



Troubleshoot

Data Center Automation Premium 2017.05

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Table of Contents

1	Legal Notices	2
2	Troubleshoot.....	5
3	Troubleshoot ITOM CDF.....	5
3.1	Manual verification commands.....	5
3.2	Support toolset	8
3.2.1	Use the Support Toolset.....	8
3.2.2	Configuration file	9
3.2.2.1	Use the configuration file	9
3.2.3	Dump file	11
3.2.4	Run a sample support toolset	13
3.3	ITOM CDF logs	15
3.3.1	ITOM CDF log UI.....	15
3.4	ITOM CDF issues	16
3.4.1	Failed to start the IdM service of ITOM CDF	16
3.4.2	Unable to connect to the server: invalid character "{" in host name?	16
3.4.3	No common name set for a pod certificate	16
3.4.4	Token has expired.....	16
3.4.5	The autopass-lm-xxx-xxx pod in the core (namespace) crashes easily	17
4	Troubleshoot DCA.....	17
4.1	Error messages.....	17
4.1.1	Discover resources	17
4.1.2	ChatOps	18
4.1.3	Compliance	19
4.2	Troubleshoot install.....	19
4.2.1	Issue.....	19
4.2.2	Resolution	19
4.2.3	Issue.....	20
4.2.4	Resolution	20
4.2.5	Issue.....	20
4.2.6	Resolution	20

4.2.7	Issue.....	20
4.2.8	Resolution	20
4.2.8.1	Related topics	20
5	ITOM CDF FAQs.....	21
5.1	Installation	21
5.1.1	Do we have a way to upgrade the suite images in ITOM Container Deployment Foundation?.....	21
5.1.2	Will the logs located in a pod be deleted when the pod is deleted?	21
5.1.3	What is the recommended way to restart the ITOM Container Deployment Foundation cluster (foundation components)?	21
5.1.4	How can I deal with the ITOM Container Deployment Foundation installation failure related errors?.....	21
5.1.5	What could I do when a worker node installation failed with flannel related error?.....	22
5.1.6	Why couldn't I install a suite on the ITOM Container Deployment Foundation with a 503 nginx error for suite installer?	22
5.1.7	Why could not the suite installation get started on ITOM Container Deployment Foundation with CrashLoopBackOff as the suite installer status?.....	22
5.2	Login	22
5.2.1	Why couldn't I see the login page of ITOM Container Deployment Foundation management portal? The Docker daemon could not be started up with an error message: 'Gateway time out' when logging in to IDM. .	22
5.2.2	Why couldn't I log in to the ITOM Container Deployment Foundation management portal?.....	23
5.2.3	Why couldn't I log in to the ITOM Container Deployment Foundation management portal? A login failure error: "The IDM service is not ready yet." and the pod:autopass-lm-, idm-, suite-installer- status are all CrashLoopBackOff ?.....	23
5.2.4	Why couldn't I log in to Docker Hub?	23
5.3	Miscellaneous.....	24
5.3.1	Are there exceptions required to be added to the firewall policy?	24
5.3.2	What could I do when a pod is in pending/ImagePullBackOff or ErrImagePullstatus and when running command: kubectl describe pod podName -n namespaces, an error: image xxx not found"?	24
5.3.3	What could I do when a pod is in ImagePullBackOff or ErrImagePull status and when running command: kubectl describe pod [pod name] -n [namespace], an error: Error while pulling image: Get http://localhost:5000/v1/repositories/xxx: dial tcp [::1]:5000: getsockopt: connection refused"?	24
6	Send documentation feedback.....	25

Troubleshoot

This section provides resolutions to system issues that you might encounter when working with ITOM CDF and DCA.

Topics	Overview
Troubleshoot ITOM CDF	<p>Provides the following information that can assist you in troubleshooting ITOM CDF related issues:</p> <ul style="list-style-type: none"> • List of commands you can use manually. • Support toolset that collect information about Docker, Kubernetes, suites, commands, directories, and files. • CDF log files for troubleshooting ITOM CDF related issues.
Troubleshoot DCA	<p>Provides the following information that can assist you in troubleshooting DCA related issues:</p> <ul style="list-style-type: none"> • List of error and warning messages that you might encounter while working with DCA. • Resolution to the problems that you may encounter when installing DCA.
ITOM CDF FAQs	<p>Provides the list of frequently asked questions about installing and using ITOM CDF.</p>

Troubleshoot ITOM CDF

This section provides information that can assist you in troubleshooting ITOM CDF related issues.





