

# HP Continuous Delivery Automation

Software Version: 1.20

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## Troubleshooting Guide

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# 1 About This Guide

## Purpose of This Document

This document provides troubleshooting information for HP Continuous Delivery Automation (HP CDA), including basic triage information.

## Triage

HP CDA integrates with several other products. First, you must determine which product or integration has failed. In order to triage issues in HP CDA, see the following table that provides the log file location details. The list includes the details of products that integrate with HP CDA.

| <b>Product</b>   | <b>Location of Log Filed</b>   | <b>Additional Information</b>   |
|------------------|--|---|
| HP CDA           | General product logging:<br><InstallDir>\ <jboss version>\standalone\log\cda_debug.log | <i>HP Continuous Delivery Automation Installation and Configuration Guide</i>   |
| HP CDA Installer | Installer Log:<br><InstallDir>\ log\install.log  | <i>HP Continuous Delivery Automation Installation and Configuration Guide</i>   |
| HP SiteScope     | <InstallDir>\SiteScope\logs\error.log  | HP SiteScope Documentation available at: <b><a href="http://h20230.www2.hp.com/selfsolve/manuals">http://h20230.www2.hp.com/selfsolve/manuals</a></b>   |
| HP Diagnostics   | <InstallDir>\MercuryDiagnostics\Server\log\server.logs                                 | HP Diagnostics Documentation available at: <b><a href="http://h20230.www2.hp.com/selfsolve/manuals">http://h20230.www2.hp.com/selfsolve/manuals</a></b> |
| Nagios           | /usr/local/nagios/var/nagios.log   | Nagios documentation  |

## Determine Where the Integration 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 CDA Support Matrix for resource information. The *HP Continuous Delivery Automation Support Matrix* can be found on the <http://h20230.www2.hp.com/selfsolve/manuals/> web site.

## Check Log Files

Log files exist for most of the integrated products. Check the log files to identify the cause of the failure.

## Verify Individual Products

The *HP Continuous Delivery Automation Installation and Configuration Guide* contains installation checkpoints prior to product integration and end-to-end verification after configuration. Verification tasks for individual products are provided in the respective product documentation.

## 2 Troubleshooting HP CDA Installation Errors

### HP CDA Cannot Subsequently be Installed Once an Installation Attempt Has Failed

- ▶ This troubleshooting scenario applies specifically to the situation where the HP CDA installation that has failed was set to install the PostgreSQL 9.1 Embedded database.

|                             |  |
|-----------------------------|--|
| Symptoms                    | After an attempt to install HP CDA fails where the database to be installed was set to PostgreSQL 9.1 Embedded, subsequent attempts to install HP CDA fail.  |
| Primary Software Components | HP CDA, PostgreSQL database - embedded version   |
| Failure Message             | Build failed in target 'execute':<br>The following error occurred while executing this line:<br>c:\Program Files\Hewlett-Packard\CDA\1.20\conf\setup\steps\rdbms_setup\build.xml:648: Program "c:\Program Files\Hewlett-Packard\CDA\1.20\postgresql-windows.exe" did not finish correctly. |
| Probable Cause              | The HP CDA installer installs the Postgres software and a user named "postgres" even if the HP CDA installation ultimately fails. When the HP CDA installer is then subsequently run, the Postgres portion of the install process fails because Postgres already exists.                   |
| For More Information        | See the <i>HP Continuous Delivery Automation Installation and Configuration Guide</i> for more details regarding HP CDA configuration.   |

#### Solution:

- 1 Manually uninstall the PostgreSQL program from the HP CDA server machine. On a Windows server, you can do this in the Control Panel (**Start > Control Panel > Programs and Features**).

- 2 Delete the PostgreSQL user named “postgres” from the HP CDA server. On a Windows server, you can do this in the Server Manager (**Start > Administrative Tools > Server Manager**) by going to **Local Users and Groups > Users** and deleting “postgres.”



You might need to reboot the HP CDA server after performing the above two steps.

- 3 Start the HP CDA installation wizard and install HP CDA. The installation should now be successful.

# 3 Troubleshooting HP CDA Access Errors

## Errors While Accessing the HP CDA Console

|                             |  |
|-----------------------------|--|
| Symptoms                    | Errors while accessing the HP CDA console or while executing the startup script for HP CDA: <ul style="list-style-type: none"><li>You might see the following error when accessing HP CDA through a browser: Your browser must support Java script in order to use this application.</li><li>You might see the following message when you execute the startup script <code>serverstart.bat</code>: <code>JAVA_HOME</code> must be set!</li></ul> |
| Primary Software Components | HP CDA   |
| Failure Message             | <ul style="list-style-type: none"><li>Your browser must support Java script in order to use this application.</li><li><code>JAVA_HOME</code> must be set!</li></ul>  |
| Probable Cause              | <code>JAVA_HOME</code> variable is not present or defined in the system <code>PATH</code> variable on the computer where HP CDA is installed.  |
| For More Information        | See the <i>HP Continuous Delivery Automation Installation and Configuration Guide</i> for more details regarding HP CDA configuration.   |

### Solution:

Add a valid `JAVA_HOME` path to the system `PATH` variable as follows:

- On the system where HP CDA is installed, right-click **Computer** and select **Advanced System Settings > Environment Variables > System Variables > Path**.
- Click **New** and provide the **Path** name as `JAVA_HOME` and the **Variable** as the `< JDK installation location >`

## Cannot Log into HP CDA if HP CDA Was Installed With an Invalid License Key and User Does Not have a Valid License Key

|                             |   |
|-----------------------------|---|
| Symptoms                    | During HP CDA installation where no valid license key is available, the user enters an invalid license key instead of choosing to install a 90 day instant-on license. After installation is complete and a user attempts to log into HP CDA, they are prompted for a valid license key. If a valid license key is not entered, HP CDA access is not allowed. |
| Primary Software Components | HP CDA  |
| Failure Message             | Not Applicable  |
| Probable Cause              | HP CDA limitation - If an invalid license key is entered during installation, HP CDA should still allow access under a temporary license, but does not.   |
| For More Information        | See the <i>HP Continuous Delivery Automation Installation and Configuration Guide</i> for more details regarding HP CDA configuration.  |

### Solution:

Either of the following two workarounds can be used:

- Purchase a valid license key from HP and enter it into the pertinent dialog box when logging into HP CDA.
- Uninstall and then re-install HP CDA, choosing to install the 90 day instant-on license when prompted.

## Events by all Users are not Visible for a Domain Administrator

|                             |   |
|-----------------------------|---|
| Symptoms                    | Logging on as a domain administrator does not show you the events from all the users. |
| Primary Software Components | HP CDA  |
| Failure Message             | Not applicable  |
| Probable Cause              | Not Applicable  |
| For More Information        | Not applicable  |

## Solution:

You can see the events for all the users if you log in as a administrator in HP CDA.

# Unable to Access Resources Outside the Local Network Using HP CDA

|                             |  |
|-----------------------------|--|
| Symptoms                    | Unable to access resources outside the local network by using HP CDA.  |
| Primary Software Components | HP CDA   |
| Failure Message             | Not applicable   |
| Probable Cause              | This problem occurs if you have not configured an HTTP proxy in HP CDA using the <code>server.bat</code> file. |
| For More Information        | See the solution provided for resolving this issue.  |

## Solution:

Configure an HTTP proxy in HP CDA to access resources outside the local network as follows:

- 1 Open the `serverstart.bat` or the `serverstart.sh` file depending on the operating system you are using to run HP CDA.
- 2 Add the required HTTP proxy configuration to your environment as follows:

```
set JAVA_OPTS=%JAVA_OPTS% -Dhttp.proxyHost=<proxy-server fqdn>  
-Dhttp.proxyPort=<proxy port>
```





## 4 Troubleshooting Integration Issues with Other Applications

### Integration with HP CloudSystem Matrix Stops Working when an HTTP Proxy is Configured in HP CDA

|                             |  |
|-----------------------------|--|
| Symptoms                    | HP CDA fails to connect to the HP SiteScope server deployed in a public cloud environment while importing the monitoring templates. This issue occurs when an HTTP proxy is configured in HP CDA, which results in an integration failure with the HP CloudSystem Matrix server.       |
| Primary Software Components | HP CDA, HP CloudSystem Matrix, HP SiteScope.   |
| Failure Message             | <pre>ERROR [com.hp.mon.sis.importer.SitescopeConfigurationImporter] (HPSOASystinetAsyncExecutor20) Sitescope remote API error: java.net.ConnectException: Connection timed out: connect         at org.apache.axis.AxisFault.makeFault(AxisFault.java:10</pre>                         |
| Probable Cause              | This problem occurs if an HTTP proxy is configured in HP CDA using the <code>serverstart.bat</code> file (for Microsoft Windows platforms) or the <code>serverstart.sh</code> file (for Linux platforms) and when HP CDA uses the HTTP proxy to access resources in the local network. |
| For More Information        | See the solution provided for resolving this issue.  |

#### Solution:

To resolve this problem, you can add the following line in the `serverstart.bat` file or the `serverstart.sh` file to configure HP CDA to ignore the HTTP proxy configured when accessing resources in the local network: `set JAVA_OPTS=%JAVA_OPTS% set JAVA_OPTS=%JAVA_OPTS% -Dhttp.proxyHost=<proxy-server fqdn> -Dhttp.proxyPort=<proxy port> -Dhttp.nonProxyHosts=<fqdn for CloudSystem Matrix server>`

