

CA Chorus™

Troubleshooting Guide

Version 04.0.00, Sixth Edition



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CA Technologies Product References

This document references the following CA Technologies products:

- CA ACF2
- CA Chorus™
- CA Chorus™ for DB2 Database Management
- CA Chorus™ for Security and Compliance Management
- CA Chorus™ for Storage Management
- CA Chorus™ Infrastructure Management for Networks and Systems
- CA Chorus™ Software Manager
- CA Compliance Manager
- CA DSI Server
- CA LDAP Server
- CA NetMaster NM for TCP/IP
- CA SYSVIEW
- CA Top Secret
- CA Vantage

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- Online and telephone contact information for technical assistance and customer services
- Information about user communities and forums
- Product and documentation downloads
- CA Support policies and guidelines
- Other helpful resources appropriate for your product

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Documentation Changes

The following documentation updates have been made since the sixth edition of this documentation:

- [Title Bar Disappears After Adding a Module to Dashboard](#) (see page 41)—Added this topic.

The following documentation updates have been made since the fifth edition of this documentation:

- [Errors While Configuring the Web Application Module](#) (see page 48)—Noted that mixed content is not displayed if you are using SSL logins to CA Chorus.

The following documentation updates have been made since the fourth edition of this documentation:

- [CA Chorus Jobs Abend with Codes U4080 and CEE05101](#) (see page 51)—Added this topic.

The following documentation updates have been made since the third edition of this documentation:

- [Error and Null Nodes in Metrics Panel for CA Chorus for Security and Compliance Management](#) (see page 46)—Added this topic.

The following documentation updates have been made since the second edition of this documentation:

- [Do Not See How to Disable SSL](#) (see page 39)—Clarified the steps in the solution.
- [Errors While Configuring the Web Application Module](#)—Added this topic.
- [Errors When Undeploying a CFAR with Modules](#) (see page 50)—Added this topic.
- [Startup Problems](#) (see page 25)—Deleted the Resource Consumption topic from the table. This issue is no longer valid now that heap memory is automatically configured based on the number of disciplines that are installed.

The following documentation updates have been made since the first edition of this documentation:

- [Debug CA Chorus Application Server Problems](#) (see page 23)—Made general editorial updates.

The following documentation updates have been made since the last release of this documentation:

- [CA Chorus for DB2 Database Management Known Issues](#)—Moved this topic to the *CA Chorus for DB2 Database Management Release Notes*.

- CA Chorus Infrastructure Management for Networks and Systems Known Issues—Moved this topic to the *CA Chorus Infrastructure Management for Networks and Systems Release Notes*.
- CA Chorus for Security and Compliance Management Known Issues—Moved this topic to the *CA Chorus for Security and Compliance Management Release Notes*.
- CA Chorus for Storage Management Known Issues—Moved this topic to the *CA Chorus for Storage Management Release Notes*.
- [CHORNTSF Output Error May Indicate Insufficient TSF Heap Memory](#) (see page 44)—Added this topic.
- Global—Renamed the JBoss server to the CA Chorus Application Server.

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Chapter 1: Information Gathering

If you encounter an issue in CA Chorus or any discipline, we recommend that you answer the following questions before contacting CA Technologies. Doing so can expedite the resolution.

- What product are you running?
- What software version are you running?
- In what module or component are you working?
- If you are working in the Investigator, which discipline category were you working in?
- What were you trying to do in the product?
- What path have you taken to get to this error?

We also recommend that you take a screen shot with the error message and any associated log files. Capturing this information lets us see exactly what you are seeing in the product and in the logs.

The following sections detail the main sources of diagnostic information:

- Data Definition (DD) Statements
- CA Chorus Log Files

DD Statements

The CA Chorus Application Server writes the output to the following DD statements:

JESMSG LG

Displays the confirmation that the CA Chorus UI is available, the STOP command has been received, and other important messages.

Note: This data set is the first place to refer when investigating a problem.

SYSPRINT

Displays the startup information for the spawning of the internal CA DSI server, as well as messages whenever a login is made (no user ID or timestamp). Additionally, you see messages from the Data Source API code when it initiates the DATACOM connection and executes queries. You can also see messages from the QUIKREF data handler as it performs keyword searches. This is the output from the C code that is invoked through JNI.

SYSOUT

Displays the output from the JZOS launcher. If the confirmation does not appear, consider it as a sign of the task not responding. The values of all the environment variables and the JVM options are displayed here. So, look here verify the JVM options. If the server goes down with a program check abend, from here you get the PSW and registers at the time of the program check. It displays a stack trace from the abend here. However, you will probably not be able to resolve the symbols for functions that are located in JNI modules. This information should go with the system dump that is produced if a program check ("gpf signal") occurs.

STDOUT

Displays the debug messages and stacktraces coming from the CA Chorus Application Server. This location should be the second place to look when troubleshooting a problem. Any relevant stacktraces or problems reported by the CA Chorus Application Server usually appear here. Most of this information is also included in the server.log file, which is located in the \$CHORUS_HOME/logs location as an ASCII file.

Note: An EBCDIC version of the same log file also resides in the \$CHORUS_HOME/logs location.

STDERR

Displays the ERROR level output from log4j, typically stacktraces.

QWSFTRCE

Displays the diagnostic file for calls to QuickRef. If there are error messages that are produced while trying to access QuickRef, set CHORUS_QWS_DEBUG=YES in the CETJOPTN(ENVETJ) dataset. The QWSFTRCE output contains the trace information each time a call to QuickRef is done. QuickRef is usually searched each time a Knowledge Center search is executed. Because the number of QuickRef accesses can be high, we recommended not to use this debug option unless you are experiencing a problem.

QWSFDUMP

Displays the snap entries that are related to the calls to QuickRef. This is used with the above trace file.

Run the Logging Script

We provide the ETJLOGC job to help you quickly gather key diagnostic information when issues arise. Use this procedure when you detect an unexpected CA Chorus condition. You can run this job on your own or at the request of a CA support technician.

Before you can run this job, note the following prerequisites:

- Your user ID must be in the CHORGRP group.
- You must have write authority.

- You can run this job anytime after a deployment is complete. However, log files only exist after the server has started and in some cases, certain functions exercised. Configuration files will exist after the particular configuration tasks are completed.

For various reasons, a file may not exist even though a discipline is installed. Unfound files result in a message that begins with Log or Configuration. If no one has used the function that creates a log file, the log files may not exist. Configuration files exist if the CA Chorus discipline has been configured.

Note: If you encounter several CA Chorus errors, run EJTLOGC immediately. This timely saving of these files can provide better data because less extraneous data is included.

Follow these steps:

1. Edit EJTLOGC from the CETJJCL library. Follow the instructions in the member.
2. Save these changes, and submit the job.

Note: If you experience another issue such that you must send files to support, run this job without any further editing.

The job ends with condition code 0. The job output lists a number of pax files. These files reside in the /cai/cetjr4m0/CASupport directory. After you open an issue with CA Support, FTP the files in this directory to the CA Support SFTP site.

The output includes two files:

collections details

Lists the installed disciplines, the accessed directories, and which files are included in the pax files or which files were not found.

collection log

Lists warnings about improper variable settings or other items to correct.

3. FTP the z/OS output from the CHORJBOS task and the ENVETJ file from the CETJOPTN library.

Example FTP Steps

Use the sample with these steps.

