



## **Cisco Crosswork Workflow Manager 1.2 Troubleshooting**

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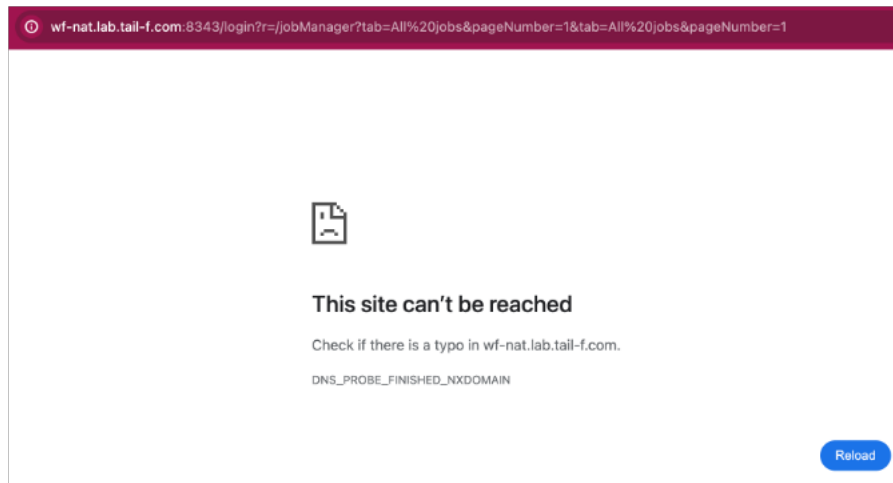
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## VM is up, but CWM UI is unavailable.

Issue: My Virtual Machine is up, but CWM UI is unavailable.



Solution: Solution: Check pod status with `kubect1 get pods -A`. You might need to restart those whose status is not Running. Restart pod with: `kubect1 delete pod <pod_name> -n <namespace>`.

## Some days/weeks after installation CWM UI is unavailable, although VM is still up.

Issue: Issue: Some days/weeks after installation CWM UI is unavailable, although Virtual Machine is still up.

Solution 1: SSH into VM and check pod status with: `kubect1 get pods -A`. You might need to restart those whose status is not **Running**. Solution 2: If 1. doesn't work, you need to delete VM from disk and install fresh OVA.



## CHAPTER 2

# User interface

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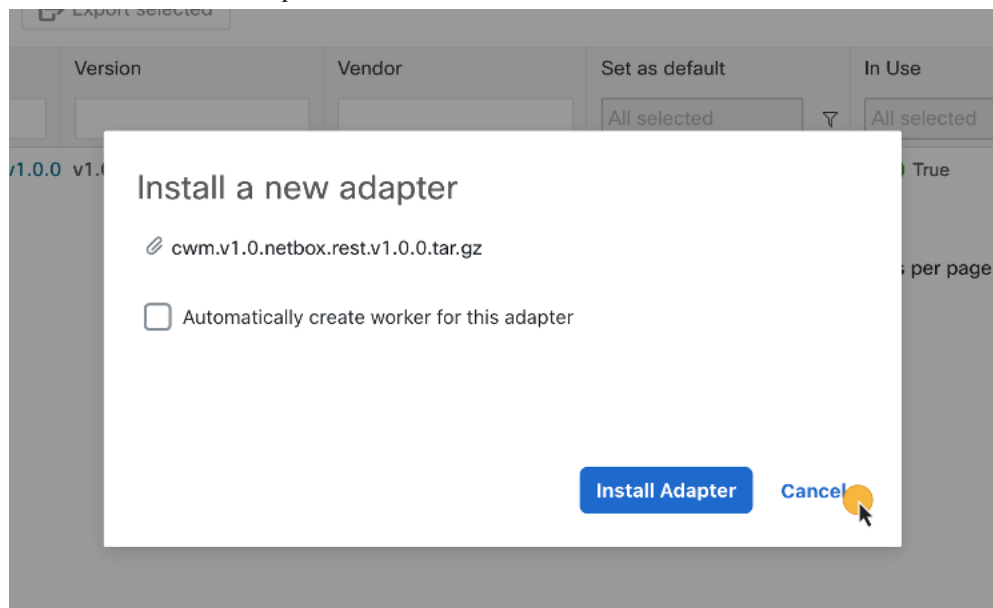
This section contains the following topics:

- [User interface, on page 3](#)

## User interface

### Adapter is visible in the list of adapters despite cancelling the upload.

Issue: I started uploading an adapter file into CWM, but cancelled without installing. Despite that, the adapter is visible in the list of adapters.