# Connection Failure Between HP CloudSystem Matrix and HP CDA

|                             |   |
|-----------------------------|---|
| Symptoms                    | Connection fails between HP CloudSystem Matrix and HP CDA   |
| Primary Software Components | HP CDA, HP CloudSystem Matrix   |
| Failure Message             | See “Failure Message,” below.   |
| Probable Cause              | <p>The problem might be due to one of the following reasons:</p> <ul style="list-style-type: none"><li>• The Fully Qualified Domain Name (FQDN) of the HP CloudSystem Matrix server is not configured in HP CDA.</li><li>• The HP CloudSystem Matrix Server URL in HP CDA, specified to connect HP CDA to HP CloudSystem Matrix, does not include the name of the HP CloudSystem Matrix server for which the HP CloudSystem Matrix certificate is issued.</li><li>• The above-mentioned HP CloudSystem Matrix Server URL ends with a backslash, for example:<br/><code>https://&lt;cs_matrix_srvr&gt;:51443/hpio/</code><br/>instead of:<br/><code>https://&lt;cs_matrix_srvr&gt;:51443/hpio</code></li></ul> |
| For More Information        | <p>See the following guides for more information:</p> <ul style="list-style-type: none"><li>• <i>HP Continuous Delivery Automation Installation and Configuration Guide.</i></li><li>• <i>HP Continuous Delivery Automation User Guide.</i></li></ul>   |

## Failure Message:

```
com.hp.adam.common.exception.LocalizableException: Failed to connect to HP
CloudSystem Matrix Server at
com.hp.arm.intg.provisioner.moe.MOEPlugin.test(MOEPlugin.java:62) at
sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method) at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:57) at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43) at
java.lang.reflect.Method.invoke(Method.java:601) at
com.hp.adam.plugin.ThreadProxyInvocationHandler.invoke(ThreadProxyInvocationHandler.java:52) at
$Proxy212.test(Unknown Source) at
com.hp.adam.plugin.PluginManager.test(PluginManager.java:146) at
com.hp.arm.systinet.ui.plugins.TestPluginUtils.test(TestPluginUtils.java:32) at
com.hp.arm.systinet.ui.plugins.TestPluginConfigurationComponent.check(TestPluginConfigurationComponent.java:56) at
com.hp.systinet.integration.ui.tools.NewConnectionCheckerComponent$1.run(NewConnectionCheckerComponent.java:31) at
com.hp.systinet.integration.ui.tools.AsynchronousTaskRunnerServiceImpl$TaskWrapper.run(AsynchronousTaskRunnerServiceImpl.java:114) at
```

```

com.hp.systinet.lang.thread.ClassLoaderSettingRunnable.run(ClassLoaderSettingRun
nable.java:27) at
com.hp.systinet.j2ee.LocalizedTaskExecutor$RunnableWithLocale.run(LocalizedTaskE
xecutor.java:70) at
org.springframework.core.task.SimpleAsyncTaskExecutor$ConcurrencyThrottlingRunna
ble.run(SimpleAsyncTaskExecutor.java:229) at
java.lang.Thread.run(Thread.java:722) Caused by:
javax.xml.ws.WebServiceException: Could not send Message. at
org.apache.cxf.jaxws.JaxWsClientProxy.invoke(JaxWsClientProxy.java:135) at
$Proxy240.listServices(Unknown Source) at
com.hp.arm.intg.provisioner.moe.utils.MOEUtil.listServices(MOEUtil.java:289) at
com.hp.arm.intg.provisioner.moe.MOEPlugin.test(MOEPlugin.java:60) ... 15 more
Caused by: org.apache.cxf.transport.http.HTTPException: HTTP response '404: Not
Found' when communicating with https://example:51443/hpio//controller/soap/v4 at
org.apache.cxf.transport.http.HTTPConduit$WrappedOutputStream.handleResponseInte
rnal(HTTPConduit.java:2255) at
org.apache.cxf.transport.http.HTTPConduit$WrappedOutputStream.handleResponse(HTT
PConduit.java:2193) at
org.apache.cxf.transport.http.HTTPConduit$WrappedOutputStream.close(HTTPConduit.
java:2037) at
org.apache.cxf.transport.AbstractConduit.close(AbstractConduit.java:56) at
org.apache.cxf.transport.http.HTTPConduit.close(HTTPConduit.java:697) at
org.apache.cxf.interceptor.MessageSenderInterceptor$MessageSenderEndingIntercept
or.handleMessage(MessageSenderInterceptor.java:62) at
org.apache.cxf.phase.PhaseInterceptorChain.doIntercept(PhaseInterceptorChain.jav
a:255) at org.apache.cxf.endpoint.ClientImpl.invoke(ClientImpl.java:516) at
org.apache.cxf.endpoint.ClientImpl.invoke(ClientImpl.java:313) at
org.apache.cxf.endpoint.ClientImpl.invoke(ClientImpl.java:265) at
org.apache.cxf.frontend.ClientProxy.invokeSync(ClientProxy.java:73) at
org.apache.cxf.jaxws.JaxWsClientProxy.invoke(JaxWsClientProxy.java:124) ... 18
more

```

## Solution:

To resolve this issue, try the following options:

- After specifying the connection parameters required to connect HP CDA to HP CloudSystem Matrix, use the **Test Connection** option in HP CDA to validate all the connection parameters.
- Make sure that you have specified the FQDN of the HP CloudSystem Matrix server in the HP CloudSystem Matrix Server URL parameter.
- Make sure that the HP CloudSystem Matrix Server URL parameter does not contain a trailing backslash (for example, `https://<cs_matrix_srvr>:51443/hpio/`)
- Make sure that you have included the name of the HP CloudSystem Matrix server for which the HP CloudSystem Matrix certificate is issued in the HP CloudSystem Matrix Server URL parameter. For example, if the HP CloudSystem Matrix certificate is issued to the server named MOE75, make sure that the HP CloudSystem Matrix Server URL in HP CDA includes the server name as follows: **`https://MOE75:51443/hpio`**

## Test Connection Fails for the CVS or SVN Artifact Providers

|                             |  |
|-----------------------------|--|
| Symptoms                    | When a Test Connection operation is performed on a CVS or SVN provider from HP CDA, the connection fails.                              |
| Primary Software Components | HP CDA, Concurrent Versions System (CVS), Subversion (SVN)   |
| Failure Message             | Failed to communicate with the configured <i>&lt;provider&gt;</i> repository. Check that values are correct in the configuration.      |
| Probable Cause              | The license for the SVN or CVS client that is installed on HP CDA server has expired.  |
| For More Information        | See the <i>HP Continuous Delivery Automation Installation and Configuration Guide</i> for more details regarding HP CDA configuration. |

### Solution:

Update the license for the installed SVN or CVS client.

## HP CloudSystem Matrix Test Connection Option Fails with Error

|                             |   |
|-----------------------------|---|
| Symptoms                    | The <b>Test Connection</b> option for the configured HP CloudSystem Matrix server fails with the Connection Failed message.             |
| Primary Software Components | HP CDA, HP CloudSystem Matrix   |
| Failure Message             | Connection Failed:<br>sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path to requested. |
| Probable Cause              | The HP CloudSystem Matrix host certificate is not present in the client.truststore  |
| For More Information        | Not applicable  |

### Solutions:

When HP CDA is installed with the **Verify Certificates** option enabled, the code verifies the complete hierarchy of the certificates involved in any HTTPS connection. This directly affects the HP CloudSystem Matrix connectivity due to the way the default certificate is created in HP CloudSystem Matrix.

To resolve this issue, use one of the following solutions:

**Solution 1** - Use this solution if you need to have the certificate verified always.

**Solution 2** - Use this solution if certificate verification can be skipped, as when the certificate can always be trusted.

### Solution 1:

You will import the HP CloudSystem Matrix certificate into the client.truststore in HP CDA. This establishes the trust between HP CDA and HP CloudSystem Matrix:

- 1 Access the HP CloudSystem Matrix server from a browser by going to the following URL: **https://<hp-cs\_matrix\_server fqdn>:51443/hpio**
- 2 Click **Certificate Error** and then click the **Details** tab.
- 3 Click **Copy to File** and complete the wizard to save this file in a DER-encoded binary format.
- 4 On the HP CDA server, stop the application server by executing `serverstop.bat` or `serverstop.sh` depending on whether you use Microsoft Windows platforms or Linux platforms.
- 5 Open the command prompt or the command terminal based on the operating system you are using and change the directory to the `CDA_HOME/conf` (for Linux platforms) or the `CDA_HOME\conf` (for Microsoft Windows platforms) directory.
- 6 Run the following command to import the HP CloudSystem Matrix certificate into the client.truststore: `keytool -import -alias <some name> -keystore client.truststore -file <full path to the.cer file>`



This command prompts you for a trust store password. The default password is **changeit**.

- 7 After completing this operation, start the HP CDA application server by executing `serverstart.bat` or `serverstart.sh`.
- 8 Log on to HP CDA and go to **Administration > Plugins** and access the HP CloudSystem Matrix plugin configuration.
- 9 Click the **Test Connection** button and confirm that the connection is successful.

