**Hewlett Packard Enterprise**

Codar

# Troubleshooting Guide

Software version: 1.60

Document release date: January 2016

Software release date: January 2016

# HPE Codar Troubleshooting

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

# Codar Console

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

- Communication error in Firefox when Use system proxy setttings is enabled

- Internet Explorer Enhanced Security Configuration interferes with the Codar Console

- Attempting to add a valid approver fails

- Unable to log on to the Codar Console after installation when HPE Single Sign-On is configured

- Various issues when logging into the Codar Console using multiple browsers

- A user cannot be searched in the Codar access control

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

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

| | |
|---|---|
| Symptoms | When accessing the Codar Console in Chrome, areas that use an SWF file (including Organizations and many areas under Designs) reload on every user navigation to the area. |
| Primary software component | Codar Console |
| Failure message | N/A |
| Probable cause | Chrome reloads an SWF file from an HTTPS website if the SSL certificate configured for that site is not trusted by the browser. |

**Solution**

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

# Communication error in Firefox when Use system proxy setttings is enabled

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

| Symptoms | A communication error message is displayed in Firefox immediately after you logon to the Codar Console. |
|---|---|
| Primary software component | Codar Console |
| Failure message | Communication error |
| Probable cause | In some network environments, Firefox is unable to communicate with the Codar when the **Use system proxy settings** setting is enabled. |

**Solution**

Configure Firefox network settings to use a method other than Use system proxy settings. For example, configure Firefox to use either a manual or automatic proxy configuration.

In Firefox 33, the proxy settings are configured in **Tools** > **Options** > **Advanced** > **Network** > **Settings**.

# Internet Explorer Enhanced Security Configuration interferes with the Codar Console

**Problem: Internet Explorer Enhanced Security Configuration (ESC) interferes with the Codar Console**

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

**Solution**

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

- Add the URL of Codar as a trusted site. In Internet Explorer. Select **Internet Options** > **Security** > **Trusted sites** > **Sites**, and enter https://<codar_hostname>.

- Add Codar as a site in the local intranet zone. In Internet Explorer, select **Internet Options** > **Security** > **Local intranet** > **Sites** > **Advanced**, and enter https://<codar_hostname>.

- Disable Internet Explorer Enhanced Security Configuration. In Server Manager on Microsoft Windows, disable Enhanced Security Configuration.

# Attempting to add a valid approver fails

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

| Symptoms | 1. If you try to add a valid approver after a failed attempt to add an invalid approver, the following message is displayed:<br>User does not have the permission ORGANIZATION_READ to perform the operation.<br><br>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 | Codar Console |
| Failure message | User does not have the permission ORGANIZATION_READ to perform the operation. |

**Solution**

Click **OK** when the error message is displayed. Then add the same user to the policy again. The user is successfully added at the second attempt.

# Unable to log on to the Codar Console after installation when HPE Single Sign-On is configured

**Problem**

A logon attempt to the Codar Console is unsuccessful after installation when HPE Single Sign-On is configured.

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

**Solution**

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

# Various issues when logging into the Codar Console using multiple browsers

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

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

**Solution**

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

# A user cannot be searched in the Codar access control

**Problem: A user cannot be searched in the Codar  access control if the role is configured with the user DN instead of the group DN**

| Symptoms | Role-based search does not list a user if the Organization Access Control role DN is configured with the user instead of the group's Active Directory |
|---|---|
| Primary software component | Codar topology design |
| Failure message | -- |
| Probable cause | Provider organization access control roles DN for a user instead of group |

**Solution:**

User access search is supported for groups that are configured in the provider access control but is not supported for individual users. Therefore, add the user to the group in Active Directory.

# Codar Localization

- Non-English characters are not properly stored in Oracle

# Non-English characters are not properly stored in Oracle

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

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

**Solution**

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

# Installation and configuration

- Cannot enable the load balancer host in the PostgreSQL database
- Codar installation hangs with no error message
- Content upload not successful during Codar Installation
- Enable HTTPs traffic logging
- Fail to execute Codar installer on Linux
- Failure to install Codar on Linux
- HPE OO upgrade fails
- IDM deployment fails with ClassNotFoundException: com.hp.hpsso.HpSsoContextListener
- Installation fails because Codar cannot execute the bzip2 command
- Installation fails with SQL errors in the install.log file
- Multiple JDBC drivers exist for Oracle in the provided directory
- Performance issues while importing large archives
- Tips for installing and configuring Codar

# Cannot enable the load balancer host in the PostgreSQL database

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

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

**Solution**

1. Update the `postgresql.conf` file with `listen_address ='*'`

2. Add the load balancer IP address to the `pg_hba.conf` file as follows:
   ```
   #IPv4 local connections:
   host     all     all     <<LOAD_BALANCER_IP>>/32     md5
   ```

# Codar installation hangs with no error message

**Problem: Codar installation hangs with no error message displayed.**

| Symptoms | Codar installation gets stuck with no error message indication. The process appears to be running. Installer log files are empty or do not exist. |
|---|---|
| Primary software component | Installer |
| Failure message | N/A |
| Probable cause | The Codar installer fails in the pre-install phase and does not log error messages in the installer log files. However, some messages are logged in the pre-install log files in the `temp` directory. |

**Solution**

Go to `C:\Users\<user>\AppData\Local\Temp\` (in Windows) or `/tmp` (in Linux) and check the pre-install log file (named for example `csa-preinstall-2015-12-08-14-34.log`). If this log file contains any error message, fix the problem and run the installation again.

