

HP Closed Loop Incident Process (CLIP) Solution

For Windows operating system

Software Version: 9.30

Troubleshooting Guide

Document Release Date: December 2012

Software Release Date: December 2012



Legal Notices

Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Copyright Notice

© Copyright 2005 - 2012 Hewlett-Packard Development Company, L.P.

Trademark Notices

Adobe™ is a trademark of Adobe Systems Incorporated.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

UNIX® is a registered trademark of The Open Group.

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.

To check for recent updates or to verify that you are using the most recent edition of a document, go to:

<http://h20230.www2.hp.com/selfsolve/manuals>

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Support

Visit the HP Software Support Online web site at:

<http://www.hp.com/go/hpsoftwaresupport>

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

To find more information about access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

Contents

Welcome to This Guide	9
How This Guide is Organized	9
Who Should Read This Guide	10
Additional Online Resources	10
Purpose of this Document	11
Triage	11
Determine Where the Solution is Failing	11
Check Log Files	11
Troubleshooting Integrations Between HP BSM and HP SM	12
HP Product Log Files	12
Data Processing Server Log Files for BSM	12
Mapping BSM Log Files to Issues	12
BSM Log Files	13
SM Log Files	14
ID#337 (BSM-SM) Incident Exchange	14
Synchronizing Attributes	14
Problem: Forwarding of new events and event updates to SM system is slow or failing and/or the queue of events that are forwarded to SM for the incident's creation/update grows quickly over time	15
Problem: Forwarded BSM events not opened in SM as incidents	16
Problem: When updating/closing incident that was opened from event, Error 401 is displayed in SM user interface	16
Problem: In Event details, View OMi Event is not available when reviewing incident in SM	16
Problem: After some customization of BDM mapping, incident cannot be created	17
Problem: Due to missing indices in the database, queue of events forwarded to SM for incident's creation/update grows quickly over time	17

Problem: Incidents created, but Incident Update does not update the event. Error 401 displayed in UI.	18
Problem: Event details View OMi Event not available when reviewing incident in SM ..	18
ID#381 (SM-BSM) Invoking BSM Business Impact Report	19
Setup Guidelines in SM	19
Problem: When trying to generate report from SM, BSM user interface is opened, but an error message appears on screen	19
Problem: When launching Business Impact Report from SM incident, login page of BSM appears	20
Troubleshooting Integrations Between UCMDB and BSM	21
HP Product Log Files	21
Log Files – RTSM/UCMDB Server Logs	21
Log Files – DFM Probe Logs	21
ID#328 UCMDB-BSM Platform (BAC) Synchronization	22
Terminology	22
BSM-UCMDB CI Sync	22
Problem: While trying to add queries to an integration job, CMS Sync folder includes only ODBtoCMS Sync, and other queries are missing	23
Problem: When modifying the integration, the custom TQL does not appear in the Add Query window (Job definition via Integration Studio)	23
Problem: Global ID is not generated (UCMDB-ID is not identical in all products)	23
Problem: When running CI sync, the jobs get stuck in the Waiting for probe status	23
Problem: CIs are not populated into the RTSM	23
Problem: CIs removed in the source (remote) side not removed in the target (local) side	24
Problem: TQL with Compound Relations fails	24
Problem: Sync might fail when population CIs are marked as a candidate for deletion ..	25
Problem: Sync Failed – Fatal Error	25
Problem: When creating CI sync integration between CMS and RTSM, and trying to add queries to an integration job, the list under CMS sync includes only ODBtoCMSSync, and other queries are missing	26
Troubleshooting Integrations Between UCMDB and SM	27
HP Product Log Files	27
UCMDB Server	27
SM Server	27

ID#101 (UCMDB to SM) CI Sync and Actual State Federation	27
Problem: Push job fails due to no such element exception error	28
Problem: One or more CI attributes is not synchronized from UCMDB to SM	28
Problem: Push fails due to: "ERROR - sm >> Push objects failedcom.hp.ucmdb. federationspi.exception. DataAccessGeneralException: No mapping is found for TQL: <TQL Name>	28
Problem: Push fails due to: "com.mercury.topaz.cmdb.shared. fcmdb.dataAccess.exception. AdapterAccessGeneralException: [ErrorCode [802] General Integration Error{HiddenChangesDataSource}] Integration [HiddenChangesDataSource]: Federated Patterns are not supported"	29
Problem: After creating new CI, the Data push was failed java.lang.IllegalArgumentException: Failed decoding/encoding bytes[] attribute [calculated_id]	30
Troubleshooting Integrations Between HP OO and HP BSM	31
HP Product Log Files	31
HP OO Log Files	31
BSM Log Files	31
ID#365 (BSM-OO) Event to Remediation	32
Predefined Mappings	32
Problem: Error when navigating to Admin > Integrations > Operations Orchestration ...	32
Problem: Cannot execute flows with admin/admin user in BSM due to collision with built-in OO administrative user	34
Problem: Cannot see Launch > Run Books menu when right-clicking an event	34
Problem: When launching Run Book, OO login page appears	34
Problem: From BSM, Admin > Integrations > OO fails to load with error Remote connection error	35
Problem: From BSM, Admin > Integrations > OO fails to load with error Remote connection error	35
Problem: Cannot launch OO flows from external client coming from outside of the corporate network	35
Problem: When connected to LDAP, BSM – OO integration is broken.	36
Troubleshooting Integrations Between HP OO and HP SM	37
HP Product Log Files	37
Integration Troubleshooting – Logs	37
ID#375 (SM-OO) Linking and Executing OO flows in SM Incident Record Through a KM Article	38

Main Use Cases	38
Problem: Certain flows fail to execute	38
Problem: Cannot attach OO flow to Knowledge Management document. RAD Error 12 is given.	38
Problem: SSL connection fails	39
SSL Settings Validation	39
Problem with LWSSO	40
Problem: No OO flow in SM	40
Problem: Flows with input parameters fail when prompting for user input	40
Troubleshooting LWSSO in CLIP	41
LWSSO Troubleshooting – Logs in SM	41
LWSSO Troubleshooting – Logs in BSM	41
LWSSO Troubleshooting – Logs in HP OO	41
LWSSO Configuration – BSM	42
LWSSO Configuration – SM Server	42
LWSSO Configuration – SM Web Tier	42
LWSSO Configuration – HP OO	42
Troubleshooting – Common Scenarios in CLIP	43
Problem: When clicking Open in External Application button in BSM, the new browser window opens with SM login prompt	43
Troubleshooting Downtime Management in CLIP	44
HP Product Log Files	44
Probe Logs (for DT population from SM to UCMDB)	44
UCMDB Logs (both for DT population and DT push to BSM)	44
Problem: RFC downtime entries are not being synched into UCMDB	44
Problem: Downtime CI push from UCMDB to BSM fails	45

Welcome to This Guide

Welcome to the HP Closed Loop Incident Process (CLIP) Troubleshooting Guide. This guide provides information for troubleshooting the CLIP Solution v9.30.