### Solution 2:

You will change the HP CDA configuration so that certificate verification is skipped:

- 1 Log into the HP CDA interface and click **Administration**.
- 2 Click **Configuration** at the bottom left of the screen and then click the **System Settings** tab.
- 3 Enter `platform.certVerification` in the text box that is at the top of the “Name” column.
- 4 If “skipped” is not shown in the “Value” column for the “platform.certVerification” setting, click **Edit** for the setting, enter “skipped” into the text box in the “Edit Property” dialog box that appears, and then save the setting.
- 5 Click the **Test Connection** button for the HP CloudSystem Matrix plugin configuration and confirm that the connection is successful.

# Cloud Connector Test Fails with Unexpected Errors

|                             |   |
|-----------------------------|---|
| Symptoms                    | Testing the Cloud Connector plugin, fails with unexpected errors. |
| Primary Software Components | Cloud Connector, HP CDA   |
| Failure Message             | Test Connection failed : Unexpected errors                        |
| Probable Cause              | Incorrect Cloud Connector service URL or project credentials.     |
| For More Information        | See the solution provided.  |

## Solution:

- 1 In the Cloud Installation Dashboard-Cloud Administration Dashboard under **Domain> Services**, ensure that IP address and port number of the Service URL for the “eden” service is correct:



The screenshot shows a web interface with a sidebar on the left containing 'CURRENT DOMAIN Quasar' and a 'Services' menu item. The main content area displays a table with the following data:

| Service Name | Service Type | Status  | Service URL                           |
|--------------|--------------|---------|---------------------------------------|
| cda          | designer     | Enabled | http://192.168.124.224:21081/designer |
| eden         | framework    | Enabled | http://192.168.124.224:21041/eden/1   |

In the above example, the IP address and port number in the eden service URL is 192.168.124.224:21041.

- 2 In the HP CDA interface under **Plugin Configurations** on the **Administration** tab, check that the project name and user credentials are correct (it is case sensitive) for the Cloud Connector plugin:

| Parameter Values              |                                      |
|-------------------------------|--------------------------------------|
| Service Discovery URI:        | http://192.168.124.224:21041/eden/1/ |
| Project:                      | forcda                               |
| Administrator user name:      | cda_admin                            |
| Administrator user password:  | *****                                |
| Non-privileged user name:     | cda_admin                            |
| Non-privileged user password: | *****                                |
| Manager URI:                  | http://10.1.62.2                     |

- 3 Make any necessary corrections to the Plugin Configuration, and then click the **Test Connection** button again. The connection test should now be successful.

## Connection from HP ALM to HP CDA Fails When the Same or a New HP CDA Server is Added in HP ALM Performance Center

This issue presents when an HP CDA server has already been added to HP ALM Performance Center on the Lab Management tab, and then either of the following occurs:

- The same HP CDA server is deleted and then re-added.
- A different HP CDA server is added.

|                             |   |
|-----------------------------|---|
| Symptoms                    | The failure message below appears.  |
| Primary Software Components | HP ALM, HP CDA.   |
| Failure Message             | ALM failed to connect to the CDA server.<br>Please contact your system administrator. |
| Probable Cause              | A possible caching issue in a third-party component of HP ALM.                        |
| For More Information        | See the solution provided.  |

### Solution:

Perform the following steps in the HP CDA user interface when logged in as an administrator user:

- 1 Click the **Administration** tab to open the Administration Home window.
- 2 On the Administration menu, choose **Configuration** to open the Configuration window, and then click the **System Settings** tab.
- 3 In the Name text box, enter "shared.usermanagement.database.lwssso.issueCookie" to search for that system setting.
- 4 Click the **Edit** icon to edit the system setting, set the value to "false," and then save the setting.

## Launching the HP ALM Execution Report Displays a Blank Page

|                             |  |
|-----------------------------|--|
| Symptoms                    | Launching the HP ALM execution report from a remote machine using the host name of the HP ALM server displays a blank page.          |
| Primary Software Components | HP CDA, HP ALM   |
| Failure Message             | Blank page   |
| Probable Cause              | Presence of hyphen (-) or underscore (_) symbols in the host name of the Microsoft Windows 2008 server that hosts the HP ALM server. |
| For More Information        | See the solution provided.   |

## Solution:

If you have the hyphen or the underscore symbols in the host name of the Microsoft Windows 2008 server that hosts the HP ALM server, you can access the server from a remote machine using the IP address of the server.

## Cannot See the Cloud Connector Design from the Infrastructure > Import Tab

By default, templates and designs are private, so they are only visible to the users of the project. This particular problem usually happens when a design is created in one project and the Cloud Connector plugin is configured to use another project.

|                             |   |
|-----------------------------|---|
| Symptoms                    | A Cloud Connector design is not visible on the Infrastructure > Import tab.   |
| Primary Software Components | Cloud Installation Dashboard/Cloud Connector, HP CDA (Cloud Connector plugin) |
| Failure Message             | Not applicable.   |
| Probable Cause              | Designs are private, or incorrect project is set.                             |
| For More Information        | See the solution provided.  |

## Solution:

- 1 Verify that the project name that the design is configured with in the Cloud Administration Dashboard is set to the same project name in the Cloud Connector plugin configuration in HP CDA.
- 2 Make any necessary corrections, and then run the search again from the **Infrastructure** tab. You should now be able to see and synchronize the designs.

## Deployment Failure When Using the HP Server Automation Deployer

|                             |   |
|-----------------------------|---|
| Symptoms                    | Deployment fails when you use the HP Server Automation deployer.      |
| Primary Software Components | HP CDA, HP SA   |
| Failure Message             | Encountered issue when attempting to execute a step.....              |
| Probable Cause              | The realized platform gets a new IP address after a reboot operation. |
| For More Information        | See the solution provided.  |



## Solution:

Manually remove the HP Server Automation Agent and install the HP Server Automation Agent again as follows:

- 1 Launch the HP SA Client (SA NGUI)
- 2 Select **Devices - All managed Servers**
- 3 Right click the server and select **Deactivate Server and Delete Server** from the options listed in the context menu.
- 4 Log on to the virtual machine and select **Uninstall Program: SA Agent** from the Control Panel.
- 5 Scan for the new IP address from the **SA NGUI, Devices- Unmanaged Servers**, right click the server, and select **Manage Server** from the context menu.

This completes the procedure.

## HP CDA-OM Integration Installer Does Not Use Existing jar Files to Start the Forward Event Groovy Script

### Symptoms

Primary Software Components HP CDA, HP OM

Failure Message Not applicable.

Probable Cause The jar files required to start the forward groovy script are not available in a single directory. The HP CDA process will not begin unless these files are placed in the /opt/lib directory.

For More Information See the solution provided.

## Solution:

- 1 Create the following directory:  
/opt/lib.
- 2 Copy the following jar files from /opt/OV/OMU/adminUI/lib/midas/ to /opt/lib:
  - cp /opt/OV/OMU/adminUI/lib/midas/commons-beanutils-1.8.3.jar /opt/lib
  - cp /opt/OV/OMU/adminUI/lib/midas/commons-codec-1.4.jar /opt/lib
  - cp /opt/OV/OMU/adminUI/lib/midas/commons-collections-3.2.1.jar /opt/lib
  - cp /opt/OV/OMU/adminUI/lib/midas/commons-lang-2.5.jar /opt/lib
- 3 Copy the following jar files from /opt/OV/nonOV/OpC/java/ to /opt/lib:

- `cp /opt/OV/nonOV/OpC/java/commons-logging.jar /opt/lib`
  - `cp /opt/OV/nonOV/OpC/java/groovy-all.jar /opt/lib`
  - `cp /opt/OV/nonOV/OpC/java/xercesImpl.jar /opt/lib`
  - `cp /opt/OV/nonOV/OpC/java/xalan.jar /opt/lib`
- 4 Copy the following jar files from `/opt/OV/OMU/adminUI/lib/cli/` to `/opt/lib`:
- `cp /opt/OV/OMU/adminUI/lib/cli/httpclient-4.1-alpha2-SNAPSHOT.jar /opt/lib`
  - `cp /opt/OV/OMU/adminUI/lib/cli/httpcore-4.1-alpha2-SNAPSHOT.jar /opt/lib`
- 5 Copy the following jar file to `/opt/lib`:
- ```
cp/opt/OV/nonOV/tomcat/b/www/webapps/sutk/cwc/js/dojo/dojox/off/demos/editor/server/lib/json-lib-1.0b2-jdk13.jar /opt/lib.
```
- 6 Download the jar files `http-builder-0.5.1.jar` and `xml-resolver-1.2.jar` (internet) and copy them to the directory `/opt/lib`.

# 5 Troubleshooting Application Deployment and Provisioning

## Read Timed Out Error During Provisioning

|                             |                                                                                                                                                                                            |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | HP CDA might display a Read Timed Out error occasionally during a provisioning operation.                                                                                                  |
| Primary Software Components | HP CDA                                                                                                                                                                                     |
| Failure Message             | Read Timed Out                                                                                                                                                                             |
| Probable Cause              | This problem might occur due to slow network communication or if the HP CloudSystem Matrix server is running slowly, thus taking more time than the configured timeout parameter settings. |
| For More Information        | See the solution provided to resolve this issue.                                                                                                                                           |

### Solution:

To resolve this issue, you can increase the values for the Connection Timeout and the Receive Timeout parameters while configuring the provisioning in HP CDA.

