



Operations Orchestration

Software Version: 10.80

Windows and Linux

Troubleshoot

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Troubleshoot

General Troubleshooting

This document provides you a systematic approach to troubleshoot any issue you face while working with OO.

Navigate through following topics to get accustomed with the range of problems and solutions, which may be useful for troubleshooting the processes of installing OO, upgrading to the current version, and working with Central and Studio.

For additional troubleshooting details, see "Workaround" section of *OO 10.80 Release Notes Guide* and "Known Issues and Troubleshooting" section of *OO Troubleshoot Guide*.

Troubleshooting Studio

Troubleshooting Source Control (both Git and SVN)

A lock error appears when you try to commit a folder

When you are connected to SCM and "Enforce locking" is enabled, after you move a folder several times and then back to its original location, a lock error may appear when you try to commit the folder, saying that it is not possible to verify the lock for the items inside it.

The solution is to perform an **SCM Update** action on the folder before committing it.

In a multi-author scenario, Update Item and Perform Lock Action results in an inconsistent state

In a multi-author scenario, if you choose the option **Update Item and Perform Lock Action** in the dialog when locking an item, your project may get into an inconsistent state.

In order to resolve it you will have to manually refresh the project.

If the item was previously moved or renamed by a different author in another Studio instance, you should also update all your workspace by selecting **SCM> Update All** from the menu.

To refresh a project, select the project and click the **Refresh** button in the toolbar or right-click on the project and choose the **Refresh** option.

When items have duplicate UUIDs, one appears to be stuck on validating

In some cases, when there are items with duplicate UUIDs, when you connect to SVN/Git, you see one item as duplicated and the other as stuck on validating.

You can clear this by refreshing the project.

SCM-related errors appear in the SCM Messages pane

If a Studio/SlikSVN folder was renamed, moved or deleted, Studio might return SCM-related errors in the **SCM Messages** pane even if you did not configure an SCM repository URL.

If the SlikSvn folder was renamed, moved, or deleted, you have to comment out every property from the `<oo_folder>/studio/conf/scmCommands.properties` file.

Troubleshooting GIT

Problems connecting to an empty Git repository

When trying to connect to an empty Git repository, the clone action is executed successfully but the rest of the actions do not work correctly. There is no notification of what is wrong, the project colors are correct, and the commands are available, but the push shows no files.

Make sure that the repository you want to clone is not empty. The clone will work if the repository has just a dummy file..

The Git merge operation does not work correctly

The Git merge operation does not work correctly in the following situation:

1. You create a flow that contains a parallel lane in one of its steps.
2. You try to merge the flow through Git. This results in a merge conflict on the parallel lane step producing “- ours” and “- theirs” files.
3. You try to resolve the conflict manually.
4. The original flow is shown as being invalid and cannot be repaired.

Do one of the following:

- When merging, select “keep ours” or “keep theirs”.
- Create a new flow and perform the preferred merge on this new flow.

What can I do if I get a "System cannot find specified file" error when performing Git operations?

There may be cases in which you may see the following error when performing Git SCM operations:

```
“Cannot run program "C:\<oo_installation_folder>\ studio\Git\bin\git" (in directory
"C:\<user_home_folder> \.oo\Workspace"):
CreateProcess error=2, The system cannot find the file specified “
```

1. Download the Git client from the following URL: <https://github.com/git-for-windows/git/releases/download/v2.9.2.windows.1/Git-2.9.2-64-bit.exe>.
2. Save the Git client to `<oo_installation_folder>/studio/Git`, so that the `bin` folder is directly under `<oo_installation_folder>/studio/Git`. In the Git installation wizard, use the default options.

Alternatively, if you already have a Git client installation on your local disk, point Studio to use that Git installation by performing the following steps:

1. Close Studio.
2. Go to the user home folder `C:\Users\<user>\.oo` (the Studio workspace location) and locate the `Studio.properties` file.
3. Modify the `Studio.properties` file by adding the following property at the end of the file:

```
studio.git.installation.location=<git_installation_folder>
```

For example:

```
studio.git.installation.location=C:/Program Files/Git
```

The `bin` folder should be directly under `C:/Program Files/Git`. Note that `/` should be used as a path separator.

4. Save the `Studio.properties` file and start Studio.

Note: If you opted for this second alternative, you need to consider the following:

If you are using multiple workspaces and you want the Git location property to be added in each new workspace, you should edit the template properties file located in `Studio\conf\studio.properties.template`. Otherwise, each time you switch to a new workspace, you will have to set the Git location in the new workspace in the `.oo\Studio.properties` file.

If you have another version of the Git client installed, note that you must use version 2.9.2 of Git with Studio. This is the version that was validated with Studio. While other versions might still work correctly, they are not officially supported.

Troubleshooting SVN

What can I do if I updated my projects and deleted someone else's changes?

- In the following scenario a conflict can occur during update:

- a. User1 edits Flow1, and commits.
- b. User2 edits Flow1, and then updates.

Since User2 will receive updates for a file that has local changes, a conflict will occur.

Studio resolves such conflicts with the updating user's copy. This means that in our case, any changes User1 made to Flow1 will be deleted.

To avoid such cases we recommend always updating and locking any item before editing it.

- **I made changes directly in the file system and something went wrong**

While it is possible to create directories and rename files directly in the file system it is not recommended. It is preferable to perform all tasks from within Studio.

If changes were made in the file system and those changes results in problems, it is recommend to revert those changes using an outside SVN tool such as SlickSVN or TortoiseSVN to perform a clean-up of the workspace.

Missing MS Visual C++ DLLs

On Windows 7, Windows 2008 Server, and Windows 2008 Server R2, there may be problems running SVN with Studio, if you are missing the correct version of the MS Visual C++ DLLs. The following error message appears in the **SCM Messages** pane:

```
Cannot run program
"C:\<path_to_oo_installation>\studio\SlikSvn\bin\svn": CreateProcess
error=14001, The application has failed
to start because its side-by-side
configuration is incorrect. Please see
the application event log or use the
command line sxstrace.exe tool
for more detail
```

Download and install the Microsoft Visual C++ 2010 Redistributable Package (x86).

SCM operations take a long time to finish

When connected to a network share-based SVN repository (for example, **file:///myshared/repo**), SCM operations (such as Update, Commit, and so on) take a long time to finish.

Use a dedicated web-based SVN server instead of a network share-based repository. This is related to the fact that SVN is not optimized to efficiently use the Windows network share protocol.

You cannot detach from SCM because you have locked items in your workspace

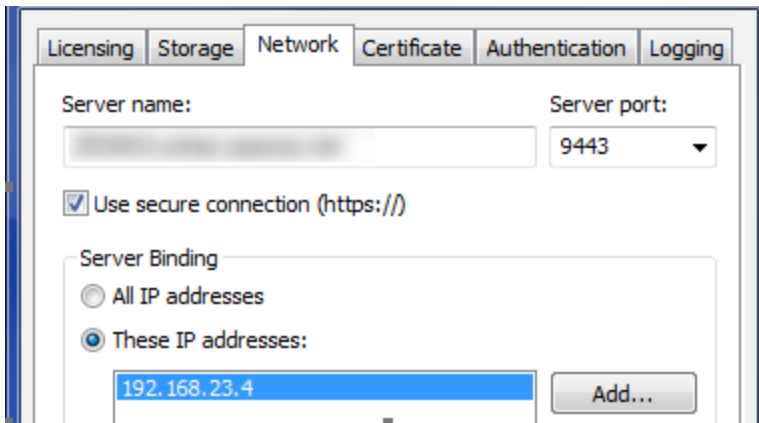
You cannot detach from SCM because you have locked items in your workspace and unlocking them fails (for example, the SCM server is unreachable).

Delete the folder `.svn` under `<user home>\.ooWorkspace` and restart Studio. Now your workspace will be detached.

SCM operations take a long time to finish

When using VisualSVN Server as an SVN server, in Studio the SCM operations (for example, Checkout, Update, Commit, and so on) take a long time to finish.

Change the network configuration of VisualSVN Server to bind to an IPv4 address.



Items appear to be locked

In Studio SCM, after committing a single locked item (for example, committing a single flow by right-clicking it in the **Projects** pane and selecting **SCM > Commit**), in some cases, the editor shows the item as still being locked. The lock is, in fact, not there, because committing always automatically releases the locks.