# Content upload not successful during Codar Installation

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

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

**Solution**

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

# Enable HTTPs traffic logging

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

| Symptoms | Need more information about HTTPs traffic going between Codar 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

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

In case of HA setup, the correct path is

- *%CODAR_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.

- *%CODAR_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 -

# Fail to execute Codar installer on Linux

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

**Solution**

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

# Failure to install Codar on Linux

**Problem: Failure to install Codar on Linux**

| Symptoms | Codar installation fails on the Linux platform and displays an error message |
| --- | --- |
| Primary software component | Codar |
| Failure message | Check the `<codar_home>/HPE_Codar_1_60_0_installation` file for the failure message:<br>HostInfo Error:<br>Status: ERRORAdditional Notes: ERROR -<br>java.net.UnknownHostException: or service not known |
| Probable cause | The FQDN is not resolvable. |

**Solution**

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

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

# HPE OO upgrade fails

**Problem: HPE Codar upgrade fails**

| Symptoms | HPE Codar upgrade fails with the following message: <br><br> HPE OO upgrade failed. OO upgrade log contains: Unable to delete file. |
|---|---|
| Primary software component | HPE OO |
| Failure message | Unable to delete file {OO_install_dir}/central/tomcat/work/Catalina/localhost/oc |
| Probable cause | HPE OO Central may have been started by a user different from the Codar user and some files may have insufficient permissions for the Codar user. |

**Solution**

When the upgrade fails, execute these steps:

1. Go to `<OO_install_dir>/upgrade/10.50/backup`

2. Copy the OO Central folder back to `<OO_install_dir>` (running a rollback in `<OO_install_dir>/upgrade/10.50/bin` will not work)

3. Add execute permission to all the files in `<OO_install_dir>/central/bin`

4. Remove or change permissions for all files that have incorrect permissions in `central/tomcat/work`.

5. Run Codar and resume upgrade or upgrade OO manually by running `./apply-upgrade -f` in `<OO_install_dir>/upgrade/10.50/bin`

# IDM deployment fails with ClassNotFoundException: com.hp.hpsso.HpSsoContextListener

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

| Symptoms | The IDM `.war` file does not deploy successfully in WildFly (application server). |
|---|---|
| Primary software component | The problem is located in the IDM `.war` file. |
| Failure message | Failed to start service jboss.undertow.deployment.default-server.default-host./id<br><br>org.jboss.msc.service.StartException in service jboss.undertow.deployment.default-server.default-host./id<br><br>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:<br><br>`jboss-as/standalone/deployments/`<br>`idm-service.war/WEB-INF/web.xml`<br><br>This file contains the following incorrect Java class name:<br><br>`<listener-class>com.hp.hpsso.HpSsoContextL` |

**Solution**

1. Stop Codar.

2. Locate the `jboss-as/standalone/deployments/idm-service.war/WEB-INF/web.xml` file.

3. Change `<listener-class>com.hp.hpsso.HpSsoContextListener</listener-class>` to `<listener-class>com.hp.ccue.identity.hpssoImpl.HpSsoContextListener</listener-cla`

4. Start Codar.

# Installation fails because Codar cannot execute the bzip2 command

**Problem: When installing Codar on Linux, the bzip2 command cannot be found during the HPE OO installation**

| Symptoms | Codar installation fails during the HPE OO installation |
|---|---|
| Primary software component | HPE OO |
| Failure message | tar (grandchild): bzip2: Cannot exec: No such file or directory |
| Probable cause | HPE OO installation requires `bzip2` to be installed on the Linux system |

**Solution**

Install `bzip2` on the Linux OS and run the HPE Codar installer again.

