



Hewlett Packard
Enterprise

Cloud Service Automation

Software version: 4.81

For Microsoft Windows and Linux operating systems

Troubleshooting Guide

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HPE Cloud Service Automation

This section contains the following topics:

- [Support Tool for CSA - Information and Instruction Page](#)
Miscellaneous Information and Issues
- [Cloud Service Management Console](#)
- [Localization](#)
- [Provider tool can fail to save keystone configuration](#)
- [Upgrade](#)
- ["Resubmit Modify" does not re-apply the values from component.](#)

Support Tool for CSA - Information and Instruction Page

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

The Support Tool is located in CSA installation folder under the **Tools** subfolder. It is executed just like any other tool in HPE CSA. By default, no arguments are needed.

Usage:

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

Use `--help` to see usage hints.

There are two optional parameters:

Options	Description
<code>--home <arg></code>	Use this optional argument to specify the HPE CSA Home folder location. By default, the tool detects the HPE CSA 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/csa/home
```

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

Miscellaneous Information and Issues

CSA fails with JDBC rollback error

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

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

Solution

Add configuration information as indicated in the following procedures.

For Standalone Setup:

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

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

- Start the HPE Cloud Service Automation service.

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

For Cluster Setup:

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

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

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

- Start the HPE CSA Service in cluster mode.

Error occurs when publishing a topology design

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

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

Solution

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

Error updating sequential service design

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

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

Probable cause	Multiple properties from a single option are target bound to the same service component.
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Solution

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

HPE CSA REST API - Cannot create property names

Problem: Cannot create property names using the REST API

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

Solution

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

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

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

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

Solution

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

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

Subscriptions stopped getting processed by CSA back ground services after network or database failure

Problem: Subscriptions stopped getting processed by CSA back ground services after network or database failure

Symptoms	In the event of network failure CSA background services stops processing new subscriptions. CSA logs will report network or database connection failure.
Primary software component	CSA background services
Failure message	Error stack trace like <i>"exception: net.sourceforge.jtds.jdbc.JtdsConnection@45b58627: java.sql.SQLException: I/O Error: Connection reset by peer: socket write error"</i> in the CSA logs.
Probable cause	<p>In the event of network failure sometime JDBC driver get stuck indefinitely in database operation. The probable cause is the absence of socket time out configuration in CSA jdbc connection url.</p> <p>By default CSA DB connection url doesn't set any explicit SocketTimeout properties for JDBC. (Default value is zero, which means wait time is infinity.)</p> <p>Socket timeout value for JDBC driver is necessary when the db connection is terminated abruptly or a network failure has occurred. Due to this reason CSA background services get blocked indefinitely.</p>

Solution

In order to unblock the background services, the db operation needs to be terminated. In that situation it would be terminated automatically only if a timeout is configured for the socket. Socket timeout can be configured via JDBC driver.

To prevent the infinite waiting situation when there is a network error and shorten the failure time, set the socket timeout in <CSA_HOME>/jboss-as/standalone/configuration/standalone.xml for both csaDS and idmDS connection-url as below

DB Type	connectTimeout	Default	Unit	Connection URL
Oracle	oracle.net.CONNECT_TIMEOUT		millisecond	<p>Needs to set as property</p> <p>Example:</p> <pre><datasource jndi-name="java:jboss, pool-name="OracleDS</pre>

	oracle.jdbc.ReadTimeo0t	0	millisecond	<pre> <connection-url>jdbc:c <DB_HOST> :1521/csa.cdl.local</cc <driver>oracleDriver</ <connection-property name="oracle.net.CON 300000 </connection-property: <connection-property name="oracle.jdbc.Re 300000 </connection-property: </datasource> </pre>
MS SQL	loginTimeout	0	second	Needs to specify in the jdbc connection url. Example: <pre> <connection-url> jdbc:jtds:sqlserver:// <DB_HOST>:1433/csa </pre>
	socketTimeout	0	second	
Postgresql	connectTimeout	0	second	Needs to set as property Example: <pre> <datasource jta="true" jndi-name=" java:jboss/datasources " pool-name="csaPostgr enabled="true" use-java-context="true use-ccm="true"> <connection-url> jdbc:postgresql:// <DB_HOST>:5431/csa </pre> <driver>pgsqlDriver</c

	socketTimeout	0	second <connection-property name="loginTimeout"> <connection-property name="socketTimeout"> <connection-property name="connectionTim </datasource>
MySQL	connectTimeout	0	millisecond	Needs to specify in the jdbc connection url. Example: <connection-url> jdbc:mysql:// <DB_HOST>:3306/csa
	socketTimeout	0	millisecond	

Note: Here in the example socket time is configured 5 mins. Please determine socket time out value based on your environment.

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

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

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

Solution

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

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

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

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

Solution

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

Windows command-line commands do not run

Problem: Windows® command-line commands do not run

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

Solution

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

For example,

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

or

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

Cloud Service Management Console

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

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

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

Solution

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

Cannot delete a provider associated with failed subscriptions

Problem: Cannot delete a provider associated with failed subscriptions.

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

Solution

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

Executive Scorecard integration does not work properly for the Showback Report

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

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

Solution

1. Log in to HPE Live Network (HPLN) and connect to <https://hpln.hpe.com/contentoffering/executive-scorecard-cap-content-acceleration-pack>.
2. Click the **Download** button to download the "CSA CAP" .zip file .
3. Upload the CAP files to the Executive Scorecard application. For details, see the procedure entitled "Upload a CAP to the Executive Scorecard application" in the *Guide to XS Content Acceleration Packs* for Executive Scorecard.

Failure to add LDAP user to a named approver policy

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

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

Failure message	After the first attempt (user does not have access to an organization) - "Error Adding User. Person not assigned any roles for this organization." After next attempt (user is a valid approver who has organization access) - "User does not have the permission ORGANIZATION_READ to perform the operation."
Probable cause	User does not have the permission ORGANIZATION_READ to perform the operation.

Solution

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

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

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

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

Solution

Follow these steps:

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

Trying to add a valid approver fails with error message

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

Symptoms	<ol style="list-style-type: none">1. When trying to add a valid approver after a failed attempt to add an invalid approver, the following message displays: User does not have the permission ORGANIZATION_READ to perform the operation.2. After clicking OK, an attempt is made to add the same valid user to the policy again without exiting the popup UI, and the add operation is successful.
Primary software component	Cloud Service Management Console
Failure message	User does not have the permission ORGANIZATION_READ to perform the operation.

Solution

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

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

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

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

Solution

If you install HPE CSA on a system with a fully qualified domain name of the format *name.a.b.com*, and if you

enable Single Sign-on during installation, you must specify a domain name of *a.b.com* on the install screen where the domain name is requested.

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

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

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

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

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

Solution

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

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

Web Browser Remembers Password Credentials

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

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

Solution

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

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

Localization

Non-English characters are not being properly stored by Oracle

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

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

Solution

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

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

Provider tool can fail to save keystone configuration

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

Symptoms	<p>When you create a new provider with the provider tool the following messages are displayed:</p> <pre data-bbox="857 220 1442 457"> Loading Application Context Finished Loading Application Context Tool Action: create Creating resource provider(s) Created provider '<providerName>'. Finished running the provider tool </pre> <p>Depending on the SSL configuration, the idm-service configuration, or the database settings being incorrect, it is possible that the provider was not created successfully.</p> <p>Currently, the provider-tool.log as configured through log4j2.xml does not output the error messages to alert if errors occur with idm keystone configuration.</p>
Primary software component	provider-tool.jar
Failure message	None
Probable cause	logging does not output errors appropriately

Solution

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

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

1) Use the UI to delete and recreate the provider

or

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

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