This state can be resolved by updating the project or by unlocking the item, which eventually results in a warning: "svn: warning: W160040: No lock on path..." After this, it is possible to obtain a lock again.

To avoid this limitation, it is recommended that you always commit an entire folder or the entire project. If you indeed need to a commit single item, check the lock after committing and update the item if necessary.

Troubleshooting Studio

How can I enable the Log Viewer tab?

From the Window menu, select **Studio Log Viewer**.

The **Log Viewer** is a useful tool that allows you to see all the errors that have occurred in the current user session in one central location within Studio. The errors are presented in the same way as they are displayed in the **Studio.log** log file.

The Log Viewer shows two types of errors:

- Fatal errors (labeled FATAL in Studio.log)
- Errors (labeled ERROR in Studio.log)

Note: Warnings (WARN) and Information (INFO) messages are not shown in the Log Viewer but can be seen in the **Studio.log** file.

If the **Studio Log Viewer** option in the Window menu is selected, the Log Viewer tab appears as one of the tabs at the bottom of the Studio window when Studio opens.

After upgrade, Remote Debugger certificate file passwords appear in regular text

By default, when you connect to the Remote Debugger after an upgrade, the certificate file passwords appear in regular text in the Windows Task Manager, in the **Processes** tab.

In order to ensure that the password appears obfuscated in the Task Manager, run the **encrypt-password** tool.sure

During a multiple project import, a "GC overhead limit exceeded" error message appears

The problem is caused by the fact that the heap is too small to accommodate such big project.

You need to increase the memory allocation.

In the **Studio.I4j.ini** file, change the `-Xmx` value to a larger value. For example, 1500 MB.

```
-Xmx1500m
```

Under some screen resolutions, the tutorials are not clear

For the best experience when viewing the tutorials, we recommend using the following screen resolution: 1920 x 1080..

Editing XML operations fails for large files

The problem is caused by the fact that the heap is too small to accommodate such big project.

You need to increase the memory allocation.

In the **Studio.I4j.ini** file, change the `-Xmx` value to a larger value. For example, 1500 MB.

```
-Xmx1500m
```

Debugger flows not visible in Central Run workspace

When Studio is connected via Remote Debugger to a Central with authentication, flows that run in the Debugger without any prompt input are not visible in the **Run** workspace in Central.

Note: The run is present in the database in the OO_EXECUTION_SUMMARY table.

Grant the user viewing the Run Management workspace remote debugging rights in Central.

Slow/failues after importing many content packs

After importing many content packs (typically, after deleting a large number of content packs and importing newer versions), Studio can become slow, and actions might fail with an "out of memory" error.

Restart Studio.

If necessary, increase the maximum heap size by editing the **Studio.l4j.ini** file, located under `<installation_path>\studio`, and setting the value of the parameter **-Xmx** to a higher value.

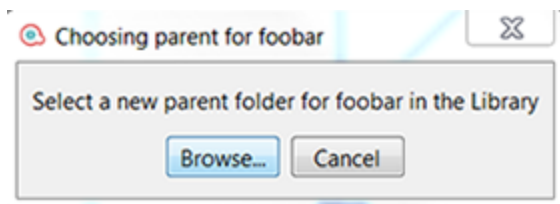
Inconsistent content packs

Creating a content pack from a 10.x format project with a 10.02 (or earlier) version of SDK will create an inconsistent content pack.

Use the latest 10.x version of SDK to create content packs.

The "Select a new parent folder for <item> in the library" error message appears

For example:



Delete the **.idx** and **.tmp** folders from the location of the project in the workspace, and the **.metadata** folder from the **Content** subfolder of the same project, and restart Studio.

What can I do if I get an error when performing a ITOM Marketplace Search?

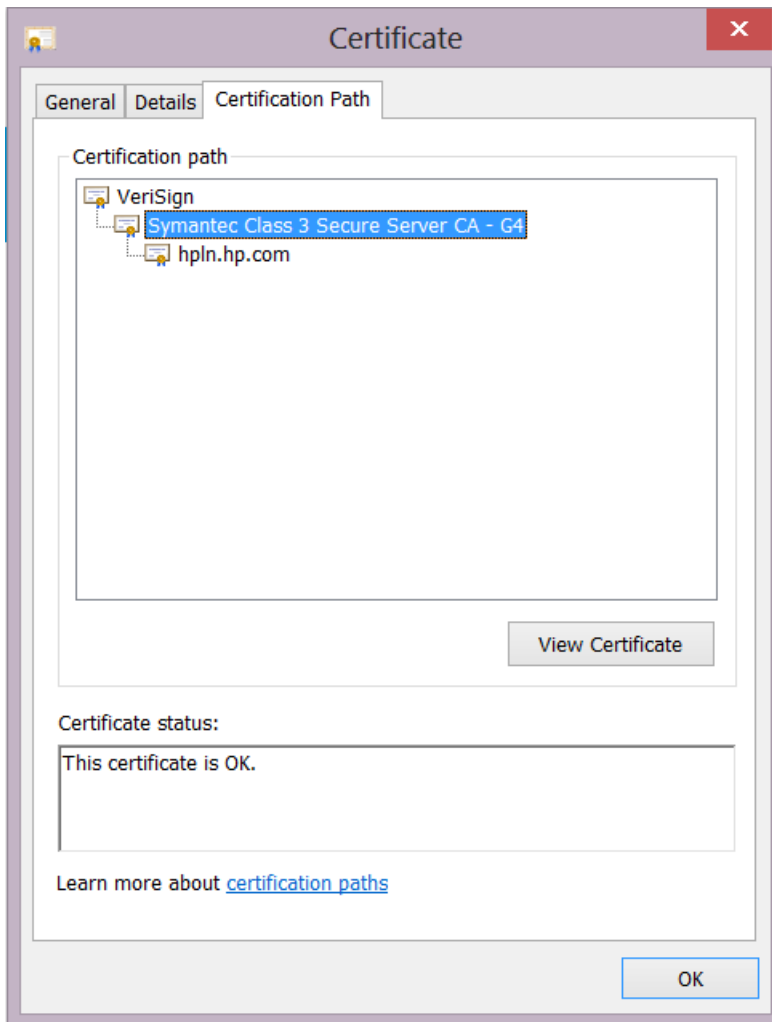
OO no longer uses repositories. Files are stored locally on your file system and it is recommended to use a source control application for collaboration.

You may receive the following error when performing a ITOM Marketplace search:

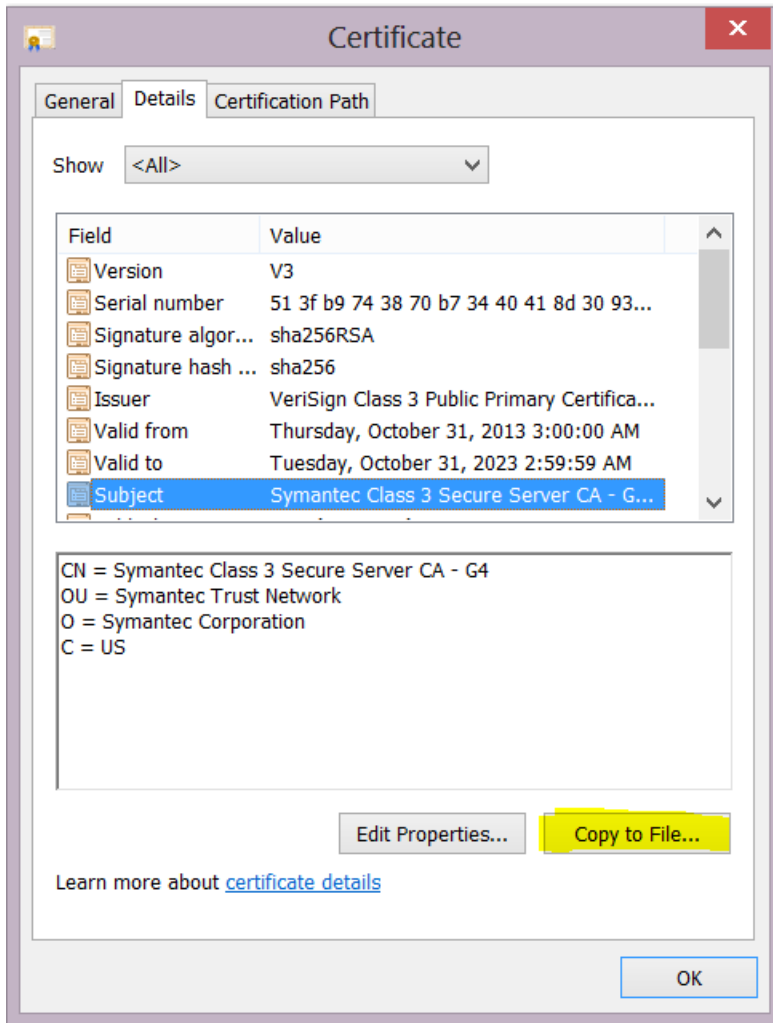
```
sun.security.validator.ValidatorException: PKIX path building failed:
sun.security.provider.certpath.SunCertPathBuilderException: unable to
find valid certification path to requested target
```

