
HP NFV Director



HP NFV Director

Version 3.0

Troubleshooting NFV Director

Edition: 1.0

For Red Hat Enterprise Linux Server 6.6

June 2015

© Copyright 2015 Hewlett-Packard Development Company, L.P.

Legal Notices

Warranty

The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

License Requirement and U.S. Government Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Copyright Notices

© Copyright 2015 Hewlett-Packard Development Company, L.P.

Trademark Notices

Adobe®, Acrobat® and PostScript® are trademarks of Adobe Systems Incorporated.

Java™ is a trademark of Oracle and/or its affiliates.

Microsoft®, Internet Explorer, Windows®, Windows Server 2007®, Windows XP®, and Windows 7® are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Firefox® is a registered trademark of the Mozilla Foundation.

Google Chrome® is a trademark of Google Inc.

Oracle® is a registered U.S. trademark of Oracle Corporation, Redwood City, California.

EnterpriseDB® is a registered trademark of EnterpriseDB.

Postgres Plus® Advanced Server is a registered U.S. trademark of EnterpriseDB.

UNIX® is a registered trademark of The Open Group.

X/Open® is a registered trademark, and the X device is a trademark of X/Open Company Ltd. in the UK and other countries.

Red Hat® is a registered trademark of the Red Hat Company.

Linux® is a registered trademark of Linus Torvalds in the U.S. and other countries.

Neo4j is a trademark of Neo Technology.

Apache CouchDB, CouchDB, and the project logo are trademarks of The Apache Software Foundation

Node.js project. Joyent® and Joyent's logo are registered trademarks of Joyent, Inc

Contents

Legal Notices	2
Contents	3
Tables	4
Preface	5
In this Guide	5
Audience	5
Typographical Conventions.....	5
Chapter 1	6
Troubleshooting NFV-D	6
1.1 Troubleshooting installation and configuration	7
1.1.1 Best practices	7
1.1.2 NFVModel Deployment on Oracle	7
1.1.3 Troubleshooting cases.....	7
1.2 NFVD Ports Configuration Reference.....	8
1.3 Troubleshooting Topology	10
1.3.1 Best practices	10
1.3.2 Troubleshooting cases.....	10
1.4 Troubleshooting monitor deployments.....	11
1.4.1 Best practices	11
1.4.2 Troubleshooting cases.....	11
1.5 Troubleshooting alarms	12
1.5.1 Best practices	12
1.5.2 Troubleshooting cases.....	12
1.6 Troubleshooting synchronized NFVD Assurance and Fulfillment	13
1.6.1 Best practices	13
1.7 Troubleshooting deletion process.....	14
1.7.1 Best practices	14
1.7.2 Troubleshooting cases.....	14
1.8 Troubleshooting with logs	14
1.8.1 NFVD Assurance	14
1.8.2 SiteScopes.....	15
1.8.3 UCA-EBC logs	15
1.8.4 NFVD Fulfillment.....	15
1.9 Browsing Neo4J DB for Topology.....	15
1.10 Getting the Hypervisor name from nova show.....	15
1.11 SiteScope unable to resolve the hostname for deploying Monitor	17
1.12 SOSA Configuration.....	18
1.13 Changing size of status field in SiteScopeLog table.....	18
1.14 Issue during the activation process	19
1.15 General tips.....	22
1.16 Contacting customer support.....	23

Chapter 2	25
Licenses	25

Tables

Table 1 Troubleshooting installation and configurations	8
Table 2 Troubleshooting Topology.....	11
Table 3 Troubleshooting Monitor Deployments.....	12
Table 4 Troubleshooting Alarms	13
Table 5 Troubleshooting Delete VMs.....	14

Preface

In this Guide

This guide describes how to identify and resolve that might occur when using NFV Director.

Audience

This document is intended for the solution users and system administrators.

Typographical Conventions

Courier Font:

- Source code and examples of file contents.
- Commands that you enter on the screen.
- Pathnames
- Keyboard key names

Italic Text:

- Filenames, programs and parameters.
- The names of other documents referenced in this manual.

Bold Text:

- To introduce new terms and to emphasize important words.

Troubleshooting NFV-D

This section describes how to identify and resolve problems that might occur when using NFV Director.

This chapter covers the following sections:
 Troubleshooting installation and configuration

Symptom	Possible cause	Possible Solution
During installation, an error message appears because the port is not configured.	Port is not configured properly.	Check if the related port is configured in <code>/opt/HP/nfvd/bin/nfvd_agw_env.sh</code> .
During installation, an error message appears because the path is not configured.	Path is not configured properly.	Check if the related path is configured in <code>/opt/HP/nfvd/bin/nfvd_agw_env.sh</code> .
Error message appears when installing RPM.	Dependent RPM is not installed.	Make sure that the sequence of RPM installation is followed as mentioned in the <i>Installation Guide</i> .
Uninstallation fails.	Uninstallation sequence is not followed.	Each component must be uninstalled in the given sequential manner as mentioned in the <i>Uninstallation</i> section of the <i>Installation Guide</i> .
Logging in to the NFVD fulfillment Service activator fails.	License might not be available or updated.	<ol style="list-style-type: none"> Check if the HPSA license is valid by executing <code>/opt/OV/ServiceActivator/bin/checkLicense</code>. <ol style="list-style-type: none"> If the 'Expiration Date' is past current date, get the license from the HP. If the license is outdated, update the license by running the following command: <pre>./opt/OV/ServiceActivator/bin/updateLicense</pre> Run the following commands to restart HPSA. <pre>/etc/init.d/activator stop</pre> <pre>/etc/init.d/activator start</pre> <p>If the issue persists, refer to the <i>HPSA installation guide</i>.</p>

Table 1 Troubleshooting installation and configurations

- Troubleshooting Topology

Refer to the Table 2 Troubleshooting Topology

- Troubleshooting monitor deployments

Refer to the Table 3 Troubleshooting Monitor Deployments

- Troubleshooting alarms

Refer to the Table 4 Troubleshooting Alarms

- Troubleshooting synchronized NFVD Assurance and Fulfillment

Refer to the Troubleshooting synchronized NFVD Assurance and Fulfillment

1.1 Troubleshooting installation and configuration

This section describes the possible problems and solutions faced during installing, uninstalling, and configuring the NFV Director.

1.1.1 Best practices

Make sure the system meets the desired hardware requirements, as available in the *Installation Guide*.