# Installation fails with SQL errors in the install.log file

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

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

**Solution**

1. Uninstall the failed Codar instance by following the steps provided in the *HPE Codar Installation Guide.*

2. Create a new database instance.

3. Install Codar and specify details of the new database instance.

# Multiple JDBC drivers exist for Oracle in the provided directory

**Problem: Codar installation may not finish successfully if the provided directory with JDBC drivers for Oracle contains multiple drivers**

| | |
|---|---|
| Symptoms | Codar installation may not finish successfully in case that 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 randomly uses one of the prefixes and this prefix may not be the correct one. Ensure 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)<br><br>Caused by: java.lang.NoClassDefFoundError: oracle/dms/console/DMSConsole |
| Probable cause | When installing Codar, you are prompted to enter a path to a directory that contains JDBC drivers for Oracle. If the directory contains `.jar` files that are actually not JDBC drivers with the `ojdbc(6|7)` prefix,  the installation may display error messages. |

**Solution**

1. Stop Codar.

2.  Change the driver at this path
   `<CODAR_INSTALL_DIR>\boss-as\modules\system\layers\base\com\oracle\ojdbc(6|7)\main`

   to
   `<CODAR_INSTALL_DIR>\boss-as\modules\system\layers\base\com\oracle\ojdbc(6|7)\main`

   to point to correct file name

3. Start Codar.

# Performance issues while importing large archives

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

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

**Solution**

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

# Tips for installing and configuring Codar

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

| Symptom | You have entered the database credentials but the installer cannot connect to the database |
|---------|------------------------------------------------------------------------------------------|
| Solution | 1. Confirm that you have entered the correct credentials.<br><br>2. Confirm that the user name used to connect to the database has the appropriate database permissions to create tables.<br><br>3. Click Cancel on the installer. This creates an installer log file (`Codar_Install_<timestamp>`) on the desktop. This file contains the stack trace with the actual problem. |

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

| Symptom | The Codar server does not start after install |
|---------|-----------------------------------------------|
| Solution | 1. Verify that the ports used by Codar are free. The ports include 9999, 9990, 9443, 8009, 8081, 8444, 8090, 4447, 4712, 4713, and 1099.<br><br>2. If any of these ports are in use, modify the port that is the cause of conflict in the `standalone.xml` file. |

# Miscellaneous issues and information

- About the Codar support tool

- Cache issues

- Codar fails with a JDBC rollback error

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

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

# About the Codar support tool

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

The support tool is located in the `Tools` folder inside the Codar installation folder. You can execute the support tool like any other tool in Codar. It does not require any arguments.

### Running the support tool

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

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

- `--home <arg>`: Use this optional argument to use a specific folder instead of the home folder. The home folder is auto detected by default.

- `--output <arg>`: Specify the output name of the ZIP archive file to override the default name `logs-and-configs_<yy-MM-dd>.zip.`

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

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

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

# Cache issues

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

**Solution**

Delete the contents of the browser cache.

# Codar fails with a JDBC rollback error

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

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

**Solution**

Add configuration information as follows:

For a standalone Codar setup:

1. Stop the Codar service.

2. Navigate to `<codar_home>\jboss-as\standalone\configuration`.

3. Open the `standalone.xml` file and search for the `dataSource` tag that is used in the Codar database configuration.

4. Add the following after the line that ends with `</security>`:
   `<validation> <check-valid-connection-sql>select 1</check-valid-connection-sql>`
   `<validate-on-match>false</validate-on-match> </validation>`

5. Start the Codar Service.

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

For a Codar cluster setup:

1. Stop the Codar service.

2. Navigate to `<codar_home>\jboss-as\domain\configuration`.

3. Open the `domain.xml` file and search for the `dataSource` tag which is used in the Codar database configuration.

4. Add the following after the line that ends with `</security>`:
   `<validation> <check-valid-connection-sql>select 1</check-valid-connection-sql>`
   `<validate-on-match>false</validate-on-match> </validation>`

5. Start the Codar Service in cluster mode.

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

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

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

| Symptoms | If the administrator modifies the base domain name in the LDAP settings of an organization when a user is logged in, user authorization fails and navigation is disabled. |
|---|---|
| Primary software component | Codar Console |
| Failure message | Authorization exceptions |
| Probable cause | The administrator changes the base domain name in the LDAP settings of an organization when a user is logged in to the organization. |

**Solution**

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

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

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

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

**Solution**

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

# Application-Level Troubleshooting

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

- Application packages get stuck in the transition state forever

- Design versions of the container are in the locked state

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

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

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

**Solution**

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

# Application packages get stuck in the transition state forever

**Problem: Application packages get stuck in the transition state forever the package cannot be deleted**

| Symptoms | 1. The package is in the transition state forever when promoted (when release gate actions are configured).<br><br>2. Packages that are in the transition state cannot be deleted. |
|---|---|
| Primary software component | Codar |
| Failure message | None |
| Probable cause | 1. Provider is not configured.<br><br>2. Proper values are not mapped to the OO flow in Custom Action.<br><br>3. A content pack is accidentally deleted in OO. |

**Solution**

1. Configure the resource provider correctly.

2. Map the component properties to the OO flow parameters properly in Custom Action.

3. Verify that the content pack is available in OO.

# Design versions of the container are in the locked state

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

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

**Solution**

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

# Connection Troubleshooting

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

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

- The Pet Clinic application deployment fails for the MySQL component

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

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

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

**Solution**

To fix this issue:

1. Set your proxy host and port in Operations Orchestration.

2. Navigate to the **Content Management** area in Operations Orchestration, and select the **System Properties** tab.

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

4. Similarly, set the value of CSA_Proxy_Port to your browser's current proxy port.

5. Redeploy your design to allow the Operations Orchestration REST client to communicate beyond your firewall.

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

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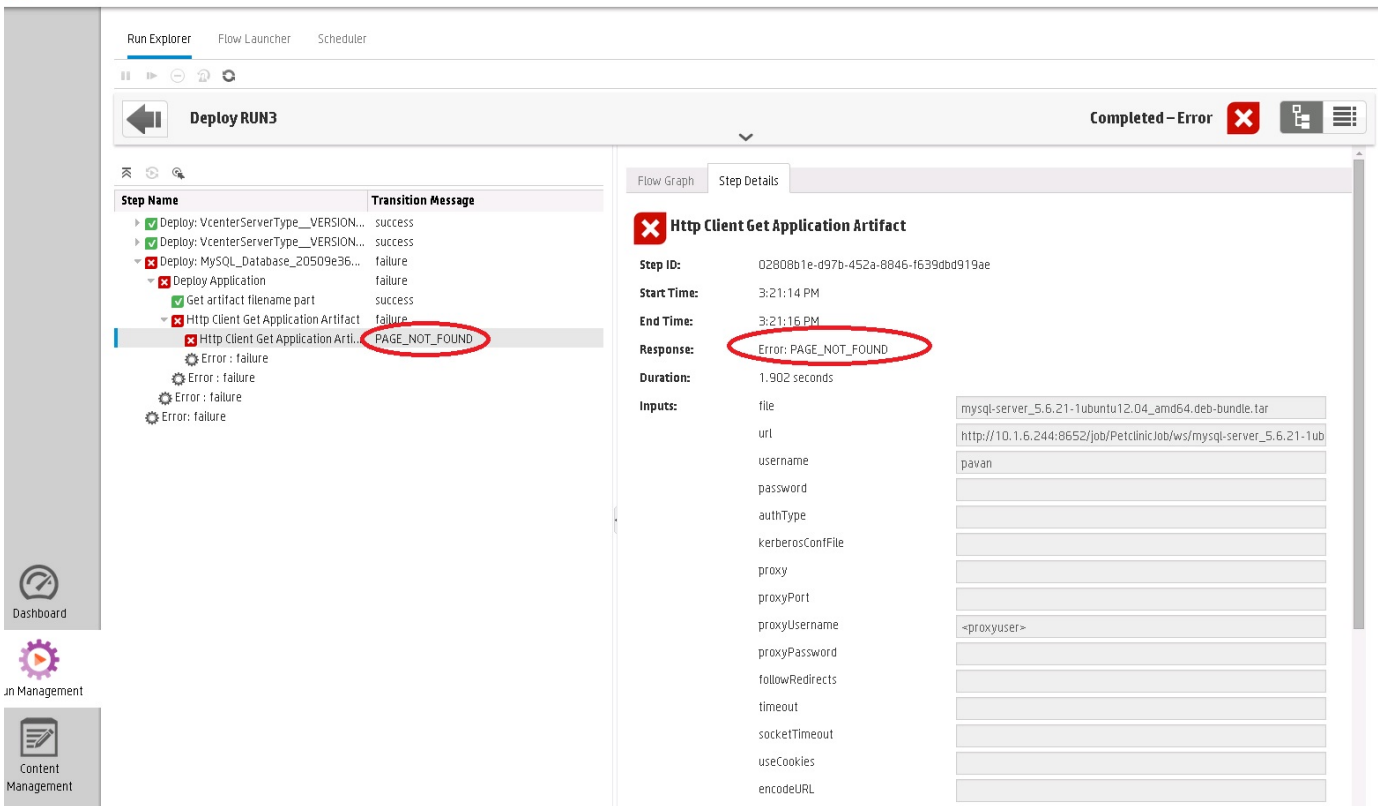
| Symptoms | Deployment fails for the Pet Clinic out-of-the-box design and a Page Not Found error message is displayed when the MySQL database component is deployed. |
|---|---|
| Primary software component | Pet Clinic, Tomcat, MySQL, Pet Clinic DBConf components. |
| Failure message | PAGE_NOT_FOUND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

**Solution**

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

# The Pet Clinic application deployment fails for the MySQL component

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

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

**Solution**

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

# Integration Troubleshooting

- Amazon Web Services
- Chef
- Helion OpenStack
- HPE SiteScope (HPE Codar)
- Operations Orchestration
- VMware vCenter (Codar)

# Amazon Web Services

- An AWS instance cannot be reached using its public IP address
- Attaching the network interface to the server fails
- AWS provider validation fails
- Test run fails when more than one network interface is connected to a single AWS server in the design
- The public IP address of the AWS server instance is not visible

# An AWS instance cannot be reached using its public IP address

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

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

**Solution**

Ensure that the correct security group IDs are set in the AWS server in the design to enable access to the instance. For more details, see the AWS user documentation.

