

HP Continuous Delivery Automation

Software Version: 1.30

Troubleshooting Guide

Document Release Date: July 2014
Software Release Date: August 2013



Legal Notices

Warranty

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

The information contained herein is subject to change without notice.

Restricted Rights Legend

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

Copyright Notice

© Copyright 2012-2014 Hewlett-Packard Development Company, L.P.

Trademark Notices

Adobe® is a trademark of Adobe Systems Incorporated.

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

Oracle and Java are registered trademarks of Oracle and/or its affiliates.

UNIX® is a registered trademark of The Open Group.

RED HAT READY™ Logo and RED HAT CERTIFIED PARTNER™ Logo are trademarks of Red Hat, Inc.

Documentation Updates

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

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

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

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

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

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

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

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

Visit the HP Software Support Online web site at:

www.hp.com/go/hpsoftwaresupport

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

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

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

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

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

To find more information about access levels, go to:

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

Contents

1	About This Guide	9
	Purpose of This Document	9
	Triage	9
	Determine Where the Integration is Failing	10
	Check Log Files	10
	Verify Individual Products	10
2	Troubleshooting HP CDA Installation Errors	11
	HP CDA Cannot Subsequently be Installed Once an Installation Attempt Has Failed	11
	Solution:	11
	Failed Deployments or Failed Provisioning Instances Might Cause an Upgrade to HP CDA 1.3 to Fail	12
	Solution:	12
	Installation of HP CDA Fails When Using Oracle 11G R2 as the Database	13
	Solution:	13
3	Troubleshooting HP CDA Access Errors	15
	Errors While Accessing the HP CDA Console	15
	Solution:	15
	Cannot Log into HP CDA if HP CDA Was Installed With an Invalid License Key and User Does Not have a Valid License Key	16
	Solution:	16
	Events by all Users are not Visible for a Domain Administrator	16
	Solution:	17
	Unable to Access Resources Outside the Local Network Using HP CDA	17
	Solution:	17
	Users Who are in a Tenant but not Part of Different Domains Can See Applications and Events of Other Users in the Tenant	18
	Solution:	18
	CDA Retains Large Amounts of Data in /opt/hp/cda/1.30/datafile	19
	Solution:	19
4	Troubleshooting Integration Issues with Other Applications	21
	Integration with HP CloudSystem Matrix Stops Working when an HTTP Proxy is Configured in HP CDA	21
	Solution:	21
	Connection Failure Between HP CloudSystem Matrix and HP CDA	22
	Failure Message:	22
	Solution:	23
	Test Connection Fails with a CORBA Exception for any Plugin	24
	Failure Message:	24

Solution:	24
Test Connection Fails for the CVS or SVN Artifact Providers	24
Solution:	25
Test Connection Fails for the Jenkins Artifact Provider, and Artifacts Cannot be Accessed on the Jenkins Server	25
Solution:	26
HP CloudSystem Matrix Test Connection Option Fails with Error	26
Solutions:.....	26
Test Connection Fails for HP Server Automation Version 9.15	27
Solution:	28
Cloud Connector Test Fails with Unexpected Errors.....	28
Solution:	28
Connection from HP ALM to HP CDA Fails When the Same or a New HP CDA Server is Added in HP ALM Performance Center	29
Solution:	29
When Accessing HP CDA from HP ALM to View the Progress of Operations, You Might Get Logged Out and Prompted to Login	29
Solution:	30
Launching the HP ALM Execution Report Displays a Blank Page	30
Solution:	30
Cannot See the Cloud Connector Design from the Infrastructure > Import Tab.....	31
Solution:	31
Deployment Failure When Using the HP Server Automation Deployer	31
Solution:	31
HP CDA-OM Integration Installer Does Not Use Existing jar Files to Start the Forward Event Groovy Script.....	32
Solution:	32
Unable to Configure Plugins to Integrate HP CDA with Providers	33
Solution:	33
5 Troubleshooting Application Deployment and Provisioning.....	35
Read Timed Out Error During Provisioning	35
Solution:	35
The Opscode Chef bootstrap Process Fails with a HostKeyMismatch Error	36
Solution:	36
Running a Script on Microsoft Windows Platforms Generates an Error	37
Solution:	37
Unable to Register Servers with Deployers During Platform Provisioning and Deploying	37
Solution:	38
The Platform Provisioning Process or the Application Deployment Process Runs for a Long Period of Time Without Getting Completed	39
Solution:	39
Provisioning Fails for an Existing Infrastructure Template When Advanced Options is Selected in the Provision Platform Wizard	39
Solution:	40
Provisioning Fails When the Redundant Option for the Network is Selected in the HP CloudSystem Matrix Designer Template.....	40

