IAC 3.1.1 Error Messages Guide

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Contents

Introduction

This document lists and describes the system messages within the Cisco Intelligent Automation for Cloud platform. The system software sends these messages to the portal user interface (and, depending on the message, to a user of the system) during operation. Not all messages indicate a problem with your system. Some messages are purely informational, while others might help diagnose problems with suggested remediations. When service fulfillment fails within the Cisco Intelligent Automation for Cloud, a predefined error code is assigned at the point of failure and is returned so the user can quickly and accurately troubleshoot what happened. This document lists all defined error codes, along with their descriptions and possible remediations.

Before You Begin

Requirements

This information is intended to be used by Cloud Provider Technical Administrators to understand specific errors encountered during daily operation of Cisco Intelligent Automation for Cloud . If you are an end−user

experiencing difficulty with a cloud service you have requested, please contact customer support with the error code and message displayed.

Components Used

This document is relevant to Cisco Intelligent Automation for Cloud version 3.0 through 3.1.1.

Related Products (Optional)

This document is relevant to Cisco Intelligent Automation for Cloud version 3.0 through 3.1.1.

Conventions

For more information on document conventions, refer to Cisco Technical Tips Conventions.

Error Code Schema

Error codes within IAC are categorized into the following high−level classifications:

Format	Description
1xxx	Cloud Portal Web Services Related Failures
2xxx	General Process Failures
3xxx	Unused *Reserved*
4xxx	Unused *Reserved*
5xxx	Miscellaneous Failures / Validation
6xxx	Cisco Network Systems Manager (NSM) Related Failures
7xxx	Cisco Server Provisioner Related Failures
8xxx	Cisco UCS / Physical Server Related Failures
9xxx	Hypervisor Related Failures

1000 Cloud Portal Web Services Related Failures

Error Code	Related Activity	Error Description	Possible Remediation
1000	Update Change Request	Failed to update the Cloud Portal change request	Verify the task ID of the change request. Also request may contain an invalid reference to a task ID.
1001	Add Service Request Note	Failed to add a note to the Cloud portal service request	Verify the task ID of the change request. Also request may contain an invalid reference to a task ID.
1002			

	Web HTTP Request	Failed to open an HTTP connection to the Cloud Portal server.	Verify the request URI, request parameters, and that the agent for the desired Cloud Portal service is started.
1003	Web HTTP Request	Failed nsAPI Authentication	Verify the nsapi user is a member of the correct organizational unit.
1005	Update Service Request Parameter	Failed to update the Cloud Portal service request	Verify the task ID of the service request. Also request may contain an invalid reference to a task ID.
1006	Web HTTP Request	Failed RAPI Authentication	Verify the user/password of the RAPI user.
1007	Web HTTP Request	RAPI Permissions Failure	Verify group membership of the RAPI user.
1008	Complete Service Request	Failed to mark Cloud Portal service request as complete	Verify that the service request has not previously marked as complete.
1009	General Web Services Failure	Failure in executing web service	Verify the request URI, request parameters, and that the agent for the desired Cloud Portal service is started.
1010	SOAP Fault Detected	Invalid SOAP data returned	Verify the request parameters, organizational unit of requested data. If requesting action on a service request action on service item verify the action had not previously been completed. For example a service request may have already been marked as completed.
1011	Update Service Item	Failed to updated requested service item.	• Verify the organizational unit of the service item.

			• Verify the service item exists.
1012	Retrieve Service Item Data	Failed to to retrieve requested service item data	• Verify the organizational unit of the service item. • If a valid response is returned, but the number of records is 0, the OU of the records in the SI table may be incorrect.
1013	Create Service Item	Failed to create requested service item	• All fields included must be correctly spelled and capitalized, and the Name field is not optional. • Make sure there are no duplicates in the Name field – all Names must be completely unique.
1014	Update Service Item	Failed to update requested service item	• Records that do not already exist cannot be updated. • All fields included must be correctly spelled and capitalized, and the Name field is not optional. Fields not changes may be left out, but if the field is sent and blank,

			it will change the contents of the SI record to blank for that field. • If the dropbox location was recently changed restart the CIM File Import – Service Item agent.
1015	Delete Service Item	Failed to delete request service item	• Verify the organizational unit of the service item. • Verify the service item exists.
1016	Update Service Item by Discovery Table XML	Failed to updated requested service items.	• Verify the organizational unit of the service item. • Verify the service item exists. • Request may have contained malformed XML, check that item names or data do not contain special characters which can cause malformed XML. Such as <>&[]"'
1017	Submit Service Request	Failed to submit Cloud Portal service request	• Verify the agent for the desired Cloud Portal service is started. • Verify the name of the requested