- [Manual verification commands](#)
- [Support toolset](#)
- [ITOM CDF logs](#)
- [ITOM CDF issues](#)

Manual verification commands

The following table provides the list of commands you can use manually.

<code>kubectl</code>	The command to interact with K8S
<code>kubectl cluster-info</code>	<p>To view the summary information on some of the services that are running on the cluster:</p> <p>Kubernetes master, KubeDNS for service discovery, and the endpoints of the KubeRegistry (if you are running a registry).</p>

<pre>kubectl get</pre>	<p>To get various entities within K8S, you have to specify the resource type.</p> <p>Example:</p> <p><code>kubectl get nodes:</code> to list all the nodes in the cluster.</p> <p><code>kubectl describe nodes [node_IP]:</code> to get more specific information on the node such as labels, events, capacity, CPU, memory, the maximum of pods it can support, system information on the node, external IP address, the pods that are running, the list of namespaces, and resources, and more.</p>
<pre>kubectl get pods</pre>	<p>To list all the pods in the default namespace.</p> <p>(Used to separate the base ITOM CDF services from the deployed suites)</p>
<pre>kubectl get pods -- namespace= kube- system</pre>	<p>To list all the pods that are running in the namespace where base ITOM Container Deployment Foundation and K8S pods are running.</p>
<pre>kubectl get pods --all- namespaces</pre>	<p>To list all the pods that are currently running in the cluster.</p>
<pre>kubectl describe pod podName -n namespaces</pre>	<p>To view details about the specified pod in the specified namespace.</p> <p>A pod is a unit of scheduling inside K8S. A container is always run inside a pod. The details are the containers it is running, the image it is running, the port it is exposing, and the command (/hyperkube) that is running inside the container itself with their options, volumes, and more.</p>
<pre>kubectl exec -t suite- installer -- namespace= kube- system -- sh</pre>	<p>To view what is running in the suite installer pod on the specific namespace.</p> <p>This displays what is running inside the container. Use exit to get out of it.</p>
<pre>kubectl get services --all- namespaces</pre>	<p>To view all the services running in the cluster.</p> <p>If a pod needs to expose what it is doing outside the pod, you need to create a service for it. Some services are internal and some are external. When you install a cluster there are a number of services that are automatically installed. autopass-ln-svcis an external service, idmpostgresql-svc used by the postgresql database that serves idm which is internal, idm-svc that is internal, kube-dns and kube-registry are also internal, mng-portal that is available externally, postgresql-apln-svc that serves the autopass also available internally, and the suite-installer-svc that is also available internally.</p>

<pre>kubectl logs -f podName -n namespaces -c containerName -- tail=n</pre>	<p>To view the container logs in a pod.</p> <p>Example::</p> <pre>kubectl logs -f kube-registry-v0-bxg91 -n core kubectl logs idm-1465533124-s9z2i -n core -c idm --tail=5</pre>
<pre>./kube- restart.sh</pre>	<p>To restart the K8S cluster.</p> <div style="border: 1px solid #f0e68c; padding: 10px; margin-top: 10px;"> <p> Note</p> <p>In /opt/kubernetes/bin, run: <code>./kube-restart.sh</code> to restart the K8S cluster.</p> </div>
<pre>./kube- start.sh</pre>	<p>To start the K8S cluster.</p> <div style="border: 1px solid #f0e68c; padding: 10px; margin-top: 10px;"> <p> Note</p> <p>In /opt/kubernetes/bin, run: <code>./kube-start.sh</code> to start the K8S cluster.</p> </div>
<pre>./kube- status.sh</pre>	<p>To view the status of the K8S cluster.</p> <div style="border: 1px solid #f0e68c; padding: 10px; margin-top: 10px;"> <p> Note</p> <p>In /opt/kubernetes/bin, run: <code>./kube-status.sh</code> to view the status of the K8S cluster.</p> </div>
<pre>./kube- stop.sh</pre>	<p>To stop the K8S cluster.</p> <div style="border: 1px solid #f0e68c; padding: 10px; margin-top: 10px;"> <p> Note</p> <p>In /opt/kubernetes/bin, run: <code>./kube-stop.sh</code> to stop the K8S cluster.</p> </div>
<pre>docker -H unix:/// var/run/ docker- bootstrap. sock ps</pre>	<p>To display containers in bootstrap Docker daemon.</p>

