

HP Database and Middleware Automation

For Red Hat Enterprise Linux and SUSE Enterprise Linux

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Troubleshooting Guide

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The following table indicates changes made to this document since the last released major edition.

Document Changes

Chapter	Version	Changes
Title Page Legal Notices	10.20	Updated version number, software release date, document release date, and copyright date range. Added SUSE platform.
Specify a Renamed Windows Administrator User HP Software Documentation	10.20	Added instructions to use the HP Live Network connector to update westAPX with the additional Update WestAPX for Windows User.
Common Baseline Errors	10.20	The TNS listener needs to be started after database creation. If the TNS listener is not running, an error in the Oracle Server or Oracle SID Name will occur.
DMA Client Files Policy Error	10.20	Added troubleshooting information if the /DMA_Client directory does not exist or is not writable.
Troubleshooting	10.20	Added information about turning on debug.
Troubleshooting	10.20.100	Added troubleshooting information for login errors: Oracle database password changed The HP DMA database is not accessible
Special Configurations Troubleshooting	10.20.100	Reduced instructions for advanced DMA users to create and configure Custom Fields.
Use a Proxy Server with HP DMA	10.20.100	Reorganized section.
Run as a Windows Domain User	10.20.100	Added new capability to configure a Windows domain user using runtime parameters.
Title Page Legal Notices Entire guide	10.21	Updated version number, software release date, document release date, and copyright date range. Updated document template. Updated screen shots.
Troubleshooting	10.21	Added new section Run Time Errors to describe Workflow Aborts Using an Internal SSL Certificate.

Document Changes, continued

Chapter	Version	Changes
Troubleshooting	10.21	Added a new troubleshooting section "The SA Core was Updated" under Login Errors .
Troubleshooting	10.21	Added new "HP DMA is Switched to Different SA Core" section to Login Errors . Added new "Reset the HP DMA Initial Admin Password" section to Password Security .
Performance Issues	10.21	Added new Troubleshooting information for performance issues.

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Contents

Contents	4
Introduction	7
Audience	7
Related Documents	7
Chapter 1: Troubleshooting	8
Debugging Tools	8
Troubleshooting Issues	10
Common Baseline Errors	12
Oracle Database User Was Not Created	12
Oracle Listener Is Not Running	13
Oracle Database Is Not Running	13
Error in the Oracle Server or Oracle SID Name	14
HP DMA Client Fails to Contact HP DMA Server	15
Did Not Run the Baseline Command as Root User	17
APX Tool Configuration Error	19
Not Pointing to Correct APX Tool Directory	19
DMA Client Files Policy Error	20
DMA_Client Directory Does Not Exist or Is Not Writable	20
Microsoft Patch Database Is Out of Date	21
Connector Errors	24
The SA Core Server Is Down	24
The JAR Files Are Not at the Required Locations	25
Login Errors	26
The SA Core Server Is Down	27
The SA Group Does Not have Login Access	27
HP DMA Started Before SA was Running	28
Oracle Database Password Changed	29
The HP DMA Database is Not Accessible	30
The SA Core was Updated	31

HP DMA is Switched to Different SA Core	32
No Servers Available to Add to HP DMA	34
The HP DMA Connector User Does Not Have Required Permissions	35
The HP DMA Connector User Cannot Find Any Servers	35
The Servers Are Already in Another HP DMA Organization	36
The HP DMA User Does Not Have Correct Permissions	36
The DMA Client Files Policy Is Not Attached and Remediated	37
Run Time Errors	38
Workflow Aborts Using an Internal SSL Certificate	38
Performance Issues	40
Intermittently Unable to Log In and System Freezes	40
Password Security	41
Reset the HP DMA Initial Admin password	41
Chapter 2: Special Configurations	43
Change the Default Port	44
Use a Proxy Server with HP DMA	45
Default HP DMA Communications	46
Using an SA Satellite as a Proxy Server	47
How HP DMA Manages Proxy Communication	48
How to Set Up a Proxy Server	49
Configure the SA Core Gateway Properties	49
Specify the Server Automation Realm	50
Create and Configure the HP DMA Custom Fields	52
Specify a Renamed Windows Administrator User	54
Update the HP DMA APX	55
Create and Configure the HP DMA Custom Field	55
Run as a Windows Domain User	57
Configure Windows Domain User Using Custom Fields	57
Configure Windows Domain User Using Runtime Parameters	59
Change the Number of Active Connections	61
Chapter 3: Reference Information	62

HP Software Documentation	63
HP DMA Baseline Options	65
About the SA Client	67
Workflow Execution Script	69

Introduction

This guide provides information that will help you troubleshoot problems that can arise during the installation and initial configuration of HP Database and Middleware Automation (HP DMA) version 10.20.

This guide also provides information about various [Special Configurations](#) that may be pertinent to your environment.

Audience

This guide is intended for HP DMA administrators who are responsible for installing or upgrading HP DMA.

Related Documents

This document refers to the *HP DMA Installation Guide*.

The following HP Server Automation (SA) documents may also be helpful:

- *HP SA Administration Guide*
- *HP SA Overview and Architecture Guide*
- *HP SA Single-Host Installation Guide*
- *HP SA Simple/Advanced Installation Guide*

All HP DMA and SA documentation is available on the HP Software Product Manuals web site (see [HP Software Documentation](#) on page 63).

Chapter 1: Troubleshooting

This guide provides information that will help you troubleshoot problems that can arise during the installation and initial configuration of HP Database and Middleware Automation (HP DMA) version 10.20.

Debugging Tools

HP DMA provides Custom Fields that can assist you in the debug process by providing additional output information:

- `DEBUG_LEVEL`: Controls the level of workflow output to the HP DMA Console Page. The following describes the values:

0	No debug
1	Error debug
2	Warning debug
3	Success, information, and notice debug
4	Debug debug
5	Verbose debug
99	Maximum debug
- `west_verbose`: Determines whether additional debug logging is written to the HP DMA Client log. Valid values are TRUE and FALSE.

This output can be valuable if you need assistance from HP Support.

Tip: See the "Custom Field" section in the *HP DMA Administrator Guide* for additional information on how to create and customize Custom Fields.

To create and configure the debug Custom Fields:

1. Decide whether you want debug at the organization level or the server level.

Note: You can specify Custom Fields for both organizations and individual servers. If both are specified, the server level information takes precedence over the organization level information.

Note: To debug what happens on a specific target when a specific workflow runs, create the Custom Fields at the server level.

2. Go to Environment > Custom Fields to create the new Custom Fields at either the Organization or Server level (alternatively, you can add Custom Fields when the organization or server is open in the Environment page):
 - DEBUG_LEVEL with type Text
 - west_verbose with type List and options TRUE or FALSE
3. Specify the Custom Field values at the organization level, the server level, or both:
 - Go to Environment > Dashboard > <organization_name> (Optional: > <server_name>).
 - Set DEBUG_LEVEL to 99—the highest level of debug.
 - Set west_verbose to TRUE.

Note: This must be performed by an HP DMA user who has a role with Write permission for the pertinent organizations (or Administrator capability).

Tip: If you do not see this Custom Field, be sure that **Show empty values** is selected.

To obtain debug information:

1. Run the pertinent workflow on the server that has the debug Custom Fields turned on.
2. After the workflow completes, the debug information will be available on the Console and History tabs for the workflow.
3. *Optional:* To save the history output as a CSV file, click  at the upper-right corner of the history page.

You can relay this information to HP Support for further troubleshooting.

To turn off debug:

When you are done debugging, you can modify the values of the Custom Fields to turn the debug off:

- Go to Environment > Dashboard > <organization_name> (Optional: > <server_name>)
- Set DEBUG_LEVEL to 0—no debug.
- Set west_verbose to FALSE.

Tip: If you do not see this Custom Field, be sure that **Show empty values** is selected.

Optional: You can also delete the DEBUG_LEVEL and west_verbose Custom Fields since the default values turn off the debug.

Troubleshooting Issues

Each troubleshooting topic shows you how to diagnose and resolve a particular problem. The topics are grouped according to where in the HP DMA installation process each problem can occur. Pertinent log file snippets are included.

In the following table, the Installation Step column indicates where in the HP DMA installation process each type of problem becomes apparent. The Probable Cause column contains links to topics that show you how to diagnose and resolve a particular problem.

Problem	Installation Step	Probable Cause
Common Baseline Errors	Install the HP DMA Server	Oracle Database User Was Not Created
		Oracle Listener Is Not Running
		Oracle Database Is Not Running
		Error in the Oracle Server or Oracle SID Name
		HP DMA Client Fails to Contact HP DMA Server
		Did Not Run the Baseline Command as Root User
APX Tool Configuration Error	Import the HP DMA APX	Not Pointing to Correct APX Tool Directory
DMA Client Files Policy Error	Install the DMA Client Files Policy	DMA_Client Directory Does Not Exist or Is Not Writable
		Microsoft Patch Database Is Out of Date
Connector Errors	Configure the Connector	The SA Core Server Is Down
		The JAR Files Are Not at the Required Locations
		Connector Errors
Login Errors	Start HP DMA	The SA Core Server Is Down
		The SA Group Does Not have Login Access
		HP DMA Started Before SA was Running
		Oracle Database Password Changed
		The HP DMA Database is Not Accessible
		The SA Core was Updated
		HP DMA is Switched to Different SA Core

Problem	Installation Step	Probable Cause
<p>No Servers Available to Add to HP DMA</p>	<p>Add Available Targets</p>	<p>The HP DMA Connector User Does Not Have Required Permissions</p>
		<p>The HP DMA Connector User Cannot Find Any Servers</p>
		<p>The Servers Are Already in Another HP DMA Organization</p>
		<p>The HP DMA User Does Not Have Correct Permissions</p>
		<p>The DMA Client Files Policy Is Not Attached and Remediated</p>
<p>Run Time Errors</p>	<p>This error does not show up during the install process but when you run an HP DMA workflow.</p>	<p>Workflow Aborts Using an Internal SSL Certificate</p>
<p>Performance Issues</p>	<p>Performance issues do not show up during the install process but when you run HP DMA workflows.</p>	<p>Intermittently Unable to Log In and System Freezes</p>
<p>Password Security</p>	<p>This issue does not show up during the install process. Use these instructions to reset the HP DMA Initial Admin password.</p>	<p>Reset the HP DMA Initial Admin password</p>

Common Baseline Errors

Most errors that occur when running the `dmaBaselineData` command can be attributed to:

- Not setting up Oracle Database as specified in "Create and Configure the Oracle Database" in the *HP DMA Installation Guide*.
- The TNS listener is not running.
- Not specifying the correct values in the `dmaBaselineData` command.
- Not specifying the correct HP DMA server host name in the `dmaBaselineData` command.
- Not running the `dmaBaselineData` command with the correct permissions (root).

The following topics will help you identify and resolve baseline errors.

For additional information, see "Install the HP DMA Server" in the *HP DMA Installation Guide*.

Oracle Database User Was Not Created

To verify that your HP DMA Oracle Database user was created:

1. Log in to Oracle Database:

```
sqlplus / as sysdba
```

2. Run the following query:

```
select username from dba_users where username like '%DMA%'
```

This command will list any usernames where DMA is part of the name.