Solution: This is because any adapter that you select in the modal is automatically uploaded to the database but not deployed (installed). Delete the adapter at any time or install it and create a worker for adapter activities.

## I cannot delete an adapter that I uploaded and installed.

Issue: I cannot delete an adapter that I uploaded and installed.

Administration > Adapters > cisco.nso.v1.0.2

**cisco.nso.v1.0.2** ⋮ In use



Adapters in use can't be deleted.

### General

Adapter name

cisco.nso.v1.0.2

Vendor

cisco

Version

v1.0.2

Installed

19-Sep-2024 11:44:33 AM CES

Is default

Use as default version for a

In use

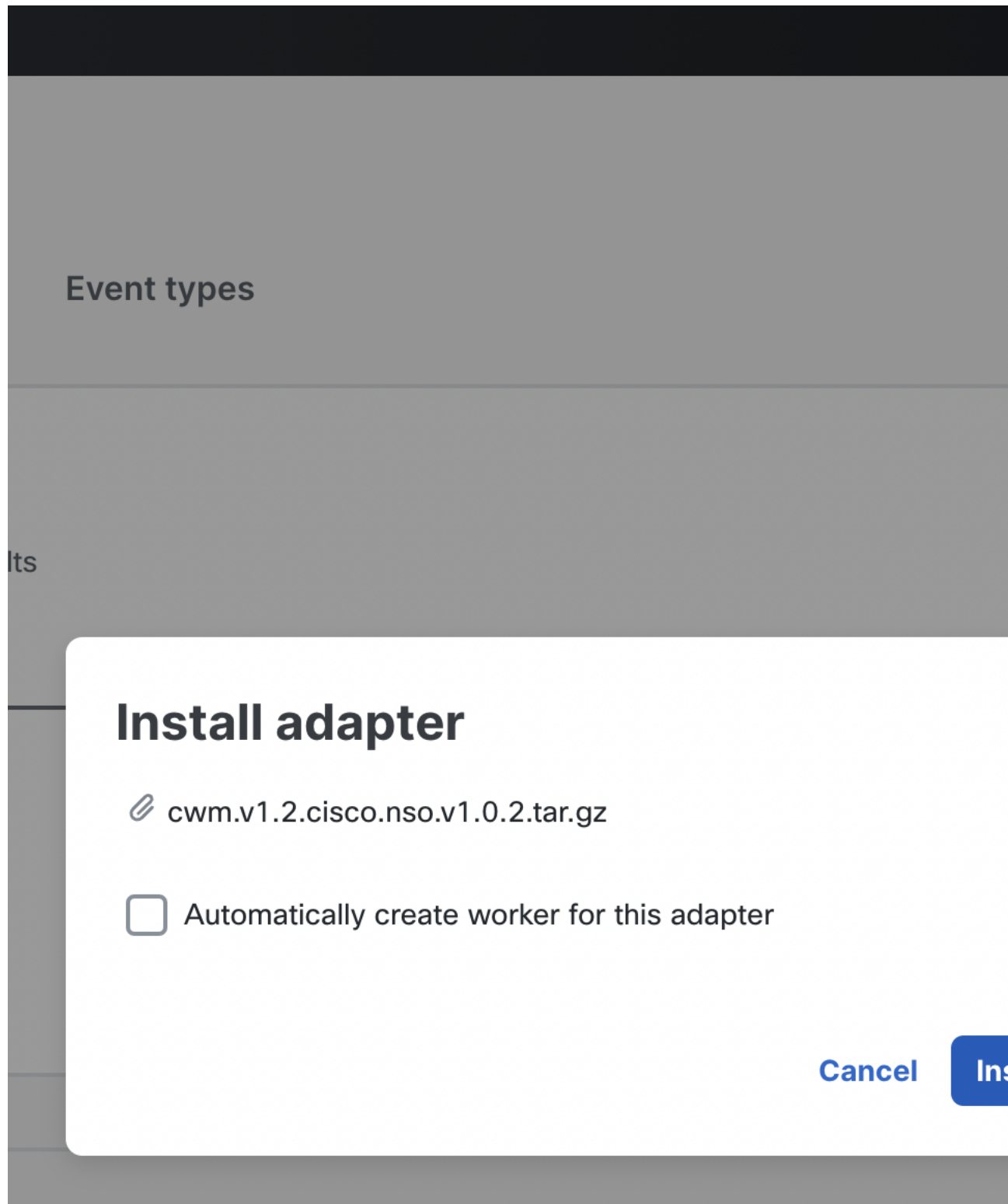
⋮ In use

Solution: This is because the adapter has status: In Use. You need to delete the worker associated with activities in this adapter first. Then you'll be able to delete the adapter.



## Adapter installation in UI fails with `error occurred while processing your request.`

Issue: Although the adapter installation file is freshly built, I keep encountering an error whenever I try to add the adapter in CWM 1.2:



Solution: You need to upgrade `cwm-sdk` and your adapter to a higher version of Golang (1.22.0). To do that, follow these steps:

**Prerequisite:**

To perform the cwm-sdk and adapter upgrade, you need to have your Golang version upgraded to at least 1.22.0. To check your current version of `**go**`, in a terminal, run `go version`. See the [go.dev downloads section](https://go.dev/dl/) for latest packages.

**For cwm-sdk:**

0. In a terminal, go to your local ``cwm-sdk`` directory.
0. Check out on the main branch and pull the latest changes: run ``git checkout main``, then ``git pull``.
0. Run ``make clean build`` to build