```

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

```

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

Any exceptions during configuration should be visible on the console.

Upgrade

Icons for some service designs are missing after upgrading to 4.8

Problem: Icons for some service designs are missing after upgrading to 4.8

Symptoms	Service designs that use the icon with name 'Service_Design.png' will not display the icon. These icons are used by the following service designs that are available out-of-the-box with CSA. <ul style="list-style-type: none">• Amazon EC2 Compute in VPC• Amazon EC2 Compute in ELB• Provision VLAN using Network Automation• SA Audit Compliance on Vcenter Compute• SA Patching Compliance on Vcenter Compute
Primary software component	CSA Designer in Provider Portal
Failure message	File not found
Probable cause	The icon is renamed to 'service_design.png'

Solution

The image **Service_Design.png** is renamed to **service_design.png** due to which the image loading fails for designs that used the older name. Identify all designs that use the older name, and edit them to re-select the same image. Re-publish the designs after saving them.

SAML configuration is lost after upgrade from CSA 4.7 to CSA 4.8

Problem: SAML configuration is lost after upgrade to CSA 4.8

Symptoms	SAML configuration is lost after upgrade from CSA 4.7 to CSA 4.8
Primary software component	CSA Upgrade Installer
Failure message	All SAML configurations will be lost after upgrade.
Probable cause	All SAML configuration changes need to be handled in CSA upgrade installer.

Solution

If SAML is configured in CSA 4.7 and you have upgraded to CSA 4.8, you need to configure SAML again from

scratch by referring to the SAML configuration guide.

Unable to import a design from an upgraded 4.8 instance to a fresh 4.8 instance that contains VCENTER_SERVER component

Problem: Unable to import a design from an upgraded 4.8 instance to a fresh 4.8 instance that contains VCENTER_SERVER component

Symptoms	Import fails with an error message that VCENTER_SERVER component is not found in the CSA instance.
Primary software component	CSA Designer in Provider Portal
Failure message	Error importing service design archive. Service Component Type 'VCENTER_SERVER' does not exist in the system
Probable cause	vCenter Palette is not available in CSA 4.8

Solution

Export the vCenter Palette and its associated OO content from the upgraded CSA 4.8 instance and import into the fresh CSA 4.8 instance. Then import the service design into the fresh CSA 4.8 instance. If Import-Preview displays the error message *Unable to find a constraint between "Server Group" and "vCenter Server"* or similar, then ignore the error message and import the design.

Upgrade fails from earlier supported versions of CSA to 4.8

Problem: CSA upgrade fails from earlier versions to 4.8

Symptoms	Upgrade fails when CSA upgraded from earlier versions of CSA 4.6 or 4.7 to 4.8
Primary software component	CSA Upgrade Installer
Failure message	Caused by: java.lang.RuntimeException: org.springframework.beans.factory.BeanCreationException: Error creating bean with name 'seededDataMigrator' defined in ServletContext resource
Probable cause	For Microsoft SQL Server, snapshot isolation is not enabled for IdM database before upgrade to 4.8

Solution

For Microsoft SQL Server, it is mandatory to enable the snapshot isolation for Identity management database which can be achieved through following database statements:

```
ALTER DATABASE idmdbName SET ALLOW_SNAPSHOT_ISOLATION ON;  
ALTER DATABASE idmdbName SET READ_COMMITTED_SNAPSHOT ON;
```

"Resubmit Modify" does not re-apply the values from component.

Problem:

Modify subscription fails as one of the modify actions fail and 'Resubmit Modify' doesn't re-apply the values or doesn't run again.

The detail steps to see this scenario is as below-

Create a design/offering in which the action on modify for a component always fails.

Initiate a modify action on subscription.

The action fails and the subscription now has "Resubmit Modify" .

Make changes to the values of the affected component.

"Resubmit Modify" does not re-apply the values from component.

Solution:

Resubmit modification does push the values if it sees the component property has changed. In the first modification, the properties are pushed and the action fails after that. When a resubmit modify is submitted, the old properties that was pushed when it failed is not changed and so the resubmit modify doesn't come into affect. When this happens, **one has to bring back the property values of the component before the modification** and when modification is resubmitted, the values get pushed again on the component.

Integrations

This section contains the following topics:

- Amazon Web Services (AWS)
- CAC: SMC is configured in CAC mode:user in certificate is not present in LDAP, no error message
- CAC: When LDAP is not configured and try to access SMC portal, no error message is shown in the server.log file.
- Date parsing exception
- HPE ArcSight Logger
- HPE Helion OpenStack®
- HPE Matrix Operating Environment (MOE)
- HPE Network Automation
- HPE Operations Orchestration (OO)
- HPE Server Automation with HPE Application Deployment Manager
- HPE Server Automation with HPE Database and Middleware Automation
- HPE Server Automation with Software Policies
- HPE Service Manager (HPE SM)
- HPE SiteScope
- HPE Universal CMDB
- OpenStack - HPE Cloud Services (HPE CS)
- VMware vCenter
- CSA 4.7 - OpenStack Provider, Design, and IDM Configuration
- Puppet
- Cloud Optimizer
- Docker Universal Control Plane - DOCKER UCP DATA CENTER (CSA)

Amazon Web Services (AWS)

AWS subscriptions fail with ...Error code_ AuthFailure error

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

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

Solution

Set the credentials correctly and try the operation again.

AWS subscriptions fail with Failed to open HTTP connection error

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

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

Solution

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

Failure to attach the network interface to the server


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

Symptoms	In a topology design that has server and network interfaces connected to it, both the server and network Interface components get provisioned in AWS, but attaching of the network interface to the server fails.
----------	---

Primary software component	Amazon Web Services
Failure message	"You may not attach a network interface to an instance if they are not in the same availability zone. Error code: InvalidParameterCombination"
Probable cause	The subnet ID of the server and network interface are in different zones.

Solution

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

 This is applicable only for topology content.

Public IP for AWS server instances not visible

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

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

Solution

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

Unable to access the AWS instance using the public IP

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

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

Solution

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

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


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

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

Solution

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

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

 This is applicable only for topology content.

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


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

Symptoms	You are able to attach only one network interface or volume to a server. A failure occurs if you attach a second network interface or volume to the server.
Primary software component	Amazon Web Services
Failure message	Instance <id_of_network_interface_or_volume> already has an interface attached at device index '1.

Probable cause	<p>If the object causing the failure is a Network Interface, the "deviceIndex" property value is not set.</p> <p>If the object causing the failure is a Volume, the "deviceName " property value is not set.</p>
----------------	--

Solution

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

 This is applicable only for topology content.

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

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

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

Solution

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

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

CAC: When LDAP is not configured and try to

access SMC portal, no error message is shown in the server.log file.

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

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

Solution

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

Date parsing exception

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

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

Solution

Re-create a new subscription for the same offering.

HPE ArcSight Logger

Artifact ID is not included in log files

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

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

Solution

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

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

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

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

Solution

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

Integration with HPE ArcSight fails after HPE CSA upgrade

Problem: Integration with HPE ArcSight fails after HPE CSA upgrade.

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

Solution

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

For example:

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

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

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

Symptoms	When integrating HPE ArcSight Logger with HPE CSA, the IP address of the provider is not added to the HPE ArcSight Logger portal.
Primary software component	HPE ArcSight Logger
Failure message	IP address (device entry) of the provider is not seen in HPE ArcSight Logger portal.

Probable causes	<ul style="list-style-type: none"> • log4j.appender.cef1.hostName file does not have the correct IP address of the HPE ArcSight Logger server. • log4j.properties file is saved as log4j.properties.txt. • User might not have restarted the provider service after replacing the log4j.properties. • No error log was generated in csa.log, and since default log level is ERROR in the log4j.properties, no log message was sent to HPE ArcSight Logger for the device to be detected.
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Solution

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

HPE Helion OpenStack®

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

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

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

Solution

In HPE CSA, make the following changes:

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

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

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

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

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

Solution

Check the HPE Helion OpenStack logs for further analysis.

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


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

Symptoms	"Remove server" public action execution fails when user tries to remove a server from the HPE Helion OpenStack based subscription.
Primary software component	HPE CSA, HPE Helion OpenStack.
Failure message	Cannot remove servers because the minimum server is configured to be 1. Cannot remove servers because the designer of the binding has configured a minimum limit for the number of servers in server group.

Probable cause	In HPE Helion OpenStack based topology service designer, the value of property "Minimum Instances" of the Server Group component is set to 1. When the user tries to remove the last server from the HPE Helion OpenStack based subscription, the above stated failure message is observed.
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Solution

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

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

HPE Matrix Operating Environment (MOE)

HPE MOE Add Disk action fails with SOAP v3 endpoint

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

Symptoms	Add Disk subscriber action executed on the HPE Matrix Operating Environment (MOE) SOAPv3-based subscription fails.
Primary software component	HPE Matrix Operating Environment
Probable cause	HPE MOE templates are not designed to support Add Disk operation.

Solution

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

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

HPE MOE Add Server action fails

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

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

Solution

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

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

MOE_COMPUTE_SOAPV4_3.20 subscriber actions fail

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

Symptoms	Subscriber action for MOE_COMPUTE_SOAPV4_3.20 service design fails to execute.
Primary software component	HPE Matrix Operating Environment
Failure message	soap:Client</faultcode><faultstring>Message part http://v3.soap.io.hp.com/</faultstring>
Probable cause	HPE MOE provider should be configured with SOAPv4 endpoint.

Solution

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

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

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

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

Solution

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

No resource provider selected when subscribing to MOE_COMPUTE_CUSTOM_PROVIDER_SELECTION_v3.20

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

Symptoms	No resource provider is selected when a subscription is requested for a service offering that uses the MOE_COMPUTE_CUSTOM_PROVIDER_SELECTION service design.
Primary software component	HPE Matrix Operating Environment
Failure message	ERROR SelectProviderAction: Could not select a provider as valid providers list is empty for Resource Binding: 8f5afb39b5329c0139bbd285240747
Probable cause	The providers associated with the MOE_COMPUTE_3.20 resource offering do not contain an ORGANIZATIONS property, or none of the provider ORGANIZATIONS contain the user organization name as a value.

Solution

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

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

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

 This is applicable only for legacy OOTB content.

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

Problem: MOE_COMPUTE_3.20 does not have new MOE SOAPv4 actions.

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


Solution

Actions in the service design MOE_COMPUTE_3.20 are limited to MOE SOAPv3 endpoint, irrespective of the MOE SOAP endpoint configured on the provider.

To get new actions of MOE SOAPv4, use MOE_COMPUTE_SOAPV4_3.20 service design following the below steps.

1. Import the HPE CSA content archive CSA_BP_MOE_COMPUTE_SOAPV4_v3.20.00.
2. The HPE Matrix Operating Environment provider associated with the MOE_COMPUTE_SOAPV4_3.20 offering must have the endpoint SOAPv4.
3. Create an HPE CSA service offering using the MOE_COMPUTE_SOAPV4_3.20 service design. Publish the new offering and subscribe to it.

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

 This is applicable only for legacy OOTB content.

Subscriptions using service design MOE_COMPUTE_MT_3.20 fail with error

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

Symptoms	Subscription using MOE_COMPUTE_MT_3.20 service design fails with error in HP OO reports.
Primary software component	HPE MOE 7.0 and later versions
Failure message	Impersonated user '<username>' is not recognized Example 1 : Impersonated user 'cirrus\finance1' is not recognized Example 2 : Impersonated user 'csatest2' is not recognized


Probable cause	<ul style="list-style-type: none"> • HPE MOE is not configured to support multi-tenancy. • HPE MOE user-organization configuration is incorrect. • The domain name used by HPE CSA (in conjunction with the user name) to login to HPE MOE is incorrect.
----------------	---

Solution

Verify the following configurations:

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

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

 This is applicable only for legacy OOTB content.

HPE Network Automation

Subscription fails while using service designs based on HPE Network Automation

Problem: Subscription fails to get networking switch configuration details.

Symptoms	VLAN provisioning with networking switch using HPE Network Automation fails with an error in HPE OO reports (shown in failure message below).
Primary software component	HPE Network Automation
Failure message	Failed to execute Get Configurations By IP operation.

Probable cause	<p>Get Switch Configuration by IP operation of Get VLAN Details workflow cannot communicate with HPE Network Automation because:</p> <ol style="list-style-type: none"> 1. Connection time out happened for: Get Switch Configuration by IP operation of Get VLAN Details workflow 2. Wrong Provider SAP is provided in HPE ECSA for HPE NA.
----------------	--

Solution

1. Ensure that the correct provider SAP is provided for HPE NA.
2. In HPE Network Automation server, restart the following services:
 - TrueControl FTP Server
 - TrueControl Management Engine
 - TrueControl SWIM Server
 - TrueControl Syslog Server
 - TrueControl TFTP Server

HPE Operations Orchestration (OO)

All workflows in the HPE Operations Orchestration public repository are invalid

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

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

Solution

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

HPE CSA Operations Orchestration content not reflected in HPE OO

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

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

Solution

Follow these steps in the given order:

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

javax.net.ssl.SSLHandshakeException

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

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

Solution

1. Make sure the \$PATH variable has \$JRE_HOME/bin set per the HPE CSA installation JRE selected during the HPE CSA installation (for example, either openjre or Oracle JRE).
2. Verify that the OO10.x certificate is imported properly to the HPE CSA installed JRE cacerts path, using commands below:

- a. If Oracle JRE is selected during HPE CSA installation, then import the OO 10.x certificate using a command like the following:


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


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

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

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

Symptoms	One or both of the following messages appear (depending on the environment) in the cloud services management console and HPE OO log when a request is submitted to provision parallel servers for an OOTB sequenced design.
Primary software component	HPE CSA

<p>Failure message</p>	<p><i>In cloud services management console:</i></p> <pre> java.lang.RuntimeException: java.net.SocketTimeoutException: Read timed out <i>In HP OO logs:</i> WorkerExecutionThread-17_149417227-PluginAdapterIm ERROR - java.lang.RuntimeException: Couldn't connect to VIM service OO 10.10 ==> localhost_access_log.2014-07-03.txt 10.1.12.107 - - [03/Jul/2014:15:46:24 -0700] "POST /PAS/services/rest/run_async/35d34b4b-b544-4531-8667 CSA_CONTEXT_ID=8a818ceb46f958850146fe668f5a46 RSC_PROVIDER_ID=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>
<p>Probable cause</p>	<p>Communication between HPE OO and HPE CSA is not stable.</p>

Solution

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

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

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 *

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

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

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

Solution

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

Some workflows under CSA folder are invalid

Problem: Some workflows under CSA folder are invalid.

Symptoms	The names of some workflows under /Library/CSA in the HPE OO public repository are in red font.
Primary software component	HPE Operations Orchestration
Failure message	Moving the mouse over an invalid workflow will display messages similar to the following: <ul style="list-style-type: none"> • The operation this step links to has problems • Transition source step has no operation linked to it • Operation cannot be found
Probable cause	Required HPE OO content may not have been installed.

Solution

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

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

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

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

Solution

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

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

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

Trust store setup failure causes login lockouts

Problem: Trust store setup failure causes login lockouts.

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

Solution

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

HPE Server Automation with HPE Application Deployment Manager

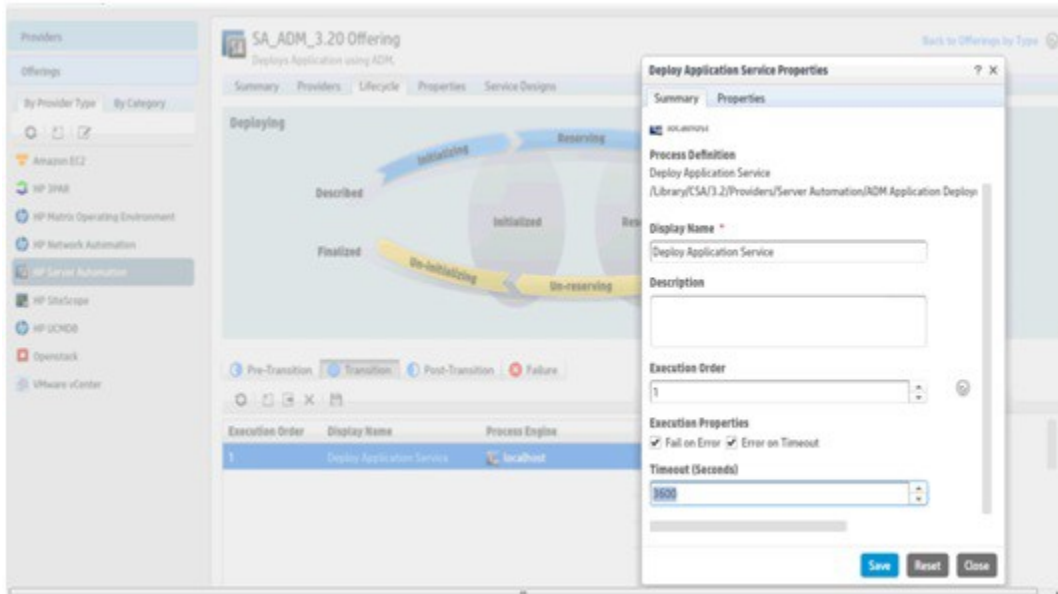
HPE ADM-based service subscription is paused in HPE CSA even after all the HPE OO flows are successful

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

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

Solution

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



HPE MOE ADM deployment fails

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

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

Solution

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

SA – ADM flows failure in OO 10.10 central

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

Symptoms	Failure at SA – ADM flows in HPE OO 10.10 central in the flow; Deploy Application Service -->ADM Make Target --> create Target.
Primary software component	HPE Server Automation with Application Deployment ManagerOO10.10,OO10.02,oo10-sa-cp-1.0.2.jar
Failure message	Error messages in OO Execution Log similar to the following: 2014-04-05 08:26:44,086 [WorkerExecutionThread-6_140531362] (PluginAdapterImpl.java:298) ERROR - org.apache.wink.client.ClientRuntimeException: java.lang.RuntimeException: javax.net.ssl.SSLPeerUnverifiedException: peer not authenticated at org.apache.wink.client.internal.ResourceImpl.invoke(ResourceImpl.java:100) at org.apache.wink.client.internal.ResourceImpl.invoke(ResourceImpl.java:100) at org.apache.wink.client.internal.ResourceImpl.get(ResourceImpl.java:100) at com.opsware.content.actions.sas.da.ADMServiceWrapper.invoke(ADMServiceWrapper.java:874) at com.opsware.content.actions.sas.da.ADMServiceWrapper.invoke(ADMServiceWrapper.java:889) at com.opsware.content.actions.sas.da.ADMServiceWrapper.invoke(ADMServiceWrapper.java:382) at com.opsware.content.actions.sas.da.CreateTarget.execute(CreateTarget.java:100) at sun.reflect.NativeMethodAccessorImpl.invoke0(NativeMethodAccessorImpl.java:62) at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:62) at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:62)