1. Create an FTP file.
2. Replace the items in brackets with site-specific values.
3. Create a folder to hold the files (for example, FTP2CA).
4. Change directories to this folder (for example, cd FTP2CA).
5. Execute `ftp -s:../example1.ftp > ../ftp1.log`

6. Check that the files in FTP2CA are the same as the files listed in the output of ETJLOGC.
7. Transfer the contents of FTP2CA to the CA Support SFTP site for the issue.

Sample File for FTP Example

```
open [hostname]
[userid]
[password]
cd [chorus_install_home]/logs/CASupport
bin
PROMPT
mget *.pax
mget collection*
quit
```

More information:

[Gather Data for zFS File Systems](#) (see page 20)

[Debug the Web Crawler in the Knowledge Center](#) (see page 20)

USS Log Files

Use UNIX System Services (USS) to retrieve logs according to your site-specific practices.

Note: For information about changing parameters, see the *Administration Guide*.

Server, boot, chorus, and discipline-specific log files are available in the following location:

```
/cai/cetjr4m0/logs
```

The following list provides a high-level introduction to the types of USS logs.

Note: Some of the following log files are in ASCII (code page ISO8859-1) format. When you send the files through FTP to a PC, transfer them in binary mode. To look at the files in z/OS, use the View ASCII data option for browse or the EA line command from the directory list.

server.log

Includes all generated logging from the CA Chorus Teiid thread. You can change the value of the priority element to DEBUG, INFO, WARN, ERROR, and FATAL depending on the log requirement. Messages include a standard prefix with timestamp, time zone, and thread ID. End-user information is provided in chorus-status.log, JESMSGLG, or WTO.

Name: chorus-investigator.tmp and server-ebcdic.log

Location: \$CHORUS_HOME/logs

Settings: CA Chorus Application Server environment file
-Djboss.server.log.threshold=DEBUG

server-ebcdic.log

Includes the EBCDIC version of all generated logging from the CA Chorus Teiid thread.

Name: ebcdic log

Location: \$CHORUS_HOME/logs

vantage-gmi.log

Includes all application trace and user activity for the Storage Management Interface. Access this interface through the Quick Links module. You can view the logging information that is pertaining to the interaction between the Storage Management Interface and the mainframe storage products here. You can view all errors that are occurred with the Storage Management Interface and reported back from the mainframe storage products here.

Name: Storage Management Interface application log

Location: \$CHORUS_HOME/logs

CoptDsService-FFFFFF0000000C0.log

Includes the details that are generated whenever the code is invoked and the CA_AXIS2C_LOG_LEVEL variable is set to anything other than NONE. The Data Source API JNI code produces this log file. The USS thread ID is included in the file name. So, each thread writes to a separate log file.

Name: CoptDsService log

Location: \$CHORUS_HOME/logs

Settings: CA Chorus Application Server ENVETJ file
CA_AXIS2C_LOG_LEVEL=INFO|DEBUG|ERROR|FATAL

Axis2c logs

The following log files are written during the operation of the CA Chorus Application Server:

CoptDsService-XXXXXXXX-XXXXXXXX.log

Includes details about threads that execute a web service request. One file is created for every unique thread that executes a web service request.

SERVICE

Identifies the name of the service (the subdirectory of axis2/services) that is being executed.

XXXXXXXX-XXXXXXXX

Indicates the POSIX thread ID of the thread executing the web service request.

CoptDsStat.log

Includes summary and accounting information for web service operations. This file is written from the CoptDsService code. When the first web service request comes in, the data source API initializes and writes startup information to this file. The following list shows example startup information:

- Maximum threshold number
- URI
- Debug status
- Environment variable values
- Address of the global structure

Name: Copt ds log

Location: \$CHORUS_HOME/logs

CoptThread.log

Includes watchdog thread data, which watches for sessions that are not active. If the idle time threshold is exceeded, the threads are removed. Messages appear when the thread wakes up and when it terminates any sessions. This file is written from the data source API service watchdog thread.

Name: Copt thread log

Location: \$CHORUS_HOME/logs

Settings: CA Chorus Application server ENVETJ file
CA_AXIS2C_LOG_LEVEL=INFO|DEBUG|ERROR|FATAL

PolicyAdmin.log

Includes the generated logging information from the Policy Admin UI. The logging information is based on the settings in the log4j.properties file. Based on the log requirement, one of the following values can be the logging information:

- DEBUG
- INFO
- WARN
- ERROR
- FATAL

Messages include a standard prefix with timestamp, log level, java file name, and message location.

Name: Policy admin log

Location: \$CHORUS_HOME/logs

dsi_stderr.log and dsi_stdout.log

Includes the output that is written from the DSI (Distributed Security Interface) server that is spawned during the CA Chorus Application Server initialization. These files contain meaningful data if the debug setting is set to a value other than zero. Sensitive information can be written to these files when the debug is enabled. So, enable this log only when necessary.

Name: DSI output

Location: \$CHORUS_HOME/logs

Settings: Debug setting in dsi.conf (65535 is maximum detail).

chorus-status.log

Includes CA Chorus status, including error messages that indicate the following details:

- The reason for the failure.
- The part of the system that has failed.
- Suggested recovery actions.

Additionally, the log includes messages that indicate when the product starts and when it is available.

Name: status log

Location: \$CHORUS_HOME/logs

SecAdmin.log

Includes the generated logging information from the Security Admin UI. The logging information is based on the settings in the log4j.properties file. Based on the log requirement, one of the following values can be the logging information:

- DEBUG
- INFO
- WARN
- ERROR
- FATAL

Messages include a standard prefix with timestamp, log level, java file name, and message location.

Name: Sec admin log

Location: chorus/logs

CA Chorus Application Server sysout class files

Includes multiple system output files. End-user information is provided in chorus-status.log, JESMSGLG, or WTO.

Location: Spool data sets in the z/OS job output for the task.

CA Chorus Application Server boot log

Includes the CA Chorus Application Server messages that are produced during the bootstrap phase.

Name: boot.log

Location: \$CHORUS_HOME/logs

CA Chorus query log

Includes Teiid queries and error messages.

Note: This log is disabled by default. Enable it only if CA Support requests that you do so.

Name: chorus-query.log

CA Datacom/AD Database

Includes database information. CA Chorus uses a database that is installed into the CA Datacom/AD environment.

Location: Spool data sets in the z/OS job output for the task.

Note: For the logs associated with a specific discipline, see the applicable *User Guide*.

Alert Log Files

From the error message that is displayed, you can retrieve any stack traces and messages to analyze the problem. From the CA Chorus installation, you can collect the following log:

`/cai/cetjr4m0/logs/server.log`

In the server.log file, look for the following log messages:

```
[ STDOUT ] (main) Starting DB2 Alerts Listener service...
```

```
[ STDOUT ] (Thread-23) 13:34:42,305 INFO [ CAEventService ] Successfully started the Event Listener Service!
```

```
[ STDOUT ] (Thread-23) DB2 Alerts Listener service started successfully.
```

These messages appear during the startup of the CA Chorus Application Server, and they signify successful startup of the listener service for alerts.

Diagnostics for Times Series

The Time Series Facility (TSF) is used as the back end for the following CA Chorus components:

- TSF Charting
- Investigator—Security and Storage Statistics
- Metrics Panel

Collect the JESMSG LG and LOG1 for the TSF Bridge Started Task (CHORTSFB).

JESMSG LG

Contains all initialization messages for TSF Bridge. If the TSF Bridge fails to initialize properly, you can find details here. Review all ETJTS prefixed messages and confirmation that the region is initialized by seeing the N00503 * TSF INITIALIZATION COMPLETE TSF * message.