# Attaching the network interface to the server fails

Problem: Failure to attach the network interface to the server

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

**Solution**

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

# AWS provider validation fails

**Problem: AWS provider validation fails**

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

**Solution**

This is a known issue with Codar. As a workaround, validate that the URL can be accessed within your browser.

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

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

# Test run fails when more than one network interface is connected to a single AWS server in the design

**Problem: When more than one network interface or volume is connected to a single Amazon Web Services (AWS) server in a design, the test run fails**

| | |
|---|---|
| Symptoms | You can attach only one network interface or volume to a server. If you attach a second network interface or volume to the server, a failure occurs |
| Primary software component | Amazon Web Services |
| Failure message | Instance <*ID_of_network_interface_or_volume*> already has an interface attached at device index 1. |
| Probable cause | If the object causing the failure is of the type network interface, then the `deviceIndex` property value is not set.<br><br>If the object causing the failure is of the type volume, then the `deviceName` property value is not set. |

**Solution**

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

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

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

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

**Solution**

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

# Chef

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

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

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

**Solution**

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

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

For example:

```
ChefClient:developer
```

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

## Failed to register new client

**Problem: BootStrapNode fails when trying to register the Chef client.**

| | |
|---|---|
| Symptoms | BootStrapNode fails when trying to register the Chef client. |
| Primary software component | Chef |
| Failure message | Failed to register new client, 4 tries remaining  WARN: Response: HTTP 503 - 503 "Service Unavailable" WARN: Failed to register new client, 3 tries remaining. |

| Probable cause | The issue is caused by the proxy settings during the time of deployment. After the deployment of the Chef client, the new client tries to register with the Chef server. During the first run or during the registration you will observe the above message. |
| --- | --- |

**Solution**

Bypass the Chef server host name and IP address in the template. That is, add the following entries in the `.bashrc` file in Ubuntu or `.bash_profile` in Red Hat Enterprise Linux 6.x

For example,

export no_proxy=127.0.0.1,localhost,<Host name of the Chef server>,<IP address of  the Chef server>

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

# Helion OpenStack

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

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

| | |
|---|---|
| Symptoms | The Helion OpenStack - Cloud Operations Orchestration flow (OpenStack Create Instance) fails to execute a test run using Openstack_HPCS_Compute_v3.20.00. |
| Primary software component | Helion OpenStack - Cloud Services |
| Failure message | The Operations Orchestration flow (Openstack Create Instance) fails to execute and displays the following error message in the flow:<br><br>No match found for XPath query;returnResult=No match found for XPath query;returnCode=0;sessionId=iconclude-431637331787. |
| Probable cause | 1. The Helion OpenStack - Cloud Services provider is configured with an invalid access point URL.<br><br>2. The Helion OpenStack - Cloud Services provider properties are case-sensitive.<br><br>3. The value of `tenantId` is incorrect. |

**Solution**

1. The provider access point URL for Helion OpenStack - Cloud Services must start with https.

2. The properties defined for the Helion OpenStack - Cloud Services provider are case-sensitive. Define property names as `tenantId`, `proxyPort`, and `proxyServer` instead of defining them in capital letters.

3. Verify that the value of the `tenantId` is correctly entered in the `tenantId` property.

# HPE SiteScope (HPE Codar)

## HPE SiteScope create server monitor fails

**Problem: HPE SiteScope create server monitor fails**

| Symptoms | HPE 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:<br><br>Error Code: 55636. Error Description: could not find Template name LINUX in the configuration.;returnCode=-1;sessionId=iconclude-503967 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 | <ul><li>HPE SiteScope monitor creation fails because the template is not imported on the HPE SiteScope server.</li><li>The template name does not match the designer property.</li></ul> |

**Solution**

1. If the template is not imported on the HPE SiteScope server, import the template from the `CSAKit` folder. For details, see the *Codar Configuration Guide*.

2. Verify that the template name on the designer matches the name on the HPE SiteScope server, including spaces and capitalization.

## HPE SiteScope monitor deployment fails with an error in HPE OO reporting

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

| Symptoms | SiteScope monitor deployment fails with an error in OO reporting as shown in failure message below. |
|---|---|
| Primary software component | HPE SiteScope |

| Failure message | Property remote name remote:19 probably remote connection failed.<br>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 SiteScope server under **Preferences** > **Credential Preferences**. Default CSA credential profiles are WINDOWS-CSA-TARGETS for Windows systems and LINUX-CSA-TARGETS for Linux target systems.

2. Select the credential profile to edit.

3. Enter the login and password values for the target servers.

4. Click **OK** to save the details.

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

**Problem: Auto import of the SiteScope template fails**

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

**Solution**

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

1. Log on to the SiteScope server (http://<*server_ip_address*>:8080/using administrator credentials .

2. In the left page, click the **Templates** tab.

3. If the CSA templates do not exist:
   a. Right-click the template container name (for example., SiteScope) and select **Import**.
   b. Browse and select the `CSA templates.tmpl` file and complete the import.