Make sure that you install each NFVD Assurance component in a given sequence. For example,

```
nfvd-assur-gw-base-03.00.000-1.el6.noarch.rpm
nfvd-assur-gw-tpp-03.00.000-1.el6.noarch.rpm
nfvd-assur-gw-core-03.00.000-1.el6.noarch.rpm
nfvd-correlation-03.00.000-1.el6.noarch.rpm
nfvd-monitors-03.00.000-1.el6.noarch.rpm
nfvd-capacity-03.00.000-1.el6.noarch
```

Make sure that property files are configured correctly and are present under the `/var/opt/HP/nfvd/conf/` directory.

```
nfvd.properties
nfvd-internal.properties
```

Stop the SiteScope if it is running and then install the NFVD Assurance RPMs.

1.1.2 NFVModel Deployment on Oracle

While deploying NFVModel , you may come across the following issue:

ora-01658 unable to create initial extent for segment in tablespace

Run the following SQL alter statement. The datafile path may be specific to your installation.

```
alter database datafile '/u01/app/oracle/oradata/XE/system.dbf' autoextend on maxsize unlimited;
```

1.1.3 Troubleshooting cases

Symptom	Possible cause	Possible Solution
During installation, an error message appears because the port is not configured.	Port is not configured properly.	Check if the related port is configured in <code>/opt/HP/nfvd/bin/nfvd_agw_env.sh</code> .

During installation, an error message appears because the path is not configured.	Path is not configured properly.	Check if the related path is configured in <code>/opt/HP/nfvd/bin/nfvd_agw_env.sh</code> .
Error message appears when installing RPM.	Dependent RPM is not installed.	Make sure that the sequence of RPM installation is followed as mentioned in the <i>Installation Guide</i> .
Uninstallation fails.	Uninstallation sequence is not followed.	Each component must be uninstalled in the given sequential manner as mentioned in the <i>Uninstallation</i> section of the <i>Installation Guide</i> .
Logging in to the NFVD fulfillment Service activator fails.	License might not be available or updated.	<p>1. Check if the HPSA license is valid by executing <code>/opt/OV/ServiceActivator/bin/checkLicense</code>.</p> <p>a. If the 'Expiration Date' is past current date, get the license from the HP.</p> <p>b. If the license is outdated, update the license by running the following command: <code>./opt/OV/ServiceActivator/bin/updateLicense</code></p> <p>2. Run the following commands to restart HPSA. <code>/etc/init.d/activator stop</code> <code>/etc/init.d/activator start</code></p> <p>If the issue persists, refer to the <i>HPSA installation guide</i>.</p>

Table 1 Troubleshooting installation and configurations

1.2 NFVD Ports Configuration Reference

The following table provides a summary of the various default ports/values and their usage in different files. This reference can be used for the configuration of different NFVD components.

Component	Attribute	Reference
Database (Oracle / PPAS)	DB-host/service/user/password. DB-port (1521/5444)	DB Installation and Setup port
		HPSA ActivatorConfig configuration step
		<code>/var/opt/UCA-EBC/instances/default/deploy/UCA_Automation_Foundation_UC A-V1.2-1A/conf/UCAAutomation.properties</code>
		<code>/opt/OV/ServiceActivator/EP/SOSA/conf/sosa.xml</code>
		<code>/opt/HP/nfvd/bin/metricsDBConfig.sh</code>
		<code>/opt/HP/jboss/standalone/configuration/standalone.xml</code>
HPSA	(HPSA port): 8080	HPSA ActivatorConfig configuration step

		/var/opt/openmediation-70/ips/uca-hpsa-ca-20/etc/config.properties
HPSA EP SOSA	HPSA-user/passwd	/etc/opt/OV/ServiceActivator/config/OpenStack.properties
		/opt/OV/ServiceActivator/EP/SOSA/conf/sosa_conf.xml (MWFM_SA_EXECUTOR)
		/var/opt/openmediation-70/ips/uca-hpsa-ca-20/etc/config.properties
Assurance Gateway	AGW-host/user/userid (AGW-port) 18080	/etc/opt/OV/ServiceActivator/config/nfv_manager.xml
		/opt/HP/nfvd/bin/nfvd_agw_env.sh
Inventory : MSA/ResourceModel : NGWS AGW endpoint	AGW-host (AGW-port) 18080	/opt/HP/nfvd/bin/nfvd_agw_env.sh
HPSA EP NGWS	HPSA-host (localhost) (NGWS SOSA port) 8071	/opt/OV/ServiceActivator/EP/SOSA/conf/sosa_conf.xml
		/var/opt/UCA-EBC/instances/default/deploy/UCA_NFVD_StatePropagation-3.0/conf/statepropagation.property
		/opt/OV/ServiceActivator/solutions/NFVD/etc/config/nfvd_config.properties
Inventory : MSA/ResourceModel : NGWS SOSA endpoint	NGWS (localhost) (NGWS SOSA port) 8071	-
UCA for EBC	(UCA EBC host) localhost (UCA EBC UI port) 8888	/var/opt/UCA-EBC/instances/default/deploy/UCA_Automation_Foundation_UC A-V1.2-1A/conf/UCAAutomation.properties
		/var/opt/UCA-EBC/instances/default/deploy/UCA_Automation_Foundation_UC A-V1.2-1A/conf/ExternalActionConfig.xml
		/var/opt/openmediation-70/ips/uca-autoconsole-ca-20/etc/config.properties
Neo4J	Neo4J host (localhost) (Neo4J UI port) 7474	/var/opt/UCA-EBC/instances/default/deploy/UCA_NFVD_StatePropagation-3.0/conf/statepropagation.property
CA : HPSA	HPSA CA host (localhost) (HPSA UCA Auto Sync Service port) 8191	/etc/opt/OV/ServiceActivator/config/mwfm.xml
		/var/opt/openmediation-70/ips/uca-hpsa-ca-20/etc/config.properties
CA : UCA EBC	(uca.ebc.jms.broker.host) localhost (full DNS name) (UCA EBC JMS broker port) 61666	/var/opt/openmediation-70/containers/instance-0/ips/uca-ebc-ca-3.1/etc/uca-ebc-ca.properties
		/var/opt/UCA-EBC/instances/default/deploy/UCA_Automation_Foundation_UC A-V1.2-1A/conf/UCAAutomation.properties
		/var/opt/UCA-EBC/instances/default/conf/uca-ebc.properties
CA: UCA Autoconsole	(UCA Automation console port) 12500	/var/opt/openmediation-70/ips/uca-autoconsole-ca-20/etc/config.properties
		/var/opt/UCA-EBC/instances/default/deploy/UCA_Automation_Foundation_UC A-V1.2-1A/conf/UCAAutomation.properties
CA : Generic	(SNMP trap receiver)	/var/opt/openmediation-70/ips/generic-snmp-ca-

SNMP	162	V20/etc/config.properties
		SNMP Trap port in SiteScope UI
ServiceMix	ActivMQ port: 10000	/var/opt/openmediation-70/containers/instance-0/conf/servicemix.properties
		/var/opt/UCA-EBC/instances/default/conf/ActionRegistry.xml
UOC	UI port: 3000	/var/opt/uoc2/server/public/conf/config.json
CouchDB	Port: 5984	/var/opt/uoc2/server/public/conf/config.json
OSS Analytics	Port/Host	/opt/uoc2/server/public/addons/plugins/ossa/config.json

1.3 Troubleshooting Topology

This section describes possible problems that occur when creating the topology.

