HP Codar

Version 1.50

Troubleshooting Guide

HP Codar Troubleshooting

This guide contains some issues that you may encounter when using HP Codar and workarounds to troubleshoot these issues.

Cloud Service Management Console (HP Codar)

On every navigation to a page that uses Adobe Flash Player, Chrome reloads the SWF file

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

Symptoms	When accessing the Cloud Service Management Console in Chrome, areas that use an 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 reloads an SWF file from an HTTPS website if the SSL certificate configured for that site is not trusted by the browser.

Solution

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

Communication error in Firefox when Use system proxy setttings is enabled

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

Symptoms	A communication error message is displayed in Firefox immediately after you logon to the Cloud Service Management Console.
Primary software component	Cloud Service Management Console
Failure message	Communication error

Probable cause	In some network environments, Firefox is unable to communicate with the Cloud Service Automation service when the **Use system proxy** **settings** setting is enabled.

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, the proxy settings are configured in **Tools** > **Options** > **Advanced** > **Network** > **Settings**.

Internet Explorer Enhanced Security Configuration interferes with Cloud Service Management Console

Problem: Internet Explorer Internet Explorer Enhanced Security Configuration (ESC) interferes with Cloud Service Management Console

Symptoms	When viewing the Cloud Service Management Console in Internet Explorer on a system in which Enhanced Security Configuration is enabled, the console may not display properly. In Internet Explorer versions 10 or 11, a blank screen may be displayed when accessing the Cloud Service Management Console.
Primary software component	Cloud Service Management Console
Failure message	N/A
Probable cause	Internet Explorer Enhanced Security Configuration impedes the proper display of the Cloud Service Management Console.

Solution

To access the Cloud Service Management Console on Internet Explorer on a system in which Enhanced Security Configuration is enabled, perform one of the following steps:

- Add the URL of HP Codar as a trusted site. In Internet Explorer. Select **Internet Options** > **Security** > **Trusted sites** > **Sites**, and enter https://<codar_hostname>.
- Add HP Codar as a site in the local intranet zone. In Internet Explorer, select **Internet Options** > **Security** > **Local intranet** > **Sites** > **Advanced**, and enter https://<codar_hostname>.
- Disable Internet Explorer Enhanced Security Configuration. In Server Manager on Microsoft Windows, disable Enhanced Security Configuration.

Attempting to add a valid approver fails

Problem: If you try to add a valid approver after a failed attempt to add an invalid approver who does not have access to the organization, the valid approver does not get added and an error message is displayed

Symptoms	If you try to add a valid approver after a failed attempt to add an invalid approver, the following message is displayed: User does not have the permission ORGANIZATION_READ to perform the operation.
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 error message is displayed. Then add the same user to the policy again. The user is successfully added at the second attempt.

Unable to logon to the Cloud Service Management Console after installation when HP Single Sign-On is configured

Problem

A logon attempt to the Cloud Service Management Console is unsuccessful after installation when HP Single Sign-On is configured.

Symptoms	Unable to logon to the Cloud Service Management Console
Primary software component	Cloud Service Management Console
Failure message	No error message is displayed when attempting to log in, but the login is unsuccessful. In the **csa.log** file, the following error message is logged: setSSOToken cannot be performed, configured creationDomains does not contain received request domain
Probable cause	The domain for HP Single Sign-On has not been properly specified.

Solution

If you install HP Codar on a system with a fully qualified domain name (FQDN) of the format a.b.com, and if you enable HP Single Sign-On during installation, you must specify a domain name of the format a.b.com on the install screen in which the domain name is requested. If you specify b.com, you will be unable to log on to the Cloud Service Management Console after 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 Codar, you can edit the `<codar_home>/jboss-as/standalone/deployments/csa.war/WEB-INF/hpssoConfiguration.xml` file to set the domain property correctly, and then restart the HP Codar service.

Various issues when logging into the Cloud Service Management Console using multiple browsers

Problem: Various issues may occur when you use multiple browser tabs to log on to the Cloud Service Management Console with different user credentials

Symptoms	If you use multiple browser tabs to log on as different HP Codar users, the last user to log on determines the access rights of all the currently open browser tabs. This can result in error messages being displayed when a user attempts to perform an action that the last logged on 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 on to the Cloud Service Management Console. If multiple tabs are used, ensure that the same user is logged in to each tab. To switch among users, first log out and then log back in as a different user.

HP Codar Localization

Non-English characters are not properly stored in Oracle

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

Symptoms	Non-English characters do not display 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 Codar.

Solution

To support localization, the Oracle database must be configured to support non-English characters. This configuration must be complete before HP Codar is installed. If the necessary parameters are not set to the required values, and you have already installed and are using HP Codar, then 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 Codar Installation and Configuration Guide*.

Installation and configuration

Cannot enable the load balancer host in the PostgreSQL database

Problem: Cannot enable the load balancer host in the PostgreSQL database on a cluster

Symptoms	When setting up HP Codar in a scalable mode with a load balancer using a PostgreSQL database, you are not able to log on to HP Codar.
Primary software component	HP Codar
Failure message	Unable to log on to HP Codar
Probable cause	The PostgreSQL database is not accepting connection requests from the load balancer.

Solution

1. Update the `postgresql.conf` file with `listen_address ='*'`
2. Add the load balancer IP address to the `pg_hba.conf` file as follows:
```
#IPv4 local connections:
host     all     all     <<LOAD_BALANCER_IP>>/32     md5
```

Content upload not successful during HP Codar Installation

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

Symptoms	When HP Codar is installed with embedded HP OO, component tool content packs are not imported and a failure message is displayed.
Primary software component	HP Codar
Failure message	HP 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 ccurs.

