



Patch Readme – Linux

HP Cloud Server Automation

Software version: CSA 4.10.0002 Patch

Publication Date: December 2015

Introduction

This document provides patch installation instructions for HP Cloud Service Automation Server (CSA) 4.10.0002 on Windows environment and describes the changes that were made in this patch. This is a cumulative patch and includes all the updates/fixes of HP CSA 4.10.0001.

This software patch applies to CSA version 4.10.000 and is intended to improve the overall performance of CSA 4.10.000.

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What's new

To restrict the upload of sequence designs, the file upload is allowed only through the content archive zip file to directories that are relative to csa.war deployment directory, `.<CSA_HOME>/jboss-as/standalone/deployments/csa.war` directory.

Fixed issues

The following table describes the fixed issues available in this patch:

Table 1. Fixed Issues

Change Request	Description of fixed issue
QCCR1D184564	Icons for Customer specific Component Templates were not show in Service Details
QCCR1D193468	Modify Subscription allows end date to be set in the past and not future beyond original end date
QCCR1D204448	Dynamic property values are not sorted by value but only by description
QCCR1D200707	Hidden or locked property value in a service offering is not used in subscription
QCCR1D205849	Prevent submission of new service requests on a subscription that already has a pending service request
QCCR1D201916	MPP doesn't retain sorted order of dynamic options values list on change
QCCR1D188108	MPP browse catalog page shows exception instead of list of catalogs
QCCR1D194218	CSA fails to show UF symbol for CLF currency
QCCR1D207801	The "Checkout" button is validated if a blank line is selected for dynamic options
QCCR1D204780	Two Option fields when depends on one Option value the value seen is empty when the page is loaded.
QCCR1D194983	Visible properties after switching the visibilities between "On" and "Off" in Service Offering

Change Request	Description of fixed issue
QCCR1D188006	Remove the blank value that appears at the top of the dropdown list when cascaded options are used
QCCR1D188143	CSA 4.01 dynamic lists aren't passing property value
QCCR1D171236	<p>CSA server log indicates JDBC rollback error and CSA provider and consumer portal fails to login intermittently.</p> <ol style="list-style-type: none"> 1. Navigate to, <ul style="list-style-type: none"> • (For Standalone) \$CSA_HOME/jboss-as-7.1.1.Final/standalone/configuration. • (For Clustered environment) \$CSA_HOME/jboss-as-7.1.1.Final/domain/configuration 2. Open standalone.xml file for editing. 3. Find the “dataSource” tag which is used for CSA database configuration. 4. Based on the type of the database, Add the following after the line that ends with </security>: <ul style="list-style-type: none"> • For MSSQL, <pre data-bbox="665 919 1339 1066"><validation> <check-valid-connection-sql>select 1</check- valid-connection-sql> <validate-on- match>false</validate-on-match> </validation></pre> • For Oracle, <pre data-bbox="665 1087 1388 1255"><validation> <check-valid-connection-sql>select 1 from dual</check-valid-connection-sql> <validate-on- match>false</validate-on-match> </validation></pre>
QCCR1D189070	Categories already deleted from Catalog are still displayed in the MPP
QCCR1D202049	After applying the hotfix for option model cache, Option set and options inside option sets are showing in random order on both MPP and SMC portal
QCCR1D189776	<p>Making artifact relationship building configurable during artifact import and preview. The following property was added to the csa.properties files:</p> <pre data-bbox="576 1560 1339 1591">com.hp.csa.import.BUILD_ARTIFACT_RELATIONSHIP=true</pre> <p>By default, the value is set to true. If the value is changed to false, Association Details will not appear in the Import preview.</p>
QCCR1D190452	SO with a large Service Design (with wide optionsets) takes a long time to load in the MPP
QCCR1D193223	Cannot use Named Approvers in approval policy when sAMAccount name is not same as CN

Change Request	Description of fixed issue
QCCR1D206906	In CSA 4.1 running the db purging tool fails with "Cannot insert the value NULL into column 'ARTIFACT_ID', table 'HPCSA.dbo.CSA_PROPERTY_BINDING'; column does not allow nulls. UPDATE fails.[.]"
QCCR1D203620	LDAP authentication fails for users with no 'Reader' role in AD/ADLDS
QCCR1D207085	Number of offerings are reported incorrectly in the Catalog's category page.
QCCR1D208611	Unable to associate notification with subscription through REST API
QCCR1D204497	'Increase Utilization' action doesn't work with Custom Pool Selection Flow
QCCR1D203261	The static list names are not shown in the offering nor the MPP and instead lists the UIDs
QCCR1D202270	When setting the properties for the imported topology component under Designer /Topology Components/Component Detail to type 'Static list', duplicated values are passed to the OO flow
QCCR1D187634	3.x /user/instance/{instanceId}/request REST API not returning the list of requests.
QCCR1D191867	CSA 4.01 - API Issue with CloudCruiser - Discrepancy between Request Summary and Request Detail
QCCR1D191869	/user/mysubscription returning subscription for a user from other organization
QCCR1D189624	API to resume subscription when it is paused step
QCCR1D191868	Filters for modify start and end dates are not working in REST call
QCCR1D192827	CSA 3.2 does not finalize more than 1 component
QCCR1D184932	TRACKING OO defect: Sequence Designs SDs Get Resource Provider Details OO flow step shows the Providers Password in clear plain text for All the Providers Used.
QCCR1D203485	Results of a method in CSAIntegrationHelper is different for different CSA releases
QCCR1D202331	CSA performance degrades over a period of time owing to database transactions.