1.3.1 Best practices

Make sure that the HP UCA EBC component is up and running.

1.3.2 Troubleshooting cases

Symptom	Possible cause	Possible Solution
Error appears when creating a component.	Assurance gateway is down.	Check if the Assurance Gateway is up and running. Run the <code>/opt/HP/nfvd/bin/nfv-director.sh status</code> command. You should get the following output HP Assurance Gateway application server is running.
	Could not create topology.	Check whether the configuration is correct in the <code>VNFC:Neo4J</code> instance. Check for errors in the <code>server.log</code> .
Cannot create relationship.	Parent component might not be available.	Check whether the child component already exists in the topology DB.
		If the problem persists and if you see a mismatch of data between fulfillment and topology, manually perform re-sync topology operation as mentioned in the <i>Synchronize NFVD Assurance and Fulfillment</i> section of the <i>Installation Guide</i> .
Delete component fails.	Component may not exist at topology.	Check if the desired component exists in topology.
Connection refused.	HP UCA-EBC configuration is missing.	Verify if the <code>VNFC:UCA</code> instance is properly configured

Table 2 Troubleshooting Topology

1.4 Troubleshooting monitor deployments

This section discusses the possible causes and solutions for errors that occur when deploying and undeploying various types of monitors.

1.4.1 Best practices

Make sure that the following parameters are set with correct values:

SiteScope.login
 SiteScope.password
 SiteScope.host
 SiteScope.port
 SiteScope.useSSL

Make sure that the SiteScope component is up and running.

Make sure that all KPIs are defined properly.

For custom monitors, make sure that the actual template path is available in the SiteScope server.

1.4.2 Troubleshooting cases

Symptom	Possible cause	Possible solution
Cannot deploy monitor.	SiteScope is not running.	Check if SiteScope is active by running the following command: <code>/opt/HP/nfv/bin/nfv-director.sh status</code> . You should see the following message: <code>SiteScope is running</code> .
	Assurance gateway is down.	Check the status of Assurance Gateway by running the following script: <code>/opt/HP/nfv/bin/nfv-director.sh status</code> The output must contain <code>HP Assurance Gateway application server is running</code> along with the other components as mentioned in the <i>Installation Guide</i> .
	Incorrect sequence of ACTION.	During the deployment of a monitor follow this sequence: a. The component must be present at infrastructure. b. Deploy monitor action must be sent. c. Start monitor action must be sent.
	Incorrect SiteScope configuration.	Check if the SiteScope details like host, port, and user details are configured correctly in the VNFC:SiteScope Check if the configured host is accessible via deployed server.

Monitor deployment failure due to certificate error.	Certificate is not configured properly.	<ol style="list-style-type: none"> 1. Log in to SiteScope. 2. Select Preferences context > Certificate Management. 3. To add certificates, click the Import Certificates button. The Import Certificates dialog box opens. 4. Select File or Host and enter the details of the source server. 5. From the Loaded Certificates table, select the server certificates to import and click Import. The imported certificates are listed on the Certificate Management page. 6. To view certificate details, double-click a certificate. <p>To view the Certificate Management page, you must be an administrator in SiteScope or a user granted with View certificates list permissions.</p>
Cannot deploy monitor via vCenter	Cannot fetch real-time counter from respective VM via vCenter server.	Make sure that the real-time counters are available on respective VM.
Monitor deployment fails displaying the RemoteException message.	SiteScope is not reachable.	Make sure that the SiteScope server is reachable for the NFVD server.
Monitor deployment fails displaying the No actual counter error message.	Does not conform to proper KPI naming convention.	Refer to the KPIs and counters supported matrix for various hypervisors.

Table 3 Troubleshooting Monitor Deployments

1.5 Troubleshooting alarms

1.5.1 Best practices

Make sure that the following components are up and running.

- All the components of UCA Automation
- Generic SNMP CA
- OM HP SiteScope Customization for Generic SNMP CA
- Assurance Gateway
- SiteScope

Make sure UCA-EBC host and port are correctly configured via SiteScope preference setting.

1.5.2 Troubleshooting cases

Symptom	Possible cause	Possible Solution
Generating alarms fails.	Correlation engine is down.	Check if all the required components are up and running. Run the <code>/opt/HP/nfvd/bin/nfv-director.sh status</code> command. For a list of components, refer to the <i>HP NFVD Install Guide</i> .
UCA-EBC is not generating alarms.	UCA-EBC details are not configured properly in the SiteScope.	Use the following procedure: <ol style="list-style-type: none"> 1. Check the reports in SiteScope. 2. Go to the Preferences in the SiteScope and check whether the UCA-EBC host and port are configured correctly. 3. Check if the same port is configured in the <code>/var/opt/openmediation-V62/containers/instance-0/ips/generic-snmp-ca-V10/etc/config.properties</code> file. 4. Enable the <code>collector.log</code> by setting the <code>collector.logger.enabled=true</code> in the <code>/var/opt/UCA-EBC/instances/default/conf/uca-ebc.properties</code> file. 5. Check the respective alarm information in the logs at <code>/var/opt/UCA-EBC/instances/default/logs /uca-ebc-collector.log</code> file.
		Restart the UCA-EBC. <ol style="list-style-type: none"> 1. Log in as <code>su -uca</code>. 2. Stop UCA-EBC by running the <code>/opt/UCA-EBC/bin/uca-ebc stop</code> command. 3. Start UCA-EBC by running the <code>/opt/UCA-EBC/bin/uca-ebc start</code> command.
Fails to take auto action on alarms.	Action registry is missing.	Check if the Action registry is properly configured in the <code>/var/opt/UCA-EBC/instances/default/conf/ActionRegistry.xml</code> file.
		Check if all value packs are up and running. For more details, refer to the <i>HP NFVD Install Guide</i> . <ol style="list-style-type: none"> 1. Enable the logs for Ebc-ebc value packs. 2. Check if alarms related to topologies are present in the Neo4J DB. For more details, see Browsing Neo4J DB for Topology.
UCA-ACB is not processing alarms.	SNMP OID prefix-flag in the SiteScope.	In the SiteScope, the Add System OID as a prefix to SNMP Trap flag must be disabled using the following menu options: Preferences > SNMP Preferences > Send SNMP Trap Preference > Advance Settings > SNMP Object .