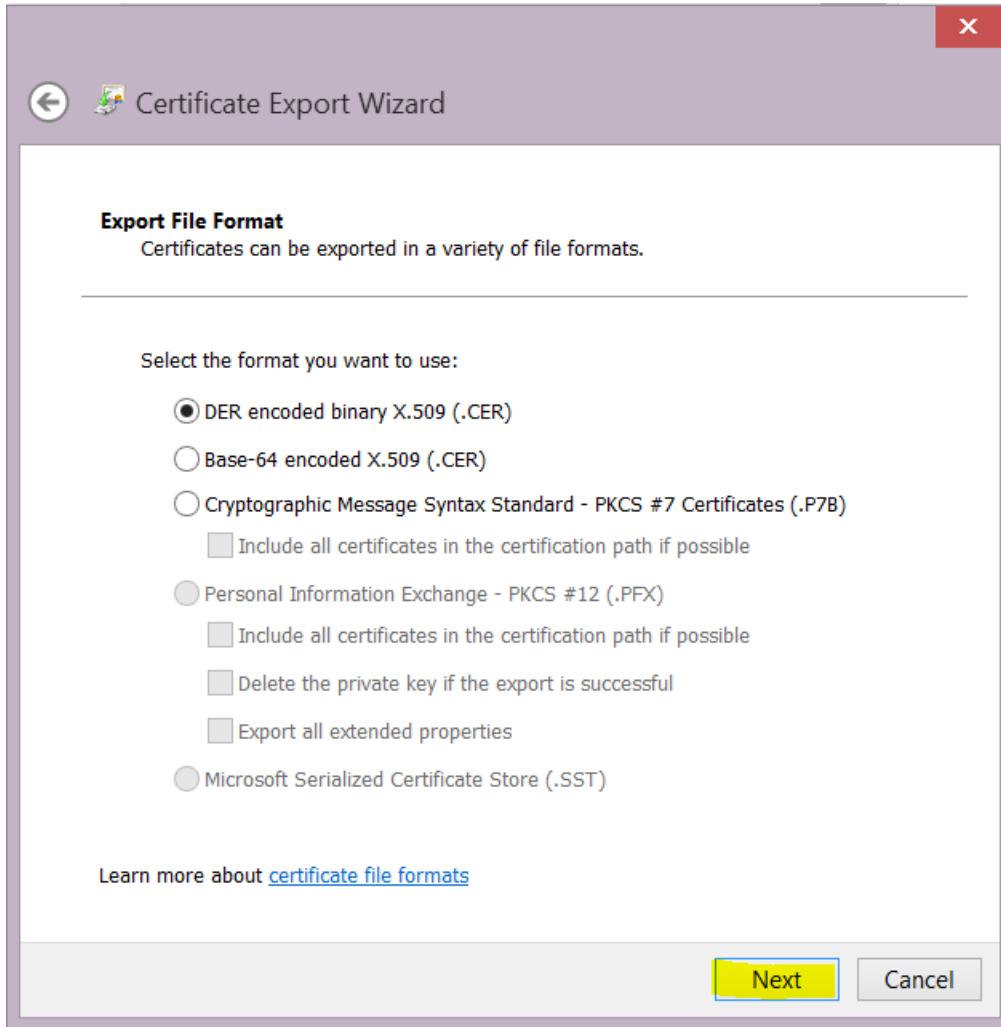
To solve this issue:

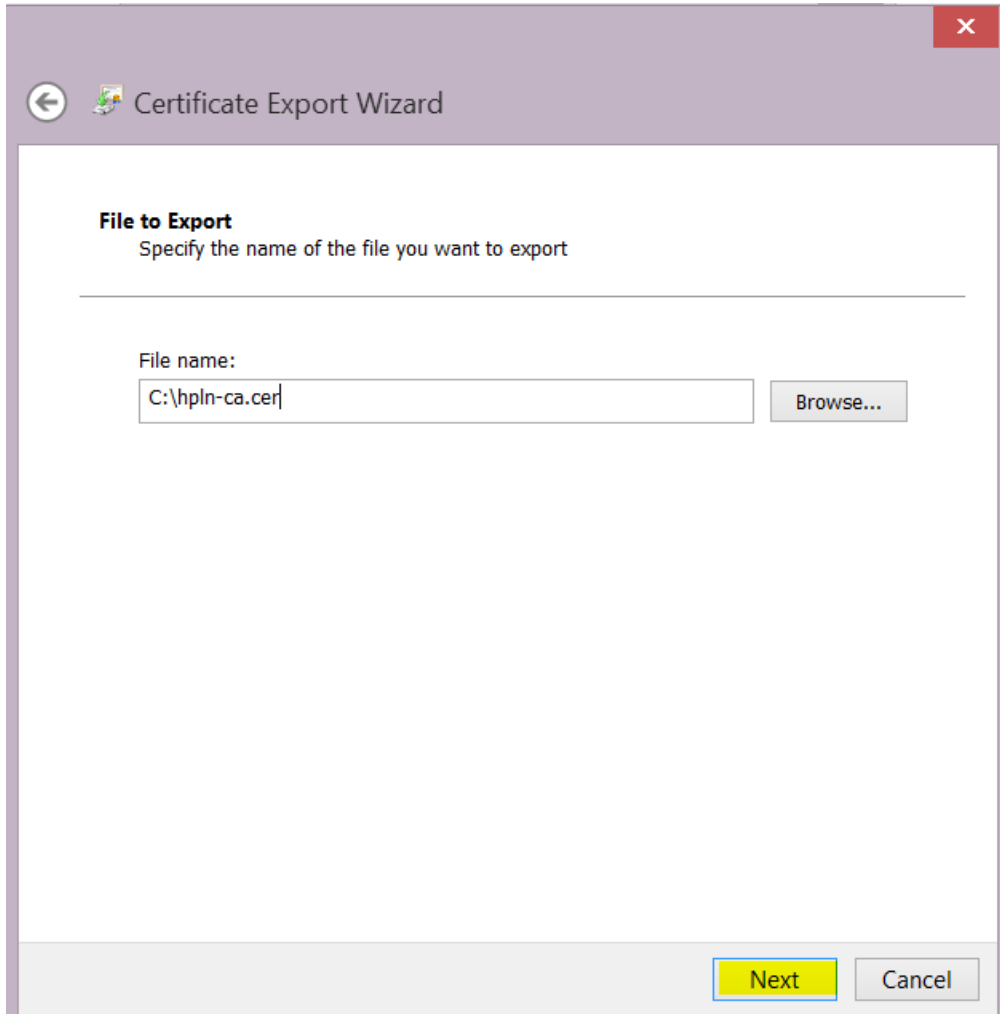
1. Close Studio.
2. Export the root certificate, (the certificate with the name **Symantec Class 3 Secure Server CA - G4**—the second one in the chain) into a file named **hpln-ca.cer** in DER encoded binary X.509 format.

