

Problem: HP CSA subscription request not triggered upon HP Service Manager (HP SM) change request ticket approval

Symptoms	HP CSA subscription request is not triggered even after an HP SM change request ticket approval using HP Service Manager, with an error message in the debug_log file (shown in failure message below).
Primary software component	HP Service Manager

Failure message	`ns1:Authentication`
	`Failure: User was not authenticated. Please see log file for details.`
	`Invalid username or password`

Probable cause	In the HP SM server, the script OO_CSA3 has invalid credentials for the HP Operations Orchestration Central server.

Solution

In the HP Service Manager server, verify the correct HP OO central credentials by completing the following steps:

1. Log on to the HP Service Manager Windows client using the falcon account or another account with administrator privileges.
2. Navigate in the System Navigator to **Connection** >**Tailoring** > **Script Library**.
3. Type OO_CSA3 in the Name field and click Search. Now you should be able to view and edit the script.
4. Edit OO_CSA3 and verify that the script has valid credentials for the HP Operations Orchestration Central server.
5. If the credentials are not valid, then modify the OO_call.user and OO_call.password script variables with the correct credentials and click

Save.

Service Manager Initiate Request Approval workflow execution fails

Problem: Subscription fails to get the correct HP Service Manager (HP SM) version or valid Initiator

Symptoms	SM Initiate Request Approval workflow execution using HP Service Manager fails with an error in the HP OO (9.x) reports (shown in failure message below).
Primary software component	HP Service Manager
Failure message	1.incorrect smversion. 2.Please provide a valid Initiator.
Probable cause	1. HP Service Manager Content Pack 7 is not installed in HP OO server. 2. HP CSA Consumer user is not created in HP SM.

Solution

1. For failure message 1 In HP OO 9.x server:
     * Download and install OO_SM_Content_Pack_7_Installer.zip (HP Service Manager Content Pack 7).
2. For failure message 2 In HP Service Manager:
     * Create a new power user with the same name created for the HP CSA Consumer user in Active Directory (consumer) by cloning an administrator account such as falcon. See the HP Service Manager documentation for instructions on how to create a new contact and its corresponding operator.

SOAPException during HP Service Manager change request ticket approval

Problem: HP Service Manager (HP SM) change request approval fails with a SOAPException

Symptoms	HP SM change request ticket approval using HP Service Manager Windows client fails with an exception in the HP SM client window (shown in failure message below).
Primary software component	HP Service Manager
Failure message	Error calling method: doSoapRequest in class:com/hp/ov/sm/server/utility/SoapClient Exception (com.sun.xml.messaging.saaj.SOAPExceptionImpl: java.security.PrivilegedActionException: com.sun.xml.messaging.saaj.SOAPExceptionImpl: Message send failed)
Probable cause	HP Operations Orchestration (HP OO) server IP address entry is missing in hosts file (located at C:\Windows\system32\drivers\etc) of the HP Service Manager Server.

Solution

In the HP Service Manager server, you must map opsware.com to the DNS name where the HP Operations Orchestration Central server is installed by following these steps:

1. Browse to C:\Windows\system32\drivers\etc\ and open the hosts file.
2. Add the following line to the file:
    <IP address of HP OO Central server> opsware.com

    For example: 192.168.50.50 opsware.com
    Where 192.168.50.50 is the IP address of the HP Operations Orchestration Central server.
3. Save and close the file.

HP Cloud OS

Add Server to Server Group public action executed for HP Cloud OS based

subscription fails

Problem: Cannot add more servers to the existing topology based subscription when max limit for the number of servers in server group is exceeded

Symptoms	"Add Server to Server Group" public action execution fails when user tries to add new server to the HP Cloud OS based subscription
Primary software component	HP CSA, HP Cloud OS
Failure message	Cannot add more servers since the max server is configured to be x. Cannot add more servers since the designer of the binding has configure a max limit for the number of servers in server group Note : Here "Maximum Instances" property value of Server Group component is set to 5
Probable cause	In HP Cloud OS based topology service designer, the "Maximum Instances" property value of Server Group component is set to 5. When consumer tries to add the 6th server to the HP Cloud OS based subscription, the above stated failure message is observed.