Table 4 Troubleshooting Alarms

1.6 Troubleshooting synchronized NFVD Assurance and Fulfillment

1.6.1 Best practices

Make sure that all parameters in the VNFC:HPSA, VNFC:ECP, VNFC:LockMgr, VNFV:SOSA and VNFC:ORACLE or VNFC:POSTGRES are set properly.

1.7 Troubleshooting deletion process

1.7.1 Best practices

Make sure that the VIM and all the compute nodes are working and properly monitored from SW perspective and HW perspective.

1.7.2 Troubleshooting cases

Symptom	Possible cause	Possible solution
VMs are not deleted from DB and monitors are started but the compute nodes are in error.	Nova server is down or in error.	If it tries to delete a VM and nova fails, NFV director will stop and will not delete more VMs and the first VM that fails will not be deleted from inventory and monitors will not be started. Monitors will probably continue to inform that something is happening with the VM (as the whole compute node is failing), this may trigger extra actions like scale in/out depending on the monitor configuration.

Table 5 Troubleshooting Delete VMs

1.8 Troubleshooting with logs

Various components have their respective log places under respective component directories. If problems are not addressed using troubleshooting cases sections, the user can collect and provide the respective logs for further debugging.

1.8.1 NFVD Assurance

Logs related to monitoring, components, and topology are available here.

1. Enable logs using the following command:

```
$JBOSS_HOME/standalone/configuration/logging.properties
```

2. Change the value of the `logger.level`.
The possible values are the following:

```
FINE  
WARN  
INFO  
DEBUG  
SEVER  
ERROR
```

Logs are available at `$JBOSS_HOME/standalone/log/server.log`.

1.8.1.1 Installation or Uninstallation

Logs for all HP NFVD installation and uninstallation operations are available at the following locations:

```
/tmp/agw_postinstall_base.txt  
/tmp/agw_postinstall_monitors.txt  
/tmp/agw_postinstall.txt  
/tmp/agw_postUninstall.txt  
/tmp/agw_preinstall_base.txt
```

```
/tmp/agw_preinstall_monitors.txt
/tmp/agw_preinstall.txt
```

1.8.2 SiteScopes

SiteScope related logs, such as the logs for monitoring deployment, KPI, and so on are available in the locations mentioned in this section.

Logs are available at the following locations:

```
/opt/HP/nfvd/tpp/jboss/standalone/configuration
/opt/HP/SiteScope/logs
```

1.8.3 UCA-EBC logs

All alarm-related logs are available in the UCA-EBC logs.

To enable/disable logs, set the `collector.logger.enabled=true` in the `/var/opt/UCA-EBC/instances/default/conf/uca-ebc.properties`.

Logs are available at `/var/opt/UCA-EBC/instances/default/logs/uca-ebc-collector.log`.

1.8.4 NFVD Fulfillment

NFV Director Fulfillment logs are distributed in the following directories:

```
/opt/HP/jboss/standalone/log
/var/opt/OV/ServiceActivator/log/<hostname>
/opt/OV/ServiceActivator/EP/SOSA/log
/opt/OV/ServiceActivator/EP/LockManager/log
/opt/OV/ServiceActivator/EP/ECP/log
```

1.9 Browsing Neo4J DB for Topology

To check whether the alarm related topologies are present in the DB,

3. Note the OME name of the alarms from the `/var/opt/UCA-EBC/instances/default/logs/uca-ebc-collector.log` file.
4. Access Neo4J using a browser.
5. Run the following query.

```
start n=node(*) where has(n.`GENERAL.Name`) and
n.`GENERAL.Name` = "<OME Name>" return n
```

1.10 Getting the Hypervisor name from nova show

While Orchestrating a VM through Hypervisor, if monitor deployment fails on SiS with log printing the following information :

```
Mandatory Variables :isvCenter : false, user : admin, password : exists, vCenterIP :
10.85.84.51, VIM_NAME : Name, VIM_HOST : openstack, VIM_USER : demotest, VIM_PASSWORD :
exists, VIM_URL : http://10.85.50.62:5000/v2.0/tokens/, HYPERVISOR_NAME :
Devstack_HYPERVISOR, HYPERVISOR_HOST : 10.85.84.51, HYPERVISOR_USER : admin,
HYPERVISOR_PASSWORD : exists, HYPERVISOR_TYPE : KVM, tenantName : clearwater,
VIRTUAL_MACHINE_NAME : Clearwater_test, VIRTUAL_MACHINE_HYPERVISOR_HOSTNAME : null,
VIRTUAL_MACHINE_HYPERVISOR_NAME : null, VIRTUAL_MACHINE_HYPERVISOR_ID : 282bd621-43db-
```

```
42b3-95be-05d58e17954d, VIRTUAL_MACHINE_VIM_ID : 282bd621-43db-42b3-95be-05d58e17954d,
frequency : 20, vm : null, host : null,
Threshold Variables :error_scenario : <<Virttop Management/Domains
Information/null/Performance/%CPU>> > 10, warning_scenario : <<Virttop Management/Domains
Information/null/Performance/%CPU>> > 9999999999, good_scenario : <<Virttop
Management/Domains Information/null/Performance/%CPU>> < 0,
```

The reason for the failure is VIRTUAL_MACHINE_HYPERVISOR_NAME and VIRTUAL_MACHINE_HYPERVISOR_HOSTNAME are set to null.