The following message indicates the relevant port that has been assigned for use by the TSF Bridge. Ensure that this port is as expected and matches the specifications elsewhere (such as the CA Chorus Application Server ENVETJ and TSF PARM TSFPARMS):

```
ETJTS802I TSF server PDAPI socket registered on port 52393 token  
"TSF PD API: A " servlet=$TFPD10H
```

LOG1

Contains all application messages. Pay particular attention to messages indicating that the TSF data is being received from each of the products. The absence of recent data causes no data in the queries from Time Series, Investigator Statistics, and Metrics Panel. An example of the messages for a successful data feed follows:

FMTDUMP

TSF data not being available could be due to the CHORTSFB task not being active. If the TSF Bridge task has abended, obtain the formatted dump.

The CHORTSFB LOG1 dd generates messages each time a discipline sends data to the TSF. Verify that the data has been received recently for the discipline that you are investigating.

Diagnostics for Investigator Statistics and Metric Panel

The following list summarizes the diagnostic steps for Investigator statistics and Metric Panel:

- Check the following ENVETJ parameters to see the TSF DEBUG messages:
 - Server debug, ENVETJ through - IJO="\$IJO -Djboss.server.log.threshold=DEBUG"
 - TSF debug, ENVETJ through - export TSFII='tsfsuffix--5'
- Collect the \$CHORUS_HOME/log/server-ebcdic.log
- **Note:** ETJTS* are from the TSF DEBUG.
- Retrieve any stack traces and messages from the error message box.
- Review the CA Chorus Application Server logs:

STDOUT

Contains the initialization of the TSF Teiid Translator. Without the successful completion of this process, the Investigator statistics and Metric panel cannot retrieve Time Series data.

Note: Time Series Charting may still function, because it does not use Teiid.

The following messages indicate a successful initialization:

```
ETJTS297I TSF metadata request: started.  
ETJTS297I TSF metadata request: retrieving data.  
Specific ETJTS messages for each role configured to the  
region....  
ETJTS297I TSF metadata request: building metadata.  
ETJTS297I TSF metadata request: ended.
```

The probable error that occurs in the TSF Teiid Translator initialization is a communication error. If this error occurs, ensure that the host and the port specified in the messages reflect what is specified for the TSF started task. If that is not the case, update the CA Chorus Application Server ENVETJ file with the correct settings for TSFII.

Gather Data for zFS File Systems

If you are facing issues with the UNIX System Services file systems, provide the following information to the CA Support personnel:

- Mount information that is gathered by issuing the following console command:
D OMVS,FILE
- USS logs
Example: JESMSGLG

Debug the Web Crawler in the Knowledge Center

The Web Crawler in the Knowledge Center provides the capability to index the websites that are running on intranet or Internet. Note the following points:

- You can invoke the Web Crawler through the Knowledge Center Setting window. Click the Index URLs tab, enter the URL of the site that you want to index, and click Index. The web crawler initiates the crawling process in a separate JVM.
- Indexing of intranet URLs does not require any proxy information.
- If the crawl server is behind a proxy, then to index any internet URL user must provide proxy information. That is, proxy host, proxy port, domain name, user name, and password.
- If the Web Crawler does not start due to low memory space, the required JVM parameter to run Web Crawler is `-Xms128m --Xmx768m`.
- The UI displays the following indexing-statuses:
 - In-Progress—Indexing is running.
 - Failed—Indexing is failed due to some error.
 - Canceling—Canceling the indexing is in progress.
 - Canceled—User canceled the indexing.
 - Indexed—Indexing is completed.
 - Re-Indexed—User has reindexed the existing URL.

Index Location

The Web Crawler generates the indexes in the following location:

```
<CHORUS_HOME>/userdoc/mfui/webcrawls/crawlresults/<DIRECTORY WITH  
URL NAME>
```

URL Log

The URL indexing logs reside in the following location:

```
<CHORUS_HOME>/userdoc/mfui/webcrawls/crawlresources/<DIRECTORY  
WITH URL NAME>
```

The View Log screen shows only the files (along with timestamp and status) that are being sent for indexing.

Uploading documents and indexing are two separate actions. If any indexed file appears in the Index View log window, the file that you uploaded does not get indexed automatically. Index the folder (<CHORUS_HOME>/userdoc/<folder with user name>) explicitly by using the Index Documents tab.

Server Log

The server log in the following location can indicate what documents have been uploaded to <CHORUS_HOME>/userdoc folder:

```
$CHORUS_HOME/logs
```

order.xml

The order.xml file stores Web Crawler configuration information including the following:

- Website download limits.
- Download filters.
- Download depth.
- Page parsing information.
- Crawl output type and location.
- Proxy information in case of the Internet URL.

This file stores the proxy server name and port also. You can find this file in the following location:

```
<CHORUS_HOME>/userdoc/mfui/webcrawls/crawlresources / <DIRECTORY  
WITH URL NAME>/order.xml
```

Error Status FilecrawlErrorDetails.txt

The Error Status FilecrawlErrorDetails.txt file stores error information for which error has occurred and stores it in crawlErrorDetails.txt. You can find this file in the following location:

```
<CHORUS_HOME>/userdoc/mfui/webcrawls/crawlresources / <DIRECTORY  
WITH URL NAME>/crawlErrorDetails.txt
```

Common Crawl Errors

The following table describes common crawl error messages:

Error	Action
HERITRIX CRAWLER LIBRARIES NOT FOUND. COPY LIBRARIES AT - INSTALL_HOME\modules\third-party\kc\url-indexing\main	Heritrix crawler is an open-source third-party library. To crawl, place Heritrix libraries at specified location.
Failed to update order.xml	Check if the order.xml file is present at INSTALL_HOME\standalone\chorus\.
Unable to create New JVM. Please check the server log for error details.	The possible reason is memory limitation on the server. Check the server log for details. Verify that runjdpw is not enabled to debug something which blocks the port to launch the jvm. Verify the following parameters: -Xdebug -Xrunjdpw:transport=dt_socket,address=8787,server=y,suspend=n
Unable to connect to website.	Verify the URL in a new browser window.
Proxy validation failed.	Verify your proxy user login credentials and proxy domain.
Server Busy, Please try after some time.	Try later.

Debug CA Chorus Application Server Problems

The following procedure explains how to debug the CA Chorus Application Server problems.

Follow these steps:

1. Open the server.log in your editor or viewer.
2. Search from the beginning for the ERROR string (SPACE + ERROR + SPACE).

The first occurrence of the error in most cases is the reason for the CA Chorus Application Server failure.

3. Read a whole error stack carefully.

When external systems cause the failure, the server.log file has SEVERE message instead of ERROR message.

If you find nothing wrong in the logs, or if you do not have enough experience to deal with the error, refer to the following topics:

- [Startup Problems](#) (see page 25)
- [Permission Problems](#) (see page 23)
- [JVM Dumps](#) (see page 24)

Permission Problems

The CA Chorus Application Server startup creates files and folders by unzipping the element bin/CHORDIR. The CA Chorus Application Server also creates a number of folders and files in <chorus_home>/jboss/standalone/tmp. If someone other than the CA Chorus administrator, for example: CHORADM, runs the CA Chorus Application Server, those files and folders will be owned by the person who ran the CA Chorus Application Server. Later, when starting the CA Chorus Application Server as a started task running under the CA Chorus admin ID, the CA Chorus Application Server will fail to start successfully. This is because of the exceptions that the permission problems cause. You will see errors such as follows:

- EDC5111I Permission denied
- Data source not accessible

To identify the permission problems, check the USS file permissions by running the following command in <chorus_home>:

```
ls -lR >chorusfiles.txt
```

To view files that do not have the owner of CHORADM, run the following command:

```
find <chorus_home> ! -user CHORADM | xargs ls -l
```

To resolve the permission problems, rerun ETJIO100. This action sets the ownership of the files back to CHORADM.

