Hewlett Packard Enterprise

Cloud Service Automation

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Troubleshooting Guide

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Contents

HPE Cloud Service Automation

This section contains the following topics:

Support Tool for CSA - Information and Instruction Page

Support Tool for CSA is a command line tool that collects important log and configuration files from different places in the CSA 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 CSA installation folder under the **Tools** subfolder. It is executed just like any other tool in HPE CSA. By default, no arguments are needed.

Usage:

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

Use `--help` to see usage hints.

There are two optional parameters:

Options	Description
`--home <arg>`	Use this optional argument to specify the HPE CSA Home folder location. By default, the tool detects the HPE CSA home folder.
--output <arg>	Use this optional argument to specify a name to the output archive file. By default, the archive file name format is `logs-and-configs_<yy-MM-dd>.zip`.

Examples:

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

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

Installation and Initial Configuration

Cancelling a subscription does not prompt the user for an approver

Problem: Cancelling a subscription does not prompt the user for an approver

Symptoms	Cancelling a subscription does not prompt the user for an approver.
Primary software component	HPE CSA
Failure message	None
Probable cause	By default, cancelling a subscription does not prompt the user for an approver.

Solution

Prompting the user for an approver when a subscription is cancelled should be configured when the offering is published.
Navigate to CSA offering > Create offering > Publish > Select catalog > Select approval Policy > select Manage action approvals and click Cancel.

Content archives import fails

Problem: Content archives import fails

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

Solution

Run process definition tool with appropriate configuration to import the '/Library/CSA/3.0/Providers/vCenter/vCenter Clone Server/Actions/vCenter Start Server' OO Flow as a process definition into CSA.

Now, import of content will be successful.

Content upload not successful during HPE CSA Installation

Problem: When HPE CSA is installed with embedded HPE Operations Orchestration (HPE OO), component tool content packs are not being automatically exported.

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

Solution

Create the HPE OO user and manually deploy the content packs, as is necessary. Procedures that explain these operations are contained in the HPE CSA Installation Guide in the section entitled "Configure HPE Operations Orchestration."

CSA 4.6 - CSA upgrade hangs infinitely in content installation phase

Problem: CSA upgrade hangs infinitely in content installation phase

Symptoms	Upgrading CSA takes forever. The content installation phase executes endlessly. While going through the upgrade wizard, a new OO endpoint has been configured instead of using the OO endpoint used by the preceding version.
Primary software component	CSA installation wizard, CSL content installer tool, and Process Definition Tool.
Failure message	No message. Upgrade never ends.
Probable cause	In case the OO endpoint has been changed for the upgraded version of CSA, CSL content installer tool (triggered by the CSA installation wizard) uses wrong input file for Process Definition Tool.

Solution

Changing the OO endpoint in CSA may be complicated, and caution is needed.

1. In case the new endpoint targets the same OO instance, there should not be problems and you can change the endpoint manually in csa.properties file either prior to or post upgrade. You should not change the OO endpoint using the upgrade wizard in this case.
2. In case the new endpoint target a new OO instance, additional manual steps are required. The upgrade wizard is not working in this case as it should - the upgrade process is going on infinitely. Since the content installation is the last step during upgrade, the upgrade process can be killed without breaking CSA. Content can be installed later on by starting the CSL Content Installer tool manually. The additional manual steps mentioned before include old content migration from the old OO instance to the new OO instance - component flows and topology design master-flows.

CSA 4.6 - Enable HTTPs traffic logging

Problem: HTTPs logging can be switched on to troubleshoot related issues

Symptoms	Need more information about HTTPs traffic going between CSA server and client endpoints.
Primary software component	JBoss
Failure message	N/A
Probable cause	N/A

Solution

In case you need to have more information about HTTPs traffic when troubleshooting an issue, HTTPs logging can be switched on in the JBoss configuration file. The configuration file exists on path

- ***%CSA_HOME%\jboss-as\standalone\configuration\standalone.xml***

In case of HA setup, the correct path is

- ***%CSA_HOME%\jboss-as\standalone\configuration\standalone-full-ha.xml***

Look for the section below and uncomment the last line to enable the logging.

```
<!--
    Uncomment the following line to enable the access log. Please note that once you activate
    the access log you may record and expose personal identifiable information of your users.
    It may violate their privacy. Hewlett Packard Enterprise software respect people privacy
    therefore we recommend:
        1. Make sure to delete internal or confident information before exposing the log.
        2. Delete it immediately once you finish debugging.
-->
<!--<access-log pattern="%a %t %H %p %m %U %q %s %S %T" rotate="true"/>-->
```

When the logging is enabled and the server is restarted, a new log file is created that contains information about the traffic.

- ***%CSA_HOME%\jboss-as\standalone\log\access_log.log***

```
127.0.0.1 18/Nov/2015:17:18:41 +0100 HTTP/1.1 8444 GET /csa/api/ping - 401 - -
127.0.0.1 18/Nov/2015:17:18:43 +0100 HTTP/1.1 8444 GET /csa/j_spring_security_logout
- 302 - -
127.0.0.1 18/Nov/2015:17:18:44 +0100 HTTP/1.1 8444 GET /csa/logout.jsp - 302
v6t5EYIsaAmLrnXP4_jjgixC -
127.0.0.1 18/Nov/2015:17:18:45 +0100 HTTP/1.1 8444 GET /csa/login - 200
v6t5EYIsaAmLrnXP4_jjgixC -
127.0.0.1 18/Nov/2015:17:18:45 +0100 HTTP/1.1 8444 GET
/csa/static/lib/react-intl/react-intl.min.js - 200 v6t5EYIsaAmLrnXP4_jjgixC -
127.0.0.1 18/Nov/2015:17:18:46 +0100 HTTP/1.1 8444 GET /csa/static/img/hpe_logo.png -
200 v6t5EYIsaAmLrnXP4_jjgixC -
127.0.0.1 18/Nov/2015:17:18:52 +0100 HTTP/1.1 8444 GET
/consumption/rest/organization/accessPoint ?orgName=CSA-Provider 404 - -
127.0.0.1 18/Nov/2015:17:18:52 +0100 HTTP/1.1 8444 POST /idm-service/v2.0/tokens -
200 zi7NNApDe0q3sWH3NGZBA75N -
127.0.0.1 18/Nov/2015:17:18:52 +0100 HTTP/1.1 8444 POST /csa/j_spring_security_check
- 302 X79hB4pWVLxJilKAF11KP4G4 -
127.0.0.1 18/Nov/2015:17:18:52 +0100 HTTP/1.1 8444 POST /csa/rest/audit/ - 200 - -
127.0.0.1 18/Nov/2015:17:18:54 +0100 HTTP/1.1 8444 GET /csa/dashboard/index.jsp - 200
X79hB4pWVLxJilKAF11KP4G4 -
127.0.0.1 18/Nov/2015:17:18:54 +0100 HTTP/1.1 8444 GET
/csa/html-lib/js/3rdparty/require/require.js - 200 X79hB4pWVLxJilKAF11KP4G4 -
```

CSA 4.6 - IdM deployment fails with ClassNotFoundException: com.hp.hpsso.HpSsoContextListener

Problem: IdM deployment fails with ClassNotFoundException: com.hp.hpsso.HpSsoContextListener

Symptoms	The IdM war does not deploy successfully in WildFly (application server).
Primary software component	The problem is located in the IdM war.
Failure message	Failed to start service jboss.undertow.deployment.default-server.default-host./id org.jboss.msc.service.StartException in service jboss.undertow.deployment.default-server.default-host./id java.lang.ClassNotFoundException: com.hp.hpsso.HpSsoContextListener from [Module deployment.idm-service.war:main from Service Module Loader]
Probable cause	The problem is cause by an incorrect value in the following file: jboss-as/standalone/deployments/idm-service.war/WEB-INF/web.xml This file contains the following incorrect java class name: <listener-class>com.hp.hpsso.HpSsoContextListener</listener-class>

Solution

1. Stop CSA.
2. Locate the file jboss-as/standalone/deployments/idm-service.war/WEB-INF/web.xml
3. Change <listener-class>com.hp.hpsso.HpSsoContextListener</listener-class> to <listener-class>com.hp.ccue.identity.hpssoImpl.HpSsoContextListener</listener-class>
4. Start CSA.

CSA 4.6 - Installation fails. Cannot execute bzip2 command.

Problem: Install on Linux OS is looking for bzip2 command during HPE OO step

Symptoms	HPE CSA installation fails on HPE OO installation step.
Primary software component	HPE OO
Failure message	tar (grandchild): bzip2: Cannot exec: No such file or directory.
Probable cause	HPE OO installation requires bzip2 installed on Linux system.

Solution

Install bzip2 to Linux OS and run HPE CSA installation again.

CSA 4.6 - Multiple JDBC drivers for Oracle in provided directory

Problem: Installation may not finish successfully if the provided directory with JDBC drivers for Oracle contains multiple drivers (for example, if multiple drivers have the same "ojdbc(6|7)" prefix). Installer will select one at random.

Symptoms	Installation may not finish successfully if the provided directory with JDBC drivers for Oracle contains multiple drivers (for example, if multiple drivers have the same "ojdbc(6|7)" prefix). The installer will select one driver at random, and it may select the wrong one. Please make sure that the provided directory contains only relevant JDBC drivers.
Primary software component	Installer
Failure message	[org.jboss.jca.core.connectionmanager.pool.strategy.Pool (JCA PoolFiller) IJ000610: Unable to fill pool: javax.resource.ResourceException: Could not create connection (in server.log) Caused by: java.lang.NoClassDefFoundError: oracle/dms/console/DMSConsole
Probable cause	User is prompted to enter the path to a directory with JDBC drivers for Oracle. If the directory contains jars that are not JDBC drivers with the prefix "ojdbc(6|7)," the installation may finish with an error.

Solution

1. Stop CSA.
2. Change the driver at this path:

   <CSA_INSTALL_DIR>\boss-as\modules\system\layers\base\com\oracle\ojdbc(6|7)\main\<driver>.jar

   to
   <CSA_INSTALL_DIR>\boss-as\modules\system\layers\base\com\oracle\ojdbc(6|7)\main\module.xml

   to point to the correct file name.
3. Start CSA.

CSA 4.6 - The installation hangs with no error state info

Problem: The installation hangs with no error. The process appears to be running with no issues

Symptoms	The installation gets stuck with no error indication. Installer log files are empty or do not exist.
Primary software component	Installer
Failure message	N/A
Probable cause	The installer fails in the pre-install phase when log pro pre-install logs in temporary directory, not to installer log files.

Solution

Go to c:\Users\user\AppData\Local\Temp\ (Windows) or /tmp (Linux) and check the pre-install log file for errors. The file name format is similar to:

csa-preinstall-2015-12-08-14-34.log

If this log contains any errors, fix the problem, and run the installation.

CSA 4.6 - Upgrade Failure - HPE OO upgrade fails on unable to delete file

Problem: HPE CSA upgrade fails with the message: HPE OO upgrade failed. HPE OO upgrade log contains: Unable to delete file.

Symptoms	HPE CSA upgrade fails with the message: HPE OO upgrade failed. OO upgrade log contains: Unable to delete file.
Primary software component	HPE OO
Failure message	Unable to delete the file: {OO_install_dir}/central/tomcat/work/Catalina/localhost/oc
Probable cause	HPE OO central was started by a user other than the CSA user, and some files have insufficient permissions for the CSA user.

Solution

When upgrade fails, perform these steps:

1. Go to {OO_install_dir}/upgrade/10.50/backup.
2. Copy the central folder back to {OO_install_dir} (Note: Running rollback in {OO_install_dir}/upgrade/10.50/bin will not work).
3. Add execute permission for all files in {OO_install_dir}/central/bin.
4. Remove or change permissions for all files with the wrong permissions in the central/tomcat/work directory.
5. Run CSA to resume upgrade, or upgrade OO manually by running './apply-upgrade -f' in {OO_install_dir}/upgrade/10.50/bin.

HPE CSA on Ubuntu

HPE CSA files are not cleaned up after CSA uninstallation on Ubuntu

Problem: HPE CSA uninstall does not clean up all files or folders

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

Solution

1. Go to the $CSA_HOME directory.
2. Manually delete any remaining HPE CSA files.

HPE CSA service fails to start on Ubuntu

Problem: HPE CSA service startup fails with port in use error.

Symptoms	HPE CSA 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 HPE CSA, verify that the ports mentioned in the$CSA_HOME/jboss-as/standalone/configuration/standalone.xml file are free before installing or starting the CSA service.

HPE CSA Service fails to start or stop with unrecognized service error on Ubuntu

Problem: Cannot start or stop HPE CSA service.

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

Solution

Follow the steps at the end of the section entitled "Install HPE Cloud Service Automation" in the *HPE Cloud Service Automation Installation Guide* to create the service and provide proper permissions.

HPE CSA service stop command results in java not found error on Ubuntu

Problem: Cannot stop CSA service

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

Solution

For HPE CSA:

1. Run the following command:
   export JAVA_HOME=$CSA_HOME/jre
2. Stop the CSA service by executing the following command:
   $CSA_HOME/jboss-as/bin/jboss-cli.sh --connect --command=:shutdown

Permission denied when running process definition tool

Problem: Permission denied when running process definition tool

Symptoms	Permission denied when running process definition tool.
Primary software component	HPE CSA on Linux platform

Failure message	$ java -jar process-defn-tool.jar -g log4j:ERROR setFile(null,true) call failed. java.io.FileNotFoundException: process-defn-tool.log (Permission denied) at java.io.FileOutputStream.open(Native Method) at java.io.FileOutputStream.<init>(FileOutputStream.java:21 at java.io.FileOutputStream.<init>(FileOutputStream.java:13 at org.apache.log4j.FileAppender.setFile(FileAppender.java: at org.apache.log4j.RollingFileAppender.setFile(RollingFileA at org.apache.log4j.FileAppender.activateOptions(FileApper at org.apache.log4j.config.PropertySetter.activate(PropertyS at org.apache.log4j.config.PropertySetter.setProperties(Prop at org.apache.log4j.config.PropertySetter.setProperties(Prop java:104) at org.apache.log4j.PropertyConfigurator.parseAppender(PropertyConfigurator.java:809 at org.apache.log4j.PropertyConfigurator.parseCategory(PropertyConfigurator.java:735 at org.apache.log4j.PropertyConfigurator.configureRootCate PropertyConfigurator.java:615 at org.apache.log4j.PropertyConfigurator.doConfigure(PropertyConfigurator.java:502) at org.apache.log4j.PropertyConfigurator.doConfigure(PropertyConfigurator.java:547) at org.apache.log4j.helpers.OptionConverter.selectAndConf OptionConverter.java:483 at org.apache.log4j.LogManager.<clinit>(LogManager.java:1 at org.apache.log4j.Logger.getLogger(Logger.java:117) at com.hp.csa.oo.tools.exporter.ExportMain.<clinit>(ExportM
Probable cause	PDT tool was earlier executed as root user.

Solution

As part of the CSA installation, it is recommended you run the PDT using csauser. Delete the process-defn-tool.log file and re-run the PDT tool.

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

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

Symptoms	psql: error loading shared libraries when connecting to Postgres database using psql command.
Primary software component	HPE CSA on Linux Platform
Failure message	psql: error in loading shared librarieslibpq.so.2.1: cannot open shared object file: No such file or directory

Probable cause	No Library path was set before running the psql command.

Solution

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

Failure to install CSA on Linux

Problem: Failure to install HPE CSA on Linux

Symptoms	HPE CSA installation fails with an error on the Linux platform.
Primary software component	HPE CSA
Failure message	For HPE CSA, verify csa_install.txt for the failure message under $CSA_HOME/_CSA_4_0_0_installation/Logs: HostInfo Error: Status: ERRORAdditional Notes: ERROR - java.net.UnknownHostException: or service not known
Probable cause	The FQDN is not resolvable.

Solution

Modify /etc/hosts to include < IP Hostname FQDN > For example, on the Linux machine edit /etc/hosts and add following line: <"IP address" "Hostname" "FQDN">

On Ubuntu 14/PostgreSQL setup, cannot login to CSA or MPP after importing sequenced designs through REST APIs; Works on Ubuntu 12

Problem: On Ubuntu 14/PostgreSQL setup, cannot login to CSA or MPP after importing sequenced designs through REST APIs

Symptoms	Inability to login to CSA or MPP after importing sequenced designs through REST APIs on Ubuntu 14/PostgreSQL.
Primary software component	HPE Cloud Service Automation
Failure message	After the first attempt, the SMC login starts to fail with the error message "Invalid User Name and Password" and MPP error is "Service Unavailable."
Probable cause	Missing libraries on this specific platform.

Solution:

If a user installs CSA in a headless Ubuntu 14 environment using OpenJDk and encounters this issue, install the default--jre package (apt-get install default-jre).

Initial installation and configuration tips

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

Symptom	User has entered the database credentials but the installer cannot connect to the database.
Solution	1. Confirm user has entered the correct credentials. 2. Confirm that the user name used to connect to the database has the appropriate database permissions to create tables. 3. Click **Cancel** on the installer. This creates an installer log file (HP_Cloud_Service_Automation_Install_<time stamp>) on the desktop that gives the stack trace with the actual problem.

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

Symptom	CSA Server does not start after install
Solution	1. Verify that the ports used by HPE CSA are free. This includes ports 9999, 9990, 9443, 8009, 8081, 8444, 8090, 4447, 4712, 4713, and 1099. 2. If any of these ports are in use, modify the port that conflicts in standalone.xml.