Run the command: `nova show <VIRTUAL_MACHINE_HYPERVISOR_ID>` and see if it prints VIRTUAL_MACHINE_HYPERVISOR_NAME and VIRTUAL_MACHINE_HYPERVISOR_HOSTNAME

Property	Value
OS-EXT-AZ:availability_zone	nova
OS-EXT-STS:power_state	1
OS-EXT-STS:task_state	-
OS-EXT-STS:vm_state	active
accessIPv4	
accessIPv6	
clearwater-network network	10.0.0.114
config_drive	
created	2015-02-23T09:53:34Z
flavor	m1.medium (3)
hostId	d780927c4426a2f89ae9d369534909e78d5f0a08ff06cc8c8c03dab4
id	282bd621-43db-42b3-95be-05d58e17954d
image	Clearwater_D (7ffe9b74-fa05-4756-9d3a-af43595f5627)
key_name	-
metadata	{}
name	Clearwater_test
progress	0
security_groups	default, default
status	ACTIVE
tenant_id	24833bcee09e4164afca7057f678c1cd
updated	2015-02-23T09:57:15Z
user_id	d9507a79563e413c84df83619ab0c503

If not (since OS-EXT-SRV-ATTR are usually only visible to admins.), edit the file `/etc/nova/policy.json` and replace the following line

```
"compute_extension:extended_server_attributes": "rule:admin_api",
```

with

```
"compute_extension:extended_server_attributes": "",
```

Now the command will show:

Property	Value
OS-EXT-AZ:availability_zone	nova
OS-EXT-SRV-ATTR:host	overcloud-ce-novacompute4-novacompute4-rki2bokayxe

OS-EXT-SRV-ATTR:hypervisor_hostname	overcloud-ce-novacompute4-novacompute4-rki2bokayxse.novalocal
OS-EXT-SRV-ATTR:instance_name	instance-00000b6d
OS-EXT-STS:power_state	1
OS-EXT-STS:task_state	-
OS-EXT-STS:vm_state	active
accessIPv4	
accessIPv6	
clearwater-network network	10.0.0.114
config_drive	
created	2015-02-23T09:53:34Z
flavor	m1.medium (3)
hostId	d780927c4426a2f89ae9d369534909e78d5f0a08ff06cc8c8c03dab4
id	282bd621-43db-42b3-95be-05d58e17954d
image	Clearwater_D (7ffe9b74-fa05-4756-9d3a-af43595f5627)
key_name	-
metadata	{}
name	Clearwater_test
progress	0
security_groups	default, default
status	ACTIVE
tenant_id	24833bcee09e4164afca7057f678c1cd
updated	2015-02-23T09:57:15Z
user_id	d9507a79563e413c84df83619ab0c503

Now the log output will be like this:

```
Mandatory Variables :isvCenter : false, user : admin, password : exists, vCenterIP :
10.85.84.51, VIM_NAME : Name, VIM_HOST : openstack, VIM_USER : demotest, VIM_PASSWORD :
exists, VIM_URL : http://10.85.50.62:5000/v2.0/tokens/, HYPERVISOR_NAME :
Devstack_HYPERVISOR, HYPERVISOR_HOST : 10.85.84.51, HYPERVISOR_USER : admin,
HYPERVISOR_PASSWORD : exists, HYPERVISOR_TYPE : KVM, tenantName : clearwater,
VIRTUAL_MACHINE_NAME : Clearwater_test, VIRTUAL_MACHINE_HYPERVISOR_HOSTNAME : overcloud-
ce-novacompute3-novacompute3-agvu2g3jzz4z.novalocal, VIRTUAL_MACHINE_HYPERVISOR_NAME :
instance-00000baf, VIRTUAL_MACHINE_HYPERVISOR_ID : ecadd600-f264-4bd4-a875-349f4b300e51,
VIRTUAL_MACHINE_VIM_ID : ecadd600-f264-4bd4-a875-349f4b300e51, frequency : 20, vm :
instance-00000baf, host : overcloud-ce-novacompute3-novacompute3-agvu2g3jzz4z.novalocal,
Threshold Variables :error_scenario : <<Virttop Management/Domains Information/instance-
00000baf/Performance/%CPU>> > 10, warning_scenario : <<Virttop Management/Domains
Information/instance-00000baf/Performance/%CPU>> > 9999999999, good_scenario : <<Virttop
Management/Domains Information/instance-00000baf/Performance/%CPU>> < 0,
```

Also ensure that `/etc/hosts` have entry for the Hypervisor Hostname in order to resolve the IP address.

1.11 SiteScope unable to resolve the hostname for deploying Monitor

Even when IP Address is given as `VIRTUAL_MACHINE.HYPERVISOR_HOSTNAME`, AGW sends hostname as input to the SiteScope to deploy the monitor. In case SIS is unable to resolve the hostname to an IP, since `/etc/hosts` does not have IP to host mapping, the monitor deployment fails. The workaround is to edit `/etc/hosts` to add IP address.

```
Mandatory Variables :isvCenter : false, user : admin, password : exists, URI :
http://10.85.81.10:5000/v2.0/tokens/, HYPERVISOR_NAME : Devstack_HYPERVISOR,
HYPERVISOR_HOST : 10.85.81.10, HYPERVISOR_USER : stack, HYPERVISOR_PASSWORD : exists,
HYPERVISOR_TYPE : KVM, tenantName : admin, VIRTUAL_MACHINE_NAME : VM,
VIRTUAL_MACHINE_HYPERVISOR_HOSTNAME : openstack, VIRTUAL_MACHINE_HYPERVISOR_NAME :
```

```
instance-00000011, VIRTUAL_MACHINE_HYPERVISOR_ID : 4a895d28-3d93-4058-9a67-0a54efa1044e,
VIRTUAL_MACHINE_VIM_ID : 4a895d28-3d93-4058-9a67-0a54efa1044e, frequency : 20, vm :
4a895d28-3d93-4058-9a67-0a54efa1044e,
Threshold Variables :error_scenario : 0.2, warning_scenario : 9999999999, good_scenario :
0,
```

1.12 SOSA Configuration

If SOSA does not process the requests, verify the following:

The “Unlock” parameter in every queue had the “false” value, which means that the queues were locked, so every request which were received by SOSA was being kept in the queue without progress.

Once the value was changed to “true” SOSA started to process the requests.

1.13 Changing size of status field in SiteScopeLog table

Problem statement:

I have some problem when I put the metric data into SiteScopeLog table.

I’m trying to store all metric data which collected by SiteScope to customized KPI tables.

But SiteScope only supports maximum 256 bytes string to store each values. Because the string size of “status” in SiteScopeLog table is sometimes more than 256 bytes.

Even though I tried to extend size of “status” column to 1024 bytes and restart SiteScope, still same issue.

Solution:

We can set the max size of the column in the master.config as below.

