

HP BSA Essentials

For the Red Hat Enterprise Linux operating system

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Troubleshooting Guide

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Chapter 1

Overview

When using the BSA Essentials product, you may run into certain problems. The following sections help you troubleshoot such problems, as well as provide you with information to help you avoid problems from occurring. The sections included are the following:

- ["Log Files" \(on page 9\)](#)
- ["Common Problems" \(on page 11\)](#)
- ["Installation Verification" \(on page 23\)](#)
- ["Live Network Content" \(on page 25\)](#)
- ["Port Information" \(on page 29\)](#)
- ["Checklist Questions" \(on page 31\)](#)

In addition, users with support contracts should visit the [Self-Solve site](#) for the most recent updates to manuals and knowledge base articles and to search for known problems.

Chapter 2

Log Files

The first thing you should do if you encounter problems when installing or using BSA Essentials is to review the log files that are generated. The log files are located in the following locations:

- Core installation log files:
 - `/var/log/HP/BSAE/install.log`
 - `/var/log/HP/BSAE/install_stdout.log`
 - `/var/log/HP/BSAE/install_stderr.log`
 - `/var/log/HP/BSAE/dbinstall.log`
 - `/var/log/HP/BSAE/uninstall.log`
- Core operation log file:
 - `/var/log/opsware/omdb/server.log`
- Data miner log files:
 - `DataMiner_install_dir/dataminer.log`
 - `/var/log/opsware/omdb/dm_jvm.log`

Core Operation Log File

You may want to control the number of backups and the size of the `server.log` file for space and performance considerations. The `jboss-log4j.xml` file located on the BSA Essentials Core Server in the `/opt/opsware/omdb/omdb/conf` directory controls logging parameters. To limit the size of the log, you must modify the `MaxFileSize` parameter for the Appender whose name is `ServerLog`. To limit the number of backups, you must modify the `MaxBackupIndex` parameter.

The following is a snippet of the `jboss-log4j.xml` file:

```
<?xml version="1.0" encoding="UTF-8"?>
<!-- ===== -->
<!-- OMDB Log4j Configuration -->
<!-- ===== -->
<!DOCTYPE log4j:configuration SYSTEM "log4j.dtd">

<log4j:configuration xmlns:log4j="http://jakarta.apache.org/log4j/"
debug="false" threshold="null">

<!-- ===== -->
<!-- Preserve messages in server.log -->
```

```
<!-- ===== -->

<!-- A size based file rolling appender -->
<b>appender name="SERVERLOG"
class="org.jboss.logging.appender.RollingFileAppender">
<errorHandler class="org.jboss.logging.util.OnlyOnceErrorHandler"/>
<param name="File" value="{jboss.server.log.dir}/server.log"/>
<param name="Append" value="true"/>
<param name="MaxFileSize" value="500MB"/>
<param name="MaxBackupIndex" value="24"/>
...
```

Chapter 3

Common Problems

The troubleshooting areas covered in this section include the following:

- ["Administration" \(on page 11\)](#)
- ["Database" \(on page 12\)](#)
- ["Datamining" \(on page 14\)](#)
- ["Installation" \(on page 17\)](#)
- ["Java Issues" \(on page 18\)](#)
- ["Reporting" \(on page 19\)](#)
- ["Upgrading" \(on page 22\)](#)

Administration

Password changing - Invalid authentication attempt, principal=null" in /var/log/opsware/omdb/server.log

Possible Cause	Solution
You may have entered an invalid keystore passphrase in the <code>/etc/opt/opsware/omdb/omdb.properties</code> file.	Ensure the keystore passphrase is correctly set and encrypted in the <code>omdb.properties</code> file. See "Changing the Keystore Passphrase" in the <i>BSA Essentials Administrator Guide</i> for more information.

LDAP is not working

Possible Cause	Solution
You may not be using Anonymous authentication. The BSA Essentials LDAP login module uses SSL with Anonymous connections. This means that currently BSA Essentials supports only "SSL + Anonymous connections" mode, but does not support "SSL + username/password" mode.	Ensure that Anonymous authentication is enabled.

Mail is not being delivered for reporting

Possible Cause	Solution
You may have configured your Reporting Mail Server incorrectly.	When scheduling reports, ensure that you have selected the correct format and destination

Possible Cause	Solution
	options, namely, select email recipients. See "Configuring the Reporting Mail Server" in the <i>BSA Essentials Administrator Guide</i> for more information.