# The Opscode Chef bootstrap Process Fails with a HostKeyMismatch Error

|                             |                                                                                                                                                                                                                                                                            |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | When you perform a provisioning operation immediately after a de-provision operation, the Opscode Chef bootstrap process fails with a HostKeyMismatch error.                                                                                                               |
| Primary Software Components | Opscode Chef, HP CDA                                                                                                                                                                                                                                                       |
| Failure Message             | HostKeyMismatch                                                                                                                                                                                                                                                            |
| Probable Cause              | During the de-provision operation, HP CDA un-registers the nodes from the Opscode Chef server, but does not clean up the information from the <code>known_hosts</code> file. During a subsequent provisioning, the IP address gets reused causing a HostKeyMismatch error. |
| For More Information        | See the sample solution provided to resolve this issue. You can also see the latest Opscode Chef documentation for more information.                                                                                                                                       |

## Solution:

Add the following lines to the file: `/usr/lib/ruby/gems/1.9.1/gems/chef-0.10.8/lib/chef/knife/bootstrap.rb`

```
begin
knife_ssh.run
rescue Net::SSH::AuthenticationFailed
unless config[:ssh_password]
puts "Failed to authenticate #{config[:ssh_user]} - trying password auth"
knife_ssh_with_password_auth.run
end
rescue Net::SSH::HostKeyMismatch => e
e.remember_host!
puts "Caught a HostKeyMismatch. Retrying after calling remember_host!()"
knife_ssh.run
end
```

## Running a Script on Microsoft Windows Platforms Generates an Error

|                             |                                                                                                                                                                                                                                     |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | When running a script on Microsoft Windows platforms, the following error might occur:<br>File cannot be loaded because the execution of scripts is disabled on this system. Please see "get-help about_signing" for more details.. |
| Primary Software Components | HP CDA, HP Server Automation                                                                                                                                                                                                        |
| Failure Message             | File cannot be loaded because the execution of scripts is disabled on this system. Please see "get-help about_signing" for more details..                                                                                           |
| Probable Cause              | Windows PowerShell is not enabled to run the scripts.                                                                                                                                                                               |
| For More Information        | See the Windows PowerShell documentation.                                                                                                                                                                                           |

### Solution:

Change the PowerShell execution policy strategy on the target system as follows:

From PowerShell, run the following command to remove all the restrictions on PowerShell:  
`Set-ExecutionPolicy Unrestricted`

## Unable to Register Servers with Deployers During Platform Provisioning and Deploying

|                             |                                                                                                                                             |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | While provisioning a platform or during deployment, the step to register servers with the deployer is reported as failed in the job report. |
| Primary Software Components | HP CDA, Opscode Chef                                                                                                                        |

|                      |                                                                                                                                                                                                                      |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Failure Message      | com.hp.arm.intg.deployer.api.DeploymentException: Failed to register node(s): <node name(s)>. See the log file for details.                                                                                          |
| Probable Cause       | <ul style="list-style-type: none"> <li>• Failure during the Opscode Chef bootstrap process executed by HP CDA.</li> <li>• The server requires a key file for authentication, but the key file is missing.</li> </ul> |
| For More Information | Not applicable                                                                                                                                                                                                       |

## Solution:

Some of the reasons that might cause this failure along with the possible workaround options are as follows:

- HP CDA is unable to connect to the Opscode Chef server.

Workaround: Make sure that a configuration for the Opscode Chef plug in is present under the **Administration > Plugin Configuration** section. Confirm that the Opscode Chef plug-in configuration details are correct and run **Test Connection** to confirm that HP CDA can access the Opscode Chef server.

- User name or password required for connecting to the provisioned servers is incorrect.

Workaround: Make the required changes in the **Platform > Designer** tab for each server group and run the provision operation again.

- The Opscode Chef server is unable to connect to the target servers, which could be due to network issues or DNS issues.

Workaround: Make sure that the SSH communication is working from the Opscode Chef server to the target nodes and run the provision operation again.

- The Opscode Chef server is unsuccessful in bootstrapping the target nodes.

Workaround: Run the bootstrap operation manually from the Opscode Chef server and note if there are any errors during the operation. Based on the errors, you might want to review the **Opscode** website for solutions or refer to the section *Configuring the VM Templates with Opscode Chef-client Specific Files*.

- A key file required for authentication is missing.

Workaround: Refer to the topics “Adding Provisioning Keys to a Centralized Key Store” and “Adding Authentication Keys to a Platform Plugin Configuration” in the *HP CDA online help* for information on how to install and specify the key file for the server.

## The Platform Provisioning Process or the Application Deployment Process Runs for a Long Period of Time Without Getting Completed

|                             |                                                                                                                                                                                                                                                                                      |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | Platform provisioning or application deployment runs for a long period of time without getting completed.                                                                                                                                                                            |
| Primary Software Components | HP CDA                                                                                                                                                                                                                                                                               |
| Failure Message             | Not Applicable                                                                                                                                                                                                                                                                       |
| Probable Cause              | If any of the steps for the platform provisioning process or the application deployment process includes a placed file component that is configured to use an external URL and if the URL is not accessible from the HP CDA server, the processes go into an infinite time out loop. |
| For More Information        | Not applicable                                                                                                                                                                                                                                                                       |

### Solution:

Cancel the platform provisioning process or the application deployment process. Configure the placed file component again to use the file from DSL and run the operation again.

- ▶ The Provision Platform wizard contains an advanced option setting called “Job Timeout” that allows you to set a timeout that will cancel the provisioning operation once the timeout limit has been reached. Refer to the topic “Provisioning a Platform” in the *HP CDA online help* for information on setting the “Job Timeout” parameter.

## Invoking the De-provision Operation Displays an Error Message

|                             |                                                                                                                      |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | Unable to de-provision a provisioned platform.                                                                       |
| Primary Software Components | HP CDA                                                                                                               |
| Failure Message             | De-provision is not possible as following realized topologies for this platform were found. <Realized Topology Name> |
| Probable Cause              | A failed application deployment might have changed the state of the realized topology to an inconsistent state.      |
| For More Information        | Not applicable                                                                                                       |

## Solution:

If the system has not been set to automatically perform a backout operation (referred to as a *forced backout*) upon failure of the de-provisioning operation, you will need to perform a manual backout or forced cleanup. Refer to the topics under the heading “Backing Out of Failed Operations” in the *HP CDA online help* for more information.

## HP Operations Manager Nodes are Not Removed from the HP OM Server when a Platform is De-Provisioned Using HP CDA

|                             |                                                                                                                                                                                  |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | HP CDA successfully deprovisions a platform that contained VMs that were being managed by HP OM, but the VMs are still shown in the HP OM server and interface as managed nodes. |
| Primary Software Components | HP CDA, HP OM                                                                                                                                                                    |
| Failure Message             | Not Applicable                                                                                                                                                                   |
| Probable Cause              | HP OM limitation.                                                                                                                                                                |
| For More Information        | See the HP Operations Manager documentation.                                                                                                                                     |

## Solution:

Either of the following two workarounds can be used:

- Remove the nodes manually from the HP Operations Manager admin console.
- Execute the following command on the HP Operations Manager server machine to remove the nodes:

```
/opt/OV/bin/OpC/utils/opcnode -del_node node_name=<managed_node_name>  
net_type=NETWORK_IP
```

## HP Operations Manager Agent will not Deploy when Chef is Used as the Deployer

|                             |                                                                            |
|-----------------------------|----------------------------------------------------------------------------|
| Symptoms                    | The HP OM agent does not deploy when Opscode Chef is used as the deployer. |
| Primary Software Components | Opscode Chef, HP OM.                                                       |



|                      |                                                                                                                   |
|----------------------|-------------------------------------------------------------------------------------------------------------------|
| Failure Message      | Not applicable.                                                                                                   |
| Probable Cause       | A line denoting the script type is missing from the Executed Script programming operation in the Deploy workflow. |
| For More Information | See the solution provided.                                                                                        |

## Solution:

Add the line:

```
" #!/bin/sh "
```

to HP Operations Agent for Unix->Deploy->INSTALL OPERATIONS AGENT AND CONFIGURE TO OPERATIONS MANAGER

## Contextual URL and Alerts Not Working When the HP Operations Manager Server and Agents are in the HP CS Cloud

|                             |                                                                                                                                                                                                                          |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | Contextual URLs and alerts are not being shown in the Application deployment.                                                                                                                                            |
| Primary Software Components | HP CDA, HP OM                                                                                                                                                                                                            |
| Failure Message             | Not applicable.                                                                                                                                                                                                          |
| Probable Cause              | Because HP MOE is providing the IP address instead of the HOSTNAME in HP CDA, the nodes provisioned from HP Cloud do not have the node name and it is not available in the server HOSTNAME reference variable in HP CDA. |
| For More Information        | See the solution provided.                                                                                                                                                                                               |

## Solution:

Modify the auto grant script as shown in the following steps before deploying operations agent platform software:

- 1 Navigate to the file `/opt/OV/contrib/OpC/autogranting/postcsad.sh`. You can use this script to modify the node name after the agent is added in to the HP OM node bank.
- 2 Add the following commands:

```
address=`echo $2 | awk -F= '{ print $2}'`  
  
/opt/OV/contrib/OpC/opcchgaddr -force -label $node NETWORK_IP  
$address $node NETWORK_IP $address $address
```