Error Code	Process Name	Error Description	Possible Remediation
			Cloud Portal service. • Verify the parameters for the Cloud Portal service request.
1018	Delete Service Item By Properties	Could not delete Service Items	Verify Service Items exist to be deleted. Verify credentials of Cloud Service Portal User.
1019	Check NSAPI Home OU	NSAPI user home OU not Cloud Admin Org	To correctly populate the infrastructure table the NSAPI user's home OU must match the cloud admin OU. Change the home OU to match

2000 General Process Failures

Error Code	Process Name	Error Description	Possible Remediation
2000	Set Saved Sync Data	General failure in the set saved sync data process	Verify the object type does not contain any special characters.
2001	Reset Stale Sync Data	General failure in the reset stale sync data process	Verify the object type does not contain any special characters.
2002	Initialize Lease Management	General failure in the initialize lease management process	Verify the lease input parameters contain valid data.
2003	Get Stale Sync Data	General failure in the get stale sync data process	Verify the object type does not contain any special characters.
2004	Cloud Portal Update Service Request History	General failure in the cloud portal update service request history	Verify the service request exists
2005	Create Service Item Definition XML	General failure in the create service item	Verify the input data does not contain any special

Error Code	Related Activity	Error Description	Possible Remediation
		definition XML process	characters which can cause malformed XML. Such as <>&[]"'
2006	Create Service Item XML	General failure in the create service item XML process.	Verify the input data does not contain any special characters which can cause malformed XML. Such as <>&[]"'
2007	Set Cisco PO Global Variables	General failure in the set Cisco PO global variables process	Verify the input data does not contain any special characters which can cause malformed XML. Such as <>&[]"'
2008	Query vSphere Powershell Install	General failure in the query vSphere Powershell install process	• Verify the user has correct permissions to query windows registry • Verify PowerCLI 5.1 or later is installed

4000 Miscellaneous Failures

Error Code	Related Activity	Error Description	Possible Remediation
4002	Web HTTP Request	nsAPI Authentication Failure	Verify the nsapi user is a member of the correct organizational unit

5000 Miscellaneous Failures

Error Code	Related Activity	Error Description	Possible Remediation
5000	XPATH Query	Failed to find expected value	• Verify that all parameters listed as required are present in the source XML.

			• Verify the Source XML does not contain any special characters which can cause malformed XML. Such as <>&[]"'
5001	Find Target	Failed to find target	Verify that a target exist which matches the specified criteria.
5002	Create Lease Requisition	Failed to create a new lease requisition	Verify input parameters does not contain any special characters which can cause malformed XML. Such as <>&[]"'
5003	Execute Windows PowerShell Script	Failed to execute Windows PowerShell script	• Verify script does not contain a syntax error • Verify username/password used to execute script. • If the Connect–VIServer cmdlet exists with a message that the server expectantly closed the connection verify the protocol matches the port. For example if the port is 443 the protocol should be https.
5004	Execute Windows Command	Failed to execute Windows command	• Verify command to execute • Verify the working directory is correct and/or exists.
5005	Execute Unix/Linux SSH	Failed to execute SSH command	• Verify command to execute

	Command		• Verify the working directory is correct and/or exists. • Verify command line arguments • Verify terminal session is open and valid
5006	Invalid Target	Failed to find target or target is of an invalid type.	• Verify target name • Verify the type of the target matches the target of the activity
5007	Cancel Service Requisition	Failed to cancel Cloud Portal service request	• Verify the task ID of the service request • Verify the agent for the desired Cloud Portal service is started. • Verify the name of the requested Cloud Portal service. • Verify the parameters for the Cloud Portal service request.
5008	VM Already Exists	A VM with the name already exists	• Verify VM of the name • Change the name of the target VM • Change the name of the existing VM
5009	Ping	Failed to ping IP Address	• Verify the IP address/hostname is correct • Verify the target is configured to respond to ICMP request • A firewall may be blocking the