Guest user cannot log in to the Java Client

Possible Cause	Solution
The Guest user may not have an assigned password since this is the default state for the Guest user. The Guest user must have an assigned password in order to log in to the Java Client.	Assign a password to the Guest user.

Database

Loader creates failure files

Possible Cause	Solution
<ul style="list-style-type: none"> Data files may have been rejected by the loader for incorrect crypto encoding (e.g., <code>.dat</code> files from an orphaned or abandoned dataminer or possibly from a reinstall of the core - changing the crypto - but not re-registering the dataminer data miner). <p>Note: This is seen most often with reinstalls, e.g., a failed first install attempt or reconfiguration.</p> <ul style="list-style-type: none"> Data files with data that may exceed the BSA Essentials database column width. Data files are valid, but they may not have been properly loaded because the loader is stopped. 	<p>The loader failure files are located in the <code>/var/opt/opsware/omdb/collect/failures</code> directory.</p> <p>Note: Each failed data file should have a corresponding log file that may indicate the cause for the error.</p> <p>For data files that have not been properly loaded because the loader was stopped (3rd bullet item), you can reprocess these files by placing them in the <code>/var/opt/opsware/omdb/collect</code> directory.</p>

Cannot start BusinessObjects listener process and/or access BSA Essentials GUI

Possible Cause	Solution
<p>This problem may be caused by an underlying issue with the BusinessObjects (BO) Oracle account where the account is locked or expired.</p> <p>Possible scenarios are the following:</p>	<p>To resolve this issue, examine the <code>DBA_USER</code> table for locked accounts. Refer to "Unlocking Oracle User Accounts" in the <i>BSA Essentials Administrator Guide</i> for more information.</p>

Possible Cause	Solution
<ul style="list-style-type: none"> • Problem encountered when attempting to access the BSA Essentials GUI. "ORA-28001 - the password has expired" error appears in the stack trace in the <code>/var/log/opsware/omdb/server.log</code> file. • Problem encountered when attempting to start the BO process with the listener on port 6400 where the listener is not created. "OCI_INVALID_HANDLE" error appears in the trace message. • Problem encountered when attempting to change the BSA Essentials database passwords. "Connection refused" error appears in the trace message. 	

"Cooper not bound" error messages are displayed in the Java Client

Possible Cause	Solution
<p>The BSA Essentials Oracle database accounts may be locked. As a result, you are seeing SQL Exception errors in the log files indicating that login is denied and the account is locked.</p>	<p>To resolve this issue, examine the DBA_USER table for locked accounts. Refer to "Unlocking Oracle User Accounts" in the <i>BSA Essentials Administrator Guide</i> for more information.</p>

Loader process throws an OutOfMemoryException

Possible Cause	Solution
<p>The default suggested data file chunk size of 1500 transactions may have been exceeded because of how HISTORICAL_FULL tables are processed. For this special table type, a data file must contain all the equal object_id (same itemSourceKey) in a single file. For a very large audit against a single server, the default size can be greatly exceeded.</p>	<p>Increase the amount of memory in the loader startup script. Also, consider using smaller SA device groups to avoid very large SA transactions. This is an SA recommendation.</p>

Blank web page instead of BSA Essentials login screen

Possible Cause	Solution
<p>The BSA Essentials database may not be running or is in the process of restarting.</p>	<p>Start the BSA Essentials database. See "Starting and Stopping the Core Services" in the <i>BSA Essentials Administrator Guide</i>.</p>

When connecting to the database get Error accessing PRODUCT_USER_PROFILE

Possible Cause	Solution
<p>This error is generated by Oracle when connecting to the database using sqlplus because the PRODUCT_USER_PROFILE table does not yet exist in the SYSTEM schema. The error displays:</p> <pre>Enter password: Error accessing PRODUCT_USER_PROFILE Warning: Product user profile information not loaded! You may need to run PUPBLD.SQL as SYSTEM</pre>	<p>This is a benign message, but it can be fixed by running PUPBLD.SQL as SYSTEM as described in the error message. For more information, see the Oracle documentation.</p>

Datamining

Data miner is not passing data to BSA Essentials

Possible Cause	Solution
The rsync service may be stopped on the BSA Essentials Core Server.	Restart the rsync service.
The firewall rules may be blocking port 8873.	Reconfigure the firewall or port.
You may have run out of disk space on the BSA Essentials Core Server or the datamining machine.	Check the available disk space and remove unnecessary files. Review "Monitoring BSA Essentials" in the <i>BSA Essentials Administrator Guide</i> to avoid disk space issues.
The omdb Linux account may have been terminated if your company has a expiration policy for inactive accounts.	Configure the omdb account to not expire on your Linux system and resume operations. You will need to use your system backup to restore the directories that have been removed from the terminated user.

