



Hewlett Packard
Enterprise

Codar

Software version: 1.70

For Microsoft Windows® and Linux operating systems

Troubleshooting Guide

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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 settings 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
- Design not listed when access control added to any design in PLM
- Modified Group name not listed in Access Control Group Search

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 settings 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 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	<ol style="list-style-type: none"> 1. If you try to add a valid approver after a failed attempt to add an invalid approver, the following message is displayed: User does not have the permission ORGANIZATION_READ to perform the operation. 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 added successfully 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.
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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.

Design not listed when access control added to any design in PLM

Problem: Design not listed when access control added to any design in PLM

Symptoms	Design is not listed for a user of the group for which the access control is provided
Primary software component	PLM
Failure message	--
Probable cause	Browser cache

Solution

1. Clear browser cache.
2. Log out of Codar and re-log in.

Modified Group name not listed in Access Control Group Search

Problem: After modifying the group name in Organization Access Control page, the modified group name is not visible when searching for the group in the Add Access Control page.

Symptoms	The modified group name is not visible in the search for groups in Access Control. Only the old group name appears.
Primary software component	Codar topology design.

Failure message	--
Probable cause	Only the display name of the group is updated, not the actual name that is displayed in the group search.

Solution:

When a group name in the Organization Access control page needs to be modified, delete the Old Group name and create a new group with the same DN with the new name, instead of modifying the group name.

Codar Localization

- [Non-English characters are not stored properly in Oracle](#)

Non-English characters are not stored properly in Oracle

Problem: Non-English characters are corrupted 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](#)
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- 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
- Multi-tier sequential designs failing with HPE OO 10.20
- Performance issues while importing large archives
- Tips for installing and configuring Codar
- Uninstallation did not finish successfully

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 <code>temp</code> directory.
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Solution

Go to `C:\Users\\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 occurs.

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.
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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
X79hB4pWVLxJiiKAF11KP4G4 -
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 -

Failed to execute Codar installer on Linux

Problem: Failed to execute Codar installer on Linux

Symptoms	Failed 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: HostInfo Error: Status: ERRORAdditional Notes: ERROR - java.net.UnknownHostException: or service not known
Probable cause	The FQDN is not resolvable.

Solution

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

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

HPE OO upgrade fails

Problem: HPE Codar upgrade fails

Symptoms	HPE Codar upgrade fails with the following message: 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.hpssso.HpSsoContextListener

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

Symptoms	The IDM <code>.war</code> file does not deploy successfully in WildFly (application server).
Primary software component	The problem is located in the IDM <code>.war</code> file.

Failure message	<p>Failed to start service jboss.undertow.deployment.default-server.default-host./id</p> <p>org.jboss.msc.service.StartException in service jboss.undertow.deployment.default-server.default-host./id</p> <p>java.lang.ClassNotFoundException: com.hp.hpsso.HpSsoContextListener from [Module deployment.idm-service.war:main from Service Module Loader]</p>
Probable cause	<p>The problem is caused by an incorrect value in the following file:</p> <p>jboss-as/standalone/deployments/ idm-service.war/WEB-INF/web.xml</p> <p>This file contains the following incorrect Java class name:</p> <p><listener-class>com.hp.hpsso.HpSsoContextL</p>

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 <code>bzip2</code> 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 <code>install.log</code> 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.PSQLException: 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 <code>ojdbc(6 7)</code> 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) 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.
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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)\mair`
to
`<CODAR_INSTALL_DIR>\boss-as\modules\system\layers\base\com\oracle\ojdbc(6|7)\mair`
to point to correct file name
3. Start Codar.

Multi-tier sequential designs failing with HPE OO 10.20

Problem: Multi-tier sequential designs failing with HPE OO 10.20

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

Solution

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

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

Performance 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.
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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	<ol style="list-style-type: none"> 1. Confirm that you have entered the correct credentials. 2. Confirm that the user name used to connect to the database has the appropriate database permissions to create tables. 3. Click Cancel on the installer. This creates an installer log file (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 Codar Console
Solution	<ol style="list-style-type: none"> 1. Verify that the LDAP server is accessible. 2. Verify that the LDAP configuration in the Codar Console is correct.

Symptom	The Codar server does not start after install
Solution	<ol style="list-style-type: none"> 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. 2. If any of these ports are in use, modify the port that is the cause of conflict in the <code>standalone.xml</code> file.