Installation fails, SQL errors appear in install.log file

Problem: Installation fails with SQL errors

Symptoms	Installation fails with SQL errors in the csa_install.log file.
Primary software component	HPE CSA
Failure message	Error messages similar to: 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 with the HPE CSA installation.

Solution

For HPE CSA:

1. Uninstall the failed HPE CSA instance by following the steps provided in the *HPE Cloud Service Automation Configuration Guide.*
2. Create a new database instance.
3. Install HPE CSA, providing the new database instance details.

Multi-tier sequential designs failing with OO 10.20

Problem: Multi-tier sequential designs failing with OO 10.20

Symptoms	Multi-tier sequential designs fails only with embedded OO 10.20
Primary software component	Marketplace Portal, Cloud Service Management Console
Failure message	java.lang.RuntimeException: java.io.IOException: Server returned HTTP response code: 500 in CSA.

Solution

MS SQL schema used by the OO 10.20 should be configured by the following settings before the installation:

```
AllowSnapshotIsolation=True
IsReadCommittedSnapshotOn=True
```

Performance issue importing large archives

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

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

Solution

Increase the Heap size configured for HP CSA and perform the import. For additional details, refer to the "Import Large Archives" section of the *HPE Cloud Service Automation Configuration Guide*.

Process Definition Tool fails to execute

Problem: Process Definition Tool fails to execute

Symptoms	Process Definition Tool fails.
Primary software component	HPE CSA
Failure message	After failure, the process-defn-tool log generated under CSA_HOME%\Tools\ProcessDefinitionTool contains the following: HPE OO credentials are incorrect - stackTrace:javax.net.ssl.SSLException: java.lang.RuntimeException: Unexpected error: java.security.InvalidAlgorithmParameterException: the trustAnchors parameter must be non-emptyWrong Database credentials -ORA-01017: invalid username/password; logon deniedJDBC path is incorrect - ERROR org.hibernate.util.JDBCExceptionReporter - Cannot load JDBC driver class 'oracle.jdbc.driver.OracleDriver'
Probable causes	• HPE Operation Orchestration (OO) credentials are incorrect. • Database credentials are incorrect. • JDBC path is incorrect.

Solution

1. Update the HPE Operation Orchestration credentials.
2. Update the database credentials.
3. Provide the correct JDBC path. For example, `java -jar process-defn-tool.jar -d <db.properties> -i HPOOInputSample.xml -l "C:\Program Files\jdbc\ojdbc6.jar"`.

Upgrade Failure - The specified service has been marked for deletion

Problem: CSA upgrade fails with message: Failed installing CSA. The specified service has been marked for deletion.

Symptoms	CSA upgrade fails with message: Failed installing CSA. The specified service has been marked for deletion.
Primary software component	HPE CSA
Failure message	The specified service has been marked for deletion.
Probable cause	The service that is being upgraded is locked by the operating system.

Solution

CSA upgrade deletes a Windows service during the upgrade, so it can install a new version of the service. The service can be locked by the operating system. That can happen, for example, if a Terminal or Services window is open. In this case, the service is not deleted immediately, it is just marked for deletion. Subsequent attempts to recreate the service fails.

To avoid this error prior to upgrade:

- Close all programs other than the CSA installer when upgrading.

If this error has already occurred during upgrade:

1. Reboot the computer on which CSA was upgraded
2. Access the %CSA_HOME%\jboss-as\bin directory in a command window
3. Run the command 'service install CSA'

Validating creation of indexes in elasticsearch

In order to make sure that all required indexes are created in elasticsearch, open the browser on the target box and then navigate to https://localhost:9201/_cat/indices?v.

If you see indexes, catalog, inventory, and searchguard in the response, then you can safely assume that the required indexes are created. If you do not see the indexes, then you might need to run a script manually to created these indexes.

Step-by-step guide for Windows

1. Please make sure that elasticsearch service is running. On Windows, there is a service called "elasticsearch-service-x64" that should be available and running.
    a. If the service is running, open a browser and go to "https://localhost:9201". If you see a response, the server is fully up and running.
2. Open a Command prompt on the target machine
3. Change the directory to "C:\Program Files\Hewlett-Packard\CSA\csa-search-service\bin"
4. Run the script as "C:\Program Files\Hewlett-Packard\CSA\node.js\node" create-index.js
5. If the script runs with no errors, open a browser and go to "https://localhost:9201/_cat/indices?v"
    a. Make sure that you see inventory, searchguard and catalog in the response.

Step-by-step guide for Linux

1. Please make sure that elasticsearch service is running. On Linux, there is a script called "elasticsearch" available at "/usr/local/hp/csa/scripts" folder.
    a. Open a terminal window and run the command, "$ ./elasticsearch status"
    b. If the status is running, run the command, "# curl "https://localhost:9201" ". If you see a response, the server is fully up and running.
2. Change the directory to "/usr/local/hp/csa/csa-search-service\bin"
3. Run the script as "/usr/local/hp/csa/node.js/bin/node" create-index.js
4. If the script is run with no errors, run the command as curl --insecure -XGET " https://localhost:9201/_cat/indices?v"
    a. Make sure that you see inventory, searchguard and catalog in the response.

Miscellaneous Information and Issues

CSA 4.5 & 4.6 - globalsearch is not working as required configuration is missing in elasticsearch

SYMPTOM DESCRIPTION in customer terms:

CSA is installed; however, elasticsearch configuration is not created, and thus globalsearch is not working.

RESOLUTION DESCRIPTION in customer terms:

Right after CSA installation, if you notice that elasticsearch configuration (i.e, index names to store indexed documents and security rules for access permissions) is not created, then run %CSA_HOME%\csa-search-service\bin\create-index.js script manually. The purpose of this script is to create required elasticsearch configuration for CSA and globalsearch.

If the %CSA_HOME%\csa-search-service\bin\create-index.js script is not able to communicate with elasticsearch, try restarting elasticsearch with "searchguard.allow_all_from_loopback: true" and then run create-index.js script. Once elasticsearch configuration is created, you can revert the change for "searchguard.allow_all_from_loopback" and restart elasticsearch. The configuration parameter "searchguard.allow_all_from_loopback" is defined in the %CSA_HOME%\elasticsearch-1.5.2\config\elasticsearch.yml file.

If the %CSA_HOME%\csa-search-service\bin\create-index.js script fails with security, change rejectUnauthorized to false in %CSA_HOME%\csa-search-service\app.json. and then run the create-index.js script.

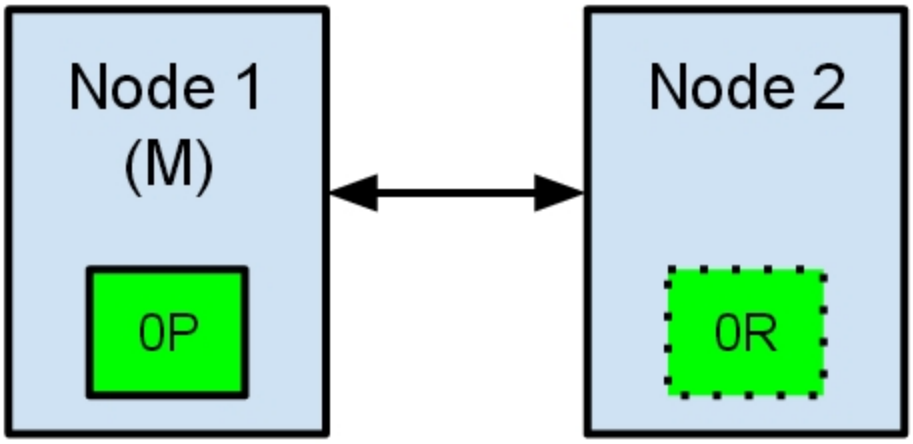
CSA 4.6 - How to handle split brain situation of elasticsearch with cluster

Problem description:

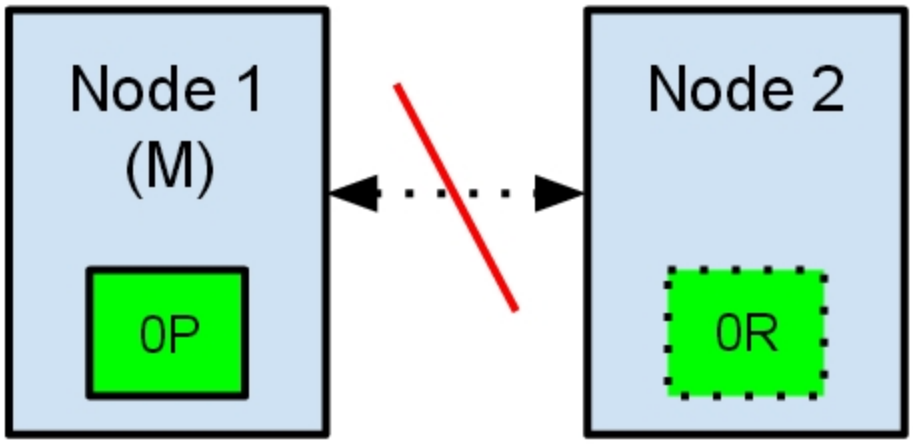
During elasticsearch cluster setup, sometimes the elasticsearch cluster goes into an inconsistent state because of a split-brain problem in which you observe that all the nodes are not part of cluster.

What is split-brain?

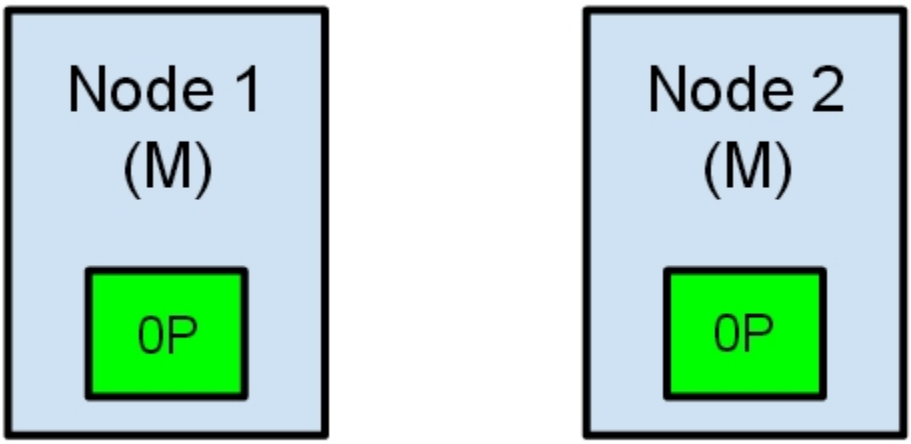
Let’s take as an example a simple situation of an elasticsearch cluster with two nodes. The cluster holds a single index with one shard and one replica. Node 1 was elected as master at cluster start-up and holds the primary shard (marked as **0P** in the schema below), while Node 2 holds the replica shard (**0R**).



What would happen if, for any reason, communication between the two nodes fails? This could happen because of network failures or simply because one of the nodes becomes unresponsive (such as in a case of a stop-the-world garbage collection).



Both nodes believe that the other has failed. Node 1 will do nothing, because it is already elected as master. But Node 2 will automatically elect itself as master, because it believes it is part of a cluster that does not have a master anymore. In an elasticsearch cluster, it is the responsibility of the master node to allocate the shards equally among the nodes. Node 2 holds a replica shard, but it believes that the primary shard is no longer available. Because of this, Node 2 automatically promotes the replica shard to primary.



Our cluster is now in an inconsistent state. Indexing requests that will reach Node 1 will index data in its copy of the primary shard, while the requests that go to Node 2 will fill the second copy of the shard. In this situation, the two copies of the shard have diverged and it would be difficult to realign them without a full reindexing. Even worse, for a non-cluster aware indexing client (e.g., one using the REST interface) this problem will be totally transparent – indexing requests will be completed successfully every time, regardless of which node is called. The problem would be only slightly noticeable when searching for data: depending on the node the search request checks, results will differ.

Solution:

The elasticsearch configuration has excellent defaults. However, the elasticsearch team cannot know in advance all the details of your particular situation. That is why some configuration parameters should be changed to suit your specific needs. All the parameters mentioned in this post can be changed in the elasticsearch.yml file, found in the config folder of your elasticsearch installation.

For avoiding the split-brain situation, the first parameter to view is discovery.zen.minimum_master_nodes. This parameter determines how many nodes need to be in communication in order to elect a master. Its default value is 1. The rule of thumb is that this should be set to N/2 + 1, where N is the number of nodes in the cluster. For example, in the case of a 3-node cluster, the minimum_master_nodes should be set to 3/2 + 1 = 2 (rounding down to the nearest integer).

Imagine what would have happened in the case described above if we would had set the discovery.zen.minimum_master_nodes to 2 (2/2 + 1). When the communication between the two nodes was lost, Node 1 would lose its master status, and Node 2 would have never been elected as master. None of the nodes would accept indexing or search requests, making the problem immediately evident for all clients. Moreover, none of the shards would be in an inconsistent state.

Another parameter you could tweak is the discovery.zen.ping.timeout. Its default value is 3 seconds, and it determines how much time a node will wait for a response from other nodes in the cluster before assuming that the node has failed. Increasing the default value slightly is a good idea in the case of a slower network. This parameter not only caters to higher network latency but also helps in the case of a node that is slower to respond because it is overloaded.

The split-brain problem is difficult to solve permanently. elasticsearch's issue tracker has an open issue about this problem, describing a case where even with a correct value of the minimum_master_nodes parameter, the split-brain still occurred. The elasticsearch team is working on a better implementation of the master election algorithm, but if you are already running an elasticsearch cluster, it is important to be aware of this potential problem.

It is also very important to identify this problem as soon as possible. An easy way to detect that something is wrong is to schedule a check for the response of the ***/_nodes*** endpoint for each node. This endpoint returns a short status report of all the nodes in the cluster. If two nodes are reporting a different composition of the cluster, it is a telltale sign that a split-brain situation has occurred.

Ref: http://blog.trifork.com/2013/10/24/how-to-avoid-the-split-brain-problem-in-elasticsearch/

CSA fails with JDBC rollback error

Problem: HPE CSA fails to connect with the database, and a JDBC rollback exception occurs in the log

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

Solution

Add configuration information as indicated in the following procedures.
For Standalone Setup:

- Stop the HPE Cloud Service Automation service.
- Navigate to <CSA_HOME>\jboss-as\standalone\configuration.
- Open the standalone.xml file for editing.
- Find the "dataSource" tag used for HPE CSA database configuration.
- Add the following after the line that ends with </security>

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

- Start the HPE Cloud Service Automation service.

If your HPE CSA instance uses the Oracle database, use the SQL query "select 1 from DUAL" instead of "select 1" in the above validation connection sql tag.
For Cluster Setup:

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

<validation> <check-valid-connection-sql>select 1</check-valid-connection-sql>
<validate-on-match>false</validate-on-match> </validation>
If your HPE CSA instance uses the Oracle database, use the SQL query "select 1 from DUAL" instead of "select 1" in the above validation connection sql tag.

- Start the HPE CSA Service in cluster mode.

Error occurs when publishing a topology design

Problem: A topology design is created and saved without error, but an "unable to find the target resource" error occurs when an attempt is made to publish it

Symptoms	An "unable to find the target resource" error occurs when an attempt is made to publish a given topology design.
Primary software component	HPE OO
Failure message	Example failure messages for situations as stated: *Design Consisting of AWS Network Component* - Topology to Execution Plan conversion failed - Unable to find the target resource of AmazonNetworkInterfaceTypeToAmazonServerType for instanceId *Design Consisting of AWS Volume Component* - Topology to Execution Plan conversion failed - Unable to find the target resource of AmazonVolumeTypeToAmazonServerType for instanceId
Probable cause	Some component types are defined with input properties that must be obtained via output properties of certain other component types. If such component types are used in a topology design without the proper companion component type that is the source of the required input property, or if a proper relation is not defined between the components, the publish operation will fail.

Solution

Ensure that components that require input from certain other component types are properly paired in the topology design, and that a relationship is defined between them.

Error updating sequential service design

Problem: An error occurs while updating an upgraded sequential service design

Symptoms	A generic error occurs while saving an upgraded sequential service design that has multiple properties from a single option target bound to the same service component.
Primary software component	Service Design
Failure message	Error updating service design
Probable cause	Multiple properties from a single option are target bound to the same service component.

Solution

Ensure that the service design does not have options such as multiple properties from any single option being target bound to the same property on a service component.

HPE CSA REST API - Cannot create property names

Problem: Cannot create property names using the REST API

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

Solution

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

OO flows are not executing when name, description, or service end dates are modified

Problem: OO flows attached during the modifying phase are not executing when name, description, or service end dates are modified

Symptoms	OO flows attached during the modifying phase of a subscription are not executing when name, description, or service end date are modified.
Primary software component	CSA service subscription
Failure message	None
Probable cause	Modifying the properties of the subscription does not invoke any modification subscription actions. The only resource offerings that are processed during the modifying state are those associated with service components that are processed during the modifying state.

Solution

To ensure that the desired service components are processed during the modifying state, set these service components to have a subscriber option property that gets its value directly from a target binding or have a source binding that gets its value indirectly from such a target binding.

The only resource offerings that are processed during the modifying state are those associated with service components that are processed during the modifying state.

Process Definition Tool cannot connect to the database

Problem: The Process Definition Tool cannot connect to the database

Symptoms	When running the process definition tool, the following message appears in the console or the process-defn-tool.log log file: failed to connect to the database!
Primary software component	Process definition tool
Failure message	failed to connect to the database!
Probable cause	The database information may not be correctly defined in the database properties file. If HPE CSA is configured to be compliant with FIPS 140-2, an HPE CSA property may be set incorrectly or the database password stored in the database properties file has been encrypted using a different encryption algorithm.