NA, OO, or SA data miner log for BSA Essentials contains error "Data Source properties ETL not valid"

Possible Cause	Solution
You have reinstalled BSA Essentials. As a result, you are seeing several Oracle database errors in the dataminer.log file.	<p>You must manually reset the data miner. You do this as follows:</p> <ol style="list-style-type: none"> 1. <code>./dataminer.sh stop</code> 2. <code>rm DMSettingsCache.properties</code> 3. Run the following command on the server:

Possible Cause	Solution
	<pre>dmconfig -update -name c28 -settings EtlTableOwnerOverride={dbo our doc give detail on the value to use}, INITIAL_MINE_ FINI, LASTCOLLECTIONDATE, LASTPROCESSEDTRANID</pre> <p>4. <code>./dataminer.sh start</code></p>

NA and OO datamining related error

Possible Cause	Solution
The data miner may be failing to get the database version for default NA or OO installed on the SQL Server because the <code>EtlTableOverride</code> configuration is not set.	Set the <code>EtlTableOverride</code> configuration.

Data miner shows ETL not available (0 etl)

Possible Cause	Solution
The ETL/Models may not have been loaded for the version of SA/NA/OO that you are using. This may be the result of an incomplete install. For example, the initialization for loading the ETL/Models has not completed or it has failed.	Configure Live Network or check the centers Hotfix site. When the data miner starts and connects successfully to the source system, it will display the local systems' DB version. It will look like "Local Application DB version is x.x.x"

Fatal errors in dataminer.log when mining SMO data

Possible Cause	Solution
The OCCclient jars may not be copied to the Truth box where the data miner is located. You must follow the security and vulnerability and software discovery installation instructions for Live Network Connector (LNC), otherwise, SMO-related errors can occur.	Copy the OCCclient jars to the Truth box where the data miner is located. Also, refer to the <i>Live Network connector Installation Guide</i> for the values that must be set for <code>SMOPASSWORD</code> and other configuration settings when you use security and vulnerability and software discovery through LNC.

Data miner dm_jvm.log errors

Possible Cause	Solution
The data miner may be configured to use an unsupported version of Java.	Install and/or verify the path to a supported Sun/Oracle JRE and specify the correct setting for <code>JAVA_HOME</code> in the <code>dataminer.sh</code> file.

Problem fixing data miner configuration errors

Possible Cause	Solution
You may have attempted to correct a data miner configuration error by trying to create a new correct entry with the "-add" option.	Data miner configuration errors should be corrected using the "-update" option instead of trying to create a new correct entry with the "-add" option.

Data miner OutOfMemoryException on Linux systems

Possible Cause	Solution
The JVM heap size defined by the <code>Xms</code> setting in the <code>dataminer.sh</code> file may have been exceeded. The default memory settings for the dataminer is 2GBs of memory (<code>-Xms2048m</code>). Out of memory issues can be caused if you are creating very large data objects (for example, custom fields, custom attributes, or other data objects) in the source system.	Edit the <code>dataminer.sh</code> file to increase the JVM heap size. Find the <code>\$JAVA_HOME/bin/java</code> command line and increase the value for the <code>-Xms</code> setting.

BSA Essentials shows no data for SA Software Discovery or for Security and Vulnerability Reports

Possible Cause	Solution
There may be missing or incorrect configuration settings in BSA Essentials for SA Server Modules (SM).	Set <code>SMOPASSWORD</code> (required) and possibly <code>SMOHOST</code>

Cannot Pre-Register the data miner

Possible Cause	Solution
The installation may not have been completely successful.	Before attempting data miner installation, you should verify that the BSA Essentials installation was successful. See " Installation Verification " (on page 23). If you have installation failures, you must reinstall BSA Essentials.