Solution:	41
Invoking the De-provision Operation Displays an Error Message	41
Solution:	41
Cannot Clear Cloud Connector Residues or Deprovision an HP Cloud Connector Platform for a Crashed or Decommissioned HP Cloud Connector Plugin Setup	42
Solution:	42
HP Operations Manager Nodes are Not Removed from the HP OM Server when a Platform is De-Provisioned Using HP CDA	43
Solution:	43
HP Operations Manager Agent will not Deploy when Chef is Used as the Deployer	43
Solution:	43
Contextual URL and Alerts Not Working When the HP Operations Manager Server and Agents are in the HP CS Cloud	44
Solution:	44
Failure in Deploying or Un-deploying an Application or Failure During Platform Provisioning	45
Solution:	46
“Failed” Message Always Shown in the Report when a Provision, Deprovision, Deploy, or Undeploy Operation is Cancelled	46
Solution:	46
The Test Connection Operation for the Opscode Chef Server Plug-in Fails	47
Solution:	47
Failure to Register Nodes in Opscode Chef Server	47
Solution:	48
Provisioning Fails with HostKeyMismatch Error	48
Solution:	48
Deployment of Placed File Component Fails when Using HP Server Automation Deployer	49
Solution:	49
A Placed Directory Deployment Operation Fails with the Chef Deployer	50
Solution:	50
Commands That Run Successfully in a Console Fail in HP CDA	50
Solution:	50
Large Files Fail to Download to Target Machines in Placed File Programming Operations or as Software Artifacts in Software Bundles	51
Solution:	51
Provisioning or Deployment Operations Result in a Null Pointer Exception	51
Solution:	52
Application Deployment Fails with the Message “Received message is too long: 1349281116” Using SSH Deployer	52
Solution:	52
Model Commands Sometimes do not Function as Expected When Using Opscode Chef to Deploy to Microsoft Windows-Based Target Servers	53
Solution:	53
Cannot Deploy Applications to Provisioned Instances Using Cloud Connector Templates, and Deployments from HP CDA Fail	53
Solution:	54
Application Deployment Fails When the Content of an Executed Script Component in an Application Layer is Empty	55

Solution:	56
Cannot Perform a “Back Out” or “Force Cleanup” Operation After a Provision/Deploy Operation from HP ALM Fails	57
Solution:	57
6 Troubleshooting Monitoring	59
HP Diagnostics System Monitors (Like CPU Monitors) are not Deployed from HP CDA	59
Solution:	59
Deployment does not Provide Links for HP Diagnostics Monitors	60
Solution:	60
HP CDA does not Display the Present Monitoring Status when Using HP Diagnostics as the Monitoring Provider	61
Solution:	61
Deployment does not Provide Links for HP SiteScope Monitors	61
Solution:	62
HP CDA does not Display the Present Monitoring Status when Using HP SiteScope as the Monitoring Provider	62
Solution:	63
Presence of Received Opr XML event with deployid=, status=null event in the cda_debug.log file.	64
Solution:	64
HP SiteScope Status Event Updates do not Get Displayed on HP CDA	65
Solution:	65
HP CDA does not Display the Present Monitoring Status when Using Nagios as the Monitoring Provider	65
Solution:	66
Page Not Found Error when Accessing the Nagios URL.	66
Solution:	67
Contextual links are not working for Nagios	67
Solution:	67
Contextual URL for Nagios does not Show the Status of the Monitored Host.	68
Solution:	68
Unable to Deploy the Nagios Monitor.	69
Solution:	69
 7 Workarounds for Virus Vulnerability	
How to avoid the impact of the Poodle vulnerability for HP CDA 1.3 Users,.....	70

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.

Product	Location of Log Filed	Additional Information
HP CDA	General product logging: <InstallDir>\ <jboss version>\standalone\log\cda_debug.log	<i>HP Continuous Delivery Automation Installation and Configuration Guide</i>
HP CDA Installer	Installer Log: <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: http://h20230.www2.hp.com/selfsolve/manuals
HP Diagnostics	<InstallDir>\MercuryDiagnostics\Server\log\server.logs	HP Diagnostics Documentation available at: http://h20230.www2.hp.com/selfsolve/manuals
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': The following error occurred while executing this line: 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.