Solution

In the database properties file that you are using with the process definition tool (for example, db.properties), verify that the information provided in the file is correct. Encrypt the database password and replace the existing db.password property value in the database properties file.

If HPE CSA is configured to be compliant with FIPS 140-2, verify that the useExternalProvider property is set to true in the csa.properties file. Also, encrypt the database password and replace the existing db.password property value in the database properties file.

Process Definition Tool fails to run on HPE CSA with Embedded Operations Orchestration 10.10

Problem: The Process Definition Tool fails to run on HPE CSA with Embedded Operations Orchestration 10.10 for sequence designs

Symptoms	Running the process definition tool with embedded HPE OO 10.10 fails with the error message "user was not authenticated."
Primary software component	Process Definition Tool
Failure message	User was not authenticated
Probable cause	The HPOO.xml file contains localhost:8443, which is not recognized since the fully qualified domain name (FQDN) and port 8445 was specified during installation.

Solution

Modify the HPOO.xml file to include the FQDN:8445, restart the Embedded OO service (HPE Execution service), and then run the process definition tool again.

Process definition tool throws an error `missing mandatory field(s)'

Problem: Process definition tool throws an error "missing mandatory field(s)"

Symptoms	When running the process definition tool, the following message appears in the console or the process-defn-tool.log log file: missing mandatory field(s)!
Primary software component	Process definition tool
Failure message	missing mandatory field(s)!
Probable cause	The HPOOInputSample.xml input file includes a folder definition to OO flows, which does not contain one or more mandatory OO fields like CSA_CONTEXT_ID and CSA_PROCESS_ID.

Solution

- Change the folder definition to point to a directory containing only action flows. If the directory contains both action flows and subflows, move the subflows to a different folder.
- Check if the action flows are missing the mandatory fields.

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

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

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

Solution

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

Vcenter_ADM_SIS_UCMDB_320 service subscription goes into Pause state after HPE OO flows are successful

Problem: The Vcenter_ADM_SIS_UCMDB_320 service subscription goes into the Pause state in HPE CSA even after all the HPE Operations Orchestration (HP OO) flows are successful and the return code from HPE OO indicates a success.

Symptoms	The Vcenter_ADM_SIS_UCMDB_320 service subscription goes into the Pause state in HPE CSA even after all the HPE Operations Orchestration (HPE OO) flows are successful and the return code from HPE OO indicates a success.
Primary software component	HPE CSA, HPE OO
Failure message	None.
Probable cause	The HPE CSA timeout that is set to wait for the HPE OO flow action to complete is shorter than the actual time taken by the action to complete the deployment of the application using HPE ADM.

Solution

Increase the default timeout value for the Deploy Application action in the SA_ADM_3.20 Resource Offering.

Windows command-line commands do not run

Problem: Windows® command-line commands do not run

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

Solution

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

```
"%CSA_HOME%\jre\bin\java" -jar process-defn_tool.jar -d db.properties -i
HPOOInfoInput.xml
```

or

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

Cloud Service Management Console

A JBoss service error message appears in server.log during CSA service start up

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

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

Solution

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

Cannot delete a provider associated with failed subscriptions

Problem: Cannot delete a provider associated with failed subscriptions.

Symptoms	During service subscription, a resource provider associated with a resource offering or resource environment might be bound to a service component of a service instance. Once a resource provider is bound, it cannot be deleted from HPE CSA.
Primary software component	HPE Cloud Service Management Console
Probable cause	This is by design. Removing a bound resource provider leaves the service instance in an inconsistent state.

Solution

If you are deleting a resource provider because of a typographical error while configuring the Service Access Point information (such as the URL, user name, or password), use the edit button to modify the resource provider information in the HPE Cloud Service Management Console.

Cannot view Russian currency symbol

Problem: Cannot view Russian currency symbol

Symptoms	Cannot view Russian currency symbol
Primary software component	SMC user interface, MPP user interface
Failure message	No failure message. Instead of seeing the currency symbol in the SMC or MPP, an empty box is displayed
Probable cause	User does not have Unicode 7 font installed

Solution

On Windows, Unicode 7 may be installed by following a link in the following Microsoft KB Article(https://support.microsoft.com/en-us/kb/2970228)

Here are quick links to the Windows Updates:

x86: https://www.microsoft.com/en-us/download/details.aspx?id=44057

x64: https://www.microsoft.com/en-us/download/details.aspx?id=44052

Background: http://en.wikipedia.org/wiki/Russian_ruble

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

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

Symptoms	When accessing the Cloud Service Management Console in Chrome, areas that involve a SWF file (including Organizations and many areas under Designs / Sequenced) reload on every user navigation to the area.
Primary software component	Cloud Service Management Console
Failure message	N/A
Probable cause	Chrome will reload an SWF from an HTTPS web site if the SSL certificate configured for that site is not trusted by the browser.

Solution

Configure a CA-signed certificate for use with HPE CSA, as described in the *HPE Cloud Service Automation Configuration Guide*.

Communication error in Firefox when Use system proxy settings is configured

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

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

Solution

Configure Firefox network settings to use a method other than Use system proxy settings. For example, configure Firefox to use either a manual or automatic proxy configuration. In Firefox 33, these settings are configured in Tools / Options / Advanced / Network / Settings.

Executive Scorecard integration does not work properly for the Showback Report

Problem: Executive Scorecard integration does not work properly for the Showback Report

Symptoms	The Showback Report, accessible via the Cloud Analytics tile of the Cloud Service Management Console, does not display properly.
Primary software component	HPE Cloud Service Management Console, Executive Scorecard
Failure message	Page was not found.
Probable cause	CAP files need to be imported into Executive Scorecard.

Solution

1. Log in to HPE Live Network (HPLN) and connect to https://hpln.hp.com/group/business-content-executive-scorecard.
2. Click the **Downloads** tab, and then **Content Acceleration Packs**, **CSA**, **En-US**, and download the files "CSA CAP" and "CSA CAP – Demo."
3. Upload the CAP files to the Executive Scorecard application. For details, see the procedure entitled "Upload a CAP to the Executive Scorecard application" in the *Guide to XS Content Acceleration Packs* for Executive Scorecard.

Failure to add LDAP user to a named approver policy

Problem: After a failed attempt to add an invalid approver, the next attempt to add a valid approver will fail, but the second attempt will succeed

Symptoms	When attempting to add an LDAP user who does not have access to an organization to a NAMED APPROVER POLICY, the user will receive the message "Error Adding User. Person not assigned any roles for this organization." The next attempt to add a valid approver who does have organization access will fail with the message "User does not have the permission ORGANIZATION_READ to perform the operation," however, the second attempt to add a valid approver is successful.
Primary software component	Approval Policies
Failure message	After the first attempt (user does not have access to an organization) - "Error Adding User. Person not assigned any roles for this organization." After next attempt (user is a valid approver who has organization access) - "User does not have the permission ORGANIZATION_READ to perform the operation."
Probable cause	User does not have the permission ORGANIZATION_READ to perform the operation.

Solution

After the first attempt to add a valid approver, add the valid LDAP user to the Named Approver policy again without exiting the pop-up UI.

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

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

Symptoms	Import of a topology design fails with an error. Information in the detailed report indicates a needed relation is missing.
Primary software component	Cloud Service Management Console
Failure message	After clicking View Detailed Report, you'll see either • relation.<relation_name>_<component_id> - Missing in repository component type OR • relation.<relation_name>_<component_id> - Exist different (review needed)
Probable cause	The definition of the topology component on the system in which the import is occurring lacks relationship definitions that are needed by the design being imported.

Solution

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

To add the missing relationship(s), follow these steps:

1. By clicking View Detailed Report, either after a Preview operation or after the actual Import, the details of any missing or misconfigured relationships will be displayed.
   If the missing relationship was a required relationship, a message of the following form will be displayed:
   `relation.<relation_name>_<component_id> - Missing in repository component type`
   If the missing relationship was not a required relationship, a message of the following form will be displayed:
   `relation.<relation_name>_<component_id> - Exist different (review needed)`
   These messages will be displayed in the context of a particular topology component that is missing the needed relationship.
2. To allow the design import to succeed, navigate to the Designs / Topology / Components area of the Cloud Service Management Console, select the relevant component with the specified <component_id>, and create the needed relationship, using the precise <relation_name> value that was specified in the detailed report. The design can then be imported normally.

Internet Explorer ESC interferes with Management Console

Problem: Internet Explorer ESC interferes with Management Console

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

Solution

To access the Cloud Service Management Console using IE on a system in which IE Enhanced Security Configuration is enabled, select from one of the following options:

- Option 1: Add HPE CSA as a Trusted site (in IE, select Internet Options / Security / Trusted sites / Sites, and add https://<csa_hostname>).
- Option 2: Add HPE CSA as a site in the Local intranet zone (in IE, select Internet Options / Security / Local intranet / Sites / Advanced, and add https://<csa_hostname>).
- Option 3: Disable IE ESC (in Server Manager on Windows®, disable IE ESC).

No dashboard pages display when tiles under the Cloud Analytics tile are clicked

Problem: No dashboard pages open when the tiles under the Resource Analytics, Service Analytics, or Showback Report tiles under the Cloud Analytics tile are clicked.

Symptoms	When the Resource Analytics, Service Analytics, or Showback Report tiles that are under the Cloud Analytics tile are clicked, the relevant embedded dashboard page may not display, and an error might appear indicating the page could not be loaded.
Primary software component	HPE Cloud Service Management Console
Failure message	Possible message indicating that the relevant page could not be loaded.
Probable cause	The Cloud Analytics dashboard pages are provided by HPE IT Executive Scorecard and are embedded in HTML iframes (inline frames) communicating over HTTPS in the HPE CSA interface. Iframe integration over HTTPS requires that the sites being connected must use trusted certificates.

Solution

Follow the steps below:

1. Locate the URLs in the dashboard configuration file for the Resource Analytics, Service Analytics, and Showback Report.
   The dashboard configuration file "config.json" is in the <CSA Installation directory>\jboss-as\standalone\deployments\ csa.war\dashboard\ directory.
2. Open each of the URLs in the browser in use, export their certificates, add the certificates to the Windows trusted root CA, and then close the browser.
3. Reopen the browser and click on the tiles. The embedded dashboard pages should now appear.

Resource offering import fails

Problem: Importing resource offerings fails

Symptoms	Unable to import a resource offering to an HPE CSA instance.
Primary software component	HPE CSA Resource Offering
Failure message	Invalid Import data. Check server log for details.
Probable cause	Server logs generally indicate the reason the import failed. The most probable cause is that a process definition referenced by the resource offering that is being imported does not exist in HPE CSA. This is the case if you see the following message in the server logs: Resource Offering cannot be imported because ProcessDefinition with name: '<Process Definition Name>' and UUID: '<Process Definition UUID>' doesn't exist.

Solution

Import the missing process definition using the Process Definition Tool.

Trying to add a valid approver fails with error message

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

Symptoms	1. When trying to add a valid approver after a failed attempt to add an invalid approver, the following message displays: User does not have the permission ORGANIZATION_READ to perform the operation. 2. After clicking **OK**, an attempt is made to add the same valid user to the policy again without exiting the popup UI, and the add operation is successful.
Primary software component	Cloud Service Management Console
Failure message	User does not have the permission ORGANIZATION_READ to perform the operation.

Solution

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

Unable to log in to the Cloud Service Management Console after installation when Single Sign-on Is Configured

Problem: Unable to log in to the Cloud Service Management Console after installation when Single Sign-on Is Configured.

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

Solution

If you install HPE CSA on a system with a fully qualified domain name of the format *name.a.b.com*, and if you enable Single Sign-on during installation, you must specify a domain name of *a.b.com* on the install screen where the domain name is requested.

If you specify *b.com*, you will be unable to log in to the Cloud Service Management Console after the installation. The HPE Single Sign-on functionality requires a domain name of *a.b.com* to be specified in this scenario.

If you have already installed HPE CSA, you can edit the CSA_HOME/jboss-as/standalone/deployments/csa.war/WEB-INF/hpssoConfiguration.xml file to set the domain property correctly, and then restart the CSA service.

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

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

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

Solution

Use only one browser tab at a time to log in to the Cloud Service Management Console. If multiple tabs are used, ensure that the same user is logged in to each tab.

To switch which user is logged in, first log out and then log back in as the different user.

Web Browser Remembers Password Credentials

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

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

Solution

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

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

Localization

Non-English characters are not being properly stored by Oracle

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

Symptoms	Non-English characters are not correct after being stored in the Oracle database.
Primary software component	Oracle database
Probable cause	Oracle database localization parameters were not set before installing HPE CSA.

Solution

To support localization, the Oracle database must be configured to support non-English characters. This configuration must be completed before HPE Cloud Service Automation is installed.

If the necessary parameters are not set to the required values, and you have already installed and started using HPE CSA, you must create another database configured for localization and then migrate the data to the new database instance that will support non-English characters. See the "Configure Oracle for Localization" section of the *HPE Cloud Service Automation Installation Guide*.

Provider tool can fail to save keystone configuration

Problem: Tracing levels for the provider-tool allows keystone configuration errors to happen silently

Symptoms	When you create a new provider with the provider tool the following messages are displayed:
	`Loading Application Context`
	`.....`
	`Finished Loading Application Context`
	`Tool Action: create`
	`Creating resource provider(s)`
	`Created provider '<providerName>'.`
	`Finished running the provider tool ....`
	Depending on the SSL configuration, the idm-service configuration, or the database settings being incorrect, it is possible that the provider was not created successfully.
	Currently, the provider-tool.log as configured through log4j2.xml does not output the error messages to alert if errors occur with idm keystone configuration.

Primary software component	provider-tool.jar
Failure message	None
Probable cause	logging does not output errors appropriately

Solution

After creating a provider via the provider-tool, verify that the "`keystoneConfigurationID`" property has been set to a value by querying the provider. For example, `java -jar provider-tool.jar -a read -t OPENSTACK`.

If the property is not present in the "provider_out.xml",

1) Use the UI to delete and recreate the provider

or

2) Delete the provider through the UI or provider tool, and then turn up the logging for the provider-tool before recreating the provider.

The following is a sample log4j2.xml file which can be used to enable logging for the provider tool:

```
<?xml version="1.0" encoding="UTF-8"?>
<Configuration schema="Log4j-config" monitorInterval="30">
    <Appenders>
        <Console name="STDOUT" target="SYSTEM_OUT">
            <PatternLayout pattern="%d{DATE} [%t] %-5p %x %C{1} \: %m%n"/>
        </Console>
        <RollingFile name="fileappender" filename="provider-tool.log"
                     filePattern="provider-tool-%i.log"
                     append="true">
            <PatternLayout pattern="%d{DATE} [%t] %-5p %x %C{1} \: %m%n"/>
            <Policies>
                <SizeBasedTriggeringPolicy size="2 MB"/>
            </Policies>
            <DefaultRolloverStrategy max="3"/>
        </RollingFile>
    </Appenders>
    <Loggers>
        <Root level="error">
            <AppenderRef ref="fileappender"/>
            <AppenderRef ref="STDOUT"/>
        </Root>
        <Logger name="com.hp.csa.service.resource" level="error">
            <AppenderRef ref="STDOUT"/>
        </Logger>
        <Logger name="com.hp.csa.provider" level="trace">
            <AppenderRef ref="fileappender"/>
        </Logger>
        <Logger name="com.hp.csa.core" level="error">
            <AppenderRef ref="fileappender"/>
        </Logger>
        <Logger name="com.hp.csa" level="error" additivity="false">
            <AppenderRef ref="fileappender"/>
        </Logger>
        <Logger name="com.hp.csa.sql" level="error">
            <AppenderRef ref="fileappender"/>
        </Logger>
        <Logger name="com.hp.autopassj" level="error">
            <AppenderRef ref="fileappender"/>
        </Logger>
        <Logger name="org.hibernate" level="error">
            <AppenderRef ref="fileappender"/>
        </Logger>
        <Logger name="org.apache" level="error">
            <AppenderRef ref="fileappender"/>
        </Logger>
        <Logger name="org.springframework" level="error">
            <AppenderRef ref="fileappender"/>
        </Logger>
    </Loggers>
</Configuration>
```

When you run the provider-tool specify: `java -Dlog4j.configurationFile=log4j2.xml -jar provider-tool.jar -a create -p newprovider.xml`

Any exceptions during configuration should be visible on the console.

Integrations

This section contains the following topics:

- Amazon Web Services (AWS)
- CAC: SMC is configured in CAC mode:user in certificate is not present in LDAP, no error message
- CAC: When LDAP is not configured and try to access SMC portal, no error message is shown in the server.log file
- Date parsing exception
- HPE ArcSight Logger
- HPE Helion OpenStack®
- HPE Matrix Operating Environment (MOE)
- HPE Network Automation
- HPE Operations Orchestration (OO)
- HPE Server Automation with HPE Application Deployment Manager
- HPE Server Automation with HPE Database and Middleware Automation
- HPE Server Automation with Software Policies
- HPE Service Manager (HPE SM)
- HPE SiteScope
- HPE Universal CMDB
- OpenStack - HPE Cloud Services (HPE CS)
- VMware vCenter
- OpenStack Provider, Design, and IDM Configuration
- Puppet

Amazon Web Services (AWS)

AWS subscriptions fail with ...Error code_ AuthFailure error

Problem: AWS subscriptions fail with the error: AWS was not able to validate the provided access credentials. Error code: AuthFailure

Symptoms	All AWS subscriptions fail with the message stated below.
Primary software component	Amazon Web Services
Failure message	**"AWS was not able to validate the provided access credentials. Error code: AuthFailure"** message appears on the HPE Operations Orchestration (HP OO) flow.
Probable cause	Invalid credentials.