JVM Dumps

The CA Chorus Application Server may generate dumps for the following situations:

- When a program check in the native code ("gpf") encounters.
- When a system event, such as an Out Of Memory condition, occurs.

You see messages on the JESMSGLG output that look like the following messages:

```
10.55.59 STC48819 BPXM023I (CHORADM2) 547
547 JVMDUMP006I Processing dump event "systhrow", detail
"java/lang/OutOfMemoryError" - please wait.
10.55.59 STC48819 BPXM023I (CHORADM2) 548
548 JVMDUMP006I Processing dump event "systhrow", detail
"java/lang/OutOfMemoryError" - please wait.
```

In this case, there are two sets of files that get written to the file system for the server:

- javacore.yyyymmdd.hhmmss.pid.seq.txt—A human-readable text file (medium size, around 3 MB).
- heapdump.yyyymmdd.hhmmss.pid.seq.phd—A binary file (large size, around 255 MB).

Reading a javacore File

If you edit or browse the javacore file, you see some useful information about the CA Chorus Application Server at the time of the failure. Also, the IBM Thread and the Monitor Dump Analyzer for the Java tool reads the file and provides more information.

The following procedure explains how to use the javacore analysis tool.

Follow these steps:

1. Download the IBM Thread and Monitor Dump Analyzer for Java from the IBM website.

Note: You download a zip file named *jcannn.zip*, where *nnn* is the version number.

2. Unzip the downloaded file to a directory.
3. Execute the following command from the directory where you unzipped the downloaded file:

```
"java -jar jcannn.jar"
```

A GUI opens on your desktop.

4. Select File, Open Thread Dumps.

5. Locate the javacore file and click Open.

A loading status appears. A thread dump list that shows every javacore file that you have opened appears.

6. Double-click the entry for the dump that you just opened.

A summary of the information in the javacore appears. The summary includes date/time, system information, JVM information, environment information (including JVM arguments), memory statistics, and other information.

Note: You can see more information available under Analysis on the menu bar.

Startup Problems

The following table describes the CA Chorus Application Server startup problems:

Problem	Description	Resolution
Teiid Timeouts	On slower LPARs, the CA Chorus Application server startup times out.	Add the following line to CETJOPTN(ENVETJ): IJO="\$IJO -Dcom.ca.chorus.bootstrap.teiidVdbReadyTimeoutSecs= 360"

Problem	Description	Resolution
ZipException - XYZ	<p>If you see the following when trying to start the CA Chorus Application Server, you may not have enough file descriptors available to start the CA Chorus Application Server:</p> <p>Caused by: java.util.zip.ZipException: error in opening zip file at java.util.zip.ZipFile.open(Native Method) at java.util.zip.ZipFile.[set the init variable for your book](ZipFile.java:137) at java.util.zip.ZipFile.[set the init variable for your book](ZipFile.java:154) at org.jboss.virtual.plugins.context.zip.ZipFileWrapper.ensureZipFile(ZipFileWrapper.java:175) at org.jboss.virtual.plugins.context.zip.ZipFileWrapper.acquire(ZipFileWrapper.java:245) at org.jboss.virtual.plugins.context.zip.ZipEntryContext.initEntries(ZipEntryContext.java:484) at org.jboss.virtual.plugins.context.zip.ZipEntryContext.ensureEntries(ZipEntryContext.java:619) ... 62 more</p>	<p>Check the number of USS file descriptors available to each user from a UNIX prompt with the following command:</p> <pre>ulimit -a</pre> <p>If the number of file descriptors is less than 64000, increase the number of file descriptors.</p> <p>To increase the number of file descriptors available, edit the appropriate BPXPRMxx member, or issue the following MVS console command:</p> <pre>SETOMVS MAXFILEPROC=64000</pre> <p>Ensure that you have the appropriate permissions that are required to issue this command before trying.</p>

Problem	Description	Resolution
Abends	<p>U4080 - Cause unclear, User did not configure <hostname> in CETJJCL(CHORJBOS). For example: ++STEP00 EXEC PGM=JVMLDM67,PARM='+D org.jboss.Main -b <hostname>'</p> <p>User also added some missing authorization for TCPIP to the CHORADM user.</p>	<p>To get documentation for Abends, do the following steps:</p> <ol style="list-style-type: none"> 1. Add the following option to the CETJOPTN(CEE) data set: TRAP(OFF,NOSPIE) The content of the line is now: HEAPPOOLS(ON),TRAP(OFF,NOSPIE) 2. Set a slip trap to get a dump when the program check occurs, by executing the following console command: SLIP SET,EN,ID=JBOS,C=0CX,A=SVCD,J=CHORJBOS,SDATA=(PS A,NUC,SQA,LSQA,RGN,LPA,TRT,CSA,SWA,SUMDUMP),M L=1,END <p>Note: When the program check occurs, you should get an SVC DUMP generated.</p>

If you are unable to resolve the startup problem, try adding the following property to CETJOPTN(ENVETJ):

```
IJO="$IJO --Dcom.ca.chorus.debugBootstrapFailure=true"
```

This property tells TeiidBootstrap to dump the stack trace information for all threads when the *CHORUS cannot complete BOOT sequence condition* is detected. Setting this property does not fix the problem, but it provides more detailed information for debugging.

The CA Chorus Application Server uses the environment that the CETJOPTN(ENVETJ) member sets. If you add the following value in the beginning of the file, you see more debugging messages during the CA Chorus Application Server startup:

```
set -x
```


Chapter 2: Troubleshooting Articles

Login Window Does Not Open

Symptom:

When I try to log in to CA Chorus, the Login window does not open.

Solution:

Several issues could prevent the Login window from opening. Review the following areas. If you identify an issue that is based on a step, after you address it, try to log in before continuing.

1. Confirm that you are using the correct host and port in the product URL address.
2. Confirm that all CA Chorus tasks are running. To do so, review the data in CA SYSVIEW or a similar tool.
3. Review the JESMSGLOG log to confirm that the CA Chorus Application Server task is not taking a dump.
4. Review the server.log to identify out of memory issues for Java.
5. Review the chorus-status.log, server.log, and boot.log (in that order) for fatal error messages.

Cannot Access Product Documentation on CA Support Online

Symptom:

I cannot access non-CA Chorus documentation in the Knowledge Center search results.

Solution:

You must have a CA Support Online account to access the product documentation that is used with the CA Chorus.

Request an account through the <http://ca.com/support>.

To avoid viewing this documentation through CA Support Online, upload and index it directly in the Knowledge Center. However, if you do so, updates to the documentation on CA Support Online are lost.

Note: For the steps on indexing the documentation, see the *Product Guide*.

Knowledge Center Results Window Does Not Open

Symptom:

When I perform a search in the Knowledge Center, the results window does not open.

Solution:

A pop-up blocker or addition to your toolbar can stop the window from opening. To resolve this issue, use the following process:

1. Confirm that your browser does not have the pop-up blocker enabled.
2. Confirm that you have not added a third-party product toolbar to your browser. If you have, remove it.

Help Topics Do Not Appear After a Search

Symptom:

When I perform a search in the Knowledge Center, the correct topics do not appear in the search results.