If your HP DMA Oracle Database user name is not on the list, have your Oracle Database administrator (DBA) follow the instructions in "Create and Configure the Oracle Database" in the *HP DMA Installation Guide* to add the HP DMA Oracle Database user.

Oracle Listener Is Not Running

To verify that the Oracle Listener is running:

1. On the Oracle Database system, run the following commands:

```
su - oracle
```

```
ps -ef | grep tns
```

2. If the Oracle Listener is running, the output of the `ps` command will be similar to this:

```
[oracle@oraserver ~]$ ps -ef|grep tns
oracle    3924      1  0 10:51 ?          00:00:00
/u01/app/oracle/product/11.2.0/db1/bin/tnslsnr DMALIST -inherit
oracle    3921  3632  0 10:50 pts/1    00:00:00 grep tns
```

If the Oracle Listener is not running , the output of the `ps` command will be similar to this:

```
[oracle@oraserver ~]$ ps -ef|grep tns
oracle    3921  3632  0 10:50 pts/1    00:00:00 grep tns
```

If the Oracle Listener is not running, have your Oracle DBA start it.

Oracle Database Is Not Running

To verify that Oracle Database is running:

1. On the Oracle Database system, run the following commands:

```
su - oracle
```

```
ps -ef | grep pmon
```

2. If Oracle Database is running, the output of the `ps` command will be similar to this:

```
[oracle@oraserver ~]$ ps -ef | grep pmon
oracle    4018      1  0 10:55 ?          00:00:00 ora_pmon_dmademo
oracle    4109  3956  0 10:55 pts/1    00:00:00 grep pmon
```

If Oracle Database is not running, the output of the ps command will be similar to this:

```
[oracle@oraserver ~]$ ps -ef | grep pmon  
oracle      3982   3956   0 10:54 pts/1    00:00:00 grep pmon
```

If Oracle Database is not running, have your Oracle DBA start it.

Error in the Oracle Server or Oracle SID Name

If you specify an incorrect host name for the Oracle Database system, an incorrect Oracle SID name, or any other incorrect database connection parameters in the dmaBaselineData command, the command will fail.

For example:

```
$ sh ./dmaBaselineData.sh --create-tables  
--create-context --database-username dma --database-password dma  
--jdbc-connection-string jdbc:oracle:thin:@badorcl.mycompany.com:1521:badsid  
--dma-hostname dma.mycompany.com
```

This incorrect dmaBaselineData command will produce error messages similar to the following:

```
30 Jan 2005 11:28:45,901 INFO  DMABaselineData - Saved context file: /opt/hp  
/dma/server/tomcat/webapps/dma/WEB-INF/./WEB-INF/././././conf/Catalina/loc  
alhost/dma.xml  
30 Jan 2005 11:28:45,903 INFO  DMABaselineData - Context file has been creat  
ed.  
30 Jan 2005 11:28:48,016 INFO  DMABaselineData - Using specified context for  
settings (command line overrides ignored) file: /opt/hp/dma/server/tomcat/we  
bapps/dma/WEB-INF/./WEB-INF/././././conf/Catalina/localhost/dma.xml  
30 Jan 2005 11:28:48,834 ERROR DMABaselineData - Initial SessionFactory crea  
tion failed.  
30 Jan 2005 11:28:48,834 ERROR DMABaselineData - Unable to establish connect  
ion with database using provided connection info.  
java.lang.RuntimeException: Connection cannot be null when 'hibernate.dialec  
t' not set  
at com.hp.dma.cmdline.DMABaselineData.init(DMABaselineData.java:171)  
at com.hp.dma.cmdline.DMABaselineData.main(DMABaselineData.java:848)  
...
```

To solve this problem:

- Verify that the TNS listener is running.
- Specify the correct names for the dmaBaselineData command.

HP DMA Client Fails to Contact HP DMA Server

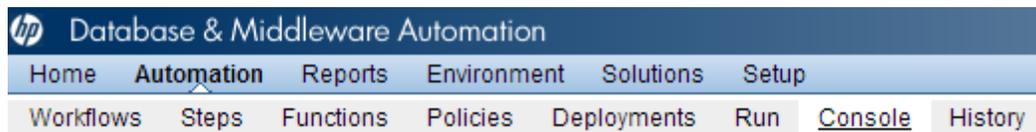
If the target server cannot communicate with the HP DMA server, a workflow will appear to be running when it really is not. There are several possible causes of this problem:

- The HP DMA server name is not resolvable on the target server.
- The HP DMA server is running a different port than the one specified in the `dma.xml` configuration file.

If the HP DMA server host name was not specified correctly when the `dmaBaselineData.sh` command was executed,

Symptoms

If this happens, the Console page looks like this—note that there are no messages in the step output box when you select the first step, and its status never changes from Initiated to Running.



Console

Status	Workflow	Started	Run by	Server
RUNNING	Discovery	28 Mar 13:20	admin	target1.mycompany.com

Output

Discovery Parameters
Initiated

Nothing here

Never changes to Running

The HP DMA log file on the target server will show that the target server cannot communicate with the HP DMA server:

```
2013-03-28 17:39:01,121 - INFO: Logging initiated for execution 'ff8080813db35c1e013db35e30e60000'  
2013-03-28 17:39:01,312 - ERROR: Error with HTTP POST: "Failed to reach server: error(111, 'Connection refused')"  
2013-03-28 17:40:01,328 - ERROR: Error with HTTP POST: "Failed to reach server: error(111, 'Connection refused')"  
2013-03-28 17:41:01,345 - ERROR: Error with HTTP POST: "Failed to reach server: error(111, 'Connection refused')"
```

This log file is located here on the target server:

- UNIX targets: `/var/tmp/DMA/<execution-id>/<execution-id>.log`
- Windows targets: `%TMPDIR%\dma\<execution-id>\<execution-id>.log`

Note that that `%TMPDIR%` is evaluated based on the user running the workflow. If you log in as a different user, you may not see this file in your `%TMPDIR%`.

Note: You will see Connection Refused error messages (as shown above) if the specified `dma-hostname` is a valid and resolvable host name. If it is not a resolvable host name, you will see error messages like this one:

```
2013-03-28 17:48:07,026 - ERROR: Error with HTTP POST: "Failed to reach server: gaierror(20001, 'getaddrinfo failed')"
```

Tip: This information is also displayed on the Connector Errors tab on the History page.

Solution

You can solve this problem by modifying the `webServiceUrl` parameter in the following file:

```
/opt/hp/dma/server/tomcat/conf/Catalina/localhost/dma.xml
```

Perform these steps on the HP DMA server:

1. Stop the DMA service.

```
$ service dma stop
```

2. In the `/opt/hp/dma/server/tomcat/conf/Catalina/localhost/dma.xml` file, check the highlighted value of `webServiceUrl` for the following:

- The host name is correct
- The host name is not localhost

- The host name is fully qualified
- The host name is spelled correctly

```
<?xml version="1.0" encoding="UTF-8"?>
<Context allowLinking="true" disableURLRewriting="true"
  path="/dma" privileged="true" swallowOutput="true"
  workDir="/var/opt/hp/dma/work/dma">
  <Valve className="org.apache.catalina.valves.AccessLogValve"
    directory="/var/log/hp/dma/" pattern="%h %l %u %t '%r' %s %b
    %S" prefix="localhost_access." suffix=".log"/>
  <Parameter name="com.hp.dma.core.webServiceUrl"
    value="https://dma1.mycompany.com:8443/dma"/>
  <Parameter name="com.hp.dma.conn.trustAllCertificates"
    value="false" />
  <Resource auth="container"
    driverClassName="oracle.jdbc.OracleDriver"
    factory="com.hp.dma.util.DmaTomcatContextHandler"
    maxActive="20" maxIdle="5" maxWait="2000" name="jdbc/dma"
    password="{AES}54dd1d97a915c4c3c8d0db986a1218db62008816fb924"
    type="javax.sql.DataSource"
    url="jdbc:oracle:thin:@dma1.mycompany.com:1521:DMA"
    username="dma"/>
</Context>
```

3. Start the DMA service.

```
$ service dma start
```

Note: You must also terminate the HP DMA Client process on the target server (see [Workflow Execution Script](#) on page 69).

Did Not Run the Baseline Command as Root User

You must run the `dmaBaselineData` command as root. If you run `dmaBaselineData` as another user, it will fail.

For example:

```
$ sh ./dmaBaselineData.sh --create-tables --create-context
--database-username dma --database-password dma
--jdbc-connection-string jdbc:oracle:thin:@oraserver.mycompany.com:1521:dmademo
--dma-hostname dmaserver.mycompany.com
```


APX Tool Configuration Error

You may receive an error that you do not have a valid APX file or directory when you perform the "Import the HP DMA APX" installation step.

Not Pointing to Correct APX Tool Directory

If you receive an error message similar to the following at the root command prompt, you are not pointing to the correct directory for the APX tool:

```
...  
[root@dmaserver ~](4) $ apxtool import westapx.zip  
Error: westapx.zip is not a valid APX file or directory.  
...
```

If you have this problem, verify the location of the APX tool and rerun the `apxtool` command (see "Import the HP DMA APX" in the *HP DMA Installation Guide*).

DMA Client Files Policy Error

Possible errors that can occur when you install, attach, or remediate the DMA Client Files policy on the SA server are the following:

- The `/DMA_Client` directory does not exist or is not writable
- The Microsoft Patch Database is out of date

The following topics will help you identify and resolve DMA Client Files policy issues.

For additional information, see "Install the DMA Client Files Policy" in the *HP DMA Installation Guide*.

DMA_Client Directory Does Not Exist or Is Not Writable

Symptoms

If the `/DMA_Client` directory does not exist or is not writable you will receive error messages similar to the following when you run `dma_upload.sh`:

```
...
# sh ./dma_upload.sh -host sa2.mycompany.com -user myusername -password mypassword -keyFile /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/PublicKey -folderName /DMA_Client
% Total      % Received % Xferd  Average Speed   Time    Time     Time  Current
Dload Upload  Total   Spent    Left  Speed
100 2780k 100 2780k    0     0  120M      0 --:--:-- --:--:-- --:--:-- 14
2M
% Total      % Received % Xferd  Average Speed   Time    Time     Time  Current
Dload Upload  Total   Spent    Left  Speed
100 1712k 100 1712k    0     0  127M      0 --:--:-- --:--:-- --:--:-- 15
1M
CORBA BAD_PARAM 0 No; nested exception is:
org.omg.CORBA.BAD_PARAM:  vmcid: 0x0  minor code: 0  completed: No
...
```

Solution

Make sure that the `/DMA_Client` directory exists and you can write to it.