```
java:43)
at java.lang.reflect.Method.invoke(Method.java:606)
at
com.hp.oo.sdk.plugins.abstracts.BaseActionPlugin.execu

(BaseActionPlugin.java:53)
at
sun.reflect.NativeMethodAccessorImpl.invoke0(Native
Method)
at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMeth
java:57)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(Deleg
AccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:606)
at
com.hp.oo.maven.PluginAdapterImpl.executePlugin(Plug

at
com.hp.oo.maven.PluginAdapterImpl.execute(PluginAdap

at
com.hp.oo.execution.control.actions.contentexecution.Co
executeContentAction(ContentExecutionActions.java:85)

at
sun.reflect.GeneratedMethodAccessor514.invoke(Unknow
Source)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(Deleg
java:43)
at java.lang.reflect.Method.invoke(Method.java:606)
at
com.hp.oo.execution.reflection.ReflectionAdapterImpl.exe
(ReflectionAdapterImpl.java:48)
```

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

Solution

Note: Refer also to the oo10-sa-cp-1.0.2 CP Release notes.

Import the HPE SA core certificate to the OO10.10 central client truststore. To import the HPE SA certificate in HO OO Central:

1. Run the following command:

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

2. Restart the Central service.

HPE Server Automation with HPE Database and Middleware Automation

DMA Application deployment fails with WestHttpClientException

Problem: HPE DMA Application deployment fails with WestHttpClientException.

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

Solution

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

Subscription using HPE DMA JBoss application deployment fails

Problem: Subscription using HPE DMA JBoss application deployment fails.

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

Solution

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

HPE Server Automation with Software Policies

A request for a test run remains in Deploying state

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

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

Solution

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

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

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

Symptoms	Subscription failure occurs while using service designs based on HPE SA software policies.
Primary software component	HPE Server Automation

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

Solution

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

HPE Service Manager (HPE SM)

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

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

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

Solution

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

1. Log on to the HPE Service Manager Windows client using the falcon account or another account with administrator privileges.
2. Navigate in the System Navigator to **Connection > Tailoring > Script Library**.
3. Type OO_CSA in the Name field and click Search. Now you should be able to view and edit the script.
4. Edit OO_CSA and verify that the script has valid credentials for the HPE Operations Orchestration Central server.

5. If the credentials are not valid, then modify the centralUser and centralPassword script variables with the correct credentials and click **Save**.
6. Update the URL for the HPE Operations Orchestration Central server. View the OO_CSA script and update the value for centralURL.
7. Replace localhost with the hostname of the HPE Operations Orchestration Central server, and click **Save**.

Service Manager Initiate Request Approval workflow execution fails

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

Symptoms	SM Initiate Request Approval workflow execution using HP Service Manager fails with an error in the HP OO (9.x) reports (shown in failure message below).
Primary software component	HP Service Manager
Failure message	<ol style="list-style-type: none"> 1. Incorrect smversion. 2. Please provide a valid Initiator.
Probable cause	<ol style="list-style-type: none"> 1. HP Service Manager Content Pack 7 is not installed in HP OO server. 2. HP CSA Consumer user is not created in HP SM.

Solution

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

SOAPException during HPE Service Manager change request ticket approval

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

Symptoms	HPE SM change request ticket approval using HPE Service Manager Windows client fails with an exception in the HPE SM client window (shown in failure message below).
Primary software component	HPE Service Manager

Failure message	Error calling method: doSoapRequest in class:com/hp/ov/sm/server/utility/SoapClient Exception (com.sun.xml.messaging.saaj.SOAPEXceptionImpl: java.security.PrivilegedActionException: com.sun.xml.messaging.saaj.SOAPEXceptionImpl: Message send failed)
Probable cause	HPE Operations Orchestration (HPE OO) server IP address entry is missing in hosts file (located at C:\Windows\system32\drivers\etc) of the HPE Service Manager Server.

Solution

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

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

HPE SiteScope

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

Problem: Auto import of SiteScope template fails.

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

Solution

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

1. Log on to the HPE SiteScope server using administrator credentials using url <http://<ServerIP>:8080/>.
2. In the left page, select the Templates tab.

3. If there is no *CSA templates* group with both Windows and Linux templates:
 - a. Right click the template container name (e.g., SiteScope) and select **import**.
 - b. Browse and select the file "*CSA templates.tmp*" and complete the import.
4. Manual import does not create credential preferences. To create the credential preferences for Windows and Linux targets manually, do the following:
 - a. Select the **Preferences** tab in the HP SiteScope browser left-most panel.
 - b. Choose *Credential Preferences*.
 - c. Create a LINUX credential with the name *LINUX-CSA-TARGETS*.
 - d. Set the username and password for LINUX target server.
 - e. Create a WINDOWS credential with the name *WINDOWS-CSA-TARGETS*.
 - f. Set the username and password for WINDOWS target server.

HPE SiteScope monitor deployment fails

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

Symptoms	HPE SiteScope monitor deployment fails with an error in HPE OO reporting as shown in failure message below.
Primary software component	HPE SiteScope
Failure message	Property remote name remote:19 probably remote connection failed. Please check if remote:19 defined in SiteScope configuration or in domain.
Probable cause	The credential preferences are not updated with the target server login credentials.

Solution

Follow these steps to update the credential profiles with the login details for the target server:

1. The credential profiles are found in the HPE SiteScope server under **Preferences > Credential Preferences**. Default HPE CSA credential profiles are *WINDOWS-CSA-TARGETS* for Windows systems and *LINUX-CSA-TARGETS* for Linux target systems.
2. Select the credential profile to edit.
3. Enter the login and password values for the target servers.
4. Click OK to save the details.

SiteScope create server monitor fails

Problem: HP SiteScope create server monitor fails.

Symptoms	HP SiteScope template name mismatch.
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Primary software component	VMware vCenter and MOE
Failure message	Error Code: 55636. Error Description: could not find Template name LINUX in the configuration.;returnResult=com.mercury.sitescope.api.cc exception.ExternalServiceAPIException: Error Code: 55636. Error Description: could not find Template name LINUX in the configuration.;returnCode=-1;sessionId=iconclude-503967 exception=com.mercury.sitescope.api.configuration.excep Error Code: 55636. Error Description: could not find Template name LINUX in the configuration in the OO Report.
Probable cause	<ul style="list-style-type: none"> • HP SiteScope monitor creation fails since the template is not imported on the SiteScope server. • Template name does not match the designer property.

Solution

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

HPE Universal CMDB

CI type components not created in uCMDB from CSA/MPP

Problem: CI type components not created in uCMDB from CSA/MPP

Symptoms	CI type components were not created in uCMDB after deployment of CI type Sequence design from CSA or when MPP subscription state is active for CI type based sequence design.
Primary software component	CSA and uCMDB
Failure message	User does not see any error message.
Probable cause	<ul style="list-style-type: none"> • uCMDB provider not configured in CSA. • uCMDB certificate not imported in CSA server. • After importing the uCMDB certificate into CSA, if CSA service is not restarted then this problem may occur.

Solution

Check the CSA 4.8 configuration guide to configure uCMDB provider and uCMDB certificate import/export.

Running Software CI not created in the uCMDB from CSA

Problem: Running Software CI not created in the uCMDB from CSA

Symptoms	After deployment of CI type sequence design from CSA, server group and server CI get created but running software CI's are not created in the uCMDB.
Primary software component	CSA and uCMDB
Failure message	No failure messages
Probable cause	Product type ENUM is not configured or not matching the one in uCMDB.

Solution

Check the Product type ENUM in the CI type sequence design for running software component. The product type field should not be empty and it should match the product type in uCMDB.

For example: <product_type> <oracle_database>

uCMDB Create fails

Problem: uCMDB Create fails.

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

Solution

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

Test

Problem:

Symptoms	
Primary software component	
Failure message	
Probable cause	

Solution

OpenStack - HPE Cloud Services (HPE CS)

OpenStack - HPE Cloud Services deployment failure

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

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

Solution

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

OpenStack - HPE Cloud Services fails to create instance

Problem: OpenStack - HPE Cloud Services fails to create instance when subscribing using Openstack_HP_CS_Compute_v3.20.00

Symptoms	OpenStack - HPE Cloud Operations Orchestration (HPE OO) flow "HP_CS_OpenStack_Create_Instance" fails to execute for subscription using Openstack_HP_CS_Compute_v3.20.00.