Change Request	Description of fixed issue
QCCR1D193803	Low performance when loading request in MPP
QCCR1D195024	Approver user is unable to download any document the Consumer attaches
QCCR1D195209	CSA Lifecycle engine callback records are processed slowly
QCCR1D195087	CSA actions timeout even when the OO flows succeed
QCCR1D201389	CSA is taking about 2-4 hours to execute the lifecycle actions, when CSA PEM record gets corrupted.
QCCR1D200748	Unable to fetch the components of a specific component type for a user.
QCCR1D195133	Limitations in having more than three approvers in the Named Group Template
QCCR1D194215	Option's properties with Multiple Client Tokens are displayed out of order
QCCR1D194226	Performance issues when provisioning more than 10 subscriptions
QCCR1D194105	Encrypt CSA Clear Text Password visible under OO Central Logs. To apply the fix, you must perform additional configuration steps. See, Applying content pack .
QCCR1D187898	REST API to fetch the components of a particular type for a particular user
QCCR1D187987	Problem when trying to use a parent SA policy in a Topology design
QCCR1D188132	Manage Servers on SA workflows no longer work for CSA 4.10 To apply the fix, you must perform additional configuration steps. See, Applying content pack .
QCCR8C25639	Amazon Get Volume Details deploy/undeploy subflow shouldn't pause for input To apply the fix, you must perform additional configuration steps. See, Applying content pack .
Issues fixed by 4.10.0001 patch	
QCCR1D187355	Component copy (SaveAs) cannot be deleted when original component with relation used in design

Change Request	Description of fixed issue
QCCR1D187618	Publishing a topology design may hang sometimes when multiple relationships are configured between components that result in a dense graph.
QCCR1D187734	Saving a Topology design which had a component used in a profile configuration but deleted from the design later generates unexpected error and prevents from saving the design afterwards.
QCCR1D187987	Problem when trying to use a parent SA policy in a Topology design
QCCR1D188133	Lifecycle execution records created infinitely when component is in described state and set to 'move to finalized'
QCCR1D188894	In MPP the Subscriber Option's cascaded properties are displayed out of order.
QCCR1D190072	The active browser window loses focus and falls behind all other windows on the desktop, which may cause the appearance that it has disappeared altogether depending on what else is open on the desktop at that time.
QCCR1D190447	After upgrading to CSA 4.1 from CSA 4.01 the same dynamic property is displayed 4 times in the request page.
QCCR1D190564	If the Subscription failed in deploy phase and marked as terminated, only the delete button will appear on the MPP portal. Hence there is no method to cancel and de-provision the allocated resources if any.

Known issues

The Patch Uninstallation fails with "Insufficient Access" error if the environment variable CSA_HOME has forward slashes.

Workaround: To uninstall the patch in this scenario,

Change all references to "CSA Installation Folder" in the below mentioned files so that it has backward slashes only. E.g. "C:/Program Files/Hewlett-Packard/CSA" to "C:\Program Files\Hewlett-Packard\CSA" in the following files:

- /_CSA_4_10_2_installation/Uninstaller/Uninstall HP Cloud Service Automation Patch.lax
- Program Files/Zero G Registry/.com.zerog.registry.xml
- _CSA_4_10_2_installation/Uninstaller/.com.zerog.registry.xml

Downloading and installing the patch

Pre-installation requirements

Before installing the patch...

1. Review all instructions in this document.
2. Review the Hewlett-Packard Support Line User Guide or your Hewlett-Packard support terms and conditions for precautions, scope of license, restrictions, and limitations of liability and warranties.
3. Download the patch file.
4. Make sure that your system meets the following minimum requirements:
 - a. Minimum hardware
 - i. CPU: 4 CPU, 3.0 GHz
 - ii. RAM: 8 GB
 - iii. Hard Drive: 20 GB
 - b. Operating system:
For supported operating systems details, see HP Cloud Service Automation Support Matrix available at: http://support.openview.hp.com/sc/support_matrices.jsp
 - c. Software:
Version 4.10.000 of HP Cloud Service Automation
5. In a Windows environment, in order to run the CSA Patch Installer, the CSA_HOME environment variable needs to be set for the remote MPP node, as the default path, C:\Program Files\Hewlett-Packard\CSA.
6. Back up the CSA environment.
7. Make sure that new subscriptions are not being created and that existing subscriptions are not being modified when this patch installer is being applied.

