
HP Cloud Service Automation

Release Notes

Software version: 4.10, July 2014

This document provides an overview of the changes made to HP Cloud Service Automation (HP CSA) for this 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 Requirements

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](#).

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Fixes in this Release

Fixes in this Release

HP Cloud Service Automation (HP CSA)

General

Configuration of out-of-the-box users have been moved to the Identity Management component in HP CSA 4.01

QCCR1D182209

Problem

In the HP CSA Configuration Guide (4.00), the out-of-the-box users `admin`, `csaReportingUser`, `cdainboundUser`, and `oolnboundUser` are shown to be configured in `applicationContext-security.xml` and `csa.properties`.

The password for the `cdainboundUser` shown in the HP CSA Configuration Guide (4.00) is incorrect

QCCR1D182210

Problem

The password for the `cdainboundUser` in the HP CSA Configuration Guide (4.00) is listed as `cloud`.

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.

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.

"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."

Installation, Initial Configuration, Upgrade, and Uninstallation

Linux installer accepts invalid responses for the installing the database components query

QCCR1D181784

Problem

When HP CSA 4.0x on Linux is installed, any non-standard response (a response that is not a "yes" or "no") to the `Do you want to install database components? (yes/no)` question is accepted. Any response that is not "yes" or "YES" is interpreted as a negative response and the database components are not installed.

Fixes in this Release

[An upgrade to HP CSA 4.01 installed in a non-default location on Linux throws an exception](#)
QCCR1D181314

Problem

When HP CSA 4.00 on Linux is installed in a non-default location, running the upgrade installer for HP CSA 4.01 results in the following exception:

```
1. java.io.FileNotFoundException: /usr/local/hp/csa/jboss-as-7.1.1.Final/bin/standalone.conf
(No such file or directory) at java.io.FileInputStream.open(Native Method)
```

Cloud Service Management Console

[Cannot delete component type that was used in a subscription that has been cancelled and deleted](#)
QCCR1D180505

Problem

Custom service component types and component palettes cannot be deleted from the Cloud Service Management Console's Service Components tile under the following conditions:

1. Create a service design using service component templates derived from custom service component types. These custom service component types could be under an HP CSA component palette or a custom component palette.
2. Create service subscriptions to these service designs by publishing service designs as service offerings and by publishing service offerings into catalogs.
3. Cancel and delete the service subscriptions.
4. Unpublish the service offering using the service design created above from catalogs and delete the service offering.
5. Delete the service design.

[A service offering with a topology design that is imported using the content archive tool is not viewable in the Cloud Service Management Console](#)
QCCR1D181337

Problem

When importing a service offering with a topology design using the `-f` or `--updatePreserveExisting` option of the content archive tool, the service offering cannot be viewed in the Cloud Service Management Console. Note that the topology design is imported successfully.

[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 HP Helion OpenStack®. When trying to select one of these duplicate security groups, it is not possible to know which HP Helion OpenStack® project the security group is associated with. If one selects a security group for a different project than the HP Helion OpenStack® resource provider in HP CSA has been configured for (via the tenant property on the resource provider), deployment of the service will fail.

[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 is not visible or editable in the Catalogs area.

Fixes in this Release

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

QCCR1D178192

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.

After viewing a topology design and returning to the list of designs, no designs are shown

QCCR1D181770

Problem

When returning to the list of topology designs after a tag is selected and a topology design is viewed, no designs are shown.

"Internal server error contact your system administrator" message is logged every five minutes

QCCR1D182005

Problem

The following informational message is logged every five minutes which can fill the disk space:

```
WARN TopologyMetamodelProviderImpl : Internal server error contact your system administrator.
```

Error importing service offering archive

QCCR1D181093

Problem

When importing an offering of a sequenced design, if the sequenced design contains Delegated Topology components, you might encounter the following error: "The existing service design has active service offerings with an option model that is not equal to the option model being imported."

Fix

This issue has been documented in the Cloud Service Management Console help.

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.

Fix

Topology designs now must be published prior to use in service offerings. Changes are not allowed to published topology designs.

Marketplace Portal

When single sign-on is configured, credentials must be re-entered when accessing the Marketplace Portal page from a previous successful browser session

QCCR1D180630

Problem

At times, the single sign-on prompt might appear multiple times when trying to log in to the Marketplace Portal.

When logging in to the Marketplace Portal using single sign-on, the landing page should not be shown.

QCCR1D180818

Problem

When accessing the Marketplace Portal during a single sign-on session, the user would land on the landing page displaying a button to be clicked to get to the Marketplace Portal dashboard. By default the button is labeled with

Fixes in this Release

“Log In.” This might cause confusion as the authentication has already been completed using a single sign-on login prompt. In order to avoid this confusion, the label of the button can be modified in the `%CSA_HOME%/portal/node_modules/mpp-ui/dist/locales/{locale}/rb.json` file. The location of the file depends on the locale being used. For example, for English, the file is `%CSA_HOME%/portal/node_modules/mpp-ui/dist/locales/en/rb.json`.

Deleting a canceled subscription generates a cancel subscription request

QCCR1D181771

Problem

A duplicate cancel subscription request shows up under the **Requests** tile when a user deletes a canceled subscription.

You can modify a subscription to include an empty value for single select list property even if the list property is a required field

QCCR1D181903

Problem

When modifying a subscription in the Marketplace Portal, a user can specify an empty value for a required field (when the field is a single select list property).

A subscription submitted with an attached document that is larger than 5MB fails

QCCR1D182348

Problem

Submitting a subscription fails when the size of an attached document is larger than 5MB.

The Marketplace Portal file system must be protected by the operating system.

QCCR1D181476

Problem

For security reasons, the Marketplace Portal file system must be protected by the operating system.

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 HP Helion OpenStack® topology designs has a misnamed input parameter that requests volume IDs to be provided instead of volume names.

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 Helion OpenStack® resource provider that performed the provisioning.

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.

Fixes in this Release

[Approval Request details page doesn't show a document that is attached from the shopping cart at order time](#)

QCCR1D182016

Problem

Shopping Cart - Approval Request details page doesn't show a document that is attached from the shopping cart at order time.

[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.

[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.

