

HP Helion Codar

Version 1.00



Troubleshooting Guide

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1. HP Helion Codar Troubleshooting	3
1.1 Chef integration does not work when Chef server tries to access provisioned VMs using ssh shell, which are not trusted by Chef Server	3
1.2 Cloud Service Management Console (HP Helion Codar)	3
1.2.1 A JBoss service error message appears in server.log during HP Helion Codar service start up	3
1.2.2 Chrome reloads SWF on each navigation to a page that uses Flash Player	4
1.2.3 Communication error in Firefox when "Use system proxy" settings is configured	4
1.2.4 Import of topology designs does not automatically add any missing component relationship definitions	4
1.2.5 Internet Explorer ESC interferes with Cloud Service Management Console	5
1.2.6 Attempting to add a valid approver fails with error message	5
1.2.7 Unable to log in to Cloud Service Management Console after installation when Single Sign On is configured	6
1.2.8 Various issues when logging into the Cloud Service Management Console in multiple browser tabs	6
1.2.9 Web Browsers Remember Password Credentials	7
1.3 HP Helion Codar Localization	7
1.3.1 Non-English characters are not properly stored by Oracle	7
1.4 Installation and configuration	7
1.4.1 Content upload not successful during HP Helion Codar Installation	7
1.4.2 Fail to execute HP Helion Codar installer on Linux	8
1.4.3 Failure to install HP Helion Codar on Linux	8
1.4.4 HP Helion Codar end to end troubleshooting	9
1.4.5 HP Helion Codar files are not cleaned up after HP Helion Codar uninstallation on Ubuntu	9
1.4.6 Import of content archives import	9
1.4.7 Installation fails with SQL errors in the install.log file	9
1.4.8 Installation log file created with .txt extension	10
1.4.9 Performance issue when importing large archives	10
1.4.10 Tips for Initial Installation and Configuration	10
1.5 Miscellaneous Issues and Information	11
1.5.1 HP Helion Codar fails with JDBC rollback error	11
1.5.2 HP Helion Codar REST API - Cannot create property names	12
1.5.3 User authorization fails if the base DN of an organization is modified during user session	12
1.5.4 Windows command line commands do not run	12
1.5.5 Support Tool for HP Helion Codar - Information and Instruction Page	13
2. Application-Level Troubleshooting	13
2.1 Codar Service Design's Readme file has wrong Examples	13
2.2 Connection Troubleshooting	14
2.2.1 Failed to open HTTP connection; failed to Get resource at ; exploration of OO flow run execution	14
2.2.2 Page Not Found Error is observed when running Petclinic OOTB design	14
2.2.3 Deployment fails for Petclinic Application design with OO Flow error	15
2.2.4 Jenkins Deployment fails for Petclinic Application for packageld	15
2.2.5 Jenkins dashboard does not open with default port 8080	16
2.2.6 Petclinic application deployment failure for MySQL component	16
3. HP Helion Codar on the Linux Platform	17
3.1 Cannot stop the HP Helion Codar service	17
3.2 Command not found error when Codar service script is executed	17
3.3 Embedded OO could not be launched after reboot of the Linux Server	17
3.4 Error when content-archive-tool runs against an unsupported version of HP Helion Codar	18
3.5 HP Helion Codar service fails to start on Ubuntu	18
3.6 HP Helion Codar Service fails to start or stop with unrecognized service error on Ubuntu	18
3.7 HP Helion Codar service startup fails	19
3.8 HP Helion Codar service stop command results in java not found error on Ubuntu	19
3.9 Image files are created under csa.war directory on RHEL platform	20
3.10 psql error loading shared libraries when connecting to Postgres database using psql command	20
4. Integration Troubleshooting	20
4.1 Amazon Web Services	20
4.1.1 An AWS instance cannot be reached using its public IP	20
4.1.2 Attaching the network interface to the server fails	21
4.1.3 AWS Provider Validation Failed	21
4.1.4 AWS Provider Validation Fails	21
4.1.5 Provision fails with Amazon Server component	22
4.1.6 Public IP for AWS server instances is not visible	22
4.1.7 The Test Run fails when more than one Network Interface is connected to a single AWS server in the design	22

4.2 CAC: When LDAP is not configured and you try to access SMC portal, no error message is shown in the server.log file	23
4.3 HP Helion OpenStack	23
4.3.1 OpenStack - HP Cloud Service fails to deploy server instance	23
4.3.2 OpenStack - HP Cloud Services fails to create an instance	24
4.4 HP Operations Orchestration	24
4.4.1 All workflows in the HP OO public repository are invalid	24
4.4.2 Failure in trust store setup causes login lockouts	24
4.4.3 HP CSA Operations Orchestration content is not reflected on HP OO	25
4.4.4 javax.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: PKIX path building failed	25
4.4.5 Some workflows under the CSA folder are invalid	26
4.5 HP SiteScope (HP Helion Codar)	26
4.5.1 HP SiteScope create server monitor fails	26
4.5.2 HP SiteScope CSA template does not appear on server after import	27
4.5.3 HP SiteScope monitor deployment fails with an error in HP OO reporting	27
4.6 VMware vCenter (HP Helion Codar)	28
4.6.1 A request for a test run remains in "Deploying" state	28
4.6.2 Cannot provision vCenter server component	28
4.6.3 vCenter customization template is missing	28
4.6.4 vCenter provision server fails when a specified cloned template is not present in the given Datacenter	29
4.6.5 When a vCenter Add Server fails with timeout, the Lifecycle Engine does not allow another lifecycle transition to begin	29
5. Topology Design Troubleshooting	30
5.1 Associating a Floating IP does not work using an Internal Network	30
5.2 Cannot embrace Chef components	30
5.3 Execute a test run of a topology design	30
5.4 Importing topology designs does not automatically add missing component relationship definitions	31
5.5 No IPs are listed when executing "Assign Floating IP" public action using new Helion OpenStack setup	31
5.6 Test run fails while using Topology Design based on HP SA software policies	33
5.7 Unable to provision a server due to difference between access point and zone specified in the design	33
6. Licensing	34
6.1 Codar persona is not able to deploy an application from the package tab	34
6.2 HP Helion Codar Licensing UI issue with Chrome	34
6.3 HP Helion Codar persona permission issue	34
6.4 Not able to deploy an application from the package tab	35
6.5 Relevant message not displayed when an expired emergency license is re-installed	35
6.6 User is not able to install a license in cluster mode	35

HP Helion Codar Troubleshooting

Chef integration does not work when Chef server tries to access provisioned VMs using ssh shell, which are not trusted by Chef Server

Problem: Chef integration does not work when Chef server tries to access provisioned VMs using ssh shell, which are not trusted by Chef Server

Symptoms	Chef based design provisioning fails with connection refused error.
Primary software component	Chef based design provisioning.
Failure message	The following error message is received in Chef HP-OO (Operations and Orchestration) Deploy flow, " Check Node " step: Connection <code>refused:connect</code>
Probable cause	During chef based design realization, chef server connects to provisioned VMs using SSH shell to execute chef operations. If the provisioned VMs are not trusted by chef server this operation fails.

Solution

Add following lines in the ssh config file of the Chef server for the user defined in Chef Provider configuration property ("**chefClient**"):

```
Host *  
StrictHostKeyChecking no  
UserKnownHostsFile /dev/null
```

Example:

```
ChefClient:developer
```

SSH Config file location would be `/home/developer/.ssh/config`

Cloud Service Management Console (HP Helion Codar)

A JBoss service error message appears in server.log during HP Helion Codar service start up

Problem: A JBoss service error message appears in server.log when HP Helion Codar service is starting up

Symptoms	During HP Helion Codar service start up a JBoss service error message appears in server.log.
Primary software component	Cloud Service Management Console
Failure message	JBAS014775: New missing/unsatisfied dependencies: service jboss.binding.http (missing) dependents: [service jboss.web.connector.http] ERROR [org.jboss.as] (Controller Boot Thread) JBAS015875: JBoss AS 7.1.3.Final "Arges" started (with errors) in 98633ms - Started 647 of 733 services (1 services failed or missing dependencies, 83 services are passive or on-demand)
Probable cause	HTTP socket binding is disabled in standalone.xml. But HTTP to HTTPS redirection configuration still exists in standalone.xml

Solution

This is a harmless error message. There is no functional impact due to this error.

Chrome reloads SWF on each navigation to a page that uses Flash Player

Problem: Chrome reloads SWF on each navigation to a page that uses Flash Player

Symptoms	When accessing the Cloud Service Management Console in Chrome, areas that involve a SWF file (including Organizations and many areas under Designs/Sequenced) reload on every user navigation to the area.
Primary software component	Cloud Service Management Console
Failure message	N/A
Probable 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.

Solution

Configure a CA-signed certificate for use with HP Helion Codar, as described in the *HP Helion Codar Configuration Guide*.

Communication error in Firefox when "Use system proxy" settings is configured

Problem: Communication error in Firefox when "Use system proxy settings" is configured

Symptoms	A communication error is received in Firefox immediately after you log in to the Cloud Service Management Console.
Primary software component	Cloud Service Management Console
Failure message	Communication error
Probable cause	In certain network environments, Firefox is unable to communicate with the Cloud Service Automation service when Use system proxy settings is configured.