Solution:

The Knowledge Center may not contain your search topics as a result of incorrect indexing. To index the documentation, use the following steps:

1. Enter the path of the documentation folder in the Knowledge Center Settings dialog. Conversely, click Browse to locate the documentation folder that contains the files you want to index.
2. Select the folders that you want to index and click Add.
3. Click Index.

User-Added Documentation Does Not Appear in the Knowledge Center

Symptom:

The documentation that I added to the Knowledge Center repository does not appear in the search results.

Solution:

If the documentation was incorrectly indexed or if the indexes were cleared for any reason, then your documentation does not appear in the search results. To reindex your documentation, use the following process:

1. Click the Index Documents tab in the Knowledge Center Settings dialog and browse to locate the folder that contains the files you want to index.
2. Select the folders that you want to index and click Add.
3. Click Index.

Note: You can view the status of the indexing process by clicking View Log.

One Line on a Multi-line TSF Chart is Flat

Symptom:

When I chart more than one entity using the Time Series Facility (TSF), one of the lines runs along the bottom of the chart.

Solution:

The vertical scale of the TSF chart is calculated on all of the entity values of all the entities. One of the entities in this chart has greater values than the other entities. To see a zoomed view of the entity at the bottom of the chart, create a chart specifically for that entity.

The Line on a Single-Line TSF Chart is Near the Bottom

Symptom:

When I chart an entity using the Time Series Facility (TSF), the line runs along the bottom of the chart.

Solution:

The vertical scale of the TSF chart is calculated on all of the entity values in the control range. The maximum value is not within the displayed section of the date slider range. Scroll the date slider control to investigate.

Lines Do Not Appear on the TSF Chart

Symptom:

Lines do not appear on the Time Series Facility (TSF) chart.

Solution:

No values are in the database for the displayed time range of the chart. Scroll the date slider control to a different date or set the period control to a higher value. If you cannot find data points, determine why data is not being collected and correct the problem.

Alternately for the selected entities and metrics, you can view the last recorded data for the charts that are currently displayed in the TSF. When no current data exists for a selected entity, this option helps you see the most recent recorded data.

Blank Sections Appear in the TSF Chart

Symptom:

Blank sections appear in the lines on the Time Series Facility (TSF) chart.

Solution:

The missing sections of the chart indicate times when data was not collected. Determine why the data was not collected and correct the problem.

Level Lines Appear on a TSF Chart

Symptom:

The left side of the Time Series Facility (TSF) chart has level lines.

Solution:

The TSF metric database is tiered so that data becomes less granular the longer it is stored. The records are aggregated when they reach the expiration age that is specified in the metric management settings. If a user request data at a granularity less than available for the time period, the aggregated values are split evenly into the smaller time intervals. When displayed in a chart, the averaged values appear as level lines. To view the chart without averaged values, reset the Period selector to a larger value.

Cannot Index Documentation in the Knowledge Center

Symptom:

I want to add documentation to the Knowledge Center. When I open it, I do not see the wrench icon that is required to accomplish this task.

Solution:

You must be authorized to add documentation to the Knowledge Center. If you are not authorized, the wrench icon does not appear in the upper-right corner of the Knowledge Center. To request access, contact your security administrator. If your security administrator indicates that you already have access, the system administrator can start or recycle the CA Chorus Application Server.

Note: For the steps to grant access, see the *Site Preparation Guide*.

Cannot Find Information in Discipline-Specific User Guide

Symptom:

I am looking for CA back-end product information. I do not see it in my discipline-specific *User Guide*.

Solution:

The discipline-specific *User Guides* do not duplicate the back-end-product information. So, you may find technical product details in the applicable back-end bookshelf. You can access the back-end product bookshelf from the Knowledge Center. You must have a CA Support Online account to view the bookshelf. If you do not have a CA Support Online account, request an account through <http://ca.com/support>.

Follow these steps:

1. Click the Help icon on any CA Chorus window.
2. Select the required bookshelf from the Additional Information pane.
3. Log in to CA Support Online to view the bookshelf.

Note: To avoid viewing this documentation through CA Support Online, upload and index it directly in the Knowledge Center. However, if you take this action, updates to the documentation on CA Support Online will be lost. For the steps to index documentation, see *Using the Knowledge Center*.

4. Search the CA back-end product bookshelf.

Cannot Locate a Definition of a Tree Object

Symptom:

I want to find the definition of a tree object and understand why I would use it. I cannot easily find a topic when I access the Knowledge Center from the Investigator.

Solution:

Each discipline-based *User Guide* includes topics to define tree objects and explain why and how you would use them.

To narrow your search and Knowledge Center results, complete the following steps:

1. Open the Investigator.
2. Select a discipline from the drop-down list.
3. Navigate to and select a tree entry.

Object data appears in the center pane.

4. Highlight the object name from the center pane, and then click the question mark icon.

The Knowledge Center opens with topics that match the highlighted text.

Note: Customer-added content appears at the top of the search results. So, scroll down to see CA Chorus documentation topics, if necessary.

Example: Search for a Security Object

As a new security administrator, you want to learn how you can use the Investigator to manage your daily tasks. As you maneuver through the Investigator, you see the CA ACF2 Scope XREF field under Definitions. You are not certain how to use this specific object so you click the item. The center pane displays data for this object. You then highlight the *CA ACF2 Scope XREF* heading above the table, and click the question mark. The Knowledge Center displays several topics specific to this object.

Debug Security Discipline-DB2 Connection

Symptom:

I get one or more of the following failed-connection messages in the server.log:

- GMT ERROR
com.ca.chorus.server.translator.delegator.LazyConnectionInvocationHandler (CA Chorus Application Server, System Threads(1)-8) Unable to initialize connectionorg.jboss.util.NestedSQLException: Unable to get managed connection for chorus-cia-jdbc; - nested throwable: (javax.resource.ResourceException: Unable to get managed connection for chorus-cia-jdbc)
- TeiidProcessingException.SECURITY_DM_DB2_D91APTIB_CMGRD1: ETJJB012E Could not connect to DB2 ,SQLState=08001 ,ERRORCODE=-4499. Research the error code and correct the problem.
TranslatorException.ETJJB012E Could not connect to DB2 ,SQLState=08001 ,ERRORCODE=-4499. Research the error code and correct the problem.

Solution:

CA Chorus for Security and Compliance Management connects to a DB2 subsystem using JDBC to access the CM or the CIA databases. The following data source XML files define the connection information:

- chorus-cm-jdbc
- chorus-cia-jdbc

After you identify that DB2 subsystem causes the connection problem, use the following procedure to resolve the problem.

Follow these steps:

1. Determine the DB2 subsystem and the system it runs.
2. Log in to the system, and enter SYSVIEW or SDSF.
3. Determine if the subsystem is running by setting the prefix to the DB2 subsystem name.

Example: View the following active address spaces by using the DA command:

- D91AIRLM
- D91AMSTR

Note: This value is the DB2 Master Address space. You find the DDF messages here.

The list shows examples of DDF terminating messages:

```
18.39.47 STC56790 DSNL007I !D91A DDF IS ABNORMALLY TERMINATING
```

```
18.39.49 STC56790 DSNL008I !D91A DDF ABNORMAL TERMINATION  
COMPLETE
```

- D91ADB1
- D91ADIST

Note: This value is the DB2 DIST Address space. You find information on ACID password, facility, or suspend problems here.

- D91ACCA

4. Recycle the DB2 subsystem:

Check the activity in the region before recycling.

1. Stop the DB2 subsystem by issuing the following command:
-stop db2
2. Start the DB2 subsystem by issuing the following command:
-start db2

Debug Security Discipline Datacom Connection Problems

Symptom:

I have the security discipline installed and configured to use the Datacom databases, and I encounter connection problems.