			ICMP request
5010	NS Lookup	Failed to Validate Hostname	• Verify the hostname is correct • Verify that host record in the DNS server is correct and exists. • Verify the DNS configuration of the Cisco Process Orchestrator server is correct
5011	Find Runtime Users	Failed to find runtime user	Verify the name of the runtime user is correct and that the runtime user exists
5012	Update Runtime User	Failed to update runtime user	• Verify the name of the runtime user is correct and that the runtime user exists • Verify that specified properties for the update are correct for the runtime user type
5013	Delete Runtime User	Failed to delete runtime user	• Verify the name of the runtime user is correct • Verify the runtime user has not already been deleted
5014	Update Target	Failed to update target	• Verify the target name is correct and exists. • Verify the target type is correct for the specified target
5015			

	Delete Target	Failed to delete target	• Verify the target name is correct and exists. • Verify the target has not already been deleted
5016	Invalid Power Action	An invalid power action was specified	A power action other than on/off/reset was requested
5100	Global Variable – Cloud Portal Drop Location	Empty (Not Present)	The global variable Cloud Portal Drop Location is either empty or contains and invalid value
5101	Unused		

6000 Cisco Network Services Manager (NSM) Related Failures

Error Code	Related Activity	Error Description	Possible Remediation
6000	Create Provider	Provider creation fails in NSM	
6001	Create Tenant		
6002	Create External Network		
6003	Create TNC		
6004	Create Zone		
6005	Create External Network Connection		
6006	Create Network Segment		

7000 Cisco Server Provisioner Related Failures

Error Code	Related Activity / Action	Error Description	Possible Remediation
7000	Create MAC Specific Provisioning Role	Failed to Create MAC Specific Provisioning Role	• Verify a role with the same name does not already exist • Verify role parameters are correct

Error Code	Related Activity	Error Description	Possible Remediation
7001	Delete MAC Specific Provisioning Role	Failed to Delete MAC Specific Provisioning Role	• Verify the MAC address for the role is correct • Verify the role has not already been deleted
7002	Operation Timed Out	Operation did not complete in a timely manor.	Error preforming operation or too many concurrent tasks
7003	Find MAC Specific Provisioning Roles	Failed to find MAC specific provisioning role	• Verify the MAC address for the role is correct • Verify the role exists
7004	Find Provisioning Role Templates	Failed to find the provisioning role template	• Verify template name is correct • Verify the role exists
7005	Generate Authorization APID	Failed to generate a APID	Verify the runtime user username/password for the Cisco Server Provisioner is correct

8000 Cisco UCS / Physical Server Related Failures

Error Code	Related Activity	Error Description	Possible Remediation
8000	Associate UCS Service Profile	Failed to associate UCS service profile	Verify the service profile/server pool name is valid and exists
8001	Associate UCS VLAN To vNIC	Failed to associate UCS VLAN to vNIC	Verify vNIC/VLAN/Native VLAN name is valid and exists
8002	Bind Profile to Service Template	Failed to bind UCS service profile to service template	Verify the service profile/server pool name is valid and exists
8003			

	Power On Blade	Failed to power on	• Verify blade name is correct • Verify UCS manager can communicate with the blade
8004	Boot UCS Server	Failed to boot UCS Server	• Verify blade name is correct • Verify UCS manager can communicate with the blade
8005	Unused		
8006	Unused		
8007	Create UCS Service Profile from Template	Failed to create UCS service profile from template	Verify template name is valid and exists
8008	Delete UCS Service Profile	Failed to delete UCS service profile	Verify service profile name is valid and exists
8009	Disassociate UCS Service Profile	Failed to disassociate UCS Service Profile	Verify service profile name is valid and exists
8010	Disassociate UCS VLAN From vNIC	Failed to Disassociate UCS VLAN From vNIC	• Verify service profile name is valid and exists • Verify VLAN is associated with vNIC
8011	Unused		
8012	Find UCS Managed Objects	Failed to find UCS managed objects	Verify the runtime user username/password for the Cisco Server Provisioner is correct
8013	Unused		
8014	Unused		
8015	Unused		
8016	Get UCS Server	Failed to get UCS Server	• Verify blade