Uninstallation did not finish successfully

Problem: Uninstallation did not finish successfully

Symptoms	When the user runs uninstall of Codar, the following message is displayed at the end of uninstallation: "The uninstallation could not complete due to an error."
Primary software component	Installer
Failure message	"The uninstallation could not complete due to an error."
Probable cause	Unexpected error when executing all uninstall related tasks.

Solution

Please follow these steps:

1. If CODAR_HOME folder was not removed, search for the uninstallation log file here:
<CODAR_HOME>/_CSA_4_70_0_installation/Logs/uninstallLog.txt
 - a. If the uninstallLog.txt exists, please search for the root cause of an uninstallation failure in it.
 - b. Remove the impediment found the in the uninstallation log file.
 - c. Delete the whole Codar install directory.
2. Remove all corresponding Codar entries from <USER_HOME>/com.zerog.registry.xml file.

Miscellaneous issues and information

- [About the Codar support tool](#)
- [Codar fails with a JDBC rollback error](#)
- [Error while publishing a topology design](#)
- [Error while updating sequential service design](#)
- [REST API - Cannot create property names](#)
- [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](#)
- [Windows command-line commands do not get executed](#)

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.

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.

Error while publishing a topology design

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

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

Solution

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

Error while updating sequential service design

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

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

Solution

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

REST API - Cannot create property names

Problem: Cannot create property names using the REST API

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

Solution

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

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.

Windows command-line commands do not get executed

Problem: Windows® command-line commands do not run

Symptoms	Scripts or commands typed into the Windows command prompt fail.
Primary software component	Windows command prompt
Failure message	<partial_path_name> is not recognized as an internal or external command, operable program or batch file. For example, 'C:\Program' is not recognized as an internal or external command, operable program or batch file.

Probable cause	If a variable is used in the command, the variable might contain a space in the directory path name.
----------------	--

Solution

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

```
"%CSA_HOME%\jre\bin\java" -jar process-defn_tool.jar -d db.properties -i HPOOInfoInput.xml
or
"%ICONCLUDE_HOME%\jre1.6\bin\java" -jar CSA-3_10-ContentInstaller.jar -centralPassword mypassword
```

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	<ol style="list-style-type: none"> 1. The package is in the transition state forever when promoted (when release gate actions are configured). 2. Packages that are in the transition state cannot be deleted.
Primary software component	Codar
Failure message	None
Probable cause	<ol style="list-style-type: none"> 1. Provider is not configured. 2. Proper values are not mapped to the OO flow in Custom Action. 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 screenshot shows the Operations Orchestration interface. On the left, a tree view of steps is shown, with the step 'Http Client Get Application Artifact' highlighted and its transition message 'PAGE_NOT_FOUND' circled in red. On the right, the details of this step are shown, including the error message 'Error: PAGE_NOT_FOUND' circled in red. The step details include the Step ID, Start Time, End Time, Response, Duration, and Inputs.

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

- ALM
- Amazon Web Services
- Bamboo integration
- Chef
- Docker Universal Control Plane - DOCKER UCP DATA CENTER
- Helion OpenStack
- HPE SiteScope (HPE Codar)
- Operations Orchestration
- VMware vCenter (Codar)

ALM

When there is a TestSetAction and Multiple Packages Promoted simultaneously, some packages stay in TRANSITIONING state

Problem: When there is a TestSetAction and Multiple Packages Promoted, some packages stay in TRANSITIONING state

Symptoms	Issue occurs if 2nd package is promoted while the 1st package's RG is TRANSITIONING.
Primary software component	Release Gate Action
Failure message	
Probable cause	ALM Server does not allow to execute a TestSet when the TestingHost is being used by another TestSet.

Solution

During Package promotion if the ALM test action is failing, then Test host may not be available. The test host might be busy in executing tests for a different package or tests triggered manually from ALM. So multiple requests to execute tests might fail because of concurrency issues

To avoid concurrency issues:

1. Add more test hosts
2. Ensure only 1 package is promoted at a time (which has Test Action)
3. If the package keeps failing repeatedly because of Test action, then Promote after some time
4. Check network connection between Codar and ALM machine

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
- Unable to provision the server because of difference between access point and zone specified in the design

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 <code>securityGroupIds</code> AWS server property is not set, or the <code>securityGroupIds</code> that is set does not have a rule set up properly to allow network traffic to the server instance.