As default, this value is empty and max size is 256. So I changed this value from empty to 4096 and it’s working well.

```
_logJdbcCreateSiteScopeLog=CREATE TABLE SiteScopeLog (datex
VARCHAR(255), serverName VARCHAR(255), class VARCHAR(255), sample
VARCHAR(255), category VARCHAR(255), groupName VARCHAR(255),
monitorName VARCHAR(255), status VARCHAR(4096), monitorID
VARCHAR(255), value1 VARCHAR(255), value2 VARCHAR(255), value3
VARCHAR(255), value4 VARCHAR(255), value5 VARCHAR(255), value6
VARCHAR(255), value7 VARCHAR(255), value8 VARCHAR(255), value9
VARCHAR(255), value10 VARCHAR(255))
_logJdbcDriverSiteScopeLog=org.mariadb.jdbc.Driver
_logJdbcInsertLink=
_logJdbcInsertSiteScopeLog=INSERT INTO SiteScopeLog
values(?,?,?,?,?,?,?,?,?,?,?,?,?,?,?,?,?)
_logJdbcMaxStringSiteScopeLog=4096
_logJdbcMethodSiteScopeLog=
```

1.14 Issue during the activation process

1. The first error which we saw in MWFM logs, was related with the VIM model. The first model used to model the resource was incomplete (v1.0 VIM model). Once the model was completed using the sample provided by us, this problem was fixed.

Workflow	Post Time	Type	State	Step	Message
WF_NFVD_ACTIVATE	Feb 2, 2015 11:11:45 AM			Query CREDENTIALS information	com.hp.ov.activator.mwfm.component.WFException: Error querying inventory: java.lang.ArrayIndexOutOfBoundsException
WF_NFVD_ACTIVATE	Feb 2, 2015 11:11:45 AM			SyncHandler	Got WFException while invoking EndHandler in job #332. Workflow: 'WF_NFVD_ACTIVATE', com.hp.ov.activator.mwfm.component.WFException: Child #332 did not synchronize with Parent Job #0 - exception - with JobId 0 exist!

2. The second problem which we saw during the screen session, was related with the communication between the WF and TMPCModule, it was due a misconfiguration in TMPCModuleRMIAccess in mwfm.xml. There was wrong value in access_uri parameter. Once set the proper URL, the problem was fixed.

```

17:15:25,585 INFO [stdout] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard output]: Openstack Log-->
task_invokeGetMethodWithTemplate--> Workflow HASHMAP QUERY:
{minRam=512, minDisk=1}
17:15:25,585 INFO [stdout] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard output]: Openstack Log-->
uriQueryString-->?minRam=512&minDisk=1
17:15:25,587 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:
java.rmi.NotBoundException: TMPCModule
17:15:25,587 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.rmi.registry.RegistryImpl.lookup(RegistryImpl.java:114)
17:15:25,587 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.rmi.registry.RegistryImpl_Skel.dispatch(Unknown Source)
17:15:25,587 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.rmi.server.UnicastServerRef.oldDispatch(UnicastServerRef.java:390)
17:15:25,587 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:248)
17:15:25,588 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.rmi.transport.Transport$1.run(Transport.java:159)
17:15:25,588 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
java.security.AccessController.doPrivileged(Native Method)
17:15:25,588 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.rmi.transport.Transport.serviceCall(Transport.java:155)
17:15:25,588 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:53
5)
17:15:25,588 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run0(TCPTransport
.java:790)
17:15:25,589 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at

```

```

sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.
java:649)
17:15:25,589 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
java.util.concurrent.ThreadPoolExecutor$Worker.runTask(ThreadPoolExecu
tor.java:895)
17:15:25,589 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.
java:918)
17:15:25,589 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
java.lang.Thread.run(Thread.java:662)
17:15:25,590 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.rmi.transport.StreamRemoteCall.exceptionReceivedFromServer(StreamR
emoteCall.java:255)
17:15:25,590 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.rmi.transport.StreamRemoteCall.executeCall(StreamRemoteCall.java:2
33)
17:15:25,590 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.rmi.server.UnicastRef.invoke(UnicastRef.java:359)
17:15:25,590 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.rmi.registry.RegistryImpl_Stub.lookup(Unknown Source)
17:15:25,591 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
java.rmi.Naming.lookup(Naming.java:84)
17:15:25,591 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
OpenStackClient.task_invokeGetMethodWithTemplate(OpenStackClient.java
:431)
17:15:25,592 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
17:15:25,592 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.j
ava:39)
17:15:25,592 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccess
orImpl.java:25)
17:15:25,592 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
java.lang.reflect.Method.invoke(Method.java:597)
17:15:25,593 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
com.hp.ov.activator.resmgr.kernel.pooling.impl.PoolManager.invokeTrans
lating(PoolManager.java:917)
17:15:25,593 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
com.hp.ov.activator.resmgr.kernel.pooling.impl.PoolManager.invokeHandl
ingRemoteObject(PoolManager.java:969)
17:15:25,594 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
com.hp.ov.activator.resmgr.kernel.ResMgr.invoke(ResMgr.java:1032)
17:15:25,594 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
com.hp.ov.activator.resmgr.kernel.ResMgr.invokeAtomicTask(ResMgr.java:
2395)

```

```
17:15:25,594 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
com.hp.ov.activator.resmgr.kernel.ResMgr.runServiceRemoteObject(ResMgr
.java:524)
17:15:25,594 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
com.hp.ov.activator.resmgr.kernel.ResMgr.runService(ResMgr.java:323)
17:15:25,595 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
com.hp.ov.activator.resmgr.rmi.HPIAResourceManagerImpl.executeAtomicTa
sk(HPIAResourceManagerImpl.java:179)
17:15:25,595 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
17:15:25,598 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.j
ava:39)
17:15:25,598 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccess
orImpl.java:25)
17:15:25,598 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
java.lang.reflect.Method.invoke(Method.java:597)
17:15:25,598 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:303)
17:15:25,599 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.rmi.transport.Transport$1.run(Transport.java:159)
17:15:25,599 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
java.security.AccessController.doPrivileged(Native Method)
17:15:25,599 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.rmi.transport.Transport.serviceCall(Transport.java:155)
17:15:25,599 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:53
5)
17:15:25,599 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run0(TCPTransport
.java:790)
17:15:25,599 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.
java:649)
17:15:25,600 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
java.util.concurrent.ThreadPoolExecutor$Worker.runTask(ThreadPoolExecu
tor.java:895)
17:15:25,600 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.
java:918)
17:15:25,600 ERROR [stderr] (RMI TCP Connection(4208)-10.85.81.11) Feb
9, 2015 5:15:25 PM [Plug-in standard error]:          at
java.lang.Thread.run(Thread.java:662)
17:15:26,098 INFO [stdout] (MWFM Worker 3) Feb 9, 2015 5:15:26 PM
[Plug-in standard output]: InventorySAEPDAOFactory--> nfvmangermodule
connection1
```