So the new content of `postcsad.sh` should look like the following:

```

#!/bin/sh

date >>/tmp/csad.out
echo postcsad.sh : $* >>/tmp/csad.out
node=`echo $1 | awk -F= '{ print $2}'`
address=`echo $2 | awk -F= '{ print $2}'`

echo Nodename = $node >>/tmp/csad.out

/opt/OV/contrib/OpC/opcchgaddr -force -label $node NETWORK_IP
$address $node NETWORK_IP $address $address

/opt/OV/bin/OpC/Utils/opcnnode -assign_node node_name=$node
net_type=NETWORK_IP group_name="SI-Deployment" >>/tmp/csad.out

opclaygrp -add_lay_group node_hier=NodeBank lay_group=CDA_Nodes
lay_group_label=CDA_Nodes > /dev/null

/opt/OV/bin/OpC/Utils/opcnnode -move_nodes node_list=$node
node_hier=NodeBank layout_group=CDA_Nodes

/opt/OV/bin/OpC/opcswh -installed $node

# /opt/OV/bin/OpC/opcragt -dist -simulate $node >>/tmp/csad.out
sleep 1

/opt/OV/bin/OpC/opcragt -dist $node -highprio >>/tmp/csad.out

sleep 1

/opt/OV/bin/OpC/opcragt -dist $node -highprio >>/tmp/csad.out

```

# Failure in Deploying or Un-deploying an Application or Failure During Platform Provisioning

|                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | After installing HP CDA for the first time and configuring HP CloudSystem Matrix, when you try to synchronize the HP CloudSystem Matrix templates, the HP CDA server logs display the following <code>SQLException</code> :<br><code>com.microsoft.sqlserver.jdbc.SQLException: Transaction (Process ID 90) was deadlocked on lock resources with another process and has been chosen as the deadlock victim. Rerun the transaction.</code> This also results in a failure when you try to deploy or un-deploy an application or a failure when you try to provision a platform. |
| Primary Software Components | MS SQL Server 2008 R2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Failure Message             | <code>com.microsoft.sqlserver.jdbc.SQLException: Transaction (Process ID 90) was deadlocked on lock resources with another process and has been chosen as the deadlock victim. Rerun the transaction.</code>                                                                                                                                                                                                                                                                                                                                                                     |
| Probable Cause              | Deadlock                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| For More Information        | See the solution provided.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

## Solution:

Run the following queries in MS SQL Database to resolve this issue.

- 1 `alter database db_name set allow_snapshot_isolation on;`
- 2 `alter database db_name set read_committed_snapshot on;`

## “Failed” Message Always Shown in the Report when a Provision, Deprovision, Deploy, or Undeploy Operation is Cancelled

When a provisioning, deprovisioning, deployment, and undeployment operation is initiated, a “Report” screen appears in the HP CDA interface that includes a **Cancel** button. If you click the **Cancel** button to cancel the operation, the system automatically backs out of the operation. Regardless of the actual status of the cancel operation, the report always shows the overall status of the cancel operation as “Failed.”

|                             |                                                                              |
|-----------------------------|------------------------------------------------------------------------------|
| Symptoms                    | The HP CDA interface always indicates that a cancel operation has failed.    |
| Primary Software Components | HP CDA                                                                       |
| Failure Message             | Failed (started by <user>, <time_stamp>) at top of Report in user interface. |
| Probable Cause              | Not applicable.                                                              |
| For More Information        | Not applicable                                                               |

### Solution:

The overall status of the cancel operation will always be shown as “Failed” in the report. The following criteria can be used to check the actual status of the operation:

- If the cancel operation has failed, a **Force Cleanup** button will appear near the top of the report.
- If the cancel operation was successful, the **Force Cleanup** button *will not* appear near the top of the report.

## The Test Connection Operation for the Opscode Chef Server Plug-in Fails

|                             |                                                                           |
|-----------------------------|---------------------------------------------------------------------------|
| Symptoms                    | <b>Test Connection</b> operation for the Opscode Chef server plugin fails |
| Primary Software Components | HP CDA, Opscode Chef                                                      |

Failure Message

Test Connection failed: Failed to connect to Chef Server <server name\IP> for user <username>. Verify hostname, username, and password are entered correctly, that the Chef server is available over the network via SSH, and that the user is a valid Knife API client.

Probable Cause

Knife node list command failure with error

For More Information

Not applicable

## Solution:

- 1 Log on to the Opscode Chef server using the credentials specified in the Opscode Chef server plugin.
- 2 Run the `knife node list` command and make sure that the results are correct with no errors reported.
- 3 Run the **Test Connection** operation again.

## Failure to Register Nodes in Opscode Chef Server

Symptoms

Clock error in the server log and failure to register nodes in the Opscode Chef server.

Primary Software Components

HP CDA, Opscode Chef

Failure Message

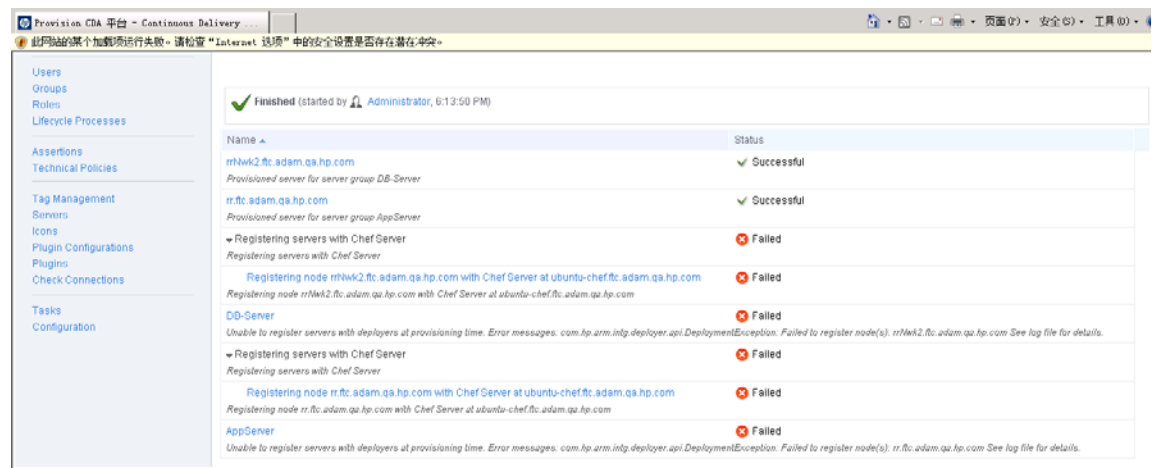
See the following screen capture.

Probable Cause

Time mismatch between the Opscode Chef server and the Target server.

For More Information

Not applicable



## Solution:

Perform the steps listed to resolve this issue:

- 1 Connect to both the Opscode Chef server and the target server.
- 2 Identify the time and time zone for both the servers.
- 3 If there is a time and time zone mismatch between both the servers, set the time and the time zone on the target server to the time and the time zone of the Opscode Chef server.

## Provisioning Fails with HostKeyMismatch Error

|                             |                                                                                                                                                          |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | Provisioning fails with <code>HostkeyMismatch: fingerprint</code> error. The step to register the node fails.                                            |
| Primary Software Components | HP CDA, Amazon EC2                                                                                                                                       |
| Failure Message             | STDERR:<br>ERROR: Net::SSH::HostKeyMismatch:<br>fingerprint....                                                                                          |
| Probable Causes             | There might be an entry already present in the <code>known_ hosts</code> file. A mismatch in the information during the validation generates this error. |
| For More Information        | See the solution provided.                                                                                                                               |

## Solution:

You can do as follows to resolve this issue:

- 1 Connect to the Opscode Chef server.
- 2 Delete the entry in the `/root/.ssh/known_hosts` file
- 3 Perform the provisioning again.

# Deployment of Placed File Component Fails when Using HP Server Automation Deployer

|                             |                                                                                                                                                                                                                                                                                                   |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | Deployment of placed file component fails when using HP Server Automation Deployer.                                                                                                                                                                                                               |
| Primary Software Components | HP CDA, HP Server Automation                                                                                                                                                                                                                                                                      |
| Failure Message             | Deployment of 'place file' failed with Exception: ID: HPSA-1106 Code: com.opsware.fido.FidoMessageSpec.AUTHORIZATION_DENIED Details: You do not have permission to perform this operation against the object(s). Operation: DefaultOperations.writeFolder Object(s): [{type=folder,id=1950001}}]. |
| Probable Causes             | The user defined folder in HP Server Automation client does not have the required access privileges enabled.                                                                                                                                                                                      |
| For More Information        | See the solution provided.                                                                                                                                                                                                                                                                        |

## Solution:

Follow the steps listed to grant the required privileges to the user defined folder in HP Server Automation client:

- 1 Log on to the HP SA Client (SA NGUI) as a system administrator.
- 2 Select **Library > By Folder > Home > <User\_Defined\_Folder>**
- 3 Right click **<User\_Defined\_Folder>** and select **Folder Properties**.
- 4 Select **Grant Read, Write, or Execute Objects Within Folder Permissions to User Group**.

This completes the procedure.