Error Code	Related Activity	Error Description	Possible Remediation
	Configuration	configuration	name is correct • Verify UCS manager can communicate with the blade
8017	~~Unused~~		
8018	Modify UCS Service Profile	Failed to modify UCS service profile	Verify service profile name is valid and ~~exists~~
8019	~~Unused~~		
8020	Reset UCS Server	Failed to reset UCS server	• Verify blade name is correct • Verify UCS manager can communicate with the blade
8021	Shutdown UCS Server	Failed to shutdown UCS server	• Verify blade name is correct • Verify UCS manager can communicate with the blade
	~~Unused~~		
8023	~~Unused~~		
8100	Blade Is Unassigned	Blade is unassigned	Blade does not have an assigned profile, assign a profile
8101	Blade does not exist	Unable to find blade	• Verify blade name is correct • Verify UCS manager can communicate with the blade • Verify blade is inserted into chassis

9000 Hypervisor Related Failures

Error Code	Related Activity	Error Description	Possible Remediation

9000	Add VM Hard Disk	Failed to add VM hard disk	• Verify VM name is correct • Verify Datastore has enough free space for the new disk
9001	Clone VM	Failed to clone the VM	• Too many concurrent clones, wait until existing clone requests complete • Verify Datastore has enough free space
9002	Add VM Network Adapter	Failed to add network adapter	• Verify VM name is correct • Verify selected port group is not an uplink portgroup.
9003	Reconfigure VM	Failed to reconfigure the VM	Verify VM is in the powered off state
9004	Update VM Network Adapter	Failed to update VM network adapter	• Verify VM name is correct • Verify the port group name is correct and exists • Verify selected port group is not an uplink portgroup.
9005	Power On VM	Failed to power on VM	• Verify VM name is correct • Verify VM is in the powered off state
9006	Customize Linux VM	Failed to customize Linux VM	• Verify VM name is correct • Verify VMware tools is installed and started
9007	Query VM Network Adapters	Failed to query VM network adapters	• Verify VM name is correct • Verify that VM has a network adapter an is attached to a valid portgroup.
9008	Power Off VM	Failed to power off	

		VM	• Verify VM name is correct • Verify VM is in the powered on state
9009	Add VM Network Adapter	Failed to add network adapter to VM	• Verify VM is in the powered off state • Verify selected port group is not an uplink portgroup.
9010	Query VM Network Adapters	Failed to query VM	• Verify VM name is correct • Verify VM full path is correct • Verify VM has not been moved to another folder or resource pool
9011	Query VM Devices	Failed to query VM devices	• Verify VM name is correct • Verify VM full path is correct • Verify VM has not been moved to another folder or resource pool
9012	Query VM Properties	Failed to query VM properties	• Verify VM name is correct • Verify VM full path is correct • Verify VM has not been moved to another folder or resource pool
9013	Customize Windows VM	Failed to customized Windows VM	• Verify VM name is correct • Verify VMware tools is installed and started
9014	Query VMs	Failed to query VM	• Verify VM name is correct • Verify VM full path is correct • Verify VM has not been moved to another folder or

			resource pool
9021	Update VM Hard Disk	Failed to update VM hard disk	Verify VM is in the powered off state
9022	Add Host	Failed to add host	- Verify vCenter can communicate with host - Verify host username/password is correct
9023	Remove Host	Failed to remove host	Verify the hostname of the host is correct
9024	Upgrade VM Tools	Failed to upgrade VMware tools	Verify VMware tools is installed and started
9025	Create New VM	Failed to create a new virtual server	- Verify a VM with same name does not already exist - Verify VM name does not contain any white space or invalid characters such as <>&[]"' - Verify Datastore has enough free space
9026	Delete VM	Failed to delete VM.	- Verify VM name is correct - Verify VM full path is correct - Verify VM has not been moved to another folder or resource pool - Verify VM is in the powered off state
9027	Enumerate Resource Pools	Failed to enumerate resource pools	- Verify resource pool name is correct - Verify resource pool exists
9028	Revert to Snapshot	Failed to revert to snapshot	- Verify VM name is correct - Verify VM full path is correct