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Primary software component	OpenStack - HPE Cloud Services
Failure message	HPE OO flow "HPCS Openstack Create Instance" fails to execute and in the flow there is a message "No match found for XPath query;returnResult=No match found for XPath query;returnCode=0;sessionId=iconclude-431637331787;
Probable cause	<ol style="list-style-type: none"> 1. OpenStack - HPE Cloud Services provider is configured with invalid access point URL. 2. OpenStack - HPE Cloud Services provider properties are case sensitive. 3. tenantId value is incorrect.

Solution

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

OpenStack - HPE Cloud Services subscription fails

Problem: OpenStack - HPE Cloud Services subscription fails.

Symptoms	OpenStack - HPE Cloud Services subscription fails when invalid region, geography, or zone are selected on subscriber options.
Primary software component	OpenStack - HPE Cloud Services

Failure message	<p>The HPE Operations Orchestration (HPE OO) Central report will have the following exception at step Get Auth Token:</p> <pre> com.iconclude.dharma.runengine.RunException: Result expression 'serverId' produced null value. at com.iconclude.dharma.runengine.impl.RunImpl.cycle (RunImpl.java:751) at com.iconclude.dharma.runengine.impl.RunImpl. access\$600(RunImpl.java:86) at com.iconclude.dharma.runengine.impl.RunImpl\$Cycle Task\$1.call(RunImpl.java:598) at com.iconclude.dharma.runengine.impl.RunImpl\$CycleTask call(RunImpl.java:596) at java.util.concurrent.FutureTask\$Sync.innerRun(Unknown Source) at java.util.concurrent.FutureTask.run(Unknown Source) at java.util.concurrent.ThreadPoolExecutor\$Worker.runTask (Unknown Source) at java.util.concurrent.ThreadPoolExecutor\$Worker.run (Unknown Source) at java.lang.Thread.run(Unknown Source) </pre>
Probable cause	Invalid subscriber option Region, Zone, or Geography selected for the subscription.

Solution

Verify that the HPE Cloud Services user has permission to create a server instance with region, zone or geography subscriber option.

For more information, see the "Configuring HPE Cloud Services and Openstack" section in the *HPE Cloud Service Integration Pack* guide.

VMware vCenter

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

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

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

Solution

Follow one of these workarounds:

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

OR

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

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

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

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

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

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

Solution

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

Subscription fails while using the vCenter Custom Pool Selection service design

Problem: Subscription fails while using "vCenter Custom Pool Selection" service design.

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

Solution

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

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

Problem: Valid Provider selection fails for resource offering when subscribing to "vCenter Compute Modify."

Symptoms	Cannot select a provider because the valid provider list is empty for resource binding when subscribing to "vCenter Compute Modify."
Primary software component	VMware vCenter
Failure message	ERROR SelectPoolAndProviderAction : Could not select a provider as valid providers list is empty for Resource Binding: 8f5afb083ea87821013ec5bdd66a66636 in csa.log file.
Probable cause	<ol style="list-style-type: none">1. Resource type CPU and memory are not defined in the resource pool of the vCenter provider.2. Resource pool is disabled for the vCenter provider.3. Resource yype CPU and memory available capacity is less than the capacities requested in the initial Subscription for "vCenter Compute Modify."

Solution

1. Define resource type CPU and memory capacities in the resource pool of the vCenter provider.
2. Enable the resource pool for vCenter provider.
3. Increase the resource type available capacities for CPU and memory in the resource pool of the vCenter provider.

vCenter compute subscriptions fail with Null pointer exception

Problem: vCenter compute subscriptions fail with Null pointer exception

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

Solution

Verify the following to resolve the issue:

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

vCenter Customization Template Missing

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

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

Solution

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

3. Request for new subscription.

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

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

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

Solution

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

vCenter subscription goes online without any servers created

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

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

Solution

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

Cloud Optimizer

Generated alerts from producer are not getting received by CSA

Problem: Generated alerts from producer are not getting received by CSA.

Symptoms	CSA health status in Ops Console or MPP is not getting updated through alerts/notification.
Primary software component	CSA and Cloud Optimizer
Failure message	There is no error message.
Probable cause	This issue occurs when the user has missed configuration mapping in the host file /etc/hosts in Cloud Optimizer.

Solution

Login into CO, open the /etc/hosts file and check for below line is added. If not, please add the same.

Syntax: <CO ipaddress>space<localhost>space<127.0.0.1>space<localhost>

For example: 10.2.14.104 localhost 127.0.0.1 localhost

Graph lines are not displaying properly in MPP service details and topology view which is an inconsistent issue.

Problem: Graph lines are not displaying properly in MPP service details and topology view which is an inconsistent issue.

Symptoms	Graph lines are not displaying properly in MPP service details and topology view which is an inconsistent issue.
Primary software component	CSA and MPP
Failure message	NA
Probable cause	The Library (angular NVD3) used has inconsistent issue with respect to display of line graph and it occurs rarely.

Solution

Refresh the chart either by clicking view health link or do page refresh.

Health status column is showing 'Not Monitored' in Ops Console

Problem: Health status column is showing 'Not Monitored' in Ops Console.

Symptoms	User is not able to see the Health status column in the Subscriptions view from Ops Console tile.
Primary software component	CSA and Cloud Optimizer
Failure message	User does not see any error message.
Probable cause	<ul style="list-style-type: none">• The Subscription is being deployed• The subscription is created on a supported provider, but multiple vCenter/OpenStack providers are configured.• The subscription is created on an unsupported providers, such as a provider other than vCenter/OpenStack.• The subscription may contain a custom server component, and the configuration to enable monitoring custom component is missing in the csa.properties file.

Solution

Check if the subscription is being deployed

Wait until the subscription is deployed completely

Check if the subscription is provisioned on one of the supported providers such as vCenter/Helion OpenStack and if it is

Ensure if the Cloud Optimizer provider is correctly configured

Ensure on the vCenter/Helion OpenStack provider, a property with the name 'COURL' is created and its value is set to the correct Cloud Optimizer providers access point URL

For more details refer to CSA configuration guidelines

Check if the subscription is provisioned on an unsupported providers, then this is expected behavior as the servers are not monitored for health status.

Check if the subscription has custom server components, then

Ensure that the customer server name is configured in the csa.properties file where the property name is 'custom.server.component.type'

For more details refer to CSA configuration guide to enable monitoring.

Not able to view the Subscription Health status column in the Ops Console

Problem: Not able to view the Subscription Health status column in the Ops Console.

Symptoms	No health status column is shown in the Subscription view under Ops Console tile.
Primary software component	CSA and Cloud Optimizer
Failure message	There is no error message.
Probable cause	This issue is seen when: <ul style="list-style-type: none">• The Cloud Optimizer provider is not configured.• The Cloud Optimizer provider is configured, but the COURL property is not configured in the vCenter/OpenStack provider.• An unsupported version of the Cloud Optimizer provider is configured. The currently supported version is 3.01.

Solution

Check that the Cloud Optimizer version is 3.01 or higher. CSA does not support older versions of Cloud Optimizer, as the integration APIs are provided in 3.01 version and later.

Make sure the Cloud Optimizer provider is configured per configuration guidelines.

Check that the COURL property is created in the vCenter/OpenStack provider and the value is set to the Service Access point value of the Cloud Optimizer provider that monitors the respective vCenter/OpenStack provider.

On the CO we see alerts but is not seen in CSA for server components

Problem: On the CO we see alerts but is not seen in CSA for server components.

Symptoms	Health alerts are not seen in CSA for server components, even though all certificates have been exported and imported successfully in both CSA and Cloud Optimizer.
Primary software component	CSA and Cloud Optimizer
Failure message	There is no error message.

Probable cause	<p>The iptable service may be blocking the Kafka broker port to accept the connections from CSA</p> <p>The broker is configured to listen on a non localhost IP address and the notification producer is sending the message to the broker on localhost</p>
----------------	---

Solution:

Check on the CO system, if the firewall is not enable to accept the connections from CSA to listen for the health status notifications

By default the Kafka broker runs on the default port 9092. User need to enable this port to accept TCP connections by running the following command

