HP Cloud Service Automation

Release Notes

Software version: 4.00, January 2014

This document provides an overview of the changes made to HP Cloud Service Automation (HP CSA) for the 4.00 release. It contains important information not included in the manuals or in online help.

In This Version

HP Cloud Service Automation (HP CSA) provides software to integrate specific HP products for the purpose of delivering and managing automated services in a cloud computing environment. For more information about integrated products, see the *HP Cloud Service Automation Solution and Software Support Matrix*.

To ensure the performance and stability of the HP Cloud Service Automation environment, complete the following tasks before installation begins:

- Review supported hardware and software for each component product in order to meet the minimum installation requirements.

- Make sure the relevant patches and hot fixes to the patch releases are applied to the component products.

- Review the release notes for each component product to be aware of additional changes or restrictions.

Installation Notes

Installation requirements are documented in the *HP Software Cloud Service Automation Solution and Software Support Matrix.* Instructions for installing HP Cloud Service Automation are documented in the *HP Cloud Service Automation Installation Guide.*

Documentation

HP CSA documentation is located on HP Software Product Manuals website.

Contents

Fixes in this Release

HP Cloud Service Automation (HP CSA)

General

Available memory resources are calculated in KB instead of MB
QCCR1D166103
Problem
On executing a sync action, the memory value gets updated in KB instead of MB.

Cloud Service Management Console

Uploaded images are unnecessarily renamed
QCCR1D165188
Problem
When uploading an image to the image library from the Cloud Service Management Console, the backend is renaming the image.

Automatic Approve/Deny value in the Named Group Template is not displayed correctly
QCCR1D165915
Problem
When the **Automatic Approve/Deny** field in a **Named Group Template** approval policy is edited, the modified value does not properly display in the Cloud Service Management Console. However, the correct value is saved in the database.

Cannot create a Named Group approval policy using a Relative DN
QCCR166062
Problem
When creating a named group approval policy by adding a relative DN as the group, an exception occurs.

Performance issue when importing large archives
QCCR1D166288
Problem
A performance issue occurs when importing large archives (> 1.5 MB). Import may hang or spin for a long time.

Performance is poor when LDAP Base DN is not configured
QCCR1D164711
Problem
In the Cloud Service Management Console, **Organizations** area, if the LDAP Base DN is not provided for an organization, there will be additional LDAP calls from HP CSA to build the Base DN, which may impact the performance of HP CSA.

Service design or resource offering import fails without explanation
QCCR1D149805
Problem
During the import of a service design or resource offering, you may be directed to the HP CSA log file for more details about the error that occurred during the import. However, the log file may not have the necessary information.

Success message for organization display name is not relevant in some cases
QCCR1D165689
Problem
When changing the organization display name in the Cloud Service Management Console, the success message is not relevant to the current implementation and can be confusing. The following message appears when the display name of the organization is successfully changed:

Fixes in this Release

```
Organization Display Name has changed. Please update the consumer portal configuration
(csp.properties) with new Organization Identifier
```

The request to update the consumer portal configuration (`csp.properties`) with new Organization identifier is valid only when the following property is uncommented or enabled in the `csp.properties` file:

```
csa.consumer.orgName=CSA_CONSUMER
```

If the above property is already commented out in `csp.properties` file, there is no need to configure it when changing the organization display name in the Cloud Service Management Console.

When editing a provider type, if the image is changed the change does not appear to be saved
QCCR1D142191
Problem
Changes to the image associated with a provider type in the **Resource Management** tab may appear not to be saved successfully. The save operation will succeed, but the old image is seen, even after logout.

Online Help

Cloud Service Management Console Help is missing information about marking root service components as patterns
Problem
In a service design, you cannot mark the root service component node as a pattern.

Cloud Service Management Console Help has incomplete information on how to model resources on a resource provider in resource pools
Problem
The following clarifying information on how to model resources on a resource provider in resource pools is missing from the Management Console help:
When you model resources on a provider in resource pools, you should model them in one of the two fashions described below:
- A single resource pool on a resource provider that models all resources that can be allocated to HP CSA on this provider
- Multiple resource pools on a resource provider, each of which models its own portion of the total available resources on the provider. For example, if a provider has 2000 GB of Storage available, the sum of the Total Available To CSA for each resource of type Storage on all resource pools associated with the provider should be no greater than 2000 GB.

Cloud Service Management Console Help does not specify Fail on Error defaults for actions based on lifecycle state
Problem
Prior to HP CSA 3.20, the default Fail on Error selection was true for an action created in any lifecycle state. As of HP CSA 3.20, the default Fail on Error selection is false for an action created in the Un-deploying, Un-reserving, and Un-initializing states. The default selection was modified to support "continue on error" processing during the teardown of a service. This change affects only newly created actions; existing actions are unaffected. The Fail on Error value remains configurable for all lifecycle states and you may modify the Fail on Error selection as desired.

HP CSA APIs

Cannot create a Named Group approval policy using a Relative DN
QCCR166063
Problem
When creating a named group approval policy by adding a relative DN as the group, an exception occurs.

Fixes in this Release

Order process for a new service offering does not work as expected when using the REST API

QCCR166223

Problem

When using the REST API to create a service offering, if the service offering's option model id is specified in the ORDER action property under request body, a new service offering is created. However, the order process for this new service offering may not work as expected.

Integrations with HP CSA

VMware vCenter

The Add Server action for vCenter fails, and the consumer portal shows that an additional server is created

QCCR1D165209

Problem

When **the Add Server** action for vCenter fails, the consumer portal shows that an additional server component is created.

Known Problems, Limitations and Workarounds

HP Cloud Service Automation (HP CSA)

General

In FIPS mode, HP CSA fails to start with NoSuchAlgorithmException in the log file
QCCR1D163384
Problem
Oracle JDBC Thin Driver (`ojdbc6.jar`) fails to connect to Oracle in SSL mode when a different crypto provider is specified in the `java.security` file.
Cause
Oracle JDBC Thin Driver (`ojdbc6.jar`) does not support SSL mode when a different crypto provider is specified in the `java.security` file. Detailed information can be found on the Oracle support site
(`https://support.oracle.com/`) where we raised a Sev2 service request for this issue. The SR number is Oracle.SR 3-6995008521.
Workaround
No workaround is available. The solution will be available once Oracle implements Enhancement Request (ER) 16794055 for their Oracle Thin JDBC driver. (For details please check SR 3-6995008521 at Oracle support home: `https://support.oracle.com/`).