			• Verify VM has not been moved to another folder or resource pool • Verify snapshot exists
9029	Create Snapshot	Failed to create Snapshot	• Verify VM name is correct • Verify VM full path is correct • Verify VM has not been moved to another folder or resource pool • Verify Datastore has enough free space
9030	Delete Snapshot	Failed to delete snapshot	• Verify VM name is correct • Verify VM full path is correct • Verify VM has not been moved to another folder or resource pool • Verify snapshot exists
9031	Enumerate Networks	Failed to enumerate networks	• Verify vCenter runtime user has correct username/password • Update extended target properties vSphere.PowerCLI.Password and vSphere.PowerCLI.User • via the Extended Properties tab of the vCenter target
9032	Enumerate Datastores	Failed to enumerate datastores	• Verify vCenter runtime user has correct username/password • Update extended target properties vSphere.PowerCLI.Password and vSphere.PowerCLI.User

			• via the Extended Properties tab of the vCenter target
9033	Enumerate Clusters	Failed to enumerate clusters	• Verify vCenter runtime user has correct username/password • Update extended target properties vSphere.PowerCLI.Password and vSphere.PowerCLI.User • via the Extended Properties tab of the vCenter target
9034	Enumerate Datacenters	Failed to enumerate datacenters	• Verify vCenter runtime user has correct username/password • Update extended target properties vSphere.PowerCLI.Password and vSphere.PowerCLI.User • via the Extended Properties tab of the vCenter target
9035	Enumerate Hosts	Failed to enumerate VM hosts	• Verify vCenter runtime user has correct username/password • Update extended target properties vSphere.PowerCLI.Password and vSphere.PowerCLI.User • via the Extended Properties tab of the vCenter target
9036	Query VM Templates	Failed to query VM templates	• Verify vCenter runtime user has correct username/password • Update extended target properties vSphere.PowerCLI.Password and vSphere.PowerCLI.User

			via the Extended Properties tab of the vCenter target
9037	Enter VM Host Maintenance Mode	Failed to enter maintenance mode	Verify all running VMs have been evacuated from the host.
9038	Shutdown Host	Failed to shutdown	- Verify hostname of the host is correct - Verify vCenter can communicate with host
9039	Exit VM Host Maintenance Mode	Failed to exit maintenance mode	- Verify hostname of the host is correct - Verify vCenter can communicate with host
9040	Apply VM Host Profile	Failed to apply VM host profile	- Verify host profile is associate with the host - Verify host profile name is valid and exists
9041	Associate VM Host Profile	Failed to associate VM host profile	Verify host profile name is valid and exists
9042	Create VM Host Profile	Failed to create VM Host Profile	Communication issue with vCenter or incorrect username/password for vCenter target
9043	Query Hosts	Failed to query hosts	Verify specified hosts name is a valid host in vCenter
9044	Unused		
9045	Unused		
9099	Check for VMTools	VMware tools not installed	Verify VMware tools is installed and started
9100	If Network Adapter not found	No network adapter found	VM does not have a network adapter add a network adapter
9101	Unused		
9102	Unused		

System Health Error Codes

VMware vCenter Server

Connection Test

Validates VMware vCenter Server target and runtime user created in Cisco Process Orchestrator. Validates Cisco Process Orchestrator connectivity to the VMware vCenter Server target with the stored login credentials.

Failures

Error Codes	Possible Cause of Failure	Remediation
6101	Not Connected: Attempt to connect to VMware vCenter Server failed	Verify VMware vCenter Server details entered in Cisco Cloud Portal during the creation of the connection.
6102	Not Connected: Attempt to connect to VMware vCenter Server failed	Verify VMware vCenter Server login credentials provided to create the VMware vCenter Server target in Cisco Cloud Portal has access rights.

Read Test

Validates the provided login credentials has read access to the VMware vCenter Server by querying the ESXi hosts existing on the VMware vCenter Server.

Failures

Error Codes	Possible Cause of Failure	Remediation
6201	Connected (Read Only): VMware vCenter Server login credentials failed to read information from the VMware vCenter Server.	Verify the provided VMware vCenter Server login credentials has access to appropriate objects in VMware vCenter Server.

Write Test

Validates the VMware vCenter Server runtime user has write access to VMware vCenter Server using Power CLI. Write access is validated by creating a small Virtual Machine with no operating system and deleting the Virtual Machine that was created.