```
iptables -I INPUT -s 0/0 -p tcp --dport <nondefault-port> -j ACCEPT
```

Note: This fix applies to default port 9092 also. It must be enabled to accept the connections if is not already done.

Check the localhost is mapped to the actual IP address the Kafka broker is running on

Login into CO, open the /etc/hosts file and check for below line is added. If not, please add the same.

Syntax: <CO ipaddress>space<localhost>space<127.0.0.1>space<localhost>

For example: 10.2.14.104 localhost 127.0.0.1 localhost

With these above changes, user should be able to receive new serer health status notifications from Cloud Optimizer. If still user is not able to view the new health status notifications then

Go to the CSA Provider's tile and select the Cloud Optimizer provider and click edit

Disable and Save and enable it again and save the provider.

This action will reset the notification consumer.

User sees SSL Connectivity error while refreshing the health status from the Ops Console

Problem: User sees the SSL Connectivity error while refreshing the health status from the Ops Console.

Symptoms	User sees the SSL Connectivity error message while trying to refresh the health status for a subscription/deployment.
Primary software component	CSA and Cloud Optimizer
Failure message	Unable to communicate with the monitoring provider. Verify SSL connectivity requirements to the server, which could be the likely cause.
Probable cause	The SSL certificaute is not imported into CSA, and if imported, then the CSA service may not have been restarted.

Solution

Import the SSL certificate from the Cloud Optimizer server, import into CSA, and restart the CSA service. Follow the instructions specified in the *CSA Configuration Guide* for export and import of the SSL certificate from Cloud Optimizer to CSA.

VM's in the CSA are displaying Unknown Health status.

Problem: VM's in the CSA are displaying Unknown Health status.

Symptoms	Provisioned VM's in the CSA are displaying Unknown Health status even after couple of hours.
Primary software component	CSA and Cloud Optimizer (CO)
Failure message	User does not see any error message.
Probable cause	Disruption in data collection due to network or any other failure between CO and vCenter.

Solution

Manually restart data collection from CO UI.

- 1) Login into the CO.
- 2) Restart the data collection by refreshing on the data source and wait until data collection is completed successfully.
- 3) Go to CSA and do the refresh on the VM to see the updated health status.

Docker Universal Control Plane - DOCKER UCP DATA CENTER (CSA)

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>)

HPE CSA on Linux Platform

This section contains the following topics:

- [ArcSight Logger integration fails after upgrade on Ubuntu](#)
- [Cannot stop the CSA service](#)
- [HPE CSA service startup fails](#)
- [Installation on Linux completes for wrong user input in the install options for database component](#)

ArcSight Logger integration fails after upgrade on Ubuntu

Problem: ArcSight Logger integration fails after upgrade on Ubuntu platform.

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

Solution

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

Cannot stop the CSA service

Problem: Cannot stop CSA Service using the CSA service script.

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

Solution

1. Login as root.
2. Add the following to /etc/sudoers:

```
Defaults env_keep+="JAVA_HOME CSA_HOME"
```

HPE CSA service startup fails

Problem: csouser fails to start the HPE CSA service.

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

Solution

In the HPE CSA server:

1. Login as root and edit the /etc/sudoers file. Add csouser to allow csouser to run the HPE CSA service script (which starts, stops, restarts, and reports the status of HPE CSA) and preserve the JAVA_HOME and CSA_HOME variables for the sudo session.
2. Add the following entries to /etc/sudoers:

```
csouser ALL=(ALL) NOPASSWD: /etc/init.d/csa,/bin/sh env_keep+="JAVA_HOME CSA_HOME"
```

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

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

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

Solution

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



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

Marketplace Portal

This section contains the following topics:

- After enabling High color contrast, MPP screen in IE has a black background, for Chrome a High Contrast plugin is needed to be added
- CSA 3.2 - CSA 4.7 - Subscription modification fails for subscription based on the VCENTER_COMPUTE_MODIFY_3.20 sequenced design
- CSA 4.7 - System time differences between CSA system and MPP browser system may prevent login
- Failed to Process Subscription screen in Marketplace Portal if referenced sequence designs have no root node
- For HPE CSA on a Windows environment, users might not be able to access the Marketplace Portal
- Fresh Install - MPP Service Unavailable message displayed when connecting to MPP login page
- Marketplace Portal Power ON-OFF service actions comes back with Failed Services
- MPP Service Unavailable message displayed when connecting to Marketplace Portal login page after upgrade
- Remote Console Service
- Web Browser Remembers Login Password
- When a public action on an active subscription fails, user has no way of knowing the details of failure

After enabling High color contrast, MPP screen in IE has a black background, for Chrome a High Contrast plugin is needed to be added

Problem: <Description>

Symptoms	After enabling High color contrast, the color of the SMC and MPP screens does not have a black background.
Primary software component	SMC and Market Place
Failure message	None
Probable cause	IE supports High Contrast Mode(Windows command) where as, Chrome does not support High contrast by default but require high contrast plugin.

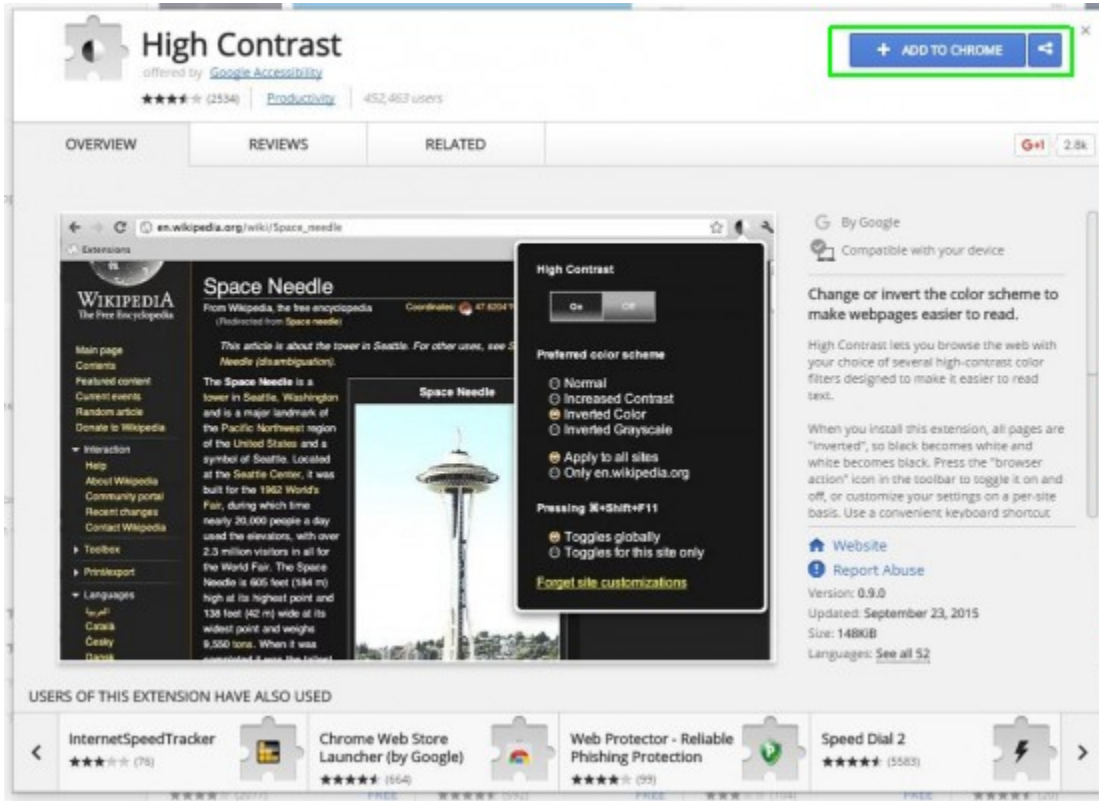
Solution

How to Put Chrome in High Contrast Mode

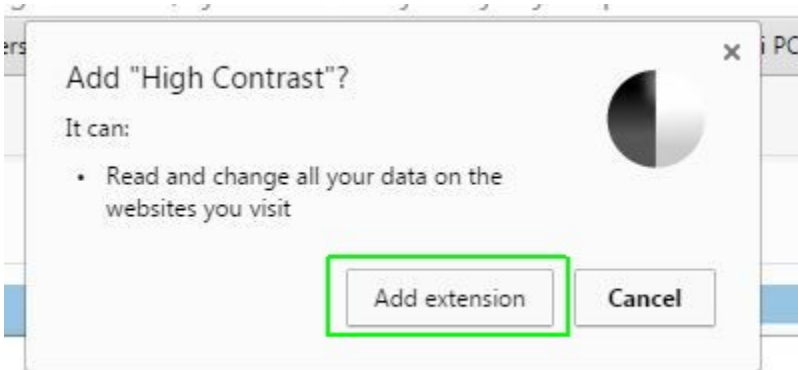
If you have trouble in high-contrast mode, to see clearly, you can use an extension in Chrome. High Contrast, an extension made by Google, "inverts" colors so that white text shows up on black backgrounds.

Here's how to install and use High Contrast:

1. Click "Add to Chrome" on the [High Contrast extension](#) in the Chrome Web Store.



2. Click "Add extension" in the resulting pop-up.



3. Click on the new icon in the top right-hand corner of the browser. You will be able to pick a variety of options, including setting the color scheme to invert, grayscale, yellow on black or simply disabling the extension.



Pages will appear in the new color scheme (with the exception of photos). Click on the icon again at any time to change your settings, or use the keyboard shortcuts listed in the extension to make changes.

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

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

Symptoms	In the Marketplace Portal, a large blue Failed to Process Subscription screen is shown when attempting to order a subscription.
Primary software component	Marketplace Portal, Cloud Service Management Console
Failure message	Failed to Process Subscription

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

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

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

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

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

Solution

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

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

- If the HPE Marketplace Portal service is running, restart the service.

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

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

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

Solution

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

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

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

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

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

Probable cause:	HPE MOE provider credentials changed under MOE CSA providers or HPE MOE itself.
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Solution

To fix this issue:

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

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

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

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

MPP Log File Message

After an HPE CSA upgrade, CSA service continues to use existing SSL certificate which was configured for the previous version. This certificate has expired and can no longer be used.

Following message appears in the mpp log file (<CSA_HOME>\portal\logs\mpp.log):