This chapter includes:

- How This Guide is Organized
- Who Should Read This Guide
- Additional Online Resources

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

How This Guide is Organized

This guide contains the following chapters:

Chapter 1 Purpose of This Document

Provides an overview of what this guide covers.

Chapter 2 Troubleshooting Integrations Between HP BSM and HP SM

Provides troubleshooting solutions for the HP Business Service Management and HP Service Manager Incident Exchange integration (ID#337), and HP Service Manager and HP Business Service Management Invoking BSM Business Impact Report integration (ID#381).

Chapter 3 Troubleshooting Integration Between HP UCMDB and HP BSM

Provides troubleshooting solutions for the Synchronization of CIs between HP Universal CMDB and HP Business Service Management Platform (BAC) integration (ID#328).

Chapter 4 Troubleshooting Integration Between HP UCMDB and HP SM

Provides troubleshooting solutions for the CI Sync and Actual State Federation from HP Universal CMDB to HP Service Manager integration (ID#101).

Chapter 5 Troubleshooting Integration Between HP BSM and HP OO

Provides troubleshooting solutions for the Event to Remediation integration between HP Business Service Management and HP Operations Orchestration (ID#365).

Chapter 6 Troubleshooting Integration Between HP OO and HP SM

Provides troubleshooting solutions for Linking and Executing HP Operations Orchestration Flows in HP Service Manager Incident Record integration (ID#375).

Chapter 7 Troubleshooting LWSSO in CLIP

Provides various troubleshooting solutions when using Lightweight Single Sign-On in the HP Closed Loop Incident Process Solution.

Chapter 8 Troubleshooting Downtime Management in CLIP

Provides troubleshooting solutions Downtime Management in the HP Closed Loop Incident Process Solution.

Who Should Read This Guide

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

Additional Online Resources

Troubleshooting & Knowledge Base accesses the Troubleshooting page on the HP Software Support Web site where you can search the Self-solve knowledge base. Choose **Help > Troubleshooting & Knowledge Base**. The URL for this Web site is <http://h20230.www2.hp.com/troubleshooting.jsp>.

HP Software Support accesses the HP Software Support Web site. This site enables you to browse the Self-solve knowledge base. You can also post to and search user discussion forums, submit support requests, download patches and updated documentation, and more. Choose **Help > HP Software Support**. The URL for this Web site is www.hp.com/go/hpssoftwaresupport.

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract.

To find more information about access levels, go to:
http://h20230.www2.hp.com/new_access_levels.jsp

To register for an HP Passport user ID, go to:
<http://h20229.www2.hp.com/passport-registration.html>.

HP Software Web site accesses the HP Software Web site. This site provides you with the most up-to-date information on HP Software products. This includes new software releases, seminars and trade shows, customer support, and more. Choose **Help > HP Software Web site**. The URL for this Web site is www.hp.com/go/software.

HP Software Solutions Now accesses the HPSW Solution and Integration Portal Web site. This site enables you to explore HP Product Solutions to meet your business needs, includes a full list of Integrations between HP Products, as well as a listing of ITIL Processes. The URL for this Web site is <http://support.openview.hp.com/sc/solutions/index.jsp>.

Chapter 1

Purpose of this Document

This document provides troubleshooting information for the HP Closed Loop Incident Process (CLIP) Solution, including basic triage information.

Triage

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

Determine Where the Solution is Failing

In some cases, you can determine quickly which product has failed. If the problem source is not obvious, you can check log files or run verification tests to isolate the cause. If the source of the failure is one of the integrated products, see the HP Closed Loop Incident Process Solution Support Matrix for resource information. The CLIP Support Matrix can be found on the HP Live Network Web site located at: <https://www.www2.hp.com/>.

Check Log Files

Log files exist for most of the integrated products. This guide includes instructions on how to enable logging in for product components and integrations. This aids the troubleshooting process by providing more detailed information about the product's state and activities than reflected in the user interface.

Chapter 2

Troubleshooting Integrations Between HP BSM and HP SM

HP Product Log Files

Product	Location of Log's File
HP Business Service Management (BSM)	<BSM installation directory>\log
HP Service Manager (SM)	<SM installation directory>\Server\logs\sm.log

Data Processing Server Log Files for BSM

OPR (hpbsm_opr-backend)

- Configuration
 - HPBSM\conf\core\Tools\log4j\opr-backend\opr-backend.properties
- Logfiles
 - HPBSM\log\opr-backend\opr-backend.log
 - HPBSM\log\opr-backend\opr-flowtrace-backend.log

Mapping BSM Log Files to Issues

In the BSM GatewayServer, the **opr-event-sync-adapter.properties** file in **<BSM installation directory>\conf\core\Tools\log4j\wde** controls the log level for logging entries just before calling the groovy script and all logs for integrations that do not use the groovy script but directly call an external Web service (for example, **Remedy Link**).

wde (hpbsm_wde)

- Configuration
 - HPBSM\conf\core\Tools\log4j\wde\opr-gateway.properties
 - HPBSM\conf\core\Tools\log4j\wde\opr-event-sync-adapter.properties
 - HPBSM\conf\core\Tools\log4j\wde\opr-common.properties
 - HPBSM\conf\core\Tools\log4j\wde\wde.properties

- Logfile
 - HPBSM\log\wde\opr-gateway.log
 - HPBSM\log\wde\opr-gateway-flowtrace.log
 - HPBSM\log\wde\opr-flowtrace-common.log
 - HPBSM\log\wde\opr-common.log
 - HPBSM\log\wde\wde.log
 - HPBSM\log\wde\wde.all.log
 - HPBSM\log\wde_boot.log

BSM Log Files

In the BSM Gateway Server, locate the **opr-event-sync-adapter.properties** file in **<BSM installation directory>\conf\core\Tools\log4j\EJB**, and change the loglevel parameter value.