If the upload is successful, you will receive messages similar to the following:

```
...  
# sh ./dma_upload.sh -host sa2.mycompany.com -user myusername -password mypassword -keyFile /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/PublicKey -folderName /DMA_Client  
% Total      % Received % Xferd  Average Speed   Time    Time     Time  Current  
Dload Upload  Total   Spent    Left  Speed  
100 2780k 100 2780k    0     0  137M      0 --:--:-- --:--:-- --:--:-- 15  
0M  
% Total      % Received % Xferd  Average Speed   Time    Time     Time  Current  
Dload Upload  Total   Spent    Left  Speed  
100 1712k 100 1712k    0     0  121M      0 --:--:-- --:--:-- --:--:-- 13  
9M  
Policy associations for DMA completed.  
...
```

Microsoft Patch Database Is Out of Date

It is important to have the latest Windows Patch Utilities on SA Core to support Windows 2012.

Symptoms

If your Windows 2012 servers are successfully managed by SA but failed to have the DMA Client Files policy installed, examine the contents of the Job Status log for Overall Server Status. If they are similar to the following, your Microsoft patch database is out of date.

```
The request to retrieve information from the Agent failed for an  
unknown reason, please contact your HP Server Automation  
Administrator.Execution error: Traceback (most recent call last):  
File ".\base\wayfuncs.py",line 136, in evaluator  
File "", line 3058, in ?  
  
...  
  
File ".\nt_hotfix_handler.py", line 539, in installedList  
File ".\nt\nt_hotfix_handler.py", line 521, in filterMbsa20ResultByInstalled  
OrRecommended  
OpwareError:  
  
...  
  
params: {'handler':'nt_hotfix_handler','results':'AGENT_ERROR_PATCH_DATABASE_  
CERTIFICATE_ERROR'}  
request: UNKNOWN  
tb_change: []  
  
...
```

Solution

Tip: The following steps must be performed by an SA administrator.

You should verify that you are using the current Microsoft links and files. The ones listed here were correct as of the publication of this guide.

Perform the following steps to update the Microsoft Products and install the DMA Client Files policy on Windows 2012 servers:

1. Using the SA Client, navigate to the Administration > Patch Settings > Patch Products page.
2. Update the Windows Update Redistribution Catalog (`wuredist.cab`) with one of the following methods:

- a. Update Products from Vendor:

Click the Update Products from Vendor button, set the URL to <http://update.microsoft.com/redist/wuredist.cab>, and then update.

- b. Update Product List from File:

Download the `wuredist.cab` file manually at <http://update.microsoft.com/redist/wuredist.cab> and then click the Update Product List from File button to update the `wuredist.cab` file that you just downloaded.

3. Update the Security Update Catalog (`wsusscn2.cab`) with one of the following methods:

- a. Update Products from Vendor:

Click the Update Products from Vendor button to update the available products list directly from Microsoft's web site (the default URL).

- b. Update Product List from File:

Download the `wsusscn2.cab` file manually at <http://go.microsoft.com/fwlink/?LinkId=76054> and then click the Update Product List from File button to update the `wsusscn2.cab` file that you just downloaded.

This updates the catalog of available patches.

4. Navigate to the Administration > Patch Settings > Patch Database page.
5. Update the Windows Update Agent standalone installers with one of the following methods:
 - a. Import from Vendor:

From the Windows Patch Utilities pane—auto-populated from the Security Update Catalog—select `WindowsUpdateAgent30-x86.exe`, `WindowsUpdateAgent30-x64`, and `WindowsUpdateAgent30-ia64.exe`, and then click Import from Vendor.

b. Import from File:

Download the installer files manually from:

<http://download.windowsupdate.com/windowsupdate/redist/standalone/7.4.7600.226/WindowsUpdateAgent30-x86.exe>

<http://download.windowsupdate.com/windowsupdate/redist/standalone/7.4.7600.226/WindowsUpdateAgent30-x64.exe>

<http://download.windowsupdate.com/windowsupdate/redist/standalone/7.4.7600.226/WindowsUpdateAgent30-ia64.exe>

Click the Import from File button to update the installer files that you just downloaded.

6. Clean up any Windows 2012 servers that indicate that the DMA Client Files policy is installed but are actually in a corrupt state.
7. Install the DMA Client Files policy on the Windows 2012 servers and remediate. For more information, see "Install the DMA Client Files Policy" in the *HP DMA Installation Guide*.

Examine the contents of the Job Status log for the  Succeeded status.

8. To update your repository with the same patching tools, copy the files that were downloaded in steps 3 and 5 to the Windows patching utilities directory on your SA Core (for example: /root/wintools or /root/winutils).

For more information see the *White Paper: SA 9.14: SA Server Patching Update* and the *SA 9.10 User Guide: Server Patching* that are available on the HP Software Product Manuals web site:

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

Connector Errors

The HP DMA connector enables HP DMA and SA to communicate. Possible errors that can occur when you configure the connector are:

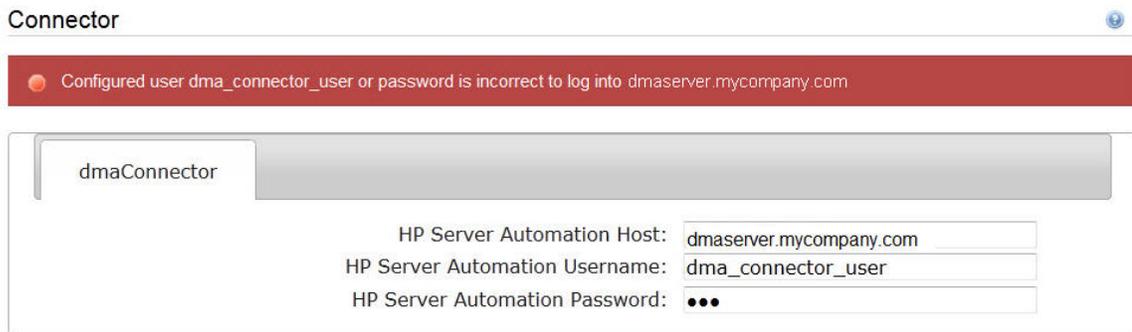
- The SA Core server is down.
- The JAR files are not at the required locations.

The following topics will help you identify and resolve connector errors.

For additional information, see "Configure the Connector" in the *HP DMA Installation Guide*.

The SA Core Server Is Down

You may see the following error when you try to add the connector:



Connector

Configured user dma_connector_user or password is incorrect to log into dmaserver.mycompany.com

dmaConnector

HP Server Automation Host: dmaserver.mycompany.com

HP Server Automation Username: dma_connector_user

HP Server Automation Password: ●●●

If you experience this error, examine the contents of the `/var/log/hp/dma/dma.log` file. If they are similar to the following, your SA server is down:

```
...
2013-03-14 08:46:47,720 INFO [main] SAConnector$StartExceptionHandler.handle
:962
Can't connect to Host saserver.mycompany.com on port 443
2013-03-14 08:46:47,723 INFO [main] BaseExceptionHandler.makeConnectorExcept
ionException:174
Can't connect to Host 'saserver.mycompany.com' on port 443. Ensure HP Server
Automation is currently running on 'saserver.mycompany.com' and firewall does
not block access to port 443.
org.omg.CORBA.COMM_FAILURE: vmcid: SUN minor code: 201 completed: No
at com.sun.corba.se.impl.logging.ORBUtilSystemException.connectFailure(ORBUT
ilSystemException.java:2200)
...
```

If your SA server is down, have your SA administrator fix the problem.

The JAR Files Are Not at the Required Locations

You may receive the following message when you try to add the connector:

Connector ?

● Unable to connect to Server Automation because opswclient.jar and twistclient.jar have not been copied to /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/lib

lupulin

HP Server Automation Host:

HP Server Automation Username:

HP Server Automation Password:

If you receive this error message, examine the contents of the `/var/log/hp/dma/dma.log` file. If the file contents are similar to the following, the `opswclient.jar` and `twistclient.jar` files are not at the required locations:

```
2005-01-30 16:37:54,626 INFO [main] PersistenceService:137 - Setting oracle
.net.tns.admin
2005-01-30 16:37:57,037 INFO [main] WorkflowStarter:107 - abortIfNotStarted
= true
2005-01-30 16:37:57,489 ERROR [main] StartupListener:114 - Unable to connect
to Server Automation because opswclient.jar and twistclient.jar have not been
copied to /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/lib
2005-01-30 16:37:57,489 INFO [main] StartupListener:115 - Failure:
java.lang.NoClassDefFoundError: com/opsware/client/TokenFinder
...
2005-01-30 16:37:57,491 ERROR [main] StartupListener:49 - Exception on start
up
java.lang.RuntimeException: Unable to start DMA due to Connector failure
```

To fix this problem, run the script command to copy the required JAR files to the correct locations as described in "Install the HP DMA Server" in the *HP DMA Installation Guide*.

Login Errors

If you are unable to log in to HP DMA, you may receive the following messages on the login screen:

- Credentials are incorrect or do not allow login.
- **Error:** Failed to connect with the configured database.

This can be caused by an invalid or locked out user, an incorrect password, or an unavailable database. Fix the problem with your database connection, restart DMA and try again.

Assuming that you have a valid username and password, the following cases may cause this problem:

- The SA server is down.
- Your role (SA group) does not have Login Access capability.
- HP DMA started before SA was running.
- The database password changed (or expired).
- The HP DMA database is not accessible.
- The SA core was updated.
- Your HP DMA server has been switched to a different SA core.

Use the following information to help you identify and resolve the problem.

The SA Core Server Is Down

If your login fails, examine the contents of the `/var/log/hp/dma/dma.log` file. If they are similar to the following, the SA server is probably down:

```
2005-01-30 17:25:19,182 INFO [http-8443-1] SAConnector:176 - SA Exception t
ransformed into
com.hp.dma.conn.ConnectorException: Error calling HP Server Automation Twist
er API on dmaserver.mycompany.com. HP Server Automation may be down or core
unreachable.

...

2005-01-30 17:25:19,186 INFO [http-8443-1] LoginAction:158 - User dmauserna
me failed to log in
```

If your SA server is down, have your SA administrator start it.

The SA Group Does Not have Login Access

If your login fails, examine the contents of the `/var/log/hp/dma/dma.log` file. If they are similar to the following, none of the user's roles (SA groups) have Login Access capability:

```
...

2013-03-21 15:58:48,145 INFO [http-8443-6] LoginAction:136 - User joe_user
is valid in connector ff8080813d69ac23013d69ac475a0000 but has no role allow
ing login
2013-03-21 15:58:48,146 INFO [http-8443-6] LoginAction:158 - User joe_user
failed to log in

...
```

If an HP DMA user's role (SA Group) does not have Login Access capability, add that user to a role (SA group) that does have Login Access capability – or register a different role, and grant that role Login Access capability.

See "Set Up the SA Groups and Users" in the *HP DMA Installation Guide* for more information.

HP DMA Started Before SA was Running

If all of the following conditions are true, and you still see the "Credentials are incorrect or do not allow login" error message, it is possible that HP DMA started running before SA was running:

- You are certain that your credentials are correct.
- You are certain that at least one of your HP DMA roles (SA groups) has Login Access capability.
- SA is now running.

The solution to this problem is to simply stop and restart HP DMA:

1. Stop the DMA service.

```
$ service dma stop
```

2. Start the DMA service.

```
$ service dma start
```

Oracle Database Password Changed

Periodically the password for the Oracle database may change (or expire). HP DMA provides a script to change the password that is stored in the `dma.xml` file.