Solution

Set the credentials correctly and try the operation again.

AWS subscriptions fail with Failed to open HTTP connection error

Problem: All AWS subscriptions fail with the error Failed to open HTTP connection.

Symptoms	All AWS subscriptions fail with the message stated below.
Primary software component	Amazon Web Services
Failure message	"Failed to open HTTP connection" error message on the HPE Operations Orchestration (HPE OO) flow.
Probable cause	The HPE OO flow operation is not able to access the Internet.

Solution

1. Check that an Internet connection is available on the HPE OO machine, and fix the issue if necessary.
2. If an Internet connection is available on the HPE OO machine, check if HTTP proxy configuration is required to access the Internet. If it is, make sure that the HTTP proxy values for "CSA_Proxy_Host" and "CSA_Proxy_Port" are set on HPE OO under "Content Management" -> "Configuration Items" -> "System Properties."
3. If HTTP proxy configuration is not required or is configured correctly, check if the AWS provider's "Service Access Point" parameter is configured correctly.
4. If the "Service Access Point" parameter is configured correctly, contact your HPE support representative.

Failure to attach the network interface to the server

Problem: Failure to attach the network interface to the server.

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

Solution

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

⚠ This is applicable only for topology content.

Public IP for AWS server instances not visible

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

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

Solution

This is normal behavior for Amazon Web Services when the server is stopped and restarted. For more information, see the Amazon user documentation.

Unable to access the AWS instance using the public IP

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

Symptoms	An AWS instance is provisioned with a public IP address, however, it cannot be accessed via that address.
Primary software component	Amazon Web Services
Failure message	None.
Probable cause	Either the AWS server property "securityGroupIds" is not set, or the securityGroupIds that is set does not have a rule set up properly to allow network traffic to the server instance.

Solution

Ensure that the correct security group ids are set in the AWS server in the design to enable access to the instance. For more information, see the Amazon documentation.

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

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

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

Solution

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

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

⚠ This is applicable only for topology content.

When more than one Network Interface is connected to a single AWS server in the design, subscription fails

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

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

Solution

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

⚠ This is applicable only for topology content.

CAC: SMC is configured in CAC mode:user in certificate is not present in LDAP, no error message

Problem: When SMC is configured in CAC mode and user in certificate is not present in LDAP, there is no error message in idm log file saying "Could not find the user"

Symptoms	When SMC is configured in CAC mode and user in certificate is not present in LDAP, there is no error message in idm log file saying "Could not find the user"
Primary software component	SMC in CAC mode
Failure message	When SMC is configured in CAC mode and user in certificate is not present in LDAP, there should be an error message in idm log file saying "**Could not find the user**". When login to MPP fails for same reason, there is an error message in idm log file saying " **UsernameNotFoundException: Could not find the user**".

Solution

Configure SMC/MPP in CAC mode. Use a certificate to login to SMC for which the user is not present in LDAP; the login will fail. Then check the idm log file; you won't see any error message which indicates that user is not found in LDAP.

Do the same for MPP and you will see the error ".UsernameNotFoundException: Could not find the user".

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

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

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

Solution

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

Date parsing exception

Problem: HPE CSA subscription or public actions Add Server fails due to Date Parsing Exception.

Symptoms	HPE CSA subscription or public actions Add Server fails due to Date Parsing Exception.
Primary software component	HPE CSA
Failure message	Similar to the following: Date Parsing Exception : JavaException: java.text.ParseException: Unparseable date: "2014-03-28T02:17:39+05:30"
Probable cause	Unknown.

Solution

Re-create a new subscription for the same offering.

HPE ArcSight Logger

Artifact ID is not included in log files

Problem: csa.log or HPE ArcSight Logger does not include information on the artifactId.

Symptom	artifactId details (for example, artifactName) for a subscription are not available in the log files.
Possible Cause	loggerEnabled is not set to true in csa.properties under %CSA_HOME%\jboss-as\standalone\deployments\csa.war\WEB-INF\classes.

Solution

1. Set the loggerEnabled property to true in csa.properties.
2. Restart the HPE CSA service.

Device entries are grayed out under HPE ArcSight Logger summary tab.

Problem: Device entries are grayed out under HPE ArcSight Logger summary tab.

Symptoms	Device entries are grayed out under HPE ArcSight Logger **Summary** tab.
Primary software component	HPE ArcSight Logger
Failure message	None
Probable cause	HPE ArcSight Logger is missing hyperlinks for device entries.

Solution

Restart HPE ArcSight Logger to get the hyperlinks for device entries in the **Summary** tab.

Integration with HPE ArcSight fails after HPE CSA upgrade

Problem: Integration with HPE ArcSight fails after HPE CSA upgrade

Symptoms	Integration with HPE ArcSight fails after HPE CSA upgrade
Primary software component	HPE ArcSight Logger
Failure message	CSA Server log: Tue, 27 Nov 2012 15:18:03,373 ERROR [stderr] (MSC service thread 1-3) log4j:ERROR Exception on host name [192.x.x.x]: [192.x.x.x Tue, 27 Nov 2012 15:18:12,700 ERROR [stderr] (MSC service thread 1-3) log4j:ERROR Exception on host name [192.x.x.x]: [192.x.x.x
Probable cause	During the upgrade, HPE ArcSight properties get appended to the existing log4j.properties file.

Solution

After the upgrade, verify the **%CSA_HOME%\jboss-as\standalone\deployments\csa.war\WEB-INF\classes\log4j.properties** file does not contain any duplicate entries. If you find duplicate entries, comment them out.

For example:

```
#log4j.appender.cef1=com.hp.esp.arcsight.cef.appender.Log4jAppender
#log4j.appender.cef1.deviceVendor=HP
#log4j.appender.cef1.deviceProduct=HP Cloud Service Automation
#log4j.appender.cef1.deviceVersion=3.2
#log4j.appender.cef1.transportType=SYSLOG
#log4j.appender.cef1.hostName=192.x.x.x
#log4j.appender.cef1.port=515
#log4j.appender.cef1.layout=org.apache.log4j.PatternLayout
#log4j.appender.cef1.layout.ConversionPattern="%d{DATE}[%t] %-5p %x %C{1}: %m%n"
#log4j.appender.cef1.appender.threshold=off
```

Provider's IP address not added to HPE ArcSight Logger portal

Problem: When integrating HPE ArcSight Logger with HPE CSA, the IP address of the provider is not added to the HPE ArcSight Logger portal.

Symptoms	When integrating HPE ArcSight Logger with HPE CSA, the IP address of the provider is not added to the HPE ArcSight Logger portal.
Primary software component	HPE ArcSight Logger
Failure message	IP address (device entry) of the provider is not seen in HPE ArcSight Logger portal.
Probable causes	• log4j.appender.cef1.hostName file does not have the correct IP address of the HPE ArcSight Logger server. • log4j.properties file is saved as log4j.properties.txt. • User might not have restarted the provider service after replacing the log4j.properties. • No error log was generated in csa.log, and since default log level is ERROR in the log4j.properties, no log message was sent to HPE ArcSight Logger for the device to be detected.

Solution

1. Add the IP address of the HPE ArcSight server to thelog4j.appender.cef1.hostName file.
2. Verify that UDP port configured in HPE ArcSight is correct. **ArcSightLogger** > **Event input** > **UDP receiver port** should be the same as CSA log4j.appender.cef1.port=<udp port> in log4j.properties.
3. Save the file as log4j.properties. Note: do not save the file with the .txt extension.
4. Restart the provider services - HPE CSA, HPE MOE, HP SiteScope, UCMDB, and HPE OO.

HPE Helion OpenStack®

Add Server to Server Group public action executed for HPE Helion OpenStack based subscription fails

Problem: Cannot add more servers to the existing topology based subscription when max limit for the number of servers in server group is exceeded

Symptoms	"Add Server to Server Group" public action execution fails when user tries to add new server to the HPE Helion OpenStack based subscription
Primary software component	HPE CSA, HPE Helion OpenStack
Failure message	Cannot add more servers since the max server is configured to be x. Cannot add more servers since the designer of the binding has configure a max limit for the number of servers in server group. ***Note:*** Here "Maximum Instances" property value of Server Group component is set to 5
Probable cause	In HPE Helion OpenStack based topology service designer, the "Maximum Instances" property value of Server Group component is set to 5. When consumer tries to add the 6th server to the HPE Helion OpenStack-based subscription, the above stated failure message is observed.

Solution

In HPE CSA, make the following changes:

1. In the Cloud Service Management console, increase the value of property "Maximum Instances" of the Server Group component in the HPE Helion OpenStack based topology service designer (example : Set "Maximum Instances" property value to 10).
2. In the HPE Marketplace Portal, browse the Catalog and request a new subscription using the published HPE Helion OpenStack based service offering.

The add new server public action will now be successful until it reaches the set value of "Maximum Instances."

HPE Helion OpenStack based subscription fails with HTTP 500 Internal Server Error

Problem: HPE Helion OpenStack based subscription or public action for a subscription fails for the HPE Helion OpenStack Provider

Symptoms	HPE Helion OpenStack based subscription or public action for a subscription fails for the HPE Helion OpenStack Provider.
Primary software component	HPE CSA, HPE Helion OpenStack
Failure message	10 Jan 2014 11:36:19,054 [pool-19-thread-2] ERROR PublicAction : Failed to get the connection from Helion OpenStack:Server returned HTTP response code: 500
Probable cause	There was a failure on HPE Helion OpenStack.

Solution

Check the HPE Helion OpenStack logs for further analysis.

Remove server public action executed for HPE Helion OpenStack based subscription fails

Problem: Cannot remove servers from the existing topology based subscription when min limit for the number of servers in server group is exceeded

Symptoms	"Remove server" public action execution fails when user tries to remove a server from the HPE Helion OpenStack based subscription.
Primary software component	HPE CSA, HPE Helion OpenStack
Failure message	Cannot remove servers since the min server is configured to be 1. Cannot remove servers since the designer of the binding has configured a min limit for the number of servers in server group.
Probable cause	In HPE Helion OpenStack based topology service designer, the value of property "Minimum Instances" of the Server Group component is set to 1. When the user tries to remove the last server from the HPE Helion OpenStack based subscription, the above stated failure message is observed.

Solution

This is the expected behavior in HPE Helion OpenStack based subscriptions. The HPE Helion OpenStack based subscription retains the number of servers equal to "Minimum Instances."

⚠ "Minimum Instances" value should be set to 1 or more.

HPE Matrix Operating Environment (MOE)

HPE MOE Add Disk action fails with SOAP v3 endpoint

Problem: Add Disk action executed for the HPE MOE based subscription fails.

Symptoms	**Add Disk** subscriber action executed on the HPE Matrix Operating Environment (MOE) SOAP v3-based subscription fails.
Primary software component	HPE Matrix Operating Environment
Probable cause	HPE MOE templates are not designed to support **Add Disk** operation.

Solution

Verify whether the HPE MOE template is designed to support **Add Disk** operation. To verify the template:

1. Open the HPE MOE template used for provisioning in the HP MOE designer portal.
2. The server group on which the **Add Disk** operation is performed should have a non-boot disk attached to it.
3. If the disk is not attached, add a data disk to the server group.
4. Save the HPE MOE template.
5. Create a new HP CSA subscription.
6. Request **Add Disk** from the Server Group of the newly create subscription.

HPE MOE Add Server action fails

Problem: Add Server action executed for the MOE-based subscription fails.

Symptoms	**Add Server** subscriber action executed on the HPE MOE-based subscription fails.
Primary software component	HPE Matrix Operating Environment
Probable cause	HPE MOE templates are not designed to support **Add Server**.

Solution

Verify whether the MOE template is designed to support the **Add Server** operation. To verify the template:

1. Open the HPE MOE template used for provisioning in the HP MOE designer portal.
2. Open the configurations for the server group on which **Add Server** action is to be performed.
3. In the configuration window, on the **Config** tab, verify that the maximum number of servers is greater than the initial number of servers.
4. Modify the maximum number of servers if it does not meet this requirement, and save the HPE MOE template.
5. Create a new subscription using this template.
6. Request **Add Server** from the Server Group of the newly create subscription.

MOE_COMPUTE_SOAPV4_3.20 subscriber actions fail

Problem: MOE_COMPUTE_SOAPV4_3.20 subscriber actions fails to execute the request

Symptoms	Subscriber action for MOE_COMPUTE_SOAPV4_3.20 service design fails to execute.
Primary software component	HPE Matrix Operating Environment
Failure message	soap:Client</faultcode><faultstring>Message part http://v3.soap.io.hp.com/</faultstring>
Probable cause	HPE MOE provider should be configured with SOAP v4 endpoint.

Solution

Login to the provider portal and verify that the provider URL and SOAP endpoint are correct. The HPE Matrix Operating Environment provider should have a SOAP v4 endpoint, which will be in the following format: https://<moehostname>:51443/hpio/controller/soap/v4

MOE Simple compute fails with error that user does not have impersonate privilege

Problem: MOE Simple compute fails with error that user does not have impersonate privilege

Symptoms	MOE Simple compute fails with error that user does not have impersonate privilege.
Primary software component	HPE Matrix Operating Environment
Failure message	User does not have impersonate privilege.
Probable cause	The Administrator user for MOE does not have impersonation privileges for the CSA consumer user used to create MOE simple compute subscriptions.

Solution

The MOE provider user configured in HPE CSA should have impersonate privileges.

No resource provider selected when subscribing to MOE_COMPUTE_CUSTOM_PROVIDER_SELECTION_v3.20

Problem: No resource provider selected when subscribing to MOE_COMPUTE_CUSTOM_PROVIDER_SELECTION_v3.20.

Symptoms	No resource provider is selected when a subscription is requested for a service offering that uses the MOE_COMPUTE_CUSTOM_PROVIDER_SELECTION_ service design.
Primary software component	HPE Matrix Operating Environment
Failure message	ERROR SelectProviderAction : Could not select a provider as valid providers list is empty for Resource Binding: 8f5afbff39b5329c0139bbd285240747
Probable cause	The providers associated with the MOE_COMPUTE_3.20 resource offering do not contain an ORGANIZATIONS property, or none of the provider ORGANIZATIONS contain the user organization name as a value.

Solution

Verify whether the providers associated with the MOE_COMPUTE_3.20 resource offering have a correctly defined ORGANIZATIONS property.

- ORGANIZATIONS property value should be populated with the name of the HPE MOE *Organizations* configured in HPE MOE.
- At least one of the provider organizations should contain the user organization name as a value.

See the *HPE Cloud Service Automation Integration Pack* guide for more information.

⚠ This is applicable only for legacy OOTB content.

Service Design MOE_COMPUTE_3.20 does not have new MOE SOAP v4 actions

Problem: MOE_COMPUTE_3.20 does not have new MOE SOAP v4 actions.

Symptoms	When MOE_COMPUTE_3.20 service design is used with MOE SOAP v4 endpoint, no new SOAP v4 actions are visible in the consumer portal.
Primary software component	HPE Matrix Operating Environment
Failure message	None
Probable cause	New SOAP v4 actions are not supported with MOE_COMPUTE_3.20 service design.

Solution

Actions in the service design MOE_COMPUTE_3.20 are limited to MOE SOAP v3 endpoint, irrespective of the MOE SOAP endpoint configured on the provider.
To get new actions of MOE SOAP v4, use MOE_COMPUTE_SOAPV4_3.20 service design following the below steps.

1. Import the HPE CSA content archive CSA_BP_MOE_COMPUTE_SOAPV4_v3.20.00.
2. The HPE Matrix Operating Environment provider associated with the MOE_COMPUTE_SOAPV4_3.20 offering must have the endpoint SOAP v4.
3. Create an HPE CSA service offering using the MOE_COMPUTE_SOAPV4_3.20 service design. Publish the new offering and subscribe to it.

See the *HPE Cloud Service Automation Integration Pack* guide for more information.

⚠ This is applicable only for legacy OOTB content.

Subscriptions using service design MOE_COMPUTE_MT_3.20 fail with error

Problem: Subscriptions using service design MOE_COMPUTE_MT_3.20 fail with error "Impersonated user is not recognized"

Symptoms	Subscription using MOE_COMPUTE_MT_3.20 service design fails with error in HP OO reports.
Primary software component	HPE MOE 7.0 and later versions
Failure message	**Impersonated user '<username>' is not recognized** Example 1 : Impersonated user 'cirrus\finance1' is not recognized Example 2 : Impersonated user 'csatest2' is not recognized
Probable cause	• HPE MOE is not configured to support multi-tenancy. • HPE MOE user-organization configuration is incorrect. • The domain name used by HPE CSA (in conjunction with the user name) to login to HPE MOE is incorrect.

Solution

Verify the following configurations:

1. For HPE MOE multitenancy-based subscriptions, the domain name for the requesting user is retrieved from the user configured with the resource provider in HPE CSA. This domain name and the requesting user's name are combined to create the login name that is used to log in to HPE MOE during service creation. The login name uses the following format: <Provider_User's_Domain_Name> \ <Requesting_User's_Name>
2. In HPE MOE, verify that the active directory is configured to support multi-tenancy
3. In HPE MOE, verify that the user is correctly mapped to the HPE MOE organization.

See the *HPE Cloud Service Automation Integration Pack* guide, and the HPE MOE documentation on Multi-tenancy and Active Directory Integration for more information.

⚠ This is applicable only for legacy OOTB content.