Solution

In HP CSA, make the following changes:

1. In the Cloud Service Management console, increase the value of property "Maximum Instances" of the Server Group component in the HP Cloud OS based topology service designer (example : Set "Maximum Instances" property value to 10).
2. In the HP Market Place Portal, browse the Catalog and request a new subscription using the published HP Cloud OS based service offering.

The add new server public action will now be successful until it reaches the set value of "Maximum Instances."

HP Cloud OS based subscription fails with HTTP 500 Internal Server Error

Problem: HP Cloud OS based subscription or public action for a subscription fails for the HP Cloud OS Provider

Symptoms	HP Cloud OS based subscription or public action for a subscription fails for the HP Cloud OS Provider.
Primary software component	HP CSA, HP Cloud OS
Failure message	10 Jan 2014 11:36:19,054 [pool-19-thread-2] ERROR PublicAction : Failed to get the connection from Cloud OS :Server returned HTTP response code: 500
Probable cause	There was a failure on HP Cloud OS.

Solution

Check the HP Cloud OS logs for further analysis.

Remove server public action executed for HP Cloud OS based subscription fails

Problem: Cannot remove servers from the existing topology based subscription when min limit for the number of servers in server group is exceeded

Symptoms	"Remove server" public action execution fails when user tries to remove a server from the HP Cloud OS based subscription.
Primary software component	HP CSA, HP Cloud OS
Failure message	Cannot remove servers since the min server is configured to be 1. Cannot remove servers since the designer of the binding has configured a min limit for the number of servers in server group.

Probable cause	In HP Cloud OS based topology service designer, the value of property "Minimum Instances" of the Server Group component is set to 1. When the user tries to remove the last server from the HP Coud OS based subscription, the above stated failure message is observed.

Solution

This is the expected behavior in HP Cloud OS based subscriptions. A HP Cloud OS based subscription retains the number of servers equal to "Minimum Instances."

Note: "Minimum Instances" value should be set to 1 or more.

HP CSA on Linux Platform

ArcSight Logger integration fails after upgrade on Ubuntu

Problem: ArcSight Logger integration fails after upgrade on Ubuntu platform

Symptoms	HP CSA logs are not updated on ArcSight after an HP CSA upgrade from 3.20 to 4.0 on the Ubuntu platform.
Primary software component	HP Cloud Service Automation
Failure message	ArcSight integration fails. HP CSA logs are not updated on ArcSight Logger.
Probable cause	Log4j.properties related to ArcSight are overwritten during the upgrade.

Solution

1. Go to the $CSA_HOME/_CSA_4_0_installation/backup/standalone/csa.war/WEB-INF/classes directory.
2. Open the log4j.properties file.
3. Copy the ArcSight properties.
4. Paste them into the $CSA_HOME/jboss-as-7.1.1.Final/standalone/csa.war/WEB-INF/classes/log4j.properties file.

Cannot stop the CSA service

Problem: Cannot stop CSA Service using the CSA service script

Symptoms	CSA Service script completes successfully but the Jboss process is still running.
Primary software component	HP Cloud Service Automation
Failure message	No failure message. Jboss process is running.
Probable cause	JAVA HOME should be excluded for env reset in sudoers.

Solution

1. Login as root.
2. Add the following to /etc/sudoers:
   ```
   Defaults env_keep+="JAVA_HOME CSA_HOME"
   ```

CSA installation on Linux completes for wrong user input when configuring database component install options.

Problem: HP CSA installation on Linux completes successfully for the wrong user input when configuring the database component install options.

Symptoms	During the database component installation portion of the HP CSA installation procedure, if the user wants to install the database components but provides any input other than `yes` (such as `y` or some other input such as `abc`), the database tables will not be created on the remote database server. The installer will show the installation completed successfully anyway, however. The installer will create the database tables only if `yes` is specified during the installation.
Primary software component	HP CSA Installer
Failure message	None.
Probable cause	When any input other than `yes` is provided as input, the installer assumes that the option provided is `no`.