Log file indicates data miner is already active after migrating data miner

Possible Cause	Solution
You may not have copied the <code>dataminer.keystore</code> file from the old installation to the new one.	When migrating a data miner from one server to another, you should also copy the <code>dataminer.keystore</code> file to the new server. Also, to avoid confusion, delete the old installation once the new one is up and running.

Data miner performance is sub-optimal on OO and NA systems

Possible Cause	Solution
You may not have installed the data miner on the NA or OO database server. As a result, the data miner is not able to keep pace on an NA or OO installation when using a remote database (dual server configuration) due to network latency, bandwidth, and collisions.	For optimal performance, the NA/OO data miners should be installed directly on the machine hosting the database.

Data miner fails to pick up updates from remote machine

Possible Cause	Solution
The time zone on a data miner server (data source server) may not be set to the same time zone as the BSA Essentials Core Server.	The data source servers must be set to the same UTC time zone as the BSA Essentials Core Server. See the <i>BSA Essentials Installation Guide</i> for details.

Installation

Installation fails with error "Failed to configure database instance after model deployment"

Possible Cause	Solution
During installation, the post model deployment script may have failed.	<p>Do not exit the installation dialog. Extract the <code>postModelDeploy_Install.sh</code> script contained in the <code>db_utils.tar</code> file located in the root directory on the distribution media and execute this script on the BSA Essentials core server. To understand how to execute the script, execute it with the <code>show_help</code> option as follows:</p> <pre>postModelDeploy_Install.sh show_help</pre> <p>An example command line is the following:</p> <pre>postModelDeploy_Install.sh --username cmdb_admin --userpwd \$PWD --sid \$SID --scriptdir ./sql</pre> <p>where</p> <pre>\$PWD=password for cmdb_admin database user given during install \$SID=database sid for BSA Essentials given during install</pre>

Installation fails with invalid hostname error

Possible Cause	Solution
The <code>nslookup</code> command may not be able to resolve your database hostname.	The installer requires that you must be able to resolve your database hostname when using <code>nslookup</code> . At a minimum, the hostname should be in the <code>/etc/hosts</code> file.

Single server installation option is not displayed

Possible Cause	Solution
You may not have the Oracle database software installed on your system.	When installing, you will be presented with both the single server and dual server installation options only if the installer detects that the Oracle database software is installed on the system. If an Oracle installation is not detected, you will see the dual server installation option only, and you will be able to install only the BSA Essentials Core Server – not create the database instance.

Rollback does not complete during installation in console mode

Possible Cause	Solution
A failure may have occurred due to a network outage, an out of disk space problem, the database going down, the BusinessObjects reporting engine going down, and so on.	Identify the problem by referring to the " Installation Verification " (on page 23) section. After discovering the issue and fixing it, rerun the installation.

Java Client

Brought to erroneous web site when accessing Help > Contents and Index

Possible Cause	Solution
This was a known issue that has been fixed in the 9.20 release. As part of the fix, the Contents and Index option has been removed from the Help menu. If you are still seeing this option under the Help menu after installing 9.20, the obsolete JAR file that implements the Contents and Index option may still be stored in the Application Cache on the Java Client machine.	Install the 9.20 release. If you still see the problem, delete the Application Cache at the file system level on the Java Client machine. For information on how to clear the Application Cache on the Java Client machine, refer to Welcome to BSA Essentials > The BSA Essentials Java Client > Setting Advanced Options for the BSA Essentials Java Client in the <i>BSA Essentials User Guide</i> or <i>Administrator Guide</i> or the online help.

Java Issues

The dm_jvm.log file contains exceptions about class version

Possible Cause	Solution
You may be using the wrong version of the JVM. BSA Essentials products include a suitable JVM. The data miner requires an Oracle JVM. Open source JVMs are not supported.	Check the version of the JVM that you are using on your system.

Reporting

BIRT report errors in red

Possible Cause	Solution
You may have permission or report issues, for example, the database password is not correct.	When you see a BIRT report error (in red), click the (+) icon to see more detail. If the message does not provide the necessary information, contact your system administrator.

BO reporting fails with error - SQL statement to execute cannot be empty or null

Possible Cause	Solution
It can be caused because BusinessObjects did not initialize correctly.	Restart the BSA Essentials and BusinessObjects services.