Solution

Log on to HP OO and manually deploy the content packs, as necessary. For more information, see the "Configure HP Operations Orchestration" section in the *HP Codar Installation and Configuration Guide*.

Fail to execute HP Codar installer on Linux

Problem: Fail to execute HP Codar installer on Linux

Symptoms	Fail to execute HP Codar installer on Linux.
Primary software component	HP 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 Codar on Linux

Problem: Failure to install HP Codar on Linux

Symptoms	HP Codar installation fails on the Linux platform and displays an error message
Primary software component	HP Codar
Failure message	Check the `<codar_home>/HP_Codar_1_00_0_installation/I` file for the failure message: HostInfo Error: Status: ERRORAdditional Notes: ERROR - java.net.UnknownHostException: or service not known
Probable cause	The FQDN is not resolvable.

Solution

Modify the `/etc/hosts` file to include the IP address, host name, and FQDN.

For example, in the Linux system, edit the `/etc/hosts` file and add following line: <*`IP address`*><*`host name`*><*`FQDN`*>

HP Codar upgrade fails

Problem: HP Codar upgrade fails

Symptoms	HP Codar upgrade fails
Primary software component	HP Codar

Failure message	Failed installing Codar. The specified service has been marked for deletion.
Probable cause	The service that is being upgraded is locked by the operating system.

Solution

The HP Codar upgrade installer deletes a Microsoft Windows service during the upgrade so that it can install a new version of the service. This service may be locked by the operating system. For example, it may happen if the Terminal or Services window is open. In such cases, the service is not deleted immediately; it is only marked for deletion. Therefore, subsequent attempts to recreate the service fail. To solve this, close all programs other than the HP Codar upgrade installer.

Installation fails with SQL errors in the hp_codar_install.log file

Problem: Installation fails and SQL error messages are displayed in the hp_codar_install.log file

Symptoms	Installation fails and SQL error messages are displayed in the `hp_codar_install.log` file
Primary software component	HP Codar
Failure message	org.postgresql.util.PSQLException: ERROR: duplicate key value violates unique constraint "csa_category_type_pkey"org.postgresql.util.PSQLExcep ERROR: relation "csa_access_point" already exists
Probable cause	A fresh database schema was not used in the HP Codar installation.

Solution

1. Uninstall the failed HP Codar instance by following the steps provided in the *HP Codar Installation and Configuration Guide*.
2. Create a new database instance.
3. Install HP Codar and specify details of the new database instance.

Performance issues while importing large archives

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

Symptoms	The import operation goes on for a long time.
Primary software component	HP Codar
Failure message	"Out of memory" error in the `server.log` file during the import operation
Probable cause	The default heap size (1 GB) configured in HP Codar is not sufficient for the import operation.

Solution

Increase the heap size configured for HP Codar and perform the import. For additional details, refer to the "Import

Large Archives" section of the *HP Codar Installation and Configuration Guide.*

Tips for installing and configuring HP Codar

The following are some problems that you may encounter while installing HP Codar and workarounds for the problems:

Symptom	You have entered the database credentials but the installer cannot connect to the database
Solution	1. Confirm that you have 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_Codar_Install_<timestamp>`) on the desktop. This file contains the stack trace with the actual problem.

Symptom	The LDAP user is unable to log on to the Cloud Service Management Console
Solution	1. Verify that the LDAP server is accessible. 2. Verify that the LDAP configuration in the Cloud Service Management Console is correct.

Symptom	The HP Codar server does not start after install
Solution	1. Verify that the ports used by HP Codar are free. The ports include 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 is the cause of conflict in the `standalone.xml` file.

Miscellaneous issues and information

About the HP Codar support tool

The Support Tool for HP Codar is a command line tool written in Java that collects important log and configuration files from different places in the HP Codar installation directory and packs them in a ZIP archive. The ZIP archive can then be 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 the `Tools` folder inside the HP Codar installation folder. You can execute the support tool like any other tool in HP Codar. It does not require any arguments.

Running the support tool

To run the support tool, run the `java -jar support-tool.jar` command.

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

- `--home <arg>`: Use this optional argument to use a specific folder instead of the home folder. The home folder is auto detected by default.
- `--output <arg>`: Specify the output name of the ZIP archive file to override the default name `logs-and-configs_<yy-MM-dd>.zip`.

If the tool fails to auto-detect your HP Codar home folder, run the `java -jar support-tool.jar --home /path/to/codar/home` command.

To specify a name for the output archive file, run the `java -jar support-tool.jar --output myarchive.zip` command.

The tool gathers all logs and configuration files and packs them in an archive in the current directory. You can then attach this archive to any service request to resolve issues more quickly.

Cache issues

Problem: Cache issues

Symptoms	Changes that you make are not reflected in the HP Codar user interface.
Primary software component	HP Codar
Failure message	--
Probable cause	The user interface performs a lot of caching for performance gains.

Solution

Delete the contents of the cache.

HP Codar fails with a JDBC rollback error

Problem: HP Codar fails to connect to the database and a JDBC rollback exception error message is displayed in the log file

Symptoms	HP Codar fails to connect to the database and a JDBC rollback exception occurs in the log.

Primary software component	HP Codar Provider Console
Failure message	HP Codar functionality fails; a JDBC rollback error message is displayed.
Probable cause	The database connection might be broken because of network issues, or the database service may be unresponsive.

Solution

Add configuration information as follows:

For a standalone HP Codar setup:

1. Stop the HP Codar service.
2. Navigate to `<codar_home>\jboss-as\standalone\configuration`.
3. Open the `standalone.xml` file and search for the `dataSource` tag that is used in the HP Codar database configuration.
4. 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>
   ```
5. Start the HP Codar Service.

If your HP Codar instance uses the Oracle database, use the `select 1 from DUAL` SQL query instead of `select 1` in step 4.

For a HP Codar cluster setup:

1. Stop the HP Codar service.
2. Navigate to `<codar_home>\jboss-as\domain\configuration`.
3. Open the `domain.xml` file and search for the `dataSource` tag which is used in the HP Codar database configuration.
4. 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>
   ```
5. Start the HP Codar Service in cluster mode.