Clustered Environment

[In the "Configuring an HP CSA Cluster for Server Failover" guide for Linux, the "Share Filesystem Resource" sections must be updated](#)

QCCR1D181152

Problem

In a clustered environment on a Linux system, shared file system resources may not be visible in HP CSA.

[The configuration tool does not update the URL that redirects requests to the Marketplace Portal](#)

QCCR1D181161

Problem

When you are running the configuration tool to configure an HP CSA master or slave node that uses the Apache HTTP proxy server as a load balancer, the tool does not update the Marketplace Portal URL in the `<CSA_HOME>/jboss-as-7.1.1.Final/domain/servers/hp-cloud/deployments/mpp.war/index.html` file. This file is used to redirect requests to the Marketplace Portal.

[The configuration tool may not import the Apache HTTP proxy server certificate](#)

QCCR1D181162

Problem

In a Linux environment, when you are running the configuration tool to configure an HP CSA master or slave node that uses the Apache HTTP proxy server as a load balancer, the tool may not import the Apache certificate into the HP CSA truststore.

[On upgrade in a clustered environment, the upgrade installer uses the JAVA_HOME variable defined in the configuration file for a standalone environment](#)

QCCR1D181134

Fixes in this Release

Problem

When upgrading HP CSA in a clustered environment, the upgrade installer uses the JRE defined in the configuration file for the standalone environment.

Integrations with HP CSA

HP ArcSight Logger

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.

HP Helion OpenStack®

The HP Helion OpenStack® resource pool can be unselected when a topology design is updated

QCCR1D181540

Problem

When creating a topology design that requires an HP Helion OpenStack® resource pool, it is possible to save and publish the topology design after unselecting the HP Helion OpenStack® resource pool. Subsequently, the resource pool cannot be selected in the Offerings of the Cloud Service Management Console or in the Marketplace Portal.

The following error messages are logged: "ERROR CloudOSPlugin: Failed to get the metamodel from Cloud OS Connection error, status code 401" or "WARN

TopologyMetamodelProviderCache: Failed to refresh metamodel topology:design-hp_cloud_service-s-8a86183854fa7d2e0494fa7d8af100a"

QCCR1D182079

Problem

One or both of the following error messages appear in the log file:

```
ERROR CloudOSPlugin: Failed to get the metamodel from Cloud OS Connection error, status code 401
```

```
WARN TopologyMetamodelProviderCache: Failed to refresh metamodel topology:design-hp_cloud_service-s-8a86183854fa7d2e0494fa7d8af100a.
```

Maximum and minimum number of instances for a volume group in a deployed service do not display when using HP Cloud OS version 1.2

QCCR1D180635

Problem

The user will not see Maximum Instances and Minimum Instances for a volume group in a deployed service when using HP Cloud OS version 1.2.

Import of service design fails with error "Error importing content archive. Import of topology 'My Service Design' contains critical error."

QCCR1D181764

Problem

If a service design named "My Service Design" is imported without the default CloudOSProvider or defaultResourcePool properties set, the following error is displayed:

```
Error importing content archive. Import of topology 'My Service Design' contains critical error.
```

Fixes in this Release

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.

HP Operations Orchestration

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)
```

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.

Known Problems, Limitations, and Workarounds

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/>).

Warnings occur when running process definition tool on Linux

QCCR1D181776

Problem

When running the process definition tool on Linux, warnings may be written to the console concerning saving preferences. Any of the following warnings, or similar warning messages, may be seen:

```
WARNING: Could not lock System prefs. Unix error code 0.  
WARNING: Couldn't flush system prefs: java.util.prefs.BackingStoreException:  
/etc/.java/.systemPrefs/com create failed.
```

Cause

Issue saving Java preferences on certain Linux distributions.

Workaround

These warnings do not affect the operation of the process definition tool and may be ignored.

HP CSA performance degrades over a period of time

QCCR1D183686

Problem

The heap memory used by HP CSA increases over an extended period of time even when HP CSA is idle. This may impact overall HP CSA performance.

Cause

The memory leak is caused by a known bug in JBoss 7.1.1 - <https://issues.jboss.org/browse/JBTM-1183>.

Workaround

If HP CSA performance degrades over a period of time (the time period is variable but will likely be on the order of multiple weeks), restart HP CSA to resolve the issue.

Process hangs when importing a catalog using the Content Archive Tool

QCCR1D187153

Problem

While importing a catalog using the Content Archive Tool, the process may hang if the catalog contains HP Helion OpenStack® based designs. The import will be successful, but control will not be returned to the command prompt or shell.

Cause

Product defect

Known Problems, Limitations, and Workarounds

Workaround

When the import process is complete, a 'Finished import operation' message will be displayed, along with details on what was imported. You can safely use **Ctrl-C** to terminate the process when this message appears.

Installation, Initial Configuration, Upgrade, and Uninstallation

[Upgrade in a Linux environment fails if there is a mounted file system within the HP CSA installation](#)
QCCR1D181403

Problem

If a file system is mounted within the HP CSA installation directory (for example, within \$CSA_HOME) in a Linux environment, the upgrade will fail if the file system is not unmounted before the upgrade installer is run.

Cause

The upgrade will fail because the upgrade installer cannot remove the mounted file system during the upgrade.

Workaround

If you mounted a file system within the HP CSA installation directory (for example, within \$CSA_HOME) in a Linux environment, you must unmount the file system before running the upgrade installer. After the upgrade installer has completed, remount the file system.

For instructions on how to upgrade to HP CSA 4.10, refer to the *HP CSA 4.10 Upgrade Guide*.

[Upgrade fails if there is a file open from within the HP CSA installation](#)

QCCR1D181588

Problem

If an HP CSA file is open during the upgrade, the upgrade will fail.

Cause

The upgrade will fail because the upgrade installer cannot remove the file that is open by another process.

Workaround

Before running the upgrade installer, do the following:

1. Back up HP CSA outside of <CSA_HOME>, the database, and the registry file (Windows: C:\Program Files\Zero G Registry\com.zerog.registry.xml; LINUX: /home/csouser/com.zerog.registry.xml OR /var/com.zerog.registry.xml).
2. Close all command prompts and exit all programs that are running on the system.

For instructions on how to upgrade to HP CSA 4.01, refer to the *HP CSA 4.01 Upgrade Guide*.

[Installation of HP CSA hangs on a Windows system](#)

QCCR1D181439

Problem

When installing HP CSA on Windows, the installation process may hang when requesting input from the user.

Cause

InstallAnywhere defect.

Workaround

Since the hang occurs prior to the actual installation of HP CSA, it is safe to kill the hung process and re-run the installer.

[Installation of HP CSA is incomplete when the installation directory contains special characters](#)

QCCR1D185692

Problem

HP CSA cannot be installed into a directory containing the characters %, ^, *, or #. If a product installation directory using these characters is specified, such as

C:\Program Files\Hewlett-Packard\CSA#4.1\, the installation will fail to fully install HP CSA.

Cause

InstallAnywhere, used to create the HP CSA installer, does not support these special characters.

Workaround

Do not use these special characters when selecting an installation directory.

Known Problems, Limitations, and Workarounds

After upgrading from HP CSA 3.20 to HP CSA 4.00 or later, two HP DMA provider types with same name appear

QCCR1D186105

Problem

If a HP CSA 3.20 customer had imported the service design archive `CSA_BP_VCENTER_COMPUTE_STANDALONE_DMA_JBOSS_v3.20.00.zip`, which contains the service design `VCENTER_COMPUTE_STANDALONE_DMA_JBOSS_3.20`, and later upgraded to HP CSA 4.00 or later, two provider types with the display name **HP Database and Middleware Automation** will appear. One provider type will include the HP logo and the other will not. The `DMA_JBOSS_3.20` resource offering that was included in that service design archive will be associated to the provider type without the HP logo.

Cause

The 3.20 service design archive referenced an HP DMA provider type that was not yet an out-of-the-box provider type in HP CSA. When upgrading to 4.00 (when the HP DMA provider type was introduced in the product), a duplicate HP DMA provider type would be created, and the `DMA_JBOSS_3.20` resource offering would remain associated to the provider type without the HP image.

Workaround

The service design and resource offering that reference the older version of the HP DMA provider type will continue to function without issue. If you wish, you can create a new `DMA_JBOSS_3.20` resource offering using the HP DMA provider type that includes the HP logo, and then modify the `VCENTER_COMPUTE_STANDALONE_DMA_JBOSS_3.20` service design to reference the new resource offering. After doing so, the non-logo version of the HP Database and Middleware Automation provider type can be deleted, if desired, if no active subscriptions exist using that resource offering.

When installing only Marketplace Portal, the HP CSA Certificate is not validated

QCCR1D186654

Problem

The HP CSA installer, when performing an install of only the Marketplace Portal, does not validate the HP CSA Certificate you specify.

Cause

The installer does not have code to validate the certificate.

Workaround

Ensure the certificate file supplied for the HP CSA system is correct.

After manually starting the HP CSA service following installation, the HP CSA applications do not deploy correctly

QCCR1D186880

Problem

If you specify **No** on the **Install Database Components** screen during installation of HP CSA, the HP Cloud Service Automation service is not started automatically following installation (this is by design). However, when starting the HP Cloud Service Automation service, the CSA applications may fail to deploy correctly.

Cause

In this scenario the deployments to JBoss do not always complete in the required amount of time.

Workaround

Restart the HP Cloud Service Automation service if you are unable to access the CSA applications (such as the Cloud Service Management Console).

Cloud Service Management Console does not start correctly when Single Sign On is configured in an HA environment on Linux

QCCR1D187312

Problem

In an HA environment on Red Hat Enterprise Linux where Single Sign On has been enabled, the Cloud Service Management Console may not start correctly and may display errors in a browser when attempting to connect.

Cause

This is caused by an incomplete path to the Single Sign On configuration file being set at installation time in the `web.xml` file.

Known Problems, Limitations, and Workarounds

Workaround

1. Stop the CSA service.
2. Navigate to the `web.xml` file under `CSA_HOME/jboss-as-7.1.1.Final/domain/servers/hp-cloud/deployments/csa.war/WEB-INF` and change the `param-value` in the following section to be the full path of where this file resides.

For example, change:

```
<!-- The file below is used by the HP SSO Framework for the configurations required -->
<context-param>
  <param-name>com.hp.sw.bto.ast.security.lwso.conf.fileLocation</param-name>
  <param-value>/jboss-as-7.1.1.Final/domain/servers/hp-cloud/deployments/csa.war/WEB-INF/hpsoConfiguration.xml</param-value>
</context-param>
```

to