Solution

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 33, these settings are configured in Tools / Options / Advanced / Network / Settings.

Import of topology designs does not automatically add any missing component relationship definitions

Problem: Import of topology designs does not automatically add missing component relationship definitions

Symptoms	Import of a topology design fails with an error. Information in the detailed report indicates a needed relation is missing.
Primary software component	Cloud Service Management Console
Failure message	After clicking View Detailed Report, you'll see one of the following: <ul style="list-style-type: none">• relation.<relation_name>_<component_id> - Missing in repository component type• relation.<relation_name>_<component_id> - Exist different (review needed)

Probable cause	The definition of the topology component on the system in which the import is occurring lacks relationship definitions that are needed by the design being imported.
----------------	--

Solution

The missing relationships must first be added to the component in the Components area prior to performing import. Alternatively, the associated component may be deleted (if not otherwise used on the HP Helion Codar system) and the import will recreate the component, with the needed relationships, when the design is imported.

To add the missing relationship(s), perform the following steps:

Click View Detailed Report, either after a Preview operation or after the actual Import, to display the details of any missing or misconfigured relationships.

If the missing relationship was a required relationship, a message similar to the following will be displayed:
 relation.<relation_name>_<component_id> - Missing in repository component type

If the missing relationship was not a required relationship, a message similar to the following 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.

Internet Explorer ESC interferes with Cloud Service Management Console

Problem: Internet Explorer ESC interferes with Cloud Service Management Console

Symptoms	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 properly. In Internet Explorer 10 or 11, you may be presented with a blank screen when accessing the Management Console.
Primary software component	Cloud Service Management Console
Failure message	N/A
Probable cause	IE Enhanced Security Configuration interferes with proper display of the Cloud Service Management Console.

Solution

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 Helion Codar as a Trusted site (in IE, select Internet Options / Security / Trusted sites / Sites, and add https://<codar_hostname>.)
- Option 2: Add HP Helion Codar as a site in the Local intranet zone (in IE, select Internet Options / Security / Local intranet / Sites / Advanced, and add https://<codar_hostname>.)
- Option 3: Disable IE ESC (in Server Manager on Windows®, disable IE ESC.)

Attempting to add a valid approver fails with error message

Problem: Attempting to add a valid approver after a failed attempt to add an invalid approver who does not have access to the organization fails with an error message

Symptoms	<ol style="list-style-type: none"> 1. When trying to add a valid approver after a failed attempt to add an invalid approver, the following message displays: User does not have the permission ORGANIZATION_READ to perform the operation. 2. After clicking OK, an attempt is made to add the same valid user to the policy again without exiting the popup UI, and the add operation is successful.
Primary software component	Cloud Service Management Console
Failure message	User does not have the permission ORGANIZATION_READ to perform the operation.

Solution

Click OK when the message "User does not have the permission ORGANIZATION_READ to perform the operation" displays. Then add the same user to the policy again. The user is successfully added in the second attempt without exiting the popup UI.

Unable to log in to Cloud Service Management Console after installation when Single Sign On is configured

Problem:

Unable to log in to the Cloud Service Management Console after installation when Single Sign On is configured.

Symptoms	The user is unable to log in to Cloud Service Management Console.
Primary software component	Cloud Service Management Console
Failure message	No message is displayed to the user attempting to log in, but they cannot successfully log in and are continually taken back to the login screen. In the csa.log file, an error message will be logged containing the text "setSSOToken cannot be performed, configured creationDomains does not contain received request domain."
Probable cause	The domain for Single Sign On is not properly specified.

Solution

If you install HP Helion Codar on a system with a fully qualified domain name of the format name.a.b.com, and if you enable Single Sign On during installation, you must specify a domain name of a.b.com on the install screen where the domain name is requested. If you specify b.com, you will be unable to log in to the Cloud Service Management Console after the installation. The HP Single Sign On functionality requires a domain name of a.b.com to be specified in this scenario.

If you have already installed HP Helion Codar, you can edit the CODAR_HOME/jboss-as/standalone/deployments/csa.war/WEB-INF/hpsssoConfiguration.xml file to set the domain property correctly, and then restart the HP Helion Codar service.

Various issues when logging into the Cloud Service Management Console in multiple browser tabs

Problem: Various issues can occur when a user logs in with different user credentials to the Cloud Service Management Console in multiple browser tabs

Symptoms	If you log in as different HP Helion Codar users in multiple tabs, the last user logged in determines the access rights of all currently open browser tabs. This can result in error messages being displayed when a user attempts to perform an action that the last logged in user does not have rights to perform.
Primary software component	Cloud Service Management Console

Failure Message	--
Probable cause	Improper handling of multiple tabs.

Solution

Use only one browser tab at a time to log in to the Cloud Service Management Console. If multiple tabs are used, ensure that the same user is logged in to each tab. To switch which user is logged in, first log out and then log back in as the different user.

Web Browsers Remember Password Credentials

Problem: Internet Explorer, Chrome, and Firefox offer the ability to remember login credentials to the Cloud Service Management Console.

Symptoms	When logging in to the Cloud Service Management Console, your browser may prompt you to save the login credentials. You may be prompted to save credentials in other Cloud Service Management Console web forms as well.
Primary software component	Cloud Service Management Console
Failure message	--
Probable cause	Some major browsers have been designed to ignore the autocomplete=off attribute in web forms, offering users the ability to save passwords even when web developers wish to explicitly prohibit that ability.

Solution

If you do not wish to have your login credentials saved by the browser, indicate when prompted that you do not wish to have your login or password information saved (or remembered). You can often instruct the browser to not to prompt you in the future for the web site you are in.

It is often also possible to configure a given browser to not prompt you to remember passwords at all. This can often be configured either in the browser itself or via corporate IT policy. Refer to your browser documentation or contact your system administrator for more details.

HP Helion Codar Localization

Non-English characters are not properly stored by Oracle

Problem: Non-English characters are corrupt after being stored in Oracle

Symptoms	Non-English characters are not correct after being stored in the Oracle database.
Primary software component	Oracle database
Failure message	--
Probable cause	Oracle database localization parameters were not set before installing HP Helion Codar.

Solution

To support localization, the Oracle database must be configured to support non-English characters. This configuration must be completed before HP Helion Codar is installed. If the necessary parameters are not set to the required values, and you have already installed and started using HP Helion Codar, in order to support non-English characters you must create another database configured for localization and then migrate the data to this instance. See the "Configure Oracle for Localization" section of the *HP Helion Codar Installation Guide*.

Installation and configuration

Content upload not successful during HP Helion Codar Installation

Problem: When HP Helion Codar is installed with embedded HP Operations Orchestration (HP OO), component tool content packs are not being automatically exported

Symptoms	When HP Helion Codar is installed with embedded HP OO, the component tool content packs are not exported and a failure message is displayed.
Primary software component	HP Helion Codar
Failure message	OO Content upload was not successful. Cannot Upload Contents, Please follow configuration guide to upload contents manually. OO Content upload was not successful. Cannot create OO user, Please follow configuration guide to upload contents manually.
Probable cause	The first time the embedded HP OO service starts during installation, it creates a database schema and an internal user, and uploads the content. If these operations do not occur before the content uploading timeout value is reached due to, for example, server or database performance issues, a failure will occur.

Solution

Create the HP OO user and manually deploy the content packs, as necessary. For more information, see the "Configure HP Operations Orchestration" section in the *HP Helion Codar Installation Guide*.

Fail to execute HP Helion Codar installer on Linux

Problem: Fail to execute HP Helion Codar installer on Linux

Symptoms	Fail to execute HP Helion Codar installer on Linux.
Primary software component	HP Helion Codar on Linux platform
Failure message	No Java virtual machine could be found from your PATH environment variable. You must install a VM prior to running this program.
Probable cause	\$JRE_HOME/bin should be in the \$PATH

Solution

Export `PATH=/usr/java/<jre>/bin:$PATH` and continue installation.

Failure to install HP Helion Codar on Linux

Problem: Failure to install HP Helion Codar on Linux

Symptoms	HP Helion Codar installation fails with an error on the Linux platform.
Primary software component	HP Helion Codar
Failure message	Verify helion_codar_install.log for the failure message under <code>\$CODAR_HOME/_HELION_Codar_1_00_0_installation/Logs:</code> HostInfo Error: Status: ERRORAdditional Notes: ERROR - java.net.UnknownHostException: or service not known
Probable cause	The FQDN is not resolvable.

Solution

Modify /etc/hosts to include < IP Hostname FQDN >

For example, on the Linux machine edit /etc/hosts and add following line:

<"IP address" "Hostname" "FQDN" >

HP Helion Codar end to end troubleshooting

Problem: HP Helion Codar end to end troubleshooting

Symptoms	End to end troubleshooting for HP Helion Codar.
Primary software component	HP Helion Codar
Failure message	--
Probable cause	--

Solution

When there are issues with HP Helion Codar, use the <InstallDir>/jboss-as/standalone/log/csa.log for end to end to debug information. There is no specific log for HP Helion Codar.