For example:

```
#loglevel can be any of DEBUG INFO WARN ERROR FATAL
loglevel=INFO
```

This affects the verbosity of **<BSM installation directory>\log\EJBContainer\opr-event-sync-adapter.log**, which logs entries when **Test Connection** is called in the Connected Server administration screen, or when you click the **Forwarding** tab in the Event Browser.

Configuration for **opr-event-sync-adapter.properties** exists in three folders:

- HPBSM\conf\core\Tools\log4j\opr-scripting-host\opr-event-sync-adapter.properties
- HPBSM\conf\core\Tools\log4j\opr-scripting-host\opr-scripting-host.properties
- HPBSM\conf\core\Tools\log4j\opr-scripting-host\springframework.properties

In the BSM Gateway Server, the **opr-event-sync-adapter.properties** file in **<BSM installation directory>\conf\core\Tools\log4j\opr-ctxm-server** controls the log level for the file that logs most of the entries. This is the process that launches the groovy script and any logs that are made by the groovy script itself.

Configuration for **opr-event-sync-adapter.log** exists in three folders:

- **log/opr-scripting-host/opr-event-sync-adapter.log**

Logs most of the entries. This is the process that launches the groovy script and any logs that are made by the groovy script itself.

- **log/EJBContainer/opr-event-sync-adapter.log**

Logs entries just before calling the groovy script and all logs for integrations that do not use the groovy script; for example, Remydy, which directly calls an external Web service.

- **log/wde/opr-event-sync-adapter.log**

Logs entries when **Test Connection** is called in the Connected Server administration screen, or when you click the **Forwarding** tab in the Event Browser. Again, if a groovy script needs to be called by these actions, then the actual launching and running of the groovy script will log to the logfile in opr-ctxm-server.

Note: All script execution logging is now contained in the **opr-scripting-host** folder.

SM Log Files

- **sm.log** is the General Service Manager log file, which is found in the default location **<SM installation directory>\Server\logs**.
- **sm.log's** verbosity level is controlled via **sm.ini** in **<SM installation directory>\Server\Run**.

Note: The path to the sm.log file can be changed using the parameter log in sm.ini. The default value is **.../logs/sm.log**.

When setting up the SM-OMi integration, there is an option to define the log level and log file location.

SM-OMi Integration Instance Log

- Log Name: **SMOMi-<date>.log**
- Location and debug level is set in the integration instance.

Note: The same settings apply to the SM-BIR integration instance.

ID#337 (BSM-SM) Incident Exchange

The integration between BSM and SM provides:

- Event forwarding to an external server
OMi can forward an event record to SM as an incident by calling a SM Web Service. The incident ID is then stored in the event record.
- Incidents Exchange
After OMi opens an incident in SM, SM synchronizes the incident changes back to OMi.

Synchronizing Attributes

- Unidirectional update from OMi to SM
 - Title
 - Severity
 - Priority

- Operator (operator assigned to the event who forwarded the event)
- Category
- Subcategory
- Related CI
- Bi-directional synchronization between OMi and SM
 - Description
 - Lifecycle state (state is only updated when the state changes to closed)
 - Solution
 - OMi event annotations are synchronized to SM activity log
 - Contents under the **Forwarding** tab in the Event Details

To change the out-of-the-box behavior regarding which attributes are updated, specify this in a Groovy script on the BSM side and BDM mapping on the SM side.

Problem: Forwarding of new events and event updates to SM system is slow or failing and/or the queue of events that are forwarded to SM for the incident's creation/update grows quickly over time

- Verify this by query of BSM's database:
EVENT_SYNC_BUFFER: select count *

Solution

The root cause for this problem is slow processing on the SM side. This can be caused by missing indices in SM's database.

Add the indices manually in SM via the Windows' client.

- The **collectionname** and **action** indices should be created manually in the **KMKNOWLEDGE1M1** table.

For more information, see [Software Support Online Troubleshooting](#).

Problem: Forwarded BSM events not opened in SM as incidents

Solution

Verify SM server is up and running, and BSM can connect to it:

- Navigate to **Admin > Operations Management > Connected Servers** and edit the SM entry.
 - On the **Outgoing Connection** tab, there is a **Test Connection** link.
- Verify that when setting up Connected Servers in BSM, the SM user credentials that were provided have all the required permissions to open incidents and access web services.
- Check **opr-event-sync-adapter.log** on the BSM side for errors.
- Check **C:\SMOMi-<date>.log** on the SM server side for errors.

Problem: When updating/closing incident that was opened from event, *Error 401* is displayed in SM user interface

Note: In most cases, this hints that SM used the "wrong" credentials to update the event in BSM.

Solution

- Verify that the BSM user credentials in the SM Integration are set up correctly.
- Cross-check in the BSM Connected Servers configuration.

Problem: In Event details, *View OMi Event* is not available when reviewing incident in SM

Solution

Verify that:

- Incident was actually opened by forwarding the event from OMi (and not submitting manually).
- CI sync infrastructure is in place, and both the BSM event and SM incident are linked to the same CI (they must have the same Global ID).

Problem: After some customization of BDM mapping, incident cannot be created

Editing the JavaScript code of BDM mapping in SM using SM Web Client corrupts the script and it fails to execute.

SM returns **DAO error code=Validation failed** in the logs.

Solution

- Make sure to use SM Eclipse Client to edit the JavaScript calls in mapping.

Problem: Due to missing indices in the database, queue of events forwarded to SM for incident's creation/update grows quickly over time

Note: This issue is fixed in SM version 9.31.

Tip: Only execute this procedure one time.

Solution

Work-around for this problem:

1. Log on to SM with the **Windows** client.
2. From the System Navigator, click **Tailoring > Database Dictionary**.
3. Enter **kmknowledgebaseupdates** and click **Search** .
4. Select the **Keys** tab. Click **Unique**, then **New Field/Key** . The key.window dialog box is displayed.
5. In the key.window dialog box, select **nulls & duplicates** from the drop-down list and enter **collectionname** in the text field. Click **Add** .
6. Repeat steps 4 and 5. This time enter **action** in the text field and click **Add** . Close this pane.