Failed Deployments or Failed Provisioning Instances Might Cause an Upgrade to HP CDA 1.3 to Fail

Symptoms	An upgrade of CDA 1.10 or 1.20 to 1.30 fails during the "Migrating tables" stage.
Primary Software Components	HP CDA
Failure Message	ERROR: insert or update on table “jbpm5_eventtypes” violates foreign key constraint “fk3afe721ec357912f”
Probable Cause	Failed application deployments or failed platform provisioning instances exist in the version of HP CDA being upgraded.
For More Information	See the <i>HP Continuous Delivery Automation Installation and Configuration Guide</i> for more details regarding HP CDA configuration.

Solution:

Before upgrading HP CDA to version 1.30, locate each failed application deployment or failed platform provisioning instance in the current version of HP CDA and perform a cancel or backout operation. You can use the following methods to locate them:

- Listing “All Provisioned Instances” and “All Deployments”
- Using the Events listing
- Using the search feature in HP CDA

Installation of HP CDA Fails When Using Oracle 11G R2 as the Database

Symptoms	When installing HP CDA with Oracle 11G R2 as the database, the installation fails with a connection reset error when importing the schema. This failure has been observed on RHEL6x64 and on Ubuntu.
Primary Software Components	HP CDA, Oracle 11G R2
Failure Message	Cannot create PoolableConnectionFactory (IO Error: Connection reset)
Probable Cause	The cause seems to be due to slow network connectivity between HP CDA and the remote Oracle database.
For More Information	See the <i>HP Continuous Delivery Automation Installation and Configuration Guide</i> for more details regarding HP CDA configuration.

Solution:

Implement the following:

- Increase the SQLNET.INBOUND_CONNECT_TIMEOUT parameter in the sqlnet.ora file to 240 seconds.
- Disable IPV6 on RHEL6 where HP CDA is installed, and on the platform where the Oracle database is running.

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">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.You might see the following message when you execute the startup script <code>serverstart.bat</code>: <code>JAVA_HOME</code> must be set!
Primary Software Components	HP CDA
Failure Message	<ul style="list-style-type: none">Your browser must support Java script in order to use this application.<code>JAVA_HOME</code> must be set!
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:

- 1 On the system where HP CDA is installed, right-click **Computer** and select **Advanced System Settings > Environment Variables > System Variables > Path**.
- 2 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>
```

Users Who are in a Tenant but not Part of Different Domains Can See Applications and Events of Other Users in the Tenant

Symptoms	Users who are in a tenant but are not part of different domains can see applications and events of other users in the tenant.
Primary Software Components	HP CDA
Failure Message	Not applicable
Probable Cause	When a user is created in HP CDA, a default role called “Guest” is assigned to it, and this role enables them to see the events and applications of users who are in different domains but the same tenant.
For More Information	See the solution provided for resolving this issue.

Solution:

By removing the “Guest” role from the users, such application and event viewing can be prevented:

- 1 Go to the tenant in which the domains and the users are present.
- 2 On the **Roles** tab, select the “Guest” role and you will see all the users who are part of it.
- 3 Remove all of the users from the “Guest” role.

CDA Retains Large Amounts of Data in /opt/hp/cda/1.30/datafile

Symptoms	HP CDA retains large amounts of data in the /opt/hp/cda/1.30/datafile directory.
Primary Software Components	HP CDA
Failure Message	Not applicable
Probable Cause	HP CDA 1.30 does not have a controlled mechanism for cleaning up the data.
For More Information	See the solution provided for resolving this issue.

Solution:

A new DSL Cleanup Task can be imported to the HP CDA server and run to clean up the /opt/hp/cda/1.30/datafile directory. Perform the following steps to import and install the DSL Cleanup Task on the HP CDA server:

- 1 Stop the CDA service.
- 2 Run the following command to import the dsl.zip file from the updates directory:

```
cda/bin/import.sh -image /dsl.zip
```

- 3 Start the CDA service.

The DSL Cleanup Task will now appear on the **Administration** tab under **Tasks**. You can run it to clean up the data in the datafile directory. See also “Adding and Running Administration Tasks” in the *HP CDA online help* for information on running administration tasks.

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">• The Fully Qualified Domain Name (FQDN) of the HP CloudSystem Matrix server is not configured in HP CDA.• 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.• The above-mentioned HP CloudSystem Matrix Server URL ends with a backslash, for example: <code>https://<cs_matrix_srvr>:51443/hpio/</code> instead of: <code>https://<cs_matrix_srvr>:51443/hpio</code>
For More Information	<p>See the following guides for more information:</p> <ul style="list-style-type: none">• <i>HP Continuous Delivery Automation Installation and Configuration Guide.</i>• <i>HP Continuous Delivery Automation User Guide.</i>

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
$Proxy240.listServices(Unknown Source) at
com.hp.arm.intg.provisioner.moe.utils.MOEUtil.listServices(MOEUtil.java:289) at
com.hp.arm.intg.provisioner.moe.MOEPlugin.test(MOEPlugin.java:601.30.. 15 more
Caused by: org.apache.cxf.transport.http.HTTPException: HTTP response '404: Not
Found' when communicating with https://example:51443/hpio//controller/soap/v4 at
org.apache.cxf.transport.http.HTTPConduit$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 with a CORBA Exception for any Plugin

Symptoms	When a Test Connection operation is performed on a plugin after an integration, the error shown under “Failure Message,” below, occurs.
Primary Software Components	Java Development Kit (JDK)
Failure Message	See “Failure Message,” below.
Probable Cause	A version of the JDK is being used with HP CDA other than the supported JDK version specified in the HP CDA support matrix.
For More Information	See the <i>HP Continuous Delivery Automation Support Matrix</i> more information on the correct version of the JDK to use with your version of HP CDA.

Failure Message:

```
java.util.MissingResourceException: Can't find
com.sun.corba.se.impl.logging.LogStrings bundle at
java.util.logging.Logger.setupResourceInfo(Logger.java:1518) at
java.util.logging.Logger.(Logger.java:265) at
java.util.logging.Logger.(Logger.java:260) at
```

Solution:

Ensure that the JDK version installed is the version that is supported for your installation of HP CDA, and correct if necessary. Refer to the *HP CDA Support Matrix* more information

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)

Symptoms	When a Test Connection operation is performed on a CVS or SVN provider from HP CDA, the connection fails.
Failure Message	Failed to communicate with the configured <provider> 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.

Test Connection Fails for the Jenkins Artifact Provider, and Artifacts Cannot be Accessed on the Jenkins Server

Symptoms	When a Test Connection operation is performed on a Jenkins provider from HP CDA, the connection fails. Furthermore, artifacts on the Jenkins server cannot be accessed by HP CDA.
Primary Software Components	HP CDA, Jenkins
Failure Message	Not applicable.
Probable Cause	Matrix or project-based security options are set on the Jenkins server that prevent access from HP CDA. As HP CDA uses the ALI Plugin to connect with Jenkins, it expects minimum read permissions to connect, or test connections fail and HP CDA is not able to access builds or modules.
For More Information	See the <i>HP Continuous Delivery Automation Installation and Configuration Guide</i> for more details regarding HP CDA configuration.

Solution:

Manually assign read permissions to anonymous user or create a new user to access Jenkins. Do not attempt to access Jenkins as the administrator or a root user.

HP CloudSystem Matrix Test Connection Option Fails with Error

Symptoms	The Test Connection 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: 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.

Test Connection Fails for HP Server Automation Version 9.15

Symptoms	The Test Connection option for the configured HP SA Version 9.15 server fails.
Primary Software Components	HP SA, JDK
Failure Message	“Failed to connect...” exception.
Probable Cause	A version of the JDK is being used with HP CDA which is not compatible with HP SA version 9.15.
For More Information	See the <i>HP Continuous Delivery Automation Support Matrix</i> for more information on the correct version of the JDK to use with your version of HP CDA.

Solution:

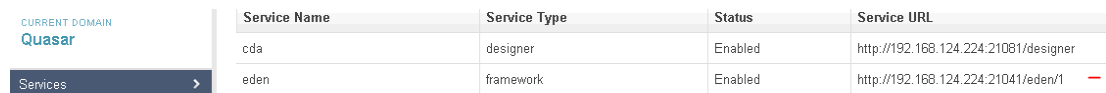
Ensure that the JDK version installed is the version that is supported for your installation of HP CDA, and correct if necessary. Refer to the *HP CDA Support Matrix* more information

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. 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.

When Accessing HP CDA from HP ALM to View the Progress of Operations, You Might Get Logged Out and Prompted to Login

Symptoms	In build verification report windows, when accessing HP CDA from HP ALM to see the progress of an operation, you might be logged out unexpectedly and prompted with a login window.
Primary Software Components	HP CDA, HP ALM

Failure Message	Not applicable
Probable Cause	Unknown
For More Information	See the solution provided.

Solution:

Log in with your HP CDA credentials and continue working.

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.

Unable to Configure Plugins to Integrate HP CDA with Providers

Symptoms	When you try to configure a plugin, you get the message "Continuous Delivery Automation could not complete your request. Error loading content for plugin: <plugin_name>".
Primary Software Components	HP CDA
Failure Message	Continuous Delivery Automation could not complete your request. Error loading content for plugin: <plugin_name>
Probable Cause	The installer uses the /tmp/data directory when loading a plugin, and if HP CDA was installed as an OS service on Linux as a non-root user, insufficient privileges will exist on the directory for that user to write to it.
For More Information	See the <i>HP Continuous Delivery Automation Installation and Configuration Guide</i> for more details regarding HP CDA configuration.

Solution:

- 1 Make sure you are logged in as the root user (if you are not, enter the su command and enter the root password).
- 2 Enter the following commands:
 - chmod 757 /tmp/data
 - chmod 757 /tmp/data/plugin
 - chmod 757 /tmp/data/plugin/jar
- 3 Enter the service <serviceName> start command (where <serviceName> is the name given to the HP CDA service).

You might receive an indication that the service has started within a few seconds, but in reality, a few minutes might elapse before the HP CDA application is fully initialized and available.

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: 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"> • Failure during the Opscode Chef bootstrap process executed by HP CDA. • The server requires a key file for authentication, but the key file is missing.
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.