Or

When I try to open the security section tree in the Investigator, I receive the following error:

```
ETJDS091E An error occurred in a database: Group does not exist:
SECURITY_DM_DB2_D91APTIB_CMGRD1.VIEWADMPOLICY.
```

Solution:

The cause can be identified by analyzing the server log for the following error messages:

Invalid DBSRV_HOME

Follow these steps:

1. Verify setting in CETOPTN(ENVE1M).
2. Verify DBSRV_HOME directory is mounted and contains a lib folder of files.
3. Check that all files are present in the lib folder with r-x permissions and aps/s extended attributes.

Missing CCI Library

Follow these steps:

1. Verify that the CCI modules are not in a Linklist library. If not, add CAI CCS library (CAW0PLD) containing LIBCCI and LIBCCI6E modules to the CA Chorus Application Server STEPLIB.
2. Verify the CCI External Links in Chorus/bin/lib.

Invalid SYSTEMID or CCI down

Follow these steps:

1. Verify that SYSTEMID is correct for remote Datacom server system.
2. Verify that the CCITCP job is running on the remote system.

Unauthorized Chorus Admin Userid

Verify the CHORADM authorization for the Datacom APPLID.

Missing View Definition

Verify appropriate view job for database type (E1MI0011,12,16 or 17) was successful.

Datacom Server is down

Start the Datacom Server: Ex. /S CMADSVR from SYSVIEW or SDSF command line.

Datacom Server hung

Follow these steps:

1. Check Datacom Server status report: Ex. /F CMADAVR,STATUS from SYSVIEW or SDSF command line.
2. Find the status report in the Datacom Server job listing. If the status "WAITING FREE DB THREAD" is found, recycle the Datacom Server. Ex. /P CMADSVR, then /S CMADSVR.

Database Configuration

Follow these steps:

1. Browse the following files in chorus/config:
 - security-database.cfg – user-defined csv defining database config. One record per database.
 - security- database-model.xml - teiid model definition for each database.
 - security-database-jdbc-ds.xml – teiid datasource definition for each model including jdbc connection string.
2. Verify that the column values and database records that are defined in security-database.cfg correspond with models and datasource definitions.
3. If there are discrepancies or the configuration appears to be invalid, run the E1MI0010 security discipline database configuration job to regenerate the three configuration files. The input file is defined in the SYSUT1 DD in the COPY step. Verify that this dataset describes the desired database configuration before running.

Do Not See How to Change the TSF Time Duration?

Symptom:

I do not see how to change the time duration between original and cloned charts and perform charting.

Solution:

Take the reference of original charts date picker and change the duration. Doing so automatically maintains the time duration in the cloned charts date picker. You can then chart to see the desired metric values.

Why Do Date/Time Changes in TSF Charts Affect Cloned Charts?

Symptom:

When I make data/time changes in my original charts, my cloned charts change as well.

Solution:

We maintain the same duration (time difference, irrespective of from and to date/time values) among the dates/time values in both original and cloned charts. This configuration is how we usually compare charts.

Do Not See How to Disable SSL

Symptom:

Secure Socket Layer (SSL) refers to the standard method of encryption and authentication on the Internet. It is enabled when you run ETJIO110 with SSL_ENABLE set to yes.

I want to turn it off, but I do not see how.

Solution:

To disable SSL, follow these steps:


1. Go to ETJIO110 of *chorus_runtime_hlq.CETJJCL*, and set the SSL_ENABLE field to no.
2. Rerun ETJIO110.
3. Restart the CA Chorus Application Server.

Knowledge Center Displays Irrelevant Topics

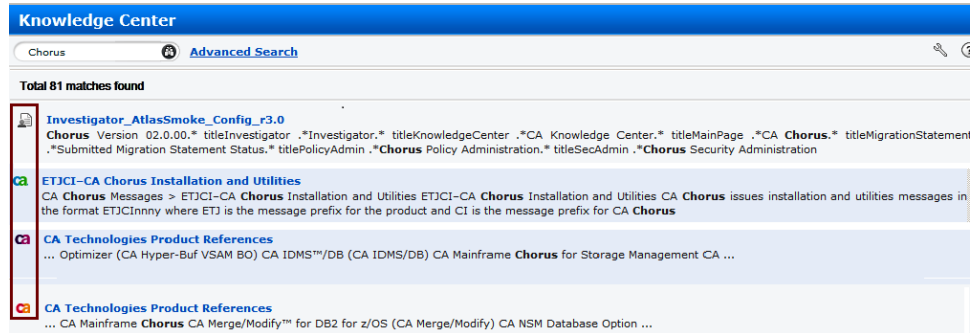
Symptom:

When I search the Knowledge Center, the result includes irrelevant topics.

Solution:

Along with the documentation that we provide, the Knowledge Center lists the documents and websites that the users index. The  icon indicates a user-indexed topic. The following screen capture shows some of the different icons we use in the Knowledge Center.

If you find irrelevant, outdated, or incorrect user-indexed-topics in the Knowledge Center, ask your system administrator to clear such indexes. You can also eliminate data sources to improve search results by selecting specific sources under Advanced Search.



Missing Modules in an Imported Dashboard

Symptom:

I imported a shared dashboard that contains three modules. When I started using the dashboard, I am seeing only two modules in the dashboard.

Solution:

The discipline-specific modules that you do not have access to are filtered out while importing a shared dashboard. If you need access to the missing module, contact your system administrator.

Chorus40--Title Bar Disappears After Adding a Module to Dashboard

Symptom:

I added a module to the dashboard. When I drag the module to the top of the title bar, the title bar disappears. Hence, I cannot move or delete the module.

Solution:

This happens on screens with low screen resolution. You can resize the module and the title bar reappears.

QwikRef Message in Job Log

Symptom:

If I initiate a search and the Knowledge Center does not find a QwikRef match, a message similar to the following appears in my job log:

```
+QWIKM008-No information was found matching your request
```

Solution:

This solution assumes that you have enabled QwikRef as a data source for your help searches. To block the message from your logs, contact ChicagoSoft, who owns the QwikRef product.

Export Fails Due to Query Execution Timeout

Symptom:

When I export data from the Investigator to a comma-separated value (CSV) file, the export takes more time, timeout happens, and finishes with no or partial output.

Solution:

The Teiid timeout value to execute a query is 300 seconds by default. To adjust the Teiid timeout value, see the *Administration Guide*.

CA Chorus Application Server May Fail to Shut Down After Receiving the MVS STOP Command

Symptom:

After receiving the MVS STOP command, the CA Chorus Application Server task fails to shut down.

Solution:

If CA Chorus experiences out of memory issues, the CA Chorus Application Server task may fail to shut down after receiving the MVS STOP command. In this case, cancel the task.

Note: Under rare circumstances, you may experience an out of memory issue.

Time Series Does Not Recognize New or Recycled CINET Stacks

Symptom:

When a stack is started after the Time Series address space, TSF does not recognize this stack. Should a request be forwarded using this stack, it fails.

Solution:

Restart the TSF engine whenever a CINET stack is cycled.