Solution

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

Attaching the network interface to the server fails

Problem: Failure to attach the network interface to the server

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

Probable cause	The subnet IDs of the server and network interface are in different zones.
----------------	--

Solution

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

AWS provider validation fails

Problem: AWS provider validation fails

Symptoms	When configuring a provider such as an Amazon Web Services, you might encounter a validation failed for resource provider error message.
Primary software component	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 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	<p>If the object causing the failure is of the type network interface, then the <code>deviceIndex</code> property value is not set.</p> <p>If the object causing the failure is of the type volume, then the <code>deviceName</code> property value is not set.</p>

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.

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


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

Symptoms	You are sometimes able to provision a given AWS server and sometimes the provisioning operation fails.
Primary software component	Amazon Web Services
Failure message	"An internal error has occurred. Error code: InternalError" message on the HPE Operations Orchestration (HPE OO) flow.

Probable cause	The AWS provider selected for deploying the design might have a mismatch between its zone and the design. For example, the provider might be configured for the "west" zone while the design has an availability zone set to "east."
----------------	--

Solution

If multiple AWS providers are configured in Codar, then make sure the correct provider instance is chosen for deploying a package.

 This is applicable only for topology content.

Bamboo integration

Problem: Bamboo integration fails with an error stating 'file not found'

Symptoms	Bamboo integration fails with an error stating 'file not found'
Primary software component	Atlassian Bamboo
Failure message	File not found
Probable cause	User authentication

Solution

End-users need to re-evaluate user credentials given across this Bamboo integration.

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: 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](#)

Docker Universal Control Plane - DOCKER UCP DATA CENTER

Problem: Docker UCP component won't get deployed due to missing "Undeploy" flow

Symptoms	After importing the images as components from Docker trusted registry, when the Docker UCP components are added to the design and deployed the design will not get deployed.
Primary software component	Provider Type : DOCKER UCP DATA CENTER

Solution

Follow these steps in the given order:

1. Log in to HPLN page <https://hpln.hpe.com/contentoffering/dockerucp> using your HP Passport credentials.
2. Download the content pack <https://hpln.hpe.com/rest/contentofferings/dockerucp/contentpackages/10928/contentfiles/26444> and it will download a file named "Docker UCP V1.0.0.zip" .
3. Delete the existing content with the name "Docker Universal Control Pane Content" or "UCP"
4. Extract the downloaded zip file "Docker UCP V1.0.0.zip" to a folder
5. Extract the zip file docker-ucp-data-center.zip which will be inside the previously extracted folder from above step 4
6. Deploy the content pack docker-ucp-data-center-1.0.0-SNAPSHOT.jar in to HPE Operations Orchestration
7. Import the component and this component should have "Deploy and Undeploy" flows
8. Add it to the design and deploy it. Please follow the Docker Universal Control Pane content guide for more information. (<https://hpln.hpe.com/rest/contentofferings/dockerucp/contentpackages/10928/contentfiles/26447>)

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: No match found for XPath query;returnResult=No match found for XPath query;returnCode=0;sessionId=iconclude-431637331787;
Probable cause	<ol style="list-style-type: none"> 1. The Helion OpenStack - Cloud Services provider is configured with an invalid access point URL. 2. The Helion OpenStack - Cloud Services provider properties are case-sensitive. 3. The value of <code>tenantId</code> 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](#)
- [HPE SiteScope monitor deployment fails with an error in HPE OO reporting](#)

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	<p>Error Code: 55636. Error Description: could not find Template name LINUX in the configuration.;returnResult=com.mercury.sitescope.api.cc exception.ExternalServiceAPIException:</p> <p>Error Code: 55636. Error Description: could not find Template name LINUX in the configuration.;returnCode=-1;sessionId=iconclude-50396; exception=com.mercury.sitescope.api.configuration.excep</p> <p>Error Code: 55636. Error Description: could not find Template name LINUX in the configuration in the OO Report.</p>
Probable cause	<ul style="list-style-type: none"> • HPE SiteScope monitor creation fails because the template is not imported on the HPE SiteScope server. • The template name does not match the designer property.

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. 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.