<code>docker -H unix:///var/run/ docker- bootstrap. sock logs [container Name]</code>	To view container logs in bootstrap Docker daemon.
<code>docker ps</code>	To display containers in main Docker daemon.

Support toolset

The support toolset helps to collect information about Docker, Kubernetes, suites, commands, directories, and files as listed below:

- Docker: containers, inspect, docker service systemd logs
- Kubernetes: nodes, pods, namespaces, images, containers, cluster-info, describe, logs
- Suite: suite-db dump, suite data, modules, products deployments, features
- Commands defined by users
- Directories and files defined by users

You can view the summary information on a console. For the detailed output information, view them in an encrypted TAR file.

Use the Support Toolset

1. `cd $K8S_HOME/tools/support-tool`
2. Run: `# ./support-dump [-c <dump-filename-with-path>] [-u <username> [-p <password>]] [-P <package_password>]`



Example

- Create a dumpfile with a default file name in a default directory.
`# ./support-dump`
- Create a dumpfile with a specified file name in a specified directory. For example, create a dump.des3 in /var/test.
`# ./support-dump -c /var/test/dump.des3`
- Create a dump file with a specified user name and passwords. For example, create a dumpfile with a default file name in a default directory with password 'abcdef'. Connect the suite-installer with 'admin' as the user and '123456' as the password.
`# ./support-dump -u admin -p 123456 -P abcdef`

3. Unpack the dumpfile:

```
Run: # dd if=xxxx.des3 |openssl des3 -d -k <package_password>|tar zxf -
```

Configuration file

The support toolset provides a configuration file with some predefined [commands], [files], and [dirs] to specify its information collection details. You can also define your own [commands], [files], and [dirs] in the configuration file. Or create other configuration files in the same directory. The default configuration file is: conf/supportdump.config.

Use the configuration file

- The outputs of the same command will be saved into one file. For example, cat.out
- All directories, files and outputs of commands will be stored into the <local_ip>-<NodeType>/os directory.
- The wildcard characters can be used in a file name and directory name. For example, /etc/sysconfig/network-scripts/ifcfg-*
- Single environment variable is supported. For example, \${K8S_HOME}/log
- A file or files (separated by spaces) followed a directory will be excluded from the support toolset collection.



Example

```
${K8S_HOME}/cfg *_User.json
```

The support toolset collects all files and directories in the \${K8S_HOME}/cfg except the *_User.json file.

Below is the default configuration file (supportdump.config):

```

#(C) Copyright 2013-2016 Hewlett Packard Enterprise Development LP
[commands]
cat /proc/net/if_inet6
cat /proc/partitions
cat /sys/class/net/bond*/bonding/active_slave
crm_mon -rf1
df -a
df -h
dmidecode
drbd-overview
du -h --max-depth=5 / | sort -hr
ethtool eth0
fdisk -l
free -m

```

```

grep "model name" /proc/cpuinfo
head -n1 /etc/issue
hostname
ifconfig -a
iostat
ip -4 route show table all
ip -6 route show table all
ip addr show
ip route show
ipcs -l
ipcs -a
iptables -L
iptables -S
ip6tables -L
ip6tables -S
last reboot
lldcli show neigh
ls -l /etc/pki/tls/certs/
ls -l /etc/pki/tls/private/
ls -l /etc/rc.d/rc3.d
lspci -vmm
lspci -vvvv
lvdisplay
mount | column -t
mpstat -P ALL
netstat -anp
netstat -g
ntpq -p
ps -e -ww -o pcpu,cpu,nice,state,cputime,args --sort pcpu | sed '/^ 0.0 /d'
ps -ef -ww
ps -ww -eo pcpu,pid,user,args | sort -k 1 -r | head -10
route -n
rpm -qa
rpm -qa hp-firmware\* | sort
top -n 1 -b -c
uname -a
vgdisplay
virsh list --all
virt-what
vmstat
vmware-toolbox-cmd -v
brctl show
sysctl -a

[files]
/etc/group
/etc/hosts
/etc/httpd/conf.d/ssl.conf
/etc/ntp.conf
/etc/partner_ntp.conf
/etc/passwd
/etc/system-release
/etc/resolv.conf