BO WIS error with error code 10901

Possible Cause	Solution
A database error occurred. There are several causes for this type of error. Read the database error text to discover the exact nature of the error.	Perform the necessary task based on the error message text and restart the BSA Essentials and BusinessObjects services. If the message indicates "The Network Adapter could not establish the connection," you need to execute the <code>/opt/opsware/omdb/components/BOConnection.sh</code> script with your database connection string, BO administrator password, and <code>cmdb_reporter</code> password to reset the connection. Once this script is executed successfully, BO will execute properly.

Cannot see results when creating and executing new report

Possible Cause	Solution
The BO reports may not be formatted correctly. Java sandbox settings can prevent BO report styles from displaying. If you are experiencing this, the report results will display with a gold theme instead of the default blue.	Open the Java Control Panel (windows), go to the Advanced tab and open Security > Mixed code and either set to show (prompt) or disable the sandbox warnings.

Report fails with no data to retrieve if Memory:Swap and Memory:RAM are both selected

Possible Cause	Solution
BusinessObjects reporting created an SQL query with a "where" clause that requires memory type to be both Swap and RAM.	You must run the reports separately for each inventory item for the reports to be successful and return data.

Unexpected data display after inserting new column in report

Possible Cause	Solution
You may not have explicitly enabled sorting on a specific column in the query, and depending on where you have inserted the new column in the report, the column data can display in a different order giving the impression that data is missing at a quick glance.	Explicitly set the ordering option on a column if the order is important. Regardless, if you scroll through the report, you will see that no data has been lost.

Scheduled reports are not being mailed

Possible Cause	Solution
The write permission on files and directories on your BSA Essentials Server that the mail server checks before sending email may not be properly set to include others.	Add write permissions to the files and folders by executing the following change mode command: <pre>chmod go-w / /etc /etc/mail /usr /var /var/spool /var/spool/mqueue</pre>

Database error when creating report query from universe

Possible Cause	Solution
The query may be too long or poorly designed retrieving too many rows of data thus exceeding the default query run time.	Apply a filter to the query so that it does not retrieve as much information. Also, you can change the default query run time value of 20 minutes on the Edit Query > Properties tab.

Package version appears to have bad data in return results

Possible Cause	Solution
This may be a formatting issue in the SA General Universe, under the SA Device/Inventory/Packages class where the Package Version Dimension is returning what looks like file paths as well as version numbers. This is an SA issue.	This is a report formatting issue and not a defect. It is up to the report writer to choose how to display the information.

Incorrect compliance data displayed in BIRT reports

Possible Cause	Solution
SA compliance job reporting in the Java Client may be using pre-SA 7.8.01 data. This data will provide incorrect results. This is an SA issue.	Only custom BIRT reports that use the SA compliance job-related data model may be exposed. Avoid using this data. None of the out of the box BIRT reports for SA 7.x or the Java Client use these fields.

Cannot run BIRT reports on Windows 7 - Firefox pop-up error window appears and Java Client freezes

Possible Cause	Solution
An incompatible version of the JRE may have been installed on the Windows 7 system <i>after</i> the Java Client was installed. The Java Client includes its own JRE and is the one it should be using.	Uninstall the JRE and uninstall the Java Client on the Windows 7 system. If you need the JRE on the system, then reinstall it and then reinstall the Java Client in that order.

http status 404 - /bsae/null error displayed on the Reports tab

Possible Cause	Solution
The BusinessObjects reporting engine may not be running, or Oracle accounts may be locked.	<ul style="list-style-type: none"> Restart the BusinessObjects reporting engine. <pre>/etc/init.d/bsae-bo stop ; /etc/init.d/bsae-bo start</pre> Refresh your browser or log in to the Web Client again to see if the problem is corrected. Check <code>/var/log/message</code> for any BusinessObjects startup errors. <pre>grep BusinessObjects /var/log/messages</pre> Correct any issues found, for example a locked <code>bo_admin</code> oracle account. To unlock the account: <pre>su - oracle sqlplus / as sysdba alter user bo_admin account unlock</pre>

Audit report not showing expected SA audit compliance information

Possible Cause	Solution
The rules in the SA Compliance Universe may not be attached to an audit policy. The SA Compliance Universe expects that the rules are attached to an audit policy and that this audit policy is attached to an audit.	When creating a audit report, you must include one of the Policy Name objects. There is one for each audit type and also one that goes across types. Best practice is to create an audit policy and attach that to an audit.

Differences in results when exporting a BusinessObject report to Excel vs. CSV format

Possible Cause	Solution
This may be caused by the report formatting.	This is the expected behavior.