Operations Orchestration

- [Codar Operations Orchestration content not reflected in HPE OO](#)
- [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](#)
- [Timed out error when provisioning parallel servers for OOTB Sequenced Designs](#)
- [Trust store setup failure leads to login lockouts](#)
- [ValidatorException javax.net.ssl.SSLHandshakeException](#)
- [Workflows in the HPE Operations Orchestration public repository are invalid](#)

Codar Operations Orchestration content not reflected in HPE OO

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

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

Solution

Follow these steps in the given order:

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

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.SunCertPathBuilderException 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 HPE 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`

Timed out error when provisioning parallel servers for OOTB Sequenced Designs

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

Symptoms	One or both of the following messages appear (depending on the environment) in the Codar console and HPE OO log when a request is submitted to provision parallel servers for an OOTB sequenced design.
Primary software component	HPE Codar
Failure message	<p><i>In Codar console:</i></p> <pre>java.lang.RuntimeException: java.net.SocketTimeoutException: Read timed out <i>In HP OO logs:</i> WorkerExecutionThread-17_149417227-PluginAdapterIm java:317 ERROR - java.lang.RuntimeException: Couldn't connect to VIM service OO 10.10 ==> localhost_access_log.2014-07-03.txt 10.1.12.107 - - [03/Jul/2014:15:46:24 -0700] "POST /PAS/services/rest/run_async/35d34b4b-b544-4531-8667 CSA_CONTEXT_ID=8a818ceb46f958850146fe668f5a46 RSC_PROVIDER_ID=8a818ceb46f913060146f91363460 SVC_INSTANCE_ID=8a818ceb46f958850146fe66024f43 SVC_COMPONENT_TYPE=SERVER&SVC_SUBSCRIP &PRN_COMPONENT_ID=8a818ceb46f958850146fe660 REQ_USER_ID=8a818ceb46f958850146f95f2b1d0004& RSC_BINDING_ID=8a818ceb46f958850146fe665b99456 HTTP/1.1" 500 -</pre>
Probable cause	Communication between HPE OO and HPE Codar is not stable.

Solution

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

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

Edit Resource Provider ? ✕

Provider Type
VMware vCenter

Display Name *

Description

User ID *

Password *

Confirm Password*

Image

Change Image

Recommended dimension of 256x256. Maximum file size of 1MB.

Default Settings
Enabled

Service Access Point *

Trust store setup failure leads to login lockouts

Problem: Trust store setup failure causes login lockouts.

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

Solution

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

ValidatorException javax.net.ssl.SSLHandshakeException

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

Symptoms	javax.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: PKIX path building failed.
Primary software component	HPE Codar and HPE Operations Orchestration (HPE OO)
Failure message	Caught exception: javax.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: PKIX path building failed: sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path to requested target.
Probable cause	The HPE OO certificate is not imported into the HPE Codar Installed JRE security cacerts path.

Solution

1. Make sure the \$PATH variable has \$JRE_HOME\bin set per the HPE Codar installation JRE selected during the HPE Codar installation (for example, either openjre or Oracle JRE).
2. Verify that the OO10.x certificate is imported properly to the HPE Codar installed JRE cacerts path, using commands below:
 - a. If Oracle JRE is selected during HPE Codar installation, then import the OO 10.x certificate using a command like the following:

```
keytool.exe -importcert -alias tomcat -file "C:\Temp\oo10-certificate.cer" -keystore "C:\Program Files\Java\jre7\lib\security\cacerts"
```
 - b. If openjre is selected during HPE Codar installation, then the OO10.x certificate has to be imported to the path "C:\Program Files\Hewlett-Packard\CODAR\openjre\lib\security" using a command like the following:

```
keytool.exe -importcert -alias tomcat -file "C:\Temp\oo10-certificate.cer" -keystore "C:\Program Files\Hewlett-Packard\CODAR\openjre\lib\security\cacerts" password: changeit
```
3. After the certificate has been imported, restart the Codar service.
For more information, see the Configure HPE Operations Orchestration section of the *HPE Codar Installation Guide*.

Workflows in the HPE Operations Orchestration public repository are invalid

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

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

Solution

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

VMware vCenter (Codar)

- Cannot provision VMware vCenter server component
- Lifecycle Engine does not allow another lifecycle transition to begin if the vCenter Add Server fails with timeout.
- 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.

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

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

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

Solution

Follow one of these workarounds:

Wait for a few minutes before submitting the next request for modification.

OR

Increase the timeout for the vCenter flex-in Server/vCenter flex-out Server flows in the content pack "VMware vCenter Compute". The following steps explain how to make this change:

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

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

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 Codar 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.