```

```

/etc/resolv.conf_alt
/etc/sysconfig/i18n
/etc/sysconfig/ip6tables
/etc/sysconfig/iptables
/etc/sysconfig/network
/etc/sysctl.conf
/mnt/usb/cic-manager-setup-config.json
/root/.virtinst/virt-install.log
/updatelogs/db_install_upgrade.log
/updatelogs/update.log
/usr/lib/rpm/rpm.log
/var/lib/rabbitmq/erl_crash.dump
/var/run/utmp
/var/tmp/usbAutoSetupTrace.log
/ci/logs/dynamic-configuration.log
/ci/etc/service-console
/ci/etc/pwreset/disable-root
/ci/etc/devlogin-enabled
/etc/pam.d/system-auth
${K8S_HOME}/install*.log
${K8S_HOME}/version.txt

[dirs]
/etc/sysconfig/network-scripts/ifcfg-*
/updatelogs/db_install_upgrade.log.*.gz
/updatelogs/failurelogs/failure*
/updatelogs/update.log.*
/var/cpq
/var/lib/pgsql/pg_logs
/var/log
/etc/sysctl.d/*
${K8S_HOME}/cfg *_User.json
${K8S_HOME}/log
${K8S_HOME}/manifests
${K8S_HOME}/objectdefs
${K8S_HOME}/runconf
${K8S_HOME}/scripts/*.*
${K8S_HOME}/ssl

```

Dump file

The default support dump file is :dmp/support_data_YYYYMMDD-hhmmss.des3. The dump file contains the support_data_YYYYMMDD-hhmmss.log of the running support toolset and the ITOM_Core_Platform directory for the dump files. The table below shows the dump files in the ITOM_Core_Platform directory.

Name	Description	Type
<local_ip>- <NodeType >	<p>The directory of docker information and user defined information on current node.</p> <ul style="list-style-type: none"> • docker docker information dump files <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>bootstrap:</p> <ul style="list-style-type: none"> • bootstrap_containers.out: docker-bootstrap containers • bootstrap_docker_inspect.out: docker-bootstrap inspect • journalctl_docker-bootstrap.out: docker-bootstrap service log workload </div> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>workload :</p> <ul style="list-style-type: none"> • containers.out: docker containers • docker_inspect.out: docker inspect information • journalctl_docker.out: docker service log </div> • os: user defined commands, directories and files <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>commands: directory of output files of commands defined in [commands]section in .config files. The file name format: <command>.out</p> </div> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>other directories: directories and files defined in [files], and [dirs]sections in .config files. The structure of directories will be reserved.</p> </div>	Directory