```
<!-- The file below is used by the HP SSO Framework for the configurations required -->
<context-param>
  <param-name>com.hp.sw.bto.ast.security.lwso.conf.fileLocation</param-name>
  <param-value>/usr/local/hp/csa//jboss-as-7.1.1.Final/domain/servers/hp-cloud/deployments/csa.war/WEB-INF/hpsoConfiguration.xml</param-value >
</context-param>
```

3. Restart the CSA service.

Cloud Service Management Console

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.

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**.

Cloud Service Management Console does not display or function properly when IE Enhanced Security Configuration (ESC) is enabled

QCCR1D165813

Known Problems, Limitations, and Workarounds

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).

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.

Error when attaching a screenshot image to a service offering

QCCR1D176173

Problem

Attaching a screenshot image to a service offering in the Cloud Service Management Console may not work for a particular .jpeg image file when HP CSA is configured to use OpenJRE.

Cause

Defect in the version of OpenJRE included with HP Cloud Service Automation that affects only particular .jpeg image files.

Workaround

If you receive an error when trying to attach a screenshot image to a service offering, first convert the image file to another supported image format, such as .png, and then attach the new image to the service offering.

Two attempts are needed to log into the Cloud Service Management Console

QCCR1D185405

Problem

It sometimes takes two attempts to log into the Cloud Service Management Console.

Cause

Product defect that appears to be related to closing the browser tab for, rather than logging out of, the Cloud Service Management Console.

Workaround

Log out of the Cloud Service Management Console when you wish to end your session. If the first log in attempt does not succeed, log in again.

Error message when publishing a topology design

QCCR1D186539

Problem

When trying to publish a topology design in the Cloud Service Management Console, a 'Parameter `serviceUrl` cannot be null or empty' message is displayed.

Known Problems, Limitations, and Workarounds

Cause

Publishing a topology design first requires that the `OOS_URL`, `OOS_USERNAME`, and `OOS_PASSWORD` properties in the `csa.properties` file be set properly, as discussed in the *HP Cloud Service Automation Configuration Guide*. If those property values are not properly set, the error message mentioned above will be displayed when attempting to publish topology designs.

Workaround

Set the `OOS_URL`, `OOS_USERNAME`, and `OOS_PASSWORD` properties in the `csa.properties` file, as discussed in the *HP Cloud Service Automation Configuration Guide*, and then restart the CSA service and publish the design again.

Publishing a non-HP Helion OpenStack® based topology design to a catalog fails with error message

QCCR1D186301

Problem

Publishing a service offering for a non-HP Helion OpenStack® based topology design to a catalog may fail with an error message if environments are associated to the catalog. If the catalog is associated to one or more environments that contain providers, and if a topology component used in a design requires a provider instance that is not located in any environment associated to the catalog, the publishing of the service offering will fail with an error message.

Cause

In an attempt to protect against service offerings being published that cannot be successfully provisioned, the publishing of offerings in this state are blocked. However, the publishing should be allowed with a warning, allowing the user to fix the environment and/or provider-to-environment association after publishing.

Workaround

If you are publishing a non-HP Helion OpenStack® based topology design to a catalog that has associated environments, ensure that all provider instances necessary to provision the topology components in the design exist in at least one of the environments associated to the catalog. All provider instances need not be associated to all environments associated with the catalog, but at least one provider instance of the appropriate type must exist in at least one environment associated to the catalog.

Provisioning of a topology Express design fails after adding additional components to the design

QCCR1D186735

Problem

Adding additional components in the Cloud Service Management Console to a topology design that was created with the **Express** design option set to **Yes** will make the design invalid. Subscriptions to such a design will fail.

Cause

The **Express** design and associated **Express Checkout** feature is limited to simple generated topology designs.

Workaround

Do not add additional components to a topology design created with **Express** design set to **Yes**. Only one instance of **External Network Segment**, **Router**, **Network Segment**, and **Server Group** is allowed in express designs. For more complex topologies use a standard design. Note that the **Express** design option is disabled for most HP CSA installations. If the option is not visible when creating a topology design, the design will not be an **Express** design, and this issue will not exist.

Topology designs allow you to set the **Modifiable** attribute on a component property when it should not be allowed

QCCR1D186541

Problem

In the topology designs area of the Cloud Service Management Console, the ability to set the **Modifiable** attribute on a component property may be enabled in situations in which it should be disabled (for example, when an HP Helion OpenStack® design that includes a **Network Segment** component has **Network** and **Select a subnet** properties). If the **Network** property has a value other than (none) and is set to be **Modifiable**, the **Select a subnet** property will appear and should have its **Modifiable** attribute selected and grayed out. This is the behavior after setting the **Network** property value. However, if you leave the **Editor** tab and return, or select a different node in the design and then select **Network Segment** again, the **Modifiable** attribute on **Select a subnet** is not disabled, allowing a user to unselect **Modifiable**. This may result in errors at subscription time when the **Select a subnet** property value needs to be supplied by a user based on the **Network** selection.

Known Problems, Limitations, and Workarounds

Cause

The topology design editor does not properly disable the **Modifiable** checkbox in situations in which it should.

Workaround

Ensure that **Modifiable** is checked for properties, like **Select a subnet**, that are dependent on other **Modifiable** properties used in a design.

When importing designs in the Cloud Service Management Console, the Total Artifacts Processed number is higher than the sum of all other counts listed in the report

QCCR1D186983

Problem

When importing topology or sequenced designs in the Cloud Service Management Console, the report containing results can be displayed by clicking **View Detailed Report**. This report lists the **Total Artifacts Processed, In Error, Added, Updated, Reused, and Removed**. The count displayed for **Total Artifacts Processed** may be higher than the sum of all other counts because, when an artifact already exists, it is skipped, but counted, and there is not a **Total Artifacts Skipped** field that lists the number of such artifacts.

Cause

The report fails to distinguish already existing (or skipped) artifacts.

Workaround

No workaround is available.

Topology design that is referenced by a sequenced design cannot be deleted

QCCR1D186992

Problem

If a topology design is referenced by a sequenced design through the use of a Delegated Topology component, the topology design cannot be deleted until all subscriptions to the sequenced design are canceled and deleted.

Cause

Product defect.

Workaround

Delete all subscriptions to the sequenced design prior to deleting the topology design.

Imported topology component has required component property marked as not being required

QCCR1D187021

Problem

When importing an HP Operations Orchestration flow in the Designs / Topology / Components area of the Cloud Service Management Console, if that flow contains an **Input** and **Output** property of the same name, the resulting component imported into HP CSA will have a property of that name that is erroneously marked as not being required. This can lead to improper usage of the component in a topology design and a provisioning failure if the required property value is not provided.

Cause

Improper handling of importing a flow when **Input** and **Output** properties have the same name.

Workaround

You can edit the definition of this property in the **Properties** tab for this component and select the **Required Property** checkbox. Alternatively, you must ensure that a value is specified for this property anytime the associated component is used in a topology design.

Imported topology component does not present a list of values for a multi-select Input property

QCCR1D186068

Problem

When importing an HP Operations Orchestration flow in the Designs / Topology / Components area of the Cloud Service Management Console, if that flow contains an Input property with **Type** value of **List of Values** and **From** value of **Prompt User from List – Selection List**, the resulting component imported into HP CSA will have a property value of type **String** for this Input property. Instead of a list of values from which one or more can be selected, a single text input will be presented to the user for this property in both the Components and Designer areas.

Cause

The Designs / Topology / Components and Designs / Topology / Designer areas of the Cloud Service Management Console do not have graceful support for multi-select properties such as these.

Known Problems, Limitations, and Workarounds

Workaround

In the text input for such a property, encode the property values using the appropriate delimiter, which is determined by the method the flow uses to parse the Input property. If the flow uses the default **Selection List Iterate** operation that is provided with HP Operations Orchestration, the delimiter (separator) is configurable and has a default of '|'. For example, the values 'red', 'green', and 'blue' would be specified as 'red|green|blue' (unquoted) if using the **Selection List Iterate** operation with the default separator value.