```
{ "level": "error", "message": "Could not communicate with IDM server: Error: SSL Error: CERT_HAS_EXPIRED\n at Request.onResponse (C:\Program Files\Hewlett-Packard\CSA\portal\node_modules\mpp-server\node_modules\request\index.js:665:24)\n at ClientRequest.g (events.js:175:14)\n at ClientRequest.EventEmitter.emit (events.js:95:17)\n at HTTPParser.parserOnIncomingClient [as onIncoming] (http.js:1689:21)\n at HTTPParser.parserOnHeadersComplete [as onHeadersComplete] (http.js:120:23)\n at ClearTextStream.socketOnData [as ondata] (http.js:1584:20)\n at ClearTextStream.read [as _read] (tls.js:508:12)\n at ClearTextStream.Readable.read (_stream_readable.js:320:10)\n at EncryptedStream.write [as _write] (tls.js:366:25)\n at doWrite (_stream_writable.js:221:10)", "timestamp": "2013-11-26T00:56:30.039Z" }
```

Solution

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

Remote Console Service

Feature Usage

Error "Invalid Parameters Passed to the host" shown when Remote console is accessed

Problem 1 : Remote console configured incorrectly.

Symptoms	Remote console does not open on click of Open Console button from MPP
Primary software component	Remote console service
Failure message	"Invalid Parameters Passed to the host."
Probable cause	<ol style="list-style-type: none">1. The property rcs.sharedKey must be present in both the following files: HPE\CSA\jboss-as\standalone\deployments\csa.war\WEB-INF\classes\csa.properties and /home/hpegwuser/.guacamole/guacamole.properties The value for rcs.sharedKey should be same in both the files.2. The guacd-url property in /home/hpegwuser/.guacamole/guacamole.properties can be FQDN or IPAddress, any other value (Ex: localhost) may cause this error.

Problem 2 : When Guacd daemon is down

Symptoms	Trouble in loading Remote Desktop in browser
Primary software component	Remote Console Service
Failure message	"Invalid Parameters passed to host"
Probable cause	Guacd daemon is down

Solution 1 :

1. Copy the property **rcs.sharedKey** and value from *guacamole.properties* file and paste it in *csa.properties* file.
2. Provide RCS server's FQDN or IP address for the property **guacd-url** in *guacamole.properties*.

Solution 2 :

If you are getting above mentioned failure message, check whether guacd daemon is running by executing below command on the remote console server.

```
sudo service guacd status
```

In case the guacd service is down, start the service by executing the below command.