- Repeat steps 2 and 3, and select the **Keys** tab. Verify the **collectionname** and **action** records are displayed in the **Nulls & Duplicates** operations.

The image shows two screenshots of a 'Nulls & Duplicates' dialog box. The top screenshot shows the 'collectionname' field with a list of empty rows below it. The bottom screenshot shows the 'action' field with a list of empty rows below it.

- Click **OK** to save your changes. The **collectionname** and **action** indices are set.

Problem: Incidents created, but *Incident Update* does not update the event. *Error 401* displayed in UI.

Solution

The most common cause for this problem is incorrect BSM user credentials that the SM Integration tries to use to update the event.

To verify that the correct user name and password are used:

- In BSM, navigate to **http://abc.com** and try the credentials that were provided when setting up the SM integration in BSM (**Incoming Connection** tab).
- In SM, disable the SMOMi integration instance and verify that credentials from step 1 are entered in the **Integration Instance** properties.

Problem: Event details *View OMi Event* not available when reviewing incident in SM

Solution

Verify that:

- Incident was opened by forwarding the event from OMi.
- CI sync infrastructure is in place, and both the BSM event and SM incident are linked to the same CI (they must have same Global ID).

ID#381 (SM-BSM) Invoking BSM Business Impact Report

The Business Impact Report displays information about how a CI impacts the Business Services and Service Level Agreements (SLA) it belongs to. Data about the affected Business Service, Application, and Business Process CIs includes KPI data, over-time data, and SLA data.

The Business Impact Report can be launched via:

- SM Incident
- BSM OMi console

The integration is implemented by a simple URL launch—and relies on LWSSO and synchronization of CIs between BSM and SM.

To use the SM to BIR integration, you must add and enable an instance of this integration in Integration Manager. Only one instance of this integration is allowed. If an instance of this integration already exists in Integration Manager, the SMBIR template is unavailable. You have to delete the existing integration instance before you can add a new one.

Setup Guidelines in SM

Only **Name** and **Version** are required fields. This integration does not use the **Interval Time(s)** and **Max Retry** Time fields as it is user interface based.

If there are no Business CIs attached to the CI, the report is not generated.

Problem: When trying to generate report from SM, BSM user interface is opened, but an error message appears on screen

Solution

Verify that the CI Sync infrastructure is in place, and the affected item field in the incident is filled with a legitimate CI that exists on the BSM side.

Problem: When launching Business Impact Report from SM incident, login page of BSM appears

Solution

- Eliminate LWSSO issues by verifying OMi-SM (Incident Exchange) integration is working properly. When viewing OMi event details from an incident, the data should be displayed without requesting login.
- If it is related to LWSSO, verify that the LWSSO settings are consistent in all the products—init String, encryption method, domain settings, and so on.

Chapter 3

Troubleshooting Integrations Between UCMDB and BSM

HP Product Log Files

Product	Location of Log's File
HP Universal CMDB (UCMDB)	<UCMDBServer installation directory>\runtime\log\fcmdb.log
HP Business Service Management (BSM)	<BSM installation directory>\log

Log Files – RTSM/UCMDB Server Logs

The server logs are located in:

Product	Location of Server Logs
HP Universal CMDB	<UCMDB installation directory>\runtime\log
RTSM (BSM DPS server):	<BSM installation directory>\log\odb

File names:

- **error.log**: aggregates all errors (server side)
- **cmdb.reconciliation.log** (for population jobs): aggregates all data-in errors caused during the population
- **cmdb.reconciliation.audit.log**: easy-to-use summary of the full reconciliation log

Log Levels:

- **info**: shows only failed bulks
- **debug**: shows both failed and succeeded bulks

Note: CIs sync sends data in bulk. By default, each bulk contains 3000 CIs.

Log Files – DFM Probe Logs

When the probe is starting, it downloads the adapter.

When the job is running, the adapter "collects" the CIs from the remote machine according to the relevant Topology Query Language (TQL).

DFM Probe log files are located in:

- **<DFM Probe installation directory>\runtime\log**

Log file names:

- **wrapperProbeGw.log**: the **general** probe log, probe execution statuses
- **Fcmdb.adapters.log**: CIs that come from the adapter (probe \leftrightarrow remote server)
- **population.log**: easy to use SummaryCIs that come from the adapter (probe \leftrightarrow remote server)

Setting log level:

- **<DFM Probe installation directory>\conf\fcmdb.properties**

Log levels:

- **info** is a level for detecting the number of populated CIs and filtered CI messages
- **debug** shows this information for each CI (the ID, attributes, and so on)

ID#328 UCMDB-BSM Platform (BAC) Synchronization

Terminology

- **RTSM**: Run Time Service Model, formerly known as ODB (BSM9) and Internal CMDB (BAC8)
- **CMS**: Configuration Management System that consists of Central UCMDB, additional UCMDB instances (or RTSMs), and external data repositories for federation

BSM-UCMDB CI Sync

BSM-UCMDB CI Sync synchronizes the CI and relationships between UCMDB and BSM. UCMDB is the Global ID generator. CIs across all three systems—UCMDB, SM and BSM—are identical and have the same Global ID.

A global ID is a unique CI ID that identifies that CI across the entire solution. Global ID synchronization can be performed in two ways:

- Synchronization of data using the population flow in both directions between two ODB instances
- Reconciliation of CIs with the data in the CMS

Two types of queries are supported for CMS-ODB synchronization:

- Live queries: all non-federated TQL queries
- Federated queries: queries that contain at least one federated node or attribute

During synchronization, data needed for the reconciliation process of the CIs brought by the population flow is automatically retrieved.

The required reconciliation data is determined by the reconciliation rules that have been defined for the CITs of the TQL query.

Problem: While trying to add queries to an integration job, *CMS Sync* folder includes only *ODBtoCMS Sync*, and other queries are missing

Solution

- Deploy the **CMS_to_RTSM_Sync.zip** package on the remote server.

If you are currently in the BSM user interface, then the remote server is **UCMDB**.

Problem: When modifying the integration, the custom TQL does not appear in the Add Query window (Job definition via Integration Studio)

Solution

Verify that the TQL type is **Integration**.