HP Helion Codar files are not cleaned up after HP Helion Codar uninstallation on Ubuntu

Problem: HP Helion Codar uninstall does not clean up all files or folders

Symptoms	Folders or files remain after successfully completing HP Helion Codar uninstallation.
Primary software component	Ubuntu
Failure message	None
Probable cause	The files were in use during uninstallation

Solution

1. Go to the \$CODAR_HOME directory.
2. Manually delete any remaining HP Helion Codar files.

Import of content archives import

Problem: Import of content archives fails

Symptoms	Content archives import fails.
Primary software component	HP Helion Codar
Failure message	Cannot be imported because ProcessDefinition with name : '/Library/CSA/3.0/Providers/vCenter/vCenter Clone Server/Actions/vCenter Start Server' and UUID: '402894d437b70e750137b7103b45023e' doesn't exist
Probable cause	Import fails because process definition with name "/Library/CSA/3.0/Providers/vCenter/vCenter Clone Server/Actions/vCenter Start Server" does not exist in the system.

Solution

Run the process definition tool with appropriate configuration to import '/Library/CSA/3.0/Providers/vCenter/vCenter Clone Server/Actions/vCenter Start Server' OO Flow as process definition into HP CSA. Subsequent import of content with content archive tool will work.

Installation fails with SQL errors in the install.log file

Problem: Installation fails with SQL errors

Symptoms	Installation fails with SQL errors in the helion_codar_install.log file.
Primary software component	HP Helion Codar
Failure message	Error messages similar to: org.postgresql.util.PSQLException: ERROR: duplicate key value violates unique constraint "csa_category_type_pkey"org.postgresql.util.PSQLException: ERROR: relation "csa_access_point" already exists
Probable cause	A fresh database schema was not used with the HP Helion Codar installation.

Solution

1. Uninstall the failed HP Helion Codar instance by following the steps provided in the *HP Helion Codar Configuration Guide*.
2. Create a new database instance.
3. Install HP Helion Codar, providing the new database instance details.

Installation log file created with .txt extension

Problem: Installation Log file created with .txt extension

Symptoms	HP Helion Codar Installer creates installation log files with .txt extension.
Primary software component	HP Helion Codar Installer
Failure message	NA
Probable cause	NA

Solution

Performance issue when importing large archives

Problem: Import of large archives (>1.5 MB) is slow

Symptoms	Operation spins for a long time.
Primary software component	HP Helion Codar
Failure message	"Out of memory" error in server.log during import
Probable cause	The default Heap size (1 GB) configured in HP Helion Codar is not sufficient for the import process.

Solution

Increase the Heap size configured for HP Helion Codar and perform the import. For additional details, refer to the "Import Large Archives" section of the *HP Helion Codar Configuration Guide*.

Tips for Initial Installation and Configuration

Following are troubleshooting tips to verify configuration information for specific scenarios and to check the application log files.

Symptom	User has entered the database credentials but the installer cannot connect to the database
Solution	<ol style="list-style-type: none"> 1. Confirm user has entered the correct credentials. 2. Confirm that the user name used to connect to the database has the appropriate database permissions to create tables. 3. Click Cancel on the installer. This creates an installer log file (HP_Helion_Codar_Install_<time stamp>) on the desktop that gives the stack trace with the actual problem.

Symptom	LDAP user is unable to log in to the Cloud Service Management Console
Solution	<ol style="list-style-type: none"> 1. Verify that the LDAP server is accessible. 2. Verify that the LDAP configuration in the Cloud Service Management Console is correct.

Symptom	HP Helion Codar Server does not start after install
Solution	<ol style="list-style-type: none"> 1. Verify that the ports used by HP Helion Codar are free. This includes ports 9999, 9990, 9443, 8009, 8081, 8444, 8090, 4447, 4712, 4713, and 1099. 2. If any of these ports are in use, modify the port that conflicts in standalone.xml.

Miscellaneous Issues and Information

HP Helion Codar fails with JDBC rollback error

Problem: HP Helion Codar fails to connect with the database, and a JDBC rollback exception occurs in the log

Symptoms	HP Helion Codar fails to connect with the database, and a JDBC rollback exception occurs in the log.
Primary software component	HP Helion Codar Provider Console
Failure message	HP Helion Codar functionality fails; JDBC rollback error appears.
Probable cause	The database connection might be broken because of network issues, or the database service is unresponsive.

Solution

Add configuration information as indicated in the following procedures.

For Standalone Setup:

- Stop the HP Helion Codar service.
- Navigate to <CODAR_HOME>\jboss-as\standalone\configuration.
- Open the standalone.xml file for editing.
- Find the "dataSource" tag which is used for HP Helion Codar database configuration.
- Add the following after the line that ends with </security>


```
<validation> <check-valid-connection-sql>select 1</check-valid-connection-sql> <validate-on-match>false</validate-on-match>
</validation>
```

- Start the HP Helion Codar Service.

If your HP Helion Codar instance uses the Oracle database, use the SQL query "select 1 from DUAL" instead of "select 1" in the above validation connection sql tag.

For Cluster Setup:

- Make sure the HP Helion Codar service is stopped.
- Navigate to <CODAR_HOME>\jboss-as\domain\configuration.
- Open the domain.xml file for editing.
- Find the "dataSource" tag which is used for HP Helion Codar database configuration.
- Add the following after the line that ends with </security>


```
<validation> <check-valid-connection-sql>select 1</check-valid-connection-sql> <validate-on-match>>false</validate-on-match>
</validation>
```

If your HP Helion Codar instance uses the Oracle database, use the SQL query "select 1 from DUAL" instead of "select 1" in the above validation connection sql tag.

- Start the HP Helion CodarService in cluster mode.

HP Helion Codar REST API - Cannot create property names

Problem: Cannot create property names using the REST API

Symptoms	HP Helion Codar REST API cannot create property names.
Primary software component	HP Helion Codar REST API
Failure message	Object cannot be found.
Probable cause	The property name uses special characters.

Solution

If property names, such as URLs, use special characters, the special characters must be encoded.

User authorization fails if the base DN of an organization is modified during user session

Problem: User authorization fails if the base DN of an organization is modified during user session

Symptoms	If the admin user modifies the base DN in the LDAP settings of an organization while a user is logged in, the user authorization fails and navigation is disabled.
Primary software component	Cloud Service Management Console
Failure message	Authorization exceptions
Probable cause	A user is logged into an organization when the admin user changes the base DN in the LDAP settings of that organization.

Solution

Once the user cache is cleared after the configured timeout that is set in the csa.properties file, the user can log in again and the user groups will be refreshed.

Windows command line commands do not run

Problem: Windows® command line commands do not run

Symptoms	Scripts or commands typed into the Windows command prompt fail.
----------	---

Primary software component	Windows command prompt
Failure message	<partial_path_name> is not recognized as an internal or external command, operable program, or batch file. For example, 'C:\Program' is not recognized as an internal or external command, operable program, or batch file.
Probable cause	If a variable is used in the command, the variable might contain a space in the directory path name.

Solution

If a command uses a variable, enclose the command in quotation marks.

Example: "%ICONCLUDE_HOME%\jre1.6\bin\java" -jar CSA-3_10-ContentInstaller.jar -centralPassword mypassword

Support Tool for HP Helion Codar - Information and Instruction Page

Support Tool for HP Helion Codar is a command line tool written in Java that collects important log and configuration files from different places in the Codar installation directory and packs them in a ZIP archive. The ZIP archive can be then attached to any service request or defect submission to provide the maximum amount of detailed information about your actual environment and the current state of the product. The Support Tool can be used anytime, and is especially useful when investigating and troubleshooting technical issues.

The Support Tool is located in Codar installation folder under the Tools subfolder. It is executed just like any other tool in HP Helion Codar. By default, no arguments are needed.

```
java -jar support-tool.jar
```

Use `--help` to see usage hints. There are two optional parameters:

`--home <arg>` Product home folder is autodetected. Use this optional argument to use specific folder instead.

`--output <arg>` You can optionally specify the output ZIP archive file name to override the default name `logs-and-configs_yy-MM-dd.zip`.

In case the tool fails to auto-detect your HP Helion Codar home folder, execute:

```
java -jar support-tool.jar --home /path/to/codar/home
```

In case you want to specify a name of the output archive file, execute:

```
java -jar support-tool.jar --output myarchive.zip
```

The tool gathers all logs and configuration files and packs them in an archive in the current directory. This archive can then be attached to any service request to help you solve issues more quickly.

Application-Level Troubleshooting

Codar Service Design's Readme file has wrong Examples

Problem: Codar 1.0 Service Design's Readme file has wrong Examples

Symptoms	The PetClinic Application Component's 'servicecommand' property has an example in Readme as " sh /tmp/mysqlconf.sh" but it should be " sh /tmp/petclinic_jdbc_conf.sh"
Primary software component	Service Design Readme
Failure message	If this configuration is set wrongly the application deployment will fail and end with Deployment failure.
Probable cause	Wrong example given in the Readme Guide for the Designs.