**For adapter:**

0. In a terminal, go to your main adapter directory.
0. Run ``cwm-sdk upgrade-adapter -cwm-version 1.2``
0. Then, run ``cwm-sdk create-installable``.

If you have an adapter and its dedicated worker already existing in the system, remember to delete the worker first, and then delete the adapter.  
Now you're all set to install the freshly generated adapter ``tar.gz``.

## Workflow hangs in pending state for a long time when trying to perform ActivityTaskScheduled.

Issue: Workflow hangs in pending state for a long time when trying to perform ActivityTaskScheduled.

+	WorkflowTask	WorkflowTaskCompleted	✓ Completed	1	8b4d7
-	cisco.nso.v1.0.1.restconf.Post	ActivityTaskScheduled	⋯ Pending	1	cisco.

```
[
  {
    "eventId": "15",
    "eventTime": "2024-02-29T15:59:12.714780168Z",
    "eventType": "ActivityTaskScheduled",
    "taskId": "1048608",
    "activityTaskScheduledEventAttributes": {
      "activityId": "15",
      "activityType": {
        "name": "cisco.nso.v1.0.1.restconf.Post"
      }
    },
    "taskQueue": {
      "name": "cisco.nso.v1.0.1",
      "kind": "Normal"
    }
  },
]
```

Solution: Check worker assigned to your adapter activities. You can either start it if it's stopped or re-create it if it still does not help. Make sure to select the required adapter activities inside the worker.

## When adding a resource, I cannot see my adapter resource type. Only default resource types are visible.

Issue: When adding a resource, I cannot see my adapter resource type. Only default resource types are visible.

Solution: Solution: you need to add a worker to your adapter activities. Only then is the resource type created.

In event types, I cannot select both the consume and produce event kinds at the same time.