In topology designs, a shared Volume Group is attached to only one Server Group after provisioning
QCCR1D176960
Problem
When a service instance is provisioned for a topology design that contains multiple Server Groups connected to a single Volume Group, the Volume Group will be attached to only one of the Server Groups after provisioning.
Cause
Product limitation
Workaround
Assign each Volume Group to a single, unique Server Group.

Problems in Cloud Service Management Console and Marketplace Portal after restarting CSA database
QCCR1D147907
Problem
Various problems occur in the Cloud Service Management Console and Marketplace Portal if the CSA database is restarted while the CSA service is still running**.** For example, the Marketplace Portal may display Service Unavailable error messages when attempting to log in well after th**e** database has been restarted. After successfully logging in, error messages may be displayed when navigating around the Marketplace Portal. The Management Console similarly will prevent login for a period after the database has been restarted and later display errors when navigating (such as 500 errors). The Management Console also may prevent subsequent logins after a logout.
Cause
A restart of the CSA database is not gracefully handled in the product.
Workaround
Restart the CSA service.

Subscription requests involving the following flow fail: `Update SA Server Id on CSA OO`
QCCR1D177545
Problem
The `Update SA Server Id on CSA` OO flow, when run on HP OO 10.x, completes successfully, but HP CSA occasionally does not learn of its successful completion. This causes actions that call the flow to timeout after 1 hour, and subscription requests that involve this action to fail. The service design
`VCENTER_COMPUTE_SA_SOFTWARE_POLICIES_3.20`, as well as any service design involving HP ADM or HP DMA, are susceptible to this problem.
Cause
Unknown. This issue is observed intermittently.

Workaround
No workaround is available.

Attached documents of imported service offerings do not appear in the Marketplace Portal and Cloud Service Management Console

QCCR1D178143
Problem
When a service offering exported from HP CSA 3.20 is imported into HP CSA 4.00, any documents attached to the service offering will not be shown in the Marketplace Portal. The document names are also empty when viewed in the Cloud Service Management Console.
Cause
Product defect in the import handling of service offerings created in a prior version of CSA.
Workaround
In the Offerings area of the Cloud Service Management Console, manually change the visibility and the name of attached documents after import of the service offering. In the **Documents** tab for a service offering, there are thumbnails representing documents. In the upper left corner of each thumbnail is an icon that should be clicked to toggle visibility of the document. At the bottom right corner of each thumbnail is an icon that should be clicked to allow specification of a name for the document.

"Webpage not available" message displays when logging into Cloud Service Management Console or Marketplace Portal in a CAC-enabled environment

QCCR1D177398
Problem
When attempting to login to the Cloud Service Management Console or Marketplace Portal in a CAC-enabled environment, the user may be presented with a "Webpage not available" message This can occur if the card is not placed in the card reader but the associated certificates are already available in the browser. In such a scenario, the user will be prompted to insert the card and provide the PIN. After doing so, the UI should load, but the user may instead receive "Webpage not available."
Cause
This problem can occur if multiple browsers are concurrently attempting to access the Cloud Service Management Console or Marketplace Portal, which may result in timeouts because of multiple SSL connections.
Workaround
Reloading the browser page may resolve the issue; if not, locate running instances of the browser (In Task Manager, or similar), kill the browser processes, open a new browser, and try again to access the Cloud Service Management Console or Marketplace Portal.

Installation, Initial Configuration, Upgrade, and Uninstallation

Cannot rename `setup.exe`

QCCR1D142364
Problem
HP CSA installer silently exits on Windows® prior to installing HP CSA when the install filename is not `setup.exe`.
Cause
Known InstallAnywhere defect in the version of InstallAnywhere used with HP CSA.
Workaround
Ensure the HP CSA Windows installer program is named `setup.exe` prior to invoking it. Note that certain browsers may automatically rename a file if a naming conflict exists, for example to `'setup (1).exe'`. The HP CSA installer must be renamed back to `setup.exe` prior to its invocation.

Uninstall process does not remove installation directory

QCCR1D174113

Problem
After uninstalling HP CSA on a Windows machine, the `<CSA_HOME>\_CSA_4_0_0_installation` directory may remain. This problem occurs when an Oracle JRE was selected during the HP CSA installation process.

Cause
Installation defect.
Workaround
Following uninstallation, manually delete any remaining folders in the `<CSA_HOME>` directory.

Cloud Service Management Console

A blank page may display in Chrome
QCCR1D155822
Problem
A blank page may be displayed in certain areas of the Cloud Service Management Console in Chrome.
Cause
An issue exists with some versions of Flash Player bundled with Chrome.
Workaround
Type `chrome://plugins` into the URL field of Chrome. Click **Details** to display more information about each plugin. Multiple entries may exist under the Flash heading. Look for an entry for Chrome's Flash Player, which may include a path similar to `AppData\Local\Google\Chrome` in the **Location** field. Click **Disable** for this plugin.

Download the latest Flash Player from

`http://download.macromedia.com/pub/flashplayer/current/support/install_flash_player.exe`

After installation, restart Chrome and type `chrome://plugins` into the URL field. Validate that Chrome's Flash Player is disabled and that the newly installed Flash Player is enabled.

In Chrome, the SWF contents of certain Management Console areas reload on every user navigation to the area
QCCR1D148227
Problem
When accessing the Cloud Service Management Console in Chrome, areas that involve a SWF file (including Organizations, Catalogs, Resources, and portions of Designs and Components) reload on every user navigation to the area.
Cause
Chrome will reload an SWF from an HTTPS web site if the SSL certificate configured for that site is not trusted by the browser.
Workaround
Configure a CA-signed certificate for use with HP CSA, as described in the HP CSA Installation and Configuration guides.