Solution

During HP CSA installation on a Linux platform, enter `yes` if you want to install the database components and create the database schema. Enter `no` if you do not want to install the database components. Do not provide any other input other than `yes` or `no`. For example, do not enter as `y` or `abc`.

CSA installer does not detect the existing HP CSA 3.2 installation

Problem: CSA installer does not detect the existing HP CSA 3.2 installation

Symptoms	When the HP CSA installer is started, it does not detect the existing HP CSA 3.2 installation and starts a fresh installation.
Primary software component	HP Cloud Service Automation
Failure message	No error message. Installer will continue with the HP CSA 4.0 fresh installation.
Probable cause	The CSA_HOME variable is not set.

Solution

Set the CSA_HOME variable before starting an upgrade. The installer will then display the following message:

HP CSA version 3.20 is installed in $CSA_HOME. This installation will be updated to 4.0.

Error when content-archive-tool runs against an unsupported version of HP CSA

Problem: Error when content-archive-tool runs against an unsupported version of HP CSA

Symptoms	Error running content-archive-tool. Content-archive-tool was run against an unsupported version of HP CSA.
Primary software component	HP Cloud Service Automation
Failure message	Below failure is observed when running content-archive-tool to import a service design: Error running content-archive-tool. Content-archive-tool was run against an unsupported version of CSA.
Probable cause	Incorrect csa.war location inside $CSA_HOME/Tools/Content Archive Tool/config.properties.oracle. csa_war.loc=C:Program Files Hewlett-Packard CSAjboss-as-7.1.1.Final standalone deployments csa.war

Solution

Edit config.properties.oracle and replace "C:Program Files
Hewlett-Packard
CSAjboss-as-7.1.1.Final standalone deployments csa.war" with:

"csa_war.loc=/usr/local/hp/csa/jboss-as-7.1.1.Final/standalone/deployments/csa.war"

HP CSA service startup fails

Problem: csauser fails to start the HP CSA service

Symptoms	User fails to access the Cloud Service Management Console.
Primary software component	HP Cloud Service Automation
Failure message	No error message displayed, but after HP CSA startup, verify the csa running status by executing the command "service csa status" and you will see a message "CSA Service is not running."
Probable cause	Sudo permission is not granted to csauser.

Solution 1:

In the HP CSA server:

1. Login as root and edit the /etc/sudoers file. Add csauser to allow csauser to run the HP CSA service script (which starts, stops, restarts, and reports the status of HP CSA) and preserve the JAVA_HOME and CSA_HOME variables for the sudo session.
2. Add the following entries to /etc/sudoers:
   ```
   csauser ALL=(ALL) NOPASSWD: /etc/init.d/csa,/bin/sh
   env_keep+="JAVA_HOME CSA_HOME"
   ```

Solution 2:

Manually start the service:

1. Make sure the CSA_HOME and JAVA_HOME variables are set.
2. Login as csauser.
3. Change the directory to $CSA_HOME/jboss-as-7.1.1.Final/bin.
4. Execute the following script:
   ```
   ./standalone.sh
   ```

Image files are created under csa.war on RHEL platform

Problem: Image files are created under the csa.war directory on the RHEL platform

Symptoms	Image files are created directly under the csa.war directory. These files cannot be deleted.
Primary software component	HP Cloud Service Automation
Failure message	Cannot delete the image files.
Probable cause	Unknown.

Solution

These files can be ignored.

Marketplace Portal

After installing HP CSA 4.0 in a Windows environment, users might not be able to access the Marketplace Portal.

Problem: After installing HP CSA 4.0 in a Windows environment, users might not be able to access the Marketplace Portal.

Symptoms	After installing HP CSA 4.0 in a Windows environment, users might not be able to access the Marketplace Portal. A blank page is displayed when accessing the Marketplace Portal at https://<Host>:<Marketplace Portal Port>/mpp.
Primary software component	HP Marketplace Portal
Failure message	A blank page is displayed when accessing the Marketplace Portal at https://<Host>:<Marketplace Portal Port>/mpp.
Probable cause	This issue happens intermittently. the script used for starting the Marketplace Portal service via the installer fails to start the Marketplace Portal service. As a result, the Marketplace Portal is not accessible.