# A Placed Directory Deployment Operation Fails with the Chef Deployer

|                             |                                                                                                                                        |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | A Placed Directory deployment operation fails when Chef is used as the deployer.                                                       |
| Primary Software Components | HP CDA, Opscode Chef                                                                                                                   |
| Failure Message             | Error executing action `install` on resource 'gem_package[rubyzip]                                                                     |
| Probable Cause              | Installation of "rubyzip" had failed on the target machine.                                                                            |
| For More Information        | See the <i>HP Continuous Delivery Automation Installation and Configuration Guide</i> for more details regarding HP CDA configuration. |

## Solution:

Log into the target machine and install rubyzip with the following command:

```
gem install rubyzip
```

## Commands That Run Successfully in a Console Fail in HP CDA

Certain commands might return WARN or ERROR messages in a console but still complete successfully. In HP CDA with Opscode Chef as the deployer, however, such commands are treated as failures and retried until the maximum number of retries is reached.

|                             |                                                                                                                |
|-----------------------------|----------------------------------------------------------------------------------------------------------------|
| Symptoms                    | A command that normally completes successfully in a console fails when used in Opscode Chef content in HP CDA. |
| Primary Software Components | HP CDA, Opscode Chef                                                                                           |
| Failure Message             | Not applicable.                                                                                                |
| Probable Cause              | HP CDA treats the warnings and errors as failures, even though such warnings and errors are not fatal.         |
| For More Information        | Not applicable.                                                                                                |

## Solution:

Redirect the command output to a file or null. For example, if a command sequence such as the following is used in Opscode Chef content:



```
cd /myapp
./Startserver.sh
```

Redirect the output to null as in the following:

```
cd /myapp
./Startserver.sh > /dev/null 2>&1
```

## Large Files Fail to Download to Target Machines in Placed File Programming Operations or as Software Artifacts in Software Bundles

|                             |                                                                                                          |
|-----------------------------|----------------------------------------------------------------------------------------------------------|
| Symptoms                    | The download operation eventually fails and no file is downloaded to the target machine.                 |
| Primary Software Components | HP CDA, Opscode Chef                                                                                     |
| Failure Message             | A failure message appears in the Report screen of the HP CDA user interface for the pertinent operation. |
| Probable Cause              | A software defect in Opscode Chef.                                                                       |
| For More Information        | See the solution provided.                                                                               |

### Solution:

Use the Executed Script programming operation to copy the file directly from the source to the target machine. The Executed Script operation bypasses Chef, which causes the failure.

## Provisioning or Deployment Operations Result in a Null Pointer Exception

|                             |                                                                                                                              |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | The provisioning or the deployment operations result in a null pointer exception.                                            |
| Primary Software Components | HP CDA                                                                                                                       |
| Failure Message             | NullPointerException.                                                                                                        |
| Probable Causes             | See the list of verification steps listed in the <i>Solution</i> section to identify the probable causes for this exception. |
| For More Information        | See the solution provided.                                                                                                   |

## Solution:

Check the following points for failed provision operations:

- Verify that you have defined the platform software for the platform that was attempted to be provisioned. See the stack trace and log files to troubleshoot the root cause of the failure.
- Verify that there is a valid configuration defined in the Administration-Plugins screen for your deployer (for example, Opscode Chef, HP SA, and so on). If there is no configuration defined, you must define a valid configuration.
- Verify that the deployer is selected in the **Deployer** tab of the Properties dialog box in the Platform Designer screen. Select the correct deployer if no deployers are currently selected and click **Save**.

Check the following points for failed deployment operations:

- Repeat the last two verification steps listed in the points to be checked for failed provision operations.
- Verify that a valid topology is defined for the application software in the **Deployment Topologies** tab in the Application Model screen. If there is no topology defined, you must define a topology.

## Application Deployment Fails with the Message “Received message is too long: 1349281116” Using SSH Deployer

|                             |                                                                                                                                                       |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | When using the SSH deployer to deploy an application, the message “Received message is too long: 1349281116” is thrown by Java Secure Channel (JSch). |
| Primary Software Components | HP CDA with SSH deployer                                                                                                                              |
| Failure Message             | Received message is too long: 1349281116                                                                                                              |
| Probable Causes             | The error is misleading. The problem occurs because the User Name specified for the SSH deployer is “root” instead of “ubuntu.”                       |
| For More Information        | See the solution provided.                                                                                                                            |

## Solution:

Ensure that the user specified for the SSH deployer is “ubuntu,” and ensure that the password is correct for the “ubuntu” user.

## Model Commands Sometimes do not Function as Expected When Using Opscode Chef to Deploy to Microsoft Windows-Based Target Servers

|                             |                                                                                                                                                                                                                                                            |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | A command in a model does not work as it should. For example, when the <code>net use</code> command is used from within a model to map a remote directory as a network drive in a target server, the command fails without giving a reason for the failure |
| Primary Software Components | HP CDA, Opscode Chef                                                                                                                                                                                                                                       |
| Failure Message             | None.                                                                                                                                                                                                                                                      |
| Probable Causes             | Not applicable.                                                                                                                                                                                                                                            |
| For More Information        | See the solution provided.                                                                                                                                                                                                                                 |

### Solution:

Either of the following two workarounds can be used:

- Create a script to map the network drive, and call it as a first step in the all the subsequent scripts which will make use of the mapped drive.

The network drive is only available in the current session being executed. This mechanism will allow the command to access the content.

- If you are using WinSSH from Bitvise (<http://www.bitvise.com/>), the default server configuration has to be changed. You need to enable 'Map remembered shares' under Advanced WinSSHD Settings -> Settings -> Access Control -> Windows Groups.

## Cannot Deploy Applications to Provisioned Instances Using Cloud Connector Templates, and Deployments from HP CDA Fail

At the Cloud Installation Dashboard setup, once the HP Cloud Infrastructure is configured, networks set, and provisioned instances are up, you can access the 10.x IP addresses from the HP CDA server, but the eth2 network adapter is not routing traffic.

When HP CDA submits a platform provisioning request, the instance is launched in HP Cloud Infrastructure and two IP addresses are returned; Floating IP (based on binding doc) and Fixed IP (mandatory). HP CDA only publishes the Fixed IP. During application deployment, HP CDA uses the Fixed IP over which to communicate with the launched instance for running

SSH, Chef, or SA based deployments. If HP CDA is installed on a node that is different from the HP Cloud Infrastructure controller, then accessibility to the Fixed IP is mandatory for that node. The deployment will fail otherwise.

|                             |                                                                                                                                           |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | Deployment failures.                                                                                                                      |
| Primary Software Components | HP CDA (SSH deployer), Cloud Installation Dashboard, Cloud Connector                                                                      |
| Failure Message             | “ServiceException: Failed to perform deployment. Deployment Executions Status Details:” in the error report in the HP CDA user interface. |
| Probable Causes             | Missing route on HP CDA machine.                                                                                                          |
| For More Information        | See the solution provided.                                                                                                                |

## Solution:

On the HP CDA server, perform the following steps to add a route to the private network:

- 1 Run the following command to determine the physical address of the AdminNetwork network adapter:

```
ipconfig /all
```

The AdminNetwork adapter portion of the command output should appear similar to the following:

```
Ethernet adapter AdminNetwork:
Connection-specific DNS Suffix . :
Description . . . . . : Intel(R) PRO/1000 MT Network Connection
Physical Address. . . . . : 00-50-56-8E-72-89
DHCP Enabled. . . . . : No
Autoconfiguration Enabled . . . . : Yes
IPv4 Address. . . . . : 192.168.124.2(Preferred)
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . :
NetBIOS over Tcpip. . . . . : Enabled
```

In the above example, the physical address is 00-50-56-8E-72-89

- 2 Run the following command to determine the interface ID associated with the AdminNetwork physical address:

```
netstat -nr
```

The Interface List portion of the command output should appear similar to the following:

```
C:\Users\Administrator>netstat -nr
=====
Interface List
14...00 50 56 8e 72 8c .....Intel(R) PRO/1000 MT Network Connection #2
11...00 50 56 8e 72 89 .....Intel(R) PRO/1000 MT Network Connection
1.....Software Loopback Interface 1
12...00 00 00 00 00 00 e0 Microsoft ISATAP Adapter
13...00 00 00 00 00 00 e0 Microsoft ISATAP Adapter #2
=====
```

- 3 Determine which interface ID matches to the AdminNetwork physical address. In the above example, the interface ID 11 matches to the AdminNetwork physical address 00-50-56-8E-72-89.

- 4 Run the following command to add a gateway on eth0 that allows traffic to flow to/from the AdminNetwork to the Windows client:

```
route add -p 192.168.123.0 mask 255.255.255.0 192.168.124.81 metric 10 if <interface ID>
```

- 5 Run the following command to verify that the route has been properly configured:

```
netstat -nr
```

The Active Routes portion of the command output should appear similar to the following:

```
IPv4 Route Table
=====
Active Routes:
Network Destination        Netmask          Gateway          Interface        Metric
-----
0.0.0.0                    0.0.0.0          10.1.128.10     10.1.131.26      10
10.1.128.0                 255.255.192.0   On-link         10.1.131.26      266
10.1.131.26                255.255.255.255 On-link         10.1.131.26      266
10.1.191.255               255.255.255.255 On-link         10.1.131.26      266
127.0.0.0                  255.0.0.0       On-link         127.0.0.1        306
127.0.0.1                  255.255.255.255 On-link         127.0.0.1        306
127.255.255.255           255.255.255.255 On-link         127.0.0.1        306
192.168.123.0              255.255.255.0   192.168.124.81 192.168.124.2    20
192.168.124.0              255.255.255.0   On-link         192.168.124.2    266
192.168.124.2              255.255.255.255 On-link         192.168.124.2    266
192.168.124.255           255.255.255.255 On-link         192.168.124.2    266
224.0.0.0                  240.0.0.0       On-link         127.0.0.1        306
224.0.0.0                  240.0.0.0       On-link         192.168.124.2    266
224.0.0.0                  240.0.0.0       On-link         10.1.131.26      266
255.255.255.255           255.255.255.255 On-link         127.0.0.1        306
255.255.255.255           255.255.255.255 On-link         192.168.124.2    266
255.255.255.255           255.255.255.255 On-link         10.1.131.26      266
```

In the above example, the highlighted item is for the AdminNetwork gateway (192.168.124.81) between the Fixed Network (192.168.123.0) and eth0 (192.168.124.2).