4. A manual import does not create credential preferences. To create the credential preferences for Windows and Linux targets manually, do the following:
   a. Select the **Preferences** tab in left panel of the SiteScope browser.
   b. Choose **Credential Preferences**.
   c. Create a Linux credential with the name LINUX-CSA-TARGETS.

d. Set the user name and password for the Linux target server.

e. Create a Windows credential with the name WINDOWS-CSA-TARGETS.

f. Set the user name and password for the Windows target server.

# Operations Orchestration

- Failure in trust store setup causes login lockouts
- javax.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: PKIX path building failed
- OO flow is not validating "docker run" arguments
- Some workflows in the CSA folder are invalid

## Failure in trust store setup causes login lockouts

**Problem: Trust store setup failure causes login lockouts**

| | |
|---|---|
| Symptoms | After installing and setting up Codar and configuring the Codar trust store to enable access to Operations Orchestration, it is not possible to log in to Codar or Operations Orchestration. |
| Primary software component | Codar, Operations Orchestration, Java keytool, certificate files, McAfee trust authentication services |
| Failure message | Browser errors. No login page is displayed in either Codar or Operations Orchestration. Indication that web services are inaccessible or do not exist. |
| Probable cause | Misstep or typographical error occurred when running the keytool export/import process, followed by manipulation and/or replacement of the monitored certificate files. The may have triggered the McAfee trust authentication security software to intercept and prevent access to either the Codar or Operations Orchestration web services. |

**Solution**

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

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

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

| | |
|---|---|
| Symptoms | javax.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: PKIX path building failed. |
| Primary software component | Codar and Operations Orchestration |

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

**Solution**

1. Ensure that the value of the $PATH environment variable has `$JRE_HOME\bin` set as per the JRE selected during the Codar installation (for example, either openjre or Oracle JRE.)

2. Verify that the OO10.x certificate is imported correctly to the Codar installed JRE cacerts path, using the following commands:
   If Oracle JRE is selected during the HPE Codar installation, then import the OO 10.x certificate using the `keytool.exe -importcert -alias tomcat -file "C:\Temp\oo10-certificate.cer" -keystore "C:\ProgramFiles\Java\jre7\lib\security\cacerts"` command.
   If openjre is selected during the HP Codar installation, then the OO10.x certificate has to be imported to `C:\ProgramFiles\HPE\Codar\openjre\lib\security` using the `keytool.exe -importcert -alias tomcat -file "C:\Temp\oo10-certificate.cer" -keystore "C:\ProgramFiles\hpe\Codar\openjre\lib\security\cacerts" password: changeit` command.

3. After importing the certificate, restart the Codar service.

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

# OO flow is not validating "docker run" arguments

**Problem: OO flow is not validating "docker run" arguments, though invalid arguments are passed to docker command.**

| Symptoms | OO flow for docker component passes, even though docker image does not get started due to invalid arguments . |
|---|---|
| Primary software component | Designs with Docker component. |
| Failure message | - |
| Probable cause | Operations Orchestration flow is not validating the "docker run" command inputs. |

**Solution**

Pass valid arguments to "docker run" command. Tip: Validate "docker run" command and arguments and ensure to pass the same to OO flow.

- **Invalid input:** docker run -d --name testdocker -e MYSQL_ROOT_PASSWORD=testpwd -d mysql/mysql-server:latest mysql/mysql-server

- **Valid input:** docker run --name my-container-name -e MYSQL_ROOT_PASSWORD=my-secret-pw -d mysql/mysql-server:5.5

# Some workflows in the CSA folder are invalid

**Problem: Some workflows in the CSA folder are invalid**

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

**Solution**

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

# VMware vCenter (Codar)

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

## Cannot provision VMware vCenter server component

**Problem: Cannot provision VMware vCenter server component**

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

**Solution**

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

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

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

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

**Solution**

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

# VMware vCenter customization template is missing

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

| | |
|---|---|
| Symptoms | A simple compute Linux server deployment fails due to a missing customization template on the VMware vCenter server. |
| Primary software component | VMware vCenter |
| Failure message | None |
| Probable cause | The VMware vCenter server does not contain the specified customization template. |

**Solution**

1. Verify that the VMware vCenter server configured on the Cloud Service Management Console contains the specified customization template name in the service design.

2. If the template does not exist, create a customization template with the name on VMware vCenter server.

3. Request a new subscription.

# Codar on the Linux platform

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

- Codar service startup fails

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

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

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

- psql error when connecting to the PostgreSQL database using the psql command

- The Codar service fails to start on Ubuntu systems

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

**Problem: Cannot start or stop the Codar service**

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

**Solution**

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

# Codar service startup fails

**Problem: codaruser fails to start the Codar service**

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

**Solution**

1. Log in as root and edit the `/etc/sudoers` file. Add codaruser to allow codaruser to run the Codar service script (which starts, stops, restarts, and reports the status of Codar) and preserve the JAVA_HOME and CODAR_HOME variables for the sudo session.