Problem: Global ID is not generated (UCMDB-ID is not identical in all products)

This problem may cause duplicate CIs in SM after CI sync.

Solution

- Verify that UCMDB is set as the Global ID generator via JMX:
UCMDB:service=Multiple CMDB Instances Services
- Verify that all other CMDBs/BSM are set as NonGlobalIDGenerator.

Problem: When running CI sync, the jobs get stuck in the *Waiting for probe* status

Solution

- Verify that the probe is up.
- Click **Test Connection** to verify the probe status. It must be up and running for the sync to work.

Problem: CIs are not populated into the RTSM

Sync returns "0" CIs in the **Statistics** tab.

Solution

There are no (0) results. This is not a problem.

Possible causes for no (0) results:

- Sync returns no results due to an empty TQL (on the source side).
- CIs have already been filtered by the probe since they have already been populated.
- Changes may take a few minutes to be detected by the live mechanism.

Wait a few minutes for changes to be populated by your next population job.

Problem: CIs removed in the source (remote) side not removed in the target (local) side

Solution

Confirm the **Allow Delete** check box in the population job properties is selected.

Problem: TQL with Compound Relations fails

When creating a TQL that involves a compound relation which includes a TQL in the CI sync, the sync fails.

For example:

```
WrapperProbeGw.log
population.log

[ERROR] [JobExecuterWorker-16:DS_BSM2CMS_pop]
(PopulationDirectTaskResultsDistributer.java:52) - Failed sending direct population Task
Result for job: DS_BSM2CMS_pop to server, population will terminate

[ERROR] [JobExecuterWorker-16:DS_BSM2CMS_pop] (AdapterService.java:182) - Failed
running Datastore: BSM2CMS

jvm 1 | com.mercury.topaz.cmdb.shared.base.CmdbException: [ErrorCode [-2147483648]
undefined error code]

jvm 1 | Failed Inserting data to CMDB
```

Solution

Select **show full path** in the Compound Relationship settings.

Problem: Sync might fail when population CIs are marked as a candidate for deletion

Sync fails with the error:

```
“java.lang.NullPointerException at com.hp.ucmdb.reconciliation.datain.operation.  
AbstractDataInUpdateOperation.isUpdateCmdbType...”
```

Solution

Work-around for this problem:

On the synced TQL, in the **Is Candidate for Deletion** attribute condition, add the values: Operator: **Not Equal**, value: **True**.

Problem: Sync Failed – Fatal Error

Log shows missing reconciliation data:

```
2011-12-19 14:32:24,314 ERROR - !!!FAILED!!![Operation #688956136  
Name=DataInAddDataStrict]  
  
com.hp.ucmdb.reconciliation.datain.operation.DataInOperationException: [ErrorCode [63001]  
Reconciliation DataIn - not enough reconciliation data. {(mac_address on "interface") or  
(authoritative_dns_name on "ip_address") or (name) or (snmp_sys_name) or (net_bios_name)  
or (name and routing_domain on "ip_address") or (bios_serial_number) or (bios_uuid) or (serial_  
number) or (bios_asset_tag)}]  
  
Error while trying to [addStrict] on level [1]! Object [$TempObject00000000_ucmdb-  
azvolsky8824_____] was not identified
```

Solution

Eliminate the specific CI that does not have enough reconciliation data.

Problem: When creating CI sync integration between CMS and RTSM, and trying to add queries to an integration job, the list under CMS sync includes only ODBtoCMSSync, and other queries are missing

Solution

- Deploy the **CMS_to_RTSM_Sync.zip** package on the remote server.
- If you are currently in the BSM user interface, then the remote server is UCMDB and vice versa.

For more information, see the [HP Business Service Management RTSM Best Practices Guide](#).

Chapter 4

Troubleshooting Integrations Between UCMDB and SM

HP Product Log Files

Product	Location of Log's File
HP Universal CMDB (UCMDB)	<UCMDBServer installation directory>\runtime\log\fcmdb.log
HP Service Manager (SM)	<SM installation directory>\Server\logs\sm.log

UCMDB Server

For more details about a problem or error, change the log level to **DEBUG/INFO** under **<UCMDBServer installation directory>\conf\log\fcmdb.properties** and set the loglevel parameter to **DEBUG**.

SM Server

sm.log is the General Service Manager log file.

In addition, we can add this line to **sm.ini/sm.cfg debughttp:1**.

This parameter causes the Service Manager server to write HTTP SOAP requests and responses to the following log files.

- **logs\sm.log**
- **RUN\HTTP.log**

Caution: This has a heavy impact on performance – use only when troubleshooting!

ID#101 (UCMDB to SM) CI Sync and Actual State Federation

- Enables you to share information about the actual state of a configuration item between your UCMDB system and a SM system
- Supports ITIL processes by verifying that CIs actually have the attribute values the organization has agreed to support
- Verifies that all CIs are uniquely identifiable by one key attribute (Global ID) generated by UCMDB

Problem: Push job fails due to *no such element* exception error

For more information, see **error.log**.

Solution

There is a missing **root** node.

Push (sync) TQL must contain one and only one CI type labeled **Root**, which must be the top node of the TQL. The Root node is the main CI that the UCMDB synchronizes. All other CIs are contained CIs of the Root CI.

Problem: One or more CI attributes is not synchronized from UCMDB to SM

Solution

- All attributes of selected CIT to be synchronized to SM must be selected in advanced **Layout Settings**. If they do not, no attribute sync is performed. This may also fail the sync job.
- All replicated attributes must have the Change Monitored qualifier set. This can be set from the CI Type Manager. If they do not, no attribute sync is performed. This may also fail the sync job.

Problem: Push fails due to: “**ERROR - sm >> Push objects failedcom.hp.ucmdb.federationspi.exception.DataAccessGeneralException: No mapping is found for TQL: <TQL Name>**”

Solution

The TQL does not comply with the SM adapters mapping files.

To verify the configuration:

1. Open **UCMDB**.
2. Browse to **adapter manager > SM Adapter**.
3. Check the configuration.

Note: For Help, refer to the UCMDB-SM Best Practice Library.