If your HP Codar instance uses the Oracle database, use the `select 1 from DUAL` SQL query instead of `select 1` in step 4.

User authorization fails if the base domain name of an organization is modified during a user session

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

Symptoms	If the administrator modifies the base domain name in the LDAP settings of an organization when a user is logged in, user authorization fails and navigation is disabled.

Primary software component	Cloud Service Management Console
Failure message	Authorization exceptions
Probable cause	The administrator changes the base domain name in the LDAP settings of an organization when a user is logged in to the organization.

Solution

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

While creating or updating package properties through the API, only the property values are modified

Problem: While creating or updating package properties through the API, only the property values are modified. Other component-specific properties are not modified.

Symptoms	Update package properties through the API or CLI by specifying the package properties JSON. In the JSON body request, change the value of any input property other than the package property.The changes are not reflected.
Primary software component	HP Codar
Failure message	None
Probable cause	Only package property names and values are modifiable.

Solution

Only modify the package properties value in the package properties JSON specified in the input.

Application-Level Troubleshooting

An application design JSON cannot be exported and then imported into another HP Codar application instance

Problem: An application design JSON cannot be exported and then imported into another HP Codar application instance

Symptoms	When you export an application design as a JSON file in an HP Codar instance and then try to import it into another instance, the import fails.
Primary software component	HP Codar
Failure message	Cannot import design.
Probable cause	--

Solution

Export the design as a ZIP file from the UI and then import the zipped file into a different HP Codar application.

Design versions of the container are in the locked state

Problem: If a container that is already associated with the release pipeline is dissociated from it, then the design versions of the container can be in the locked state if the application design version contains packages

Symptoms	The design cannot be modified and the design is in read only mode.
Primary software component	HP Codar
Failure message	None
Probable cause	Packages already exist for the design.

Solution

Delete all existing packages in all the design versions of the application container before dissociating it from the release pipeline.

Connection Troubleshooting

Failed to open HTTP connection; failed to Get resource; 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	The Amazon Web Services design test run fails.
Primary software component	HP 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:

1. Set your proxy host and port in HP Operations Orchestration.
2. Navigate to the **Content Management** area in HP Operations Orchestration, and select the **System Properties** tab.
3. Select CSA_Proxy_Host, and then click the Edit button (pencil icon) to set the value of the proxy host. Set the value to your browser's current proxy host.
4. Similarly, set the value of CSA_Proxy_Port to your browser's current proxy port.
5. Redeploy your design to allow the HP Operations Orchestration REST client to communicate beyond your firewall.

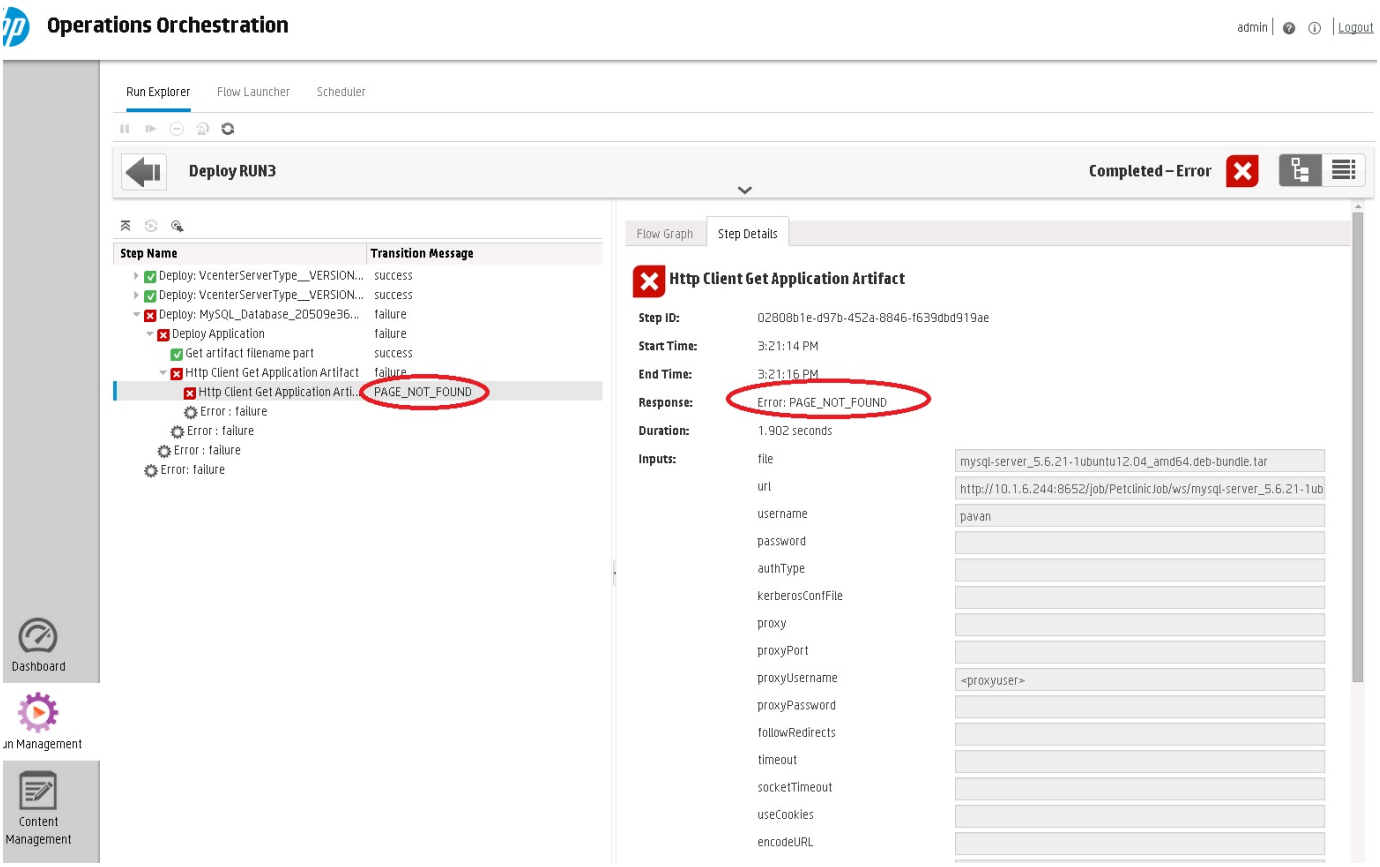
Page Not Found error when running the Pet Clinic out-of-the-box design