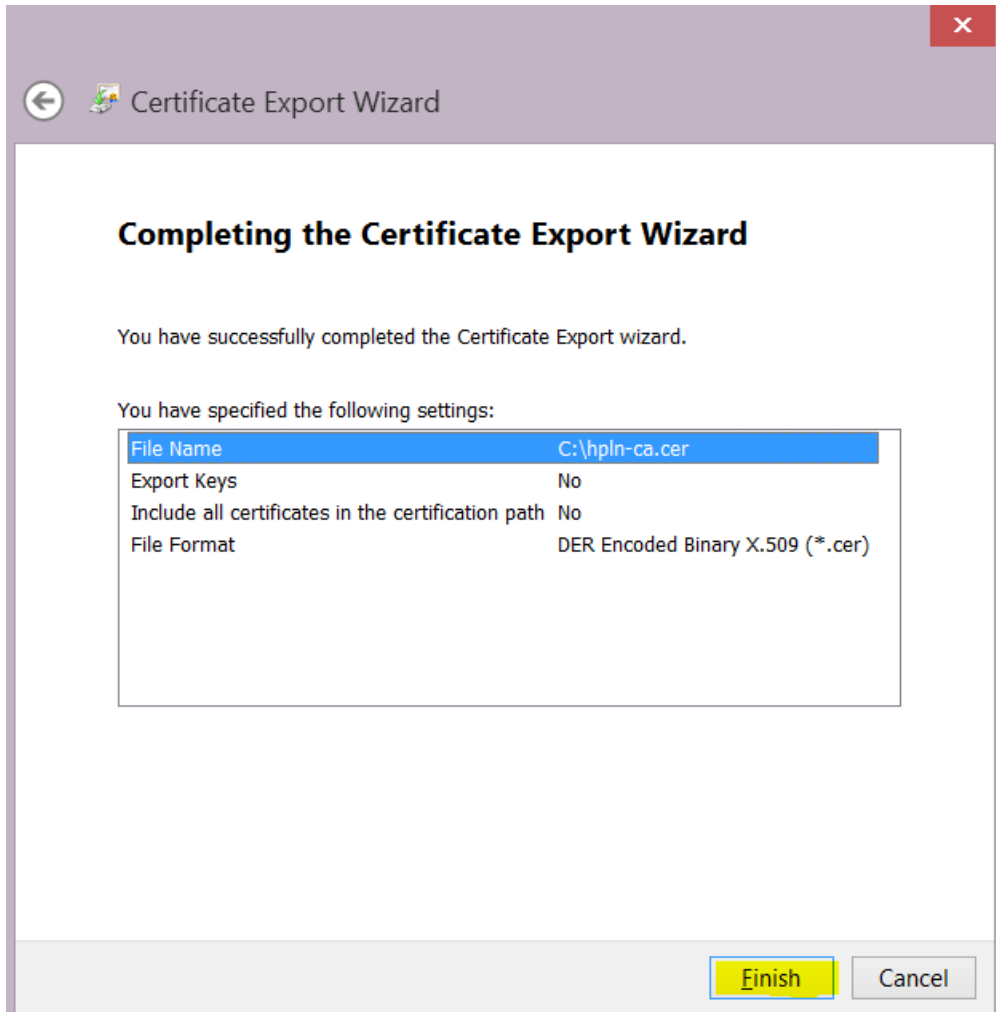


You can use a browser to navigate to <https://api.hpln.HPE.COM/hpln> and then export the root certificate as shown below:









3. Copy the certificate file **hpln-ca.cer** to the `<oo_install_folder>\studio\var\security` folder.
4. Import the certificate into Studio's TrustStore using the following command:

```
<oo_install_folder>\java\bin\keytool -import -alias hplnroot -keystore
client.truststore -file hpln-ca.cer
```

Note:

- The default password for the keystore is **changeit**. If you changed the default password, when prompted, use the value of the parameter **Djavax.net.ssl.trustStorePassword** from the `<oo_install_folder>\studio\Studio.I4j.ini` file.
- To change the Studio Truststore password, add the property **client.truststore.password** with value the password in obfuscated format to the `Studio.properties` file from the ".oo" folder.

```
client.truststore.password=={OBFUSCATED}6L9+NqBjKYp5heuvMEzg0g==
```

If this property is not defined, Studio will fall back to the system property **javax.net.ssl.trustStorePassword** for the truststore password.

5. Restart Studio.

What can I do if I get an URL error when performing an ITOM Marketplace Search?

The following instructions are required for ITOM Marketplace Search functionality in OO Studio, for all OO versions, including OO 10.80:

1. Add the following line at the end of the file in `<oo_install_folder>\studio\studio.l4j.ini`:
`-Dhp1n.connection.url=https://marketplace.microfocus.com/hp1n`
2. Restart Studio

Troubleshooting Studio Wizards

The `getCategories` SOAP request fails

The `getCategories` SOAP request fails when being used as a flow in Studio using the Web Services wizard.

The reason the flow fails with NPE is that the request that is sent is empty. The default behavior is to trim all empty elements: if that is all the request contains, no elements will be included in the envelope.

Use input **trimNullComplexTypes**, which is a hidden input with default value true. You have to set it to **false**.

Some content from Middleware or SAP content packs appears in red in Studio

Use the Content Third Party Wizard located under the **Studio/tools** folder to add any missing dependencies.

For more information, see the *Operations Orchestration Studio Wizards User Guide*.

Troubleshooting Central

Special characters cannot be displayed correctly in the *.csv file when you export the Run Log to a CSV file

The problem is in the Excel CSV encoding, which can be changed, as explained in:

<http://superuser.com/questions/280603/how-to-set-character-encoding-when-opening-excel>

Also, make sure you are working with the correct configuration in OO and in the database.

Plugins are not deleted from the Central cache

When you delete a content pack that contains a plugin, the plugin is not deleted from the Central cache. If you redeploy an artifact with the same version of the plugin, it does not overwrite the old one.

The administrator should manually clean up the cache, so that only the required libraries will be downloaded.

When the Central and RASes are down, delete the `var/cache` folder.

Execution speed is low, and it looks as if, over time, the run duration is getting longer

1. Make sure the root cause of the bottleneck is not database-related. Monitor the database resource usage (CPU, memory, IO, storage, network). For more information about monitoring, see the *Monitoring OO 10* document on the OO Community page.

(<https://hpln.HPE.COM/node/19651/attachment>)

2. Increase the number of worker threads if your hardware can take it. See the *OO Installation, Upgrade, and Configuration Guide* for more details.
3. Increase the number of database connections. See the *OO Installation, Upgrade, and Configuration Guide* for more details.
4. Scale out. See the *OO Benchmark Performance Guide* document for more details.

(<https://hpln.HPE.COM/node/19651/attachment>)

Low resolution on Firefox

Firefox on Windows uses the desktop configuration for font size. In some cases, the desktop is configured to use 125% font size as default, when using low resolution this may result in some layout problems in Central.

This happens when the font size in Firefox is set to 125% zoom. Reduce the zoom to 100%.

Deploying content packs takes a long time and an "out of memory" message is displayed

Increase the memory for Central by changing the configuration of the **central-wrapper.conf** file. For example:

```
# Initial Java Heap Size (in MB)
wrapper.java.initmemory=1024
```

```
# Maximum Java Heap Size (in MB)
wrapper.java.maxmemory=2048
```

Central wrapper.log file is not recreated during backup

If you delete the **/var/logs** folder (for example, for backup), the Central **wrapper.log** file is not recreated under the new **/var/logs** folder.

Create the **logs** folder inside the **var** folder.

Locked out of Central when there is SAML authentication

If you get locked out of Central when there is SAML authentication, with no access via the identity provider, log into OO directly. Make sure to keep the admin user, for this.

To log in directly, go to:

http(s)/<host>:<port>/oo/login/direct

Remote host supports the use of the RC4 cipher

The remote host supports the use of the RC4 cipher. This cipher is flawed in its generation of a pseudo-random stream of bytes so that a wide variety of small biases are introduced into the stream, decreasing its randomness.

If plain text is repeatedly encrypted (for example, HTTP cookies), and an attacker is able to obtain many (i.e., tens of millions of) cipher texts, the attacker may be able to derive the plain text.

Disable the RC4 cipher on the JRE level (starting with Java 7):

1. Open the **\$JRE_HOME/lib/security/java.security** file.
2. Edit the **jdk.tls.disabledAlgorithms** property to disable the RC4 cipher.

For more information, see <http://stackoverflow.com/questions/18589761/restrict-cipher-suites-on-jre-level>.

Mapping group alias and worker group does not work

For a flow that has already started running on Central, if it requires a group alias that does not have a worker group mapped, the mapping during the run will not work, unless the worker group name is

identical to the group alias. The flow will remain in a **Paused_No_Workers_in_Group** state. Resume will not work.

For example, you have a step that needs to run on group alias **Alias_A**, and there is no mapping of workers to this alias. OO tries to run the step on group alias **Alias_A**, but since there are no workers in **Alias_A**, the execution is paused. When the administrator maps group alias **Alias_A** to the worker group **Group_D** and tries to resume the run, it does not work.

From the **Topology > Workers** tab, assign a worker to a worker group with exactly the same name as the group alias required by the flow. Then, resume the flow.