Problems logging into Cloud Service Management Console in multiple browser tabs
QCCR1D147470
Problem
Various problems can occur when a user logs in with different user credentials to the Cloud Service Management Console in multiple browser tabs.
If you log in as different HP CSA users in multiple tabs, the last user logged in determines the access rights of all currently open browser tabs. This can result in error messages being displayed when a user attempts to perform an action that the last logged in user does not have rights to perform.
Cause
Improper handling of multiple tabs.
Workaround
Use only one browser tab at a time to log in to the Cloud Service Management Console. If multiple tabs are used, ensure that the same user is logged in to each tab. To switch which user is logged in, first log out and then log back in as the different user.

Known Problems, Limitations and Workarounds

Communication error in Firefox when "Use System Proxy Settings" is configured
QCCR1D143336
Problem
In certain network environments, you may receive a communication error in Firefox immediately after you log in to the Cloud Service Management Console. This is different from the normal and expected communication error that occurs when the Cloud Service Automation service is not running or is inaccessible.
Cause
In certain network environments, Firefox is unable to communicate with the Cloud Service Automation service when **Use System Proxy Settings** is configured.
Workaround
Configure Firefox network settings to use a method other than **Use System Proxy Settings**. For example, configure Firefox to use either a manual or automatic proxy configuration. In Firefox 14, these settings are configured in **Tools→ Options→ Advanced→Network→Settings**.

Performance is poor with update in place import process when large amounts of transactional data (Subscriptions) exist in the database
QCCR1D165072
Problem
Import (with the in place update option) for Service Offerings, Designs and Catalogs can have high response time if there are large amounts of transactional data (Subscriptions) in the database.
Cause
Large amounts of transactional data slow performance.
Workaround
Run the import updates during periods of low loads on the system to reduce the performance impact.

Cloud Service Management Console does not display or function properly when IE Enhanced Security Configuration (ESC) is enabled
QCCR1D165813
Problem
When viewing the Cloud Service Management Console in Internet Explorer on a system in which IE Enhanced Security Configuration is enabled, the Management Console may not display or function properly. In Internet Explorer 10 or 11, you may be presented with a blank screen when accessing the Management Console. In Internet Explorer 9, export functionality may not work properly.
Cause
IE Enhanced Security Configuration interferes with proper display of the Cloud Service Management Console.
Workaround
To access the Cloud Service Management Console using IE on a system in which IE Enhanced Security Configuration is enabled, select from one of the following options:

- Option 1: Add HP CSA as a Trusted site (in IE, select **Internet Options → Security → Trusted sites→ Sites**, and add `https://<csa_hostname>`).

- Option 2: Add HP CSA as a site in the Local intranet zone (in IE, select **Internet Options → Security → Local intranet → Sites**, and add `https://<csa_hostname>`).

- Option 3: Disable IE ESC (in Server Manager on Windows®, disable IE ESC).

Invalid URL values in Service Designer may be allowed
QCCR1D165628
Problem
Service Designer in the Cloud Service Management Console allows for validation of URL values when creating properties in an option model. However, the regular expression used for validating the URL values may allow creating some invalid URL values such as `'http:'`, `'http:/'`, `'http://'` or `'hhh:////'`
Cause
The regular expression that HP CSA uses to validate URL values validates a wide range of official IANA-registered schemes, which may not detect some invalid URL values.

Workaround

For more specific URL validation, create custom regular expressions from the Service Designer in the Cloud Service Management Console.

Add document to Service Offering does not open system find file dialog

QCCR1D176520

Problem

Trying to attach a document to a service offering (in the **Documents** tab of the Offerings area of the Cloud Service Management Console) is unsuccessful when using Firefox version 20.

Cause

This functionality does not work correctly in this version of Firefox.

Workaround

Please update to a later version of Firefox or use one of the other HP CSA supported browsers.

Changes to a topology design after a service offering is created do not get synchronized back to the offering

QCCR1D174068

Problem

Certain changes made to a topology design after a service offering is created from the design can result in inconsistencies between the two and lead to display errors in the Cloud Service Management Console as well as possible provisioning errors.

Cause

When a service offering is created from a topology design, certain aspects of the design, including the profiles and modifiable properties, are copied to the offering. Changes to these items (such as adding or removing profiles, or changing whether a property is modifiable) in the design after a service offering is created are not synchronized to existing service offerings.

Workaround

Avoid making changes to the profiles or modifiable properties in a topology design after a service offering has been created for the design. If such changes are required, first copy the design and make modifications to the copy.

Create new router option in a topology design causes provisioning to fail

QCCR1D176038

Problem

Topology designs with connected Network Segment and Router components that are configured to use an existing subnet but create a new router cannot be provisioned more than once.

Cause

Cloud OS does not support creating more than one router on a subnet

Workaround

Avoid reusing an existing subnet on a Network Segment in combination with the **Create new router** option on a Router in a topology design. Instead, use the **Create new subnet** option on the Network Segment in conjunction with the **Create new router** option.

Topology Designer does not provide option to configure action timeout

QCCR1D176668

Problem

The timeout for communicating with HP Cloud OS to provision a topology based subscription is set to sixty (60) minutes and cannot be changed. This is in contrast to actions for sequenced based designs, where each action has a configurable timeout.

Cause

Product limitation.

Workaround

No workaround is available.

Error occurs when adding multiple documents or screenshots to a service offering

QCCR1D177456

Known Problems, Limitations and Workarounds

Problem

If you try to add multiple documents or screenshots to a service offering in the Cloud Service Management Console using Internet Explorer 9 you can get the following error:

```
com.hp.ccue.consumption.svc.svc-exception$exception.svc.required.missing
```

Cause

This is caused by a bug in a third-party library.

Workaround

You can use one of the following options:

- Use a newer version of Internet Explorer.
- Use a different browser (Chrome or Firefox).
- Add and save only one file at a time.

Ubuntu browsers have trouble displaying non-English characters in some areas of the Cloud Service Management Console

QCCR1D177819

Problem

Certain areas of the Cloud Service Management Console may not display correctly in non-English locales with browsers running on Ubuntu.

Cause

Issue with non-English characters in Flash content on Ubuntu systems.

Workaround

Use a browser on a system other than Ubuntu, such as Windows.