2. Add the following entries to `/etc/sudoers`:
   ```
   codaruser ALL=(ALL) NOPASSWD: /etc/init.d/csa,/bin/sh env_keep+="JAVA_HOME
   CODAR_HOME"
   ```

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

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

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

**Solution**

1. Add `/sbin` to the PATH environment variable. From a command prompt, type `export PATH=$PATH:/sbi` (this command must also be added to a startup script for the codaruser user)

2. Verify that PATH has been set. Type `echo $PATH`

3. Run the Codar service script. For example, type `service codar status`

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

**Problem: Deployment failure with embedded Operations Orchestration**

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

**Solution**

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

To start the Operations Orchestration service manually:

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

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

Operations Orchestration services are started.

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

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

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

**Solution**

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

# psql error when connecting to the PostgreSQL database using the psql command

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

| Symptoms | psql: error loading shared libraries when connecting to the PostgreSQL database using the `psql` command. |
|---|---|
| Primary software component | Codar on Linux platforms |
| Failure message | psql: error in loading shared librarieslibpq.so.2.1: cannot open shared object file: No such file or directory |
| Probable cause | No library path was set before running the `psql` command. |

**Solution**

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

# The Codar service fails to start on Ubuntu systems

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

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

**Solution**

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

# Topology Design Troubleshooting

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

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

- Cannot import Chef components

- Deployment fails in the Check node step in Chef 12

- Failed to load SA Policies in Codar

- Importing topology designs does not automatically add missing component relationship definitions

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

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

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

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

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

| Symptoms | Associating a floating IP address does not work using an internal network |
|---|---|
| Primary software component | Codar with Helion OpenStack |
| Failure message | None |
| Probable cause | A floating IP address is not allocated to the deployed instances if the topology design is created by selecting Yes to Floating IP Address for the relationship type between Server Group and Private Network Segment. |

**Solution 1**

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

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

**Solution 2**

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

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

**Problem: Cannot execute a test run of a topology design**

| Attribute | Description |
|---|---|
| Symptoms | A topology design containing VMware vCenter, Amazon, or Chef components cannot be published |
| Primary software component | Topology design |
| Failure message | 1. "Parameter serviceUrl cannot be null or empty. Must provide a valid service url."<br><br>2. A message informing the user about a missing certificate. |
| Probable cause | 1. Codar is not configured with Operations Orchestration server information.<br><br>2. The Operations Orchestration certificate is missing. |

**Solution 1**

For Codar:

1. On your Codar server, find the `csa.properties` file that is located at "`CODAR_HOME\jboss-as\standalone\deployments\csa.war\WEB-INF\classes`", and check if it contains the following properties:
   `OOS_URL=`
   `OOS_USERNAME=`
   `OOS_PASSWORD=`

2. Specify correct values for the properties according to the Operations Orchestration server present in your environment.

**Solution 2**

Import the Operations Orchestration server certificate to the Java keystore used for Codar. For example, for embedded OpenJRE Java, change directories to "`C:\Program Files\hpe\CSA\openjre\lib\security`" and run the following command:
`keytool -importcert -alias tomcat -file oo10.10-certificate.cer -keystore cacerts -storepass changeit`

# Cannot import Chef components

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

**Solution**

From the Codar Console, click the **Providers** tile and check the configuration of the Chef provider.

# Deployment fails in the Check node step in Chef 12

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

| Symptoms | Deployment fails in the Check node step with Chef 12 |
|---|---|
| Primary software component | Chef |
| Failure message | Flow Failure |
| Probable cause | User name and password are empty in the Infra component or the VMware vCenter component. |

**Solution**

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

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

# Failed to load SA Policies in Codar

**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 Codar Console, the import may fail on Red Hat Enterprise Linux installations of HPE Codar. |
|---|---|
| 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 Codar service and try importing again.

# Importing topology designs does not automatically add missing component relationship definitions

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

| Symptoms | Import of a topology design fails and an error message is displayed. Information in the detailed report indicates that a required relationship is missing. |
|---|---|
| Primary software component | Cloud Service Management console |
| Failure message | After clicking **View Detailed Report**, one of the following error messages is displayed:<br><br>• relation.<relation_name>_<component_id> - Missing in repository component type<br><br>• relation.<relation_name>_<component_id> - Exist different (review needed) |
| Probable cause | The definition of the topology component on the system in which the import is occurring lacks relationship definitions that are needed by the design being imported. |

**Solution**

The missing relationships must be added to the component in the Components area before performing the import. Alternatively, the associated component may be deleted (if not otherwise used on the Codar system) and the import recreates the component with the required relationships, when the design is imported.

