HP IT Operations Compliance

Software Version: 1.0

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Troubleshooting Guide

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Chapter 1 Troubleshooting

The **HP ITOC Troubleshooting Guide** provides troubleshooting tips for some known issues, as well as a list of error codes with recommended actions or workarounds.

Audience

This **HP ITOC Troubleshooting Guide** is intended for any ITOC user.

Chapter 2 Installation and Initial Configuration

Problem – When running ITOC as a non-root user and the ITOC install uses a JDK that was previously installed as root, you will see warning messages in the server.log.

Symptoms – There are many warning messages in `<itoc_install_location>/log/server/server.log*`, such as the following:

```
2015-05-11 12:48:18,826 WARNING [java.util.prefs] (Timer-2)
Couldn't flush system prefs: java.util.-
prefs.BackingStoreException: /etc/.java/.systemPrefs/com create
failed.
```

Primary software component – JDK

Probable cause – The licensing component used by ITOC is trying to access the preference store that triggers this warning. This has no functional effect.

Solution – This warning can be ignored. If the user running ITOC has permissions on the JDK install, then no warning will occur.

Chapter 3 **ITOC Uninstallation**

Problem – Invoking an ITOC uninstallation results in an error.

Symptoms – When you run `#<install_dir>/ITOC_Installation/Uninstall_ HPITOC`, an error message appears, and uninstallation fails.

Failure message – `No Java virtual machine could be found from your PATH environment variable. You must install a VM prior to running this program.`

Solution – Set the environment variable and retry:

`#export PATH=<install_dir>/openjre/bin:$PATH`

`#<install_dir>/ITOC_Installation/Uninstall_HPITOC`

Problem – After ITOC uninstallation on a setup that has ITOC-included PostgreSQL, you may find an orphaned PostgreSQL process.

Symptoms – During uninstallation, ITOC services are stopped before uninstalling the PostgreSQL database, but there may be open connections to it through other clients. The uninstallation process removes what it can.

Solution – Kill the PostgreSQL process manually after uninstallation.

Chapter 4 ITOC Administration

Problem – Maintenance window start time is outside the maintenance window.

Symptoms – The **Start Time** field shows the start time of a maintenance window that was run earlier.

Probable cause – An SoA was assigned to multiple overlapping maintenance windows.

Solution – Several maintenance windows may be run at once. This is not an issue.

Chapter 5 ITOC Service

Problem – All ITOC services seem to be running, but nothing is accessible through the UI.

Symptoms – In the JBoss `/opt/hp/itoc/log/server/server.log`, you see content similar to the following:

```
2015-05-22 11:42:02,408 INFO [org.jboss.as] (Controller Boot
Thread) JBAS015874: WildFly 8.1.0.Final "Kenny" started in
71512ms - Started 562 of 624 services (107 services are lazy,
passive or on-demand)

2015-05-22 11:58:43,212 ERROR [org.jboss.as-
.controller.management-operation] (DeploymentScanner-threads - 1)
JBAS014612: Operation ("read-resource") failed - address:
([("deployment" => "ocm.war")]): java.lang.OutOfMemoryError: Java
heap space

2015-05-22 11:58:43,213 INFO [org.jboss.as-
.server.deployment.scanner] (DeploymentScanner-threads - 1)
JBAS015018: Deployment ocm.war was previously deployed by this
scanner but has been removed from the server deployment list by
another management tool. Marker file /opt/hp/itoc/wildfly-
8.1.0.Final/standalone/deployments/ocm.war.undeployed is being
added to record this fact.

2015-05-22 11:58:43,213 INFO [org.jboss.as-
.server.deployment.scanner] (DeploymentScanner-threads - 1)
JBAS015018: Deployment idm-service.war was previously deployed by
this scanner but has been removed from the server deployment list
by another management tool. Marker file /opt/hp/itoc/wildfly-
8.1.0.Final/standalone/deployments/idm-service.war.undeployed is
being added to record this fact.

2015-05-22 11:58:43,214 INFO [org.jboss.as-
.server.deployment.scanner] (DeploymentScanner-threads - 1)
JBAS015003: Found ocm.war in deployment directory. To trigger
deployment create a file called ocm.war.dodeploy

2015-05-22 11:58:43,217 WARN [org.hi-
bernate.engine.loading.internal.LoadContexts] (OCMScheduler
Resource Worker Tasks-7-23) HHH000100: Fail-safe cleanup (col-
lections) :
```

```
org.hi-
bern-
ate.engine.loading.internal.CollectionLoadContext@2baf1b1b<rs=com.mchange.
v2.c3p0.impl.NewProxyResultSet@1fb0b9fb>
```

```
2015-05-22 11:58:43,217 WARN [org.hi-
bernate.engine.loading.internal.CollectionLoadContext] (OCMSched-
uler Resource Worker Tasks-7-23) HHH000160: On
CollectionLoadContext#cleanup, localLoadingCollectionKeys con-
tained [1] entries
```

```
2015-05-22 11:58:44,401 ERROR [stderr] (OCMScheduler Resource
Worker Tasks-7-29) Exception in thread "OCMScheduler Resource
Worker Tasks-7-29" java.lang.OutOfMemoryError: Java heap space
```

Primary software component - JBoss

Probable cause - An unrecoverable error occurs, such as Out Of Memory conditions, causing JBoss to fail to deploy any of the web services context.

Solution - Enter the following:

```
cd /opt/hp/itoc/wildfly-8.1.0.Final/standalone/deployments
```

```
mv idm-service.war.undeployed idm-service.war.dodeploy
```

```
mv ocm.war.undeployed ocm.war.dodeploy
```

```
/opt/hp/itoc/scripts/appserver restart
```

Chapter 6 Organization Administration Troubleshooting

Setting Log Severity

1. Open the `.../idm-service.war/WEB-INF/classes/log4j.properties`
   file in a text editor.

2. On the first line, change `INFO` to `DEBUG` (if `DEBUG` already appears on the first line,
   then log severity is already set to `DEBUG`, and no edit is needed).

   Before

   ```
   log4j.rootLogger=INFO, consoleAppender, jbossAppender, tom-
   catAppender
   ```

   After

   ```
   log4j.rootLogger=DEBUG, consoleAppender, jbossAppender, tom-
   catAppender
   ```

3. Save changes.

4. Restart the organization administration service.

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