To access the UCMDB-SM Best Practice Library:

1. Access <https://hpln.hp.com/>. The HP Live Network login page is displayed.
2. Click the **Solutions** tab.
3. Click **Configuration Management**.
4. In the Configuration Management pane, click the **OTHER FILES** link. Either the HP Passport sign-in page appears or, if you are already signed in to HP Passport, the HP Live Network site opens.
5. Complete the requested details and click **Sign-In** to access the HP Live Network. *(If you do not have an HP Passport, click the **New Users - please register** link to register, and follow the instructions given.)*
6. Click **CMS best practices library** (the latest revision) to download the zip file.
7. Extract the contents of the zip file to a suitable location.

**Problem: Push fails due to:
"com.mercury.topaz.cmdb.shared.
fcmdb.dataAccess.exception.
AdapterAccessGeneralException:
[ErrorCode [802] General Integration
Error{HiddenChangesDataSource}]
Integration[HiddenChangesDataSource]:
Federated Patterns are not supported"**

Note: UCMDB-SM federation contains only RFC, Problem, and Incident (all are checked OOTB).

Solution

Another integration is using federated CIT to influence the Push.

For example: **Interface** is a federated CIT in another integration point in the UCMDB's integration studio.

To resolve this, either:

- Temporarily disable the offending integration
- Permanently modify the offending integration
- Permanently modify the UCMDB-SM integration by removing the problematic CIT from sync TQL

Problem: After creating new CI, the Data push was failed `java.lang.IllegalArgumentException: Failed decoding/encoding bytes[] attribute [calculated_id]`

Solution

Push job is configured to use the **Changes** adapter (instead of **RMI**).

Modify the job to use the correct adapter, and re-run the sync.

Chapter 5

Troubleshooting Integrations Between HP OO and HP BSM

HP Product Log Files

Product	Location of Log's File
HP Operations Orchestration (HP OO)	<OO installation directory>\Central\logs\Central_wrapper.log
HP Business Service Management (BSM)	<BSM installation directory>\log

HP OO Log Files

The log file for HP OO can be found in **<OO installation directory>\Central\logs\Central_wrapper.log**.

Central_wrapper.log:

- Default location **<OO Central installation directory>\logs** folder
- Log level and size can be set in **<OO Central installation directory>\conf\wrapper.conf** file.
- Additional logging properties can be set from log4j.properties:
 - **log4j.logger.com.hp.sw.bto.ast.security=DEBUG**
 - **log4j.logger.com.iconclude.dharma.services.execution.HeadlessServiceBase=DEBUG,iconclude,headless**

BSM Log Files

Conf:

- **conf\core\Tools\log4j\EJB\OOIntegration.properties**

LogFile:

- **\HPBSM\log\EJBContainer\oo_integration.log**

Limitation:

The **oo_integration.log** is not created under the hpbsm_opr-backed process (relevant for automatic invocation only).

To generate the log, copy the **OOIntegration.properties** file to the **conf\core\Tools\log4j\opr-backend** folder. The log will be created in a couple of minutes.

ID#365 (BSM-OO) Event to Remediation

BSM uses HP OO's capabilities for building investigation tools or service remediation scripts, providing the operators with a simple way to validate a problem, investigate a problem, and automatically correct a problem.

An HP OO flow can be executed manually.

HP OO flows can be launched from:

- Event Browser applications (Event Console)
- Service Health

Caution: `mercury_start.bat` should never be edited!!

Predefined Mappings

The integration of BSM and HP OO provides the capability of mapping CI types to HP OO flows.

BSM provides a number of predefined mappings between CI types and HP OO flows.

Admin > Integrations > Operation Orchestration

Problem: Error when navigating to Admin > Integrations > Operations Orchestration

Log File shows an error message related to certificate "unable to find valid certification path to requested target...".

Solution

Verify that the certificates in BSM and in HP OO are compatible by using the keytool command.

- In BSM (under **JRE64\lib\security directory**):
Keytool -list -keystore cacerts (password: changeit)
- In OO (under **<OO installation directory>\Central\conf**):
Keytool -list -keystore rc_keystore(password: bran507025)

Example (HP OO Certificates)

```
keytool -list -keystore rc_keystore  
Enter keystore password:
```

```
Keystore type: JKS  
Keystore provider: SUN
```

```
Your keystore contains 4 entries
```

```
rootca, Nov 7, 2011, trustedCertEntry,  
Certificate fingerprint (MD5):  
8A:25:8F:BA:6A:E5:C5:D6:7F:4F:C2:A9:F1:24:26:CE
```

```
pas, May 22, 2007, PrivateKeyEntry,  
Certificate fingerprint (MD5):  
DF:DD:22:1B:A2:1E:A9:9C:1C:AF:8F:E0:14:1F:B5:E0
```

```
ras, May 22, 2007, trustedCertEntry,  
Certificate fingerprint (MD5):  
93:17:58:A3:15:55:49:6A:3F:75:3D:EF:40:02:B2:4C
```

```
sm, Nov 7, 2011, PrivateKeyEntry,  
Certificate fingerprint (MD5):  
80:C5:83:89:9F:EF:A8:3F:E3:F2:CB:C2:42:B0:1F:F5
```

Example (BSM Certificates)

```
C:\HPBSM\JRE64\lib\security>keytool -list -keystore  
cacerts Enter keystore password:
```

```
Keystore type: JKS  
Keystore provider: SUN
```

```
Your keystore contains 78 entries
```

```
geotrustprimaryca, Nov 24, 2009, trustedCertEntry,  
Certificate fingerprint (MD5):  
02:26:C3:01:5E:08:30:37:43:A9:D0:7D:CF:37:E6:BF
```

```
oo_ca, Dec 6, 2011, trustedCertEntry,  
Certificate fingerprint (MD5):  
8A:25:8F:BA:6A:E5:C5:D6:7F:4F:C2:A9:F1:24:26:CE
```

Problem: Cannot execute flows with admin/admin user in BSM due to collision with built-in OO administrative user

Log shows:

```
"ERROR - Failed getting flow details for all flow IDs at once starting to retrieve flow details per flow ID
```

```
...
```

```
faultString: User not allowed to run headless flows. Cannot perform action, reason: user admin is missing the following capabilities: HEADLESS_FLOWS."
```

Solution

1. Under the **Manage Users** menu, in the OO Administration page, create another user for BSM and HP OO.
2. Set it as external and enable **HEADLESS_FLOWS** permissions.
3. Add the new user to the **ADMINISTRATOR** group.