Problem: Page Not Found error when running the Pet Clinic out-of-the-box design

Symptoms	Deployment fails for the Pet Clinic out-of-the-box design and a Page Not Found error message is displayed when the MySQL database component is deployed.
Primary software component	Pet Clinic, Tomcat, MySQL, Pet Clinic DBConf components.
Failure message	PAGE_NOT_FOUND
Probable cause	The artifact URL or the configuration URL parameter path is not correct.

Solution

Ensure that the file exists in the URL path that is provided.



The Pet Clinic application deployment fails for the MySQL component

Problem: End-to-end deployment fails for the Pet Clinic application when deploying the MySQL component

Symptoms	An end-to-end deployment may fail when deploying the MySQL database component when copying the configuration file is being copied.
Primary software component	MySQL component
Failure message	Copy configuration OO flow will fail.
Probable cause	This issue may occur if no input is provided to the VMware vCenter Server component that contains the database hostname/password properties. The database host name and password must be specified in the design even though they are non-mandatory properties.

Solution

Specify the database host name and password before deploying the Pet Clinic application end-to-end.

Integration Troubleshooting

Amazon Web Services

An AWS instance cannot be reached using its public IP address

Problem: An Amazon Web Services (AWS) instance cannot be reached using its public IP address

Symptoms	An AWS instance is provisioned with a public IP address, but cannot be accessed at that address.
Primary software component	Amazon Web Services
Failure message	None
Probable cause	Either the `securityGroupIds` AWS server property 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, see the AWS user documentation.

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 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 IDs of the server and network interface are in different zones.

Solution

Ensure that the subnet IDs of the server and network interface are in the same availability zone.

AWS provider validation fails

Problem: AWS provider validation fails

Symptoms	When configuring a provider such as an Amazon Web Services, you might encounter a validation failed for resource provider error message.
Primary software component	HP Codar
Failure message	Provider Validation Failed
Probable cause	This is a known issue with HP 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 Codar. As a workaround, validate that the URL can be accessed within your browser.

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

- `<codar_home>/jboss-as/standalone/log/codar.log`
- `<codar_home>/jboss-as/standalone/log/server.log`

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 Amazon Web Services (AWS) server in a design, the test run fails

Symptoms	You can attach only one network interface or volume to a server. If you attach a second network interface or volume to the server, a failure occurs
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 of the type network interface, then the `deviceIndex` property value is not set. If the object causing the failure is of the type volume, then the `deviceName` property value is not set.

Solution

In designs where more than one network interface or volume is connected to a single AWS server, different values must be specified for the `deviceIndex` property for network interfaces or the `deviceName` property for the volume.

The public IP address of the AWS server instance is not visible

Problem: Public IP addresses for Amazon Web Services (AWS) server instances are not visible

Symptoms	In an AWS server, the public IP address property value that was earlier present has now disappeared.
Primary software component	Amazon Web Services
Failure message	None
Probable cause	The server might have been stopped and restarted.

Solution

This is expected behavior in AWS when the server is stopped and then restarted. See the AWS user documentation for more information.

Chef

Chef integration does not work when the Chef server tries to access provisioned VMs using SSH

Problem: Chef integration does not work when the Chef server tries to access provisioned VMs that are not trusted by the Chef server using Secure Shell (SSH)

Symptoms	Chef-based design provisioning fails with connection refused error.
Primary software component	Chef-based design provisioning
Failure message	The following error message is displayed during the Chef and HP Operations Orchestration deployment, in the Check Node step: Connection refused:connect
Probable cause	During the Chef-based design realization, the Chef server connects to the provisioned VMs using SSH to execute Chef operations. If the provisioned VMs are not trusted by the Chef server, this operation fails.

Solution

Add the following lines in the SSH configuration file of the Chef server for the user defined in the Chef provider configuration property (`chefClient`):

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

For example:

`ChefClient:developer`

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

Failed to register new client, 4 tries remaining WARN: Response: HTTP 503 - 503 "Service Unavailable"

Problem: <Description>

Symptoms	BootStrapNode Fails when trying to register the chef-client.
Primary software component	Chef.
Failure message	Failed to register new client, 4 tries remaining WARN: Response: HTTP 503 - 503 "Service Unavailable" WARN: Failed to register new client, 3 tries remaining.
Probable cause	The issue is caused by the proxy settings during the time of deployment. After the deployment of Chef-client, the new client tries to register with the chef-server. During the first run or during the registration you will observe the above message.