Solution

Update the servicecommand property with correct values.

Connection Troubleshooting

Failed to open HTTP connection; failed to Get resource at ; exploration of OO flow run execution

Problem: Failed to open HTTP connection; failed to Get resource at <URL>; exploration of OO flow run execution

Symptoms	AWS design test run fails.
Primary software component	HP Helion Codar
Failure message	Failed to open HTTP connection; failed to Get resource at <URL>; Exploration of OO flow run execution
Probable cause	Missing proxy host and port within HP Operations Orchestration.

Solution

To fix this issue and set your proxy host and port within HP Operations Orchestration, navigate to the Content Management area within HP OO, and then select the System Properties tab.

Select the CSA_Proxy_Host, and then click the edit button (pencil icon) to set the value for the proxy host. Set the value to your browser's current proxy host.

Similarly set the value for CSA_Proxy_Port to your browser's current proxy port.

Re-deploy your design to allow the HP OO REST client to communicate beyond your firewall.

Page Not Found Error is observed when running Petclinic OOTB design

Problem: Page Not Found Error is observed when running Petclinic OOTB design

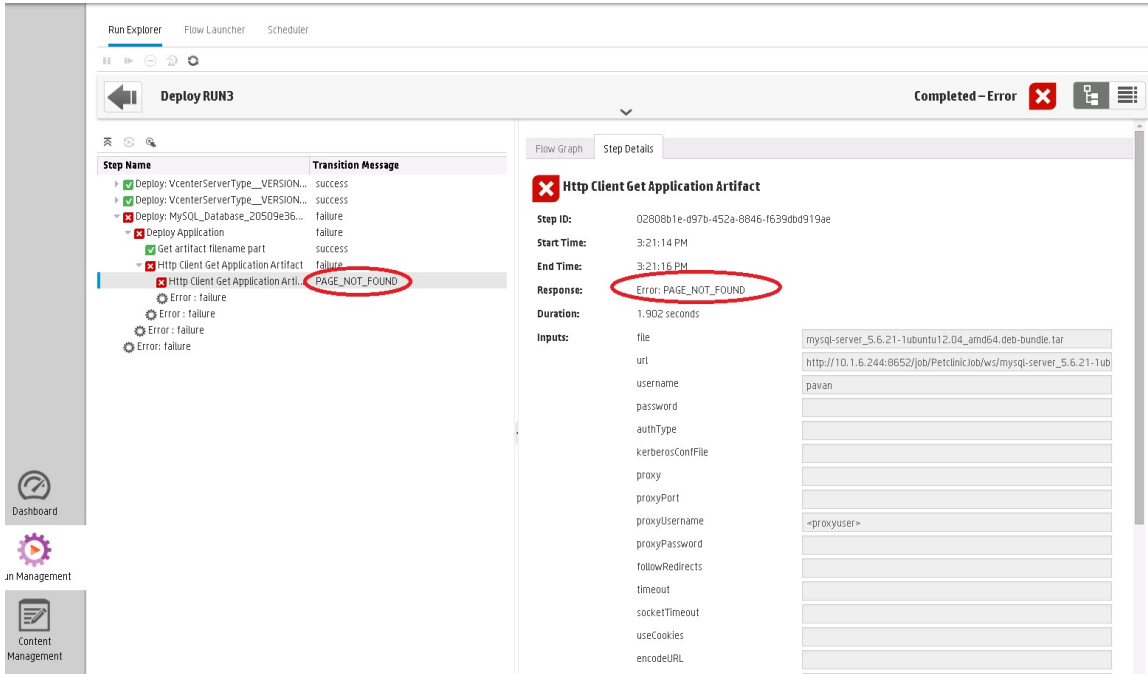
Symptoms	Deployment fails for Petclinic OOTB design with Page Not Found error when deploying MySQL database component.
Primary software component	Petclinic, Tomcat, MySQL, PetClinic DBConf components.
Failure message	PAGE_NOT_FOUND when deploying the application.
Probable cause	Artifact username and artifact password are provided in the design.

Solution

Do not provide a username and password for the "Artifact username" and "Artifact password" fields in the Petclinic OOTB Design.

If your Jenkins is configured with a username and password and you provide "Artifact username" and "Artifact password" in the design then you will encounter a PAGE_NOT_FOUND error when deploying the application.

Jenkins should not be configured with Authentication. Do not configure "Artifact username" and "Artifact password" when running the OOTB Petclinic design.



Deployment fails for Petclinic Application design with OO Flow error

Problem: Deployment fails for the Petclinic Application design

Symptoms	Deployment fails for the Petclinic design with an OO Flow error.
Primary software component	Petclinic Application
Failure message	java.lang.RuntimeException: com.hp.csa.topology.oo.service.MissingFlowException: Design includes components whose flows aren't uploaded to the server.
Probable cause	The content for the petclinic application is not uploaded to the OO.

Solution

Import the petclinic content to the OO and re-trigger the 'TestRun'.

The Petclinic OO content is located in following location for Windows and Linux:

<codar Installation path>/CSAKit-4.2/OO Flow Content/10X/CSA-HPOO-cp-4.20.0000.jar

<codar Installation path>/CSAKit-4.2/OO Flow Content/10X/CODAR-cp-1.00.0000.jar

Jenkins Deployment fails for Petclinic Application for packageId

Problem: If user enters wrong value in Package properties then it will show the console message in Jenkins

Symptoms	If user enters wrong value in Package properties then it will show the console message in Jenkins
Primary software component	Jenkins

Failure message	For more details look at the CODAR log
Probable cause	Package Id could be wrong

Solution

Open the Codar server.log for detail message

Jenkins dashboard does not open with default port 8080

Problem: Jenkins dashboard does not open with default port 8080

Symptoms	Jenkins dashboard page does not open with default port 8080 assigned if HP Helion Codar is installed with Embedded HP OO.
Primary software component	Jenkins
Failure message	Page not found
Probable cause	Port 8080 is also used by HP OO by default. So there could be a conflict of ports between both applications. Assign a custom port for Jenkins (for example, port 8085.)

Solution

If HP Helion Codar is installed with Embedded HP OO, port 8080 is assigned to HP OO. So while accessing Jenkins using port 8080, there is a port conflict. To avoid the port conflict, change the Jenkins port from 8080 to any other free and open port by performing the following steps:

1. Go into the Jenkins installation path. Generally, C:\Program Files (x86)\Jenkins
2. Open Jenkins.xml
3. Edit the following line:

```
<arguments>-Xrs -Xmx256m -Dhudson.lifecycle=hudson.lifecycle.WindowsServiceLifecycle -jar "%BASE%\jenkins.war"
--httpPort=8080</arguments>
```

Change the port from 8080 to any other free port. For example:

```
<arguments>-Xrs -Xmx256m -Dhudson.lifecycle=hudson.lifecycle
```

4. Restart the Jenkins service.

Petclinic application deployment failure for MySQL component

Problem: End To End (E2E) deployment fails for Petclinic Application when deploying MySQL component

Symptoms	During E2E deployment, the deployment may fail during deploying the MySQL database component while copying the configuration file.
Primary software component	MySQL Component
Failure message	Copy configuration OO flow will fail.
Probable cause	This issue is seen if no input is provided to the vCenter Server component which contains dbhostname/password properties. The dbhostname and password must be provided in the design even though they are non-mandatory properties.

Solution

Provide DB hostname and password values before running the End to End for PetClinic deployment.

HP Helion Codar on the Linux Platform

Cannot stop the HP Helion Codar service

Problem: Cannot stop HP Helion Codar Service using the Codar service script

Symptoms	HP Helion Codar Service script completes successfully but the JBoss process is still running.
Primary software component	HP Helion Codar
Failure message	No failure message. JBoss process is running.
Probable cause	JAVA_HOME should be excluded for env reset in sudoers.

Solution

1. Login as root.
2. Add the following to /etc/sudoers:
Defaults env_keep+="JAVA_HOME CODAR_HOME"

Command not found error when Codar service script is executed

Problem: Command not found error when the HP Helion Codar service script is executed

Symptoms	Command not found error when codar service script is executed.
Primary software component	HP Helion Codar
Failure message	bash: service: command not found
Probable cause	/sbin is not set in the PATH environment variable.

Solution

Do the following:

1. Add /sbin to the PATH environment variable. From a command prompt, type: export PATH=\$PATH:/sbin
(this command should also be added to a startup script for the codaruser user)
2. Verify PATH has been set. Type: echo \$PATH
3. Run the HP Helion Codar service script. For example, type: service codar status

Embedded OO could not be launched after reboot of the Linux Server

Problem: Deployment Failure with embedded OO with response code 500.

Symptoms	Embedded OO does not come up after reboot of Codar machine installed on RHEL or Ubuntu Linux.
Primary software component	Embedded OO
Failure message	Response code 500 is observed during deployment in the Event tab.
Probable cause	Embedded OO service is not started. Port 8445 does not move to Listening state.

Solution

Start the Embedded OO service manually in the RHEL/Ubuntu Linux machine. Embedded OO services do not start automatically on

RHEL/Ubuntu linux after the reboot.