Note: This can happen with any BSM user that is not defined as external in HP OO.

Problem: Cannot see *Launch > Run Books* menu when right-clicking an event

Solution

Verify that:

- event has relevant related CI
- an HP OO flow is mapped to the correct CI type

Problem: When launching Run Book, OO login page appears

Solution

Check your browser settings to make sure third party cookies are accepted and session cookies are allowed. If pop-up blocker is enabled, you may need to allow pop-up from this site.

Problem: From BSM, Admin > Integrations > OO fails to load with error *Remote connection error*

Error in logs:

```
INFO |jvm 1 | 2012/02/22 15:03:11 | Caused by:  
com.hp.sw.bto.ast.security.lwcrypto.LWCryptoException: Unable to finalize decryption for  
the following 128 bytes:
```

Solution

Be sure that initString from BSM was not copied to OO lwssofmconf.xml.

Problem: From BSM, Admin > Integrations > OO fails to load with error *Remote connection error*

Error in logs:

```
ERROR [2096109425@qtp0-465] (15:03:11,941)  
com.iconclude.dharma.services.wscentralservice.WSCentralService - Must provide user  
name/password, LWSSO token, or SSO kerberos token for authentication.
```

Solution

Review manual changes in files.

Problem: Cannot launch OO flows from external client coming from outside of the corporate network

Solution

1. Create virtual name and listener for HP OO on the load balancer.
2. Make sure you can access HP OO from the external client using the virtual name.
3. Change integration settings to use this name instead of the actual HP OO server name.

Problem: When connected to LDAP, BSM – OO integration is broken.

Solution

Due to a limitation in HP OO version 9.05, LDAP users are defined as internal users instead of external users.

Workaround: Configure the users manually in the HP OO administration (local users) as external.

Chapter 6

Troubleshooting Integrations Between HP OO and HP SM

HP Product Log Files

Product	Location of Log's File
HP Operations Orchestration (HP OO)	<OO installation directory>\Central\logs\Central_wrapper.log
HP Service Manager (SM)	<SM installation directory>\Server\logs\sm.log

Integration Troubleshooting – Logs

Service Manager side

General SM server log:

- Default location **<SM Server installation directory>/RUN** folder
- Log level and location can be set in **sm.ini**.

SM-OO integration instance log:

- Log level and location set up in Integration Manager (**Tailoring > Integration Manager**)

Operations Orchestration side

The log file on the HP OO side can be found in **<OO installation directory>\Central\logs\Central_wrapper.log**.

Central_wrapper.log:

- Default location **<OO Central installation directory>/logs** folder
- Log level and size can be set in **<OO Central installation directory>/conf/wrapper.conf** file.
- Additional logging properties can be set from log4j.properties:
 - **log4j.logger.com.hp.sw.bto.ast.security=DEBUG**
 - **log4j.logger.com.iconclude.dharma.services.execution.HeadlessServiceBase=DEBUG,iconclude,headless**

SM–HP OO Integration Instance Log

When setting up the SM-HP OO integration, there is an option to define the log level and log file location in the SM server.

ID#375 (SM-OO) Linking and Executing OO flows in SM Incident Record Through a KM Article

The integration allows the Service Desk agent to launch HP OO flows that are associated with a specific Knowledge Management article. The Knowledge Management article is reviewed when searching for an incident solution.

Main Use Cases

- SM user analyzes an incident, and searches the knowledge base for possible solutions.
- The suggested solution can have an automated scenario (HP OO flow) linked to it that either helps troubleshoot the issue or resolves it in a consistent manner.
- This flow can use affected CI values (for example, computer name) as input parameters for flow execution.

Problem: Certain flows fail to execute

Specific OO flows fail to execute, while other flows continue to work.

Solution

In HP OO Studio, verify that the HP OO flow is fully non-interactive; that is, it does not prompt for user input mid-run.

Since the execution of HP OO flows is done via headless flow invocation, the prompt for user input during the execution causes the flow to fail. It is OK to provide parameters, but they should be passed when calling the flow, and cannot be provided mid-run.

Problem: Cannot attach OO flow to Knowledge Management document. *RAD Error 12* is given.

Solution

Update the wizard definition.

1. Navigate to **Tailoring > Wizards**.
2. Search for **SMOO-Execute OO Flow(1)**.
3. Add the line **\$fileID=number in \$kmmapsource** under **Actions > Expressions**.

Note: SM 9.30 Application Patch 1 also addresses this problem.

Problem: SSL connection fails

Cannot execute OO flows. **PKIX path building failed** error message is displayed.

Solution

Validate that SSL certificates in SM and HP OO match.

- Using a Java keytool utility, list the contents of trust stores in SM and HP OO, as shown in the examples that follow:

```
C:\Program Files\Hewlett-Packard\Operations Orchestration\jre1.6\bin>keytool.exe
-list -keystore "C:\Program Files\Hewlett-Packard\Operations Orchestration\Cent
ral\conf\rc_keystore"
Enter keystore password:
Keystore type: JKS
Keystore provider: SUN

Your keystore contains 4 entries

rootca, Jan 5, 2012, trustedCertEntry,
Certificate fingerprint (MD5): 14:A4:E5:DF:6D:C2:E6:D0:F8:01:C9:BC:F5:DD:0B:BD
pas, May 21, 2007, PrivateKeyEntry,
Certificate fingerprint (MD5): DF:DD:22:1B:A2:1E:A9:9C:1C:AF:8F:E0:14:1F:B5:E0
ras, May 21, 2007, trustedCertEntry,
Certificate fingerprint (MD5): 93:17:58:A3:15:55:49:6A:3F:75:3D:EF:40:02:B2:4C
sm, Jan 5, 2012, PrivateKeyEntry,
Certificate fingerprint (MD5): FE:02:7D:60:92:65:6B:96:3E:B0:B5:A4:48:99:2F:1F

C:\Program Files\Hewlett-Packard\Operations Orchestration\jre1.6\bin>
```

Truststore contents in OO

```
C:\HP\Service Manager 9.30\Server\RUN>..\_jvm\bin\keytool.exe -list -keystore sm
trust -storepass bran507025
Keystore type: jks
Keystore provider: SUN

Your keystore contains 2 entries

rootca, Jan 5, 2012, trustedCertEntry,
Certificate fingerprint (MD5): 14:A4:E5:DF:6D:C2:E6:D0:F8:01:C9:BC:F5:DD:0B:BD
sm, Jan 5, 2012, trustedCertEntry,
Certificate fingerprint (MD5): FE:02:7D:60:92:65:6B:96:3E:B0:B5:A4:48:99:2F:1F

C:\HP\Service Manager 9.30\Server\RUN>
```

Truststore contents in SM

- Resolve the inconsistency by generating and importing the certificates into the trust stores.