Solution

The solution or to overcome the above mentioned issue, bypass the Chef-Server hostname & IPaddress in the template. I.e. add the following entries in the .bashrc file in Ubuntu or .bash_profile in RHEL 6.x

Ex:

export no_proxy=127.0.0.1,localhost,<Hostname of Chef Server>,<IP Address of Chef Server>

The above setting will by-pass the proxy for above hostname and ipaddress. Chef-Run.jpg

HP Helion OpenStack

HP Helion OpenStack - HP Cloud Service fails to create an instance

Problem: HP Helion OpenStack - HP Cloud Services fail to create an instance when executing a test run using OpenStack_HPCS_Compute_v3.20.00

Symptoms	The HP Helion OpenStack - HP Cloud Operations Orchestration flow (HPCS OpenStack Create Instance) fails to execute a test run using Openstack_HPCS_Compute_v3.20.00.
Primary software component	HP Helion OpenStack - HP Cloud Services

Failure message	The HP Operations Orchestration flow (HPCS Openstack Create Instance) fails to execute and displays the following error message in the flow: No match found for XPath query;returnResult=No match found for XPath query;returnCode=0;sessionId=iconclude-4316373317873
Probable cause	1. The HP Helion OpenStack - HP Cloud Services provider is configured with an invalid access point URL. 2. The HP Helion OpenStack - HP Cloud Services provider properties are case-sensitive. 3. The value of `tenantId` is incorrect.

Solution

1. The provider access point URL for HP Helion OpenStack - HP Cloud Services must start with https.
2. The properties defined for the HP Helion OpenStack - HP Cloud Services provider are case-sensitive. Define property names as `tenantId`, `proxyPort`, and `proxyServer` instead of defining them in capital letters.
3. Verify that the value of the `tenantId` is correctly entered in the `tenantId` property.

HP Operations Orchestration

Failure in trust store setup causes login lockouts

Problem: Trust store setup failure causes login lockouts

Symptoms	After installing and setting up HP Codar and configuring the HP Codar trust store to enable access to HP Operations Orchestration, it is not possible to log in to HP Codar or HP Operations Orchestration.
Primary software component	HP Codar, HP Operations Orchestration, Java keytool, certificate files, McAfee trust authentication services
Failure message	Browser errors. No login page is displayed in either HP Codar or HP Operations Orchestration. Indication that web services are inaccessible or do not exist.

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. The may have triggered the McAfee trust authentication security software to intercept and prevent access to either the HP Codar or HP Operations Orchestration 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.

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

Solution

1. Ensure that the value of the $PATH environment variable has `$JRE_HOME\bin` set as per the JRE selected during the HP Codar installation (for example, either openjre or Oracle JRE.)
2. Verify that the OO10.x certificate is imported correctly to the HP Codar installed JRE cacerts path, using the following commands:
   If Oracle JRE is selected during the HP Codar installation, then import the OO 10.x certificate using the `keytool.exe -importcert -alias tomcat -file "C:\Temp\oo10-certificate.cer" –keystore "C:\ProgramFiles\Java\jre7\lib\security\cacerts"` command.
   If openjre is selected during the HP Codar installation, then the OO10.x certificate has to be imported to `C:\ProgramFiles\Hewlett-Packard\Codar\openjre\lib\security` using the `keytool.exe -importcert -alias tomcat -file "C:\Temp\oo10-certificate.cer" -keystore "C:\ProgramFiles\Hewlett-Packard\Codar\openjre\lib\security\cacerts" password: changeit` command.
3. After importing the certificate, restart the HP Codar service.

For more information, see the "Configure HP Operations Orchestration" section of the *HP Codar Installation and Configuration Guide*.

Some workflows in the CSA folder are invalid

Problem: Some workflows in the CSA folder are invalid

Symptoms	The names of some workflows in the HP Operations Orchestration public repository at `/Library/CSA` are in red font.
Primary software component	HP Operations Orchestration
Failure message	Moving the mouse over an invalid workflow displays messages such as: • The operation this step links to has problems • Transition source step has no operation linked to it • Operation cannot be found
Probable cause	The required HP Operations Orchestration content may not have been installed.

Solution

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

HP SiteScope (HP 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.co exception.ExternalServiceAPIException: Error Code: 55636. Error Description: could not find Template name LINUX in the configuration.;returnCode=-1;sessionId=iconclude-50396 exception=com.mercury.sitescope.api.configuration.excep Error Code: 55636. Error Description: could not find Template name LINUX in the configuration in the OO Report.
Probable cause	• HP SiteScope monitor creation fails because the template is not imported on the HP SiteScope server. • The template name does not match the designer property.

Solution

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

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.

The HP SiteScope CSA template does not appear on the server after an import

Problem: Auto import of the HP SiteScope template fails

Symptoms	The HP SiteScope CSA template does not appear on HP SiteScope server after an import.
Primary software component	HP SiteScope
Failure message	None
Probable cause	Auto import of HP SiteScope CSA templates `autoimport.tmpl` 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 (http://*<server_ip_address>*:8080/using administrator credentials .
2. In the left page, click the **Templates** tab.
3. If the CSA templates do not exist:
   a. Right-click the template container name (for example., SiteScope) and select **Import**.
   b. Browse and select the `CSA templates.tmpl` file and complete the import.
4. A 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 left panel of the HP SiteScope browser.
   b. Choose **Credential Preferences**.
   c. Create a Linux credential with the name LINUX-CSA-TARGETS.
   d. Set the user name and password for the Linux target server.
   e. Create a Windows credential with the name WINDOWS-CSA-TARGETS.
   f. Set the user name and password for the Windows target server.

VMware vCenter (HP Codar)

- Cannot provision VMware vCenter server component
- vCenter provision server fails when a specified cloned template is not present in the given datacenter
- VMware vCenter customization template is missing

Cannot provision VMware vCenter server component

Problem: Cannot provision VMware 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 VMware 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 VMware vCenter server component in your topology design contains correct values for the `vmTemplateReference` and `customizationSpec` properties.