Perform the following steps to start the HP OO service manually:

1. Login as 'codaruser' and navigate to the 'bin' folder of the Embedded OO:
`cd /usr/local/hp/codar/OO/central/bin` (Assuming Embedded OO is installed in /usr/local/hp/codar/OO/)
2. After navigation 'start' the central service using the following command:
`[codaruser@codar-rhel64 bin]$./central start` (OO services are started at this point.)

Error when content-archive-tool runs against an unsupported version of HP Helion Codar

Problem:

Error when content-archive-tool runs against an unsupported version of HP Helion Codar

Symptoms	Error running content-archive-tool. Content-archive-tool was run against an unsupported version of HP Helion Codar.
Primary software component	HP Helion Codar
Failure message	Below failure is observed when running content-archive-tool to import a service design:Error running content-archive-tool. Content-archive-tool was run against an unsupported version of HP Helion Codar.
Probable cause	Incorrect csa.war location inside \$CODAR_HOME/Tools/Content ArchiveTool/config.properties.oracle. csa_war.loc=C:\Program Files\Hewlett-Packard\CSAjboss-as\standalone\deployments\csa.war

Solution

Edit config.properties.oracle and replace "C:\Program Files\Hewlett-Packard\CSAjboss-as\standalone\deployments\csa.war" with:
"csa_war.loc=/usr/local/hp/csa/jboss-as/standalone/deployments/csa.war"

HP Helion Codar service fails to start on Ubuntu

Problem: HP Helion Codar service startup fails with port in use error

Symptoms	HP Helion Codar service fails to start.
Primary software component	Ubuntu
Failure message	Port already in use
Probable cause	One or more ports needed by JBoss are not available because they are being used by another application.

Solution

For HP Helion Codar, verify that the ports mentioned in the \$CODAR_HOME/jboss-as/standalone/configuration/standalone.xml file are free before installing or starting the HP Helion Codar service.

HP Helion Codar Service fails to start or stop with unrecognized service error on Ubuntu

Problem: Cannot start or stop HP Helion Codar service.

Symptoms	HP Helion Codar service start/stop command fails.
Primary software component	Ubuntu
Failure message	csa: unrecognized service
Probable cause	The user does not have permission to execute the HP Helion Codar service.

Solution

Follow the steps at the end of the section entitled "Install HP Helion Codar" in the HP Helion Codar Installation Guide to create the service and provide proper permissions

HP Helion Codar service startup fails

Problem: codaruser fails to start the HP Helion Codar service

Symptoms	User fails to access the HP Helion Codar Console.
Primary software component	HP Helion Codar
Failure message	No error message displayed, but after HP Helion Codar startup, verify the codar running status by executing the command "service codar status" and you will see a "codar Service is not running" or " HP Helion Codar Service is not running" message.
Probable cause	Sudo permission is not granted to codaruser.

Solution

Solution 1:

1. Login as root and edit the /etc/sudoers file. Add codaruser to allow codaruser to run the HP Helion Codar service script (which starts, stops, restarts, and reports the status of HP Helion Codar) and preserve the JAVA_HOME and CODAR_HOME variables for the sudo session.
2. Add the following entries to /etc/sudoers:

```
codaruser ALL=(ALL) NOPASSWD: /etc/init.d/csa,/bin/sh env_keep+="JAVA_HOME CODAR_HOME"
```

Solution 2:

1. Make sure the CODAR_HOME and JAVA_HOME variables are set.
2. Login as codaruser.
3. Change the directory to \$CODAR_HOME/jboss-as/bin.
4. Execute the following script:
./standalone.sh

HP Helion Codar service stop command results in java not found error on Ubuntu

Problem: Cannot stop HP Helion Codar service

Symptoms	HP Helion Codar service stop command fails with java not found error.
Primary software component	Ubuntu
Failure message	'eval: java: not found'
Probable cause	JAVA_HOME environment variable is not set.

Solution

1. Run the following command:
export JAVA_HOME=\$CODAR_HOME/jre
2. Stop the HP Helion Codar service by executing the following command:
\$CODAR_HOME/jboss-as/bin/jboss-cli.sh --connect --command=:shutdown

Image files are created under csa.war directory on RHEL platform

Problem: Image files are created under the csa.war directory on the RHEL platform

Symptoms	Image files are created directly under the csa.war directory. These files cannot be deleted.
Primary software component	HP Helion Codar
Failure message	Cannot delete the image files.
Probable cause	Unknown.

Solution

These files can be ignored.

psql error loading shared libraries when connecting to Postgres database using psql command

Problem:

psql error loading shared libraries when connecting to Postgres database using psql command.

Symptoms	psql: error loading shared libraries when connecting to Postgres database using psql command.
Primary software component	HP Helion Codar on Linux Platform
Failure message	psql: error in loading shared librarieslibpq.so.2.1: cannot open shared object file: No such file or directory
Probable cause	No Library path was set before running the psql command

Solution

Export "LD_LIBRARY_PATH=/opt/PostgreSQL/9.2/lib:\$LD_LIBRARY_PATH" and then run psql command.

Integration Troubleshooting

Amazon Web Services

An AWS instance cannot be reached using its public IP

Problem: An AWS instance cannot be reached using its public IP address

Symptoms	An AWS instance is provisioned with a public IP address, however, it cannot be accessed via that address.
Primary software component	Amazon Web Services
Failure message	None.

Probable cause	Either the AWS server property "securityGroupIds" is not set, or the securityGroupIds that is set does not have a rule set up properly to allow network traffic to the server instance.
----------------	---

Solution

Ensure that the correct security group IDs are set in the AWS server in the design to enable access to the instance. For more details please refer to the following site:

<http://docs.aws.amazon.com/AWSEC2/latest/UserGuide/AccessingInstances.html>

Attaching the network interface to the server fails

Problem: Failure to attach the network interface to the server

Symptoms	In a topology design that has server and network interfaces connected to it, both the Server and Network Interface components get provisioned in AWS, but attaching of the network interface to the server fails.
Primary software component	Amazon Web Services
Failure message	"You may not attach a network interface to an instance if they are not in the same availability zone. Error code: InvalidParameterCombination"
Probable cause	The subnet ID of the server and network interface are in different zones.

Solution

Make sure the subnet ID of the server and network interface are in the same availability zone.

AWS Provider Validation Failed

Problem: AWS Provider Validation Failed

Symptoms	When configuring a provider, such as an Amazon Web Services provider, you might encounter a validation failed for resource provider error:
Primary software component	HP Helion Codar
Failure message	Provider Helion Validation Failed
Probable cause	This is a known issue with HP Helion Codar and its communication behind some corporate firewalls through the service access point public URL configured in the provider.

Solution

This is a known issue with HP Helion Codar. To work around this issue, validate that the URL can be accessed within your browser and select **Yes** in the dialog.

For this issue, and other general problems encountered while using the HP Helion Codar UI (outside of HP OO), view the Codar logs for debugging information:

(<InstallDir>/jboss-as/standalone/log/csa.log), and the server log (within <InstallDir>/jboss-as/standalone/log/server.log).

AWS Provider Validation Fails

Problem: AWS Provider Validation Fails

Symptoms	When configuring a provider, such as an Amazon Web Services provider, you might encounter a validation failed for resource provider error.
Primary software component	HP Helion Codar
Failure message	Provider Helion Validation Failed
Probable cause	This is a known issue with HP Helion Codar and its communication behind some corporate firewalls through the service access point public URL configured in the provider.

Solution

This is a known issue with HP Helion Codar. To work around this issue, validate that the URL can be accessed within your browser and select Yes in the dialog.

For this issue, and other general problems encountered while using the HP Helion Codar UI (outside of HP OO), view the Codar logs for debugging information:

(<InstallDir>/jboss-as/standalone/log/csa.log), and the server log (within <InstallDir>/jboss-as/standalone/log/server.log).

Provision fails with Amazon Server component

Problem: Provision fails with Amazon Server component

Symptoms	A topology design containing an Amazon Server component fails to provision.
Primary software component	Topology Design
Failure message	The service instance status of the design is shown as "Failed."
Probable cause	Misconfiguration of the Amazon provider and/or the Amazon Server component in your design.

Solution

1. From Cloud Service Management Console, Click the Providers tile and check the configuration of the Amazon EC2 service provider. When saving the provider, there cannot be any validation warning, for example, HP Helion Codar must be able to communicate with the Amazon provider.
2. Check the values of parameters of the Amazon Server component in your design. Important properties to consider are "keyName," "amild," and "availabilityZone."

Public IP for AWS server instances is not visible

Problem: The public IP address for AWS server instances is not visible

Symptoms	The public IP address property value of an AWS server, which had been present, has since disappeared.
Primary software component	Amazon Web Services
Failure message	None.
Probable cause	The server might have been stopped and restarted.

Solution

This is normal behavior for Amazon Web Services when the server is stopped and then restarted. Refer to the Amazon user documentation for more information.