Solution

Installing HP CSA 4.0 in a Windows environment creates an HP Marketplace Portal service. If the Marketplace Portal is not accessible after installing HP CSA 4.0, users can verify if the HP Marketplace Portal service is running by navigating to **Control Panel** > **Administrative Tools** > **Services**. If the HP Marketplace Portal service is not running, users should start the service. If the HP Marketplace Portal service is running, users should restart the service.

Fresh Install - MPP Service Unavailable message displayed when connecting to MPP login page

Problem: MPP is not able to connect to HP CSA

Symptoms	The MPP service is not able to connect to the CSA service after an upgrade.
Primary software component	MPP
Failure message	MPP service unavailable
Probable cause	The MPP service is not able to communicate with HP CSA due to the unresolved FQDN of the HP CSA machine.

Solution

The MPP service is not able to connect to the CSA service due to an unresolved FQDN provided during installation. To verify this issue, the user needs ping the FQDN from the MPP machine and check the response. If the FQDN is not reachable from the MPP machine, then the FQDN entry needs to be added in the hosts file of the Windows or Linux system.

Restart the MPP service after adding the FQDN entry.

Market Place Portal - Power ON-OFF service actions comes back with Failed Services

Problem: Market Place Portal - Power ON-OFF service actions comes back with Failed Services.

Symptoms:	Market Place Portal - Power ON-OFF service actions comes back with Failed Services.
Primary software component:	HP CSA and HP MOE

Failure message:	Failed Services is seen for the MPP offering under my service details. HP CSA-operations page shows "*Server Flow execution failed.*" Under HP Operations Orchestration, reports *errorMsg=Could not sign in. Please verify user name and password.*
Probable cause:	HP MOE provider credentials changed under MOE CSA providers or HP MOE itself

Solution

To fix this issue:

1. Login to the HP CSA admin page.
2. Click the resources box.
3. Select the MOE provider, enable edit to change to the new password, and then check save.
4. Redo the power ON/OFF service actions to the Online instance on the MPP portal.
5. Verify the new changed state.

Upgrade - MPP Service Unavailable message displayed when connecting to Marketplace Portal login page after upgrade

Problem: Marketplace Portal (MPP) is not able to connect to HP CSA

Symptoms	Marketplace Portal service is not able to connect to the HP CSA service after an upgrade.
Primary software component	MPP
Failure message	MPP service unavailable. Also, see "MPP Log File Message" below.
Probable cause	MPP service is not able to communicate with HP CSA due to an expired SSL certificate.

MPP Log File Message

After an upgrade to HP CSA 4.0, CSA service continues to use existing SSL certificate which was configured for the previous version. This certificate has expired and can no longer be used.

Following message appears in the mpp log file <CSA_HOME>\portal\logs\mpp.log

*{"level":"error","message":"Could not communicate with IDM server: **Error: SSL Error: CERT_HAS_EXPIRED**\n   at Request.onResponse (C: Program Files\\Hewlett-Packard\\CSA\\portal\\node_modules\\mpp-server\\node_modules\\request\\index.js:665:24)\n   at ClientRequest.g (events.js:175:14)\n   at ClientRequest.EventEmitter.emit (events.js:95:17)\n   at HTTPParser.parserOnIncomingClient [as onIncoming] (http.js:1689:21)\n   at HTTPParser.parserOnHeadersComplete [as onHeadersComplete] (http.js:120:23)\n   at CleartextStream.socketOnData [as ondata] (http.js:1584:20)\n   at CleartextStream.read [as _read] (tls.js:508:12)\n   at CleartextStream.Readable.read (_stream_readable.js:320:10)\n   at EncryptedStream.write [as _write] (tls.js:366:25)\n   at doWrite (_stream_writable.js:221:10)","timestamp":"2013-11-26T00:56:30.039Z"}*

Solution

In this case, the user is responsible for replacing the old expired certificate with the new valid certificate. To resolve this issue, the user needs to follow the procedure entitled "Configure HP CSA to Use a Certificate Authority-Signed or Subordinate Certificate Authority-Signed Certificate" in Chapter 5 of the HP CSA Configuration Guide.