Default DRBG algorithm ECDRBG128 is not safe

The default DRBG algorithm **ECDRBG128** is not safe, according to NIST.

Set the security property **com.rsa.crypto.default** to **HMACDRBG** by adding the following line in the `<oo_jre>\lib\security\java.security` file:

```
com.rsa.crypto.default.random = HMACDRBG
```

For more information, see the *OO Hardening Guide*.

Content deployment does not end

In some cases, the content deployment does not end or does not appear to end. This may be caused by the anti-virus blocking the browser read actions.

Check the CPU consumption of the anti-virus process at the time of deployment, or check the anti-virus log file. If required, contact your server system administrator to discuss possible solutions.

Error messages during deployment, saying that Central is missing operations

When deploying new content in Central, there may be error messages, saying that Central is missing some operations.

Make sure to deploy the base content pack and any other HPE content packs that are used in Studio before deploying your own content packs.

Scheduled runs have inconsistent start times in flows and steps

When Central, the RAS, and the Central client (browser) are in different time zones, this can cause problems when a flow is run via the Scheduler. For example, the start time in the flow will be different from the start time in the step.

Change the time zone on the RAS to be the same as the time zone on Central.

The OO help links do not work through the load balancer

Make sure that the Load Balancer is configured correctly. You need to add to the Load Balancer all suffixes that are different from `/oo`.

Note: For Apache httpd, it is sufficient to make sure that the balancer members' URLs are just `http://central_host:central_port/`.

Under low screen resolution, some of the buttons in the UI cannot be seen

Increase the screen resolution to 1280 x 1024 or 1920 x 1080.

Problems with new worker registration or existing worker functionality

Compression should not be set on the load balancer configuration.

This can affect the connection between Central and workers and can lead to problems in new worker registration or existing worker functionality.

Remove the compression.

Steps appear scrambled in the Tree View and Table view, as well as in the Run Report though executed in correct order

On some OO 10.x environments installed with Oracle database and specific language settings on the database, one might experience scrambled display in the execution of steps for some flows (with more than 4 steps). Thus, in Run Explorer: in the Tree View and Table view, as well as in the Run Report saved, the steps are not displayed in correct order, even though they are executed in correct chronological order.

Solution:

Check if the Oracle environment parameter `NLS_SORT` is setup for a linguistic definition (i.e. French, German, etc):

```
Select sys_context( 'USERENV' , 'NLS_SORT' ) from dual;
```

If so, set it to `'BINARY'` on the database and the problem should be solved by this.

Typical Deployment Errors

Schema validation error in '<flow name>'. XML File '<flow name>' has syntax error at line '<line>' at column '<column>', reason: cvc-complex type.2.4.a: Invalid content was found starting with element 'stepRerun'.

This error message appears when the content pack was created in Studio version 10.80 or later, using

features not supported on older versions of Central.

Solution:

Go to Studio and remove the check box for **Rerun point** from any steps that have been marked as Rerun. Recreate the content pack, and deploy to Central.

Schema validation error in '<flow name>'. XML File '<flow name>' has syntax error at line '<line>' at column '<column>', reason: cvc-complex type.2.4.a: Invalid content was found starting with element 'stepPersistence'.

This error message appears when the content pack was created in Studio version 10.80 or later, using features not supported on older versions of Central.

Solution:

Go to Studio and select **Details (default)** for Step Persistence for any steps that have been marked differently. Recreate the content pack, and deploy it to Central.

Failed to read the file <cp jar name>. The file might be corrupt.

This error message appears when OO is unable to read a content pack.

Solution:

If the file was copied from another machine, try copying it again.

Otherwise, go to Studio and select **Create content pack**, and redeploy the content pack.

Failed to read the file <cp jar name>. The file is empty.

This error message appears when the content pack file is empty.

Solution:

If the file was copied from another machine, try copying it again.

Otherwise, go to Studio and select **Create content pack**, and redeploy the content pack.

Wrong file format. <cp jar name> should contain the Lib and Content root folders.

This error message appears when a content pack is missing the required **Lib** and **Content** folders.

Solution:

If the file was copied from another machine, try copying it again.

Otherwise, go to Studio and select **Create content pack**, and redeploy the content pack.

Note: Do not edit the contents of the content pack manually.

Wrong file format. <cp jar name> is missing the 'contentpack.properties' file.

This error message appears when a content pack is missing a required file.

Solution:

If the file was copied from another machine, try copying it again.

Otherwise, go to Studio and select **Create content pack**, and redeploy the content pack.

Note: Do not edit the contents of the content pack manually.

Missing '<flow or operation/type of configuration item>' with UUID '<uuid>', which is required by the '<flow/operation>': '<flow path/operation uuid>'.

This error message appears when there is a missing flow, operation, or configuration item.

Solution:

1. Go to Studio and search for the flow, operation, or configuration item with the given UUID in either the HPE content packs or other projects in your repository.
2. Redeploy the deployment unit with the content pack that contains the flow, operation, or configuration item that you found.

Missing '<flow or operation/type of configuration item>' with UUID '<uuid>', which is required by the '<flow/operation>': '<flow path/operation uuid>' and <number of additional dependents> more . See the server log for the full list of dependents.

This error message appears when there is a missing entity (flow, operation, or configuration item) that other flows or operations depend upon.

Solution:

1. Check the server log to see all of the flows and operations that depend on this missing entity.
2. Go to Studio and search for a flow, operation, or configuration item with the given UUID in either the HPE content packs or other projects in your repository.
3. Redeploy the deployment unit with the content pack that contains the flow, operation, or configuration item that you found..

An exception occurred during deployment. Check the server log for more details.

This error message may appear in a number of different situations, leading to an exception during deployment. This includes conflicts between two deployed configuration items with the same type and path.

Solution:

Check the server log to see the details of the exception. In the case of a configuration item path conflict, check the **general.log** file for the most detailed information.

The content pack that you are deploying has been deployed previously. In the previous deployment, this content pack contained an entity ('<entity type>' named '<entity name>' with UUID <uuid>), which is used by other deployed content packs (<names of one or 2 cps>). The current content pack that is being deployed is missing that entity.

This error message appears when you are deploying a content pack that has been deployed previously, and this content pack originally contained an entity that is used by other deployed content packs. However, the version that you are deploying is missing that entity.

Solution:

Option 1: Go to Studio and search for the flow, operation, or configuration item with the given UUID in a previous version of the content pack that you are deploying, and add it to the current version of the content pack.

Option 2: Go to Studio and in the dependent content pack(s), remove the dependency on the given flow, operation, or configuration item, and redeploy that/those content packs as well.

The content pack that you are deploying has been deployed previously. In the previous deployment, this content pack contained an entity (('<entity type>' named '<entity name>' with UUID <uuid>), which is used by other deployed content packs (<name of one of the cps> and <number of other cps> more). The current content pack that is being deployed is missing that entity. See the server log for the full list of dependent content packs.

This error message appears when you are deploying a content pack that has been deployed previously, and this content pack originally contained an entity that is used by other deployed content packs. However, the version that you are deploying is missing that entity.

Solution:

Check the server log to see all of the content packs that depend on this missing entity.

Option 1: Go to Studio and search for the flow, operation, or configuration item with the given UUID in a previous version of the content pack that you are deploying, and add it to the current version of the content pack.

Option 2: Go to Studio and in the dependent content pack(s), remove the dependency on the given flow, operation, or configuration item, and redeploy that/those content packs as well.

A flow with UUID <uuid> has <number of scheduled tasks> scheduled tasks that will be deleted.

This warning message appears when a flow is being deleted by deploying a new version of an already deployed content pack that contained flows with scheduled tasks.

Solution:

There is nothing to fix.

Schema validation error in '<flow name>'. <the xml parser exception>.

This error message appears when the schema is not correctly validated.

Solution:

Go to Studio and select **Create content pack** and redeploy the content pack.

Note: Do not edit the contents of the content pack manually.

A flow with a duplicated path is being deployed. This path already exists either in a flow in another content pack in the deployment unit, or in a flow that was deployed previously. To see the error details, run the deployment again with the server log level set to DEBUG.

This error message appears when you are deploying a content pack with a flow that has the same path as another flow in another content pack in the deployment unit.

Solution:

1. To see the details about the flow path, flow UUID, and content pack name, run the deployment again with the server log level set to DEBUG. You will receive one of the following errors:
 - A flow with a duplicated path: '<flow path>' is being deployed. A flow with this path has previously been deployed.
 - A flow with a duplicated path: '<flow path>' is being deployed. A flow with this path exists in the content pack '<name of content pack>'.