```
sudo service guacd start
```

Open Console button shows the error - The remote console service is not configured

Problem: Open Console button shows error page

Symptoms	When the user clicks on OpenConsole button in the subscription details page, the below given exception is thrown.
Primary software component	Marketplace Portal
Failure message	"The remote console service is not configured, please contact your system administrator."
Probable cause	This error is thrown if the value for url property (url property under remoteconsoleservice section) in the mpp.json is not provided. The url property should contain the remote console service hostname and port.

Solution

- Configure the gateway url for **url** property under **remoteconsoleservice** in **CSA_HOME\portal\conf\mpp.json**.
Example: <https://<<remoteConsoleServer>>:<<8443>>>

Remote Console Service not configured but we can see OpenConsole button for all the server components.How to disable it?

Problem: How to disable Remote Console Service for not showing OpenConsole button?

Symptoms	Users seeing the OpenConsole button even the Remote Console Service is not configured
Primary software component	Marketplace Portal
Failure message	NA
Probable cause	The cause for this behavior would be setting the enabled property to false under remoteconsoleservice in mpp.json

Solution

- To solve this set the **enabled** property to **false** under **remoteconsoleservice** in **CSA_HOME\portal\conf\mpp.json**.

Unable to alter the console screen size in Remote Console

Problem: The screen size of target VM console can not be changed when the browser size is altered.

Symptoms	On altering the size of the browser, users experience no change in the screen resolution of remote console of target VM
Primary software component	Remote Console Service
Failure message	NA
Probable cause	This is a limitation. The initial screen size of the remote console can not be changed.

Solution

- This is a limitation of Remote Console service in 4.8 release

Unable to connect to target VM through remote console

Problem 1 : Unable to communicate with the host

Symptoms	Unable to load Remote Console in browser
Primary software component	Marketplace Portal
Failure message	"Unable to communicate with the host"

Probable cause	<p>The property rcs.sharedKey must be present in both the following files:</p> <p>HPE\CSA\jboss-as\standalone\deployments \csa.war\WEB-INF\classes\csa.properties and /home/hpegwuser/.guacamole/guacamole.properties</p> <p>The value for rcs.sharedKey should be same in both the files.</p>
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Problem 2 : Unable to communicate with the host

Symptoms	Unable to load Remote Desktop in browser
Primary software component	Marketplace Portal
Failure message	"Unable to communicate with the host"
Probable cause	<p>server.hostname and server.ipAddress properties in HPE\CSA\jboss-as\standalone\deployments \csa.war\WEB-INF\classes\csa.properties should contain names of the hostname/ipAddress properties that are defined in the service design.</p> <p>Ex: server.hostname=host, hostname1 server.ipAddress=ip1, primary_ip_address</p> <p>In the above example, host, hostname1, ip1 and primary_ip_address are custom properties defined on a server component in the service design.</p> <p>The probable cause for the above mentioned error is missing entries in server.hostname or server.ipAddress for custom hostname/ipAddress properties.</p>

Problem 3 : Error occurred when connecting to the host

Symptoms	Remote RDP system does not open when you click on Connect RDP button.
Primary software component	Remote Console Service
Failure message	"Error occurred when connecting to the host."
Probable cause	Network Level Authentication (remote settings) is enabled on the target windows server.

Problem 4 : Guac-client might be down after establishing connection with Remote Server

Symptoms	Trouble in loading Remote Desktop in browser
Primary software component	Remote Console Service
Failure message	"Error creating remote console tunnel. The gateway might be down"
Probable cause	HPERCS server is down

Problem 5 : While clicking Open Console, if connection is not established with Target VM.

Symptoms	Unable to load Remote Desktop in browser
Primary software component	Remote Console Service
Failure message	"Unable to communicate with the host"
Probable cause	Target VM is down or not within the network

Problem 6 : Unable to communicate with the host

Symptoms	None of the protocol(s) are not listed when you click on the Open Console button from MPP.
Primary software component	Remote Console Service
Failure message	"Unable to communicate with the host."
Probable cause	Expected protocol(s) are not running on the default port as provided in guacamole.properties file.

Problem 7 : Gateway is not reachable.

Symptoms	Hpercs service is running, but the gateway is not reachable
Primary software component	Hpercs service
Failure message	404 error page
Probable cause	When keystore path is configured incorrectly in the remote console service, the above error is thrown.

Solution 1 :

The property **rcs.sharedKey** must be present in both
HPE\CSA\jboss-as\standalone\deployments\csa.war\WEB-INF\classes\csa.properties

and /home/hpegwuser/.guacamole/guacamole.properties files. The value for **rds.sharedKey** should be same in both the files.

Solution 2 :

Check whether ipaddress/hostname property names is configured in csa.properties. OR

Check whether ipaddress/hostname property names are matching the server component properties. OR

Check whether ipaddress/hostname values of server component is null or empty.

Solution 3 :

To connect to an RDP system from remote console you need to:

1. Click Window's **Start** button.
2. Right-click **This PC/Computer** icon and select **Properties**.
3. Select **Advanced system settings**, the **System Properties** window opens.
4. Go to **Remote** tab.
5. Un-check **Allow connections only from computers running Remote Desktop with Network Level Authentication (recommended)**.
6. Click **OK**.

Note: Remote console service will not work with IPv6 addresses for RDP connections.

OR

Group Policy setting:

Go to Computer Configuration > Policies > Windows Components > Remote Desktop Services > Remote Desktop Session Host > Connections > Allow users to connect remotely using Remote Desktop Services and set the option to Enabled

Solution 4 :

If you are getting above mentioned Failure message, check whether hpercs server is running by executing the following command in guacamole installed CentOS server.

```
sudo service hpercs status
```

If it is not showing any service is running, execute the following command to start it.

```
sudo service hpercs start
```

Solution 5 :

Check whether Target VM is up and running. If it is up, check whether it is within network. To ensure it is in network, try ping to target VM.

Solution 6 :

On the target VM, make sure port number(s) for SSH/RDP/VNC protocols are not blocked and are specified correctly in the `/home/hpegwuser/.guacamole/guacamole.properties` file.

Solution 7:

On Remote console server, in the catalina log file `/opt/hpercs/logs/catalina.out`, the following error message will be thrown:

```
"SEVERE [main] org.apache.tomcat.util.net.jsse.JSSESocketFactory.getStore
Failed to load keystore type JKS with path /home/hpegwuser/.keystore due to /home/hpegwuser/.keystore (No
such file or directory)
java.io.FileNotFoundException: /home/hpegwuser/.keystore (No such
file or directory)"
```

To resolve this issue, the user has to add the correct path of generated keystore file.

Edit the tomcat configuration, i.e `/opt/hpercs/conf/server.xml` and make sure the `keystoreFile` attribute in Connector element has the correct path to the generated keystore file.

Unable to see OpenConsole button for accessing the remote connection for any server component in subscription details page

Problem: Unable to see OpenConsole button for accessing the remote connection for any server component in subscription details page

Symptoms	The user is unable to see the Open Console button for any of the server components in the subscription details page.
Primary software component	Marketplace Portal
Failure message	NA
Probable cause	The cause for this behavior is not setting the enabled property to true under remoteconsoleservice in mpp.json

Solution

- To solve this, set the **enabled** property to **true** under **remoteconsoleservice** in **CSA_HOME\portal\conf\mpp.json**.

Installation

Incorrect proxy configurations

Problem: Proxy environment variable are not defined correctly.

Symptoms	install.sh script execution aborted with error message
Primary software component	Remote Console Service
Failure message	Checking internet connectivity... Attempting test connection to https://www.hpe.com Connectivity test failed, please confirm your proxy settings are set properly if a proxy is required. No HTTPS proxy server configuration was found.
Probable cause	Proxy related environment variables are not set properly.

Solution

Set proper proxy url to http_proxy, https_proxy, ftp_proxy OR HTTP_PROXY, HTTPS_PROXY, FTP_PROXY.

Other solution is to add above proxy based environment variable to /etc/environment file with proper proxy url.

While running the install.sh script user does not choose jdk1.8

Problem: When user chooses wrong jdk version during remote console service installation.

Symptoms	If the user selects any other jdk version apart from jdk1.8 and proceeds with the script execution, the installer fails with the error mentioned below.
Primary software component	Remote console service
Failure message	Exception in thread "main" java.lang.UnsupportedClassVersionError: com/hp/csa/security/util/AESHelperWithMarkersStatic : Unsupported major.minor version 52.0
Probable cause	Password encryption fails as it expects jdk1.8

Solution

User needs to re-execute install.sh script and enter y when prompted for JDK 1.8 version download. Once the dependencies are installed, user needs to enter the selection pointing to
`/usr/lib/jvm/jre-1.8.0-openjdk.x86_64/bin/java`

yum update command fails during remote console installation

Problem: yum update failed due to proxy issue.

Symptoms	<i>sudo yum update</i> fails with 1. Time out error. 2. Network unreachable error.
Primary software component	Remote console service
Failure message	Timeout error similar as below Downloading Packages: http://centos-hcm.viettelidc.com.vn/6.8/updates/x86_64/P : [Errno 12] Timeout on http://centos-hcm.viettelidc.com.vn/6.8/updates/x86_64/P : (28, 'connect() timed out!') Trying other mirror. Network unreachable error as below. [Errno 14] PYCURL ERROR 7 - "Failed to connect to 2405:7600:0:6::69: Network is unreachable"
Probable cause	unable to reach proxy. yum expects proxy details in /etc/yum.conf

Solution

Add proxy to /etc/yum.conf file.

Web Browser Remembers Login Password

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

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

Solution

If you do not wish to save the login credentials in the web browser or do not want the browser to prompt you to

remember passwords at all, configure the browser or use a corporate IT policy. For more information, see the browser documentation or contact your system administrator.

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

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

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

Solution

The license limitation is an expected behavior.

Topology Designs

This section contains the following topics:

- Chef integration does not work when Chef server tries to access the provisioned VMs using SSH shell
- CSA 4.6 - CSA 4.7 Import of topology component of custom provider type does not work
- CSA 4.7 - Amazon Server component fails to provision
- CSA 4.7 - Cannot execute a test run of a topology design
- CSA 4.7 - vCenter Server component fails to provision

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

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

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

Solution

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

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

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

MPP/SMC login page shows error instead of login prompt when SAML is configured

Problem: MPP/SMC login page shows error instead of login prompt when SAML is configured.

Symptoms	MPP/SMC login page shows error instead of login prompt when SAML is configured
Primary software component	CSA
Failure message	IDP login page will show error message instead of the login screen
Probable cause	Time is not synchronised between IDP and IDM(CSA)

Solution

Synchronise the time between IDP and IDM server

Featured Category Drop list is empty for newly created organization

Problem: Featured Category Drop list is empty for newly created organization

Symptoms	Featured category drop list is empty for newly created organization
Primary software component	HPE Cloud Service Management Console
Failure message	No error message, the drop down list will be empty
Probable cause	The organization synchronization is not complete after a new organization is created in IDM tables. Once the synchronization is completed, the catalogs and featured category list will appear.

Solution

The Drop down list will list out the entries after 30 seconds.