Important: Failing to do this can leave CSA in an unstable state and the patch application can fail.
8. Sign out of all open instances of the HP CSA Provider Console and HP Marketplace Portal.

9. Stop the following CSA Services:
 - a. HP Cloud Service Provider
 - b. HP Marketplace Portal

Installing the patch on standalone CSA servers

To install the patch in a standalone configuration:

1. Complete prerequisite steps described under [Pre-installation requirements](#).
2. Extract the `HP_CSA_Patch_04.10.0002.bin` file from the patch tar file.
3. To execute the patch, the `csauser` must have full permissions. To give permissions to the `csauser`, perform the following steps:
 - a. Log in as the root user.
 - b. Enter the following commands:

```
chown csauser:csagrp HP_CSA_Patch_04.10.0002.bin
chmod u+rwx HP_CSA_Patch_04.10.0002.bin
```
 - c. Logout as the root user.
4. Log in as the `csauser` and execute `./HP_CSA_Patch_04.10.0002.bin` to open the HP Cloud Service Automation Patch Installation wizard, as the `csauser`.
5. Click **Next** to open the CSA Environment Selection wizard.
6. Select **Standalone** for the CSA installation and click **Next**.
7. Select **Yes** to install the patch on remote MPP. Select **No** to install the patch on Standalone servers. By default, **No** is selected.
8. Enter the CSA database password for the CSA user and click **Next**.
9. Click **Install** to run the complete patch installation.
10. When prompted, click **Done** to exit the installation.
11. Verify the installation and start services as instructed below under [Verifying the installation](#).

Installing the patch on clustered CSA servers

To install the patch in a clustered environment, perform these steps on all nodes of the CSA cluster:

1. Complete prerequisite steps described under [Pre-installation requirements](#).
2. Extract the `HP_CSA_Patch_04.10.0002.bin` file from the patch zip file.
3. Execute `./HP_CSA_Patch_04.10.0002.bin` to open the HP Cloud Service Automation Patch Installation wizard, as the `csauser`. To execute the patch, the `csauser` must have full permissions. To give permissions to the `csauser`, perform the following steps:
 - a. Log in as the root user.
 - b. Enter the following commands:

```
chown csauser:csagrp HP_CSA_Patch_04.10.0002.bin
chmod u+rwx HP_CSA_Patch_04.10.0002.bin
```
 - c. Logout as the root user and log in as the `csauser`.
4. Click **Next** to open the CSA Environment Selection wizard.
5. Select **Cluster** for your CSA installation and click **Next**.

6. Select **Yes** to install the patch on remote MPP. Select **No** to install the patch on Standalone servers. By default, **No** is selected.
7. Click **Install** to run the complete patch installation.
8. When prompted, click **Done** to exit the installation.
9. Verify the installation and start services as instructed below under, [Verifying the installation](#).

Verifying the installation

The verification steps apply to both standalone and clustered environments. For clustered environments, complete these steps on each node after completing the installation on each node.

1. Verify the logs for any errors under
`$CSA_HOME/_CSA_04_10_2_installation/Logs`
2. Ensure that the browser cache is cleared.
3. Verify the HP Cloud Service Automation service and HP Marketplace Portal services are running.
Note: For Linux, the services should automatically be started by the patch installer.
Important: For clustered CSA servers, start the services on all nodes.
4. Launch the Cloud Service Management Console and Marketplace Portal, log in, and then check for the updated version.
Note: If there are errors in the log files, create a backup of the log files, restore the backup of CSA environment, and contact HP Support.

Additional configurations

Applying content pack

To apply the content pack oo10-csa-cp-4.10.003.jar, perform the following steps:

Note: If HP CSA and HP Operations Orchestration are running on different systems, copy or take backup of oo10-csa-cp-4.10.000.jar/CSA-AMAZON-CP-4.10.0000.jar file from the HP Cloud Service Automation system to the HP Operations Orchestration system. Before deploying oo10-csa-cp-4.10.003.jar perform the steps to edit the provider flows. See, [Steps to modify the provider flow to fix the plain text password issue](#)

1. If HP CSA and HP Operations Orchestration are running on different systems, copy oo10-csa-cp-4.10.003.jar/CSA-AMAZON-CP-4.10.0001.jar to the HP Operations Orchestration system
2. The HP CSA content packs must be deployed after you have deployed the base HP Operations Orchestration content packs.
3. From HP Operations Orchestration Central, click **Content Management**. Click **Content Packs**.
4. Click **Deploy New Content**.
5. Click **Add files** for deployment icon. Select the oo10-csa-cp-4.10.003/CSA-AMAZON-CP-4.10.0001 content pack, and click **Open**.
6. Click **Deploy**. The deployment may take a few minutes and the dialog will show a progress bar.
7. When the deployment succeeds, click **Close** to close the dialog.
8. The version of CSA content should be 4.10.003.