If your login fails, examine the contents of the `/var/log/hp/dma/dma.log` file. If they are similar to the following, the Oracle database password changed:

```
2014-03-03 12:18:14,436 INFO [localhost-startStop-1] PersistenceService:143
- Setting oracle.net.tns.admin
2014-03-03 12:18:15,412 ERROR [localhost-startStop-1] StartupListener:63 - E
xception on startup
org.hibernate.HibernateException: Connection cannot be null when 'hibernate.
dialect' not set
at org.hibernate.service.jdbc.dialect.internal.DialectFactoryImpl.determineD
ialect(DialectFactoryImpl.java:97)
at org.hibernate.service.jdbc.dialect.internal.DialectFactoryImpl.buildDiale
ct(DialectFactoryImpl.java:67)
at org.hibernate.engine.jdbc.internal.JdbcServicesImpl.configure(JdbcService
sImpl.java:170)
...
at java.util.concurrent.Executors$RunnableAdapter.call(Unknown Source)
at java.util.concurrent.FutureTask.run(Unknown Source)
at java.util.concurrent.ThreadPoolExecutor.runWorker(Unknown Source)
at java.util.concurrent.ThreadPoolExecutor$Worker.run(Unknown Source)
at java.lang.Thread.run(Unknown Source)
```

If your Oracle password changed, perform the following:

1. Run the following commands to execute the `changeDbPassword` script:

```
$ cd /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/
```

Use either the short command:

```
$ sh ./changeDbPassword.sh -dbpw <dbpw>
```

Or the long command:

```
$ sh ./changeDbPassword.sh --database-password <dbpw>
```

Here, `<dbpw>` is the new password.

2. Restart the DMA service:

```
$ service dma restart
```

The HP DMA Database is Not Accessible

If the previous troubleshooting cases do not solve your login issue, it is possible that the Oracle database is not accessible. To determine whether this is the case, perform the following:

1. Examine the contents of the `/opt/hp/dma/server/tomcat/conf/Catalina/localhost/dma.xml` file.
2. Locate the Resource entry. It looks similar to the following:

```
<Resource name="jdbc/dma" auth="container" type="javax.sql.DataSource" maxActive="20" maxIdle="20" maxWait="20000" username="dma" password="{AES}9bd10ee0695c84daccec11d5dbbaaccd2045240810732fc005ad3c57f6d6bfee" driverClassName="oracle.jdbc.OracleDriver" url="jdbc:oracle:thin:@mydma.example.com:1521:dma" factory="com.hp.dma.util.DmaTomcatContextHandler" />
```

3. Verify the following:
 - You are pointing to the correct system—this might be incorrect in `/etc/hosts` or DNS.
 - You have the correct database user.
 - You have the correct Oracle SID.
 - You have the correct port number.

If you find any incorrect values continue with steps 4 to 6.

4. Stop the DMA service:

```
$ service dma stop
```

5. Edit the incorrect values in the `dma.xml` file and save.

6. Restart the DMA service:

```
$ service dma restart
```

The SA Core was Updated

If you cannot log in to HP DMA (or can only log in as `dma_initial_admin`), it is possible that the SA core was updated but the JAR files were not updated. This is most likely to occur if you have different individuals administering SA and HP DMA.

To solve this problem perform the following steps:

1. On your HP DMA server, run the following script command to copy the required JAR files from the SA server to the HP DMA server. For example (enter as a single line):

```
$ sh /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/copyJars.sh  
<SA_Server>
```

Note: Whenever the SA Core is upgraded you need to rerun this command.

2. Restart the DMA service:

```
$ service dma restart
```

HP DMA is Switched to Different SA Core

If you switch to a different SA core, you may not be able to log in to HP DMA.

Caution: It is NOT recommended to switch the HP DMA Server to an SA Core that is NOT part of the same SA mesh. The recommended solution is to install a new HP DMA Server. Follow the instructions in "How to Install HP DMA" in the *HP DMA Installation Guide*. To move your workflows from the old HP DMA Server to the new server, use the Promote workflows that are described in the *HP DMA Promote User Guide*.

If your login fails, examine the contents of the `/var/log/hp/dma/dma.log` file. If they are similar to the following, the HP DMA server has been switched to a different SA core:

```
2014-04-03 15:12:25,887 INFO [http-bio-8443-exec-3] LoginAction:187 - User
fred is valid in connector 90cefcae43bffe650143c00c2b140001 but has no role
allowing login
2014-04-03 15:12:25,888 INFO [http-bio-8443-exec-3] LoginAction:209 - User
fred failed to log in
```

The problem is that HP DMA is remembering the SA IDs from the original SA core—which do not apply to the new SA core.

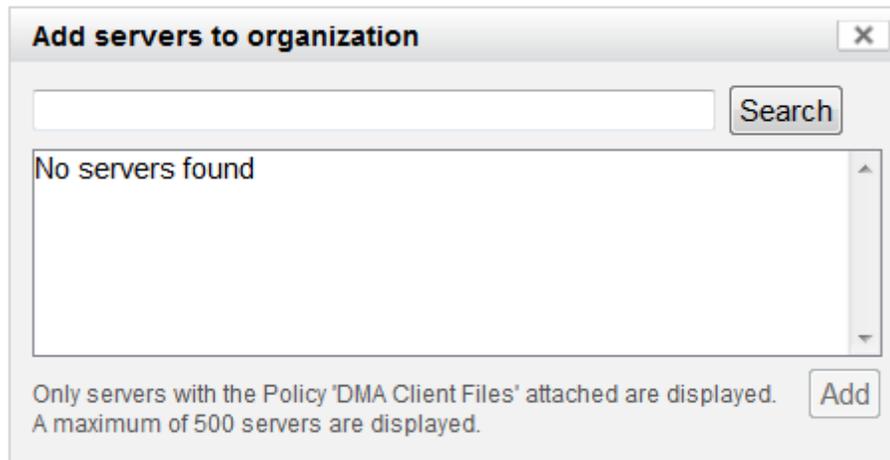
To solve this problem perform the following steps while logged in to the HP DMA server as the default initial HP DMA administrator (`dma_initial_admin`):

1. Go to the **Setup** tab.
2. To update HP DMA to recognize the new SA roles:
 - a. Go to the **Roles** tab.
 - b. Use the  or  button to remove the all of the currently registered roles.
 - c. Click **Save**.
 - d. Then use the  or  button to replace the same SA roles (that now contain the updated SA IDs).
 - e. Click **Save**.
3. To force the HP DMA capabilities to associate with the new roles:
 - a. Go to the **Capabilites** tab.
 - b. Open the window to view assigned roles by clicking any of the Capabilities (Administrator, Login Access, Workflow Create).

- c. Remove any of the capabilities and then click **Save**.
- d. Add the capability that you removed and then click **Save** again.

No Servers Available to Add to HP DMA

If no servers are available in the "Add Available Targets" installation step, you will see the following error when you try to add servers to an organization:



There are several situations that may cause this problem:

- The HP DMA connector user does not have the proper permissions.
- The HP DMA connector user cannot find any servers.
- The servers are already included in another HP DMA organization.
- The HP DMA user who is logged in does not have the correct permissions.
- The DMA Client Files policy is not attached and remediated on any managed servers.

Use the following information to help you identify and resolve the problem.

The HP DMA Connector User Does Not Have Required Permissions

If you experience a "No servers found" error, examine the contents of the `/var/log/hp/dma/dma.log` file. If they are similar to the following, your HP DMA connector user (`dma_connector_user`) does not have the required permissions:

```
...  
2013-03-15 14:43:43,301 ERROR [http-8080-1] DmaPolicyCacher.update:183  
DMA Client Files does not exist  
2013-03-15 14:43:43,301 INFO [http-8080-1] DmaPolicyCacher.findServers:94  
No DMA Client Files  
...
```

If you have this problem, have your SA administrator grant the `dma_connector_user` the following permissions:

- Manage Software Policy (Read)
- List, Read, and Execute permission on the folder containing the DMA Client Files policy (for example: `/DMA_Client`)

For more information, see "Set Up the SA Groups and Users" in the *HP DMA Installation Guide*.

The HP DMA Connector User Cannot Find Any Servers

If you experience a "No servers found" error when the HP DMA connector user (`dma_connector_user`) has the required permissions on the folder containing the DMA Client Files policy (for example: `/DMA_Client`), examine the contents of the `/var/log/hp/dma/dma.log` file. If they are similar to the following, either there are no servers with the DMA Client Files policy attached, or the HP DMA connector user does not have Read permission for the servers:

```
...  
2013-03-15 14:59:57,377 INFO [http-8080-1] DmaPolicyCacher.getDMASoftwarePol  
icyRef:306  
DMA Software Policy ref is DMA Client Files (SoftwarePolicyRef:1230001)  
...  
2013-03-15 14:59:57,634 INFO [http-8080-1] DmaPolicyCacher.findServers:107  
User can't read any servers or no servers have policy DMA Client Files  
...
```

If you have this problem, have your SA administrator check two possible solutions:

- Attach and remediate the DMA Client Files policy to the servers.
- Grant the `dma_connector_user` Read permission for the servers.

For more information, see "Install the DMA Client Files Policy" and "Set Up the SA Groups and Users" in the *HP DMA Installation Guide*.

The Servers Are Already in Another HP DMA Organization

Servers can only be in one HP DMA organization. If they are already included in another organization, they will not be available for you to add.

If you experience a "No servers found" error, examine the contents of the `/var/log/hp/dma/dma.log` file. If they are similar to the following, all servers that you are able to add are already included in another organization:

```
...  
2013-03-15 15:08:13,655 INFO [http-8080-1] DmaPolicyCacher.findServers:126  
Returning 2  
...
```

If you have this problem, contact your HP DMA administrator to determine which organization the servers should belong to.

The HP DMA User Does Not Have Correct Permissions

Another possible cause of a "No servers found" error is that the HP DMA user who is currently logged in does not have the correct permissions.

To determine whether this is the case:

1. Log in to HP DMA as a different user, preferably one with Administrator capability.
2. Have this user try to add targets (see "Add Available Targets" in the *HP DMA Installation Guide*).

If the HP DMA administrator can see the servers in the Add Servers to Organization dialog, have your SA administrator grant the following permissions to the SA group to which your HP DMA user belongs:

- List, Read, and Execute permission for the /DMA_APX folder
- Managed Servers and Groups
- Read access to all managed servers that will be added to HP DMA

For more information, see "Set Up the SA Groups and Users" in the *HP DMA Installation Guide*.

The DMA Client Files Policy Is Not Attached and Remediated

Another possible cause of a "No servers found" error is that the DMA Client Files policy has not been attached and remediated on the servers.

To determine whether this is the case, have your SA administrator check that the DMA Client Files policy is attached and remediated on all servers that need to be available to HP DMA, as described in "Install the DMA Client Files Policy" in the *HP DMA Installation Guide*.

Run Time Errors

If an HP DMA workflow aborts when you run it, it may be caused by using an internal SSL certificate.