Provisioning Fails for an Existing Infrastructure Template When Advanced Options is Selected in the Provision Platform Wizard

Symptoms	When Advanced Options is selected in the Provision platform wizard, provisioning fails for a logical platform that contains only Existing Infrastructure templates.
Primary Software Components	HP CDA

Failure Message	Provisioning operation is shown as Failed in the Report.
Probable Cause	This problem occurs when Advanced Options are set in the provision platform wizard.
For More Information	Not applicable

Solution:

Do not use Advanced Options for provisioning logical platforms that contain only Existing Infrastructure templates.

Provisioning Fails When the Redundant Option for the Network is Selected in the HP CloudSystem Matrix Designer Template

Symptoms	Platform provisioning fails at the end when the Redundant option for the network is selected in the HP CloudSystem Matrix Designer template.
Primary Software Components	HP CDA, HP CloudSystem Matrix
Failure Message	The message says "Platform provisioned successfully" in the HP CDA provisioning Report, but the status of the provisioned platform is shown as "Failed." Refer to the following figure.
Probable Cause	Selection of the Redundant checkbox under Nics in the HP CloudSystem Matrix template Designer is an unsupported configuration
For More Information	Not applicable

Provision pavan platform

 Report

 Failed (started by  Administrator, 4:47:11 AM)

Platform provisioning backout was already done. [Click here for report.](#)

Name	Status
Provisioning for Pavan_Prebaked <i>Provisioning completed successfully</i>	 Failed

Solution:

Do not select the Redundant option for the Nics in the HP CloudSystem Matrix Designer template, as this is an unsupported configuration.

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.

Cannot Clear Cloud Connector Residues or Deprovision an HP Cloud Connector Platform for a Crashed or Decommissioned HP Cloud Connector Plugin Setup

Symptoms	HP CDA cannot clear Cloud Connector residues or de-provision an HP Cloud Connector platform for an unwanted (crashed or decommissioned) HP Cloud Connector plugin setup.
Primary Software Components	HP CDA, HP Cloud Connector
Failure Message	Continuous Delivery Automation was unable to complete your request. Could not initialize class org.apache.wink.common.internal.i18n.Messages.
Probable Cause	Configuring an HP Cloud Connector Plugin, then removing the project in the HP Cloud Connector or shutting down HP Cloud Connector services does not clear HP Cloud Connector residues or de-provision an HP Cloud Connector Platform for a crashed or decommissioned HP Cloud Connector Plugin setup.
For More Information	Not applicable

Solution:

Perform the following steps to restore the connections to HP Cloud Connector Plugin/Openstack:

- 1 From the **Start** menu, choose **Control Panel > Network and Internet > Network Connections** or right-click on the LAN connection.
- 2 Select **Open Network and Sharing Center**.
- 3 Select **Change Adapter Settings**.
- 4 Locate the Admin network.
- 5 Disable the Admin network connection (this is the 192.x.x.x network).
- 6 Click on the Cloud Connector Plugin configuration for the failed or decommissioned project.
The user should now be able to delete the unwanted plugin without errors.
- 7 Re-enable the Admin network by using the **Change Adapter Settings** window as described above.

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/opcnode -assign_node node_name=$node
net_type=NETWORK_IP group_name="SI-Deployment" >>/tmp/csad.out

opclaygrp -add_layer_group node_hier=NodeBank layer_group=CDA_Nodes
layer_group_label=CDA_Nodes > /dev/null

/opt/OV/bin/OpC/utils/opcnode -move_nodes node_list=$node
node_hier=NodeBank layout_group=CDA_Nodes

/opt/OV/bin/OpC/opcsw -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 `SQLException`: `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.` 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

`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.`

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

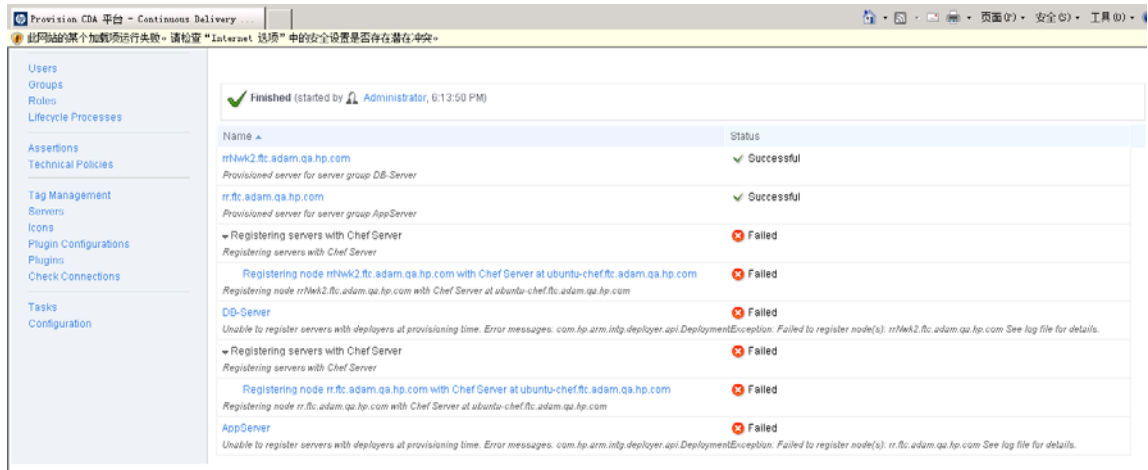
Symptoms	Test Connection operation for the Opscode Chef server plugin fails
Primary Software Components	HP CDA, Opscode Chef
Failure Message	Test Connection failed: Failed to connect to Chef Server <server name\IP> for user <username>. Verify hostname, username, and password are entered correctly, that the Chef server is available over the network via SSH, and that the user is a valid Knife API client.
Probable Cause	Knife <code>node list</code> 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 HostkeyMismatch: fingerprint error. The step to register the node fails.

Primary Software Components

HP CDA, Amazon EC2

Failure Message

STDERR:
ERROR: Net::SSH::HostKeyMismatch:
fingerprint....

Probable Causes

There might be an entry already present in the known_ hosts 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.

- 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>
```