9. The version of CSA-AMAZON content should be 4.10.0001.

Modifying JBoss configuration

To optimize CSA performance, perform the following steps

1. Add the following lines to applicationContext.xml (\$CSA_HOME/jboss-as-7.1.1.Final/standalone/deployments/csa.war/WEB-INF)

```
<value>com.hp.csa.model.vo.consumer.UserSubscriptionComponentsVO</value>
```



```
<value>com.hp.csa.model.vo.consumer.UserSubscriptionComponentsVOList</value>
```

```
>
```

Beneath the following lines.

```
<bean id="jaxb2Marshaller"  
class="org.springframework.xml.jaxb.Jaxb2Marshaller">  
  <property name="classesToBeBound">  
    <list>
```

2. Modify the following properties in standalone.xml under \$CSA_HOME/jboss-as-7.1.1.Final/standalone/configuration folder.
 - a. Set "native=false" in the following property.

```
<subsystem xmlns="urn:jboss:domain:web:1.1" default-virtual-server="default-host" instance-id="{jboss.node.name}"  
native="false">
```
 - b. Set max-connections to 3000 in the https property.

```
<connector name="https" protocol="HTTP/1.1" scheme="https" socket-binding="https" secure="true" max-connections="3000">
```

If using cluster than update the below properties in domain.xml file under \$CSA_HOME/jboss-as-7.1.1.Final/domain/configuration folder.

- a. Set "native=false" in the following property.

```
<subsystem xmlns="urn:jboss:domain:web:1.1" default-virtual-server="default-host" instance-id="{jboss.node.name}"  
native="false">
```
 - b. Set max-connections to 3000 in the http property.

```
<connector name="https" protocol="HTTP/1.1" scheme="https" socket-binding="https" secure="true" max-connections="3000">
```
3. Disable TieredCompilation and add -server option
 - a. For standalone install, add following lines to standalone.conf.bat in \$CSA_HOME>/jboss-as-7.1.1.Final/bin/standalone.conf
JAVA_OPTS="-server -XX:-TieredCompilation \$JAVA_OPTS"
 - b. For Cluster install, add following lines to standalone.conf in \$CSA_HOME/jboss-as-7.1.1.Final/bin/domain.conf.bat
JAVA_OPTS="-server -XX:-TieredCompilation \$JAVA_OPTS"

4. Restart CSA

Uninstalling the patch

Preparing for uninstallation

1. Backup the CSA environment.
2. Make sure that new subscriptions are not being created and that existing subscriptions are not being modified when this patch installer is being applied.

Important: Failing to do this can leave CSA in an unstable state and the patch application can fail.

3. Stop the HP Cloud Service Automation and HP Marketplace Portal services.

Important: For clustered CSA servers, stop the services on all nodes.

Uninstalling the patch on standalone CSA servers

To uninstall the patch in a standalone environment using the Uninstall HP Cloud Service Automation Patch wizard:

1. Complete the prerequisite steps described under [Preparing for uninstallation](#).
2. Navigate to `$CSA_HOME/_CSA_04_10_2_installation/Uninstaller` folder.
3. Execute `./Uninstall HP Cloud Service Automation Patch.bin` to open the Uninstall HP Cloud Service Automation Patch wizard.
4. Click **Uninstall** to uninstall the patch.
5. Click **Done** to exit from the uninstall wizard.
6. Verify the uninstallation and start services as instructed below under, [Verifying the uninstallation](#).

Uninstalling the patch on clustered CSA servers

To uninstall the patch in a clustered environment using the Uninstall HP Cloud Service Automation Patch wizard, perform the following steps:

1. Complete prerequisite steps described under [Preparing for uninstallation](#).
2. Before installing the patch, make sure that the JBoss service has stopped in all the nodes of the CSA cluster, either by using the JBoss Web Management interface running on the master node of the CSA cluster, or by executing the following command on the master node of the CSA cluster:

```
jboss-cli.bat --connect --controller=<CSA Master Node IP address>:9999 /host=master:shutdown
```

Replace port 9999 in the command above with the port configured in the CSA cluster environment. And also make sure that HP Marketplace Portal service also has stopped in all the nodes of cluster.