Name	Description	Type						
global	<p>deployment:</p> <table border="1"> <tr> <td>suite_data: JSON files of all suites data</td> </tr> <tr> <td>suite-db_pgdump.tar: PostgreSQL db dump file of suite-db pod</td> </tr> <tr> <td>suite_features.out: suite deployment and features</td> </tr> </table> <p>kubernetes:</p> <table border="1"> <tr> <td> <p>cluster_info::</p> <ul style="list-style-type: none"> • cluster_info.out: output of running command 'kubectl cluster_info dump' • other dirs & files: generated by command 'kubectl cluster_info dump' </td> </tr> <tr> <td>kube_describe.out: describe of all pods</td> </tr> <tr> <td>kube_summary.out: namespaces, pv, pvc, nodes, deployments, services, pods, ingress</td> </tr> </table> <p>platform:</p> <ul style="list-style-type: none"> • containers_by_pod.out: all containers, images on all pods 	suite_data: JSON files of all suites data	suite-db_pgdump.tar: PostgreSQL db dump file of suite-db pod	suite_features.out: suite deployment and features	<p>cluster_info::</p> <ul style="list-style-type: none"> • cluster_info.out: output of running command 'kubectl cluster_info dump' • other dirs & files: generated by command 'kubectl cluster_info dump' 	kube_describe.out: describe of all pods	kube_summary.out: namespaces, pv, pvc, nodes, deployments, services, pods, ingress	Directory
suite_data: JSON files of all suites data								
suite-db_pgdump.tar: PostgreSQL db dump file of suite-db pod								
suite_features.out: suite deployment and features								
<p>cluster_info::</p> <ul style="list-style-type: none"> • cluster_info.out: output of running command 'kubectl cluster_info dump' • other dirs & files: generated by command 'kubectl cluster_info dump' 								
kube_describe.out: describe of all pods								
kube_summary.out: namespaces, pv, pvc, nodes, deployments, services, pods, ingress								

Run a sample support toolset

Below is a sample of running the support toolset on a console.

```
[root@SGDLITVM0719 support-tool]# ./support-dump
Management Portal user:admin
Password:
Package password:
Retype package password:
#####
ITOM Core Platform - Support Data Export
Date: 2017-03-08 13:30:11
Current node: 16.187.190.219
Node type: Worker
Docker: v1.12.6
Kubernetes: server-v1.4.3 client-v1.4.3
#####
-----
Docker Containers
Export: containers.out
Comments: on Worker node 16.187.190.219
-----
```

```

CONTAINER ID IMAGE STATUS
9cbcd51599a5 localhost:5000/nginx-ingress:0.8.3 Up 2 days
5efe4a972bb5 gcr.io/google_containers/pause-amd64:3.0 Up 2 days
...
-----
Docker bootstrap Containers
Export: bootstrap_containers.out
Comments: on Worker node 16.187.190.219
-----
CONTAINER ID IMAGE STATUS
832bbd87fee1 gcr.io/google_containers/flannel-amd64:0.5.5 Up 2 days
-----
Nodes
Export: kube_summary.out
-----
NAME STATUS AGE
16.187.190.138 Ready 2d
16.187.190.219 Ready 2d
sgdlitvm0590.hpeswlab.net Ready 2d
sgdlitvm0598.hpeswlab.net Ready 2d
sgdlitvm0729.hpeswlab.net Ready 2d
-----
Pods
Export: kube_summary.out
-----
NAMESPACE NAME READY STATUS RESTARTS AGE IP NODE
core apiserver-16.187.190.138 1/1 Running 0 2d 16.187.190.138 16.187.190.138
core apiserver-sgdlitvm0590.hpeswlab.net 1/1 Running 0 2d 16.187.190.90 sgdlitvm0590.hpeswlab.net
...
-----
POD Containers
Export: containers_by_pod.out
-----
NAMESPACE POD NODE IMAGE CONTAINER CONTAINER_ID
core apiserver-16.187.190.138 16.187.190.138 gcr.io/google_containers/hyperkube:v1.4.3 apiserver
8e74804ee06e
...
core autopass-lm-116661985-hufdr 16.187.190.138 localhost:5000/autopass-lms:10.0 autopass-lm 5154fe13fb
...
-----
Suite Deployment
Export: suite_features.out
-----
SUITE VERSION NAMESPACE DEPLOYMENT_STATUS INSTALL_DATE NFS_SERVER NFS_OUTPUT_PATH
itsma 2017.01 itsma1 DELETED 2017-03-06 14:25:40 SGDLITVM0668.hpeswlab.net /var/vols/itom/itsma/itsma-
itsma1
-----
Suite Features
Export: suite_features.out
-----
SUITE EDITION SELECTED FEATURE_SET FEATURE
itsma Express Edition true Smart Analytics Smart analysis
The Business Value of HPE ITSM Automation