Internal server error when importing HP Operations Orchestration content pack

QCCR1D187086

Problem

When importing an HP Operations Orchestration content pack from the Designs / Topology / Components area of the Cloud Service Management Console, if the same content pack is imported twice an error dialog will be displayed with content: "Internal server error occurred. Contact your system administrator."

Cause

The check during import to determine if a component already exists has an error that results in this internal server error message instead of a more meaningful error message.

Workaround

Avoid importing content packs that have already been imported.

Requested resource not found on server error message occurs when importing components

QCCR1D187158

Problem

When importing components in the Designs / Topology / Components area of the Cloud Service Management Console, if **Source Type** is set to **Live instance** you may receive the error "Requested resource not found on the server" if the specified provider Instance cannot be accessed using the URL and credentials that have been configured for the provider.

Cause

This error message will appear if a connection to the provider cannot be made.

Workaround

If importing from a Chef or HP Server Automation provider, confirm that the **Service Access Point**, **User ID**, and **Password** configured on the resource provider in the Providers area of the Cloud Service Management Console are correctly configured. If importing from Chef, confirm that the `chefClient` and `chefClientKey` properties on the provider are correctly configured. If importing from HP Operations Orchestration, confirm that the `OOS_URL`, `OOS_USERNAME`, and `OOS_PASSWORD` values in `csa.properties` are correctly configured.

Test Run functionality for topology designs does not work in all cases

QCCR1D187129

Problem

It is not possible to successfully use the **Test Run** functionality in the Designs / Topology / Designer area of the Cloud Service Management Console for all types of designs. In particular, designs that have dependent properties are not testable in all situations.

For example, HP Helion OpenStack® designs can use the **Network Segment** component, which includes a **Network** property and, if a **Network** is selected, a **Select a subnet** property. The **Select a subnet** property values are dependent on the **Network** selection. Both properties should be specified in order to provision the design successfully; however, the appropriate values for **Network** and **Select a subnet** may come from a subscriber and not be specified in a design. If the design is configured such that **Network** is unset (value of (none)) and set to be **Modifiable**, the **Select a subnet** property will also be unset and set to be **Modifiable**, though the **Select a subnet** property will not be visible in the **Editor** tab for the design. When ordering a subscription for this design in the Marketplace Portal, the user will be able to specify both **Network** and **Select a subnet** values, and the provisioning will occur normally. However, when clicking **Test Run** for this design, the user performing the test run will only be able to specify a **Network**, and the **Select a subnet** value will not be presented to the user for selection, causing the **Test Run** to fail.

Cause

Product defect

Known Problems, Limitations, and Workarounds

Workaround

To test such a design successfully using **Test Run**, specify a value other than (none) for the property that is depended on; in our example above, this is the **Network** property. This will cause the **Select a subnet** property to appear both in the **Editor** tab and also when performing a **Test Run**. If you wish the default **Network** selection to be (none), restore its unset value after completing testing of the design.

Preview errors occur when importing topology design archives in the Catalogs or Offerings area

QCCR1D187205

Problem

When importing an archive containing topology designs in the Cloud Service Management Console in the Catalogs or Offerings areas, clicking **Preview** will displays errors if the archive contains topology designs with components that have not yet been imported into CSA. Errors of the form: `Could not resolve component template for topology resource <topology-resource-id>` will be displayed.

These errors will not cause the import operation to fail. The components exist in the archive and will be imported along with the design.

These same errors are not displayed when importing from the Designs / Topology / Designer area.

Cause

Product defect.

Workaround

These preview errors can be ignored.

An existing, published topology design is updated during a service design import

QCCR1D187102

Problem

When importing a design in the Designs / Topology / Designer area of the Cloud Service Management Console, specifying an **Action of Update** in the **Import** dialog will normally not allow updates to an existing design in HP CSA that has been published. This is by design, to prevent modifications to published designs that may already be used in service offerings. However, if the published design that already exists in HP CSA was itself imported, the normal import safeguard does not work properly, and you will be able to update the existing published design by specifying an **Action of Update** during import.

Cause

Product defect.

Workaround

Take caution when importing designs using an **Action of Update**. Avoid re-importing designs that have already been published, particularly ones that are used in service offerings.

Provisioning fails for a topology design that contains Modifiable confidential property values

QCCR1D187274

Problem

Provisioning of topology designs that contain confidential property values that are configured to be **Modifiable** may fail. For example, a topology design that includes a vCenter Server or Amazon Server component includes a password property that is confidential. If the password is configured to be **Modifiable**, and if the design also includes a Chef component (such as Java), the design cannot be successfully provisioned, either through **Test Run** or by creating a subscription to the design in the Marketplace Portal. Simpler designs, such as one without an associated Chef component, may succeed even if the password property is marked as **Modifiable**.

Cause

Product Defect

Workaround

Avoid setting confidential properties to be **Modifiable** in a topology design. Configure the correct value for the property in the design.

Multiple topology component relationships can be created with the same ID

QCCR1D187388

Known Problems, Limitations, and Workarounds

Problem

In the Designs / Topology / Components area of the Cloud Service Management Console, relationships are created on a component in the **Relationships** tab. When creating a relationship the user is prompted for a unique ID for the relationship. However, the relationship ID is not verified to be unique, and the user will be allowed to create multiple relationships with the same ID. All such relationships will be stored in the HP CSA database; however, only one of the relationships with the identical ID will be displayed to the user. When such a relationship is deleted and the component is saved, another of the relationships with the identical ID will be displayed.

Cause

Product defect.

Workaround

Avoid creating multiple relationships on a topology component with the same ID.

Source component relationships not properly duplicated when using the Save As button for topology components

QCCR1D187355

Problem

The **Save As** button for topology components in the Designs / Topology / Components area of the Cloud Service Management Console does not properly duplicate relationships configured on the source component to the newly created component. This can cause various problems for a user, such as changes to the copied component's relationship impacting the source component, and not being able to delete the copied component if the source component is used in a design.

Cause

Product defect.

Workaround

No workaround is available.

Service offering import associated with published topology design results in error message

QCCR1D187427

Problem

In the Cloud Service Management Console, it is not possible to import a service offering archive that contains a service offering and associated published topology design if the topology design already exists on the system on which the import is taking place. This is the case even when the **Import Option** is set to **Update** and when the topology design that already exists on the system is an exact match for the one in the service offering archive. An error will be displayed that includes the text "Topology has to be unlocked for save changes (current state is published)."

Cause

Product defect.

Workaround

In order to successfully import the offering and associated published topology design, the existing topology design (and any associated service offerings) on the system on which the import is occurring must first be deleted.

Importing a topology design that uses component relationships fails or produces a design that does not function properly

QCCR1D187332

Problem

When importing a topology design that utilizes components already present on the HP CSA system, but that utilizes relationships not present on those components, the import operation will either fail or will appear to succeed but produce a design that does not function properly. The import will fail if the missing relationship was configured to be a **Required Relationship** at the time the exported design was created, and the import's **Preview** report will provide the details of the missing relationship. The import will succeed if the missing relationship was not configured to be a **Required Relationship** at the time the exported design was created, but the **Editor** tab for the design will not function, and the user will only see a button to delete the design on the **Overview** tab.

Cause

Product defect.

Workaround

By clicking **View Detailed Report**, either after a **Preview** operation or after the actual Import, the details of any missing or misconfigured relationships will be displayed.

Known Problems, Limitations, and Workarounds

If the missing relationship was a required relationship, a message of the following form will be displayed:

```
relation.<relation_name>_<component_id> - Missing in repository component type
```

If the missing relationship was not a required relationship, a message of the following form will be displayed:

```
relation.<relation_name>_<component_id> - Exist different (review needed)
```

These messages will be displayed in the context of a particular topology component that is missing the needed relationship. To allow the design import to succeed, navigate to the Designs / Topology / Components area of the Cloud Service Management Console, select the relevant component with the specified <component_id>, and create the needed relationship, using the precise <relation_name> value that was specified in the detailed report. The design can then be imported normally. If you had already imported the design (which made use of a non-required relationship) and found the **Overview** tab to contain only a **Delete** button, first delete the design and then re-import.

If recreating the relationships is not possible or desirable, the associated component can be deleted (if not otherwise used on the HP CSA system) and the import will recreate the component, with the needed relationships, when the design is imported.

Marketplace Portal

[Marketplace Portal allows you to select security groups that are already added to the VM network interface](#)

QCCR1D177361

Problem

For services created from HP Helion OpenStack® 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 Helion OpenStack® 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 HP Helion OpenStack® 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 Helion OpenStack® is not properly filtered.

Workaround

No workaround is available.

[Marketplace Portal is unresponsive after canceling subscriptions](#)

QCCR1D177494

Problem

Canceling subscriptions for HP Helion OpenStack®-based designs can cause the HP Helion OpenStack® 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.

Known Problems, Limitations, and Workarounds

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 Helion OpenStack® 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 Helion OpenStack® 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.

When modifying a subscription, profiles are shown but not selectable

QCCR1D180705

Problem

When a sequenced design contains a Delegated Topology component, if a subscription is modified, the topology profiles will be shown. The topology profiles cannot be selected.

Cause

Modifying the topology subscription profiles is not supported through the Marketplace Portal. But, because the profiles originate through a sequenced design, they are shown in the Marketplace Portal.

Workaround

No workaround is available.

Dynamic properties of a service whose configuration is being edited in the shopping cart are not properly set

QCCR1D182350

Problem

While editing a configuration of an order added to the shopping cart, previously selected dynamic properties values are not shown.

Cause

Dynamic property load handling is not implemented for the shopping cart.

Workaround

Reconfigure the service.

Incorrect pricing displays when changing the configuration of an item added to the shopping cart

QCCR1D187547

Problem

In the Marketplace Portal, incorrect pricing is sometimes displayed when editing the configuration of an item already added to the shopping cart. The incorrect price can be low or high. In some cases, the error doesn't propagate back to the main cart page, and the main cart page may still display the correct value even though the edit configuration page shows an incorrect value. Editing one offering in the cart does not alter the value of the other offerings upon return to the main cart page.

Cause

Product defect.

Workaround

Set all of the configuration options correctly prior to placing an item in the cart.

Clustered Environment

Cannot log in to the Marketplace Portal when it is installed in an HA environment

QCCR1D186759

Known Problems, Limitations, and Workarounds

Problem

In an HA environment, users are unable to log in to the Marketplace Portal when the Organization name configured in the Cloud Service Management Console contains non-ASCII characters (for example, Chinese characters).

Cause

The protocol used to communicate between Apache and JBoss in an HA environment does not use UTF-8 encoding by default. In the default configuration, the non-ASCII characters are corrupted when this communication occurs.

Workaround

Either:

- 1) Avoid using non-ASCII characters in the Organization name OR
- 2) Add the following property to the `%CSA_HOME%\jboss-as-7.1.1.Final\domain\configuration\domain.xml` file (in the `system-properties` section) on all HP CSA nodes in the cluster and then restart HP CSA.