HPE Network Automation

Subscription fails while using service designs based on HPE Network Automation

Problem: Subscription fails to get networking switch configuration details.

Symptoms	VLAN provisioning with networking switch using HPE Network Automation fails with an error in HPE OO reports (shown in failure message below).
Primary software component	HPE Network Automation
Failure message	Failed to execute Get Configurations By IP operation.
Probable cause	Get Switch Configuration by IP operation of Get VLAN Details workflow cannot communicate with HPE Network Automation because: 1. Connection time out happened for: Get Switch Configuration by IP operation of Get VLAN Details workflow 2. Wrong Provider SAP is provided in HP ECSA for HP NA.

Solution

1. Ensure that the correct provider SAP is provided for HPE NA.
2. In HPE Network Automation server, restart the following services:

- TrueControl FTP Server
- TrueControl Management Engine
- TrueControl SWIM Server
- TrueControl Syslog Server
- TrueControl TFTP Server

HPE Operations Orchestration (OO)

All workflows in the HPE Operations Orchestration public repository are invalid

Problem: All workflows in the HPE OO public repository are invalid.

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

Solution

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

HPE CSA Operations Orchestration content not reflected in HPE OO

Problem: HPE CSA Operations Orchestration content is not reflected on HPE OO.

Symptoms	After installing the HPE CSA OO content installer (CSA-3_20-ContentInstaller.jar), the CSA flows are not reflected in HPE OO Studio.
Primary software component	HPE Operations Orchestration

Solution

Follow these steps in the given order:

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

javax.net.ssl.SSLHandshakeException

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	HPE CSA and HPE Operations Orchestration (HPE OO)
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 HPE OO certificate is not imported into the HPE CSA Installed JRE security cacerts path.

Solution

1. Make sure the $PATH variable has $JRE_HOME\bin set per the HPE CSA installation JRE selected during the HPE CSA installation (for example, either openjre or Oracle JRE).
2. Verify that the OO10.x certificate is imported properly to the HPE CSA installed JRE cacerts path, using commands below:
    a. If Oracle JRE is selected during HPE CSA installation, then import the OO 10.x certificate using a command like the following:
    ```
    keytool.exe -importcert -alias tomcat -file "C:\Temp\oo10-certificate.cer"
    –keystore "C:\Program Files\Java\jre7\lib\security\cacerts"
    ```
    b. If openjre is selected during HPE CSA installation, then the OO10.x certificate has to be imported to the path "C:\Program Files\Hewlett-Packard\CSA\openjre\lib\security" using a command like the following:
    ```
    keytool.exe -importcert -alias tomcat -file "C:\Temp\oo10-certificate.cer"
    -keystore "C:\Program
    Files\Hewlett-Packard\CSA\openjre\lib\security\cacerts" password: changeit
    ```
3. After the certificate has been imported, restart the CSA service.
    For more information, see the Configure HPE Operations Orchestration section of the HPE CSA Installation Guide.

PDT fails in a CSA 4.2 with Embedded OO v.10.20 installation on a system where OO v.10.10 Standalone server is running

Problem: PDT fails when Run with CSA 4.2 installed with Embedded OO 10.20 on port 8445 on a system where OO 10.10 Standalone server is already running on port 8443

Symptoms	Process Definition Tool (PDT) fails when it runs in an environment with CSA 4.2 installed with Embedded OO 10.20 on port 8445 with OO central credential ooadmin/ooadmin, and where OO 10.10 Standalone server is already running on port 8443 with OO 10.10 central credential admin/admin. When both services of OO 10.20 (installed with CSA 4.2 embedded OO 10.20 on port 8445) and Standalone OO 10.10 service are running on the same system on port 8443, running PDT integrated with OO10.20 in CSA 4.2 Embedded OO on port 8445 will produce an error: Failure: User was not authenticated. Please see log file for details. at org.apache.axis.message.SOAPFaultBuilder.createFault(When the service of OO 10.10 central running on port 8443 is stopped**,** and you run PDT integrated with OO 10.20 in CSA 4.2 Embedded OO on port 8445, you may get an error: faultCode: {http://schemas.xmlsoap.org/soap/envelope/}Server.userE faultSubCode: faultString: java.lang.NullPointerException
Primary software component	HPE Operations Orchestration (OO)
Failure message	Possible error messages: 1. Failure: User was not authenticated. Please see log file for details. at org.apache.axis.message.SOAPFaultBuilder.createF 2. faultCode: {http://schemas.xmlsoap.org/soap/envelope/}Server.u faultSubcode: faultString: java.lang.NullPointerException

Probable cause	Standalone OO 10.10 central is already running as a separate service on port 8443 on default OO path ''C:\Program Files\Hewlett-Packard\HPE Operations Orchestration' ' with central credential admin/admin. On the same system, installing a fresh CSA 4.20 build with an embedded OO 10.20 option, and with Embedded OO 10.20 with non-path as 'c:\OOEmbedded1020' will complete a successful installation. However, after running PDT integrated with CSA 4.20, the embedded OO 10.20 on port 8445 will give the user this Error: Failure: User was not authenticated. Please see log file for details. at org.apache.axis.message.SOAPFaultBuilder.createFault(When both OO 10.10 service on port 8443 and OO 10.20 service on port 8445 are running, and PDT runs integrated with OO10.20 on port 8445, the user may get the following error: faultCode: {http://schemas.xmlsoap.org/soap/envelope/}Server.userE faultSubcode: faultString: java.lang.NullPointerException

Solution

Uninstall the existing unused OO 10.10 server that is running on port 8443 in default OO installation path 'C:\Program Files\Hewlett-Packard\HP Operations Orchestration'. Then restart embedded OO 10.20 service and run PDT again with CSA 4.2- Integrated with Embedded OO 10.20 running on port 8445.

Read timed out error when provisioning parallel servers for OOTB Sequence Designs

Problem: java.lang.RuntimeException: java.net.SocketTimeoutException: Read timed out when provisioning parallel servers for OOTB Sequence Designs.

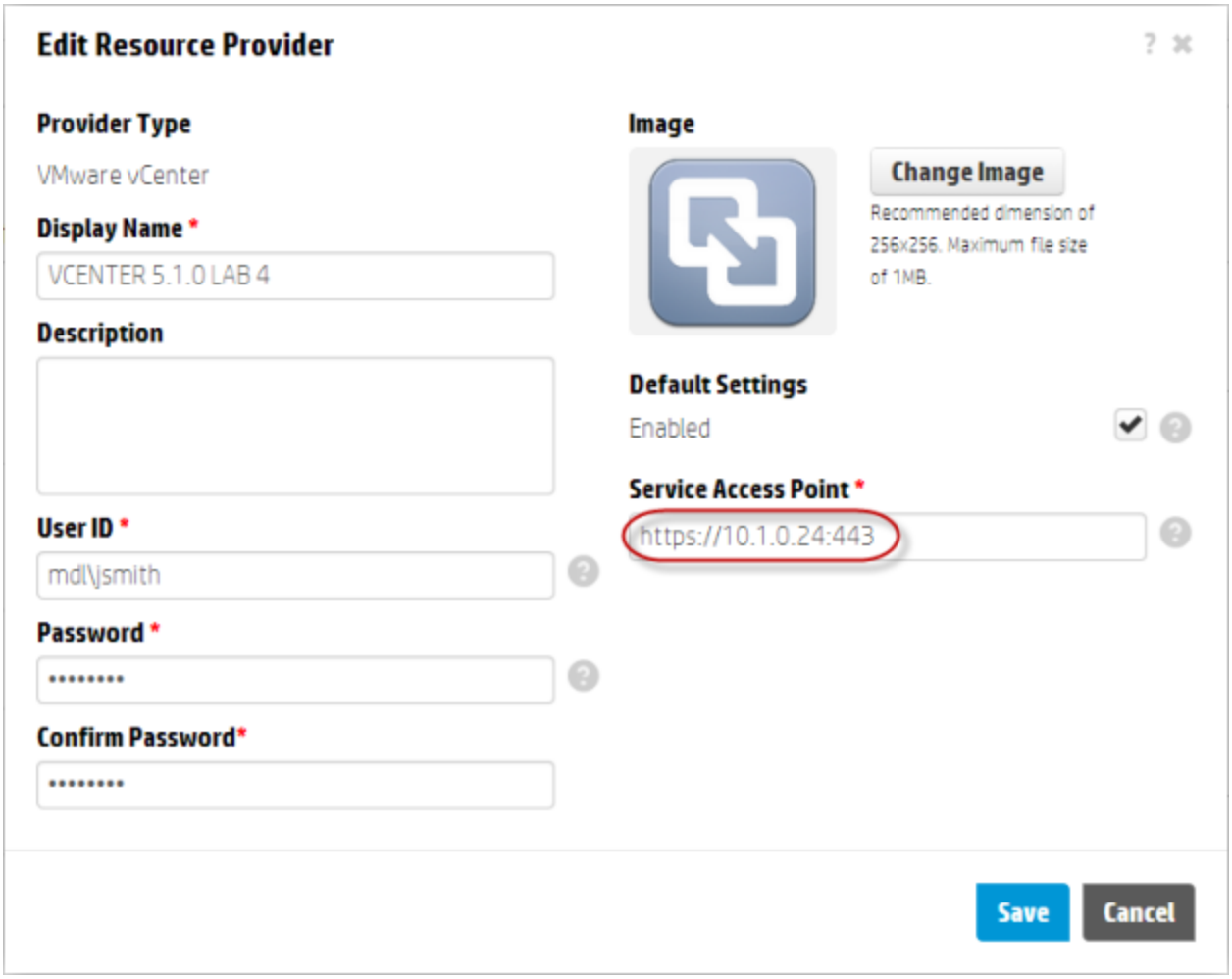
Symptoms	One or both of the following messages appear (depending on the environment) in the cloud services management console and HPE OO log when a request is submitted to provision parallel servers for an OOTB sequenced design.
Primary software component	HPE CSA
Failure message	*In cloud services management console:* java.lang.RuntimeException: java.net.SocketTimeoutException: Read timed out *In HP OO logs:* WorkerExecutionThread-17_149417227-PluginAdapterIm ERROR - java.lang.RuntimeException: Couldn't connect to VIM service OO 10.10 ==> localhost_access_log.2014-07-03.txt 10.1.12.107 - - [03/Jul/2014:15:46:24 -0700] "POST /PAS/services/rest/run_async/35d34b4b-b544-4531-8667 CSA_CONTEXT_ID=8a818ceb46f958850146fe668f5a46 RSC_PROVIDER_ID=8a818ceb46f913060146f9136346C SVC_INSTANCE_ID=8a818ceb46f958850146fe66024f43 SVC_COMPONENT_TYPE=SERVER&SVC_SUBSCRIP &PRN_COMPONENT_ID=8a818ceb46f958850146fe660 REQ_USER_ID=8a818ceb46f958850146f95f2b1d0004&U RSC_BINDING_ID=8a818ceb46f958850146fe665b99456 HTTP/1.1" 500 –
Probable cause	Communication between HPE OO and HPE CSA is not stable.

Solution

Verify that the DNS settings and IP Gateway are configured correctly for the vCenter provider. If the vCenter provider contains two NIC cards, the address might not resolve correctly when using a FQDN name as the vCenter provider's Access Point. In such a case, do either of the following:

- Add a line like the following example line to the HOSTS file of the HPE CSA machine. The line should contain the access point IP address of the vCenter provider along with its FQDN:
    1. 10.1.0.24 sct-cloud.acme.local sct-cloud # VCENTER 5.10 (CSA)
- Specify the IP address for the Service Access Point when setting up the vCenter provider, like the following

example:



Resources are not cleaned up after a subscription times out and fails

Problem: Resources are not cleaned up after a subscription times out and fails.

Symptoms	An attempt to fulfill a subscription fails as the result of a time out, and some resources that were provisioned during the operation are not cleaned up. Normally, when a subscription fails, such resources should get cleaned up.
Primary software component	HPE CSA, HPE Operations Orchestration
Failure message	None
Probable cause	The subscription fulfillment operation times out before HPE CSA receives reference identifiers for certain resources being provisioned as a result of the operation, and without such references, HPE CSA cannot clean up the resources when the operation fails.

Solution

The HPE CSA administrator will have to manually clean up any resources that were created as a result of the failed subscription fulfillment operation but not cleaned up.

Some workflows under CSA folder are invalid

Problem: Some workflows under CSA folder are invalid.

Symptoms	The names of some workflows under /Library/CSA in the HPE OO public repository are in red font.
Primary software component	HPE Operations Orchestration
Failure message	Moving the mouse over an invalid workflow will display messages similar to the following: • The operation this step links to has problems • Transition source step has no operation linked to it • Operation cannot be found
Probable cause	Required HPE OO content may not have been installed.

Solution

Verify that all the required HPE OO content has been installed as described in the "HPE Operations Orchestration Support Requirements" section in the *HPE Cloud Service Automation Solution and Software Support Matrix*.

Subscription fails because Get User Identifier step in an HPE Operations Orchestration (OO) flow failed

Problem: A subscription fails because the Get User Identifier step in an HPE Operations Orchestration (OO) flow failed.

Symptoms	A subscription fails because the *Get User Identifier* step in an HPE Operations Orchestration (OO) flow failed with status "Failed to Execute".
Primary software component	HPE Operations Orchestration
Failure message	Status of Get User Identifier step in the HPE OO flow is: Failed to Execute.
Probable cause	HPE CSA user credentials or the URI setting in HPE OO are not configured correctly.

Solution

In HPE OO Studio, verify that the settings for CSA_REST_CREDENTIALS and CSA_REST_URI are configured correctly. HPE recommends the following values:

- **Configuration** > **System Properties** > **CSA_REST_URI**: https://<csa_hostname>:8444/csa/rest
- **Configuration** > **System Accounts** > **CSA_REST_CREDENTIALS**: user name: ooInboundUser, password: cloud

For more information, see the Configure HPE Operations Orchestration section in the *HPE Cloud Service Automation Installation Guide*.

Trust store setup failure causes login lockouts

Problem: Trust store setup failure causes login lockouts.

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

Solution

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

HPE Server Automation with HPE Application Deployment Manager

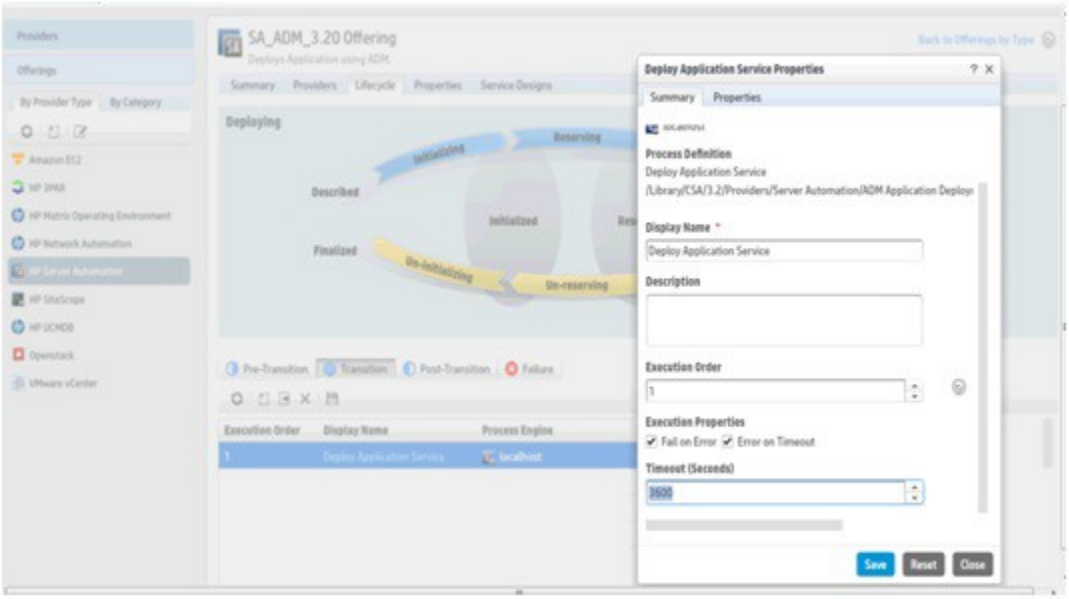
HPE ADM-based service subscription is paused in HPE CSA even after all the HPE OO flows are successful

Problem: HPE ADM-based service subscription is paused in HPE CSA even after all the HPE OO flows are successful

Symptoms	HPE ADM-based service subscription moves into a Pause state in HPE CSA even after all the HPE OO flows are successful and the return code from HPE OO is successful.
Primary software component	HPE Server Automation, HPE Operations Orchestration, HPE MOE
Failure message	Unknown macro: {Result=-1;returnResult=Timeout! The job having the id} in the OO Report
Probable cause	The timeout in HPE CSA for HPE ADM deployment actions is less than the time taken to deploy applications using HPE ADM flows.

Solution

Increase the timeout value on the Timeout field set for the actions on the HPE ADM resource offerings.



HPE MOE ADM deployment fails

Problem: HPE MOE ADM deployment fails after provisioning the server instances.

Symptoms	HPE OO flow MOE ADM Simple Compute Linux - Deploy fails.
Primary software component	HPE Server Automation
Failure message	The HPE OO Central report indicates failure at step validate MOE - ADM.
Probable cause	Server Group Node names from the HPE MOE templates does not match the property MOEGROUPNAME on the associated DB Group or Web Group_ Server Group components.

Solution

Update MOEGROUPNAME property on the service design with associated HPE MOE Server Group Node name from the HPE MOE template.