The Test Run fails when more than one Network Interface is connected to a single AWS server in the design

Problem: When more than one Network Interface or Volume is connected to a single AWS server in a design, the Test Run fails

Symptoms	You are able to attach only one Network Interface or Volume to a server. A failure occurs if you attach a second Network Interface or Volume to the server.
Primary software component	Amazon Web Services
Failure message	Instance <id_of_network_interface_or_volume> already has an interface attached at device index '1'.
Probable cause	If the object causing the failure is a Network Interface, then the "deviceIndex" property value is not set. If the object causing the failure is a Volume, then the "deviceName" property value is not set.

Solution

In designs where more than one Network Interface or Volume is to be connected to a single AWS server, different values must be given to the property "deviceIndex" for the Network Interfaces or "deviceName" for the Volumes.

CAC: When LDAP is not configured and you try to access SMC portal, no error message is shown in the server.log file

Problem: CAC: When LDAP is not configured and you try to access SMC portal, no error message is shown in the server.log file

Symptoms	When LDAP is not configured and try to access the SMC portal, error message "Access Point for an Organization cannot be null (OrgId=BFA0DB53DA404B90E04059106D1A24B5)"
Primary software component	--
Failure message	--
Probable cause	--

Solution

- For HP Helion Codar, configure SMC in CAC mode.
- Do not configure LDAP for provider or consumer.
- Try to access SMC using a certificate.
- Check the server.log. You won't see any error message.
- Check the server.log file. You will see an error "Access Point for an Organization cannot be null (OrgId=BFA0DB53DA404B90E04059106D1A24B5)"

HP Helion OpenStack

OpenStack - HP Cloud Service fails to deploy server instance

Problem: OpenStack-HP Cloud Service fails to deploy server instance

Symptoms	Create server instance fails in HP Cloud Services environment.
Primary software component	OpenStack - HP Cloud Services

Failure message	HP Operations Orchestration (HP OO) Central Report shows failure for the flow Get Auth Token with exception: java.net.SocketException: Connection reset at java.net.SocketInputStream.read(Unknown Source) at org.apache.http.impl.io.AbstractSessionInputBuffer.fillBuffer (AbstractSessionInputBuffer.java:149)
Probable cause	The HP Cloud Services environment is not reachable from HP OO server.

Solution

In order to access the HP Cloud Services environment, port 35357 must be opened on the HP OO server.

OpenStack - HP Cloud Services fails to create an instance

Problem: OpenStack - HP Cloud Services fails to create an instance when executing a test run using OpenStack_HP_CS_Compute_v3.20.00

Symptoms	OpenStack - HP Cloud Operations Orchestration (HP OO) flow "HP_CS_OpenStack_Create_Instance" fails to execute a test run using Openstack_HP_CS_Compute_v3.20.00.
Primary software component	OpenStack - HP Cloud Services
Failure message	HP OO flow "HP_CS_Openstack_Create_Instance" fails to execute and in the flow there is a message "No match found for XPath query;returnResult=No match found for XPath query;returnCode=0;sessionId=iconclude-4316373317873968843"
Probable cause	<ol style="list-style-type: none"> 1. OpenStack - HP Cloud Services provider is configured with invalid access point URL. 2. OpenStack - HP Cloud Services provider properties are case sensitive. 3. tenantId value is incorrect

Solution

1. The Provider Access point URL for OpenStack - HP Cloud Services should start with "https."
2. Properties defined for OpenStack - HP Cloud Services provider are case sensitive. Define property names as "tenantId", "proxyPort" and "proxyServer" instead of defining all property names in capital letters.
3. Verify correct tenantId value is entered in the tenantId property.

HP Operations Orchestration

All workflows in the HP OO public repository are invalid

Problem: All workflows in the HP OO public repository are invalid

Symptoms	The names of all workflows in the HP OO public repository are in red font.
Primary software component	HP Operations Orchestration
Failure message	None
Probable cause	RAS Operator Path configured incorrectly.

Solution

1. Login to the HP OO Studio, and navigate to Configuration > Remote Action Services > RAS Operator Path in the HP OO public repository.
2. Verify that the RAS operator path is configured correctly with a valid IP address or fully-qualified domain name and port number.

Failure in trust store setup causes login lockouts

Problem: Trust store setup failure causes login lockouts

Symptoms	After installation and setup of HP Helion Codar and configuration of the HP Helion Codar trust store to enable access to HP OO, it is not possible to login to HP Helion Codar, or HP OO.
Primary software component	HP Helion Codar, HP OO, Java keytool, certificate files, McAfee trust authentication services
Failure message	Browser errors. No login page is presented for either HP Helion Codar, or HP OO. Indication that the web services are inaccessible or non-existent
Probable cause	Misstep or typographical error occurred when running the keytool export/import process, followed by manipulation and/or replacement of the monitored certificate files, triggering the McAfee trust authentication security software to intercept and prevent access to either the HP Helion Codar, or HP OO web services.

Solution

Do not modify the trust store certificates file in its source directory. Modify a copy of this file and verify that all steps, passwords, and entry changes are correct before replacing it.

HP CSA Operations Orchestration content is not reflected on HP OO

Problem: HP CSA Operations Orchestration content is not reflected on HP OO

Symptoms	After installing HP Helion Codar OO content installer (CSA-3_20-ContentInstaller.jar), the CSA contents are not reflected in HP OO Studio.
Primary software component	HP Operations Orchestration
Failure message	None
Probable cause	--

Solution

Perform the following steps:

1. Clean up the HP OO repository.
2. Reinstall HP OO-SA content.
3. Reinstall HP OO Content Pack.
4. Reinstall the HP CSA-OO content, CSA-3_20-ContentInstaller.jar.

javax.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: PKIX path building failed

Problem: javax.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: PKIX path building failed

Symptoms	javax.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: PKIX path building failed.
Primary software component	HP Helion Codar and HP Operations Orchestration (HP OO)

Failure message	Caught exception: javax.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: PKIX path building failed: sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path to requested target.
Probable cause	The HP OO certificate is not imported into the HP Helion Codar Installed JRE security cacerts path.

Solution

1. Make sure the \$PATH variable has \$JRE_HOME\bin set per the HP Helion Codar installation JRE selected during the HP Helion Codar installation (for example, either openjre or Oracle JRE.)
2. Verify that the OO10.x certificate is imported properly to the HP Helion Codar installed JRE cacerts path, using commands below:

If Oracle JRE is selected during HP Helion Codar installation, then import the OO 10.x certificate using a command like the following:
keytool.exe -importcert -alias tomcat -file "C:\Temp\oo10-certificate.cer" -keystore
"C:\ProgramFiles\Java\jre7\lib\security\cacerts"

If openjre is selected during HP Helion Codar installation, then the OO10.x certificate has to be imported to the path
"C:\ProgramFiles\Hewlett-Packard\Codar\openjre\lib\security" using a command like the following:
keytool.exe -importcert -alias tomcat -file "C:\Temp\oo10-certificate.cer" -keystore
"C:\ProgramFiles\Hewlett-Packard\Codar\openjre\lib\security\cacerts" password: changeit

3. After the certificate has been imported, restart the HP Helion Codar service.
4. Refer to the section of the HP Helion Codar Installation Guide entitled "Configure HP Operations Orchestration."

Some workflows under the CSA folder are invalid

Problem: Some workflows under CSA folder are invalid

Symptoms	The names of some workflows under /Library/CSA in the HP OO public repository are in red font.
Primary software component	HP Operations Orchestration
Failure message	Moving the mouse over an invalid workflow will display messages similar to the following: <ul style="list-style-type: none"> • The operation this step links to has problems • Transition source step has no operation linked to it • Operation cannot be found
Probable cause	Required HP OO content may not have been installed.

Solution

Verify that all the required HP OO content has been installed as described in the "HP Operations Orchestration Support Requirements" section in the *HP Helion Codar Solution and Software Support Matrix*.

HP SiteScope (HP Helion Codar)

HP SiteScope create server monitor fails

Problem: HP SiteScope create server monitor fails

Symptoms	HP SiteScope template name mismatch.
Primary software component	VMware Vcenter and MOE

Failure message	Error Code: 55636. Error Description: could not find Template name LINUX in the configuration.;returnResult=com.mercury.sitescope.api.configuration.exception.ExternalServiceAPIException: Error Code: 55636. Error Description: could not find Template name LINUX in the configuration.;returnCode=-1;sessionId=iconclude-5039678751334013037;exception=com.mercury.sitescope.api.configuration.exception.ExternalServiceAPIException: Error Code: 55636. Error Description: could not find Template name LINUX in the configuration in the OO Report.
Probable cause	<ul style="list-style-type: none"> • HP SiteScope monitor creation fails since the template is not imported on the SiteScope server. • Template name does not match the designer property.

Solution

1. If the template is not imported on the SiteScope server, import the template from the CSAKit folder. For details, see the *HP Helion Codar Installation Guide*.
2. Verify the template name on the designer matches the name on the SiteScope server, including spaces and capitalization.

HP SiteScope CSA template does not appear on server after import

Problem: Auto import of SiteScope template fails

Symptoms	HP SiteScope CSA template does not appear on HP SiteScope server after import.
Primary software component	HP SiteScope
Failure message	None
Probable cause	Auto import of HP SiteScope template CSA templates autoimport.tpl fails intermittently. Because of the import failure, credential preferences are not created.