## 6 Troubleshooting Monitoring

### HP Diagnostics System Monitors (Like CPU Monitors) are not Deployed from HP CDA

|                             |                                                                                                                                                                                                                  |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | HP Diagnostics system monitors are not deployed successfully when the HP Diagnostics Probe software, version 9.21, is installed on the target servers.                                                           |
| Primary Software Components | HP CDA, HP Diagnostics                                                                                                                                                                                           |
| Failure Message             | Not applicable.                                                                                                                                                                                                  |
| Probable Cause              | The <code>/etc/hosts</code> file on the target server has entries that map the target's host name with the loopback address. The <code>/etc/hosts</code> file should only map the loopback address to localhost. |
| For More Information        | See the solution provided.                                                                                                                                                                                       |

#### Solution:

- 1 Using a tool such as VMware vSphere Client, convert the infrastructure templates for the target servers to which the HP Diagnostics probe will be deployed to Virtual Machines (VMs).
- 2 Open the `/etc/hosts` files on the VMs using a text editor, and ensure that they contain no entries that map the host name with the loopback address. For example, the entry:  

```
127.0.0.1 raPtU.ftc.adam.qa.hp.com raPtU localhost.localdomain localhost
```

Should be changed to:  

```
127.0.0.1 localhost.localdomain localhost
```
- 3 Save the `/etc/hosts` files, convert the VMs back to infrastructure templates, and then re-import them into HP CDA.

## Deployment does not Provide Links for HP Diagnostics Monitors

|                             |                                                                                                                                                                                     |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | Deployment does not provide links for HP Diagnostics monitors                                                                                                                       |
| Primary Software Components | HP CDA, HP Diagnostics                                                                                                                                                              |
| Failure Message             | In the <code>cda_debug.log</code> file, look for any error messages after the Prepare to deploy statement.                                                                          |
| Probable Cause              | The possible causes might be one of the following: <ul style="list-style-type: none"><li>• Configuration problem in HP CDA</li><li>• HP Diagnostics server is not running</li></ul> |
| For More Information        | See the <i>HP Continuous Delivery Automation Installation and Configuration Guide</i> for more details regarding HP CDA configuration.                                              |

### Solution:

Verify that you have configured the following in HP CDA correctly:

- Check if the Topology Maps have associated policies.
- Check if the policies have the required monitors specified with HP Diagnostics deployer
- Verify that the topology has an HP Diagnostics provider configured.
- Verify that the provider has the correct HP Diagnostics host and port configured.
- Verify from a browser that the port of the host can be reached and that the HP Diagnostics UI shows up. You must also check if you can log on to HP Diagnostics using the same credentials configured from the HP CDA host.



## HP CDA does not Display the Present Monitoring Status when Using HP Diagnostics as the Monitoring Provider

|                             |                                                                                                                                                         |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | HP CDA does not display the present monitoring status on the Application Deployment Overview page when using HP Diagnostics as the monitoring provider. |
| Primary Software Components | HP CDA, HP Diagnostics                                                                                                                                  |
| Failure Message             | Not Applicable                                                                                                                                          |
| Probable Cause              | Incorrect configuration of HP CDA with HP Diagnostics.                                                                                                  |
| For More Information        | See the <i>HP Continuous Delivery Automation Installation and Configuration Guide</i> for more details regarding HP CDA configuration.                  |

### Solution:

Check the following details in the configuration:

- Verify that the application (for example, Pet Clinic) is running. The application includes a probe and the application must be running to report to HP Diagnostics.
- Verify that the probe directory exists under the following directory: `/opt/HPDiagnostics`. This is applicable to deployment on Linux environments.
- Verify that the `/opt/HPDiagnostics/etc/dispatcher.properties` file has an entry named `registrar` that points to your HP Diagnostics server: `port`. This is applicable to deployments on Linux environments.

## Deployment does not Provide Links for HP SiteScope Monitors

|                             |                                                              |
|-----------------------------|--------------------------------------------------------------|
| Symptoms                    | Deployment does not provide links for HP SiteScope monitors. |
| Primary Software Components | HP CDA, HP SiteScope                                         |

|                      |                                                                                                                                                                                      |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Failure Message      | In the <code>cda_debug.log</code> file, look for any error messages after the Prepare to deploy statement.                                                                           |
| Probable Cause       | The possible causes might be one of the following: <ul style="list-style-type: none"> <li>• Configuration problem in HP CDA</li> <li>• HP SiteScope server is not running</li> </ul> |
| For More Information | See the <i>HP Continuous Delivery Automation Installation and Configuration Guide</i> for more details regarding HP CDA configuration.                                               |

## Solution:

Verify that you have configured the following in HP CDA correctly:

- Check if the Topology Maps have associated policies.
- Check if the policies have the required monitors specified with HP SiteScope deployer
- Verify that the topology has HP SiteScope provider configured.
- Verify that the provider has the correct HP Site Scope host and port configured.
- Verify from the HP CDA host that the port of the host can be reached and that the HP Site Scope UI opens. You must also check if you can log on to HP SiteScope using the same credentials configured for the provider.
- Verify that the template used in the policy exists in HP SiteScope and the parameters in the HP CDA SiteScope template match the variables in the SiteScope template.

Try deploying the template to a known host to verify that the template is functional in HP SiteScope.

## HP CDA does not Display the Present Monitoring Status when Using HP SiteScope as the Monitoring Provider

|                             |                                                                                                                                                       |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | HP CDA does not display the present monitoring status on the Application Deployment Overview page when using HP SiteScope as the monitoring provider. |
| Primary Software Components | HP CDA, HP SiteScope                                                                                                                                  |

|                      |                                                                                                                                        |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Failure Message      | Not Applicable                                                                                                                         |
| Probable Cause       | Incorrect configuration of HP CDA with HP SiteScope.                                                                                   |
| For More Information | See the <i>HP Continuous Delivery Automation Installation and Configuration Guide</i> for more details regarding HP CDA configuration. |

## Solution:

Check the following details in the configuration:

- Verify that the alerts are being recorded in HP SiteScope in the log file (`generic_event_integration.log`) by going to **Server Statistics > Log Files**. If the log file is not present, you can enable the log file by following the procedure:
  - Copy the Generic Event Integration strings from `log4j.properties.debug` to `log4j.properties` file. The `log4j.properties` file is present at the following location: `%SITESCOPE_HOME%\conf\core\Tools\log4j\PlainJava`
- Verify that the **Preferences > HTTP Preferences** has an entry for HP CDA and has the URL set to **`http://<CDA-HOST>:8080/mon-sis-wer/sisreceiver`**
- Verify that there is an entry for HP CDA under **Preferences > Search/Filter Tags**
- Verify that there is an entry for HP CDA under **Preferences > Integration Preferences** and this entry
  - references a connector that is the entry (**HTTP Preferences**) listed in the second bullet in this section.
  - references the tag (**Search/ Filter Tags**) listed in the third bullet in this section.
- Verify that the tag listed in the third bullet in this section is used in the template **Search / Filter Tags**
- Verify that you have configured HP CDA event mapping under **Preferences > Common Event Mappings** and associated the mapping with the HP SiteScope template used. This enables HP SiteScope to send event related details to HP CDA.

## Presence of Received Opr XML event with deployid=, status=null event in the cda\_debug.log file

|                             |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | <p>The <code>cda_debug.log</code> file displays the following event:</p> <pre>Received Opr XML event with deployId=, status=null</pre>                                                                                                                                                                                                                                                                                                     |
| Primary Software Components | HP CDA, HP SiteScope                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Failure Message             | <pre>16:02:23,530 DEBUG [com.example.mon.producer.OprEventUnmarshaller] (http--0.0.0.0-8080-1) Unexpected MetricStatus 16:02:23,530 INFO [com.example.mon.sis.receiver.OprEventReceiverServlet] (http--0.0.0.0-8080-1) Received Opr XML event with deployId=, status=null. 16:02:23,538 DEBUG [com.example.mon.sis.receiver.OprEventReceiverServlet] (http--0.0.0.0-8080-1) DeployId in event not found in Systinet model. DeployId:</pre> |
| Probable Cause              | <p>Events from HP SiteScope monitors that are not deployed using HP CDA might send events to the HP CDA events receiver URL configured in <b>Preferences &gt; HTTP Preferences</b>. These events display a NULL value for the status and a blank value for the deployment ID as seen in the Failure Message section of this table.</p> <p>You can safely ignore this event in the <code>cda_debug.log</code> file.</p>                     |
| For More Information        | See the <i>HP Continuous Delivery Automation Installation and Configuration Guide</i> for more details regarding HP CDA configuration.                                                                                                                                                                                                                                                                                                     |

### Solution:

Check the following points that might help you resolve this issue:

- To prevent events being sent to the HP CDA events receiver URL from HP SiteScope monitors that are not deployed using HP CDA, you can opt for separate HP SiteScope instances in your environment
- Verify the steps listed in the *Solution* section of the previous troubleshooting item: [HP CDA does not Display the Present Monitoring Status when Using HP SiteScope as the Monitoring Provider](#) on page 50.