SA – ADM flows failure in OO 10.10 central

Problem: Failure at SA – ADM flows in HPE OO 10.10 central in the flow; Deploy Application Service -->ADM Make Target --> create Target.

Symptoms	Failure at SA – ADM flows in HPE OO 10.10 central in the flow; Deploy Application Service -->ADM Make Target --> create Target.
Primary software component	HPE Server Automation with Application Deployment ManagerOO10.10,OO10.02,oo10-sa-cp-1.0.2.jar
Failure message	Error messages in OO Execution Log similar to the following: 2014-04-05 08:26:44,086 [WorkerExecutionThread-6_140531362] (PluginAdapterImpl.java:298) ERROR - org.apache.wink.client.ClientRuntimeException: java.lang.RuntimeException: javax.net.ssl.SSLPeerUnverifiedException: peer not authenticated at org.apache.wink.client.internal.ResourceImpl.invoke(Reso at org.apache.wink.client.internal.ResourceImpl.invoke(Reso at org.apache.wink.client.internal.ResourceImpl.get(Resourc at com.opsware.content.actions.sas.da.ADMServiceWrappe (ADMServiceWrapper.java:874) at com.opsware.content.actions.sas.da.ADMServiceWrappe (ADMServiceWrapper.java:889) at com.opsware.content.actions.sas.da.ADMServiceWrappe (ADMServiceWrapper.java:382) at com.opsware.content.actions.sas.da.CreateTarget.execu at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method) at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMeth at sun.reflect.DelegatingMethodAccessorImpl.invoke(Delega java:43) at java.lang.reflect.Method.invoke(Method.java:606) at com.hp.oo.sdk.plugins.abstracts.BaseActionPlugin.execu (BaseActionPlugin.java:53)

	at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method) at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMeth java:57) at sun.reflect.DelegatingMethodAccessorImpl.invoke(Delega AccessorImpl.java:43) at java.lang.reflect.Method.invoke(Method.java:606) at com.hp.oo.maven.PluginAdapterImpl.executePlugin(Plug at com.hp.oo.maven.PluginAdapterImpl.execute(PluginAdap at com.hp.oo.execution.control.actions.contentexecution.Co executeContentAction(ContentExecutionActions.java:85) at sun.reflect.GeneratedMethodAccessor514.invoke(Unknov Source) at sun.reflect.DelegatingMethodAccessorImpl.invoke(Delega java:43) at java.lang.reflect.Method.invoke(Method.java:606) at com.hp.oo.execution.reflection.ReflectionAdapterImpl.exe (ReflectionAdapterImpl.java:48)

	at com.hp.oo.execution.services.ExecutionServiceImpl.exec (ExecutionServiceImpl.java:531)
	at com.hp.oo.execution.services.ExecutionServiceImpl.exec (ExecutionServiceImpl.java:101) at com.hp.oo.execution.services.SimpleExecutionRunnable. (SimpleExecutionRunnable.java:128) at com.hp.oo.execution.services.SimpleExecutionRunnable. (SimpleExecutionRunnable.java:88) at java.util.concurrent.Executors$RunnableAdapter.call(Exe at java.util.concurrent.FutureTask.run(FutureTask.java:262) at java.util.concurrent.ThreadPoolExecutor.runWorker(Threa at java.util.concurrent.ThreadPoolExecutor$Worker.run(Thre at com.hp.oo.execution.services.WorkerThreadFactory$1.ru java:23) at java.lang.Thread.run(Thread.java:744) Caused by: java.lang.RuntimeException: javax.net.ssl.SSLPeerUnverifiedException: peer not authenticated
Probable cause	The HPE SA certificate needs to be imported on HPE OO Central to use ADM functionality. Certificate is required only with oo10-sa-cp-1.0.2 if OO version >= 10.02.

Solution

Note: Refer also to the oo10-sa-cp-1.0.2 CP Release notes.
Import the HPE SA core certificate to the OO10.10 central client truststore. To import the HPE SA certificate in HO OO Central:

1. Run the following command:
    a. <OO_HOME>\java\bin\keytool.exe -import -alias opsware -file <SA_certificate_path> -keystore <OO_HOME>\central\var\security\client.truststore
    where <OO_HOME> is the path to the installation folder of HPE OO 10.10, and <SA_certificate_path> is the path to where the HPE SA certificate was downloaded from the core.
    For example, C:\Program Files\Hewlett-Packard\HP Operations Orchestration\java\bin\keytool.exe -import -alias opsware -file c:\opsware.cer -keystore "C:\Program Files\Hewlett-Packard\HP Operations Orchestration\central\var\security\client.truststore"
2. Restart the Central service.

HPE Server Automation with HPE Database and Middleware Automation

DMA Application deployment fails with WestHttpClientException

Problem: HPE DMA Application deployment fails with WestHttpClientException

Symptoms	HPE DMA Application deployment fails with WestHttpClientException.
Primary software component	HPE DMA
Failure message	Exception in WestHttpClient: dma1010: Name or service not known 2013-06-18 09:52:24 - Error occurred during WEST execution in the DMA Console job history u Connect Errors
Probable cause	Target VMs are not able to reach the HPE DMA server with the hostname or FQDN.

Solution

Add the host-name or FQDN of the HPE DMA server to the \etc\hosts in VM-template and sanitize it.

Subscription using HPE DMA JBoss application deployment fails

Problem: Subscription using HPE DMA JBoss application deployment fails.

Symptoms	HPE DMA workflow deployment on the server fails.
Primary software component	HPE Server Automation
Failure message	None
Probable causes	• The consumer user organization has not been created on HPE DMA. • DMA resource offering properties are not populated appropriately. • The software packages required by the HPE DMA workflow are not imported on the HPE SA core. • The web user configured for the property JBoss Validate Stand Alone Parameters.Web Service User does not have sufficient privileges to run the HPE DMA workflows.

Solution

1. Verify the properties of the DMA resource offering. dmaWorkflowName property should be populated with the name of the HPE DMA workflow. Other properties on the DMA resource offerings (dmaParam[1...n]) should have the values as per the parameters defined in DMA workflow.
2. Verify that the software packages required by the HPE DMA workflow are available on the HPE SA core.
3. Verify that the consumer user organization has been created in HPE DMA. If not, create an organization with the same name as the organization.
4. Verify the Web Service User configured has sufficient privileges to run the DMA workflows.

HPE Server Automation with Software Policies

A request for a test run remains in Deploying state

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

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

Solution

Follow the steps to sanitize a VM template with an HPE SA agent as described in the "Prepare a VMware Template to Self-Register with HPE Serve Automation" section in the *HPE Cloud Service Automation Installation Guide*.

CSA 4.6 - Failed to load SA Policies

Problem: Failed to load SA policies

Symptoms	When attempting to import topology components using the HPE Server Automation import source in the Designs / Topology / Components area of the Cloud Service Management Console, the import may fail on Red Hat Enterprise Linux installations of HPE CSA.
Primary software component	SA Server Policy
Failure message	A message such as the following may appear in csa.log: SaClient : Json file created for policy list not found./tmp/policyTmp_1609896274.json
Probable cause	-

Solution

Restart the HPE CSA service, and try importing again.

Subscription fails while using service designs based on HPE SA software policies

Problem: Subscription fails while using service designs based on HPE SA software policies.

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

Solution

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

HPE Service Manager (HPE SM)

HPE CSA subscription request not triggered upon HPE Service Manager change request ticket approval

Problem: HPE CSA subscription request not triggered upon HPE Service Manager (HPE SM) change request ticket approval

Symptoms	HPE CSA subscription request is not triggered even after an HPE SM change request ticket approval using HPE Service Manager, with an error message in the debug_log file (shown in failure message below).
Primary software component	HPE Service Manager
Failure message	ns1:Authentication Failure: User was not authenticated. Please see log file for details. Invalid username or password
Probable cause	In the HPE SM server, the script OO_CSA has invalid credentials or URL for the HPE Operations Orchestration Central server.

Solution

In the HPE Service Manager server, verify the correct HPE OO central credentials by completing the following steps:

1. Log on to the HPE Service Manager Windows client using the falcon account or another account with administrator privileges.
2. Navigate in the System Navigator to **Connection** >**Tailoring** > **Script Library**.
3. Type OO_CSA in the Name field and click Search. Now you should be able to view and edit the script.
4. Edit OO_CSA and verify that the script has valid credentials for the HPE Operations Orchestration Central server.
5. If the credentials are not valid, then modify the centralUser and centralPassword script variables with the correct credentials and click **Save**.
6. Update the URL for the HPE Operations Orchestration Central server. View the OO_CSA script and update the value for centralURL.
7. Replace localhost with the hostname of the HPE Operations Orchestration Central server, and click **Save**.

Service Manager Initiate Request Approval workflow execution fails

Problem: Subscription fails to get the correct HP Service Manager (HP SM) version or valid Initiator

Symptoms	SM Initiate Request Approval workflow execution using HP Service Manager fails with an error in the HP OO (9.x) reports (shown in failure message below).
Primary software component	HP Service Manager
Failure message	1. Incorrect smversion. 2. Please provide a valid Initiator.
Probable cause	1. HP Service Manager Content Pack 7 is not installed in HP OO server. 2. HP CSA Consumer user is not created in HP SM.

Solution

1. For failure message 1 In HP OO 9.x server:
   Download and install OO_SM_Content_Pack_7_Installer.zip (HP Service Manager Content Pack 7).
2. For failure message 2 In HP Service Manager:
   Create a new power user with the same name created for the HP CSA Consumer user in Active Directory (consumer) by cloning an administrator account such as falcon. See the HP Service Manager documentation for instructions on how to create a new contact and its corresponding operator.

SOAPException during HPE Service Manager change request ticket approval

Problem: HPE Service Manager (HPE SM) change request approval fails with a SOAPException

Symptoms	HPE SM change request ticket approval using HPE Service Manager Windows client fails with an exception in the HPE SM client window (shown in failure message below).
Primary software component	HPE Service Manager
Failure message	Error calling method: doSoapRequest in class:com/hp/ov/sm/server/utility/SoapClient Exception (com.sun.xml.messaging.saaj.SOAPExceptionImpl: java.security.PrivilegedActionException: com.sun.xml.messaging.saaj.SOAPExceptionImpl: Message send failed)
Probable cause	HPE Operations Orchestration (HPE OO) server IP address entry is missing in hosts file (located at C:\Windows\system32\drivers\etc) of the HPE Service Manager Server.

Solution

In the HPE Service Manager server, you must map opsware.com to the DNS name where the HPE Operations Orchestration 9.x Central server is installed by following these steps:

1. Browse to C:\Windows\system32\drivers\etc\ and open the hosts file.
2. Add the following line to the file:
   <IP address of HPE OO Central server> opsware.com
   For example: 192.168.50.50 opsware.com
   where, 192.168.50.50 is the IP address of the HPE Operations Orchestration 9.x Central server.
3. Save and close the file.

HPE SiteScope

HPE SiteScope CSA template does not appear on HPE SiteScope server after import

Problem: Auto import of SiteScope template fails.

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

Solution

Follow these steps to manually import the HPE SiteScope template and create the credential preferences with the login details for the target serve

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

HPE SiteScope monitor deployment fails

Problem: Remote connection from the HPE SiteScope server to the target server fails

Symptoms	HPE SiteScope monitor deployment fails with an error in HPE OO reporting as shown in failure message below.
Primary software component	HPE 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 HPE SiteScope server under **Preferences** > **Credential Preferences** . Default HPE 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.

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 since the template is not imported on the SiteScope server. • Template name does not match the designer property.

Solution

1. If the template is not imported on the SiteScope server, import the template from the CSAKit folder. For more information, see the *HP Cloud Service Automation Installation Guide*.
2. Verify the template name on the designer matches the name on the SiteScope server, including spaces and capitalization.

HPE Universal CMDB

uCMDB Create fails

Problem: uCMDB Create fails

Symptoms	uCMDB Create object fails.
Primary software component	VMware Vcenter and MOE
Failure message	Unknown macro: {ucmdbId=Class "application_service" is not defined in the uCMDB class model;FailureMessage=;TimedOut=;Result=;}
Probable cause	Topology is not imported on the uCMDB server.

Solution

If the topology is not imported on the uCMDB server, import the uCMDB topology from the CSAKit folder. For more information, see the *HP CSA Integration Help* guide.

OpenStack - HPE Cloud Services (HPE CS)

OpenStack - HPE Cloud Services deployment failure

Problem: OpenStack - HPE Cloud Service fails to deploy server instance.

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

Solution

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

OpenStack - HPE Cloud Services fails to create instance

Problem: OpenStack - HPE Cloud Services fails to create instance when subscribing using OpenStack_HPCS_Compute_v3.20.00

Symptoms	OpenStack - HPE Cloud Operations Orchestration (HPE OO) flow "HPCS OpenStack Create Instance" fails to execute for subscription using Openstack_HPCS_Compute_v3.20.00.
Primary software component	OpenStack - HPE Cloud Services
Failure message	HPE OO flow "HPCS Openstack Create Instance" fails to execute and in the flow there is a message "No match found for XPath query;returnResult=No match found for XPath query;returnCode=0;sessionId=iconclude-431637331787
Probable cause	1. OpenStack - HPE Cloud Services provider is configured with invalid access point URL. 2. OpenStack - HPE Cloud Services provider properties are case sensitive. 3. tenantId value is incorrect.

Solution

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

OpenStack - HPE Cloud Services subscription fails

Problem: OpenStack - HPE Cloud Services subscription fails.

Symptoms	OpenStack - HPE Cloud Services subscription fails when invalid region, geography, or zone are selected on subscriber options.
Primary software component	OpenStack - HPE Cloud Services
Failure message	The HPE Operations Orchestration (HPE OO) Central report will have the following exception at step Get Auth Token: com.iconclude.dharma.runengine.RunException: Result expression 'serverId' produced null value. at com.iconclude.dharma.runengine.impl.RunImpl.cycle (RunImpl.java:751) at com.iconclude.dharma.runengine.impl.RunImpl. access$600(RunImpl.java:86) at com.iconclude.dharma.runengine.impl.RunImpl$Cycle Task$1.call(RunImpl.java:598) at com.iconclude.dharma.runengine.impl.RunImpl$CycleTas call(RunImpl.java:596) at java.util.concurrent.FutureTask$Sync.innerRun(Unknown Source) at java.util.concurrent.FutureTask.run(Unknown Source) at java.util.concurrent.ThreadPoolExecutor$Worker.runTask (Unknown Source) at java.util.concurrent.ThreadPoolExecutor$Worker.run (Unknown Source) at java.lang.Thread.run(Unknown Source)
Probable cause	Invalid subscriber option Region, Zone, or Geography selected for the subscription.

Solution

Verify that the HPE Cloud Services user has permission to create a server instance with region, zone or geography subscriber option.
For more information, see the "Configuring HPE Cloud Services and Openstack" section in the *HPE Cloud Service Integration Pack* guide.

VMware vCenter

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

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

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

Solution

Follow one of these workarounds:
Wait for a few minutes before submitting the next request for modification.
OR
Increase the timeout for the vCenter flex-in Server/vCenter flex-out Server flows in the content pack "VMware vCenter Compute". The following steps explain how to make this change:

1. Open the HPE Operations Orchestration studio.
2. Open the "vCenter Flex-in Server" subflow found under "/Library/CSA Content Pack/CSA3.2/Providers/Infrastructure/vCenter/vCenter Flex Server Count/Subflows/".
3. Right click on the "Poll LCE" step and click on properties.
4. Change the value of the "waitCounter" input to 120 (double the timeout minutes of the undeploy flow).
5. Save the flow changes.

Follow the same steps for the "vCenter Flex-out Server" subflow found under "/Library/CSA Content Pack/CSA3.2/Providers/Infrastructure/vCenter/vCenter Flex Server Count/Subflows/" and change the value of the "waitCounter" input to 120 (double the timeout minutes of the deploy flow).

Modifying active subscription fails when modifying a subscription of vCenter Compute Modify

Problem: Modifying active subscription fails when modifying a subscription of "vCenter Compute Modify"

Symptoms	Modifying online active subscription fails with error "usedByCsa value cannot be greater than availableToCsa" when modifying a subscription of "vCenter Compute Modify".
Primary software component	VMware vCenter
Failure message	OO flow in OO central 'vcenter simple compute-server group modify CPU and Memory' will fail in step 'validate and update resource pool' with error "usedByCsa value cannot be greater than availableToCsa."
Probable cause	Resource Type CPU and Memory Capacities available to HPE CSA in the resource pool for the vCenter Provider is less than the capacities requested by the user.

Solution

Increase the resource type CPU and memory capacities available to HPE CSA in the resource pool of the vCenter provider.

Subscription fails while using the vCenter Custom Pool Selection service design

Problem: Subscription fails while using "vCenter Custom Pool Selection" Service Design

Symptoms	Provider Pool selection fails. Provision fails to allocate appropriate disk size for the instance (should match template).
Primary software component	VMware vCenter
Failure message	ERROR BuildProviderPoolListAction : Errorjava.util.MissingResourceException: Can't find resource for bundle java.util.PropertyResourceBundle, key exception.buildProviderPoolList.missingResourcePools
Probable cause	Valid Resource Pool is not created and enabled. The free space on the data store for the resource enabled does not match the size of the template.

Solution

1. Verify the Resource Pool is created and enabled with resource type storage.
2. Verify that one of the pools created has enough space on the data store based on the disk size provided in the subscriber options.
3. Verify the pool is created with the same name as the data store name in the vCenter.