```

```


Universal CMDB UCMDB
Service Manager <h2>Welcome to ITSMA</h2>
Faster Service. Better Experience. Lower Costs.
Docker inspect ..... exported to docker_inspect.out & bootstrap_docker_inspect.out
Docker cluster-info dump ..... exported to cluster_info.out
Docker describe ..... exported to kube_describe.out
Suite DB ..... get dump file from suite-db-4070668108-0c5pf failed!
Suite data JSON files ..... Not get suite-installer pod on current node
Making OS commands & files list ... done
Running OS commands in list ..... done
Collecting OS files in list ..... done
Packing dump files ... package file is /opt/kubernetes/tools/support-tool/dmp/
support_data_20170322-150008.des3

Please use below command to uncompress the package file:
dd if=support_data_20170322-150008.des3 |openssl des3 -d -k <your_password>|tar zxf -
    
```




ITOM CDF logs

To view the ITOM CDF log files, follow these steps:

1. In the ITOM Container Deployment Foundation navigation pane, click **RESOURCES > Pods**.
2. Click the relevant pod.
3. Click **View logs** in the Pod area.

 **Note**
 All suite logs are currently stored within a persistent volume so that they are not lost even if the pods go down.

ITOM CDF log UI

UI element	Description
	Toggles the size of the font used in the log
	Toggles the colors of the log: white characters on black background or black characters on white background
Logs from 10/31/16 7:25 AM to 10/31/16 7:37 AM	Timestamp of the currently displayed log
	Buttons to navigate through logs

Related topic

[Logs](#)

ITOM CDF issues

The following is a list of ITOM CDF related issues and their solutions.

Failed to start the IdM service of ITOM CDF

To solve this problem, change the proxy settings in the autopass-lm.yaml file to an empty value:

env:

- name: http_proxy

value: ""

- name: https_proxy

value: ""

Unable to connect to the server: invalid character "{" in host name?

Check if the firewall is disabled on the NFS server or not.

No common name set for a pod certificate

To solve this problem:

1. Update the vault token
run ./update_kubevaulttoken
2. Recreate all pods:
run ./kube-redeploy.sh
3. Restart Docker:
docker ps|grep kube-registry-proxy|grep -v pause|awk '{print \$1}'|xargs docker restart

Token has expired

This problem may occur when an internal vault token has expired.

To solve this problem:

1. On the master node, run the following command:
update_kubevaulttoken" under /opt/kubernetes/bin
2. Restart Docker:
systemctl restart docker

Another reason is that time is not synchronized between a worker and the master, or a pod and the VM. Fixing the time synchronization issue will solve this problem.

The autopass-lm-xxx-xxx pod in the core (namespace) crashes easily

The autopass-lm-xxx-xxx pod easily crashes and cannot return to normal after many restarts. This problem is caused by vault token expiration.

To solve this problem:

1. Update vault token:
./update_kubevaulttoken
2. Recreate all pods:
./kube-redeploy.sh

Related topics

[Create an NFS exported path](#)

[Known issues, limitations, and workarounds](#)

Troubleshoot DCA

This section provides information that can assist you in troubleshooting issues related with DCA.

- [Error messages](#)
- [Troubleshoot install](#)

Error messages

This section provides a list of the topic-wise error and warning messages that you might encounter while working with DCA. The error descriptions and their possible resolutions are listed against each error or warning message.

Discover resources

Error/Warning message	Description	Resolution
resources.csv file does not exist in the path... exiting	The resources.csv file is not available in the location /var/vols/itom/dca/dca-dca01/content/dca/api/resourceDiscovery	Add a valid resources.csv file to the given location.

server.properties file does not exist in the path... exiting	The server.properties file is not available in the location /var/vols/itom/dca/dca-dca01/content/dca/api/resourceDiscovery	Add a valid server.properties file to the given location.
--	--	--

**Note**

For more details about these errors, you can also see the `discover_resources.log` file in the **resourceDiscovery** directory.