Two CSA Internal process engines may be displayed when adding a lifecycle action

QCCR1D177579

Problem

When adding a lifecycle action in the Cloud Service Management Console, two process engines named 'CSA Internal' may be displayed.

Cause

When a topology based design gets deployed, a second process engine named 'CSA Internal' is created.

Workaround

When adding a lifecycle action in the Cloud Service Management Console, select the 'CSA Internal' process engine with the 'Internal Process Engine' Display Name, as this is the process engine containing the internal actions that can be used in sequenced designs.

Resource provider that was a candidate for resource utilization cannot be deleted

QCCR1D177145

Problem

If a resource provider was a candidate resource provider during provisioning of a sequenced design when the Build Resource Provider List or Build Resource Provider and Pool List actions were run, the resource provider cannot be deleted, even if the provider was not selected by the Select Resource Provider or Select Resource Provider and Pool actions.

Cause

During provisioning of a service, references to all candidate resource providers are saved on the service instance. Deletion of a provider is blocked for as long as it is referenced by an active service instance.

Workaround

Canceling all subscriptions for which the resource provider was a candidate provider will enable deletion of the provider.

Problems with duplicate Security Groups in topology designs

QCCR1D178056

Problem

When creating topology designs in the Cloud Service Management Console that contain a Network Segment and Server Group and a connection between the two, the designer is prompted to select a Security Group for the 'Network Interface to' connection. The values contained in the Security Group dropdown may contain duplicate

entries for existing security groups if an identically named security group is present in multiple projects in Cloud OS. When trying to select one of these duplicate security groups, it is not possible to know which Cloud OS project the security group is associated with. If one selects a security group for a different project than the Cloud OS resource provider in HP CSA has been configured for (via the tenant property on the resource provider), deployment of the service will fail.

In addition, the Marketplace Portal allows selection of a security group in the Add Security Group public action. The Marketplace Portal will filter out duplicate security groups, but may filter out the incorrect duplicate (one for a different project/tenant than the Cloud OS resource provider in CSA has been configured for). If a subscriber selects a security group for a different project/tenant than the Cloud OS resource provider in CSA has been configured for, the Add Security Group action will fail.

Cause

The list of security groups returned from Cloud OS includes all security groups for all projects in Cloud OS, instead of just the security groups applicable to the project the Cloud OS resource provider in CSA has been configured for. This list is not filtered by project in the Cloud Service Management Console or Marketplace Portal.

Workaround

Avoid using the security group named **default** in the topology designer of the Cloud Service Management Console and in the **Add Security Group** action in the Marketplace Portal. When creating security groups in Cloud OS, name security groups in a manner that avoids duplicates across other Cloud OS projects. Only select security groups known to exist in the appropriate Cloud OS project when setting the **Network Interface to** value in the Management Console and when specifying a security group in the **Add Security Group** action in the Marketplace Portal.

Cannot manage approval actions in the Catalogs area of the Cloud Service Management Console

QCCR1D178174

Problem

When publishing a service offering in the Cloud Service Management Console there are different levels of approval configuration in the Offerings area and the Catalogs area. In the Offerings area you can configure which actions, of **Order**, **Modify**, and **Cancel**, will require approval (if approval is configured). In the Catalogs area, this configuration is not available, and all offerings published from the Catalogs area, with approvals configured, will require approval for **Order** and **Modify** but not **Cancel**. In addition, in the Offerings area you can configure which public actions in the associated design require approval; this configuration is not available in the Catalogs area, and any public actions in a published offering from the Catalogs area will not require approval. The collection of actions that were selected for approval when publishing from the Offerings area are not visible or editable in the Catalogs area.

Cause

Product limitation.

Workaround

If you wish to override the default approval behavior (so that **Order** and **Modify** requests will require approval, but not **Cancel** requests), publish offerings from the Offerings area.

Tag display name and/or description does not persist when using Internet Explorer

QCCR1D178165

Problem

When editing the **Display Name** or **Description** for a Tag in the Cloud Service Management Console using Internet Explorer, the **Display Name** and **Description** updates may not be persisted correctly when clicking **Save**. In particular, if you click in the **Display Name** or **Description** fields (rather than using the Tab key), and then type in a value and click **Save**, the updated value may not be persisted.

Cause

Defect in a 3rd party library.

Workaround

This problem is not present in Chrome or Firefox. In Internet Explorer, you can work around this issue by clicking the **Display Name** or **Description** field multiple times (until a blue highlight appears) prior to clicking **Save**, or you can use the Tab key to navigate to the **Display Name** or **Description** field (which also produces the blue highlight).

Service offerings that were published from the Offerings area, and whose approval policy has been changed to **No Approval**, still require approval

QCCR1D178192

Known Problems, Limitations and Workarounds

Problem
If a catalog in the Cloud Service Management Console is configured to have an **Active** approval process and an approval policy, and if a user publishes a service offering to this catalog from the Offerings area and changes the approval policy to be **No Approval**, modify requests will still require approval.
Cause
Product defect.
Workaround
Publish service offerings from the Catalogs area if you need to override the default approval process and policy for a service offering.

Marketplace Portal

Marketplace Portal min/max messages are incorrect
QCCR1D177555
Problem
The Marketplace Portal performs validation on various inputs during checkout, service modification, and when performing service actions. Those validations can include checking for a min/max integer and min/max text length. If an input does not meet validation requirements (as configured in the service design), the messaging provided to the user is incorrect. For example, if the minimum value is 10, it might read:

```
"Must be greater than 10."
```

However, it should read:

```
"Must be greater than or equal to 10."
```

This applies to the min/max messages for integers and text lengths.
Cause
Incorrect text in the message catalogs.
Workaround
1. Instruct users to interpret the message as "greater than or equal".
2. Change the wording in the Marketplace Portal message catalogs. These can be found under:

```
<CSA_HOME>/portal/node_modules/mpp-ui/dist/locales
```

There are message catalogs for each supported language (e.g. "en") in a JSON format. The messages that need to be updated are found under `"common" > "validation"`. Replace the following incorrect messages:

```
"minField": "Must be greater than {{min}}.",
"maxField": "Must be less than {{max}}.",
"minLengthField": "Must be longer than {{min}} characters.",
"maxLengthField": "Must be shorter than {{max}} characters.",
```

With the following corrected messages:

```
"minField": "Must be greater than or equal to {{min}}.",
"maxField": "Must be less than or equal to {{max}}.",
"minLengthField": "Must be longer than or equal to {{min}} characters.",
"maxLengthField": "Must be shorter than or equal to {{max}} characters.",
```

The same type of change will need to be applied to any other languages that are used (for example, "zh").