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

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

Symptoms	vCenter Provision server fails because the specified cloned template 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

Ensure the cloned template is available in the datacenter of the vCenter provider.

VMware vCenter customization template is missing

Problem: The VMware vCenter customization template is missing on the VMware vCenter server

Symptoms	A simple compute Linux server deployment fails due to a missing customization template on the VMware vCenter server.
Primary software component	VMware vCenter
Failure message	None

Probable cause	The VMware vCenter server does not contain the specified customization template.

Solution

1. Verify that the VMware 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 VMware vCenter server.
3. Request a new subscription.

HP Codar on the Linux platform

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

Problem: A command not found error message is displayed when the HP Codar service script is executed

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

Solution

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

Embedded HP Operations Orchestration cannot be launched after rebooting the Linux server

Problem: Deployment failure with embedded HP Operations Orchestration

Symptoms	The embedded instance of HP Operations Orchestration does not start after rebooting a HP Codar computer installed on Red Hat Enterprise Linux or Ubuntu Linux.
Primary software component	Embedded HP Operations Orchestration
Failure message	Response code 500 is displayed on the Event tab during deployment.
Probable cause	The HP Operations Orchestration service has not been started for the embedded instance. Port 8445 does not move to the listening state.

Solution

Start the HP Operations Orchestration service of the embedded instance manually in the Red Hat Enterprise Linux or Ubuntu Linux computer. The embedded HP Operations Orchestration service does not start automatically in Red Hat Enterprise Linux or Ubuntu Linux computers after a reboot.

To start the HP Operations Orchestration service manually:

1. Login as the codaruser user and navigate to the `bin` folder of the embedded HP Operations Orchestrator instance: `cd /usr/local/hp/codar/OO/central/bin` (assuming that the embedded HP Operations Orchestration instance is installed in `/usr/local/hp/codar/OO/`)

2. Start the central service using the `[codaruser@codar-rhel64 bin]$ ./central start`command.

HP Operations Orchestration services are started.

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

Problem: An error message is displayed when the content archive tool runs against an unsupported version of HP Codar

Symptoms	An error message is displayed when running the content archive tool against an unsupported version of HP Codar.
Primary software component	HP Codar
Failure message	The following error message is displayed when running the content archive tool to import a service design: Error running content-archive-tool. Content-archive-tool was run against an unsupported version of HP Codar.
Probable cause	Incorrect `codar.war` location inside `$CODAR_HOME/Tools/Content ArchiveTool/config.properties.oracle. codar_war.loc=C:\Program Files\Hewlett-Packard\Codarjboss-as\standa`

Solution

Edit the `config.properties.oracle` file to replace `C:\Program Files\Hewlett-Packard\Codarjboss-as\standalone\deployments\codar.war` with `codar_war.loc=/usr/local/hp/codar/jboss-as/standalone/deployments/codar.war`

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

Problem: Cannot start or stop the HP Codar service

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

Solution

Follow the steps in the "Install HP Codar" section of the *HP Codar Installation and Configuration Guide* to create the service and provide proper permissions.

HP Codar service startup fails

Problem: codaruser fails to start the HP Codar service

Symptoms	User fails to access the HP Codar console.
Primary software component	HP Codar
Failure message	No error message is displayed, but after HP Codar starts, verify the status of HP Codar by executing the `service codar status` command. A Codar Service is not running or HP Codar Service is not running message is displayed.
Probable cause	Sudo permission is not granted to codaruser.

Solution 1

1. Log in as root and edit the `/etc/sudoers` file. Add codaruser to allow codaruser to run the HP Codar service script (which starts, stops, restarts, and reports the status of HP 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 that the CODAR_HOME and JAVA_HOME variables are set.
2. Log in as codaruser.
3. Change the directory to `$CODAR_HOME/jboss-as/bin`.
4. Execute the `./standalone.sh` script.

psql error when connecting to the PostgreSQL database using the 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 the PostgreSQL database using the `psql` command.
Primary software component	HP Codar on Linux platforms
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 the `psql` command.

The HP Codar service fails to start on Ubuntu systems

Problem: The HP Codar service fails to start on Ubuntu systems and displays the port in use error message

Symptoms	HP 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 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 Codar service.

Topology Design Troubleshooting

Associating a floating IP address does not work using an internal network

Problem: Associating a floating IP address does not work using an internal network

Symptoms	Associating a floating IP address does not work using an internal network
Primary software component	HP Codar with Helion OpenStack
Failure message	None
Probable cause	A floating IP address is not allocated to 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

To use a floating IP address for external communication, the COS design must have four components - Server Group, Network Segment, Router, and External Network Segment. During the selection, make sure that you select Assign Floating IP=Yes on the link between Server Group and Network Segment. This helps associate the floating IP address with the deployed instance.

Note 1: Do not select Assign Floating IP=Yes if you have only two components (Server Group and Network Segment) in the design. This is an invalid design for using a floating IP address.
Note 2: Set the security group to allow ICMP ping requests. For example, port -1,-1 must be allowed (ingress and egress)

Solution 2

When the floating IP address is not assigned manually, trigger an Assign Floating IP public action through the Marketplace Portal.

Cannot execute a test run of a topology design in HP Codar

Problem: Cannot execute a test run of a topology design

Attribute	Description
Symptoms	A topology design containing VMware vCenter, Amazon, or Chef components cannot be published
Primary software component	Topology design
Failure message	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	1. HP Codar is not configured with HP Operations Orchestration server information. 2. The HP Operations Orchestration certificate is missing.