3. Navigate to `$CSA_HOME/_CSA_04_10_2_installation/Uninstaller` folder.
4. Execute `./Uninstall HP Cloud Service Automation Patch.bin` The Uninstall HP Cloud Service Automation Patch wizard opens.
5. Click **Uninstall**. The patch is uninstalled.
6. Click **Done** to exit from the uninstall wizard.
7. Verify the uninstallation and start services as instructed below under, [Verifying the uninstallation](#).

Verifying the uninstallation

The verification steps apply to both standalone and clustered environments. For clustered environments, complete these steps on each node after completing the uninstallation on each node.

1. Verify the logs for any errors under
\$CSA_HOME/_CSA_4_10_2_installation/Logs
2. Ensure that the browser cache is cleared.
3. Start the HP Cloud Service Automation and HP Marketplace Portal services if they are not up and running.

Important: In a clustered environment, make sure services are started on all nodes.

CSA modified files

The following is the list of modified files:

```
$CSA_HOME/jboss-as-7.1.1.Final/standalone/deployments/csa.war/*
$CSA_HOME/jboss-as-7.1.1.Final/domain/servers/<DOMAIN_SERVER_NAME>/deployments/csa.war/*
$CSA_HOME/jboss-as-7.1.1.Final/standalone/deployments/idm-service.war/*
$CSA_HOME/jboss-as-7.1.1.Final/domain/servers/<DOMAIN_SERVER_NAME>/deployments/idm-service.war/*
$CSA_HOME/jboss-as-7.1.1.Final/standalone/configuration/standalone.xml
$CSA_HOME/Tools/ProcessDefinitionTool/process-defn-tool.jar
$CSA_HOME/Tools/ContentArchiveTool/content-archive-tool.jar
$CSA_HOME/Tools/ComponentTool/component-tool.jar
$CSA_HOME/Tools/DBPurgeTool/db-purge-tool.jar
$CSA_HOME/Tools/ProviderTool/provider-tool.jar
$CSA_HOME/Tools/ConfigurationTool/configuration-tool.jar
$CSA_HOME/Tools/SchemaInstallationTool/schema-installation-tool.jar
$CSA_HOME/jboss-as-7.1.1.Final/standalone/deployments/idm-service.war/WEB-INF/lib/idm-ldap-1.3.1-SNAPSHOT.jar replacing idm-ldap-1.3.0-SNAPSHOT.jar
$CSA_HOME/jboss-as-7.1.1.Final/domain/servers/<DOMAIN_SERVER_NAME>/deployments/idm-service.war/WEB-INF/lib/idm-ldap-1.3.1-SNAPSHOT.jar replacing idm-ldap-1.3.0-SNAPSHOT.jar
$CSA_HOME/portal/*
$CSA_HOME/ node.js/*
$CSA_HOME/CSAKit-4.1/OO Flow Content/10X/ool0-csa-cp-4.10.003.jar
$CSA_HOME/Tools/ComponentTool/contentpacks/CSA-AMAZON-CP-4.10.0001.jar
$CSA_HOME/openjre/lib/security/java.security (Not for all platform)
```

Where, \$CSA_HOME refers to the location where CSA is installed.

Though *.war and portal folders are replaced by the patch, the customizable files mentioned in the below section are retained.

Any customizations on the following files are retained after the patch installation:

```
$CSA_HOME/jboss-as-7.1.1.Final/standalone/deployments/csa.war/WEB-INF/classes/csa.properties
$CSA_HOME/jboss-as-7.1.1.Final/standalone/deployments/csa.war/WEB-INF/applicationContext.xml
$CSA_HOME/jboss-as-7.1.1.Final/standalone/deployments/csa.war/WEB-INF/hpssoConfiguration.xml
$CSA_HOME/jboss-as-7.1.1.Final/standalone/deployments/csa.war/WEB-INF/applicationContext-security.xml
$CSA_HOME/jboss-as-7.1.1.Final/standalone/deployments/csa.war/WEB-INF/web.xml
$CSA_HOME/jboss-as-7.1.1.Final/standalone/deployments/csa.war/images/*
$CSA_HOME/jboss-as-7.1.1.Final/standalone/deployments/csa.war/propertyresources/*
$CSA_HOME/jboss-as-7.1.1.Final/standalone/deployments/csa.war/custom-content/*
$CSA_HOME/jboss-as-7.1.1.Final/domain/servers/<DOMAIN_SERVER_NAME>/deployments/csa.war/WEB-INF/classes/csa.properties
$CSA_HOME/jboss-as-7.1.1.Final/domain/servers/<DOMAIN_SERVER_NAME>/deployments/csa.war/WEB-INF/applicationContext.xml
$CSA_HOME/jboss-as-7.1.1.Final/domain/servers/<DOMAIN_SERVER_NAME>/deployments/csa.war/WEB-INF/hpssoConfiguration.xml
$CSA_HOME/jboss-as-7.1.1.Final/domain/servers/<DOMAIN_SERVER_NAME>/deployments/csa.war/WEB-INF/applicationContext-security.xml
$CSA_HOME/jboss-as-7.1.1.Final/domain/servers/<DOMAIN_SERVER_NAME>/deployments/csa.war/WEB-INF/web.xml
$CSA_HOME/jboss-as-7.1.1.Final/domain/servers/<DOMAIN_SERVER_NAME>/deployments/csa.war/images/*
$CSA_HOME/jboss-as-7.1.1.Final/domain/servers/<DOMAIN_SERVER_NAME>/deployments/csa.war/propertyresources/*
$CSA_HOME/jboss-as-7.1.1.Final/domain/servers/<DOMAIN_SERVER_NAME>/deployments/csa.war/custom-content/*
$CSA_HOME/portal/node_modules/mpp-server/conf/*
```