Marketplace Portal service detail view does not show Volume Type correctly for services with Volume Group(s)
QCCR1D177646
Problem
The Marketplace Portal service detail view does not show **Volume Type** correctly for services with Volume Group(s) present. The internal HP Cloud OS id of the **Volume Type** is shown instead of a human readable name.

Cause
The **Volume Type** internal id provided by HP Cloud OS is not translated to a human readable name in HP CSA.
Workaround
No workaround is available for the Marketplace Portal. The human readable name for the **Volume Type** can be viewed in the HP Cloud OS Administration Dashboard.

Marketplace Portal allows you to select security groups that are already added to the VM network interface

QCCR1D177361
Problem
For services created from Cloud OS topology designs, the **Add Security Group** action in the Marketplace Portal allows you to select security groups that are already added to the VM network interface. The dropdown should only display security groups that are not already assigned.
Cause
The list of security groups retrieved from HP Cloud OS is not properly filtered.
Workaround
No workaround is available.

Marketplace Portal allows you to remove security groups that are not assigned to the VM network interface

QCCR1D177360
Problem
For services created from Cloud OS topology designs, the **Remove Security Group** action in the Marketplace Portal allows you to select security groups that were not assigned to the VM network interface. The dropdown should only display security groups that were assigned to the VM network interface.
Cause
The list of security groups retrieved from HP Cloud OS is not properly filtered.
Workaround
No workaround is available.

Incorrect input property label for volume names in Marketplace Portal

QCCR1D176945
Problem
The Add Volume Group to Server Group public action visible in the Marketplace Portal for services created from Cloud OS topology designs has a misnamed input parameter that requests volume IDs to be provided instead of volume names.
Cause
An incorrect label for this input property is displayed for this action.
Workaround
The incorrect label does not affect the functionality of this action. The dropdown for this input will display volume names, and the action expects volume names as input.

Marketplace Portal does not display the cost of invisible options during checkout

QCCR1D177308
Problem
The Marketplace Portal does not display the cost of hidden options during checkout, but does account for them in the pricing summary. If subscribers add together the base price plus the prices for their selected options, it may not add up to the total price.
Cause
The Cloud Service Management Console allows an offering designer to configure options to be invisible to service consumers. Such options can still be preselected by the offering designer, and may also have pricing associated with them. This means that a subscriber for such an offering will have these options selected automatically during checkout, but will not be able to see those selections or know that they have a cost associated with them. The Marketplace Portal includes the price information for these selected, but hidden, options when calculating the total price, but does not otherwise display the options that account for this additional cost.

Workaround
As a service offering designer, avoid associating pricing to pre-selected options that you have configured as not visible to subscribers.

Marketplace Portal is unresponsive after canceling subscriptions
QCCR1D177494
Problem
Canceling subscriptions for HP Cloud OS-based designs can cause the HP Cloud OS Administration Dashboard and/or Marketplace Portal to become unresponsive for a period of time. This behavior is most commonly experienced when multiple subscriptions are canceled concurrently.
Cause
Product defect.
Workaround
The UI will become responsive after a temporary delay.

The Marketplace Portal **Add Volume Group to Server Group** public action works only in limited situations
QCCR1D177615
Problem
The **Add Volume Group to Server Group** public action that is visible in the Marketplace Portal for services created from topology HP Cloud OS designs works only in very limited situations.
Cause
The number of servers in the server group must match the number of volumes being added when this action is called. However, the dropdown for **Volume IDs** does not allow a user to select multiple volumes. Therefore this action can only work successfully if the number of servers in the server group is one (1). In addition, a volume must have already been created in HP Cloud OS that is not associated to a server group, as only such volumes will be available for user selection when running this action.
Workaround
No workaround available.

Errors in csa.log when Marketplace Portal loads dynamic values for topology design public actions
QCCR1D176876
Problem
When the dialog for the **Assign Floating IP Address** public action is displayed in the Marketplace Portal for services created from HP Cloud OS topology designs, errors will be written to the csa.log. For example:

```
ERROR  ActionParameterServiceImpl : Fetching dynamic values failed
java.lang.IllegalStateException: Expanded url
'http://10.10.10.10:21051/1/resource_pool_list/65/network_list/${network_ref}/floating_ip_list'
contains not expanded placeholders '[network_ref]'
```

Cause
Product defect.
Workaround
These log messages can safely be ignored.

Marketplace Portal fails to start after installing HP CSA on Windows
QCCR1D172298
Problem
After installing HP CSA in a Windows environment, the Marketplace Portal may fail to start, preventing users from logging in to the Marketplace Portal.
Cause
The script used to start the Marketplace Portal service fails intermittently.
Workaround
Determine if the Marketplace Portal service is running by navigating to **Control Panel** > **Administrative Tools** > **Services**. If the HP Marketplace Portal service is not running, start the service. If it is running, but the Marketplace Portal is inaccessible to a web browser, restart the service.

Known Problems, Limitations and Workarounds

User cannot log in to Marketplace Portal after login screen token expires

QCCR1D 174988

Problem

If a Marketplace Portal user navigates to the login page, waits for a long duration, and then attempts to log in, the login will fail and a message will be displayed about an expired token. At that point, the user will be unable to refresh or otherwise navigate from the login page in order to obtain a new token.

Cause

The Marketplace Portal authenticates users via the Identity Management Service using a generated token passed in the URL that redirects the user to the Identity Management Service login page. That token is time sensitive, for security reasons, with a default out-of-the-box expiration of 60 minutes. After the token has expired, if the user attempts to log in, the Identity Management Service will not allow the user to proceed, and will simply inform the user to return to the application that had sent them to the Identity Management Service (in this case, the Marketplace Portal).

For security reasons, the Identity Management Service is unable to generate a new token for the user, and requires that they return to their original destination, in this case, the Marketplace Portal, in order to obtain a new token.