Solution 1

For HP Codar:

1. On your HP Codar server, find the `csa.properties` file that is located at "`CODAR_HOME\jboss-as\standalone\deployments\csa.war\WEB-INF\classes`", 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 Operations Orchestration server present in your environment.

Solution 2

Import the HP Operations Orchestration server certificate to the Java keystore used for HP Cloud Service Automation. 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
```

Cannot import Chef components

Problem: Chef components cannot be imported into HP Codar

Symptoms	Attempts to import Chef components fail and an error message is displayed.
Primary software component	Topology design component
Failure message	Requested resource not found on the server.
Probable cause	The Chef provider has not been correctly configured.

Solution

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

Deployment fails in the Check node step in Chef 12

Problem: Deployment fails in the Check node step with Chef 12

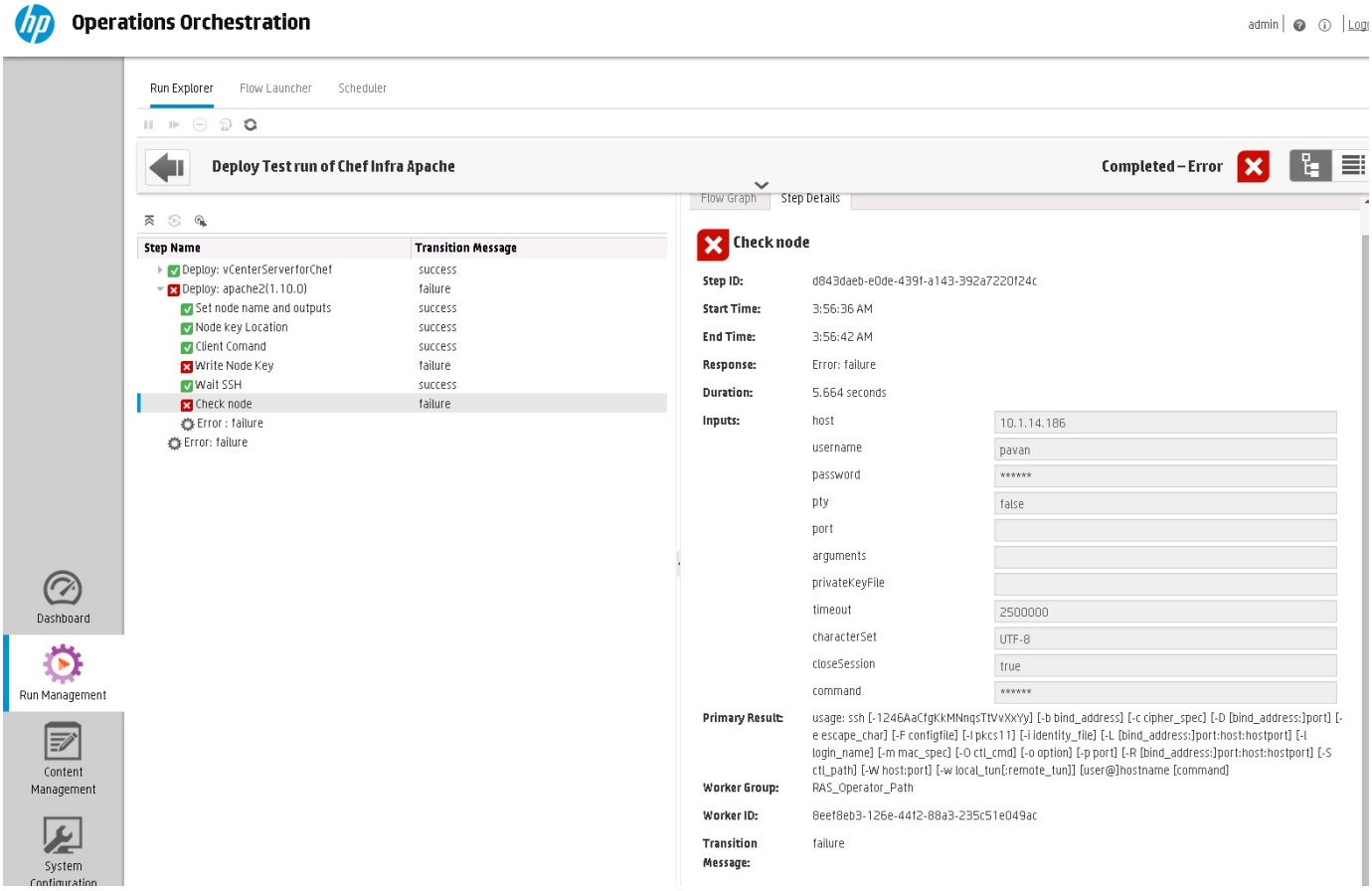
Symptoms	Deployment fails in the Check node step with Chef 12
Primary software component	Chef

Failure message	Flow Failure
Probable cause	User name and password are empty in the Infra component or the VMware vCenter component.

Solution

The user name and password fields are empty which results in flow failure. These properties are used or propagated to the application layer.

If you specify the user name and password in the design, the flow proceeds without any errors.



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 and an error message is displayed. Information in the detailed report indicates that a required relationship is missing.
Primary software component	Cloud Service Management console

Failure message	After clicking **View Detailed Report**, one of the following error messages is displayed: • 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 be added to the component in the Components area before performing the import. Alternatively, the associated component may be deleted (if not otherwise used on the HP Codar system) and the import recreates the component with the required relationships, when the design is imported.

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

1. Click **View Detailed Report**, either after previewing 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`
   These messages are displayed in the context of a particular topology component that is missing the required 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 required relationship using the exact <relation_name> value that was specified in the detailed report.
4. Import the design manually.

No IP addresses are listed when executing an Assign Floating IP public action using a new HP Helion OpenStack setup

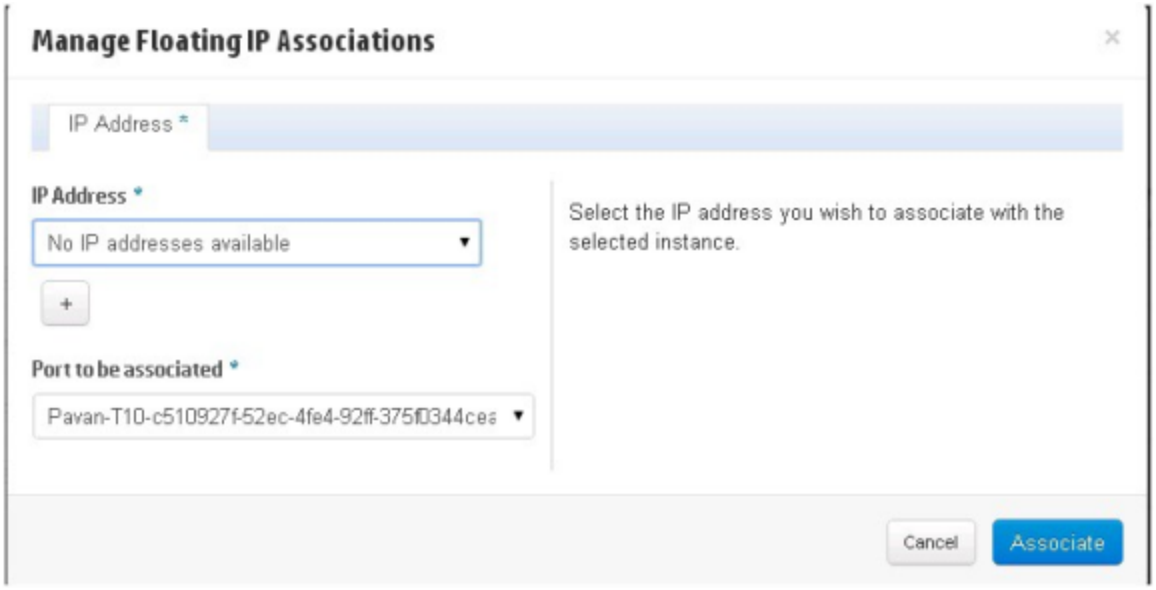
Problem: No IPs are listed when executing an Assign Floating IP public action using a new HP Helion OpenStack setup

Symptoms	A floating IP address is not listed in the **IP Address** drop-down list (see the figure) when you try to execute an Assign Floating IP public action using a new HP Helion OpenStack setup.
Primary software component	HP Helion OpenStack

Failure message	The `csa.log` file contains the following: 09 Jan 2014 11:23:42,800 [http-0.0.0.0-8444-12] ERRORErrorStatusResponse : com.hp.ccue.http.exception.HttpInternalServerErrorExcep Expanded url 'http://<IP>:21051/1/infrastructure_topology_list/46/realize 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/realize st/e9e0330a-9b71-4348-bc92-2bcdc22af5b6/ 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] ERRORErrorStatusResponse : com.hp.ccue.http.exception.HttpInternalServerErrorExcep Expanded url