Solution

Follow these steps to manually import the HP SiteScope template and create the credential preferences with the login details for the target server:

1. Log on to the HP SiteScope server using administrator credentials using the url `http://<ServerIP>:8080/`.
2. In the left page, select the Templates tab.
3. If there is no CSA templates group with both WINDOWS and LINUX templates:
 - a. Right click the template container name (e.g., SiteScope) and select import.
 - b. Browse and select the file "CSA templates.tpl" and complete the import.
4. Manual import does not create credential preferences. To create the credential preferences for WINDOWS and LINUX targets manually, do the following:
 - a. Select the Preferences tab in the HP SiteScope browser left-most panel.
 - b. Choose Credential Preferences.
 - c. Create a LINUX credential with the name LINUX-CSA-TARGETS.
 - d. Set the username and password for LINUX target server.
 - e. Create a WINDOWS credential with the name WINDOWS-CSA-TARGETS.
 - f. Set the username and password for WINDOWS target server.

HP SiteScope monitor deployment fails with an error in HP OO reporting

Problem: HP SiteScope monitor deployment fails with an error in HP OO reporting

Symptoms	HP SiteScope monitor deployment fails with an error in HP OO reporting as shown in failure message below.
Primary software component	HP SiteScope
Failure message	Property remote name remote:19 probably remote connection failed. Please check if remote:19 defined in SiteScope configuration or in domain.
Probable cause	The credential preferences are not updated with the target server login credentials.

Solution

Follow these steps to update the credential profiles with the login details for the target server:

1. The credential profiles are found in the HP SiteScope server under Preferences > Credential Preferences. Default HP CSA credential profiles are WINDOWS-CSA-TARGETS for Windows systems and LINUX-CSA-TARGETS for Linux target systems.
2. Select the credential profile to edit.
3. Enter the login and password values for the target servers.
4. Click **OK** to save the details.

VMware vCenter (HP Helion Codar)

A request for a test run remains in "Deploying" state

Problem: A request for a test run remains in Deploying state

Symptoms	A request for a test run remains in Deploying state for a long time before changing to Failed.
Primary software component	VMware vCenter
Failure message	During server provisioning, the HP OO workflow Update SA Server Id on HP Helion Codar fails repeatedly at Poll For Server VO step.
Probable cause	The VM template was not sanitized with an HP SA agent.

Solution

Follow the steps to sanitize a VM template with an HP SA agent as described in the "Prepare a VMware Template to Self-Register with HP Server Automation" section in the *HP Helion Codar Installation Guide*.

Cannot provision vCenter server component

Problem: Cannot provision vCenter server component

Symptoms	A topology design containing a vCenter Server component fails to provision.
Primary software component	Topology Design component
Failure message	java.lang.RuntimeException: java.io.IOException: Server returned HTTP response code: 401 for URL: ...
Probable cause	Misconfiguration of the VMWare vCenter provider and/or the vCenter Server component in your design.

Solution

Ensure that you specified valid values for your VMWare vCenter provider. Ensure that your VMWare vCenter provider has a property called "DATACENTERNAME" with the correct value. Ensure that the vCenter Server component in your topology design contains correct values for the properties "vmTemplateReference" and "customizationSpec."

vCenter customization template is missing

Problem: vCenter customization template is missing on the vCenter server

Symptoms	Simple Compute Linux Server deployment fails due to the missing customization template on the vCenter server.
Primary software component	VMware vCenter
Failure message	None
Probable cause	vCenter server does not contain the specified customization template.

Solution

1. Verify that the vCenter server configured on the Cloud Service Management Console contains the specified customization template name in the Service design.
2. If the template does not exist, create a customization template with the name on vCenter Server.
3. Request a new subscription.

vCenter provision server fails when a specified cloned template is not present in the given Datacenter

Problem: vCenter provision server fails when cloned template specified is not present in the given Datacenter

Symptoms	vCenter Provision server fails because the cloned template specified is not present in the given Datacenter.
Primary software component	VMware vCenter
Failure message	exception=java.lang.IllegalArgumentException: VM specified as "NAME:Rhel53x64_SA913:CSAQAB" not found
Probable cause	Cloned template is missing in the given Datacenter of the vCenter provider.

Solution

Make cloned template available in the Datacenter of the vCenter provider.

When a vCenter Add Server fails with timeout, the Lifecycle Engine does not allow another lifecycle transition to begin

Problem: When a vCenter Add Server fails with timeout, the Lifecycle Engine does not allow another lifecycle transition to begin

Symptoms	When vCenter Add Server fails with timeout, Lifecycle Engine does not allow another lifecycle transition to begin.
Primary software component	VMware vCenter
Failure message	Lifecycle Engine is already executing.
Probable cause	Add Server action has failed, but it is still trying to clean up the resources from the failed action.

Solution

Follow one of these workarounds:

Wait for a few minutes before submitting the next request for modification.

OR

Increase the timeout for the vCenter flex-in Server/vCenter flex-out Server flows. The following steps explain how to make this change:

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

Follow the same steps for the "vCenter Flex-out Server" subflow found under "/Library/CSA/3.2/Providers/vCenter/vCenter Flex Server Count/Subflows/". Change the value of the "waitCounter" input to 120 (double the timeout minutes of the deploy flow.)

Topology Design Troubleshooting

Associating a Floating IP does not work using an Internal Network

Problem: Associating a Floating IP does not work using an Internal Network.

Symptoms	Associating a Floating IP does not work using an Internal Network.
Primary software component	HP Helion Codar with Helion OpenStack
Failure message	None
Probable cause	A Floating IP will not be allocated for the deployed instances if the topology design is created by selecting YES to "Floating IP Address" for the relationship type between Server Group and Private Network Segment.

Solution 1

If you want to use a Floating IP address for external communication, the COS Design should have four components - Server Group, Network Segment, Router, and External Network Segment. During the selection, make sure you select Assign Floating IP=Yes on the link between the Server Group and Network Segment, which helps to associate the floating IP to the deployed instance.

Note 1: You should not select Assign Floating IP=Yes if you have only two components, Server Group and Network Segment, in the design, as this is an invalid design for using Floating IP.

Note 2: The Security Group should be set to allow ICMP ping requests (for example, port -1,-1 should be allowed (Ingress and Egress.)

Solution 2

In the case where the Floating IP is not assigned manually, trigger an 'Assign Floating IP' public action through the Marketplace Portal.

Cannot embrace Chef components

Problem: Chef components cannot be embraced (imported) into HP Helion Codar

Symptoms	Attempts to import Chef components fail with an error message.
Primary software component	Topology Design component
Failure message	Requested resource not found on the server.
Probable cause	Misconfiguration of the Chef provider.

Solution

From the Cloud Service Management Console, click the **Providers** tile and check the configuration of the Chef provider.

Execute a test run of a topology design

Problem: Execute a test run of a topology design

Symptoms	A topology design containing vCenter, Amazon, or Chef components cannot be published
Primary software component	Topology Design
Failure message	<ol style="list-style-type: none"> 1. "Parameter serviceUrl cannot be null or empty. Must provide a valid service url." 2. A message informing the user about a missing certificate.
Probable cause	<ol style="list-style-type: none"> 1. HP Helion Codar is not configured with HP OO server information. 2. The HP OO certificate is missing.

Solution

Solution 1

1. On your HP Helion Codar server, find the csa.properties file which is located in the "CODAR_HOME\jboss-as\standalone\deployments\csa.war\WEB-INF\classes" directory, and check if it contains the following properties:
OOS_URL=
OOS_USERNAME=
OOS_PASSWORD=
2. Specify correct values for the properties according to the HP OO server present in your environment.

Solution 2

Import the HP OO server certificate to the Java keystore used for HP Helion Codar. For example, for embedded openjre java, change directories to

"C:\Program Files\Hewlett-Packard\CSA\openjre\lib\security," and run the following command:

keytool -importcert -alias tomcat -file oo10.10-certificate.cer -keystore cacerts -storepass changeit

Importing topology designs does not automatically add missing component relationship definitions

Problem: Importing topology designs does not automatically add missing component relationship definitions

Symptoms	Import of a topology design fails with an error. Information in the detailed report indicates a needed relationship is missing.
Primary software component	Cloud Service Management Console
Failure message	<p>After clicking View Detailed Report, you will see either of the following:</p> <ul style="list-style-type: none"> • relation.<relation_name>_<component_id> - Missing in repository component type OR • relation.<relation_name>_<component_id> - Exist different (review needed)
Probable cause	The definition of the topology component on the system in which the import is occurring lacks relationship definitions that are needed by the design being imported.

Solution

The missing relationships must first be added to the component in the Components area prior to performing the import. Alternatively, the associated component may be deleted (if not otherwise used on the HP Helion Codar system) and the import will recreate the component, with the needed relationships, when the design is imported.

To add the missing relationship(s), perform the following steps

1. Click the View Detailed Report, either after a Preview operation or after the actual Import to view the details of any missing or misconfigured relationships.