2. In Studio, modify one of the content packs so that there is no longer a duplication, and redeploy the content pack. For more information about the required changes, see the sections about these error messages, below.

A flow with a duplicated path: '<flow path>' is being deployed. A flow with this path has previously been deployed.

This error message appears when you are deploying a content pack with a flow that has the same path as a flow that was previously deployed.

Solution:

In Studio, change the path of the flow (change the name of one of the folders or the flow name) and redeploy the content pack.

A flow with a duplicated path: '<flow path>' is being deployed. A flow with this path exists in the content pack '<name of content pack>'.

This error message appears when you are deploying a content pack with a flow that has the same path as another flow in another content pack in the deployment unit.

Solution:

In Studio, change the path of the flow (change the name of one of the folders or the flow name) and redeploy the content pack.

A '<flow or operation/type of configuration item>' with a duplicated UUID: <uuid> is being deployed. This UUID already exists in a '<flow or operation/type of configuration item>' in the content pack '<name of content pack>'.

This error message appears when you are trying to deploy a content pack with a flow, operation, or configuration item that has the same UUID as an item in another content pack that is deployed in the deployment unit.

Solution:

1. In Studio, search for the flow, operation, or configuration item with the given UUID.
2. Copy the flow, operation, or configuration item into the same project.
3. Delete the original copy of the flow, operation, or configuration item, in that same project.
4. Select **Create content pack**, and redeploy the content pack.

Note: Do not edit the contents of the content pack manually.

The property <content.pack.name/content.pack.version> is missing in the properties file contentpack.properties.

This error message appears when the content pack name or version are missing from the content pack's properties file.

Solution:

Go to Studio and select **Create content pack**, and redeploy the content pack.

Service unavailable. The server may be down, too busy, or experiencing network problems. Check the server log for the deployment status.

This error message appears when the server is either too busy to handle the request or is down for maintenance, or when some network error has prevented the response from arriving to the client.

Solution:

Check the server log to see if the deployment didn't start or end successfully, or failed.

During deployment the file name became corrupted. Please try to redeploy.

In some cases, the file name arrives in a corrupt state, and causes an exception.

Solution:

Deploy again.

Typical Central Error Messages

You do not have permission to perform this action.

This error message appears when you are logged in as a user that does not have permission to perform the action.

Solution:

Log in as a user with the appropriate permission. Alternatively, ask the administrator to give your user permission to perform the action.

An error has occurred. Check the server log for more details.

This error message appears when there is an unexpected error status from the server, but no error status text was received.

Solution:

Check the server logs to see if there was an exception.

liquibase: Waiting for changelog lock.

After a few attempts to log into the system, the server does not start and this error message appears.

Solution:

In the **DATABASECHANGELOGLOCK** table, set the value of the **LOCKED** column to **0**.

<server response status (for example, Internal Server Error)>. Check the server log for more details.

This error message appears when there is an unexpected error status from the server (for example, “Out of memory”).

Solution:

Check the server logs to see if there was an exception.

There was a problem launching the flow. See the logs for details

This error message appears when you are triggering a flow from Central.

Check if the default group **RAS_Operator_Path** is assigned to any worker.

Some phases of a run always run on the default group, which is **RAS_Operator_Path**. Make sure that at least one worker is assigned to this group.

java.lang.OutOfMemoryError: Metaspace

Central/RAS fails with this error in the wrapper log.

Increase the size of the Metaspace.

This can be found in the in the **central-wrapper.conf** (or **ras-wrapper.conf**) file, in the following parameter:

```
-XX:MaxMetaspaceSize=<new defined size>
```

Note: Metaspace consumes native memory on the server. If it exhausts all available physical memory and starts using swap space, the performance of OO will degrade significantly.

OutOfMemory (OOM) exception

Central/RAS crashes with an OutOfMemory (OOM) exception.

Do one of the following:

- Increase the heap size for Central/RAS
- Remove the limit on the **stepLogBuffer** size

- Check if the content you ran can be changed so that its context will be smaller

Troubleshooting Installations

The .net operations fail with the error:

"Can't initialize jni4net Bridge"?

In Windows 2012, it can happen that even though the correct version and type of .net framework is installed, the .net operations fail with the error:

"Can't initialize jni4net Bridge".

In Studio, flows and operations are not highlighted in red, so you cannot see there is a problem.

1. Repair the .net framework installation on that machine using the .net framework 4.5.1 full installer.
2. Restart OO Studio/Central/RAS.

"Packet for query is too large" message appears after installing OO with MySQL database

After an installation of OO 10.x with a MySQL database, the following error may appear in the logs:

"Packet for query is too large (2515019 > 1048576). You can change this value on the server by setting the max_allowed_packet variable."

Before installing OO 10.x with a MySQL database, make sure that the **max_allowed_packet** variable has a minimum value of 250 M. In order to do this, you can set the value for a session or as a permanent option of the MySQL server:

- To set it for within the session, run this command:

```
mysql --max_allowed_packet=250M
```

- To add it as a permanent option of the MySQL server, add the following line in **<MYSQL_HOME_DIR>\my.ini** or **my.cnf** and then restart the MySQL server:

```
max_allowed_packet=250M
```

Note: The minimum is 250 M, but some environments may require more, depending on the size of the repository.

Troubleshooting Central installations

After installation, Central doesn't start or can't be accessed from a remote location

This may be caused by the Windows firewall.

Check the Windows firewall logs and policies. If required, contact your server system administrator to discuss possible solutions.

Troubleshooting Studio installations

When Studio is installed on Windows 2012, there is no progress bar when importing content or creating a content pack

This is a Java limitation for the Windows 2012 operating system and the default look and feel is not supported.

Modify the **Studio.l4j.ini** file (under <installation dir>/studio) to specify a different look and feel. Add at the end of the file:

```
-Dswing.defaultlaf=com.sun.java.swing.plaf.windows.  
WindowsClassicLookAndFeel
```

Errors when Studio is installed on a path with special characters

If you install Studio on a path with special characters (for example, French, Japanese, or Chinese characters), this results in an error.

Install Studio from a folder without special characters.

SVN error if you do not have Microsoft Visual C++ 2010 Redistributable Package (x86)

If you install Studio 10.5x and you do not have Microsoft Visual C++ 2010 Redistributable Package (x86) installed, you will get an SVN error.

Download and install Microsoft Visual C++ 2010 Redistributable Package (x86). You need to install the version for the x86 platform, regardless of your Windows version.

This package can be downloaded from: <http://www.microsoft.com/en-us/download/confirmation.aspx?id=5555>.

Note: This issue is solved in 10.6x and later.

Troubleshooting silent installations

Silent installation does not work

Silent installation will not work if trailing spaces appear in silent properties for paths.

Make sure that no trailing spaces appear in silent properties for paths.

Troubleshooting cluster installations

In a cluster installation where nodes have different IPs, you get an error message when selecting a license.

This may occur because you have selected the licence for the wrong IP.

1. Choose one of the nodes and issue a license for the IP address of this node with the HPE License Management system.
2. Open the Central UI of the specific node (and not via the Load Balancer IP) and install the license.

For more information, see "Setting Up Licensing" in the *OO Central User Guide*.

Troubleshooting Upgrading from OO 9.x

You see the error “Unable to open Project <name>. A content pack with the same name already exists in your workspace.”

If you migrated a 9.x repository and you imported both the resulting project and the content pack, after upgrading to 10.02 or later, you will not find the project loaded in the workspace. In the logs, you will see the following error “Unable to open Project <name>. A content pack with the same name already exists in your workspace.”

The project was not loaded in the workspace but it still exists on the disk, in the location where you created it. In 10.02 and later, it is not possible to have a content pack and a project with the same name open in the workspace.

Close the resulting content pack and import the project from the disk.

Can't resolve variables from step context after upgrade

OO 10 does not resolve variables from step context.

In 9.x, to resolve a string like `${var}`, OO would try to find a match in the step context (existing inputs), flow context, global context and system properties.

In 10.x, the search is only performed in flow context, global context, and system properties.

Search for a match in the step context as well.