Use the following information to help you identify and resolve the problem.

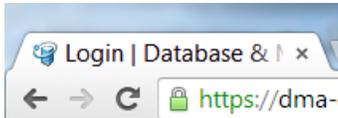
Workflow Aborts Using an Internal SSL Certificate

If you obtained an internal SSL certificate from your company's internal certification authority, your HP DMA workflows may abort.

Symptoms

If you have this problem you will observe the following:

1. When you log in to the HP DMA server you correctly observe the lock icon:



2. Go to Automation > History. You see that your workflow status is **ABORTED**.
3. Select your workflow.
4. Go to the Connector Output tab. Verify that the HP DMA connector output does NOT contain the following:

```
Warning: DMA Client is trusting all HTTPS Certificates
```

If you do not have this message, HP DMA is using an SSL certificate—such as an internal SSL certificate—for the connection.

5. Go to the Connector Errors tab. See whether the stacktrace contains messages similar to the following:

```
...  
WestHttpClientException: com.hp.dma.client.WestHttpClientException: Invalid SSL Certificate returned from https://dma-mycompany.com:8443/dma/api/execute/workflow/90cefce442b538650142b53912b60000/server/90cefce4429544990142954a915c000b : peer not authenticated  
The West APX execution was not successful  
...
```

If so, the problem is that the target server's JRE could not authenticate the SSL certificate from your company's internal certification organization. Only certificates which are traceable back to a trusted Certification Authority (CA) can be authenticated.

Solution

The solution is to add your company's Certification Authority certificate to all target JREs.

Consult with your company's security team to determine the proper procedure for adding your company's Certification Authority to the list of trusted certificates.

Performance Issues

Use the following information to help you identify and resolve performance issues that occur when running HP DMA.

Intermittently Unable to Log In and System Freezes

When you run many (more than 10) HP DMA workflows at the same time, you may experience intermittent performance issues:

- HP DMA becomes slow for users who are logged in
- New users are unable to log in
- HP DMA freezes

You can resolve this by changing the HP DMA configuration:

1. Stop HP DMA:

```
# service dma stop
```

2. Open the `dma.xml` file in a text editor. For example:

```
# vi /opt/hp/dma/server/tomcat/conf/Catalina/localhost/dma.xml
```

3. Add the following lines to the file:

```
<Parameter name="com.hp.dma.core.action.WorkflowStarter.poolSize" value="40" />  
<Parameter name="com.hp.dma.core.action.WorkflowStarter.maxPoolSize" value="40" />
```

4. Save your changes to the `dma.xml` file.

5. Start HP DMA:

```
# service dma start
```

Password Security

For security reasons you may want to reset the password for the HP DMA Initial Admin (dma_initial_admin) account.

Reset the HP DMA Initial Admin password

HP DMA provides a script to change the password for the HP DMA Initial Admin (dma_initial_admin) account.

To obtain online help:

Run the following command on the HP DMA server (on one line):

```
$ sh /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/changeInitialAdminPassword.sh [-help]
```

Here, `-help` is optional.

Method 1: To reset the password Interactively

Perform these steps on the HP DMA server:

1. Run the following command (on one line):

```
$ sh /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/changeInitialAdminPassword.sh -prompt
```

2. Enter the new password at the prompt.
3. Reconfirm the password at the prompt.

Method 2: To reset the password on the command line

Note: Use the command line procedure only to integrate the password change into an automated process since the new password may be observed when entered in the command line.

Run the following command on the HP DMA server (on one line):

```
$ sh /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/changeInitialAdminPassword.sh -password <password>
```

Here, `<password>` is the new password.

Results

If the password is successfully reset you will receive the message:

```
Successfully updated the dma_initial_admin password.
```

If the password is not successfully reset you will receive the message:

```
Failed to update the dma_initial_admin password.
```

Chapter 2: Special Configurations

This chapter contains information about non-default HP DMA configurations:

[Change the Default Port](#) on the next page

[Use a Proxy Server with HP DMA](#) on page 45

[Specify a Renamed Windows Administrator User](#) on page 54

[Run as a Windows Domain User](#) on page 57

[Change the Number of Active Connections](#) on page 61

Change the Default Port

HP DMA uses port 8443 by default. You can change this to another port if you prefer.

To change the HP DMA port:

1. Stop HP DMA:

```
# service dma stop
```

2. Open the `server.xml` file in a text editor. For example:

```
# vi /opt/hp/dma/server/tomcat/conf/server.xml
```

3. On line 84, change the port from 8443, to the port that you prefer:

```
<Connector port="8443" protocol="HTTP/1.1" SSLEnabled="true"  
  maxThreads="150" scheme="https" secure="true"  
  clientAuth="false" sslProtocol="TLS"  
  keystoreFile="/opt/hp/dma/server/.keystore"/>
```

4. Save your changes to the `server.xml` file.

5. Open the `dma.xml` file in a text editor. For example:

```
# vi /opt/hp/dma/server/tomcat/conf/Catalina/localhost/dma.xml
```

6. Change the port number specified in the value of the `webServiceUrl` parameter to the same port that you specified in step 3.

```
<Parameter name="com.hp.dma.core.webServiceUrl"  
  value="https://dma01.mycompany.com:8443/dma"/>
```

7. Save your changes to the `dma.xml` file.

8. Start HP DMA:

```
# service dma start
```

Use a Proxy Server with HP DMA

A proxy server can be used to provide additional security for HP DMA communications. This topic shows you how to use an HP Server Automation (SA) Satellite as a proxy server.

Caution: If the `trustAllCertificates` value in the `dma.xml` file is set to false (see "Configure SSL on the HP DMA Server" in the *HP DMA Installation Guide*), you must have a subject alternate name (SAN) as part of your signed certificate:

- The SAN must be type IP.
- The SAN value must be the IP address—not the domain name—of the HP DMA server.

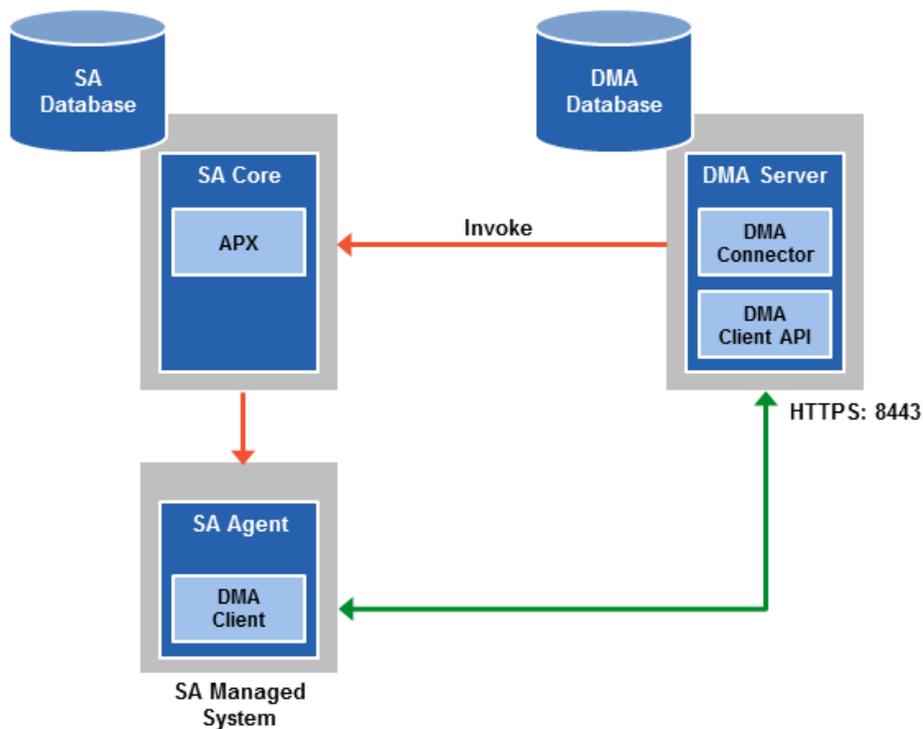
Note: The diagrams in this topic show simplified configurations of servers and communication paths. Real-world situations are much more complex with multiple SA Cores mapped to multiple SA Managed Servers. Multiple SA Satellites may also be configured.

For more information, see the technical white paper: *Configure HP DMA and SA to Use the SA Gateway Network as a Proxy Network*. This document is available on the HP Software Product Manuals web site: <http://h20230.www2.hp.com/selfsolve/manuals>

Default HP DMA Communications

The following diagram shows how HP DMA communications work by default (without a proxy server):

1. HP DMA invokes SA to run the DMA Client on the target SA managed server.
2. SA communicates with the SA agent on the target server.
3. The SA agent invokes the DMA Client.
4. The DMA Client communicates with the DMA Server using HTTPS on port 8443.

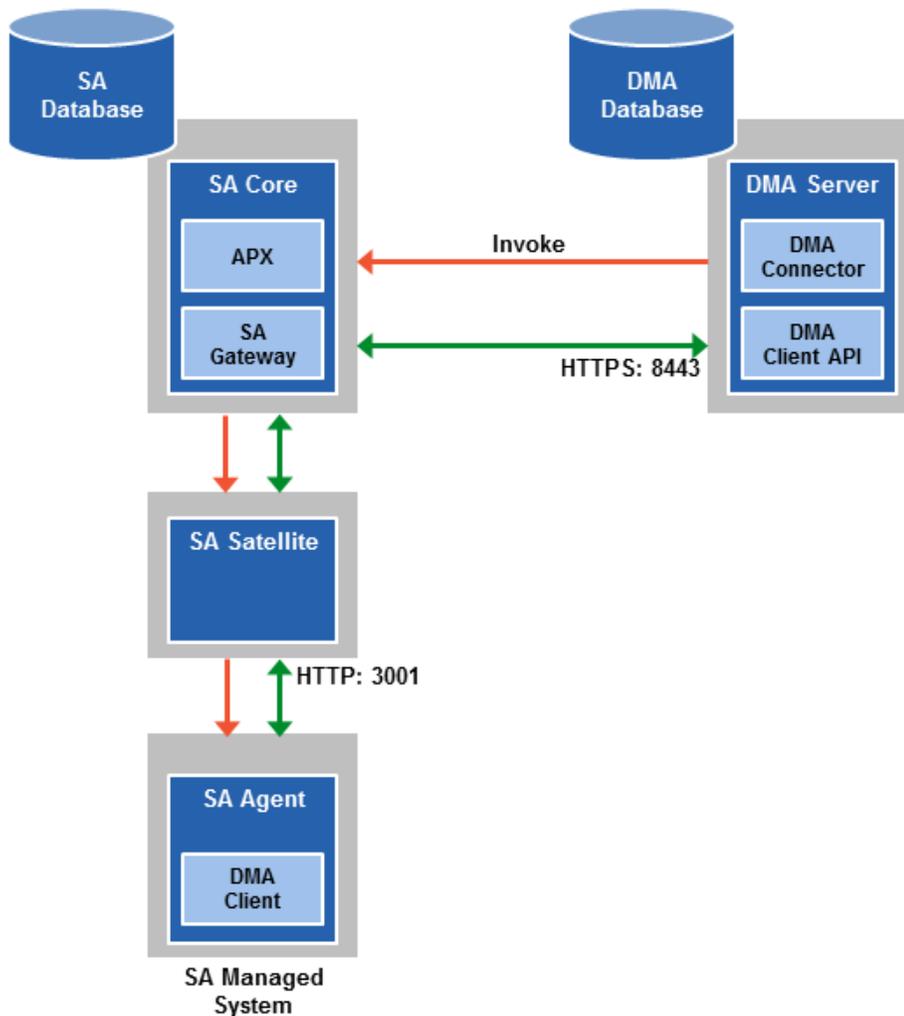


Using an SA Satellite as a Proxy Server

The following diagram shows how HP DMA communications work with an SA Satellite serving as a proxy:

1. HP DMA invokes SA to run the DMA Client on the target SA managed server.
2. SA communicates across the SA Satellite to the SA agent on the target server.
3. The SA agent invokes the DMA Client.
4. The DMA Client communicates using HTTPS via the SA Satellite proxy.