When a public action on an active subscription fails, user has no way of knowing the details of failure

Problem: When a public action on an active subscription fails, the user has no way of knowing the details of the failure.

Symptoms	When HP CSA is in unlicensed mode, the OSI count is 25, and an Add Server request is submitted on an active subscription, the Add Server request will be rejected.

Primary software component	HP CSA
Failure message	None
Probable cause	The request may have been rejected due to the OSI limitation of HP CSA in unlicensed mode.

Solution

The license limitation is expected behavior.

Topology Designs

Associating Floating IP is not working using Internal Network.

Problem: Associating a Floating IP is not working using an Internal Network.

Symptoms	Associating a Floating IP is not working using an Internal Network.
Primary software component	HP CSA with Cloud OS
Failure message	None.
Probable cause	A Floating IP will not be allocated for the deployed instances if the topology design is created by selecting YES to "Floating IP Adress" for the relationship type between Server Group and Private Network Segment.

Solution 1

If you want to use a Floating IP address for external communication, the COS Design should have four components - Server Group, Network Segment, Router, and External Network Segment. During the selection, make sure you select Assign Floating IP=Yes on the link between the Server Group and Network Segment, which helps to associate the floating IP to the deployed instance.

NOTE 1: You should not select Assign Floating IP=Yes if you have only two components, Server Group and Network Segment, in the design, as this is an invalid design for using Floating IP.

NOTE 2: The Security Group should be set to allow ICMP ping requests (for example, port -1,-1 should be allowed (Ingress and Egress).

Solution 2

In the case where the Floating IP is not assigned manually, trigger an 'Assign Floating IP' public action through the Marketplace Portal.

Cancel all fails for some topology design subscriptions

Problem: Cancel all fails for some topology design subscriptions.

Symptoms	When the user issues a cancel all subscriptions or cancels multiple subscriptions at same time, some subscriptions show a cancel failed status.
Primary software component	Service Subscription
Failure message	Cancel failed

Probable cause	Slow response time from Cloud OS.

Solution

Check if the subscription is cleaned up in Cloud OS, and then delete the subscription in HP CSA.

No IPs are listed when executing `Assign Floating IP' public action using new Cloud OS setup

Problem: No IPs are listed when executing an "Assign Floating IP" public action using a new Cloud OS setup.

Symptoms	A Floating IP will not get listed in the "IP Address" drop-down (see Figure 1) when you try to use an "Assign Floating IP" public action using a new setup of Cloud OS.
Primary software component	HP Cloud OS
Failure message	The csa.log contains the following: 09 Jan 2014 11:23:42,800 [http--0.0.0.0-8444-12] ERROR ErrorStatusResponse : com.hp.ccue.http.exception.HttpInternalServerErrorException: Expanded url 'http://\<IP>:21051/1/infrastructure_topology_list/46/realized_server_list/e9e0330a-9b71-4348-bc92-2bcdc22af5b6/ external_routable_ip_list? network_ref=$ {network_ref}' contains not expanded placeholders '[network_ref]' (java.lang.IllegalStateException: Expanded url 'http://\<IP>:21051/1/infrastructure_topology_list/46/realized_server_list/e9e0330a-9b71-4348-bc92-2bcdc22af5b6/ external_routable_ip_list?network_ref=${network_ref}' contains not expanded placeholders '[network_ref]') 09 Jan 2014 11:23:42,802 [http--0.0.0.0-8444-12] ERROR ErrorStatusResponse : com.hp.ccue.http.exception.HttpInternalServerErrorException: Expanded url
Probable cause	The cause might be that Cloud OS could not get the floating IPs available from the Floating pool. You have to manually allocate the IPs on Cloud OS. Manual intervention on Cloud OS is needed before you trigger an 'Assign Floating IP' public action from HP CSA.