Valid Provider selection fails for Resource Binding when subscribing to vCenter Compute Modify

Problem: Valid Provider selection fails for Resource Binding when subscribing to "vCenter Compute Modify"

Symptoms	Cannot select a Provider because the valid provider list is Empty for Resource Binding when subscribing to "vCenter Compute Modify".
Primary software component	VMware vCenter
Failure message	ERROR SelectPoolAndProviderAction : Could not select a provider as valid providers list is empty for Resource Binding: 8f5afb083ea87821013ec5bdd66a6636 in csa.log file.
Probable cause	1. Resource Type CPU and Memory are not defined in the Resource Pool of the vCenter Provider. 2. Resource Pool is disabled for the vCenter Provider. 3. Resource Type CPU and Memory available capacity is less than the capacities requested in the initial Subscription for "vCenter Compute Modify".

Solution

1. Define Resource Type CPU and Memory capacities in the Resource Pool of the vCenter Provider.
2. Enable the Resource Pool for vCenter Provider.
3. Increase the Resource Type Available capacities for CPU and Memory in the resource pool of the vCenter provider.

vCenter compute subscriptions fail with Null pointer exception

Problem: vCenter compute subscriptions fail with Null pointer exception

Symptoms	"vCenter Compute" service design based subscriptions fail with Null pointer exceptions in csa.log.
Primary software component	VMware vCenter
Failure message	Input values are required. Null pointer exception
Probable cause	The process definition for vCenter flows is not updated with the new flow inputs.

Solution

Verify the following to resolve the issue:

1. Check the HPE Operations Orchestration flow inputs with the Resource offering action inputs. If the inputs are different, then regenerate the HPOOInput.xml file from the process definition tool.
2. Rerun the process definition tool to add or update the existing definitions, with Update = true.

vCenter Customization Template Missing

Problem: vCenter customization template is missing on the vCenter server.

Symptoms	Simple Compute Linux Server deployment fails due to the missing customization template on the vCenter server.
Primary software component	VMware vCenter
Probable cause	vCenter server does not contain the specified customization template.

Solution

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

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

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

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

Solution

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

vCenter subscription goes online without any servers created

Problem: vCenter Subscription goes online and active without creating any server components

Symptoms	vCenter subscription goes online and active without creating any servers.
Primary software component	VMware vCenter
Failure message	None.
Probable cause	When a vCenter subscription is created with serverCount as 0, the subscription goes online without creating a server component.

Solution

This behavior is expected if the serverCount is 0. ServerCount property defines the number of servers required in the subscription. Modify the Service design property for the number of servers required and re-request the subscription.

OpenStack Provider, Design, and IDM Configuration

Problem: OpenStack resource providers and service designs, as well as IDM integration with Keystone, need to be appropriately configured to allow OpenStack based designs to be successfully provisioned.

Solution

OpenStack Keystone Configuration:

- The user you configure for your provider must have permissions inside of KeyStone to list users and roles. This means that they must possess the `identity:list_projects` and `identity:list_users` roles inside of keystone.
  For OpenStack systems this might require modifications to the keystone policy.json file followed by a restart of the server.
- Configure horizon to use v3 APIs to handle multiple domains and permissions.
  - CSA only uses the v3 APIs for user trust establishment.
  - V3 and v2 APIs can and do exist side by side.
  - Issue: Horizon does not support v3 administration of domains and permission in HOS 1.1.
    All operations must be performed manually through the OpenStack interface when Horizon is configured for v3 operation since the 'admin' tab is not present.

OpenStack Resource Provider, CSA Organization/Catalog and IDM Keystone Configuration:

- Differences between Keystone v2 and v3 and impact on resource provider, and IDM configuration
  Keystone v2.0 doesn't include Trust extension (OS-TRUST) OpenStack Identity service APIs. It is only available from keystone v3. OS-TRUST APIs are needed by IDM to perform secondary authentication for Keystone users logging into CSA and MPP.
  Service Access Point for OpenStack Resource Providers should be defined using Keystone version 3. For example: http:<OpenStack-IP>:<port for identity service>/v3

- Differences between domain-scoped and project-scoped tokens:
  Between HOS 1.0 and HOS 1.1 keystone configuration in policy.json was modified to limit access to certain REST interfaces. Previously project-scoped tokens had the right to list users and projects, with the change it is expected that a domain level token be acquired to list users and perform many of the standard operations on the system. As a generalization older unmodified policy.json files for HOS and OpenStack systems allow project scoped tokens to list users. More recent OpenStack and HOS releases limit this access to users authenticated against the domain.

- When the tenant property needs to be set on an OpenStack provider?
  The tenant property for the OpenStack resource provider should be set in two cases:

  a. If the OpenStack offerings need to executed in the context of subscriber (enableUserContext component properties set as true) but the keystone transport user configured in the provider doesn't necessarily have domain admin specific privileges, then during secondary authentication process, project scoped authentication token will be used for the project specified in the tenant property of OpenStack Provider.

b. If you are planning to execute the OpenStack offerings in the context of keystone transport user configured in the provider (enableUserContext component properties set as false), then tenant property will be used during provisioning to get project scoped token.

- Setup Organization in CSA with a directory service endpoint: OpenLDAP or Microsoft Active Directory that is also configured in the OpenStack Keystone instance.
  Mapping CSA organizations LDAP to LDAP of OpenStack Keystone instance and identity management secondary authentication with Keystone ensure that all subscription requests from organization users are fulfilled in the context of user and the selected project.

- Environments must be associated to the Resource Provider and Catalog in order for project selection to be exposed to subscribers.
  CSA provides additional Provider Selection Option Set for choosing providers for service offerings that are based on Topology designs. In order to get a list of providers you must associate the provider with an appropriate resource environment and also the service catalog that has the OpenStack Offering published in should be associated with same resource environment.
  For a keystone user the list will show a combination of OpenStack provider and the projects that the user has access to.
  For a seeded user or a non-keystone user, the list will show OpenStack resource providers configured in CSA.

OpenStack Topology Design/Offering:

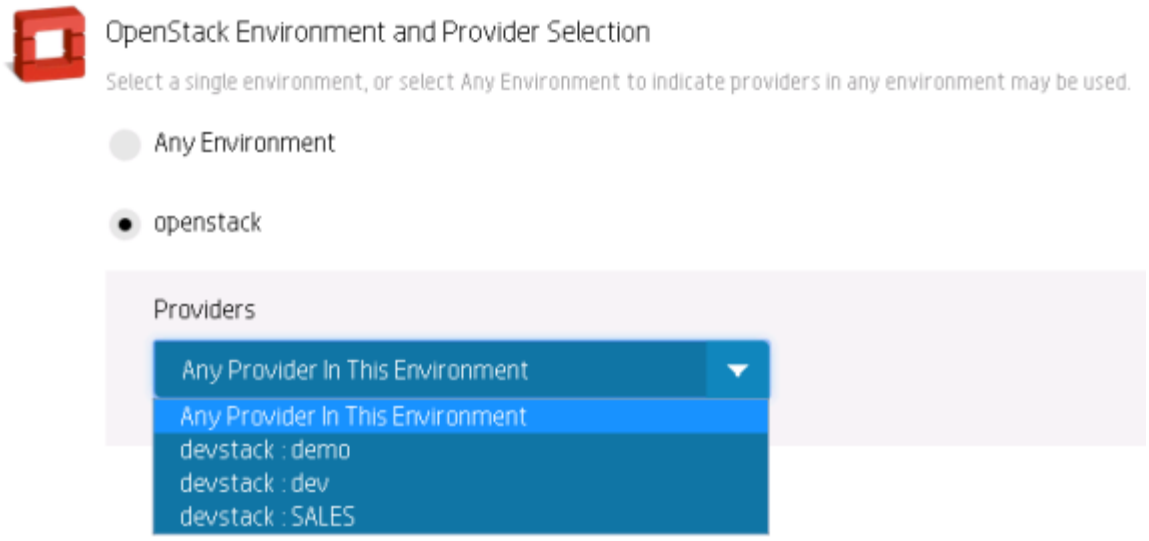
Configuration Requirements:

1. OpenStack Providers must be created in CSA.
2. Each Provider must be associated with Environments.
3. All the Catalogs that include OpenStack offerings must also be associated with Environments.

The service offerings associated with OpenStack Topology components can be executed in two modes:

1. **User Impersonation Mode** - In this mode, all the subscriptions are fulfilled in the context of the subscriber who is also a keystone user.
   Requirements: Keystone must be enabled in IDM.
   To enable the keystone, set `idm.keystone.enabled = true` in the *C:\Program Files\Hewlett-Packard\CSA\jboss-as\standalone\deployments\idm-service.war\WEB-INF\spring\applicationCo* file.
   To execute the service offerings associated with OpenStack Topology components in User Impersonation Mode, follow these steps:
   a. Login to the Marketplace Portal as a Keystone user of the desired Organization.
   b. Select the OpenStack Offering from a specific Catalog.
   c. For the OpenStack Offerings that meet all the requirements specified before, the user will see a list of providers and OpenStack projects that the user has access to, in the OpenStack Environment and Provider Selection CSA seeded Option Set.

   > ⚠ If "Any Environment" or "Any Provider in this Environment" is selected, any provider and its associated project will be randomly selected. There is no way to ensure in this method that all the JSPs select the same provider/project. This is not a recommended choice for OpenStack dynamic options.



d. Once you select the specific provider:project where the service needs to be provisioned, set **enableUserContext** to **true**.
   All the Dynamic Lists will be populated at this point with the values based on the context selected (Provider, Project, and User).

e. Choose the value from each list and specify values for other non-list properties, such as Server Name Prefix, Volume Name Prefix, and so on.

f. Click **Checkout** from the right panel.

g. Enter a name for the subscription and select an end date.

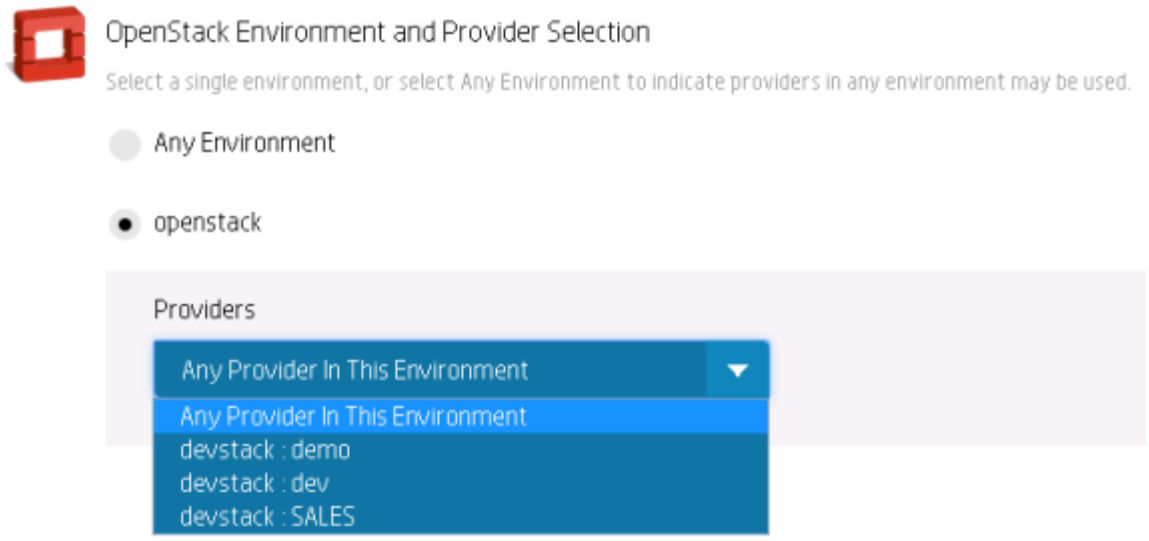
h. **Submit** the request.

2. **Admin Mode** - In this mode, all the subscriptions are fulfilled by the user configured in the OpenStack Resource Provider.
   Keystone may or may not be enabled in IDM for this mode.
   To execute the service offerings associated with OpenStack Topology components in Admin Mode, follow these steps:

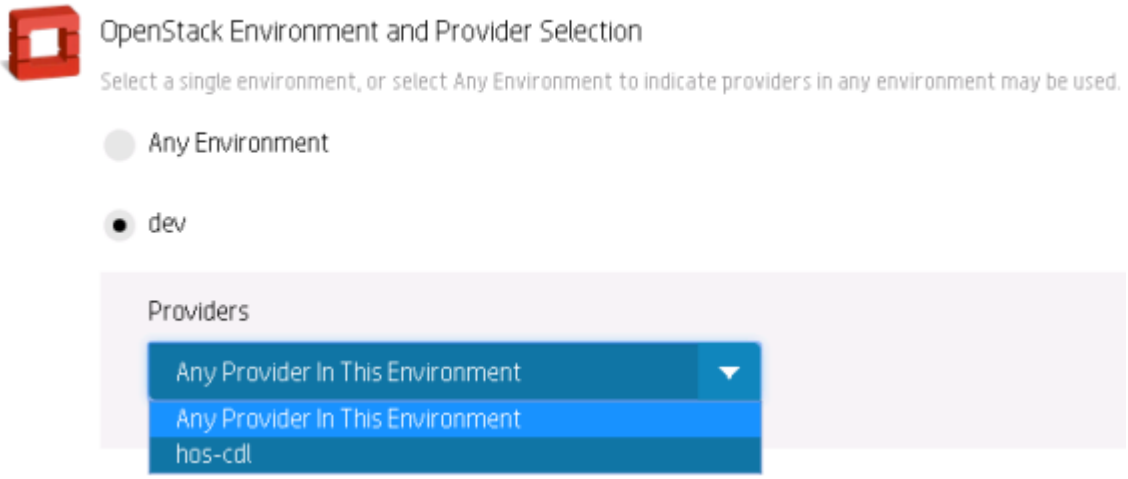
   a. Login to the Marketplace Portal as a Keystone user of the desired Organization.

   b. Select an OpenStack Offering from a specific Catalog.

   c. If **IDM Keystone is enabled**, the user will see a list of provider and OpenStack projects that the user has access to in the in the OpenStack Environment and Provider Selection CSA seeded Option Set.



If **IDM Keystone is not enabled**, the user will see a list of OpenStack providers only in in the OpenStack Environment and Provider Selection CSA seeded Option Set.



> ⚠ If "Any Environment" or "Any Provider in this Environment" is selected, any provider and its associated project will be randomly selected. There is no way to ensure in this method that all the JSPs select the same provider/project. This is not a recommended choice for OpenStack dynamic options.

d. Once you select the specific provider where the service needs to be provisioned, set the enableUserContext to false.

> ⚠ In Admin Mode, the project used will be always the one configured in the OpenStack Resource Provider even if the IDM Keystone is enabled.

All the Dynamic Lists will be populated at this point with the values based on the context selected (Provider, Provider Project, and Provider User).

e. Choose the value from each list and specify values for other non-list properties such as Server Name Prefix, Volume Name Prefix etc.

f. Click **Checkout** from the right panel.

g. Enter a name for the subscription and select an end date.

h. **Submit** the request.

Puppet

OO shows a successful run even if Puppet component is not present on the server

Problem: Puppet component is not present on a server after a successful subscription (Puppet 3.7)

Symptoms	You create a topology design with a vCenter server and you want to install some Puppet component (e.g. Java) on it. After ordering such a design from MPP, service is in active status, in OO the run is successful as well. If you log to the provisioned server and you want to verify if the software was installed successfully, it won't be.
Primary software component	server component + Puppet component
Failure message	There is no error message. The server node is attached to the "Puppet master" server, but no software is installed on it.
Probable cause	The server prefix name contains some uppercase characters. Puppet master server then doesn't assign the node to the right group, which contains a class to be installed.

Solution

Make sure you only use lowercase characters for your server prefix name property (vmNamePrefix property for the vCenter server component).

HPE CSA on Linux Platform

This section contains the following topics:

ArcSight Logger integration fails after upgrade on Ubuntu

Problem: ArcSight Logger integration fails after upgrade on Ubuntu platform

Symptoms	HPE CSA logs are not updated on ArcSight after an HPE CSA upgrade from 3.20 to 4.0 on the Ubuntu platform.
Primary software component	HPE Cloud Service Automation
Failure message	ArcSight integration fails. HPE CSA logs are not updated on ArcSight Logger.
Probable cause	Log4j.properties related to ArcSight are overwritten during the upgrade.

Solution

1. Go to the $CSA_HOME/_CSA_4_0_installation/backup/standalone/csa.war/WEB-INF/classes directory.
2. Open the log4j.properties file.
3. Copy the ArcSight properties.
4. Paste them into the $CSA_HOME/jboss-as/standalone/csa.war/WEB-INF/classes/log4j.properties file.

Cannot stop the CSA service

Problem: Cannot stop CSA Service using the CSA service script

Symptoms	CSA Service script completes successfully but the JBoss process is still running.
Primary software component	HPE Cloud Service Automation
Failure message	No failure message. JBoss process is running.
Probable cause	JAVA HOME should be excluded for env reset in sudoers.

Solution

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

HPE CSA service startup fails

Problem: csauser fails to start the HPE CSA service

Symptoms	User fails to access the Cloud Service Management Console.
Primary software component	HPE Cloud Service Automation
Failure message	No error message displayed, but after HPE CSA startup, verify the csa running status by executing the command "service csa status" and you will see a message "CSA Service is not running."
Probable cause	Sudo permission is not granted to csauser.