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

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 <code>service codar status</code> 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	<code>/sbin</code> 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:/sbin` (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/00/central/bin` (assuming that the embedded Operations Orchestration instance is installed in `/usr/local/hpe/codar/00/`)

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

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: Error running content-archive-tool. Content-archive-tool was run against an unsupported version of Codar.
Probable cause	Incorrect <code>csa.war</code> location inside <code>\$CODAR_HOME/Tools/ContentArchiveTool/config.properties</code> . <code>csa_war.loc=C:\Program Files\HPE\Codar\jboss-as\standalone\deployments</code>

Solution

Edit the `config.properties` file to replace `C:\Program Files\HPE\Codar\jboss-as\standalone\deployments\csa.war` with `csa_war.loc=/usr/local/hpe/codar/jboss-as/standalone/deployments/csa.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 <code>psql</code> 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 <code>psql</code> command.
----------------	---

Solution

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

Topology Design Troubleshooting

- Amazon Server component fails to provision
- Associating a floating IP address does not work using an internal network
- Cannot import Chef components
- Codar 1.7 - Cannot execute a test run of a topology design in Codar
- 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
- Import of topology component of custom provider type does not work
- No IP addresses are listed when executing an Assign Floating IP public action using a new Helion OpenStack setup
- OOTB Sequenced Design with Option Model does not work with Codar License
- Test run fails while using a topology design based on Server Automation software policies
- vCenter Server component fails to provision

Amazon Server component fails to provision

Problem: Provision fails with Amazon Server component.

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

Solution

1. From the HPE Codar Console, click the **Providers** tile and check the configuration of the Amazon AWS resource provider.
When saving the provider, any validation warnings that are displayed that may indicate a problem connecting

to the provider and may require additional proxy configuration. To configure a proxy in Codar, see the **Configure a Proxy for Resource Providers Outside the Internal Network** section of the *Configuration Guide*.

2. Check the values of the properties of the Amazon Server component in your design. Important properties to consider are "keyName", "amild", and "availabilityZone". Descriptions of these properties can be found by selecting the Amazon Server component in the Designs / Topology / Components area of the Codar Console.

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 import Chef components

Problem: Chef components cannot be imported into Codar

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

Solution

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

Codar 1.7 - 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	<ol style="list-style-type: none"> "Parameter serviceUrl cannot be null or empty. Must provide a valid service url." A message informing the user about a missing certificate.
Probable cause	<ol style="list-style-type: none"> Codar is not configured with Operations Orchestration server information. The Operations Orchestration certificate is missing.

Solution 1

For Codar:

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

Solution 2

Import the HPE OO server certificate to the Java keystore used for Codar by following the **Configure a Secure Connection between Codar and Operations Orchestration** section of the Configuration Guide.

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.



admin | ? | ⌵ | Login

The screenshot displays the HP Operations Orchestration interface. The main window shows a flow titled "Deploy Test run of Chef Infra Apache" which is in a "Completed - Error" state. A sidebar on the left lists the steps of the flow, with "Check node" highlighted in red, indicating failure. The "Step Details" pane on the right provides information for the failed "Check node" step:

- Step ID:** 0843daeb-e0de-439f-a143-392a7220f24c
- Start Time:** 3:56:36 AM
- End Time:** 3:56:42 AM
- Response:** Error: failure
- Duration:** 5.664 seconds
- Inputs:** host (10.1.14.186), username (pavan), password (*****), pty (false), port, arguments, privateKeyFile, timeout (2500000), characterSet (UTF-8), closeSession (true), command (*****)
- Primary Result:** usage: ssh [-1246AaCfGkkMNngSTVwXxYy] [-b bind_address] [-c cipher_spec] [-D [bind_address]:port] [-e escape_char] [-F configfile] [-l pkcs11] [-i identity_file] [-L [bind_address]:port:host:hostport] [-l login_name] [-m mac_spec] [-O ctl_cmd] [-o option] [-p port] [-R [bind_address]:port:host:hostport] [-S ctl_path] [-W host:port] [-w local_tun[:remote_tun]] [user@]hostname [command]
- Worker Group:** RAS_Operator_Path
- Worker ID:** 8eef8eb3-126e-44f2-88a3-235c51e049ac
- Transition:** failure
- Message:**

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	Codar console
Failure message	After clicking View Detailed Report , one of the following error messages is displayed: <ul style="list-style-type: none">• relation.<relation_name>_<component_id> - Missing in repository component type• relation.<relation_name>_<component_id> - Exist different (review needed)
Probable cause	The definition of the topology component on the system in which the import is occurring lacks relationship definitions that are needed by the design being imported.

Solution

The missing relationships must be added to the component in the Components area before performing the import. Alternatively, the associated component may be deleted (if not otherwise used on the 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 Codar 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.