Workaround

The user needs to navigate back to the (organization specific) landing page for the Marketplace Portal. For example:

```
https://mpp-host:8089/org/CSA_CONSUMER
```

This will cause a new token to be generated and redirect the user to the Identity Management Service login page, at which point they should be able to log in successfully.

It is recommended that users not bookmark the login page URL for the Marketplace Portal (which includes a token in the URL line that will expire) and instead bookmark the main URL for the Marketplace Portal, for example:
```
https://mpp-host:8089/org/CSA_CONSUMER.
```

Subscriber notifications are not localized in Marketplace Portal

QCCR1D177158

Problem

Notifications sent to subscribers in the Marketplace Portal are not localized to the client browser locale.

Cause

Product limitation.

Workaround

No workaround is available.

Cancel All shows a failure in Marketplace Portal

QCCR1D177900

Problem

When a Marketplace Portal user issues a **Cancel All** request, or when multiple HP Cloud OS-based subscriptions are otherwise canceled at the same time, some of the subscriptions may incorrectly show a status indicating that the cancel failed.

Cause

When there are multiple subscriptions canceled in HP Cloud OS concurrently, the HP Cloud OS performance degrades causing HP CSA to issue multiple cancel requests for the same subscription, some of which will fail.

Workaround

The cancel requests will actually succeed in HP Cloud OS, but HP CSA may indicate the cancellation failed. After confirming that the cancellation is successful in HP Cloud OS, the subscriptions can be deleted in HP CSA. Alternatively, you can avoid cancelling multiple subscriptions at a time to avoid this issue.

After "Access is Denied" message, clicking on **Return to Dashboard** takes you to the CSA Consumer login page

QCCR1D178075

Problem

If a user logs into the Marketplace Portal for an organization other than CSA Consumer organization and that user does not belong to the Service Consumer role for that organization, the user will see an "Access is Denied" page. If

they click the **Return to Dashboard** button on that page, it will take them to the login page for the CSA Consumer organization, not the login page for the originally specified organization.

Cause

In the case of invalid authorization, the Marketplace Portal doesn't keep track of which organization the user originally requested. The link to return them to the dashboard (which would trigger a login sequence) ends up defaulting to the CSA Consumer organization.

Workaround

If consumer organizations other than the CSA Consumer organization are used in your environment, instruct users not to click the **Return to Dashbo**ard link, but rather to use their organization-specific URL to access the Marketplace Portal.

Subscription end dates provided for selection are in the past

QCCR1D178181

Problem

When changing from a recurring subscription to a term subscription in the Marketplace Portal, it is possible the dates available for selection for the **End Date** are partially (or completely) in the past. The allowed values for **End Date** will depend on the **Start Date** for the subscription and the **Subscription End Date Period (months)** configured for the consumer organization in the Cloud Service Management Console's Organizations area.

This issue will most commonly be encountered for subscriptions created in a prior version of CSA that was then upgraded to 4.0.

Cause

The latest **End Date** allowed for a term subscription is 12 months after the **Start Date**, and it may be less depending on the **Subscription End Date Period (months)** configuration for the organization. Changing from a recurring to a term subscription does not affect the **Start Date**.

Workaround

Avoid changing the subscription from a recurring subscription to a term subscription in situations in which the allowed **End Dates** are all in the past. If a term subscription is required, the user must create a new subscription and set the **Start** and **End Dates** as appropriate.

Subscription **End Date** is displayed as one day after the **Start Date**

QCCR1D178176

Problem

Recurring subscriptions created in the Marketplace Portal will display an **End Date** of one day after the **Start Date** when a user modifies the subscription. This can cause confusion for a subscriber, who may believe their subscription has expired.

Note that when upgrading from HP CSA 3.20 to CSA 4.00, subscriptions that had no end date configured in the 3.20 Cloud Subscriber Portal will become recurring subscriptions in the Marketplace Portal and exhibit the same behavior on subscription modification as discussed above.

Cause

The Marketplace Portal defaults to displaying an **End Date** of one day after the **Start Date** when a user attempts to modify a recurring subscription.

Workaround

Although the **End Date** is erroneously displayed, it is ignored for recurring subscriptions, and will not cause the subscription to expire. If the subscriber modifies the subscription and makes it a term subscription, care must be taken to set the **End Date** to a value in the future.

A **List** subscriber option property that is marked as not required in the Cloud Service Management Console appears as required in the Marketplace Portal

QCCR1D178237

Problem

When creating a **List** subscriber option property in the Cloud Service Management Console's Sequenced Designs area, if the **Value Entry Method** is **Dynamic Query**, **Multi-Select** is enabled, and the property is marked as **Not Required**, the property will still be required for subscribers in the Marketplace Portal.

Cause

Dynamic list properties are incorrectly always marked as required when properties are cloned from a service design to a service offering, and, hence, are required to subscribers in the Marketplace Portal.

Workaround

The script that produces the dynamic data can be updated to return a value such as **No Selection** that a subscriber can select to comply with the required property enforcement in the Marketplace Portal.

Properties that should not be visible to subscribers are displayed on the View Service Topology page

QCCR1D175828

Problem

In the Marketplace Portal, the **View Service Topology** link displays properties for topology based subscriptions that might not be appropriate to be visible to subscribers. In particular, properties such as `self`, `global_id`, and `resource_pool_ref` (among others) include the URL to the HP Cloud OS resource provider that performed the provisioning.

Cause

An exclusion list was created to hide these properties on the **My Service Details** page, but the same functionality was not added to the **View Service Topology** page.

Workaround

No workaround is available.

Installation and Upgrade Guides

The generated PDFs have formatting problems

Problem

The PDFs generated from the Installation and Upgrade Guides have the following problems:

- In a table row that is split due to pagination, the first column of this row is merged with the first column of the next row in the table.
- Example text is truncated on the right margin.
- Text is awkwardly broken at the end of a line.
- Links to other sections in the document are broken.
- Icons embedded in the content may not be displayed.

Workaround

View the contents of the Installation and Upgrade Guides from a Web browser instead of printing them.