ChatOps

Bot command	Bot error response
@bot dca get deployment	The request was executed with an error! The deployment command parameter is invalid. Please check the input and try again.
@bot dca get deployment " <i><deployment name></i> "	The request was executed with an error! The deployment with given name: <i><deployment name></i> not found.
@bot dca get deployment id= <i><12345></i>	The request was executed with an error! The deployment with given id: <i><12345></i> not found.
@bot dca watch deployment	The request was executed with an error! The deployment command parameter is invalid. Please check the input and try again.
@bot dca watch deployment " <i><test></i> "	The request was executed with an error! The deployment with given name: <i><test></i> not found.
@bot dca watch deployment id= <i><12345></i>	The request was executed with an error! The deployment with given id: <i><12345></i> not found.
@bot dca unwatch deployment	The request was executed with an error! The deployment command parameter is invalid. Please check the input and try again.
@bot dca unwatch deployment " <i><test></i> "	The request was executed with an error! The deployment with given name: <i>test</i> not found.

@bot dca unwatch deployment id=<12345>	The request was executed with an error! The deployment with given id: <12345> not found.
@bot dca get resource <12345>	The request was executed with an error! The resource with given id: <12345> not found.

Additionally, the list of possible error messages are listed:

Error message	Description
The request was executed with an error! An error occurred while executing the request. Please try again later.	This is the standard error message that is displayed when an error occurs on the bot or server. Check the logs for more details.
Warning! The watch already exists for the deployment: 'name (id)'	This message is displayed when a watch is set again for the same deployment.

Compliance

If the compliance scan fails, run the following command to check the Compliance logs for more details:

```
kubectl logs <itoc-core_pod_name> --namespace=dca01
```

The compliance scan logs, except debug logs, are also available in the itoc-core container located at **/opt/wildfly/standalone/log/**.

Related topics

[Resources](#)

[ChatOps](#)

Troubleshoot install

The following section lists the problems that you may encounter when installing DCA and their resolutions.

Issue

After clicking **Install DCA Suite** to install DCA, the page fails to load.

Resolution

Ensure that you use the host name to connect to the ITOM CDF UI (for example, <https://hostname:5443>).

Issue

After clicking **Install DCA Suite** to install DCA, the "There is no suite release data loaded" message is displayed.

Resolution

After running the `uploadimages.sh` script, ensure that the suite data was successfully imported. The "Upload suite feature data completed" message in the log files in the `/tmp` directory indicates a successful import.

Issue

The Data Center Automation service startup timed out.

Resolution

Depending on the resources available in your environment, some services might take longer to start than expected by the startup process. In such a case, the progress bar of the service bundle (that contains the service that timed out) will be red in color but the startup process will continue with the remaining services. The installation status displays a message that the service startup timed out.

Check the status of the pods to make sure that all the services have started. To do this:

1. Connect to one of the nodes in your cluster.
2. Determine the namespace of your deployment by running the `kubectl get ns` command.
3. Make a note of the namespace created for DCA. For example, `dca1`.
4. Run the following command to check the status of the pods:

```
kubectl get po -n <namespace>
```

For example, `kubectl get po -n dca1`

If all the pods are running, it means that the services have started successfully; however, it took longer than expected for them to start. In this case, it is safe to use the system.

Issue

The Data Center Automation Suite service startup has failed.

Resolution

If the service startup has failed, it means that an unrecoverable error has occurred and the startup process was aborted. Please contact the support service for guidance.

Related topics

[Install DCA](#)

[Install ITOM CDF](#)

ITOM CDF FAQs

The following is a list of frequently asked questions about installing and using ITOM Container Deployment Foundation (CDF).

- [Installation](#)
- [Login](#)
- [Miscellaneous](#)

Installation

Do we have a way to upgrade the suite images in ITOM Container Deployment Foundation?

Answer:

You will need to reinstall everything including ITOM Container Deployment Foundation and the suite if you want to upgrade the suite images.

Will the logs located in a pod be deleted when the pod is deleted?

All the suite logs are currently stored within the persistent volume so you will not lose them if the **Pods** go down.

What is the recommended way to restart the ITOM Container Deployment Foundation cluster (foundation components)?

Answer:

You can run the following command to delete pods (which will then be redistributed):

```
kubectl get pod --namespace=<namespace> | grep '<expression>' | cut -d " " -f1 - | xargs -n1 -P 10 kubectl delete pod --namespace=<namespace>
```

How can I deal with the ITOM Container Deployment Foundation installation failure related errors?

Answer:

- Check if Docker(including bootstrap Docker) daemon is running or not.
- Identify the relevant service.
- Check the Pods status on back end.