Possible Cause	Solution
When exporting to Excel, the same formatting and filtering that would be applied to a displayed report (that is, displayed columns, ordering, duplicate row elimination, and so on) are used. However, when exporting to CSV, the report results are exported with no formatting or filtering.	

Web Intelligence Document selection is not available in Web Client

Possible Cause	Solution
User permissions may have been removed or the user does not have the appropriate access level.	Review user permissions from the Web Client and the BusinessObjects Central Management Console (CMC) and place the user in the appropriate group and access level.

BusinessObjects report does not display Properties tab

Possible Cause	Solution
Java 1.7 may be installed on the PC displaying the BusinessObjects report. Java 1.7 is not supported for BusinessObjects.	Uninstall Java 1.7 and re-install Java 1.6.

Upgrading

Client launcher displays mismatched signed jars message

Possible Cause	Solution
After upgrading, you may have a mixed environment where the Java Client is used to connect to both the current version and an earlier version of BSA Essentials servers.	Clear the application cache on the Java Client. You can do this as follows from the Login page: Login page > More > Advanced Settings > Delete Application Cache

Chapter 4

Installation Verification

To determine if there was an installation failure, perform the following tasks:

- Go to the `/var/opt/opsware/omdb/deploy` directory to see if there are any failures
- Open the `server.log` and the `/var/log/HP/BSAE/install.log` log files to see if there are any failures
- See if you can log in to the system using both the Web and Java clients
- See if you can create and run reports
- Open the catalog application and see if all items are present

To determine if data miner configuration has been successful, run the following command:

- `/opt/opsware/omdb/bin/dmconfig.sh -help -more`

If the install is successful, the output of this script should display driver name (DRIVER) and data source type (TYPE) for the data miner.

To verify the version of the installation, run the following command:

- `/opt/opsware/omdb/bin/omdbver.sh`

Live Network Content

HP Live Network (HPLN) is a subscription service that enables you to obtain the most current content for BSA Essentials via Live Network connector (LNC). For more information about this service, refer to "Setting Up Live Content Downloads" in the *BSA Essentials Administrator Guide* and "Upgrading Live Content" in the *BSA Essentials Installation Guide*.

The following sections provide information that you should know when downloading HPLN content.

General Problems

- **Cannot access a specific URL or community on HPLN portal or get permission denied errors while trying to access content via LNC**

Confirm that the SAID you are using can be expanded and includes all of the correct products. You must have a correctly coded SAID with HPLN enabling products associated with your HP Passport account. You must have your SAIDs associated through the following URL:

<https://support.openview.hp.com/entitlement/contracts>

A contract investigation is required to fix the SAID or a proper SAID can be added to your account. You can open a contract investigation by accessing the link located on the left side of the above cited support URL. Note that it is possible for you to have multiple SAIDs. Your sales representative or finance department should have the full list of SAIDs.

- **With valid SAID cannot access any of the product or content communities on the portal or download content via LNC**

This situation is relatively rare but may occur if you have a valid SAID on the account, but none of the products were HPLN-enabled at the time that the SAID was associated with your HP Passport account, and then with no SAID additions or removals, one or more of those products became HPLN-enabled. You will have to copy the SAID, delete it, and then re-add it back in. This process does not have to be done for all SAIDs. Just one SAID will grant HPLN access, and all of the other SAIDs will be re-evaluated automatically.

- **Getting a connection string error when attempting to import the GVD through LNC on a BSA Essentials server**

This situation can occur if you are using an incorrect SID for the Oracle database. When you configure LNC for GVD items, you must ensure that the SID is set correctly using the `bsae.gvd_connection_info` setting. Refer to the "Live Network connector Configuration" chapter in the *Live Network connector User Guide* available at <https://h20034.www2.hp.com>.

- **LNC is not downloading anything**

This is usually caused by one of the following:

- No product set in LNC configuration
- No streams enabled in LNC configuration
- User missing appropriate SAID

Refer to *Live Network connector User Guide* available at <https://h20034.www2.hp.com> for information on how to solve these problems.

