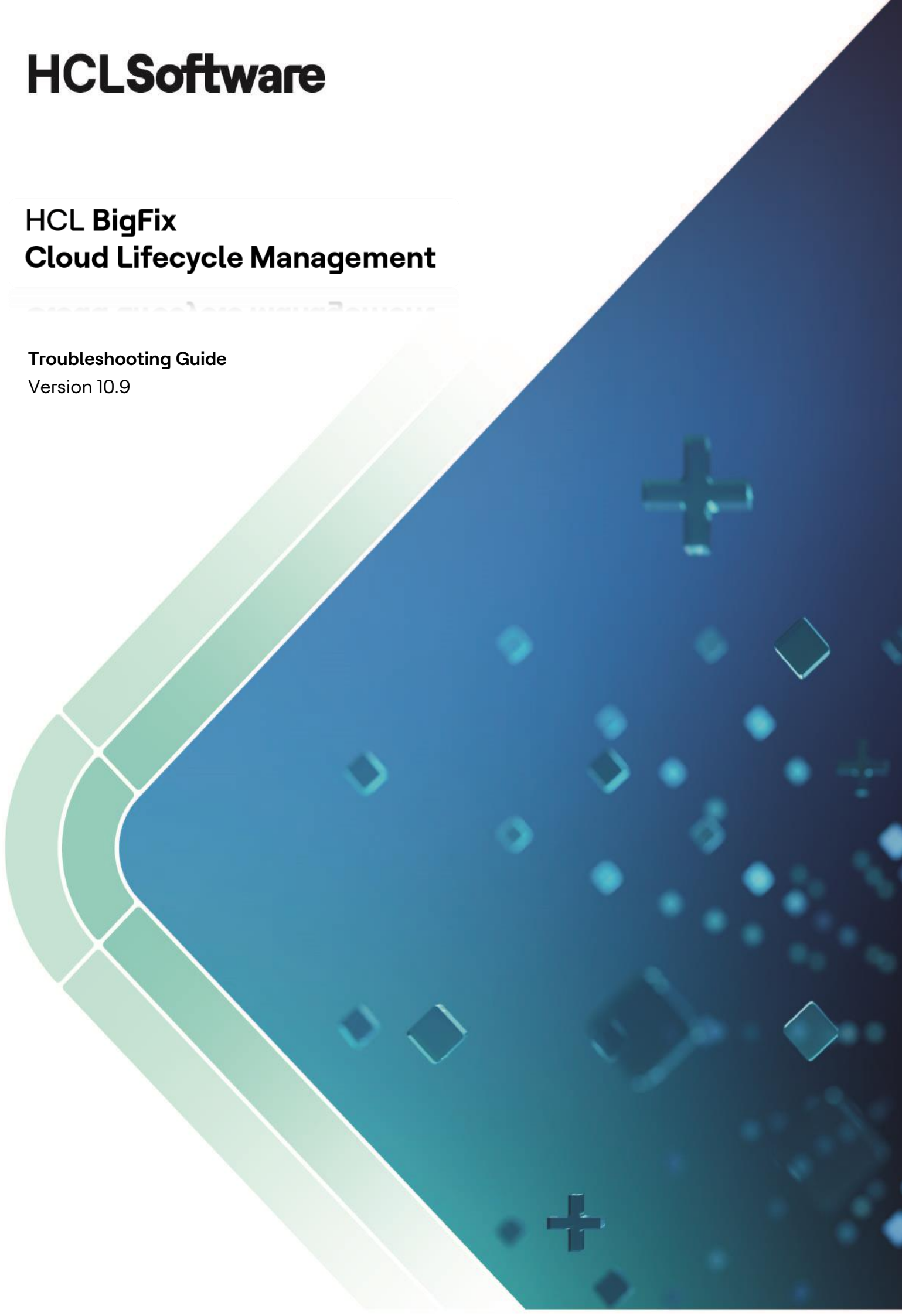


## HCL BigFix Cloud Lifecycle Management

Troubleshooting Guide

Version 10.9



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# Document Revision History

This guide is updated with each release of the product or when necessary.

This table provides the revision history of this Troubleshooting Guide.