Appendix

Steps to modify the provider flow to fix the plain text password issue

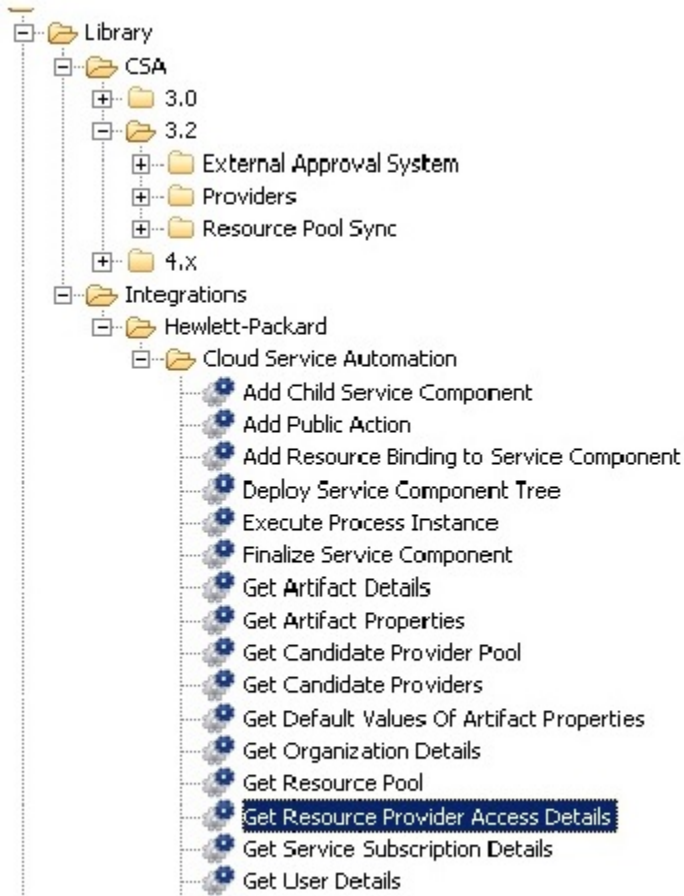
CSA Access point API has been updated to return the provider password in obfuscated format, if you provides the additional parameter “obfuscate”.

<https://localhost:8444/csa/rest/artifact/fastview/<providerId>?userIdentifier=<userIdentifier>&view=accesspoint&obfuscate>