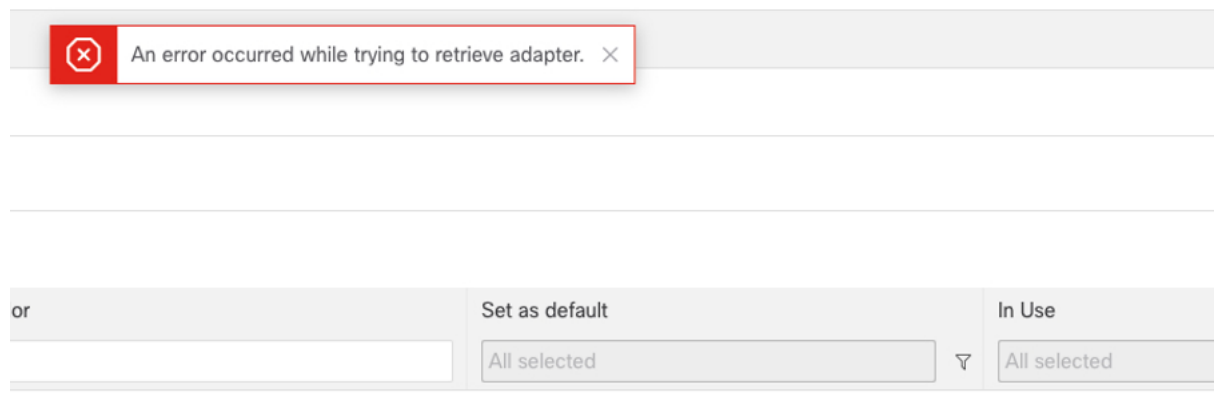
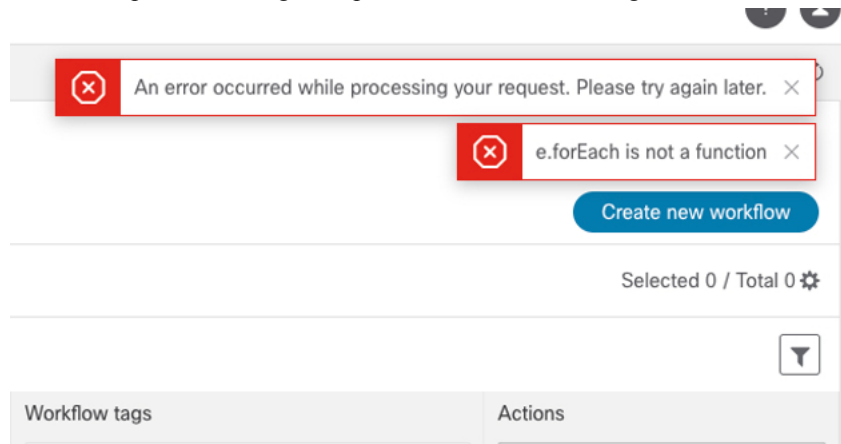
## In event types, I cannot select both the `consume` and `produce` event kinds at the same time.

Issue: In event types, selecting both event kinds is not available.

Solution: In Event types, support for both produced and consumed events is temporarily unavailable. The both option when configuring an event is expected to appear in a future release.

## I'm getting multiple errors when navigating in UI

Issue: I keep encountering multiple errors while interacting with CWM UI:



Solution: Check if there is no custom permission mapping rule created under Settings:

SYSTEM INFO
Versions
SECURITY
Local Users
LDAP
SAML SSO
Permission Mapping

## Local Users

### NxF Admin (admin)

ACCESS permission/admin

STATUS Active (Locked)

DESC NextFusion Default Administrator

### new\_user

ACCESS permission/reader, role/user

STATUS Active

If this is the case, you need to delete the other role and log in using the `admin` role. Currently, RBAC service in CWM is out of work since upgrading the system to NxF 2.0. All users created in CWM will be given `admin` role, and avoid to create any permission mapping rule.

## I get a 502 error when trying to send REST requests to external network component

Issue: I get a 502 error when a workflow I'm running attempts to send REST requests from CWM 1.2 to an external network component which is listening on port **80**. "message": "received http status: 502",  
Solution: The reason for this is NxF blocking outgoing connections to port **80**. As workaroud, you need to avoid using port **80** as the listening port for any external system that CWM tries to reach.

I get a 502 error when trying to send REST requests to external network component



## CHAPTER 3

# Serverless Specification limitations

This section contains the following topics:

- [Serverless specification support limitations, on page 11](#)

## Serverless specification support limitations

Limitation	Description
Timeout set in Event State applies to all awaited events in the onEvents group.	In the Event State onEvents section, multiple events can be defined to trigger a set of actions. The timeout set in the Event State is used as a timeout for all awaited events. This means all events should happen within a set timeout, although Serverless specification defines a timeout as the time between awaited events.
Event State Exclusiveflag is always true	Due to a bug in Serverless Workflow SDK ver. 2.2.5, the Exclusive flag for the group of onEvents is always set to true . Therefore, even one incoming event in the onEvents group will trigger the group's actions.
Child Workflow Error Handling	Errors that occur in the child workflow cannot be handled in the parent workflow.