In this case, the DMA Client uses the same port used by SA on the SA Satellite to forward information to the SA Gateway. The SA Gateway then forwards the information to the DMA Server.



How HP DMA Manages Proxy Communication

HP DMA uses two Custom Fields to control proxy communication:

- `west_proxy_address` contains the full URL of the proxy including the proxy port (or the keyword `SA_auto_select`).

Note: Set the `west_proxy_address` to `SA_auto_select` if you want the target server to determine which SA Satellite to use as a proxy.

- `west_proxy_in_use` tells HP DMA whether a proxy server will be used. Valid values are:

TRUE	Use the proxy specified in the <code>west_proxy_address</code>
FALSE	Do not use a proxy
not set	Do not use a proxy, or defer to the organization or server level
anything else	Implies true

Tip: It is best practice to only use values of TRUE, FALSE, and field not set. Note that `west_proxy_in_use` is not case-sensitive.

These Custom Fields can be defined at both the organization level and the server level. This enables you to use a proxy server for communication with some targets but not others—or use different proxy servers to communicate with different targets.

If the proxy Custom Fields are defined at both the organization level and the server level, the server level proxy information takes precedence over the organization level proxy information.

The following table shows how HP DMA will communicate if `west_proxy_in_use` has values at both the organization level and the server level.

Proxy Precedence	Server value is TRUE	Server value is FALSE	Server value is not set
Organization value is TRUE	Use the proxy specified for the server	Do not use a proxy for this server	Use the proxy specified for the organization
Organization value is FALSE	Use the proxy specified for the server	Do not use a proxy for this server	Do not use a proxy for this server
Organization value is not set	Use the proxy specified for the server	Do not use a proxy for this server	Do not use a proxy for this server

How to Set Up a Proxy Server

To set up a proxy server for HP DMA, you must make two changes to the HP DMA infrastructure:

1. Add a new EgressFilter rule to the SA Gateway configuration to allow forwarding to port 8443 on the DMA Server. This involves updating a configuration file that resides on the SA Core and restarting the SA Gateway.
2. If your SA Satellite environment uses SA realms, specify the `saRealm` connector parameter in the `dma.xml` configuration file.
3. Create and configure the two Custom Fields that instruct HP DMA to route traffic through the proxy server. This procedure is performed in the HP DMA UI.

Instructions for making each of these changes are provided here. For more information about the SA Satellite and SA Gateway, see the HP Server Automation documentation library, which is available on the HP Software Product Manuals web site:

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

Configure the SA Core Gateway Properties

On the SA Core, add a new EgressFilter rule to the SA Gateway configuration of each slice within the SA Core to allow forwarding to port 8443 on the DMA Server. This procedure must be performed by an SA administrator.

Note: An egress filter rule is only necessary on each slice within the same realm within the SA Core that the HP DMA Server is connected to. It is not required for any other SA Core, Satellite, or slices belonging to a different realm.

To add the new EgressFilter rule:

1. For every facility that is not a Satellite facility, perform the following steps to add a new EgressFilter entry to the gateway configuration file:
 - a. Create or edit the gateway configuration file:

```
/etc/opt/opsware/opswgw-cgws1-<REALM_NAME>/opswgw.custom
```

Note: SA customizations for the SA Core configurations must go in the `opswgw.custom` file. `<REALM_NAME>` is the name of the realm for the SA Core, and can be found in the `opswgw.properties` file (look for `opswgw.Realm=<REALM_NAME>`).

- b. Add the egress filter in the following form to the `opswgw.custom` file:

```
opswgw.EgressFilter=tcp:<DMAServer>:<DMAPort>:*:*
```

Here `<DMAServer>` is the resolvable host name of your DMA Server and `<DMAPort>` is the port configured for DMA (default is 8443).

- c. Save the file.

2. Restart the SA Gateway by using the following command:

```
/etc/init.d/opsware-sas restart opswgw-cgws
```

Caution: Restarting the SA Gateway will disrupt traffic—be sure to restart it at a safe time.

3. If all slice Core Gateways have been restarted and if a load balancer gateway is used, then restart the load balancer gateway.

```
service opsware-sas restart opswgw-lgws
```

Caution: The load balancer gateway must be restarted *after* all other gateways.

Specify the Server Automation Realm

When installed in a Satellite configuration, SA can manage servers with overlapping IP addresses. This situation can occur when servers are behind NAT devices or firewalls. Servers with overlapping IP addresses must reside in different SA realms.

If your environment uses SA realms, you must specify the `saRealm` connector parameter to enable HP DMA to correctly route traffic through the SA Gateway network.

Caution: If you specify the `saRealm` parameter, you must specify the IP address (not the host name) of your HP DMA server in the `webServiceUrl` parameter.

Note: To specify the SA realm while the HP DMA Server is being installed, perform these directions after baselining is completed.

To specify the SA realm:

1. Stop the DMA service: `service dma stop`
2. Open the `/opt/hp/dma/server/tomcat/conf/Catalina/localhost/dma.xml` file in a text editor.
3. Set the `saRealm` parameter:

```
<Parameter name="com.hp.dma.conn.sa.SAConnector.saRealm" value="<REALM_NAME>" />
```

Here, `<REALM_NAME>` is the name of the realm of the SA core that the HP DMA server is connected to.

4. Specify the IP address of your HP DMA server in the `webServiceUrl` parameter:

```
<Parameter name="com.hp.dma.core.webServiceUrl" value="https://<dmaIPAddress>:8443/dma"/>
```

The `dma.xml` file should now look similar to this:

```
<?xml version="1.0" encoding="UTF-8"?>
<Context allowLinking="true" disableURLRewriting="true"
  path="/dma" privileged="true" swallowOutput="true"
  workDir="/var/opt/hp/dma/work/dma">
  <Valve className="org.apache.catalina.valves.AccessLogValve"
    directory="/var/log/hp/dma/" pattern="%h %l %u %t '%r' %s %b
    %S" prefix="localhost_access." suffix=".log"/>
  <Parameter name="com.hp.dma.core.webServiceUrl"
    value="https://192.0.2.0:8443/dma"/>
  <Parameter name="com.hp.dma.conn.trustAllCertificates" value="false" />
  <Parameter name="com.hp.dma.conn.sa.SAConnector.saRealm" value="REALM_NAME" />
  <Resource auth="container"
    driverClassName="oracle.jdbc.OracleDriver"
    factory="com.hp.dma.util.DmaTomcatContextHandler"
    maxActive="20" maxIdle="5" maxWait="2000" name="jdbc/dma"
    password="{AES}54dd1d97a915c4c3c8d0db986a1218db62008816fb924"
    type="javax.sql.DataSource"
    url="jdbc:oracle:thin:@dma1.mycompany.com:1521:DMA"
    username="dma"/>
</Context>
```

5. Save the `dma.xml` file.
6. Start the DMA service:

```
$ service dma start
```

Create and Configure the HP DMA Custom Fields

In the HP DMA web UI, create (if necessary) and configure the proxy communication Custom Fields.

You can specify proxy information for both organizations and individual servers. If both are specified, the server level proxy information takes precedence over the organization level proxy information (see [Proxy Precedence](#)).

To create and configure the Custom Fields to use proxy communication:

1. Decide whether your proxy is at the organization level or the server level.

Note: You can specify Custom Fields for both organizations and individual servers. If both are specified, the server level information takes precedence over the organization level information.

2. Go to Environment > Custom Fields to create the new Custom Fields at either the Organization or Server level (alternatively, you can add Custom Fields when the organization or server is open in the Environment page):

- `west_proxy_in_use` with type List and options TRUE or FALSE
- `west_proxy_address` with type Text

3. Specify the Custom Field values at the organization level, the server level, or both (see [Proxy Precedence](#)):

- Go to Environment > Dashboard > *<organization_name>* (Optional: > *<server_name>*)

Note: This must be performed by an HP DMA user who has a role with Write permission for the pertinent organizations (or Administrator capability).

Tip: If you do not see this Custom Field, be sure that **Show empty values** is selected.

- Set `west_proxy_address` to the full URL of the proxy, including the port, in this format:

`http://<proxy_hostname>:<proxy_port>`

Tip: If you have multiple SA Satellites, and you want the target server to determine which SA Satellite to use as a proxy, set `west_proxy_address` to `SA_auto_select`.

- Set `west_proxy_in_use` to TRUE, FALSE, or blank.

Example 1: Use a specific proxy server for all servers in an organization

My Organization

Properties Custom Fields Roles

Custom fields [NEW CUSTOM FIELD](#)

west_proxy_address:

west_proxy_in_use:

Example 2: Have the target server determine which SA Satellite to use as a proxy

My Organization

Properties Custom Fields Roles

Custom fields [NEW CUSTOM FIELD](#)

west_proxy_address:

west_proxy_in_use:

Note: You can easily adjust how the proxy server will be used. To stop using the proxy, simply set the value of `west_proxy_in_use` to `FALSE`. You do not need to delete the `west_proxy_address` value, because the `west_proxy_in_use` value controls whether or not the proxy is used.

Specify a Renamed Windows Administrator User

This topic shows you how to make changes necessary to accommodate Windows targets where the Windows Administrator user has been renamed.

There are two configuration changes required to accommodate these targets. These changes must be performed in the order shown.

Change Required	Where Performed	Number of Times Performed
Update the HP DMA Automation Platform Extension (APX) to allow non-default Windows Administrator user names. See Update the HP DMA APX .	On one SA Slice server	Only once
Create and configure a new HP DMA Custom Field that will be used to specify the Windows Administrator user name at either the organization or server level. See Create and Configure the HP DMA Custom Field .	In HP DMA	Once per relevant organization or server

Instructions for making each of these changes are provided here.