Online Help

Cloud Service Management Console Help is missing information about resource bindings and resource offerings when importing and exporting component palettes

QCCR1D177198

Problem

The Cloud Service Management Console Help is missing the following information:

- If component templates in a component palette have resource bindings on resource offerings, when the component palette is exported, resource offering XML files are included in the component palette archive.

- At component palette import, resource offerings are either created when a resource offering with same name does not exist on the system, or updated when a resource offering with the same name exists. This resource offering import behavior occurs because the import option for a component palette is always Update.

Cause

Missing information in the Cloud Service Management Console Help.

Workaround

Not Applicable.

Known Problems, Limitations and Workarounds

HP CSA APIs

REST API login fails due to truncation of content

QCCR1D153699

Problem

If you use the user REST API lookup URL `https://<host>:<port>/csa/rest/login/<orgName>/<username>` without including a trailing "`/`" after `<username>,` `the` `<username>` may have trailing characters erroneously removed. For a username such as **john.smith@xyz.com**, the **.com** portion is removed from the username, resulting in an error.

Cause

Spring strips off the parts of the username after the final '.' if no trailing slash is included.

Workaround

There are 2 workarounds available

1) Add a trailing "`/`" to the REST API lookup call.

`https://<host>:<port>/csa/rest/login/<orgName>/<username>/`

For example,

`https://<host>:<port>/csa/rest/login/CSA-Provider/john.smith@xyz.com/`

2) For this type of username use the alternate lookup URL:

`https://<host>:<port>/csa/rest/login/<orgName>/userLookup?userName=<userName>`

For example:

`https://<host>:<port>/csa/rest/login/CSA-Provider/userLookup?userName=john.smith@xyz.com`

Primitive values reset to default if no value is provided

QCCR1D152913

Problem

When users make a PUT request from the REST API, if the users don't provide values for primitive properties, these properties are set to their default values.

Cause

Some properties of an artifact are modeled in Java using primitive types. This can cause certain issues when using the PUT requests via REST API. When a PUT request is sent to the HP CSA instance using a REST API, the data that represents an artifact or a part of an artifact is converted to a java object. All properties with primitive types in a Java object always need to have values. When users don't provide values for these properties, the default values are used to satisfy the requirement.

The following are the primitive types in Java:
- byte
- short
- int
- long
- float
- double
- char
- boolean

Workaround

Invoke a GET call first, and then modify only the necessary properties from the GET response. This modified response should be sent as part of the PUT request.

Artifact REST API returns error that detail=FULL is not supported

QCCR165193

Problem

When the Artifact GET REST API is called for an Organization artifact without specifying the detail parameter, an error is returned reporting that "detail=FULL is not supported for Organization Artifact".

Cause

The default value of detail parameter FULL has been disabled for the Organization artifact because the returned response can be very large due to many contained artifacts.

Workaround

Specify "detail=BASIC" as a query parameter.

REST API login to a consumer organization returns large amount of data

QCCR178125

Problem

The data returned from a REST API login to a consumer organization (for example,
`https://<csa_host>:8444/csa/rest/login/CSA_CONSUMER/consumer`) includes data for all Marketplace Portal
dashboard widgets configured for the organization, increasing the size of the response and the total time for the
request to complete.

Cause

The XML response includes the organization object, which includes all the custom widgets that are applicable for the
Organization.

Workaround

If performance issues are identified that are attributed to this API, then the number of widgets and the content of
each widget should be evaluated to minimize the amount of returned data.

Integrations with HP CSA

HP ArcSight Logger

HP CSA `server.log` integration with ArcSight Logger does not work correctly

QCCR1D156585

Problem

Integration of the `%CSA_HOME%\jboss-as-7.1.1.Final\standalone\log\server.log` with HP ArcSight Logger
version 5.2 or 5.3 is not supported.

Cause

JBoss 7.1.1 integration with ArcSight Logger 5.2 or 5.3 requires an additional handler and is not currently supported
by ArcSight Logger.

Workaround

No workaround is currently available. An enhancement request has been raised with the HP ArcSight Logger team
for this handler and may be available after product release. Contact your HP support representative for more details
on the status of this enhancement request.

HP ArcSight Logger configuration entries are not seen in `log4j.properties`

QCCR1D156785

Problem

If HP ArcSight Logger was configured with HP CSA prior to upgrade to 3.10, after upgrade to HP CSA 3.10, the
ArcSight Logger integration no longer works as expected.

Cause

The upgrade to 3.10 does not properly update the `log4j.properties` file.

Workaround

After upgrading to HP CSA 3.1, open:
`%CSA_HOME%\jboss-as-7.1.1.Final\standalone\deployments\csa.war\WEB-INF\classes\log4j.properties`
and comment the following lines at the bottom of the file, as shown below:

```
#log4j.appender.cef1=com.hp.esp.arcsight.cef.appender.Log4jAppender
#log4j.appender.cef1.deviceVendor=HP
#log4j.appender.cef1.deviceProduct=CSA
#log4j.appender.cef1.deviceVersion=3.1
#log4j.appender.cef1.transportType=SYSLOG
#log4j.appender.cef1.hostName=192.x.x.x
#log4j.appender.cef1.port=515
#log4j.appender.cef1.layout=org.apache.log4j.PatternLayout
#log4j.appender.cef1.layout.ConversionPattern=%d{DATE} [%t] %-5p %x %C{1} : %m%n
#log4j.appender.cef1.appender.threshold=off
```

Known Problems, Limitations and Workarounds

Cannot integrate HP ArcSight with HP Operations Orchestration (HP OO) 10.x

QCCR1D176942

Problem

HP OO 10.x integration with HP ArcSight is not supported or discussed in the HP CSA-ArcSight integration whitepaper.

Cause

Integration is not yet supported.

Workaround

HP OO 10.x integration with HP ArcSight will be available in a future release.

HP Cloud OS

Terminating an instance in HP Cloud OS 1.2 is not reflected in the HP CSA Marketplace Portal or Cloud Service Management Console

QCCR1D176653

Problem

Changes made to an already provisioned HP Cloud OS instance in the HP Cloud OS Administration Dashboard will not be reflected in the Cloud Service Management Console or the Marketplace Portal. For example, if you terminate an instance in HP Cloud OS via the HP Cloud OS Administration Dashboard, the subscription will still show as Active in the Marketplace Portal and the Operations area of the Cloud Service Management Console.