Error Encountered While Querying Time Series Facility

Symptom:

I am seeing the following error messages in the server.log:

```
1 [TSFException]ETJTS293E error encountered attempting to query Time Series Facility (TSF) for entityValueListQuery (Storage,CATALOGJ,0,CATALOGJ_SYSPLEX,0,interpretive,standard,interpretive,interpretive,[0={count=1,qualEntry[0={qualType=noqual,qualValue1=,qualValue2=}]}},1={count=1,qualEntry[0={qualType=noqual,qualValue1=,qualValue2=}]}]), query aborted.
```

```
2 [TSFException]ETJTS281E error encountered attempting to query the TSF on port 20000 host 127.0.0.1, query aborted.
```

Solution:

ETJTS293E indicates that the query from the CA Chorus Application Server to the TSF failed for a query request of the storage data. To understand the reason completely, we would need the previous messages in the CA Chorus Application Server log. The most common problem is that the TSF region was not up when the CA Chorus Application Server was started. So, the TSF metadata did not load.

Restart the TSF region, and then restart the CA Chorus Application Server.

CHORNTSF Output Errors May Indicate Insufficient TSF Heap Memory

Symptom:

When I run the Time Series Facility (TSF) Server started task (CHORNTSF), I am getting the following errors in the CHORNTSF job output:

The TSF Server has encountered an Out Of Memory exception, and will now shut down.

```
java.lang.OutOfMemoryError
```

Solution:

The recommended TSF heap memory values are based on average system load per discipline. If the system load for your discipline differs from the average system load, your TSF heap memory allocation may be insufficient. To calculate the amount of TSF heap memory that a discipline requires, use one of the following equations.

Note: For the recommended TSF heap memory values, see the *Administration Guide*.

Follow these steps:

1. Determine the amount of load for your discipline:

- For CA Chorus for Security and Compliance Management, determine the *Security entity instance* count.

Security entity instance

Number of LPARs, plus the number of LPARs multiplied by the average number of CPF nodes per LPAR. If you do not know the the average number of CPF nodes per LPAR, use the default value of 30.

Example: $12 + (12 \times 30) = 372$

- For CA Chorus for Storage Management, determine the *Storage entity instance* count.

Storage entity instance

Unique name of a dfsSMS and non-dfsSMS storage volume name, DASD volume name, catalog name, or data set group name that is registered in CA Vantage.

- For CA Chorus Infrastructure Management for Networks and Systems, determine the number of *LPARs*.

LPARs

Total system count across Sysplexes that Sysview monitors.

2. Calculate the TSF heap memory value for your discipline:

CA Chorus for Security and Compliance Management

- To calculate the *minimum* TSF heap memory value:
 $0.0904x + 187.4 = \text{minimum value, in MB}$
 x
Number of entity instances that you determined in step 1.
- To calculate the *optimum* TSF heap memory value:
 $0.1921x + 268.76 = \text{optimum value, in MB}$
 x
Number of entity instances that you determined in step 1.

CA Chorus for Storage Management

- To calculate the *minimum* TSF heap memory value:
 $0.016x + 187.4 = \text{minimum value, in MB}$
 x
Number of entity instances that you determined in step 1.
- To calculate the *optimum* TSF heap memory value:
 $0.034x + 268.76 = \text{optimum value, in MB}$
 x
Number of entity instances that you determined in step 1.

CA Chorus Infrastructure Management for Networks and Systems

- To calculate the *minimum* TSF heap memory value:
 $4.812x + 187.5576 = \text{minimum value, in MB}$
 x
Number of LPARs that you determined in step 1.
- To calculate the *optimum* TSF heap memory value:
 $10.225x + 270.0949 = \text{optimum value, in MB}$
 x
Number of LPARs that you determined in step 1.

You have calculated the TSF heap memory value for your disciplines.

Error and Null Nodes in Metrics Panel for CA Chorus for Security and Compliance Management

Symptom:

For CA Chorus for Security and Compliance Management, you may experience the following issues:

- I am seeing a null node in the Metrics panel resource list and in the Investigator trees. If I select the null node or its children nodes, an error appears.
- When I try to select a Security resource in the Metrics panel, the Security drop-down list is empty and an error appears.

Solution:

The Time Series Facility (TSF) Server was down during or after the CA Chorus Application Server startup.

Follow these steps:

1. Verify that the TSF Server (CHORNTSF) is started. If it is stopped, restart it.
2. If restarting the TSF Server did not resolve the issue, recycle the CA Chorus Application Server.
3. If the problem persists, contact CA Support.

Erroneous Messages in the CA Chorus Application Server Log

Symptom:

If I use ETJI095R to configure the CA Chorus IM discipline using IBM RACF, when I try to start the CA Chorus Application Server, I see CA SYSVIEW permission warning messages in my CA Chorus Application Server log (for example, INSUFFICIENT AUTHORITY TO OPEN).

Solution:

The CA Chorus Application Server tries to create an index file for each jar file that it loads in the same directory as the jar file itself. Despite the failure to create the index files, the CA Chorus Application Server starts correctly. If you see these messages, review them and manually grant the authority, if applicable.

Error While Expanding the H2 Database zFS

Symptom:

The current volume of the H2 database is full. So, I allocated a new file system on a larger volume, and I copied all the files in the *database* folder to the new file system. When I tried to mount the new file system in the *database* folder, the CA Chorus Application Server fails with the following message:
 <messageString>An error occurred in a database: Database may be already in use: "Lock file exists: /u/users/evaadm/chorus/database/h2/chorus.lock.db";. Possible solutions: close all other connection ; use the server mode .90020-168.. 90020. Error Code=90020</messageString>

Solution:

Delete **.lock.db* in the */database/h2* folder.

Error While Modifying and Saving Date and Time Fields in the Details Pane

Symptom:

When I try to modify and save date and time fields in the Details pane of the Investigator, I get an ETJDS091E error.

Solution:

Ensure that you adhere to the following format while editing the date and time fields:

Type	Format	Example
Date	yyyy-mm-dd	2012-12-20
Time	hh:mm:ss	10:30:00
Timestamp	EEE MMM dd HH:mm:ss zzzz YYYY	Fri May 24 11:55:48 GMT+530 2013

Error Appears After Starting the CA Chorus Application Server

Symptom:

I am getting the following error few minutes after starting the CA Chorus Application Server:

```
GMT ERROR [org.jboss.as.server.deployment.scanner]
(DeploymentScanner-threads - 1) JBAS015052: Did not receive a response
to the deployment operation within the allowed timeout period [1200
seconds]. Check the server configuration file and the server logs to
find more about the status of the deployment.
```

Solution:

Change the deployment interval in the in *standalone-chorus.xml* to 1600 or above.

Errors While Configuring the Web Application Module

When you are configuring the Web Application Module, you could come across the following situations:

Symptom:

Your CA Chorus environment has an SSL login enabled. After configuring the Web Application Module with a certain URL, you cannot see the page.

Solution:

The website contains mixed content. Depending on your browser and its settings, unsecured pages may not be displayed and you may not be prompted on whether the page should be displayed. If you are using SSL logins for CA Chorus, ensure that any site that is selected as web application module is a secured site where the URL begins with `https://`.

Symptom:

You see the following pop-up message:

The page contains both secure and nonsecure items; do you want to display the nonsecure items.

Solution:

Click Yes to see the configured web page.

To prevent the pop-up message from appearing, configure your browser settings to display "Mixed content".

Note: For more information, see your browser documentation.

Symptom:

After configuring the Web Application Module with a certain URL, you cannot see the page.

Solution:

No solution. The Web site restricts the page to render in an Iframe.

Symptom:

When you click on a hyperlink within a web page that is configured in the Web Application Module, if that page tries to replace the main CA Chorus tab/window, the following message appears:

This page is asking you to confirm that you want to leave - data you have entered may not be saved.

Note: This message is common to all browsers.

Solution:

You can choose to proceed, or you can abort the request.