If you do not make these changes, any workflow executed against a Windows target where the Windows Administrator user has been renamed will be aborted, and the following connector error will be reported on the History page:

Step Output	Step Errors	Step Header	Connector Output	Connector Errors *				
<table border="1"><thead><tr><th>Status</th><th>Output</th></tr></thead><tbody><tr><td>Server: target1.mycompany.com Created Time: 16:50:45 Client Exit Code: 1</td><td>Error from remote (3054): Handler pre-check failed Agent/Client system target1.mycompany.com is not responding The West APX execute was not successful</td></tr></tbody></table>					Status	Output	Server: target1.mycompany.com Created Time: 16:50:45 Client Exit Code: 1	Error from remote (3054): Handler pre-check failed Agent/Client system target1.mycompany.com is not responding The West APX execute was not successful
Status	Output							
Server: target1.mycompany.com Created Time: 16:50:45 Client Exit Code: 1	Error from remote (3054): Handler pre-check failed Agent/Client system target1.mycompany.com is not responding The West APX execute was not successful							

Update the HP DMA APX

Perform the following procedure only once on one SA Slice server.

Note: The following steps must be performed by an SA user (<SA_APX_User>) who belongs to a group with the following SA privileges:

- List, read, write, and execute permissions on the objects in the /DMA_APX folder.
- OGSH permission to Launch Global Shell.
- Manage Extensions (Read & Write) permission under Automation Platform Extension.
- List, Read, and Write permission on the /DMA_APX folder.

For more information about the SA permissions, see the HP Server Automation documentation library, which is available on the HP Software Product Manuals web site:

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

To update the HP DMA APX:

1. Open the /DMA_APX folder in the SA Library.
2. Double click Program Extension and select Update West Apx user on Windows.
3. On the Actions menu, select Run Program Extension.
4. Go to Run Program Extension > Program > Next.
5. Follow the instructions to List, Add, or Remove Windows Administrator users.
6. Select Start Job. The users will be listed, added, or removed according to the options that you selected.

Create and Configure the HP DMA Custom Field

The final change required is to create and configure an HP DMA Custom Field called agent_username_win that will contain the Windows Administrator user name for each Windows target server.

To create and configure the Custom Field:

1. Decide whether you want the Windows Administrator user name at the organization level or the server level.

Note: You can specify Custom Fields for both organizations and individual servers. If both are specified, the server level information takes precedence over the organization level information.

2. Go to Environment > Custom Fields to create the new Custom Field at either the Organization or Server level (alternatively, you can add a Custom Field when the organization or server is open in the Environment page):

agent_username_win with type Text

Tip: If each Windows server has a different Windows Administrator user name, you will need to specify this user name for each server.

If many Windows servers in the same organization have the same Windows Administrator user name, it will be more convenient to specify the user name at the organization level.

You can create both organization and server level Custom Fields for this purpose. If you specify a value for both the organization and the server Custom Field, HP DMA will use the server value.

3. For each organization or server where you want to specify the Windows Administrator user name:

Go to Environment > Dashboard > *<organization_name>* (Optional: > *<server_name>*) to specify the Windows Administrator user name in the agent_username_win Custom Field.

Note: This must be performed by an HP DMA user who has a role with Write permission for the pertinent organizations (or Administrator capability).

Tip: If you do not see this Custom Field, be sure that **Show empty values** is selected.

Note: If you want HP DMA to run workflows on Windows targets as a specific Windows domain user, also see [Run as a Windows Domain User](#) on the next page.

Run as a Windows Domain User

This topic shows you how to make the necessary changes to run workflows on Windows targets as a specific Windows domain user.

Note: If you have a Windows 2012 server as a managed client, that system needs .Net 3.5 installed when you are running with a domain user configuration.

Note: The specified domain user must:

- Be a member of the Administrators group on the target server.
- Have User Account Control (UAC) disabled on the target server.
- Have login access to the pertinent database or middleware application (for example: SQL Server or IBM WebSphere Application Server) on the target server. This enables HP DMA to discover information about the target environment.

There are two methods to provide the Windows domain user and password:

- [Configure Windows Domain User Using Custom Fields](#)
- [Configure Windows Domain User Using Runtime Parameters](#)

Configure Windows Domain User Using Custom Fields

If you create and specify valid values for the following Custom Fields, all workflows executed against the pertinent targets will run as the Windows domain user that you specify:

- domain_username_win
- domain_password_win

Note: The value of domain_password_win is encrypted before it is stored.

To use this method, you must create and configure the new Custom Fields:

1. Decide whether you want the Windows domain user at the organization level or the server level.

Note: You can specify Custom Fields for both organizations and individual servers. If both are specified, the server level information takes precedence over the organization level information.

2. Go to Environment > Custom Fields to create the new Custom Fields at either the Organization or Server level (alternatively, you can add Custom Fields when the organization or server is open in the Environment page):

- domain_username_win with type Text
- domain_password_win with type Password

Tip: If each Windows server requires a different Windows domain user, you will need to specify this user name for each server.

If many Windows servers in the same organization will use the same Windows domain user, it will be more convenient to specify the user name at the organization level.

You can create both organization and server level Custom Fields for this purpose. If you specify a value for both the organization and the server, HP DMA will use the server value.

3. For each organization or server where you want to run workflows on Windows targets as a specific Windows domain user:

Go to Environment > Dashboard > <organization_name> (Optional: > <server_name>) to specify values for the new Custom Fields.

Note: This must be performed by an HP DMA user who has a role with Write permission for the pertinent organizations (or Administrator capability).

Tip: If you do not see this Custom Field, be sure that **Show empty values** is selected.

Note: If you have renamed the Windows Administrator account on your Windows target servers, you must also perform the procedures required to [Specify a Renamed Windows Administrator User](#) on page 54.

Configure Windows Domain User Using Runtime Parameters

You can specify the Windows domain user at the time you execute a deployment with runtime parameters.

Note: When you use this method, the Windows domain user and password are not stored within HP DMA.

Tip: This method is only available for SQL Server workflows.

To use this method, you must do the following for the pertinent workflow:

1. Find the workflow in the following table to identify the step where the Windows domain user runtime parameters are located (usually the step that gathers the advanced parameters):

Workflow	Step
MS SQL - Install Standalone SQL Instance	MS SQL - Advanced Parameters - Install Standalone
MS SQL - Install Clustered SQL Instance	MS SQL - Gather Advanced Parameters For Install Clustered SQL Instance
MS SQL - Add Node to Cluster	MS SQL - Advanced Parameters - Add Node to Cluster
MS SQL - Upgrade Standalone SQL Instance	MS SQL - Advanced Parameters - Upgrade Standalone
MS SQL Create Database	MS SQL Advanced Parameters Create Database
MS SQL Drop Database	MS SQL Parameters Drop Database
MS SQL - Install Patch	MS SQL - Advanced Parameters - Install Patch
MS SQL Rollback Patch	MS SQL Gather Advanced Parameters for Rollback Patch
Backup and Restore MS SQL Database	Gather Advanced Parameters for MS SQL Database Backup and Restore
Backup MS SQL Database	Gather Advanced Parameters for MS SQL Database Backup
Restore MS SQL Database	Gather Advanced Parameters for MS SQL Database Restore

Workflow	Step
Run MS SQL Compliance Audit	Gather Advanced Parameters for MS SQL Compliance
DB Release for SQL Server	MS SQL - Parameters - DB Release for SQL Server
Discovery	Discover SQL Databases

2. When you make a copy of the workflow, expand the step, and then set the Windows domain user parameters to **- User selected -**.

Note: The pertinent parameters are based on the solution type:

Provisioning	Installer Account Installer Password
Patching, refresh, compliance, and release management	Instance Account Instance Password
Discovery	SQL Instance Account SQL Instance Password

3. When you create a deployment from the copy of the workflow, set the parameter types to **Runtime Value**.
4. When you execute the deployment, specify the Windows domain user name and password for the parameters.

Note: If you have renamed the Windows Administrator account on your Windows target servers, you must also perform the procedures required to [Specify a Renamed Windows Administrator User](#) on page 54.

Change the Number of Active Connections

This topic shows you how to change the number of active database connections that HP DMA uses. This may improve workflow execution speed, depending on how many workflows are running at the same time and the complexity of those workflows.

To change the number of active connections:

1. As root, stop the HP DMA server:

```
$ service dma stop
```

2. Open the following file in a text editor:

```
/opt/hp/dma/server/tomcat/conf/Catalina/localhost/dma.xml
```

3. Modify the following parameters:

Parameter Name	Default Value	Suggested New Value
maxActive	20	50
maxWait	2000	3000

The parameter values that will work best are highly dependent on your environment. Several iterations may be required to optimally tune these parameters.

4. Start the HP DMA server again:

```
$ service dma start
```

Chapter 3: Reference Information

This chapter contains the following information:

Topic	Description
HP Software Documentation	Links to additional HP DMA documentation.
HP DMA Baseline Options	The complete list of all the <code>dmaBaselineData.sh</code> options.
About the SA Client	What the SA Client looks like and how to download it from the SA server.
Workflow Execution Script	Information about the WEST program and how to terminate it, if necessary.

HP Software Documentation

HP Database and Middleware Automation Documentation

The following documents are included in the HP DMA documentation library:

- *HP DMA Installation Guide*
- *HP DMA Troubleshooting Guide* (this document)
- *HP DMA Administrator Guide*
- *HP DMA User Guide*
- *HP DMA Quick Start Tutorial*
- *HP DMA Concepts Guide*
- *HP DMA Release Notes*
- *HP DMA Support Matrix*
- *HP DMA Solution Pack User Guides*

The latest versions of these documents are available on the HP Software Product Manuals web site:

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

HP DMA API Reference WebHelp is available on all HP DMA Servers at:

`https://<DMA_SERVER>:8443/dma/api`

Here, `<DMA_SERVER>` is the fully qualified host name of your HP DMA server.

HP Server Automation Documentation

The latest versions of SA documents are available on the HP Software Product Manuals web site:

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

HP Live Network connector Documentation

The following documents are included in the HP Live Network connector documentation library:

- *HP Live Network connector User Guide*
- *LNC Release Notes*

The latest versions of these documents are available on the HP Live Network web site:

1. Go to the following HP Live Network connector page:

<https://hpln.hp.com/group/hp-live-network-connector>

2. Click the RESOURCES link.
3. Open Resources.
4. Open the Documentation folder.
5. Download the latest version of the documents.

Note: You must sign in to HP Live Network using your HP Passport credentials. (See [Support](#) on page 3 for more information about obtaining an HP Passport account.)