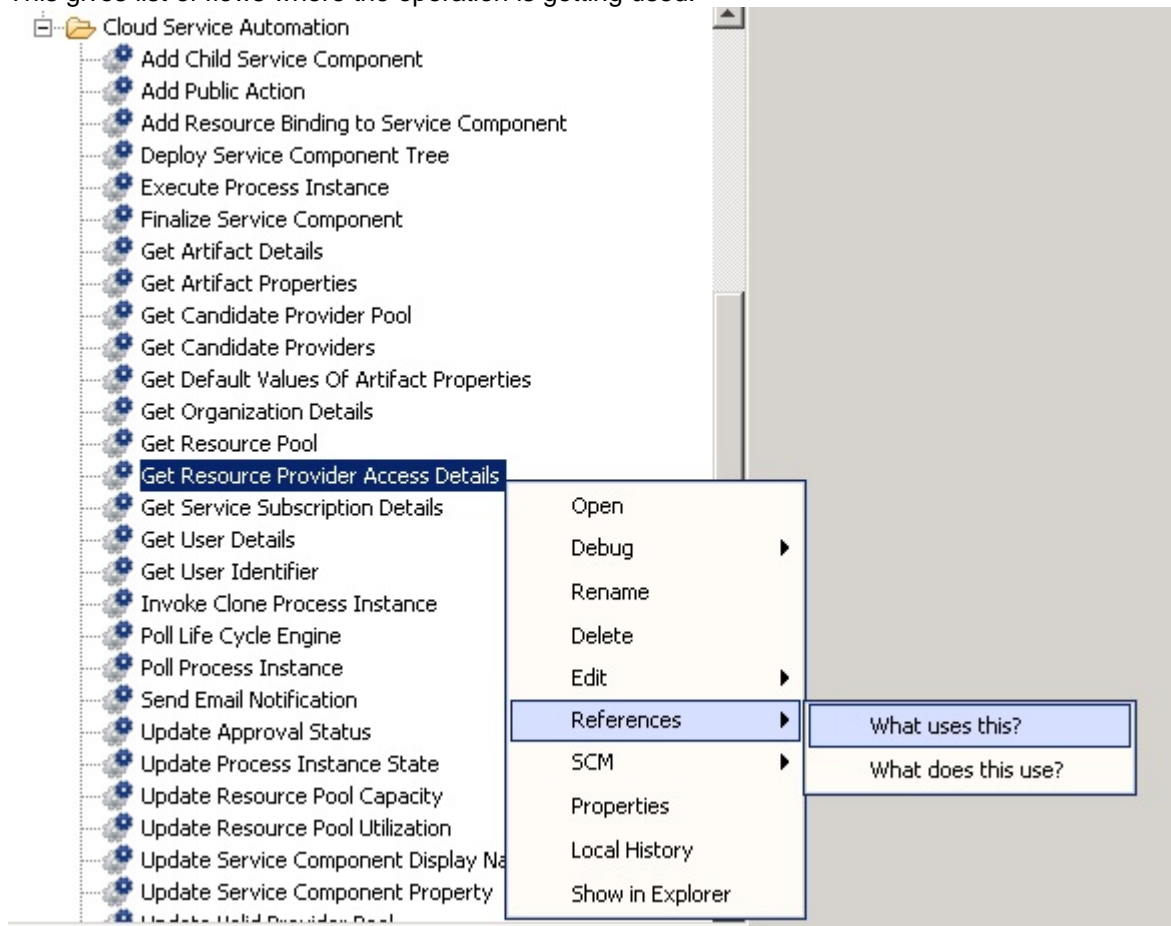
This change has been accommodated in Integration content “Get resource provider Access details” where this step always returns the password in obfuscated format.

You must perform the following steps to make the changes in all the provider flows

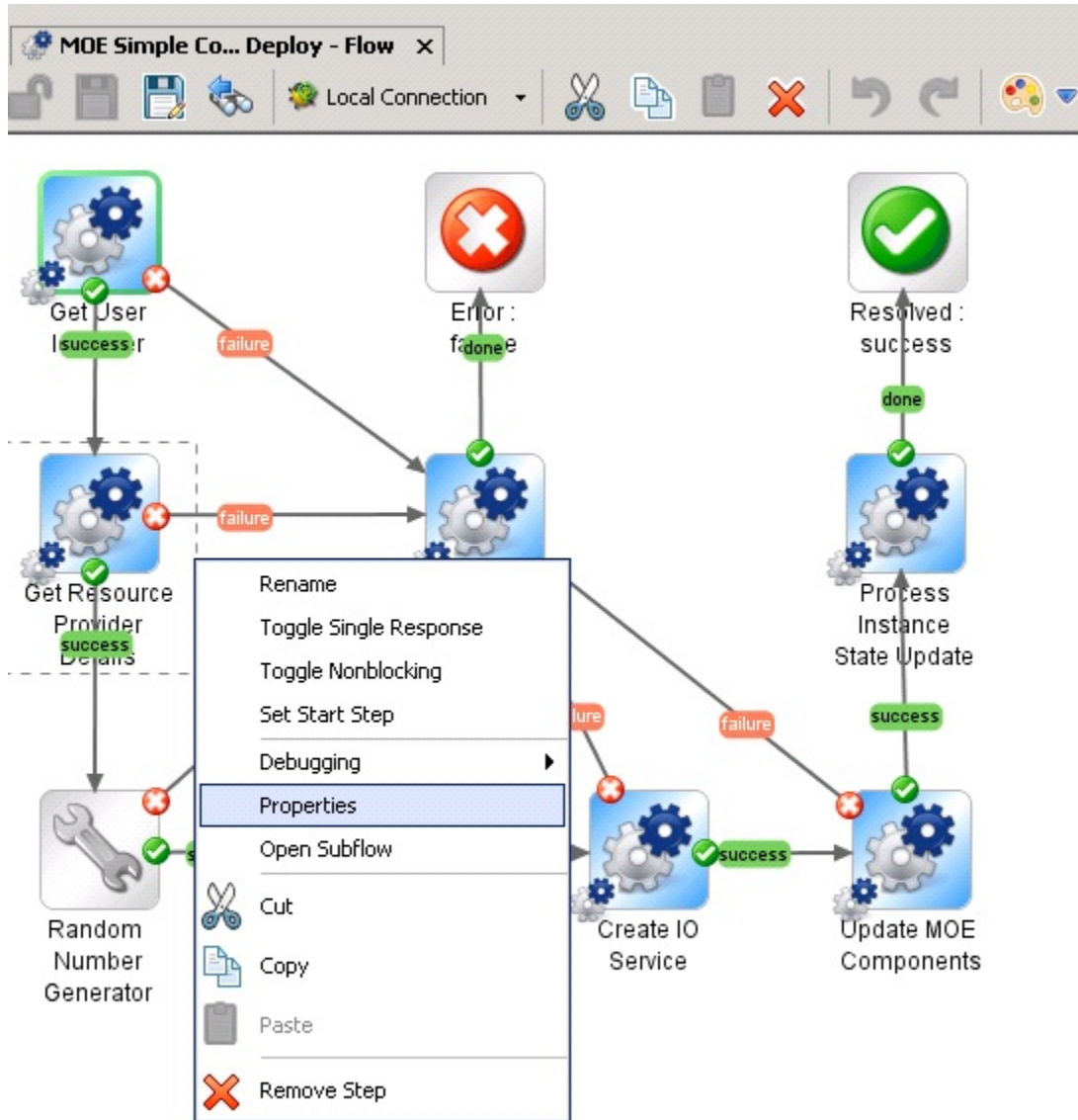
- Go to Integration content “Get Resource Provider Access Details”:



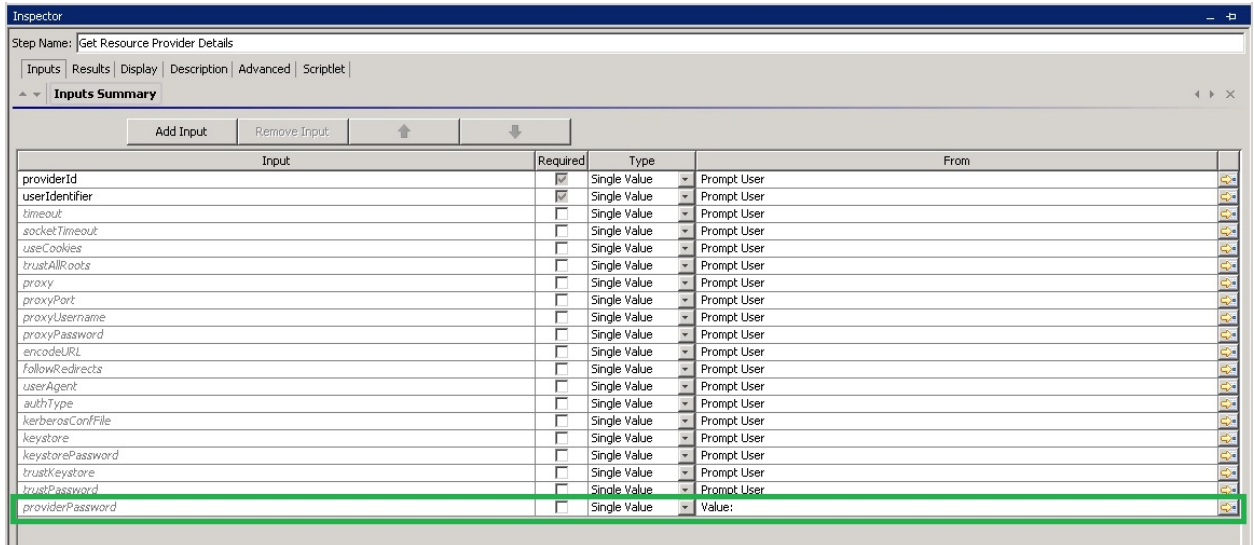
- Right click and select References, select “What uses this?” This gives list of flows where the operation is getting used.



- Select the flow where you want to make the changes.
- Go to step “Get Resource Provider Access Details” step in flow, Right-click and select properties.



- Enable the last property “providerPassword” and don’t assign any value to it.



- "Save" the workflow.

Additional information

HP Software Support

This web site provides contact information and details about the products, services, and support that HP Software offers. For more information, visit the HP Support web site at: [HP Software Support Online](http://www.hp.com/go/support).

HP Software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business.

As a valued support customer, you can benefit by being able to:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Submit enhancement requests online
- Download software patches
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

To access the Self-Solve knowledge base, click Search. Use the filter panel to search for knowledge documents, product manuals, patches, or any kind of available documentation type.

Note: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to: [Access Levels](#). If you do not have an HP Passport, you will be given an opportunity to register for one from the login page.

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