- 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).

Application Deployment Fails When the Content of an Executed Script Component in an Application Layer is Empty

Symptoms

An application model that contains an Executed Script programming operation that is empty causes a null pointer exception when it is deployed. Also, if the Executable Script content does not use the `#!/bin/bash` statement, deployment fails when Chef is used as the deployer.

Primary Software Components

HP CDA, Opscode Chef

Failure Message

Probable Causes

Null pointer exception.

- An Executed Script programming operation is included in the application model for the application being deployed that does not contain a script.
- An Executed Script operation contains a script that does not begin with the `#!/bin/bash` statement when Chef is used as the deployer.

For More Information

See the solution provided.

Solution:

- When filling out the fields in the Executed Script dialog box, type or paste a script into the Content field.
- If using the Chef deployer, make sure that the executable script content begins with the `#!/bin/bash` statement.

Cannot Perform a “Back Out” or “Force Cleanup” Operation After a Provision/Deploy Operation from HP ALM Fails

Symptoms	A provision or deploy operation onto a server in an existing infrastructure platform fails when that operation has been initiated from HP ALM. In such a case, HP CDA does not provide a method for backing out of the failed operation or cleaning up the server. HP ALM reports the operation as “aborted,” and HP CDA leaves the server’s availability set to IN USE, in which case it cannot be used again.
Primary Software Components	HP ALM, HP CDA
Failure Message	
Probable Causes	The failure is likely a legitimate provisioning or deployment failure, but HP CDA does not provide a method for backing out of the failed operation or cleaning up the server when the operation that was triggered from HP ALM.
For More Information	See the solution provided.

Solution:

First, troubleshoot and fix the problem that caused the provision/deploy operation to fail, and then use the following workaround to recover the existing infrastructure server:

- 1 Run the following HP CDA CLI (cdaexec) command to delete the existing infrastructure server machine to which the provisioning/deployment operation failed:

```
xi delete server <hostname> -force
```
- 2 Run the following command to re-add a server with the same name and IP address as the server that was deleted:

```
xi add server -hn <hostname> -ip <ip_address>
```
- 3 Run the following command to create a new existing infrastructure server group and attach the server to it:

```
xi add servergroup -nm <new_servergroup_name> -os <server_os> -min 1 -max 4 -cpu 1 -maxcpu 2 -mem 2 -maxmem 4 -srvr <hostname>
```

Note: The above command is a sample command. The values should be changed based on your environment.

- 4 Run the following command to create a new template and attach the server group to it:

```
xi add template -nm <new_template_name> -srvrgrp <servergroup_name>
```
- 5 Import the template that was created above into HP CDA and synchronize it.
- 6 Create a new platform in HP CDA, adding the template to it, and re-perform the provision/deploy operation that had failed from HP ALM.

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">• Configuration problem in HP CDA• HP Diagnostics server is not running
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"> • Configuration problem in HP CDA • HP SiteScope server is not running
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	The <code>cda_debug.log</code> file displays the following event: Received Opr XML event with <code>deployId=</code> , <code>status=null</code>
Primary Software Components	HP CDA, HP SiteScope
Failure Message	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 <code>deployId=</code> , <code>status=null</code> . 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:
Probable Cause	Events from HP SiteScope monitors that are not deployed using HP CDA might send events to the HP CDA events receiver URL configured in Preferences > HTTP Preferences . 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. You can safely ignore this event in the <code>cda_debug.log</code> file.
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 62.

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 server.log file.
Probable Cause	The GZIP compression 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 http://<nagios-server>/nagios 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://<nagios-server>/nagios3</code> , however, the nagios deployer contextual URL points to <code>http://<nagios-server>/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.

7 Workarounds for Virus Vulnerability

How to avoid the impact of the Poodle vulnerability for HP CDA 1.3 Users

Follow the workaround steps below to avoid the impact of the "Poodle" vulnerability for HP CDA 1.3 users.

HP CDA Server Configuration - CDA Jboss AS 7 configuration

1. Stop the HP CDA service either from HP Service Manager or the command line interface.
To Stop the HP CDA service either from Windows Services where CDA service is registered or use the command line interface `<CDA_INSTALL_DIR>\bin\serverstop.bat`
2. Navigate to the HP CDA installation directory. For example, if HP CDA is installed on Windows system, navigate to the following location:

`C:\Program Files\Hewlett-Packard\CDA\1.30\jb710\standalone\configuration`

3. Open the `standalone-full.xml` file in Edit mode.
4. Search for the following text: **TLS**
5. Change the **TLS** value from the default:

protocol = TLS

To the following:

protocol = TLSv1.2

6. Save the XML file.
7. Start the HP CDA service from either HP Service Manager or the command line interface.

To start the CDA service, do one of the following:

- To go Windows Services where CDA service is registered.
- Use the command line interface `<CDA_INSTALL_DIR>\bin\serverstart.bat`

Internet Explorer Browser Configuration

1. Under **Tools > Internet Options > Advanced > Security**, make sure `Use TLS 1.2` is enabled (checked).

If the above option is not enabled, HP CDA cannot be accessed using Internet Explorer

2. For details regarding browser configuration, refer to:

<http://www.bauer-power.net/2014/06/how-to-enabled-tls-11-and-tls-12-in.html>