- **LNc is not downloading your specific content**

You must enable both products and streams in the LNC configuration. Refer to *Live Network connector User Guide* available at <https://h20034.www2.hp.com>. Once the product is enabled or if the product is specified on the LNC command line, you can run LNC with the `list-streams` command to show all content available based on current configuration. Without enabling both product and one or more streams, LNC will do exactly as it is told, namely, download (and/or import) nothing. If you have the product and streams properly configured, but LNC shows no new updates are available, you should post a question on the HPLN community or direct it to the product's content team. Most content is product version specific. You can confirm what is available by running LNC with the `--preview` mode option. If nothing is shown in preview mode, then no content updates are available for the product and streams enabled in your current configuration.

- **LNc displays an error when downloading or importing content**

You must verify that any and all configuration settings required by that content have been set. To verify that the configuration variables are properly set, refer to product documentation and content specific documentation, as well the *Live Network connector User Guide* available at <https://h20034.www2.hp.com>.

If you are receiving "access denied," it is likely that the access issue is related to your SAID. Other possible issues are the following:

- Unable to connect: Confirm proxy settings and ensure URL configuration value has not been changed. HPLN backend can be confirmed by the HPLN support team to be up by accessing https://bsaen-dist.hp.com/protected/dist/services_2.0.js via a web browser - this will redirect to the Passport login. If the connection and redirection are successful, then the issue is in your network or proxy, or in your LNC configuration for proxy or URL values. If the connection and redirection are unsuccessful, escalate to the HPLN support team.
- Error in download: Escalate to the HPLN support team
- Error in import: Check product and content-specific configuration
- No errors, but customer has issues with content in product: Escalate to the product/content team

What Happens When the Same Data is Downloaded Multiple Times

LNC verifies what content has already been downloaded, and does not download the same content more than once. Only new content is downloaded, that is, new versions of the same content or content for newly enabled streams. It is possible to use the `--auto-cache-clean` option with the `download-import` or `import` commands. This will remove the content files from the cache directory after they are imported. In this case, they will be re-downloaded on the next execution of LNC in `download`, `download-import`, or `download-export` mode.

How to Resolve if Older Content is Downloaded over Newer Content

It should not be possible to have more versions of the same content in production at the same time. When the new version of content reaches the production state, it replaces the older version, hence older content will never be downloaded over newer content.

What Basic LNC Information is Needed Before Escalating a Case to the HPLN Support Team

- HP Passport user name
- LNC configuration file
- Log file produced by running LNC with the `--log-level=highest` option
- Output from running the `live-network-connector read-config` command
- The content you are trying to download, and the actual behavior that you are seeing
- Answer to whether you can access via a web browser the relevant product/content pages on <http://www.hp.com/go/livenetwork>. If you can access these pages on the portal, then SAID, account, and access issues are ruled out. The portal uses the same authentication system as LNC.

Port Information

BSA Essentials uses several TCP ports for communication. If corporate or personal firewall software is installed, then port exclusions must be made on the BSA Essentials Core Server to allow for inbound and outbound traffic.

Refer to the "Open Ports" section in the "Pre-Installation Requirements" chapter in the *BSA Essentials Installation Guide* for a list of the default port values that BSA Essentials uses.

Also, refer to the "Configuring BSA Essentials Ports" section in the "Core Server Administration" chapter in the *BSA Essentials Administration Guide* for information on how to change port values.

Checklist Questions

If you are still having problems with BSA Essentials, call HP support. Before calling, be sure you know the answers to the following questions. This information will expedite the support team's ability to solve any problem you may be experiencing.

1. What is the operating system and service pack installed on your BSA Essentials Core Server?
2. What is the vendor and version of the database installed on your BSA Essentials Database Server?
3. What is the browser and version you are using to access your BSA Essentials Web Client?
4. What is the operating system installed on the machine hosting your BSA Essentials Java Client?
5. What versions of Service Automation (SA), Network Automation (NA), and/or Operations Orchestration (OO) are you using with BSA Essentials?

Note: For a list of supported operating systems, databases, browsers, and compatible versions of BSA products, refer to the *Platform Support* document included on the distribution media, and the install server, and available for download on the Self-Solve site at <http://h20230.www2.hp.com/selfsolve/manuals>.

6. Do you have the current version of BSA Essentials installed on your system? If so, is it a new install or an upgrade from the previous release?
7. Do you have a single server or dual server installation?
8. How big is your installation, for example, how many servers do you have?
9. What is the primary use of your BSA Essentials system, for example, audits, compliance, provisioning?
10. How many SA jobs do you run daily?
11. Do you have a high availability multi master configuration? If so, how many cores, slices, and databases are deployed?