Probable cause	HP Helion OpenStack could not obtain the floating IP addresses available from the floating pool. You must manually allocate the IP addresses on HP Helion OpenStack. A manual intervention on HP Helion OpenStack is required before you trigger an Assign Floating IP public action from HP Codar.

Solution

1. Select any Instance that is deployed on HP Helion OpenStack, and click **More** > **Associate Floating IP** > **Select an IP Address**.
   The **IP Address** field is blank and displays No IP addresses available as shown in the figure below.
2. Click the **+** button and then Select **Pool** > **Allocate IP**.
   The IP address is allocated in this case but not associated with the deployed instance.
3. Go back to HP Codar and trigger the Assign Floating IP option again.
   This time, the newly allocated IP address on HP Helion OpenStack is displayed in the drop-down list.



Test run fails while using a topology design based on HP Server Automation software policies

Problem: Test run fails while using a topology design based on HP SA software policies.

Symptoms	Test run fails while using a topology design based on HP SA software policies.
Primary software component	HP Server Automation
Failure message	Open the HP Operations Orchestrator central report for workflow Deploy Using Software Policies and scroll to the step where the Apply or Remove Software Policies to Server subflow is invoked. This subflow indicates 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 a difference between the access point and zone specified in the design

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

Symptoms	Sometimes a given Amazon Web Services (AWS) server can be provisioned but sometimes the provisioning fails.
Primary software component	Amazon Web Services
Failure message	"An internal error has occurred. Error code: InternalError" message on the HP Operations Orchestration 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 Codar, make sure that 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

HP Codar licensing UI issue with Chrome

Problem: HP Codar licensing UI Issue with Chrome

Symptoms	On the **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. HP Codar supports Chrome version 31 or later.

HP Codar persona permission issue

Problem: HP Codar persona permission issue

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

Solution

Reapply the HP Codar license.

License cannot be installed in cluster mode

Problem: A license cannot be installed 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 address in `csa.properties`, or a generated license does not match the IP address 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 falls back to the unlicensing mode.
3. Add the valid cluster IP details to `csa.provider.ip`, and get the license key from HP for the specified IP address.

Relevant message not displayed when an expired emergency license is reinstalled

Problem: Relevant message is not displayed when an expired emergency license is reinstalled

Symptoms	A relevant message is not displayed when an expired emergency license is reinstalled.
Primary software component	Licensing
Failure message	An error has occurred; Licensing error.
Probable cause	This error occurs when an emergency license is reinstalled after the expiry period of 15 days.

Solution

An emergency license is valid for only 15 days. You must obtain a new license if you still need an emergency license after the expiry period.