HP DMA Baseline Options

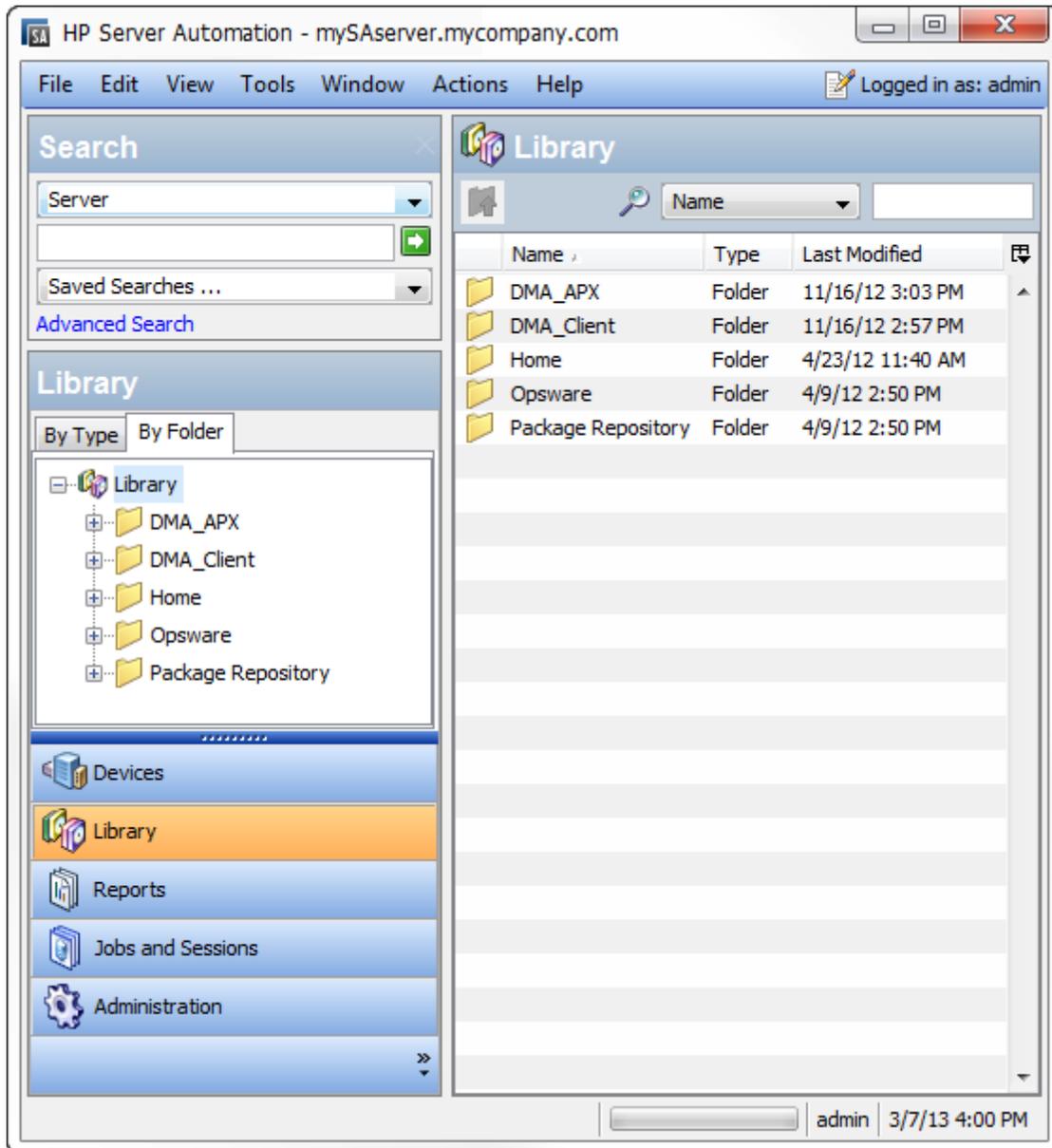
The following table gives a complete list of all the `dmaBaselineData.sh` options:

Option	Example Argument Value	Description
<code>-?,--help</code>		Print this usage message.
<code>-c,--create-tables</code>		Create tables for database.
<code>-cc,--create-context</code>		Create a context file with the specified settings.
<code>-context,--deployed-context-file <dma.xml></code>	<code>dma.xml</code>	Fully qualified path to the deployed context file to get database connection settings.
<code>-dbh,--database-hostname <arg></code>	<code>oracle.mycompany.com</code>	The database host name for the Java Database Connectivity (JDBC) connection.
<code>-dbp,--database-port <arg></code>	<code>1521</code>	The database port for the Java Database Connectivity (JDBC) connection.
<code>-dbpw,--database-password <dbpasswordValue></code>	<code>dbpassword</code>	The password used to connect to the database.
<code>-dbs,--database-sid <arg></code>	<code>dma</code>	The database SID for the Java Database Connectivity (JDBC) connection.
<code>-dbts,--database-tablespace <arg></code>	<code>/u01/app/oracle/oradata/dma</code>	The base directory for the database tablespace creation.
<code>-dbtype,--database-type <arg></code>	<code>oracle</code>	(optional) The underlying database type. The default is oracle.
<code>-dbu,--database-username <dbusernameValue></code>		The username used to connect to the database.
<code>-dmah,--dma-hostname <dmahostnameValue></code>	<code>dma.mycompany.com</code>	Set the fully qualified host name of the HP DMA server. Note: If this value is not specified, the default is the server where the script is running.

Option	Example Argument Value	Description
-e,--erase		Erase existing data and add baseline data. Caution: Do not do this unless instructed to by HP Support.
-jdbc,--jdbc-connection-string <connectionString>	jdbc:<DBTYPE>:thin:@<HOST>:<TNS_PORT>:<SID> or jdbc:<DBTYPE>:thin:@//<HOST>:<TNS_PORT>/<ORACLE_SERVICE_NAME>	The Java Database Connectivity (JDBC) Connection String used to connect to the database. The default <TNS_PORT> is 1521. Note: Other connection string syntax is possible. Consult your Oracle DBA for the company standard.
-okeys,--overwrite-keys		Overwrite public and private key in the database if they exist Caution: Do not do this unless instructed to by HP Support.
-privkey,--private-key-file <privateKeyFilename>		File containing the private key.
-pubkey,--public-key-file <publicKeyFilename>		File containing the public key.
-sahostname,--server-automation-hostname <sahostnameValue>	saserver.mycompany.com	The fully qualified host name of the SA server.
-sapassword,--server-automation-password <sapasswordValue>		The password used to connect to SA.
-sausemame,--server-automation-username <sausemameValue>		The username used to connect to the SA.
-sqlfile,--baseline-sqlfile <baselineSQLfile>		The baseline file containing SQL insert statements
-t,--test		Test the underlying database connection.

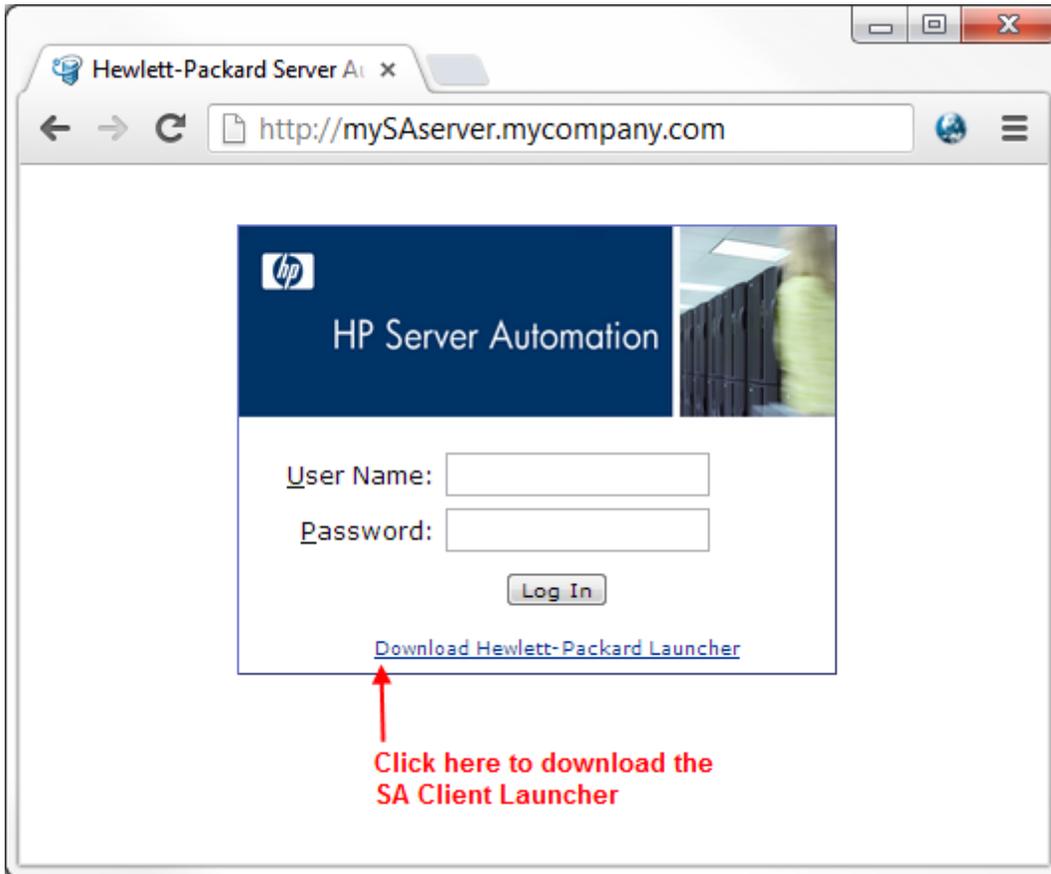
About the SA Client

The SA Client is a powerful Java client for the HP Server Automation System. It provides the look-and-feel of a Microsoft Windows desktop application with the cross-platform flexibility of Java.



If you installed your SA Core on multiple servers, you can access the SA Client from any Core Server hosting a Component Slice bundle.

To access the SA Client for the first time, you must invoke the SA Client Launcher from the SA Web Client Main Page:



Clicking on this link will install the SA Client and the required Java Runtime Environment (JRE) on your local machine. Once it is installed, you can invoke the SA Client from the local machine rather than from the SA Web Client.

Note: The SA Client is a Java application that installs and runs with its own Java Runtime Environment (JRE). The SA Client will not interfere with any other versions of JRE you may have installed on your system. The JDK will not be used (and is not usable) by any other Java application on the target computer, and it will not set itself as the default JDK on the target computer.

For more information about the SA Client, see the HP Server Automation documentation library available on the HP Software Product Manuals web site:

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

Workflow Execution Script

Each HP DMA target uses a program called Workflow Execution Script (WEST) to communicate with the HP DMA server. WEST does the following things:

- Executes workflow steps
- Provides the output (stdout, stderr, return code, and end time) for a specific step's execution

WEST is installed on each target server when you attach and remediate the DMA Client Files software policy on that target .

Under certain circumstances, you may need to manually terminate WEST on a target server. This would be necessary, for example, if the HP DMA server name was specified incorrectly when the `dmaBaselineData` command was executed, and a workflow execution was subsequently attempted (see [HP DMA Client Fails to Contact HP DMA Server](#) on page 15).

To terminate WEST on UNIX targets:

1. Find the process ID for the HP DMA client:

```
ps - ef | grep west
```

2. Kill that process.

To terminate WEST on Windows targets:

1. In the Windows Task Manager, go to the Processes tab.
2. Sort the processes by Image Name.
3. Find the `java.exe` process whose Location is as follows:

```
<install_dir>\HP\DMA\Client\jre1_7\bin
```

By default on Windows Server 2008 R2, for example, this is:

```
C:\Program Files\HP\DMA\Client\jre1_7\bin
```

To determine the Location of a process, right-click the process Image Name, and select **Properties**.

4. Right-click the pertinent `java.exe` process, and select **End Process**.