## HP SiteScope Status Event Updates do not Get Displayed on HP CDA

|                             |                                                                                                                                     |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | HP SiteScope status events do not get displayed on HP CDA.                                                                          |
| Primary Software Components | HP CDA, HP SiteScope                                                                                                                |
| Failure Message             | Exception with unmarshalling Opr XML event stream: null. You can find this failure message in the CDA <code>server.log</code> file. |
| Probable Cause              | The <b>GZIP compression</b> option under the Generic Event Integration Preferences Settings section in HP SiteScope is enabled.     |
| For More Information        | See the HP SiteScope documentation for more information related to specifying generic event integration preferences settings.       |

### Solution:

From HP SiteScope, go to the Generic Event Integration Preferences Settings section by navigating using the **Preferences > Integration Preferences > Generic Event Integration** options and clear the **GZIP compression** option if this option is selected.

## HP CDA does not Display the Present Monitoring Status when Using Nagios as the Monitoring Provider

|                             |                                                                                                                                                 |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | HP CDA does not display the present monitoring status on the Application Deployment Overview page when using Nagios as the monitoring provider. |
| Primary Software Components | Nagios, HP CDA                                                                                                                                  |
| Failure Message             | Not applicable                                                                                                                                  |
| Probable Cause              | Configuration issue in HP CDA.                                                                                                                  |
| For More Information        | See the <i>HP Continuous Delivery Automation Installation and Configuration Guide</i> for more details regarding HP CDA configuration.          |

## Solution:

Check the following details in the configuration

- 1 Check for any error in the Diagnostics alerting log by selecting **Maintenance > Logging > View Log Files > .../Nagios**
- 2 Check that the metric has an **Alert Rule** (a red alarm bell in the user interface) specified that includes the **Optional Actions** option including the `execute the following scripts` option. Make sure that the script set to execute is the `postToCDA.groovy` script.
- 3 If *step 2* in this procedure failed, follow the steps listed to check whether the monitors are deployed:
  - a Verify that the **Topology Maps** include attached policies.
  - b Verify that the policies include the required monitors specified with a Nagios deployer.
  - c Verify that the Topology has a Nagios provider configured.

You can also verify the following details:

- Make sure that the provider has the correct Nagios host and port details configured.
- Verify from a browser the host port can be reached, the Nagios UI shows up, and that you can log on with the same credentials as configured with the provider.
- Verify the following details in the configuration:
  - Verify that the application (such as Pet clinic) is running. The application includes a probe and must be running to report to Nagios.
  - Verify that the probe directory exists under the `/opt/Nagios` directory and includes the software. This is applicable only to deployments on Linux environments.
- Verify that the `/opt/Nagios/etc/dispatcher.properties` includes a registrar that points to the Nagios server: `port`. This is applicable only to deployments on Linux environments.

## Page Not Found Error when Accessing the Nagios URL

|                             |                                                                                                                                        |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | Accessing the Nagios server <b>http://&lt;nagios-server&gt;/nagios</b> gives a Page Not Found error.                                   |
| Primary Software Components | Nagios, HP CDA                                                                                                                         |
| Failure Message             | Page Not Found                                                                                                                         |
| Probable Cause              | The required monitors are not added to the Nagios configuration.                                                                       |
| For More Information        | See the <i>HP Continuous Delivery Automation Installation and Configuration Guide</i> for more details regarding HP CDA configuration. |

## Solution:

Verify the following to resolve this issue:

- Configuration issue with Nagios. To check, use the following command:

```
/usr/local/nagios/bin/nagios -v /usr/local/nagios/etc/nagios.cfg
```

- Security-Enhanced Linux (SELinux) is enabled on Red Hat Enterprise Linux or Community ENTerprise Operating System (CentOS).

Check the following file: `cat /etc/selinux/config` and check the value of `SELINUX`. The value of `SELINUX` must be as follows: `SELINUX=disabled`

- The Nagios service is not started. To start the service, run the following command:

```
/etc/init.d/nagios restart
```

## Contextual links are not working for Nagios

|                             |                                                                                                                                                                                                                                                                                                  |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | Contextual links are redirected to the invalid extended information screen, and an extended information error message is displayed.                                                                                                                                                              |
| Primary Software Components | HP CDA, Nagios                                                                                                                                                                                                                                                                                   |
| Failure Message             | Extended information error message                                                                                                                                                                                                                                                               |
| Probable Cause              | When the nagios3 server is installed on Ubuntu, for example, by default it creates the Apache alias to <code>http://&lt;nagios-server&gt;/nagios3</code> , however, the nagios deployer contextual URL points to <code>http://&lt;nagios-server&gt;/nagios</code> and not <code>nagios3</code> . |
| For More Information        | Not applicable.                                                                                                                                                                                                                                                                                  |

## Solution:

Either change the contextual url to `http://<nagios-server>/nagios3` or change the alias on the Nagios apache server as shown below:

- 1 Log into the Nagios server and navigate to the following location:

```
/etc/apache2/conf.d/
```

- 2 Edit the `nagios3.conf` file and update the nagios server alias (“`http://<nagios-server>/nagios3`” by default on Ubuntu) from `nagios3` to `nagios`:

### Before:

```
ScriptAlias /cgi-bin/nagios3 /usr/lib/cgi-bin/nagios3
```

```
ScriptAlias /nagios3/cgi-bin /usr/lib/cgi-bin/nagios3
```

```
Alias /nagios3/stylesheets /etc/nagios3/stylesheets
```

```
Alias /nagios3/usr/share/nagios3/htdocs
```

**After:**

```
ScriptAlias /cgi-bin/nagios /usr/lib/cgi-bin/nagios3
```

```
ScriptAlias /nagios/cgi-bin /usr/lib/cgi-bin/nagios3
```

```
Alias /nagios/stylesheets /etc/nagios3/stylesheets
```

```
Alias /nagios /usr/share/nagios3/htdocs
```

## Contextual URL for Nagios does not Show the Status of the Monitored Host

|                             |                                                                                                                                                       |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | After a successful deployment of the Nagios monitor from HP CDA, the contextual URL for Nagios does not show the status of the actual monitored host. |
| Primary Software Components | Nagios, HP CDA                                                                                                                                        |
| Failure Message             | It appears as though you do not have permission to view information for this host.                                                                    |
| Probable Cause              | Monitors are not added to the Nagios configuration.                                                                                                   |
| For More Information        | See the <i>HP Continuous Delivery Automation Installation and Configuration Guide</i> for more details regarding HP CDA configuration.                |

### Solution:

Perform the following verification steps to resolve the problem:

- Check the `/usr/local/nagios/var/objects.cache` file for the hostname configuration as follows:  

```
grep -i "<ip-address | hostname >" /usr/local/nagios/var/objects.cache
```

This command returns a value if the configuration files are created and are being used by Nagios.
- Check the configuration file in the following directory using the command listed: `/usr/local/nagios/etc/mal/hosts/`  

```
grep -ir "<ip-address | hostname > " /usr/local/nagios/etc/mal/hosts/
```

If the command returns the value, check the configuration file associated with the hostname.
- Check the permissions for the files in the following directory using the command shown:  

```
ls -ltrh /usr/local/nagios/etc/mal/hosts/
```

All the files in this directory must be accessible for the Nagios user and the Nagios group.



- Reload the Nagios server configuration using the following command: `/etc/init.d/nagios reload`  
If the monitors are not available or created, this indicates an issue with the HP CDA Nagios monitor deployer.

## Unable to Deploy the Nagios Monitor

|                             |                                                                                                                                        |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Symptoms                    | Deployment of the Nagios monitor is successful, but the Nagios URL does not show the host monitored.                                   |
| Primary Software Components | Nagios, HP CDA                                                                                                                         |
| Failure Message             | It appears as though you do not have permission to view information for this host.                                                     |
| Probable Cause              | Monitors are not added to the Nagios configuration.                                                                                    |
| For More Information        | See the <i>HP Continuous Delivery Automation Installation and Configuration Guide</i> for more details regarding HP CDA configuration. |

### Solution:

Perform the following steps to resolve this issue:

- "Check if the `/usr/local/nagios/var/remote_config` directory contains any files. For a working integration, this directory must be empty.
- Check for the required file permission using the following command: `ls -ltrh /usr/local/nagios/var/remote_config`  
All the files must have the owner and group set to Nagios.
- If the owner and group is not set to Nagios for all the files, use the command: `chown nagios.nagios *` to set the ownership to Nagios.
- Check for the HTTPD / Apache2 web server and php5 status on the Nagios server.
- Verify if the link `http://<nagios-server>/nrdp` is accessible from HP CDA.