Cause

Changes made directly to active instances in HP Cloud OS are not synchronized to HP CSA.

Workaround

If you need to cancel or otherwise modify a subscription for a service that was provisioned by HP CSA, do so via the Marketplace Portal or the Operations area of the Cloud Service Management Console, not via the HP Cloud OS Administration Dashboard.

After HP CSA is restarted, no topology designs can be created or provisioned using an SSL enabled HP Cloud OS resource provider

QCCR1D178194

Problem

If you configure an HP Cloud OS resource provider in the Resources area of the Cloud Service Management Console, and if that HP Cloud OS resource provider uses an HTTPS service access point, the provider validation will be successful, and you will be able to create topology based designs using that provider and you will be able to provision services using that provider. However, if the SSL certificate used by that Cloud OS resource provider is not trusted by HP CSA (that is, none of the signing certificates is trusted by a certificate in the cacerts truststore of the JRE used by HP CSA), and HP CSA is restarted, errors will be written to the log and no new topology designs can be created or provisioned using that provider.

Cause

For all providers except HP Cloud OS, an SSL certificate returned by the provider is automatically trusted, even if the signer of the certificate is not included in the cacerts keystore. For HP Cloud OS providers, one of the certificates in the certificate chain for the provider must be imported into the cacerts truststore of the JRE used by HP CSA.

Workaround

To enable usage of an HP Cloud OS resource provider that uses an SSL service access point, there are two options (Option 1 is recommended):

- Option 1 (recommended) - Import the HP Cloud OS SSL certificate (or one of the certificates in the chain that signed this certificate) into the cacerts truststore of HP CSA's JRE (documentation for importing certificates into this truststore is available in the HP CSA Configuration Guide).
- Option 2 - Edit the resource provider in the Resources area of the Cloud Service Management Console, click **Save**, and new topology designs can again be created using this resource provider. This option will only work until the next restart of HP CSA, at which point the resource provider must again be edited to enable usage of the resource provider.

Known Problems, Limitations and Workarounds

HP Matrix Operating Environment (HP MOE)

HP MOE Subscription fails with error "No server pools are available to user"
QCCR1D147531
Problem
When a subscription is requested for a MOE_COMPUTE_MT_3.20 or MOE_SCL_MT based service design, the following error is seen in the OO flow:

```
No server pools are available to user
```

Cause
HP Matrix Operating Environment has the following restriction: In v7.0, correct behavior of the API/CLI commands is only guaranteed if the user is the member of one organization.
Workaround
See the whitepaper *Multi-Tenancy in HP Matrix Operating Environment Infrastructure Orchestration 7.0* for more details.

HP Operations Orchestration (HP OO)

A subscription fails for an HP Cloud Service (HP CS) – OPENSTACK service and its status shows as **Pending**.
QCCR1D155141
Problem
When a subscription fails for an HP Cloud Service (HP CS) – OPENSTACK service, the subscription status in the Marketplace Portal may still show as **Pending** with a state of **Deploying**.
Cause
Invalid combination of inputs is selected when ordering the subscription. The HP Operations Orchestration (HP OO) – OPENSTACK integration flows do not return an error when an invalid combination of inputs is selected when ordering the subscription. They throw a runtime exception that terminates the flow. The process status is thus not updated in HP CSA, leaving the state as **Deploying** and the subscription status as **Pending**.
Workaround
No workaround is currently available. A defect has been submitted against the HP OO – HP CS integration, with ID QCCR1D155146.

HP OO error message occurs when running Resource Synchronization Action
QCCR1D178109
Problem
HP CSA includes a VMware vCenter Sync Resource Capacity OO flow that can be configured as a Resource Synchronization Action on a resource pool in the Resources area of the Cloud Service Management Console. This flow does not work correctly when using HP OO 10.02, and results in the following HP OO log error

```
2014-01-07 02:57:43,697 [WorkerExecutionThread-5_165674252] (PluginAdapterImpl.java:176)
ERROR - com.vmware.vim25.ManagedObjectNotFound at
Sun.reflect.NativeConstructorAccessorImpl.newInstance0(Native Method)
```

Cause
Defect in the flow.
Workaround
Manually update the capacities of the resources configured on resource pools in the Cloud Service Management Console.

Known Problems, Limitations and Workarounds

HP SiteScope (HP SiS)

Subscription for service design MOE_COMPUTE_SITESCOPE_UCMDB_3.20 is canceled and some HP Sitescope monitors are not removed when using HP Operations Orchestration

QCCR1D177099

Problem

When a subscription for the service design `MOE_COMPUTE_SITESCOPE_UCMDB_3.20` is cancelled, some of the monitors deployed on HP SiteScope may not be removed when using HP Operations Orchestration (HP OO) 10.x.

Cause

This is a defect in HP OO 10.01.001, which will be addressed in 10.10.

Workaround

Delete the monitors manually in HP SiteScope.

VMware vCenter

vCenter service design causes two lifecycle actions to run at the same time

QCCR1D165889

Problem

While one lifecycle transition is in progress, the lifecycle engine does not allow another lifecycle transition to begin. But, the Marketplace Portal allows this, which causes the lifecycle engine to behave unexpectedly. This issue occurs for vCenter-based subscriptions as part of Flex-in and Flex-out operations.

Cause

The `Add Server` public action on vCenter-based subscriptions has timed out. But the `Undeploy` action called by `Add Server` to perform cleanup is still running in the background. HP CSA is not aware of this process in the background and allows a subsequent `Add Server` action to be invoked.

Workaround

Increase the timeout for the vCenter Flex-in Server/vCenter Flex-out Server flows.

Follow the steps below for the Flex-in Server flows:

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

Follow steps 3 through 5 above for `vCenter Flex-out Server` subflow found under
`/Library/CSA/3.2/Providers/vCenter/vCenter Flex Server Count/Subflows/`.

Legal Notices

Support

You can visit the HP Software support 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 software 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 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 an active support contract. To find more information about support access levels, go to the following URL:

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

To register for an HP Passport ID, go to the following URL:

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