- Run command: `kubectl describe pod podName -n namespaces` for more details.
- Check the containers' logs of relevant pods.

What could I do when a worker node installation failed with flannel related error?

Answer:

- Double check whether the FQDN is resolved to correct IP address on master node or not.
- On master node, run `kube-restart.sh` under **\$K8S_HOME/bin** directory.
- Reinstall the worker node from the ITOM Container Deployment Foundation management portal.

Why couldn't I install a suite on the ITOM Container Deployment Foundation with a 503 nginx error for suite installer?

Answer:

Synchronize the time among the master nodes and the worker nodes.

Why could not the suite installation get started on ITOM Container Deployment Foundation with CrashLoopBackOff as the suite installer status?

Answer:

Follow the commands below to restart the suite-installer pod:

1. `cd /opt/kubernetes/objectdefs`
`kubectl delete -f suite.yaml`
2. `cd /opt/kubernetes/objectdefs`
`kubectl create -f suite.yaml`
3. Check whether the suite-installer pod is running or not:
`kubectl get pods --namespace`

Login

Why couldn't I see the login page of ITOM Container Deployment Foundation management portal? The Docker daemon could not be started up with an error message: 'Gateway time out' when logging in to IDM.

Answer:

You need to start Kubernetes with the following commands:

```
cd $K8S_HOME/bin
./kube-start.sh
```

Why couldn't I log in to the ITOM Container Deployment Foundation management portal?

Answer:

- Make sure you entered the correct URL and port: `https://<master-hostname>:5443`.
- Make sure you can access the host: `ping [master-hostname]`.
- Check your proxy settings in the browser.
- Check the installation logs in `/opt/kubernetes/install-<timestamp>.log`.
- Empty the NFS folder and then install the ITOM Container Deployment Foundation.

Why couldn't I log in to the ITOM Container Deployment Foundation management portal? A login failure error: "The IDM service is not ready yet." and the `pod:autopass-lm-`, `idm-`, `suite-installer-` status are all `CrashLoopBackOff` ?

Answer:

1. Run the command: `kubectl delete -f autopass-lm.yaml; kubectl delete -f autopass-pg.yaml; kubectl delete -f idm.yaml; kubectl delete -f idm-pg.yaml; kubectl delete -f suite.yaml`
2. Delete the folder under `autopass_db`, `idm_db`, `suite_db` under the NFS folder `$NFS_HOME/baseinfra-1.0`.
3. Run the command: `kubectl create -f idm-pg.yaml; kubectl create -f idm.yaml; kubectl create -f autopass-pg.yaml; kubectl create -f autopass-lm.yaml; kubectl create -f suite.yaml`

Why couldn't I log in to Docker Hub?

Answer:

- Make sure the user name and password are correct.
- Make sure the Docker HTTP proxy is configured as below:
`/usr/lib/systemd/system/docker.service.d/http_proxy.conf`
- Make sure the host HTTP proxy is configured as below:
`export http_proxy https_proxy`

Miscellaneous

Are there exceptions required to be added to the firewall policy?

Answer:

Browsers access the HPE ITOM Container Deployment Foundation via HTTPS ports (TCP/5443). End users need to add it to the firewall exception policy.

What could I do when a pod is in pending/ImagePullBackOff or ErrImagePull status and when running command: `kubectl describe pod podName -n namespaces`, an error: `image xxx not found`?

Answer:

Make sure the images are pushed into the private docker registry. Run the command: `docker pull [image name]` to double confirm.

What could I do when a pod is in ImagePullBackOff or ErrImagePull status and when running command: `kubectl describe pod [pod name] -n [namespace]`, an error: `Error while pulling image: Get http://localhost:5000/v1/repositories/xxx: dial tcp [::1]:5000: getsockopt: connection refused`?

Answer:

You can delete the Docker registry and registry proxy pods, and then restart them.

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If you have comments about this document, you can contact the documentation team by email.

Add the following information in the subject line: Feedback on Data Center Automation 2017.05 - Premium

Just add your feedback to the email and send your feedback to docs.feedback@hpe.com.

We appreciate your feedback.