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

1. Click **View Detailed Report**, either after previewing or after the actual import to view the details of any missing or misconfigured relationships. If the missing relationship is a required relationship, a message similar to the following is displayed:
   ```
   relation.<relation_name>_<component_id> – Missing in repository component type
   ```
   If the missing relationship is not a required relationship, a message similar to the following is displayed:
   ```
   relation.<relation_name>_<component_id> – Exist different
   ```
   These messages are displayed in the context of a particular topology component that is missing the required relationship.

2. Navigate to the **Designs** -> **Topology** -> **Components** area of the Cloud Service Management console.

3. Select the relevant component with the specified <component_id> and create the required relationship using the exact <relation_name> value that was specified in the detailed report.

4. Import the design manually.

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

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

| | |
|---|---|
| Symptoms | A floating IP address is not listed in the **IP Address** drop-down list (see the figure) when you try to execute an Assign Floating IP public action using a new Helion OpenStack setup. |
| Primary software component | Helion OpenStack |
| Failure message | The csa.log file contains the following:<br>09 Jan 2014 11:23:42,800 [http-0.0.0.0-8444-12] ERRORErrorStatusResponse : com.hp.ccue.http.exception.HttpInternalServerErrorExcep<br><br>Expanded url 'http://<IP>:21051/1/infrastructure_topology_list/46/realize<br><br>external_routable_ip_list? network_ref=$ {network_ref}' contains not expanded placeholders '[network_ref]' (java.lang.IllegalStateException: Expanded url 'http://<IP>:21051/1/infrastructure_topology_list/46/realize<br><br>st/e9e0330a-9b71-4348-bc92-2bcdc22af5b6/ external_routable_ip_list?network_ref=${network_ref}' contains not expanded placeholders '[network_ref]') 09 Jan 2014 11:23:42,802 [http-0.0.0.0-8444-12] ERRORErrorStatusResponse : com.hp.ccue.http.exception.HttpInternalServerErrorExcep<br><br>Expanded url |
| Probable cause | Helion OpenStack could not obtain the floating IP addresses available from the floating pool. You must manually allocate the IP addresses on HPE Helion OpenStack. A manual intervention on HPE Helion OpenStack is required before you trigger an Assign Floating IP public action from HPE Codar. |

Solution

1. Select any Instance that is deployed on HPE Helion OpenStack, and click **More** > **Associate Floating IP** > **Select an IP Address**.
   The **IP Address** field is blank and displays No IP addresses available as shown in the figure below.

2. Click the **+** button and then Select **Pool** > **Allocate IP**.
   The IP address is allocated in this case but not associated with the deployed instance.

3. Go back to Codar and trigger the Assign Floating IP option again.
   This time, the newly allocated IP address on Helion OpenStack is displayed in the drop-down list.

**Manage Floating IP Associations**                                    ×

IP Address *

IP Address *

| No IP addresses available ▼ |

Select the IP address you wish to associate with the selected instance.

[ + ]

Port to be associated *

| Pavan-T10-c510927f-52ec-4fe4-92ff-375f0344ces ▼ |

Cancel    Associate

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

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

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

**Solution**

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

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

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

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

**Solution**

If multiple AWS providers are configured in Codar, make sure that the correct provider instance is chosen for subscribing to a given subscription. You can create different environments for different AWS provider zones. Group the offerings based on the zone values configured in the design and add them to different catalogues, and add the catalogues to the appropriate environments.

# Licensing

- Codar licensing UI issue with Chrome

- License cannot be installed in cluster mode

- Relevant message not displayed when an expired emergency license is reinstalled

# Codar licensing UI issue with Chrome

**Problem: Codar licensing UI Issue with Chrome**

| Symptoms | On the **Organization** tab, when you open the Licensing window, it overlaps with the Organization window. |
|---|---|
| Primary software component | Licensing |
| Failure message | None |
| Probable cause | Chrome browser version |

**Solution**

Upgrade to the latest version of Chrome. Codar supports Chrome version 31 or later.

# License cannot be installed in cluster mode

**Problem: A license cannot be installed in cluster mode**

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

**Solution**

1. Check the cluster IP address set in the `csa.properties` file (`csa.provider.ip`).

2. If `csa.provider.ip` is not set with the IP address, then licensing falls back to the unlicensing mode.

3. Add the valid cluster IP details to `csa.provider.ip`, and get the license key from HPE for the specified IP address.

# Relevant message not displayed when an expired emergency license is reinstalled

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

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

**Solution**

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

# Support Tool for Codar - Information and Instruction Page

**Support Tool for Codar** is a command line tool that collects important log and configuration files from different places in the Codar installation directory and packs them in a ZIP archive. The ZIP archive can 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 Codar installation folder under the **Tools** subfolder. It is executed just like any other tool in Codar. 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 Codar Home folder location. By default, the tool detects the Codar 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/codar/home
```

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

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