```
<property name="org.apache.catalina.connector.URI_ENCODING" value="UTF-8"/>
```

Online Help

[A service offering that is currently published into one or more catalogs can be deleted](#)

QCCR1D187549

Problem

In the Cloud Service Management Console, it is possible to delete a service offering that is currently published into one or more catalogs. The service offering can be deleted even if active subscriptions in the Marketplace Portal were created from the service offering. This behavior is by design, but is not correctly documented in the Cloud Service Management Console help.

Cause

Documentation defect.

Workaround

Take care when deleting service offerings, and understand that service offerings can be deleted even when published to a catalog and even when used by active subscriptions. Deleting service offerings used by subscriptions may make triage of subscription issues more difficult.

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.

HP CSA APIs

[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

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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.

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, after upgrade the ArcSight Logger integration no longer works as expected.

Cause

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

Workaround

After upgrading, 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

HP Helion OpenStack®

The public action "Add Server to Server group" cannot be used

QCCR1D181733

Problem

The public action "Add Server to Server group" cannot be used when the HP Helion OpenStack® provider instance is behind a proxy server with SSL enabled.

Cause

HP Helion OpenStack® does not allow the public action "Add Server to Server group" to be used when behind a proxy server with SSL enabled.

Workaround

Disable SSL.

Behavior of property values and resource pool in profiles of a topology design may not be as expected

QCCR1D181767

Problem

The property value or resource pool used in a topology design overrides the property value or resource pool used in the profile of a design. However, the property value or resource pool used in a profile does not override the property value or resource pool used in the design.

For example, if a topology design's resource pool value is changed, all profile's resource pool values are updated to match the design's value. But, if a profile's resource pool value is changed to a value different from the design's value, the values remain different (the design's value is not updated to match the profile's value).

Cause

This is the expected behavior.

Workaround

No workaround is available.

Terminating an instance in HP Helion OpenStack® is not reflected in the HP CSA Marketplace Portal or Cloud Service Management Console

QCCR1D176653

Problem

Changes made to an already provisioned HP Helion OpenStack® instance in the HP Helion OpenStack® 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 Helion OpenStack® via the HP Helion OpenStack® 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 Helion OpenStack® 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 Helion OpenStack® Administration Dashboard.

HP Helion OpenStack® security group cannot be created when using the Express topology design option

QCCR1D186548

Problem

If you try to save a topology design in the Cloud Service Management Console that was created with the **Express** design option set to **Yes** and that has the **Security Group** property on relationship **Server Group->Network Segment** set to **Create Security Group** you will get the following error: "Property "Security Group" on relation "Server Group->Network Segment" has create value and is modifiable. This is not valid. Please uncheck modifiable."

Known Problems, Limitations, and Workarounds

When you uncheck the modifiable flag you will be able to save the design but you will still not be able to publish it. You will get the following error: "Publish failed due to the following errors: Property "Server Group - Network Segment.Security Group" has to be set as modifiable."

Cause

It is not possible to create a new HP Helion OpenStack® security group using the **Express** design feature.

Workaround

If you need to create new security group as part of an HP Helion OpenStack® topology design, set the **Express** design option to **No** when creating the design. Note that the **Express** design option is disabled for most HP CSA installations - if the option is not visible when creating a topology design, the design will not be an **Express** design, and this issue will not exist.

HP Helion OpenStack® router cannot be created when using the Express topology design option

QCCR1D186549

Problem

If you try to save a topology design in the Cloud Service Management Console that was created with the **Express** design option set to **Yes** and that has the **Router** property on a Router component set to **Create new router** you will get the following error: "Property "Router" on resource "Router" has create value and is modifiable. This is not valid. Please uncheck modifiable."

When you uncheck the modifiable flag you will be able to save the design but you will still not be able to publish it. You will get the following error: "Publish failed due to the following errors: Property "Router.Router" has to be set as modifiable."

Cause

It is not possible to create a new HP Helion OpenStack® router using the **Express** design feature.

Workaround

If you need to create a new router as part of an HP Helion OpenStack® topology design, set the **Express** design option to **No** when creating the design. Note that the **Express** design option is disabled for most CSA installations - if the option is not visible when creating a topology design, the design will not be an Express design and this issue will not exist.

Cannot successfully subscribe to an HP Helion OpenStack® based topology design

QCCR1D186855

Problem

If an HP Helion OpenStack® topology design includes a **Network Segment** component that has its **Network** property unset (set to (none)) and marked as **Modifiable**, it will not be possible to successfully subscribe to the design in the Marketplace Portal.

Cause

When the **Network** property is unset, the **Select a subnet property** does not appear in the **Editor** tab for a topology design. If the **Network** property was set to any other value and was marked as **Modifiable**, the **Select a subnet** property would appear and also be **Modifiable**, ensuring a Marketplace Portal subscriber could select appropriate values for both **Network** and **Select a subnet** at subscription time. But when **Network** is unset, the **Select a subnet** property does not appear in the designer, is not **Modifiable**, and is thus not exposed to a subscriber. Because the **Select a subnet value** is dependent on the subscriber's selection for **Network**, and because the subscriber is not given the opportunity to select the subnet in this scenario, the subscription will fail.

Workaround

Avoid setting the **Network** property to (none) when it is marked as **Modifiable**. Either do not make **Network Modifiable** or set **Network** to a value other than (none) when it needs to be **Modifiable**.

HP Helion OpenStack® topology-based subscription fails without an error message to the user

QCCR1D187181

Problem

If a catalog is configured with resource environments and the catalog contains service offerings created from HP Helion OpenStack® topology designs, it is necessary that the HP Helion OpenStack® provider(s) referenced in those designs be included in at least one resource environment associated to the catalog. If the necessary provider for a design is not associated with at least one environment, then subscription requests for such designs in the Marketplace Portal will fail, with no subscription created, and no information about the failure reported to the user. An error will be reported in the `csa.log` file.

Known Problems, Limitations, and Workarounds

Cause

Product defect.

Workaround

Associate the necessary HP Helion OpenStack® provider(s) to at least one of the environments associated to the catalog.

Save As button does not work for HP Helion OpenStack® components

QCCR1D187354

Problem

In the Designs / Topology / Components area of the Cloud Service Management Console, it is not possible to use the **Save As** button to create a copy of an HP Helion OpenStack® component (such as Server Group).

Cause

Product defect.

Workaround

Creating copies of HP Helion OpenStack components is not supported. Do not use the Save As button to attempt to copy such components.

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.

When you delete a topology design, the associated HP Operations Orchestration flows are not deleted

QCCR1D182748

Known Problems, Limitations, and Workarounds

Problem

When you create a topology design, HP Operations Orchestration flows are created for that design in the `Library / Integrations / Hewlett-Packard / Cloud Service Automation / E2E / <product_version> directory`. Deleting the topology design will not delete the associated flows from HP Operations Orchestration.