Import of topology component of custom provider type does not work

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

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

Solution

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

No IP addresses are listed when executing an Assign

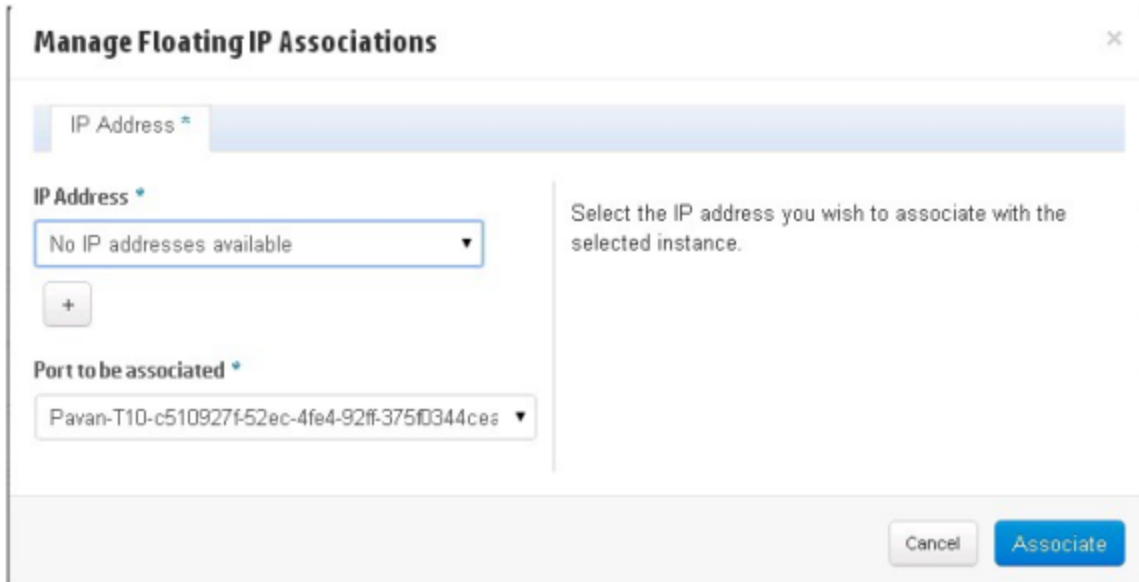
Floating IP public action using a new Helion OpenStack setup

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	<p>The csa.log file contains the following: 09 Jan 2014 11:23:42,800 [http-0.0.0.0-8444-12] ERRORResponseStatusResponse : com.hp.ccue.http.exception.HttpInternalServerErrorException</p> <p>Expanded url 'http://<IP>:21051/1/infrastructure_topology_list/46/realize external_routable_ip_list? network_ref=\${network_ref}' contains not expanded placeholders '[network_ref]' (java.lang.IllegalStateException: Expanded url 'http://<IP>:21051/1/infrastructure_topology_list/46/realize st/e9e0330a-9b71-4348-bc92-2bccdc22af5b6/ 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] ERRORResponseStatusResponse : com.hp.ccue.http.exception.HttpInternalServerErrorException</p> <p>Expanded url</p>
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.



OOTB Sequenced Design with Option Model does not work with Codar License

Problem: OOTB Sequence Design with Option Model won't work with Codar License

Symptoms	Unable to associate out of the box (OOTB) vCenter Simple Compute to Release Pipeline Management
Primary software component	OOTB content
Failure message	... the source object is not fully populated
Probable cause	Codar license does not support sequenced designs with option model

Solution

If you have applied only the Codar license, avoid using the following OOTB sequence design.

1. vCenter Simple Compute

If CSA license is available, do the following:

1. Enable the CSA License.
2. Remove the Option Model Association as required.
3. Include the design in Codar PLM.

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: 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.

vCenter Server component fails to provision

Problem: Cannot provision vCenter Server component.

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

Solution

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

check include "vmTemplateReference" and "customizationSpec."

Licensing

- 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 <code>csa.provider.ip</code> attribute is missing a valid IP address in <code>csa.properties</code> , 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
<code>--home <arg></code>	Use this optional argument to specify the Codar Home folder location. By default, the tool detects the Codar home folder.
<code>--output <arg></code>	Use this optional argument to specify a name to the output archive file. By default, the archive file name format is <code>logs-and-configs_<yy-MM-dd>.zip</code> .

Examples:

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

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