3. The last problem was related with the uuid network parameter which had the value as "default" and should have the network id. Once you found and set the correct id in the uuid parameter in the network artifact, the problem was fixed.

```
21:09:23,393 INFO [stdout] (RMI TCP Connection(8)-10.85.81.11) Feb 9,
2015 9:09:23 PM [Plug-in standard output]: Openstack Log--> Sent: {
21:09:23,393 INFO [stdout] (RMI TCP Connection(8)-
10.85.81.11) "server":{
21:09:23,393 INFO [stdout] (RMI TCP Connection(8)-
10.85.81.11) "name":"VM",
21:09:23,393 INFO [stdout] (RMI TCP Connection(8)-
10.85.81.11) "imageRef":"c7cd66fc-bbb6-4603-bf38-371b4c9c28d8",
21:09:23,393 INFO [stdout] (RMI TCP Connection(8)-
10.85.81.11) "flavorRef":"1",
21:09:23,393 INFO [stdout] (RMI TCP Connection(8)-
10.85.81.11) "max count":1,
21:09:23,394 INFO [stdout] (RMI TCP Connection(8)-
10.85.81.11) "min_count":1,
21:09:23,394 INFO [stdout] (RMI TCP Connection(8)-
10.85.81.11) "availability_zone":"nova",
21:09:23,394 INFO [stdout] (RMI TCP Connection(8)-
10.85.81.11) "networks":[
21:09:23,394 INFO [stdout] (RMI TCP Connection(8)-
10.85.81.11) {"uuid":"default"
21:09:23,394 INFO [stdout] (RMI TCP Connection(8)-10.85.81.11) }
21:09:23,394 INFO [stdout] (RMI TCP Connection(8)-10.85.81.11) ],
21:09:23,394 INFO [stdout] (RMI TCP Connection(8)-
10.85.81.11) "security groups":[
21:09:23,394 INFO [stdout] (RMI TCP Connection(8)-10.85.81.11) {
21:09:23,394 INFO [stdout] (RMI TCP Connection(8)-
10.85.81.11) "name":"default"
21:09:23,394 INFO [stdout] (RMI TCP Connection(8)-10.85.81.11) }
21:09:23,394 INFO [stdout] (RMI TCP Connection(8)-10.85.81.11) ]
21:09:23,394 INFO [stdout] (RMI TCP Connection(8)-10.85.81.11) }
21:09:23,395 INFO [stdout] (RMI TCP Connection(8)-10.85.81.11) }
21:09:23,457 INFO [stdout] (RMI TCP Connection(8)-10.85.81.11) Feb 9,
2015 9:09:23 PM [Plug-in standard output]: Openstack Log--> Response
Code: 400
21:09:23,457 INFO [stdout] (RMI TCP Connection(8)-10.85.81.11) Feb 9,
2015 9:09:23 PM [Plug-in standard output]: Openstack Log--> HTTP ERROR
OUTPUT:
21:09:23,457 INFO [stdout] (RMI TCP Connection(8)-10.85.81.11) Feb 9,
2015 9:09:23 PM [Plug-in standard output]: {"badRequest": {"message":
"Bad networks format: network uuid is not in proper format (default)",
"code": 400}}
21:09:23,457 INFO [stdout] (RMI TCP Connection(8)-10.85.81.11) Feb 9,
2015 9:09:23 PM [Plug-in standard output]: Openstack Log-->END HTTP
ERROR OUTPUT
```

1.15 General tips

1. Disable firewall

```
service iptables status
chkconfig iptables --list
```

2. Verify RHEL version

```
cat /etc/redhat-release
```

3. Check HPSA Version

```
cat /etc/opt/OV/ServiceActivator/config/version.cnf
```

4. Check HPSA Patch Version

```
cat /etc/opt/OV/ServiceActivator/config/version_hotfix.cnf
```

5. To increase the number of open files

```
cat /proc/sys/fs/file-max
# To increase max number of open files,
vi /etc/sysctl.conf
fs.file-max = 100000
```

6. External Platform Unreachable while activating

- * Check if all components are running
- * Check if VIM/Hypervisor is reachable from SiS

7. Unable to deploy monitor

- * Check if VIM artifactFamily, Relationships, MONITOR Deployment.Type are appropriate
- * Check if SiteScope has valid license
- * From the SiS system, check if HYPERVISOR/VIM system are reachable by using hostname. If not, add /etc/hosts entry for the same

8. UCA EBC collector is not receiving alarm

Check if UCA EBC CA is deployed

9. Unable to open the SiteScope GUI - 'Applet failed to load; for details see Java Console'

Change the security settings for browser as explained in the link below
https://www.java.com/en/download/help/java_blocked.xml

10. Ensure that Virt-Top is installed in the Compute nodes, for KVM based hypervisors. SiS uses counters provided by Virt-Top to fetch KPI details.

11. Ensure IP connectivity to every resource (VIM, hypervisor). You may have to add entry in /etc/hosts for name resolution

12. Flavors are not managed by NFVD and the flavors are expected to exist

13. Images must be preexisting in the target infrastructure (VIM or Hypervisor)

14. Tenant must be preexisting in the target infrastructure (VIM or Hypervisor)

1.16 Contacting customer support

If problems persist even after going through all troubleshooting cases, collect the logs as mentioned in the troubleshooting sections and contact the customer care.

Data of interest for troubleshooting include:

1. VNF Templates – download from UI
2. Artifact instances – download from UI
3. Definitions – download from UI
4. Logs of all the components
5. Configuration files
6. NFVD network system/ Deployment Architecture
7. Database details
8. All details of any custom modifications

Following are the various log directories:

Product	Logs Location
SiteScope	/opt/HP/SiteScope/logs
HPSA	/var/opt/OV/ServiceActivator/log/<hostname>
HPSA	/opt/HP/jboss/standalone/log
HPSA SOSA	/opt/OV/ServiceActivator/EP/SOSA/log
HPSA ECP	/opt/OV/ServiceActivator/EP/ECP/log
HPSA LockManager	/opt/OV/ServiceActivator/EP/LockManager/log
UCA-EBC	/var/opt/UCA-EBC/instances/default/logs
Open Mediation	/var/opt/openmediation-70/log
Open Mediation Service Mix	/var/opt/openmediation-70/containers/instance-0/data/log
UCA Automation	/var/opt/UCA-ATM/logs
NFVD Assurance Gateway	/opt/HP/nfvd/tpp/jboss/standalone/log

Licenses

Following section gives a brief overview on base product licensing.