If the missing relationship is a required relationship, a message similar to the following is displayed:

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

If the missing relationship is not a required relationship, a message similar to the following is displayed:

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

These messages are displayed in the context of a particular topology component that is missing the needed relationship.

2. Navigate to the **Designs -> Topology -> Components** area of the Cloud Service Management Console.
3. 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.
4. Import the design manually.

No IPs are listed when executing "Assign Floating IP" public action using new Helion OpenStack setup

Problem:

No IPs are listed when executing an "Assign Floating IP" public action using a new Helion OpenStack setup.

Symptoms	A Floating IP will not get listed in the "IP Address" drop-down (see Figure 1) when you try to use an "Assign Floating IP" public action using a new setup of Helion OpenStack.
Primary software component	HP Helion OpenStack
Failure message	The csa.log contains the following: 09 Jan 2014 11:23:42,800 [http-0.0.0.0-8444-12] ERRORResponseStatus : com.hp.ccue.http.exception.HttpInternalServerErrorException: Expanded url 'http://<IP>:21051/1/infrastructure_topology_list/46/realized_server_list/e9e0330a-9b71-4348-bc92-2bc922af5b6/external_routable_ip_list? network_ref=\${network_ref}' contains not expanded placeholders '[network_ref]' (java.lang.IllegalStateException: Expanded url 'http://<IP>:21051/1/infrastructure_topology_list/46/realized_server_list/e9e0330a-9b71-4348-bc92-2bc922af5b6/external_routable_ip_list?network_ref=\${network_ref}' contains not expanded placeholders '[network_ref]') 09 Jan 2014 11:23:42,802 [http-0.0.0.0-8444-12] ERRORResponseStatus : com.hp.ccue.http.exception.HttpInternalServerErrorException: Expanded url
Probable cause	The cause might be that Helion OpenStack could not get the floating IPs available from the Floating pool. You have to manually allocate the IPs on Helion OpenStack. Manual intervention on Helion OpenStack is needed before you trigger an 'Assign Floating IP' public action from HP Helion Codar.

Solution

1. Select any Instance that is deployed on Helion OpenStack, and click on More > Associate Floating IP > Select an IP Address
2. The "IP Address" field will be blank in this case for the first time, displaying "No IP addresses available" as shown in Figure 1, below.

3. Click the + button and then Select Pool > Allocate IP.
4. The IP will be allocated in this case but NOT ASSOCIATED with the deployed instance.
5. Go back to HP Helion Codar and trigger the 'Assign Floating IP' option again.
6. This time, the newly allocated IP on Helion OpenStack will appear in the drop-down.

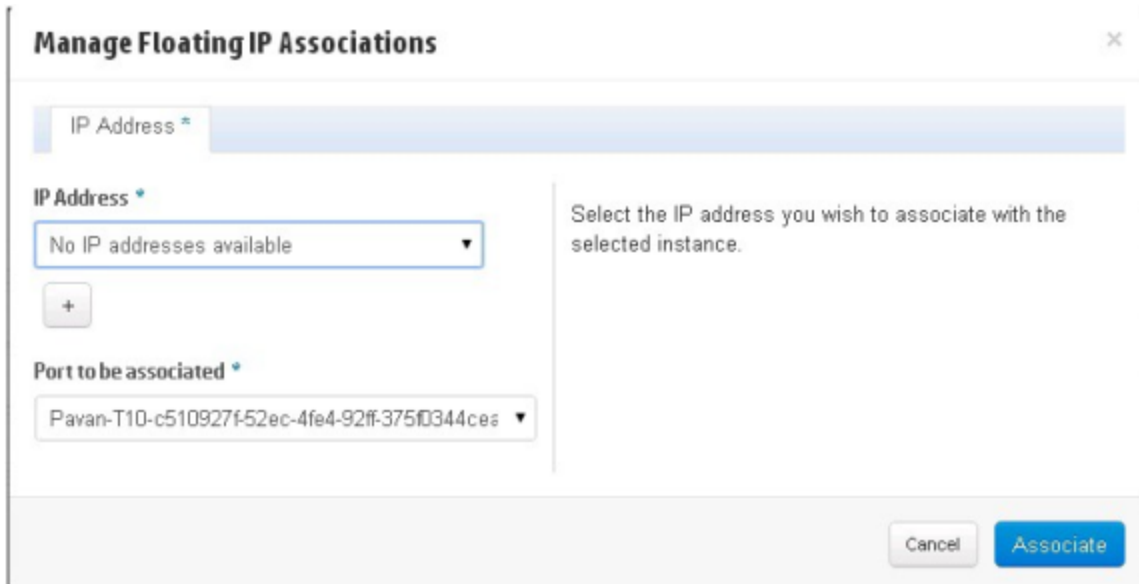


FIGURE 1

Test run fails while using Topology Design based on HP SA software policies

Problem:

Test run fails while using Topology Design based on HP SA software policies.

Symptoms	Test run fails while using Topology Design based on HP SA software policies.
Primary software component	HP Server Automation
Failure message	Open the HP OO Central report for workflow Deploy Using Software Policies and scroll to the step where subflow Apply or Remove Software Policies to Server is invoked. This subflow will indicate a failure at the step Attach Software Policy with the following message: No software policy with name 'PHP' was found
Probable cause	The software policy is missing in HP SA, or does not have the name as expected by the service design.

Solution

Verify that the software policy is in HP SA, and that the name of the software component defined in the service design and the name of the HP SA software policy are the same. Correct as needed.

Unable to provision a server due to difference between access point and zone specified in the design

Problem: You are unable to provision a server due to a difference between your access point and the zone specified in the design

Symptoms	You are sometimes able to provision a given AWS server and sometimes the provisioning operation fails.
Primary software component	Amazon Web Services
Failure message	"An internal error has occurred. Error code: InternalError" message on the HP Operations Orchestration (HP OO) flow.
Probable cause	The AWS provider selected for deploying the design might have a mismatch between its zone and the design. For example, the provider might be configured for the "west" zone while the design has an availability zone set to "east."

Solution

If multiple AWS providers are configured in HP Helion Codar, then make sure the correct provider instance is chosen for subscribing to a given subscription.

You can create different "Environments" for different AWS provider zones. Group the offerings based on the zone values configured in the design and add them to different catalogues, and add the catalogues to the appropriate environments.

Licensing

Codar persona is not able to deploy an application from the package tab

Problem: Not able to deploy an application from the package tab

Symptoms	Codar persona (App Architect, App QA, App DEV, ARA) are not able to deploy an application from the package tab.
Primary software component	Licensing
Failure message	An error has occurred - codar license is required to access this resource
Probable cause	Admin may have removed the HP Helion Codar license from the license UI. Re-apply license to fix the issue.

Solution

Re-apply an HP Helion Codar license.

HP Helion Codar Licensing UI issue with Chrome

Problem: HP Helion Codar Licensing UI Issue with Chrome

Symptoms	While on Organization tab, when you open the Licensing window, it overlaps with the Organization window.
Primary software component	Licensing
Failure message	None
Probable cause	Chrome Browser Version

Solution

Upgrade to the latest version of Chrome. Chrome Version 31 or above is supported.

HP Helion Codar persona permission issue

Problem: HP Helion Codar persona permission issue

Symptoms	On a remote browser, HP Helion Codar persona (for example, APPLICATION_ARCHITECT) are not able to perform actions and have permissions issue.
Primary software component	Licensing
Failure message	Your current permissions do not allow you to access this area.
Probable cause	The HP Helion Codar license was removed on admin page.

Solution

Reapply the HP Helion Codar license to fix this issue.

Not able to deploy an application from the package tab

Problem: Not able to deploy an application from the package tab

Symptoms	Not able to deploy application from package tab.
Primary software component	Licensing
Failure message	An error has occurred - codar license is required to access this resource
Probable cause	The HP Helion Codar license is missing on the license UI.

Solution

Apply an HP Helion Codar license.

Relevant message not displayed when an expired emergency license is re-installed

Problem: Relevant message is not displayed to the user when an expired emergency license is re-installed

Symptoms	Relevant message is not displayed to the user when an expired emergency license is re-installed.
Primary software component	Licensing
Failure message	An error has occurred; Licensing error.
Probable cause	This error will occur when an emergency license is re-installed after the expiry period of 15 days.

Solution

An emergency license has a validity of 15 days only. You must get a new license if you still need an emergency license after the expiry period.

User is not able to install a license in cluster mode

Problem: User is not able to install a license in cluster mode

Symptoms	Adding a license fails with "Licensing error" in cluster mode.
Primary software component	Licensing

Failure message	An error has occurred ; Licensing error.
Probable cause	The csa.provider.ip attribute is missing a valid IP in csa.properties, or a generated license does not match the IP in the attribute.

Solution

1. Check the cluster IP address set in the csa.properties file [csa.provider.ip].
2. If csa.provider.ip is not set with the IP address, then licensing will fall back to "Unlicensing mode."
3. Add the valid cluster IP details to csa.provider.ip, and get the license key from HP for the specified IP.