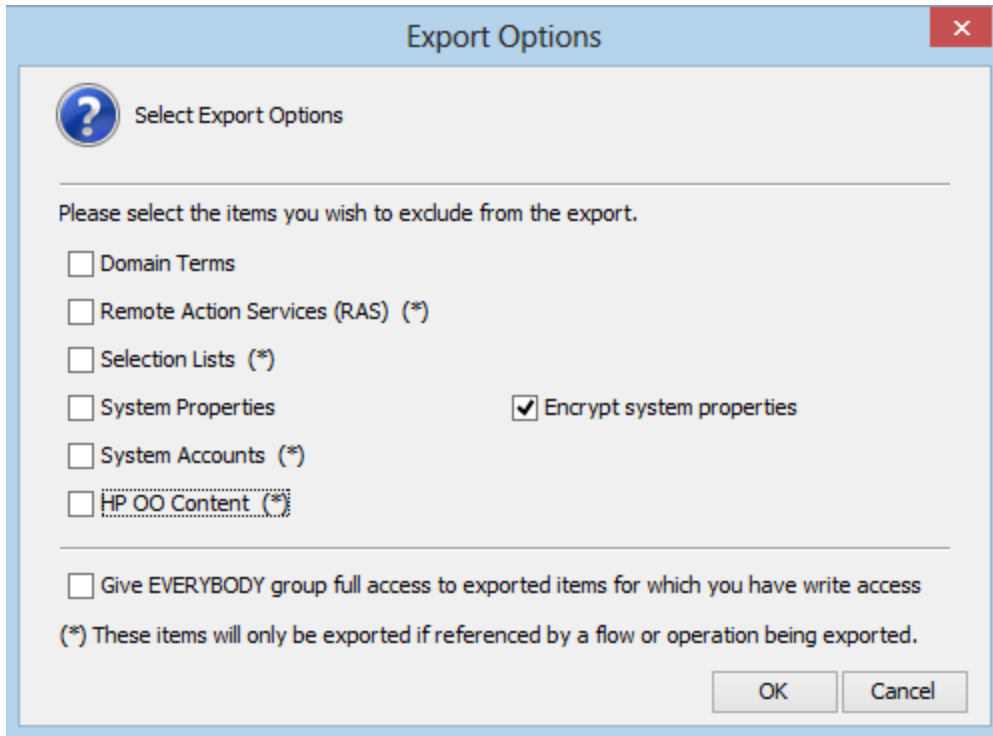
Modified OOTB Scriptlets are overwritten after upgrade

If the 9.x repository contains a copy of an out-of-the-box operation with a scriptlet, and that scriptlet was modified, after content upgrade, the modified scriptlet will be overwritten by the out-of-the-box version.

If the change in the scriptlet is important, you will need to manually edit the scriptlet in the copied operation.

When you upgrade a repository that is not fully exported from Studio, you receive a warning, because some data is invalid

1. In 9.x, export the repository from Studio: Right-click **Repository**, and select **Export as New Repository**.
2. Select a name and location for the repository.
3. In the Export Options page, make sure that all the check boxes are cleared (not selected) apart from the **Encrypt system properties** check box. Checking the **Encrypt system properties** check box is optional. However, note that after content upgrade, the system properties will be obfuscated with the 10.x mechanism.



4. Run the Content Upgrade Utility on that repository.

Note: Exporting a repository fixes the cases of invalid data.

Studio errors after upgrading a dotNet iAction

After you upgrade content that includes .NET iActions, there may be Studio errors because of a third party DLL dependency that is only for 32-bit platforms. For example,

Microsoft.GroupPolicy.Management.dll and **Microsoft.GroupPolicy.Management.Interop.dll**.

Solution: If the repository includes custom .NET iActions, it is recommended to clean your RAS folder copy and leave only the DLLs that are required for your iActions before upgrading content.

Note: Make sure to copy the RAS lib directories to a different location before deleting anything from them and upgrading them.

Backup corruption

When rolling back the 10.x patch, if one of the folders was renamed or if some files were deleted, the rollback will fail and the application (Central\ Studio\ RAS) will not start.

Save the **backup** folder that is created after the upgrade process as a ZIP file, and extract it to the same location before rolling back the upgrade.

Permission errors in Linux

The content upgrade package for Linux does not have execution rights by default for the files **upgrade-content.sh** and **/java/bin/java**. This may cause you to receive error messages like the following:

```
-bash: ./upgrade-content.sh: Permission denied
./upgrade-content.sh: line 5: ../java/bin/java: Permission denied
```

Solution: To avoid this, grant execution rights for the files.

Deployment of upgraded content fails due to a dependency error

Review the upgrade report and make sure you have deployed all the content packs that are mentioned in it. Review the deployment error and look for the missing UUIDs in your 9.x Studio content. This will enable you to better identify the missing content.

Sleep scripts not upgraded

Sleep scripts are not supported in 10.x. If you upgrade flows with scriptlets that are written in Sleep, they will be separated to the project containing the invalid content.

After upgrade, rewrite the Sleep script as JavaScript.

Groups with names longer than 255 characters are not upgraded to roles, during content upgrade

Change the group names to shorter names, before upgrading.

LDAP is not upgraded and a 400 error appears on POST

<http://localhost:<port>/oo/rest/authns/ldap-config>

This may occur because there are LDAP configurations that are supported in 9.x but are not supported in 10.x. In this case, the **User** filter was `(objectClass=*)` and did not contain a user name.

The LDAP upgrade calculates the **User ID** attribute according to the **User** filter.

- If the filter contains one user name, this user name is taken.
For example, if the **User** filter is `(&(objectClass=person)(sAMAccountName={0}))`, the **User ID** attribute is **sAMAccountName**.
- If the filter contains 0 or more than one user name, the **User ID** attribute will be one of the following:
 - **sAMAccountName**, if the LDAP is Active Directory
 - **uid**, otherwise

For example, if the filter is `(&(objectClass=person)(|(sAMAccountName={0})(uid={0})))`, then the **User ID** attribute will be **sAMAccountName** if the LDAP is Active Directory and **uid**, otherwise.

Prompts with more than 255 characters are cut

The size limit for prompts in a flow is now 255 characters, while in previous versions, the size limit was 1024 characters. After an upgrade, prompts with more than 255 characters will be cut down to the correct size.

After upgrading, check your prompts and see if there are any that are missing information and need to be rephrased.

Uncompleted flows not upgraded

If there are flows that were not completed before an upgrade (for example, those that are running or paused), they will be canceled during the upgrade.

Make sure that all flows have finished running before starting the upgrade.

Operations with missing responses end up in the valid project

In some situations, operations with missing responses end up in the valid project instead of the invalid project.

After upgrading, you will need to manually check the operations to see if they have missing responses. These are not identified as invalid during the upgrade process.

Troubleshooting issues with inputs after an upgrade

Missing system accounts

After content upgrade, there may be flows or steps in which inputs reference system accounts that do not exist.

Open the flow in Studio 10.x and change the input so that it references an existing system account.

In cases such as this, it does not help to go to the original repository in 9.x to look for the missing reference. It must be fixed in the 10.x project..

Upgrade fails for flows that have input binding of the type Credential, which is not assigned to any system account

Change these inputs to user prompt inputs.

Troubleshooting issues with reverting after an upgrade

Unable to launch a previous Studio version after upgrading

If you have a 10.x workspace with folders inside the **Configuration** sections, you will not be able to launch a previous Studio version.

Open the workspace with the 10.x version, flatten the configuration items (move all items to the root section and delete the folders) and then re-open the workspace in a previous Studio version.

Lost descriptions when reverting flows, operations, configuration items

Reverting individual flows, operations, configuration items, or folders to a revision before upgrading to 10.x will cause the description of corresponding items to be lost.

When you revert an entire project to a revision prior to upgrading to 10.x, the project is upgraded again, and therefore, the descriptions are not lost. The recommended approach to revert to a revision before 10.x is to revert the entire project to that revision.

Troubleshooting issues with duplications after an upgrade

There are duplicates in the result distribution on the Dashboard

After an upgrade from 9.x to 10.00, using the OO Shell Utility to upgrade historical data will get the result "Resolved" instead of "RESOLVED", as required in OO 10.x. This causes duplicates in the result distribution on the Dashboard.

Upgrade to OO 10.x **before** using the OO Shell Utility to upgrade historical data.

Duplicated UUIDs in an upgraded project

If you upgraded content with versions prior to 10.02, you may get errors in Studio 10.x and in Central 10.x deployment, and you may have problems with installing the out-of-the-box content packs, such as the Base Content Pack 13 and later.