HPSA

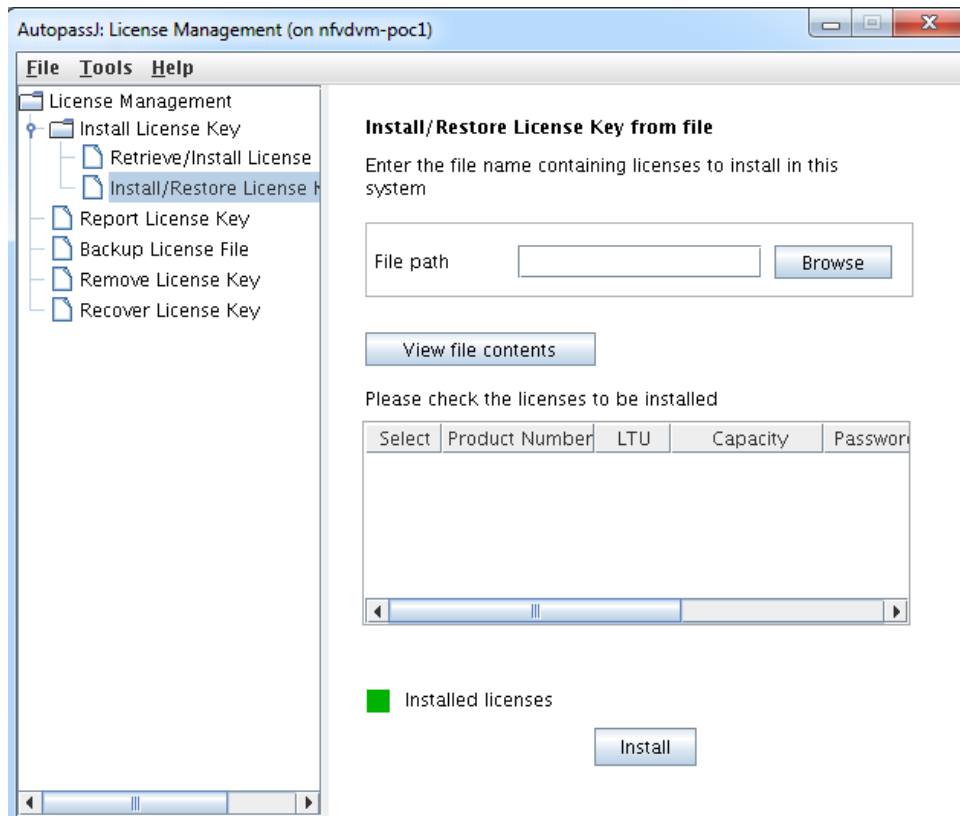
Run the following command to check validity of license:

```
/opt/OV/ServiceActivator/bin/checkLicense
```

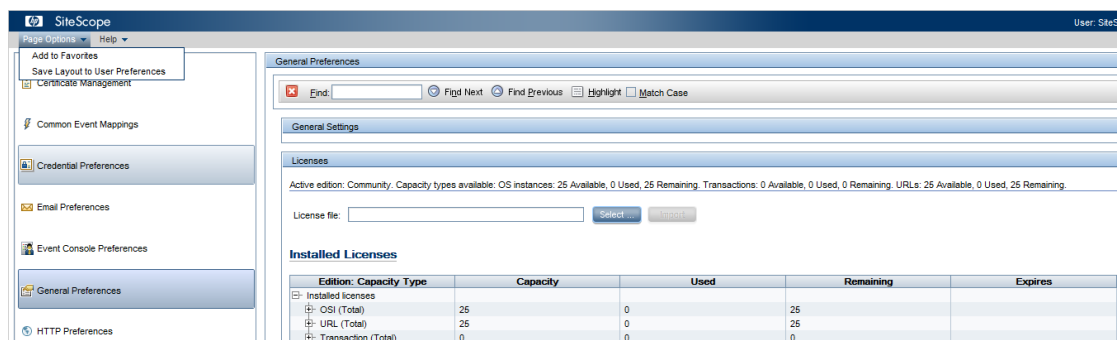
```
AutoPass PDF: /etc/opt/OV/ServiceActivator/config/F7wSsMmyZ.txt
AutoPass InstallPath: /etc/opt/OV/ServiceActivator/config
License Type: Instant On
Expiration Date: Jul 18, 2015
Days Remaining: 24
```

Run the following command to update the license:

```
/opt/OV/ServiceActivator/bin/updateLicense
```



Login to SiteScope portal and open Preferences > General Preferences > Licenses to verify and apply the license.



UCA for EBC and UCA Automation

License is stored in the directory: /var/opt/UCA-EBC/instances/default/licenses/license.txt

Manually append the license contents to the above file, and restart UCA for EBC.

On starting UCA-EBC, verify /var/opt/UCA-EBC/instances/default/logs/uca-ebc.log for following patterns

```

Product number      : UCA_Expert_INSTANT-ON
Feature description : HP OSS UCA Expert Instant-On
License string      : QBKG D9MA H9P9 GHU3 U8A5 HW2N Y9JL KMPL B89H
MZVU DXAU 2CSM GHTG L762 CDB6 GVFA LNVT D5K9 EFVW TSNJ N6CJ 6KGC Q9R9
LB2K QAJV QPMZ 58DR RQCE J83M NTQZ 54JB HGWB JK3A 3VEB TTA6 WCDF U2R5
7R39 4QLV WDZY SXJL JJ4S CZUN XE5Y"HP OSS UCA Expert-90 days Instant-
ON License"
Password type       : 0
Feature ID          : 5670
Feature version     : X
IP address          : *.*.*.*
LTU                 : 1
Capacity            : 1
Node type(Locking) : 2
Future date         : Thursday, January 1, 1970 5:30:00 AM IST
Expiration date     : Monday, October 6, 2014 11:59:59 PM IST
Expired             : false
Instant on duration : 90
IO days remaining   : 15
  
```

```

Product number      : DesignAssign_INSTANT-ON
Feature description : HP UCA Automation Instant-On
License string      : YDCE C9AA H9PA 8HU2 V6A4 HW2N Y9JL KMPL B89H
MZVU DXAU 2CSM GHTG L762 QF63 W5FA LNVT D5K9 EFVW TSNJ N6CJ 6KGC Q9R9
LB2K QAJV QPMZ 58DR RQCE J83M NTQZ N4RF GGWB ZK3A 3VEB BXKT HDKN 662K
HJPA 9VBU 8L24 2VS2 ZLFG KFVG WM3P 48PU BGJ5"HP UCA Automation-60 days
Instant-ON License"
Password type       : 0
Feature ID          : 5790
Feature version     : X
IP address          : *.*.*.*
LTU                 : 1
Capacity            : 1
  
```

Node type (Locking)	: 1
Future date	: Thursday, January 1, 1970 5:30:00 AM IST
Expiration date	: Thursday, March 19, 2015 11:59:59 PM IST
Expired	: false
Instant on duration	: 60
IO days remaining	: 44