Solution

In the HPE CSA server:

1. Login as root and edit the /etc/sudoers file. Add csauser to allow csauser to run the HPE CSA service script (which starts, stops, restarts, and reports the status of HPE CSA) and preserve the JAVA_HOME and CSA_HOME variables for the sudo session.
2. Add the following entries to /etc/sudoers:
   ```
   csauser ALL=(ALL) NOPASSWD: /etc/init.d/csa,/bin/sh env_keep+="JAVA_HOME CSA_HOME"
   ```

Installation on Linux completes for wrong user input in the install options for database component

Problem: HPE CSA installation on Linux completes successfully for the wrong user input when configuring the database component install options.

Symptoms	During the database component installation portion of the HPE CSA installation procedure, if the user wants to install the database components but provides any input other than yes (such as 'y' or some other input such as 'abc'), the database tables will not be created on the remote database server. The installer will show the installation completed successfully anyway, however. The installer will create the database tables only if yes is specified during the installation.
Primary software component	HPE CSA Installer
Failure message	None.
Probable cause	When any input other than yes is provided as input, the installer assumes that the option provided is no.

Solution

During HPE CSA installation on a Linux platform, enter "yes" to install the database components and create the database schema. Enter "no" to skip the install of database components.

> ⚠ Do not provide any other input other than `yes` or `no`. For all other inputs, installer skips the install of database components.

Marketplace Portal

This section contains the following topics:

- Failed to Process Subscription screen in Marketplace Portal if referenced sequence designs have no root node
- For HPE CSA on a Windows environment, users might not be able to access the Marketplace Portal
- Fresh Install - MPP Service Unavailable message displayed when connecting to MPP login page
- Marketplace Portal Power ON-OFF service actions comes back with Failed Services
- MPP Service Unavailable message displayed when connecting to Marketplace Portal login page after upgrade
- Subscription modification fails for subscription based on the VCENTER_COMPUTE_MODIFY_3.20 sequenced design
- Web Browser Remembers Login Password
- When a public action on an active subscription fails, user has no way of knowing the details of failure

Failed to Process Subscription screen in Marketplace Portal if referenced sequence designs have no root node

Problem: Failed to Process Subscription screen in Marketplace Portal if referenced sequenced design has no root node

Symptoms	In the Marketplace Portal, a large blue Failed to Process Subscription screen is shown when attempting to order a subscription.
Primary software component	Marketplace Portal, Cloud Service Management Console
Failure message	Failed to Process Subscription
Probable cause	Sequenced designs require a root component in order for a service offering to be created from them. However, after the offering is created, the source design can be modified in any manner that doesn't impact the target bindings configured in the Subscriber Options tab for the design. If the design contains no target bindings and is modified to have no root node (i.e. no nodes at all), this Failed to Process Subscription message will be seen in the Marketplace Portal when ordering the service offering.

Solution

If there is a need for widespread changes in the source design, create a new sequenced design. Superficial changes, such as changing display names or descriptions of components or properties, are appropriate.

For HPE CSA on a Windows environment, users might not be able to access the Marketplace Portal

Problem: After installing HPE CSA in a Windows environment, users might not be able to access the Marketplace Portal.

Symptoms	After installing HPE CSA in a Windows environment, users might not be able to access the Marketplace Portal. A blank page is displayed when accessing the Marketplace Portal at https://<Host>:<Marketplace Portal Port>/mpp.
Primary software component	Marketplace Portal
Failure message	A blank page is displayed when accessing the Marketplace Portal at https://<Host>:<Marketplace Portal Port>/mpp.
Probable cause	This issue happens intermittently. The script used for starting the Marketplace Portal service via the installer fails to start the Marketplace Portal service. As a result, the Marketplace Portal is not accessible.

Solution

Installing HPE CSA in a Windows environment creates an HPE Marketplace Portal service. If the Marketplace Portal is not accessible after installing HPE CSA, users can verify if the HPE Marketplace Portal service is running by navigating to **Control Panel** > **Administrative Tools** > **Services**.

- If the HPE Marketplace Portal service is not running, start the service.
- If the HPE Marketplace Portal service is running, restart the service.

Fresh Install - MPP Service Unavailable message displayed when connecting to MPP login page

Problem: Fresh Install - MPP Service Unavailable message displayed when connecting to MPP login page

Symptoms	The MPP service is not able to connect to the CSA service after an upgrade.
Primary software component	Marketplace Portal
Failure message	MPP service unavailable
Probable cause	The MPP service is not able to communicate with HPE CSA due to the unresolved FQDN of the HPE CSA machine.

Solution

To verify this issue, ping the FQDN from the MPP machine and check the response.

If the FQDN is not reachable, add the FQDN entry in the hosts file of the Windows or Linux system and restart the MPP service.

Marketplace Portal Power ON-OFF service actions comes back with Failed Services

Problem: Marketplace Portal - Power ON-OFF service actions comes back with Failed Services.

Symptoms:	Marketplace Portal - Power ON-OFF service actions comes back with Failed Services.
Primary software component:	HPE CSA and HPE MOE
Failure message:	Failed Services is seen for the MPP offering under my service details. HPE CSA-operations page shows *Server Flow execution failed*."Under HP Operations Orchestration, reports *errorMsg=Could not sign in. Please verify user name and password.*
Probable cause:	HPE MOE provider credentials changed under MOE CSA providers or HPE MOE itself

Solution

To fix this issue:

1. Login to the HPE CSA admin page.
2. Click the resources box.
3. Select the MOE provider, enable edit to change to the new password, and then check save.
4. Redo the power ON/OFF service actions to the online instance on the Marketplace Portal.
5. Verify the new changed state.

MPP Service Unavailable message displayed when connecting to Marketplace Portal login page after upgrade

Problem: MPP Service Unavailable message displayed when connecting to Marketplace Portal login page after upgrade

Symptoms	Marketplace Portal service is not able to connect to the HPE CSA service after an upgrade.
Primary software component	MPP
Failure message	MPP service unavailable. Also, see "MPP Log File Message" below.
Probable cause	MPP service is not able to communicate with HPE CSA due to an expired SSL certificate.

MPP Log File Message
After an HPE CSA upgrade, CSA service continues to use existing SSL certificate which was configured for the previous version. This certificate has expired and can no longer be used.
Following message appears in the mpp log file (<CSA_HOME>\portal\logs\mpp.log):
{"level":"error","message":"Could not communicate with IDM server: Error: SSL Error: CERT_HAS_EXPIRED\n at Request.onResponse (C:Program Files\\Hewlett-Packard\\CSA\\portal\\node_modules\\mpp-server\\node_modules\\request\\index.js:665:24)\n at ClientRequest.g (events.js:175:14)\n at ClientRequest.EventEmitter.emit (events.js:95:17)\n at HTTPParser.parserOnIncomingClient [as onIncoming] (http.js:1689:21)\n at HTTPParser.parserOnHeadersComplete [as onHeadersComplete] (http.js:120:23)\n at CleartextStream.socketOnData [as ondata] (http.js:1584:20)\n at CleartextStream.read [as _read] (tls.js:508:12)\n at CleartextStream.Readable.read (_stream_readable.js:320:10)\n at EncryptedStream.write [as _write] (tls.js:366:25)\n at doWrite (_stream_writable.js:221:10)","timestamp":"2013-11-26T00:56:30.039Z"}

Solution

In this case, the user is responsible for replacing the old expired certificate with the new valid certificate. To resolve this issue, the user needs to follow the procedure entitled "Configure HPE CSA to Use a Certificate Authority-Signed or Subordinate Certificate Authority-Signed Certificate" in the HPE CSA Configuration Guide.

Subscription modification fails for subscription based on the VCENTER_COMPUTE_MODIFY_3.20 sequenced design

Problem: Subscription modification fails for subscription based on the VCENTER_COMPUTE_MODIFY_3.20 sequenced design

Symptoms	If a subscription modification fails for a subscription that is based on the VCENTER_COMPUTE_MODIFY_3.20 sequenced design, a subsequent modification initiated by the Resubmit Last Modification button in the Marketplace Portal may succeed but will not honor the selections made during the initial failed subscription modification.
Primary software component	Marketplace Portal
Failure message	No failure message.
Probable cause	Defect in the handling of modification failures by this design and the associated HPE Operations Orchestration flows.

Solution

After correcting the source of the subscription modification failure, multiple subscription modification requests must be initiated. First, Resubmit Last Modification must be performed to result in a successful modification.

After that completes successfully, Modify Subscription can be performed to select the new desired values.

Web Browser Remembers Login Password

Problem: Internet Explorer, Chrome, and Firefox offer the ability to remember login credentials to the Marketplace Portal.

Symptoms	When logging in to the Marketplace Portal, your browser might prompt you to save the login credentials.
Primary software component	Marketplace Portal
Probable cause	Some major browsers have been designed to ignore the autocomplete=off attribute in web forms, offering users the ability to save passwords even when web developers wish to explicitly prohibit that ability.

Solution

If you do not wish to save the login credentials in the web browser or do not want the browser to prompt you to remember passwords at all, configure the browser or use a corporate IT policy. For more information, see the browser documentation or contact your system administrator.

When a public action on an active subscription fails, user has no way of knowing the details of failure

Problem: When a public action on an active subscription fails, the user has no way of knowing the details of the failure.

Symptoms	When HPE CSA is in unlicensed mode, the OSI count is 25, and an Add Server request is submitted on an active subscription, the Add Server request will be rejected.
Primary software component	HPE CSA
Failure message	None
Probable cause	The request may have been rejected due to the OSI limitation of HPE CSA in unlicensed mode.

Solution

The license limitation is an expected behavior.

Topology Designs

This section contains the following topics:

- Amazon Server component fails to provision
- Cannot execute a test run of a topology design
- Chef integration does not work when Chef server tries to access the provisioned VMs using SSH shell
- CSA 4.6 Import of topology component of custom provider type does not work
- vCenter Server component fails to provision

Amazon Server component fails to provision

Problem: Provision fails with Amazon Server component.

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

Solution

1. From the HPE CSA Cloud Service Management Console, click the **Providers** tile and check the configuration of the Amazon AWS resource provider.
   When saving the provider, if any validation warnings are displayed that may indicate a problem connecting to the provider and may require additional proxy configuration. To configure a proxy in CSA, see the **Proxy Configuration for Resource Providers Outside the Internal Network** section of the Configuration Guide.
2. Check the values of the properties of the Amazon Server component in your design. Important properties to consider are "keyName", "amiId", and "availabilityZone".
   Descriptions of these properties can be found by selecting the Amazon Server component in the Designs / Topology / Components area of the Cloud Service Management Console.

Cannot execute a test run of a topology design

Problem: Cannot execute a test run of a topology design

Attribute	Description
Symptoms	A topology design 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. HPE CSA is not configured with HPE OO server information (most likely a result of not having selected an embedded OO during CSA install) 2. The HPE OO certificate is missing.

Solution 1

For HPE CSA:

1. On your HPE CSA server, find the `csa.properties` file that is located at "`CSA_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 HPE OO server present in your environment.

Solution 2

Import the HPE OO server certificate to the Java keystore used for HPE CSA.

For example, if you installed OpenJRE during installation of HPE CSA, change directories to "`C:\Program Files\Hewlett-Packard\CSA\openjre\lib\security`" and run the following command (example alias, filename, and keystore password values are shown):

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

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

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

Symptoms	Chef-based design provisioning fails with connection refused error
Primary software component	Chef-based design provisioning, Topology Design component
Failure message	Following error message received in Chef HPE OO: **Deploy** flow, "**Check Node**" step Connection refused:connect
Probable cause	During Chef-based design realization, the Chef server connects to provisioned VMs using SSH shell to execute Chef operations. If the provisioned VMs are not trusted by the Chef server, the operation fails.

Solution

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

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

For example, for a chefClient user of developer, the SSH config file location would be **/home/developer/.ssh/config** .

CSA 4.6 Import of topology component of custom provider type does not work

Problem: Import of topology component of custom provider type does not work

Symptoms	In the Cloud Service Management Console, in the Designs / Topology / Components area, when importing a new topology component, you will not be able to find OO flows for standard components in the Import Topology Component dialog.
Primary software component	Import Topology Component dialog in the Cloud Service Management Console
Failure message	No failure message is provided, but the associated flows cannot be found.
Probable cause	Import of a new component that has flows in a directory that conforms to the standard component structure does not work for custom provider types

Workaround

1. Instead of importing a new topology component, use the Create Component dialog to create a new component of the appropriate provider type. Then, on the Operations tab for the newly created component, select Import to manually import the appropriate flows for the component.

vCenter Server component fails to provision

Problem: Cannot provision vCenter Server component.

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

Solution

1. From the HPE CSA Cloud Service Management Console, click the **Providers** tile and check the configuration of the VMware vCenter resource provider.
   When saving the provider, if any validation warnings are displayed that may indicate a problem connecting to the provider.
2. Confirm that the DATACENTERNAME property of the provider is properly configured.
3. Check the values of the properties of the vCenter Server component in your design. Important properties to check include "vmTemplateReference" and "customizationSpec."

Licensing for CSA

This section contains the following topics:

- Relevant message not displayed to user when expired emergency license is re-installed
- User unable to install license on cluster mode
- HPE Helion Codar Licensing UI issue

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

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

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

Solution

An emergency license has a validity of 15 days only. If you need an emergency license after the expiry period, get a new license.

User unable to install license on cluster mode

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

Symptoms	Adding a license fails with "Licensing error" in cluster mode.
Primary software component	Licensing
Failure message	An error has occurred ; Licensing error.
Probable cause	The csa.provider.ip attribute is missing a valid IP in csa.properties, or a generated license does not match the IP in the attribute.

Solution

1. Check the cluster IP address that is set for the csa.provider.ip attribute in the csa.properties file.
2. Add the valid cluster IP details to the csa.provider.ip attribute and get the license key from HPE for the specified IP.

⚠ If the attribute is not set, licensing will fall back to "Unlicensing mode."

HPE Helion Codar Licensing UI issue

Problem: HPE Helion Codar Licensing UI Issue with Chrome

Symptoms	While on organization tab, open licensing UI.
Primary software component	Licensing
Failure message	License window overlap with Organization window
Probable cause	Chrome Browser Version

Solution

Upgrade to the latest version of Chrome. Chrome Version 31 and above are supported.

CSA 4.6 - Windows signature checking reports that the key is not certified with a trusted signature

Problem: Performing a signature check on the downloaded installer bits on Windows is not well documented and can result in multiple problems

Symptoms	The gpg2 tool used to validate the .sig file is not a standard Windows application.
Primary software component	gpg2.exe used during the download validation process.
Failure message	C:\> gpg2.exe 'gpg2.exe' is not recognized as an internal or external command, operable program, or batch file.
Probable cause	https://www.gpg4win.org/download.html To validate a signature, the binary for gpg2 needs to be downloaded and verified from a well-known source.

Symptoms	When checking the signature, the validation tool fails to verify the signature with the downloaded bits.
Primary software component	gpg2.exe, setup.zip, setup.zip.sig
Failure message	C:\Users\Administrator\Downloads>\Gnu\GnuPG\gpg2.ex --verify setup.zip.sig setup.zip gpg: Signature made 01/11/16 09:27:51 Mountain Standard Time using RSA key ID B564A643 gpg: Can't check signature: No public key

Probable cause	The user has not installed the public keys needed for signature validation. The codesigning keys need to be downloaded from: https://ftp.hp.com/pub/keys/HP-GPG-Public-Keys.tar.gz 1. Unpack the file into a temporary directory 2. Imported the file into gpg2: gpg2.exe --import HP-GPG-Public-Keys/*.pub

Symptoms	The gpg2 tool indicates that the key is not certified with a trusted provider.
Primary software component	gpg2.exe, setup.zip, setup.zip.sig
Failure message	C:\Users\Administrator\Downloads>\Gnu\GnuPG\gpg2.ex --verify setup.zip.sig setup.zip gpg: Signature made 01/11/16 09:27:51 Mountain Standard Time using RSA key ID B564A643 gpg: Good signature from "Hewlett-Packard Company RSA (HP Codesigning Service) - 2" [unknown] gpg: WARNING: This key is not certified with a trusted signature! gpg: There is no indication that the signature belongs to the owner. Primary key fingerprint: F8CD CA0C BFEB E7A9 EFD8 540C D527 0404 B564 A643
Probable cause	The CA certificate used by HPE is not a trusted CA certificate.

Solution

1. Get the gpg2 tool from a known binary for Windows.
2. Install the most recent public keys for HPE signing by importing them into gpg2.
3. Be aware that when you execute the signature check command on Windows, you will see a warning that indicates the HPE Codesigning key is not a trusted key with an known CA backing it.

You need to:

1. Validate the signature of the zip using gpg2 (the message returned did not change regardless of the system time).
2. Install the product.
3. Run the product.
4. Validate the signatures on the few jars we sign.

To do this on Windows, perform the following steps:

1. Download gpg4win from:
   https://www.gpg4win.org/download.html

(Suggested) Use the following document to help finish the task:
https://h30670.www3.hp.com/portal/swdepot/displayProductInfo.do?productNumber=HPLinuxCodeSigning2

2. Download:
   https://ftp.hp.com/pub/keys/HP-GPG-Public-Keys.tar.gz
3. Imported the unpacked keys using:
   gpg2 –import *.pub
4. Run the following:
   C:\>\gpg2.exe --verify setup.zip.sig setup.zip
   gpg: Signature made 01/11/16 09:27:51 Mountain Standard Time using RSA key ID B564A643
   gpg: Good signature from "Hewlett-Packard Company RSA (HP Codesigning Service) - 2" [unknown]
   gpg: WARNING: This key is not certified with a trusted signature!
   gpg: There is no indication that the signature belongs to the owner.
   Primary key fingerprint: F8CD CA0C BFEB E7A9 EFD8 540C D527 0404 B564 A643