Failures

Error Codes	Possible Cause of Failure	Remediation

Error Codes	Possible Cause of Failure	Remediation
6301	Connected (Read Only): VMware vCenter Server login credentials for read / write.	Verify the provided VMware vCenter Server login credentials has write permissions to appropriate objects in VMware vCenter Server.
6302	Connected (Read Only): No ESXi Hosts Found	Validate that the ESXi hosts in the VMware vCenter Server matches the Host Name in the Cisco Cloud Portal. If the hosts does not match, run cloudsync discovery for the discovery of hosts under the registered VMware vCenter Server.

Cisco Server Provisioner

Connection Test

Validates Cisco Server Provisioner target and runtime users created in Cisco Process Orchestrator. Verifies Cisco Process Orchestrator connectivity to the Cisco Server Provisioner target with the stored login credentials.

Failures

Error Codes	Possible Cause of Failure	Remediation
7101	Not Connected: Attempt to connect to Cisco Server Provisioner failed	Verify Cisco Server Provisioner details entered in Cisco Cloud Portal during the creation of the connection.
7102	Not Connected: Attempt to connect to Cisco Server Provisioner failed	Verify Cisco server provisioner login credentials provided to create the Cisco Server Provisioner target in Cisco Cloud Portal has access rights. User must be root and have the valid root password.

Read Test

Validates the provided login credentials has read access to the Cisco Server Provisioner by querying the Provisioning Role Template(s).

Failures

Error Codes	Possible Cause of Failure	Remediation
7201	Connected (Read Only): User credentials for read /	Verify the provided Cisco Server Provisioner login credentials has read access to

Error Codes	Possible Cause of Failure	Remediation
7202	Connected (Read Only): Provisioning Role Templates not found.	Ensure the Cisco Server Provisoner has at least one Provisioning Template defined.

Write Test

Validates the Cisco Server Provisioner runtime user has write access by creating a new MAC Specific Provisioning Role and then deleting the MAC Specific Provisioning Role just created.

Failures

Error Codes	Possible Cause of Failure	Remediation
7301	Connected (Read Only): login credentials for read / write.	Validate login Credentials has write access to appropriate Cisco Server Provisoner.
7302	Connected (Read Only): Cannot find Cisco Server Provisoner Template.	Validate that the server provisioner templates in the Cisco Server Provisioner matches the Host Name in the Cisco Cloud Portal. If the server provisioner templates does not match, run cloudsync discovery for the discovery of templates under the Cisco Server Provisioners.

Cisco UCS Manager

Connection Test

Validates Cisco UCS manager target and runtime users created in Cisco Process Orchestrator. Verifies Cisco Process Orchestrator connectivity to the Cisco UCS manager target with the stored login credentials.

Failures

Error Codes	Possible Cause of Failure	Remediation
8101	Connection Failed: Cannot connect to the Cisco UCS manager.	Verify Cisco UCS manager details entered in Cisco Cloud Portal during the creation of the connection.

Read Test

Validates the provided login credentials has read access to the Cisco UCS Manager by reading the Cisco UCS Manager Server configuration.

Failures

Error Codes	Possible Cause of Failure	Remediation
8201	Connected (Read Only): Unable to read Cisco UCS Manager Server Configuration.	Verify the provided Cisco UCS Manager login credentials has read access to the appropriate Cisco UCS Manager.

Write Test

Validates the Cisco UCS Manager runtime user has write access by creating a dummy Service Profile and deleting the dummy Service Profile that was created.

Failures

Error Codes	Possible Cause of Failure	Remediation
8301	Connected (Read Only): User credentials for read / write.	Validate login Credentials has write access to appropriate Cisco UCS Manager.

Cisco Process Orchestrator

Connection Test

Validates the Cisco Process Orchestrator runtime user can connect to the Cisco Cloud Portal target with the login credentials provided.

Failures

Error Codes	Possible Cause of Failure	Remediation
9101	Connection Failed: Cannot validate run time user	Verify Cisco Process Orchestrator run time user and its credentials.

Read Test

Validates run time user in Cisco Process Orchestrator has read access for the Cisco Cloud Portal by retrieving Cisco Cloud Portal Service Item data using the Web Services API.