SSL Settings Validation

- In SM, usually the trust store file is located under **<SM installation directory>/RUN**. Its name and password are written in **sm.ini**.
- In HP OO, the trust store file is located in **<OO Central installation directory>/conf folder**. The default name is **rc_keystore** and default password is **bran507025**.

Problem with LWSSO

The user still needs to enter a user name and password after LWSSO is configured.

Solution

There are three possible reasons for this problem:

- The same user name does not exist in both SM and HP OO. The password of this user can be different in these two servers.
- The HP OO user is not an external user.
- The init strings in the SM and HP OO configuration files are not the same.

Problem: No OO flow in SM

After starting the SMOO integration instance, there is no HP OO flow synchronized to SM.

Solution

Check the log file of SMOO.

For the integration log, go to the Log File Directory you defined in the Integration Manager. If you specify a directory that does not exist, the log files will get lost.

In the **SMOO-<Date>.log**, there is an **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)** error.

This issue might be caused by an incorrect SSL configuration. Double-check your configuration.

Problem: Flows with input parameters fail when prompting for user input

Solution

When authoring flows for execution from SM, this situation can be prevented by providing input parameters for the complete flow level.

Chapter 7

Troubleshooting LWSSO in CLIP

Lightweight Single Sign-On (LWSSO) is a framework that enables passing logged-in user context between two or more HP products.

Several use cases can be supported depending on specific needs:

- UI launch
- Web Service call
- External IdM

LWSSO Troubleshooting – Logs in SM

General SM server log:

- Default location **<SM Server installation directory>/RUN** folder
- Log level and location can be set in sm.ini.

SM-OMi/SM-OO/SM-BIR Integration instance logs:

- Log level and location set up in Integration Manager (**Tailoring > Integration Manager**)

LWSSO Troubleshooting – Logs in BSM

Generic BSM log:

- Default location **<BSM installation directory>/log** folder

LWSSO Troubleshooting – Logs in HP OO

Central_wrapper.log:

- Default location **<OO Central installation directory>/logs** folder
- Log level and size can be set in **<OO Central installation directory>/conf/wrapper.conf** file.
- Additional logging properties can be set from log4j.properties:
 - **log4j.logger.com.hp.sw.bto.ast.security=DEBUG**
 - **log4j.logger.com.iconclude.dharma.services.execution.HeadlessServiceBase=DEBUG,iconclude,headless**

LWSSO Configuration – BSM

This configuration is done in the user interface using the **Authentication** wizard.

LWSSO Configuration – SM Server

This configuration is done in the file system.

- **<SM installation directory>\RUN\lwssofmconf.xml**

LWSSO Configuration – SM Web Tier

This configuration is done in the file system.

- **<Apache Tomcat installation directory>\webapps\webtier-9.30\WEB-INF\classes\lwssofmconf.xml**

There are additional files that contain LWSSO-related settings in SM Web Tier:

- **<Apache Tomcat installation directory>\webapps\webtier-9.30\WEB-INF\classes\application-context.xml**

Here LWSSO is added to a list of filters and a section is uncommented.

- **<Apache Tomcat installation directory>\webapps\webtier-9.30\WEB-INF\web.xml**

Here we uncomment two LWSSO-related sections and change the **isCustomAuthenticationUsed** and **querySecurity** values to **false**.

LWSSO Configuration – HP OO

This configuration is done in the file system.

- **<OO installation directory>\Central\conf\lwssofmconf.xml**
- **<OO installation directory>\Central\WEB-INF\web.xml**

Here we uncomment two LWSSO-related sections.

- **<OO installation directory>\Central\WEB-INF\applicationContext.xml**

Uncomment single LWSSO section.

Troubleshooting – Common Scenarios in CLIP

Problem: When clicking *Open in External Application* button in BSM, the new browser window opens with SM login prompt

Note: The reverse direction usually works from SM – successfully opens BSM details without re-login.

Solution

Verify that LWSSO settings are consistent across the products: init String, encryption method, domain settings, and so on.

Note: This can happen with other products as well. The symptoms are the same. The other product presents the login screen, since it could not parse/did not accept the LWSSO cookie due to difference in security settings.

Chapter 8

Troubleshooting Downtime Management in CLIP

HP Product Log Files

Product	Location of Log's File
HP Universal CMDB (UCMDB)	<UCMDB installation directory>\UCMDBServer\runtime\log
DDM Probe	UCMDB installation directory>\DataFlowProbe\runtime\log

Probe Logs (for DT population from SM to UCMDB)

- **WrapperProbeGw.log**: the general probe log, probe execution statuses
- **fcmdb.adapters.log**: configuration items (CIs) that come from the adapter (probe <--> remote server)
- **population.log**: easy-to-use summary of CIs that come from the adapter (probe <--> remote server)

UCMDB Logs (both for DT population and DT push to BSM)

- **Error.log**: aggregates all errors (server side)
- **Fcmdb.adapters.log**: CIs that are pushed from UCMDB
- **cmdb.reconciliation.log** (for population jobs): aggregates all data-in errors caused during population
- **cmdb.reconciliation.audit.log**: easy-to-use summary of the full reconciliation log

Problem: RFC downtime entries are not being synched into UCMDB

This problem is caused due to the request for change (RFC) not being approved.

Solution

In SM, log in as a Change.Approver and approve the relevant RFC.

Problem: Downtime CI push from UCMDB to BSM fails

Solution

- Verify that the downtime (DT) entity exists in BSM Downtime Management (Admin > Platform). By default, the synch schedule is set to run every 1 minute. It may have already run.
- Verify that the RFC has not been changed in SM and downtime was deleted and synched to UCMDB and BSM.