Error When Undeploying a CFAR with Modules

In the Windows environment, if you try to undeploy a CFAR which has modules in it, the undeploy does not remove those modules from the physical file system.

Symptom:

The Windows environment holds explicit lock on the jars/classes present in the modules inside a file system. When you try to redeploy the same CFAR, it results in a failure because the earlier modules are still present in the file system.

Solution:

Follow these steps:

1. Shut down the CA Chorus Application Server.
2. Delete the modules from the file system.

Note: These modules are located in the modules folder of CA Chorus Application Server installation folder.

3. Restart the CA Chorus Application Server.
4. Deploy the CFAR.

CA Chorus Jobs Abend with Codes U4080 and CEE05101

Symptom:

Any CA Chorus job that executes a Java program or a program that invokes UNIX System Services (USS) requires a user ID that contains an OMVS segment. If the user ID does not contain an OMVS segment, during initialization, the job abends with code U4080 and reason code CEE05101.

Solution:

This error may have occurred for *one* of the following reasons:

- The user account that ran the failing CA Chorus job was not defined correctly.
 - Verify that the definition of the user ID that experienced the failure contains attribute values for UID, GROUP, HOME, and OMVSPGM.
 - In the security job (ETJI095x, ETJ3040x, or ETJ2540x), verify that all of the commands that are used to define the CA Chorus Administrator ID (CHORADM) completed successfully.
- For a started task (CHORJBOS or CHORNTSF), the security environment may not be associating the started task name with the correct user account.
 - In the security job (ETJI095x, ETJ3040x, or ETJ2540x), verify that all of the commands executed successfully and that the started task names and user IDs in the commands match the started task names and user IDs that are actually being used.

Note: In the security jobs, x equals A for CA ACF2, T for CA Top Secret, or R for IBM RACF. These jobs reside on the [CA Chorus product page](#) under Content Type, Recommended Reading.

Chapter 3: CA Chorus Application Server Environment Variables (ENVETJ)

Only change the following settings under the direction of CA Technical Support.

TZ_OFFSET

Specifies the time zone for your system. This variable lets you customize the data coming from your back-end products such that the time stamp is accurate.

Default: Greenwich Mean Time (GMT)

CHORUS_APPL

Specifies the APPL value that is used to verify users that connect to the CA Chorus server. If a user is using the CA Easytrieve Report Generator reporting or the Object Migrator features, this APPL is used to generate PassTickets to authenticate their connections to the server.

Note: For more information about configuring PassTickets, see Configure PassTickets for User Authentication.

Default: CHORWEBS

quicklinks.application.name

Specifies the application ID that is used to generate a PassTicket for user authentication with the Quick Links module and its associated interfaces.

Default: CALDAP

Note: If you change the default value, be sure to change the value specified in the CA LDAP Server slapd.conf file.

CHORUS_DSIENV

Specifies the path name of the dsi.env file that contains environment settings for the spawned CA Distributed Security Integration (DSI) component.

Default: /cai/cetjr4m0/config/dsi.env

Important! This value is not used for real-time Compliance Information Analysis (CIA) in CA Chorus for Security and Compliance Management. Do *not* alter this value as part of configuring CIA.

CHORUS_DSICONF

Specifies the path name of the dsi.conf file that contains configuration settings for the spawned CA Distributed Security Integration (DSI) component.

Default: /cai/cetjr4m0/config/dsi.conf

Important! This value is not used for real-time Compliance Information Analysis (CIA) in CA Chorus for Security and Compliance Management. Do *not* alter this value as part of configuring CIA.

STEPLIB

Specifies the z/OS data set that contains shared objects to support the CA Chorus environment.

Note: Specify STEPLIB=CURRENT to use the //STEPLIB concatenation in the batch JCL.

Default: CURRENT

CA_AXIS2C_LOG_LEVEL

Specifies the level of detail for information that is written to the log files. Valid values in ascending order by amount of detail are NONE, CRIT, ERROR, WARNING, INFO, DEBUG, and TRACE.

Default: DEBUG

Important! Log levels DEBUG and TRACE can cause high CPU usage.

CA_AXIS2C_IDLE_TIMEOUT

Specifies the amount of time (in seconds) that a session can remain idle before it is canceled automatically. This option is the default value that is used if a timeout value is not specified at session start time.

Default: 1800

CA_AXIS2C_SRVMAINT

Specifies whether the server is started in maintenance mode. In maintenance mode, connections to the data source web service are permitted from the client utility (CLIUTIL) only. Use this feature to perform an operation on a data source that requires exclusive access to a resource.

Default: NO

CA_AXIS2C_TRIGGER_THREAD

Controls the execution of the internal thread which processes trigger requests and terminates idle sessions. Do not change this value unless advised to do so by CA Technical Support.

Default: YES

DATACOM_MAX_LOCAL_THREADS

Specifies the maximum number of web service sessions that can be concurrently active.

Each session establishes a connection to the CA Chorus database, so this value must be coordinated with the CA Chorus MUF startup parameters:

- The value specified for DATACOM_MAX_LOCAL_THREADS must be less than the value of the TASKS parameter specified in the AXDATIN1 threads member of CETJOPTN.
- The TASKS parameter must be less than the number of buffers specified in the DATAP00L parameter.

Default: 140

For example, before setting DATACOM_MAX_LOCAL_THREADS to 300, change AXDATIN1 in *chorus_runtime_hlq.CETJOPTN*:

```
'TASKS 1000, 32K,0,0,0' to 'TASKS 350, 33K,0,0,0'  
'DATAP00L 8K,2000,32767,1000' to 'DATAP00L 32767,500'
```

_BPX_SHAREAS, _BPX_SPAWN_SHELL, _BPX_SPAWN_SCRIPT

Controls the address spaces used by the web server for spawned processes. Set each variable to YES so that spawned child processes run in the same address space as the parent process. This setting improves processing performance.

Defaults: NO

Note: If tcsh is your login shell, do not use.

CHORUS-QWS-DEBUG

Specifies whether to include the details of each Knowledge Center search request that includes the MVS/QuickRef™ repository in a trace file for logging.

Default: NO

com.ca.chorus.datacom.querytimeout

Specifies the amount of time (in seconds) that a session that queries CA Datacom/AD data can remain idle before it is canceled automatically. If needed, you can override the default value.

Default: 60

com.ca.chorus.baseUrl

Specifies the base URL of the CA Chorus user interface. You use this URL to launch CA Chorus from browsers.

The environment variables `{TEIID_MACHINE}` and `{JBOSS_HTTP_PORT}` are optional while setting *com.ca.chorus.baseUrl*.

Example—with optional variables:

```
IJO="$IJO -Dcom.ca.chorus.baseUrl=http://{TEIID_MACHINE}:{JBOSS_HTTP_PORT}/Chorus/"
```

You can set the complete URL value also.

Example—with complete URL:

```
IJO="$IJO -Dcom.ca.chorus.baseUrl=http://ca11:8080/Chorus/"
```

Appendix A: TSF Data Relay Return Codes

The TSF data relay region terminates with one of the following return codes:

00

Indicates a normal termination.

08

Indicates an error. A write-to-operator (WTO) message is also generated.

12

Indicates a parameter setup error.

16

Indicates that the log could not be opened.

20

Indicates that ESTAEX failed.

24

Indicates that the APF is not authorized.

28

Indicates that the z/OS level is below 1.9.

32

Indicates an unknown operating system.

36

Indicates that there is no STG S/A POOL.

40

Indicates that there is no STG TRACE TAB.