Solution

1. Select any Instance that is deployed on Cloud OS, and click on **More** -> **Associate Floating IP** -> **Select an IP address**
   The "IP Address" field will be blank in this case for the first time, displaying "No IP addresses available" as shown in Figure 1, below.
2. Click the **+** button and then **Select Pool** -> **Allocate IP**.
   The IP will be allocated in this case but NOT ASSOCIATED with the deployed instance.
3. Go back to HP CSA and trigger the 'Assign Floating IP' option again.
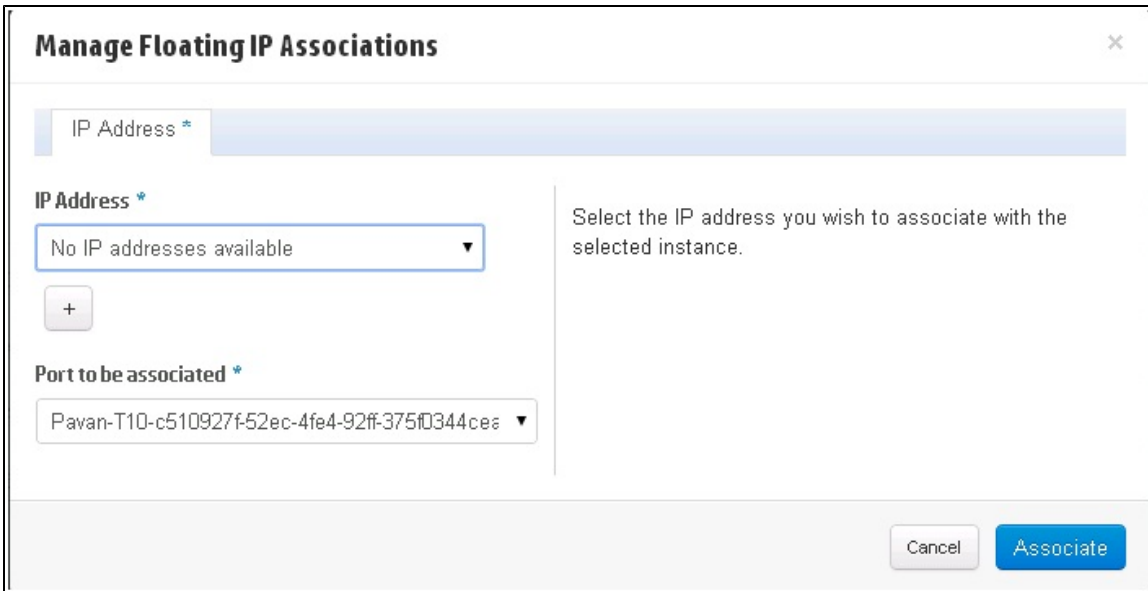   This time, the newly allocated IP on Cloud OS will appear in the drop-down.

Figure 1

Licensing

Relevant message is not displayed to user when expired emergency license is re-installed

Problem: Relevant message is not displayed to the user when an expired emergency license is re-installed

Symptoms	Relevant message is not displayed to the user when an expired emergency license is re-installed.
Primary software component	HP CSA
Failure message	An error has occurred ; Licensing error.
Probable cause	This error will occur when an emergency license is re-installed after the expiry period of 15 days.

Solution

An emergency license has a validity of 15 days only. You must get a new license if you still need an emergency license after the expiry period.

User not able to install license on cluster mode

Problem: User is not able to install a license in cluster mode.

Symptoms	Adding a license fails with "Licensing error" in cluster mode.
Primary software component	HP CSA
Failure message	An error has occurred ; Licensing error.

Probable cause	The proxy_list attribute is missing a valid IP in domain.xml, or a generated license does not match the IP in the proxy_list attribute.

Solution

1. Check the cluster IP address set in the domain.xml file under the JBoss directory [Mod_cluster -->proxy_list]
2. If proxy_list is not set with the IP address, then licensing will fall back to "Unlicensing mode."
3. Add the valid cluster IP details in proxy_list, and get the license key from HP for the specified IP in proxy list.