Failures

Error Codes	Possible Cause of Failure	Remediation
9201	Connected (Read Only): Unable to read service item data from the	Validate login Credentials of the run time user and the nsAPI User has access to Cisco Cloud Portal. Also validates that the Web

	Cisco Cloud Portal.	Services are enabled on the Cisco Process Orchestor and Cisco Cloud Portal.

Write Test

Validates the runtime user has write access by creating or updating the service item utilizing the Cisco Cloud Portal Adapter.

Failures

Error Codes	Possible Cause of Failure	Remediation
9301	Connected (Read Only): User credentials for read / write.	Validate User Credentials of the run time user and the Cisco Cloud Portal Target has access to appropriate Cisco Cloud Portal. Also validates that Web Services are enabled on the Cisco Process Orchestor and Cisco Cloud Portal servers.

System Health Checks

Validate Platform Elements

Error Code	Related Activity / Action	Error Description	Possible Remediation
5001	Find Target	Failed to find target	Verify that a target exist which matches the specified criteria.

Note: Validation is designed to return a Status and Description of the current status of the Element, it only produces error if the target cannot be found. The following is a list of Status and Descriptions produced by Validation.

Status	Description	Possible Remediation
Not Connected	Attempt to connect to VCenter Failed	• Validate vCenter defined in CP and PO • Validate User Credentials has access to appropriate vCenter
Not Connected	User credentials for read / write	Validate User Credentials has access to appropriate VCenter

		and appropriate Datastores
Connected (Read Only)	User credentials read only	The user only has read access to the VCenter or Datastores
Connected (Read Only)	Cannot provision servers	vCenter Reason code returned, refer to vCenter documentation
Connected	Validation Successful	
Not Connected	Cannot connect to UCS	• Validate UCS defined in CP and PO • Validate User Credentials has access to appropriate UCS
Not Connected	User credentials for read / write	Validate User Credentials has access to appropriate UCS Manager
Connected (Read Only)	Cannot provision a create a service profile	Most often this is a result of the user not having the correct role ON UCS yo provision a service profile
Connected	CoValidationSuccessful	
Not Connected	Cannot connect to CSP	• Validate CSP is correctly defined in CP and PO target • Validate User Credentials has access to appropriate CSP
Not Connected	APID user does not exist	The user must be associated with a APID on CSP and the APID or user does not match or cannot be found
Connected (Read Only)	Create Service Profile Failed	User associated with APID was found and able to login to CSP but did not have rights

		to create a Service Profile
Connected	Validation Successful	

Validate Orchestrator

Error Code	Related Activity / Action	Error Description	Possible Remediation
5001	Find Target	Failed to find target	Verify that a target exist which matches the specified criteria.

Note: Validation is designed to return a Status and Description of the current status of the Element, it only produces error if the target can not be found. The following is a list of Status and Descriptions produced by Validation.

Status	Description	Possible Remediation
Not Connected	CP Web Target is unreachable	Validate target name and user credentials
Not Connected	Cannot access RequestCenter DB	Validate CP DB configuration
Connected (Read Only)	Cannot create or update SI in CP	Check credentials used to access CP Web Target has correct level of access in CP
Connected (Read Only)	Connection Failed	Check that the users defined for CP Web Target and in Extended Target Properties for Cloud Portal API user are:
Connected	Validation Successful	

Validate Share Location

Error Code	Related Activity / Action	Error Description	Possible Remediation
5001	Find Target	Failed to find target	Verify that a target exist which matches the specified criteria.

Note: Validation is designed to return a Status and Description of the current status of the Element, it only produces error if the target can not be found. The following is a list of Status and Descriptions produced by Validation.

Status	Description	Possible Remediation

Connected (Read Only)	CIM Import failures	Check share location access to CP and PO Check user credentials
Connected	Validation Successful	

Validate Email

Note: Sends an email trough the SMTP server configured in CP to a specified user

Validates	Description	Possible Remediation
Validate Email Failures, PO is not involved in email validation	If the email is not received in a given time verify the SMTP server is configured in CP is reachable and fully functional	Email Validation does not arrive: • Validate configuration of the SMTP server used by CP.

Connect Cloud Infrastructure

When running Connect Cloud Infrastructure you receive an HTTP 401 or HTTP 403 authentication error, verify the IIS authentication method between PO and CP. The authentication settings should be the same for the CP agents and PO web services.

Related Information

•