Cause

Product limitation.

Workaround

The associated flows can be ignored or manually deleted. The flow names include the design name and version to help with identification.

Provider credentials appear in cleartext in HP Operations Orchestration Central

QCCR1D184932

Problem

When provisioning a sequenced design, an HP Operations Orchestration flow that retrieves resource provider details, such as `Get Resource Provider Details` or `Get DMA Provider`, is run. When viewing the results of this run in HP Operations Orchestration Central, the provider credentials are displayed in cleartext.

Cause

HP Operations Orchestration 10.x does not provide an option to obfuscate the output of a flow execution.

Workaround

No workaround available.

Confidential component properties appear as cleartext in HP Operations Orchestration Central

QCCR1D186611

Problem

When viewing the run report in HP Operations Orchestration Central for the flow that provisions a topology design, some component properties that are marked as **Confidential** in the Cloud Service Management Console are displayed in cleartext in HP OO Central.

Cause

Product defect.

Workaround

No workaround available.

HP Operations Orchestration Studio reports errors about the Result field

QCCR1D185826

Problem

Every topology design created in the Cloud Service Management Console has an associated HP Operations Orchestration flow that is used to provision the design. This flow is automatically generated. If the topology design includes components shipped with HP CSA or that were imported from HP Operations Orchestration, the flow generated for the topology design will include a **Result** field. If you open this flow in HP Operations Orchestration Studio, errors will be reported for this flow due to the presence of the **Result** field.

Although these errors will be present in HP Operations Orchestration Studio, these errors do not impact provisioning of the flow. It is also not necessary to open these generated flows in HP Operations Orchestration Studio to use HP CSA.

Cause

When components are imported from HP Operations Orchestration flows in the `Designs / Topology / Components` area of the Cloud Service Management Console, the HP Operations Orchestration REST API indicates the presence of **Result** outputs on the flow. This leads to the creation of the erroneous **Result** field when the flow that provisions a topology design is automatically generated.

Workaround

The errors in HP Operations Orchestration Studio can be ignored. If you wish to run these generated flows directly in HP Operations Orchestration Studio, first manually remove the problematic **Result** fields.

Deploying state for a topology component imported from an HP OO flow does not update to Deployed

QCCR1D187228

Known Problems, Limitations, and Workarounds

Problem

In some cases, the Deploying state for a topology component (visible in the Cloud Service Management Console's Operations area and **Test Run** area) will not be updated to Deployed even after the component has successfully been deployed. This behavior occurs for components that were imported from HP Operations Orchestration flows and that made use of the response property to indicate success or failure of the flow.

Cause

Product defect

Workaround

In the Designs / Topology / Components area of the Cloud Service Management Console, select the component, and perform the following steps:

1. In the **Properties** tab, remove the 'response' property that was automatically created.
2. Recreate the 'response' property with a Display Name and ID of 'response'.
3. Click **Save**.
4. In the **Operations** tab, select the operation that made use of the response property.
5. Select **Implementation**.
6. In the **Parameter Mapping** area, map the response property to the Component Property also named 'response'.
7. Click **Save**.

Parameter Mapping for an imported HP OO flow does not enable public action input properties

QCCR1D187316

Problem

Public actions can be added to a component on the **Operations** tab for the component in the Designs / Topology / Components area of the Cloud Service Management Console. Public actions are imported from HP Operations Orchestration flows, and the **Parameter Mapping** can subsequently be configured for the operation. It is not possible to successfully configure **Parameter Mapping** for the operation to enable public action input properties to be specified by a subscriber in the Marketplace Portal.

Cause

Product defect.

Workaround

No workaround is available.

HP CSA content has errors after being imported into HP Operations Orchestration

QCCR1D186958

Problem

Users of HP Operations Orchestration 9.x may find that certain HP CSA content has errors after import into HP Operations Orchestration if patches and content packs are not applied in a particular order. In particular, for users who are currently running patch level 9.07.0000, after installing HP Operations Orchestration CP Version 13, HP Server Automation CP for HP Operations Orchestration Version 9.00.08, and HP CSA-4_10-ContentInstaller.jar, certain HP Database and Middleware Automation (HP DMA) flows will be in an error state.

Cause

This sequence of installation steps causes corruption of the HP Operations Orchestration repository and loss of the Remediate Server operation. It is necessary to first upgrade to HP Operations Orchestration patch 9.07.0008 prior to installing these content packs.

Workaround

Perform the installations of patches and content packs in the following order:

1. Install HP Operations Orchestration patch 9.07.0008.
2. Install HP Operations Orchestration CP Version 13.
3. Install HP Server Automation CP for OO Version 9.00.08.
4. Install CSA-4_10-ContentInstaller.jar.

If your HP Operations Orchestration environment is already in an error state as a result of installing these content packs prior to upgrading to patch level 9.07.0008, perform the following steps:

1. Uninstall HP Operations Orchestration patch 9.07.0000 (stopping the HP Operations Orchestration services prior to patch removal).
2. Install HP Operations Orchestration patch 9.07.0008 and restart the HP Operations Orchestration services.
3. Install HP Operations Orchestration CP Version 13 using the `-forceinstall` command during installation.

Known Problems, Limitations, and Workarounds

4. Install HP Server Automation CP for HP Operations Orchestration Version 9.00.08 using the `-forceinstall` command during installation.
5. Install `CSA-4_10-ContentInstaller.jar` using the `-forceinstall` command during installation.

VMware vCenter

Value for vCenter Server topology component `privateKey` property is displayed in cleartext

QCCR1D187237

Problem

The vCenter Server topology component's **privateKey** property is not configured as a **Confidential Property**, causing values for this property (in the Designs / Topology / Designer and Designs / Topology Components areas of the Cloud Service Management Console) to be displayed in cleartext.

Cause

Product defect.

Workaround

This property can be marked as a **Confidential Property** in the Cloud Service Management Console. In the Designs / Topology / Components area, select the vCenter Server component, click the **Properties** tab, edit the **privateKey** property, select **Confidential Property**, and click **OK**.

The Flex CPU public action on a vCenter Server component hangs

QCCR1D187146

Problem

The public action `Flex CPU` on a vCenter Server component will hang if a value of 0 is entered for `requestedCpuCount`. The subscription in the Marketplace Portal will show a status of Modifying Services, and the Operations area of the Cloud Service Management Console will display a service instance status of Modifying. In this state the subscription cannot be canceled or deleted, and no subsequent public actions can be invoked.

Cause

If the supplied value is 0, the Flex CPU flow terminates in a No Action Taken step, causing HP CSA never to learn of the flow's completion.

Workaround

Do one of the following:

- Avoid specifying a value of 0 for `requestedCpuCount`
or
- Modify the `Flex CPU` flow located in `Library/Integrations/Hewlett-Packard/Cloud Service Automation/Components/VMWARE_VCENTER/Server/04.10.0000` such that, instead of transitioning to No Action Taken, a transition to Error : failure is made instead. This will require first importing the flow into HP OO Studio (from the `CSA_HOME\Tools\ComponentTool\contentpacks\CSA-VMWARE-CP-4.10.0000.jar` content pack), then correcting the flow, and, finally, publishing it back to HP OO Central.

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You can visit the HP Software support web site at:

www.hp.com/go/hpsoftwaresupport

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- 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
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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>