The problems are caused by duplication of configuration items (system properties, system accounts, domain terms, selection lists, and so on). These items were part of the OO out-of-the-box content and there may be duplications of these in your upgraded content. Out-of-the-box content should be treated as read-only. This principle was violated by former versions of the Content Upgrade Utility and version 10.5x and later fixes this.

- Upgrade your repository again, using an updated version of the Content Upgrade Utility (recommended).
- Fix your repository manually:

- a. Open your project in Studio, and go to the configuration folders.
- b. Locate the duplicated items (they have an error indication) and delete them.

Note: The **Category** domain term cannot be deleted from within Studio. If this item is duplicated, you will need to delete it from your file browser, outside of Studio.

For example, right-click on the item, select **Show in Explorer**, delete it from the file system, and then refresh the project in Studio.

- c. Deploy your exported content pack with the HPE Base Content Pack (version 12 or later).

Note: If you edited selection lists from the out-of-the-box content, you need to create them again, rename, and replace all usages.

Troubleshooting issues with schedules after an upgrade

Schedules containing input values longer than 4000 characters are not upgraded, during content upgrade

Change the input values so that they are less than 4000 characters, before upgrading.

Not all schedules are imported from 9.x

If you upgraded from 9.x and you want to import schedules using Operations Orchestration Shell (OOSH), note that only the schedules of the flows that do not have existing schedules in 10.x will be imported.

Make sure to complete the importing of the 9.x schedules before working with the OO 10.x environment for scheduling and running flows.

Troubleshooting issues with multi-instance steps after an upgrade


Multi-instance steps don't work after upgrade

In 10.x, multi-instance steps are created in a multi-instance branch. In previous versions, flow authors would use the **Toggle Multi-instance** option to turn a regular step into a multi-instance step, and would create multiple loops for the different targets of the step.

In 9.x, a multi-instance step was a single step, with a single set of properties. In 10.x, there are properties for the MI branch step and also properties for each inner step within the branch. The flow will

not work properly after upgrade, unless the properties of the MI branch step and the inner steps are set up correctly.

Adjust the properties for the MI branch step and the inner steps, so that they correspond with the guidelines in the table below.

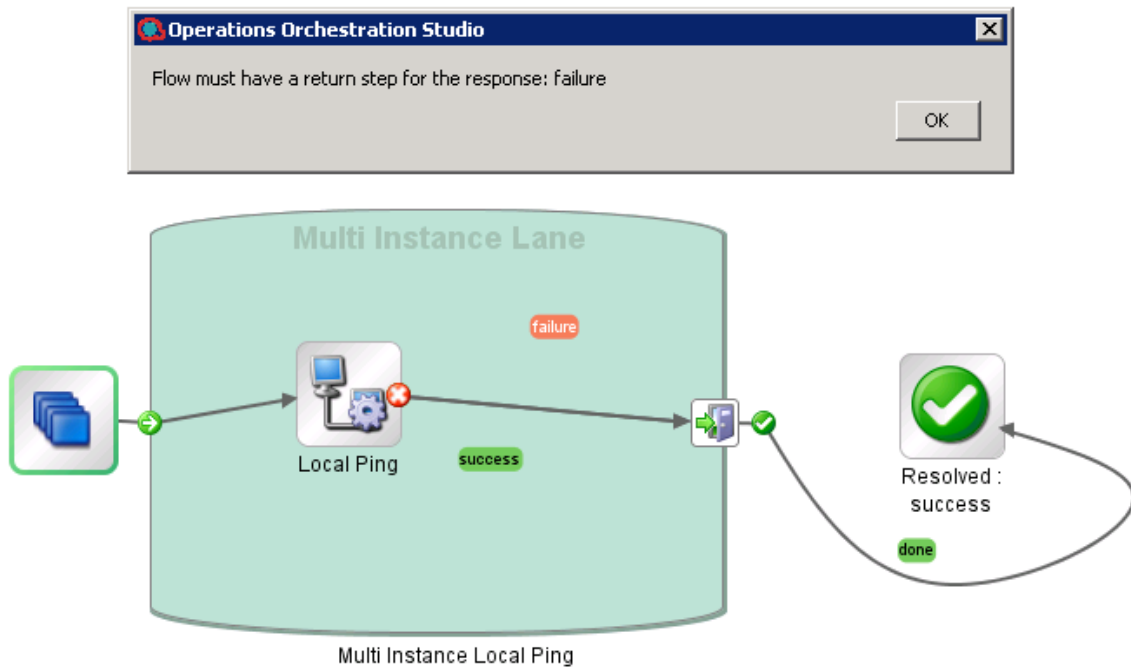
Open the Step Inspector for the MI branch step by double-clicking the **Multi-step**  icon at the start of the step.

Open the Step Inspector for each inner step by double-clicking the relevant step icon, inside the branch.

Property	Inner steps	MI branch step
Step UUID	Same as original (before upgrade)	Same as original
Assign Input from	Input name	Same as original
Assign Input to	Not assigned	Same as original
Result - From key name	Same as original	Same as the result name
Result - Assignment	Overwrite	Same as original
Result - Filter	Same as original	None
Scriptlet	Same as original	Upgrade scriptlet - will merge all the global variables of the inner steps.

Can't save a flow with a multi-instance step

After content upgrade to 10.x, a flow with a multi-instance step goes to the invalid project. After fixing the flow in Studio 10.x, it is not possible to save the flow.



Delete all return steps and replace them with new return steps in Studio 10.x..

For more information about multi-instance steps, see "Converting Flows using Multi-instance Steps from 9.x to 10.x Format" in the *Upgrading to OO 10.x from OO 9.x* document.

Locating items in Studio for after upgrading from 9.x

Where's the Studio User Interface Item?

OO no longer uses repositories. Files are stored locally on your file system and it is recommended to use a source control application for collaboration.

Where's the repository?

OO no longer uses repositories. Files are stored locally on your file system and it is recommended to use a source control application for collaboration.

Where are the Check In Check Out buttons and the My Changes/Checkouts pane?

You can commit and check out from the **SCM Changes** pane if you are connected to source control. See "Working with Source Control" in the Studio Authoring Guide.

Why do the Projects and Dependencies panes seem to contain the same items?

The **Projects** pane and the **Dependencies** pane are different:

- The **Projects** pane contains the *editable* flows, operations, and other OO objects that you can use in the project.
- The **Dependencies** pane contains *read-only* flows, operations, and other OO objects. You can use these objects in your project but you cannot edit them. If you want to edit any of these objects, copy them into the **Projects** pane.

Why can't I create operations?

It still exists but now it creates an operation. What we removed is the option to create built-in operations such as HTTP, SSH, Command line etc. Those have to be copied from an existing template operation.

You cannot create built-in operations, such as HTTP, SSH, or Command line. You will need to copy them from an existing template operation, and create a new operation from an action within the plugin. For more information, see "Creating Operations " in the Studio Authoring Guide.

Why can't I create sleep scriptlets?

Sleep scriptlets have been deprecated. In OO 10.x, scriptlets must be written in Rhino or Nashorn.

Where is the Categories domain term?

There is now a **Configuration\Categories** folder, where you can store categories for classifying flows. This replaces the **Categories** domain term.

Troubleshooting Localization

Characters appear in gibberish in the user interface for localized installations, when using MS SQL Server

If your OO system is localized and you are using MS SQL Server, you will need to set the database collation to the relevant collation name, in according to your required language:

English: SQL_Latin1_General_CP1_CS_AS

Japanese: Japanese_Unicode_CS_AS

Simplified Chinese: Chinese_Simplified_Stroke_Order_100_CS_AS

German: SQL_Latin1_General_CP1_CS_AS

French: French_100_CS_AS

Spanish: SQL_Latin1_General_CP1_CS_AS

If you already have a database installed, OO creates the tables using the database-specific collation. It is important to note that using other collations can cause characters to appear in gibberish in the user interface for localized installations. In addition, other collations are not officially supported in MS SQL for localized installations.

Note also that for MS SQL, it is recommended that the same language is used all over the database.

Note: OO does *not* support Unicode characters, when using MS SQL.

The Test command in the Studio Filter Editor and the "Quick Command" in an operation cannot handle Japanese characters?

Modify the **Studio.I4j.ini** file (under <installation dir>/studio) and add the following parameter:

```
-Ddharma.windows.cmd.unicode=true
```

to ensure that localized characters are recognized by Windows.