Version Date	Description
May, 2020	DRYiCE MyCloud v9.2 Troubleshooting Guide
August, 2020	DRYiCE MyCloud v10.0 Troubleshooting Guide
November, 2020	DRYiCE MyCloud v10.1 Troubleshooting Guide
February, 2021	DRYiCE MyCloud v10.2 Troubleshooting Guide
April, 2021	DRYiCE MyCloud v10.4 Troubleshooting Guide
October, 2021	DRYiCE MyCloud v10.5 Troubleshooting Guide
September, 2022	DRYiCE MyCloud v10.6 Troubleshooting Guide
August, 2023	HCL_DRYiCE_MyCloud_10.7_Troubleshooting_Guide
April, 2024	HCL_DRYiCE_MyCloud_10.8_Troubleshooting_Guide
September, 2024	HCL_DRYiCE_MyCloud_10.8.1_Troubleshooting_Guide
February, 2025	HCL_MyCloud_10.8.2_ Troubleshooting _Guide
July, 2025	HCL_BigFix_Cloud_Lifecycle_Management_10.9_Troubleshooting _Guide

# 1 Preface

This section provides information about HCL BigFix CLM Troubleshooting Guide and includes the following topics.

- [Intended Audience](#)
- [About This Guide](#)
- [Related Documents](#)
- [Conventions](#)

## 1.1 Intended Audience

This document is intended for users like developers and administrators who will be responsible for the following:

- Developing service request forms
- Using APIs to consume HCL BigFix CLM services
- Defining process workflows in the tool
- HCL BigFix CLM Configuration
- HCL BigFix CLM Installation

## 1.2 About This Guide

This guide provides instructions to troubleshoot some of the commonly occurring issues along with steps to resolve the issues. The guide has the following sections:

- [HCL BigFix CLM Features](#)
- [Troubleshooting of HCL BigFix CLM components](#)
- [Availability Tests- Command Prompt](#)
- [Troubleshooting of HCL BigFix CLM Portal components](#)
- [Troubleshooting for CSS Issues](#)
- [Availability Tests of Middleware components](#)
- [Troubleshooting of Middleware components](#)

## 1.3 Related Documents

The following documents can be referenced in addition to this guide for further information on HCL BigFix CLM.

- HCL BigFix CLM Introduction Guide
- HCL BigFix CLM Installation Guide
- HCL BigFix CLM Configuration Guide – Admin Module
- HCL BigFix CLM Configuration Guide – Provider Module – Part 1
- HCL BigFix CLM Configuration Guide – Provider Module – Part 2
- HCL BigFix CLM User Guide
- HCL BigFix CLM Developer Guide
- HCL BigFix CLM API Guide

## 1.4 Conventions

The following typographic conventions are used in this document:

Table 1 – Conventions

Convention	Element
<b>Boldface</b>	Indicates graphical user interface elements associated with an action, or terms defined in text or the glossary
<u>Underlined blue</u>	Indicates a cross-reference and links
<b>Courier New (Font)</b>	Indicates commands within a paragraph, URLs, code in examples, and paths including on screen text and text input from users
<b>Numbered lists</b>	Indicates steps in a procedure to be followed in a sequence
<b>Bulleted lists</b>	Indicates a list of items that is not necessarily meant to be followed in a sequence

## 2 HCL BigFix Cloud Lifecycle Management (CLM) Overview

Today, many enterprises see cloud-based applications as an effective way to optimize IT-related costs, by leveraging the pay-as-you-go model. Some organizations also realized the benefits that liberalization of IT deployment and management across departments brings to the table, agility being of prime importance.

At the same time, the approach of having a decentralized, unregulated, cloud-based IT ecosystem poses new challenges around managing costs, visibility, and others. There is a need to have a hybrid cloud management platform that gives them the flexibility to manage a complex and fast-changing cloud environment.

HCL BigFix Cloud Lifecycle Management is a hybrid cloud management product that empowers organizations to optimally govern, provision, monitor, and manage cloud infrastructure. It combines data exploration and data visualization in an easy-to-use product that enables effective analysis and generates actionable insights for IaaS, PaaS resources, and multi-machine blueprints. BigFix Cloud Lifecycle Management\_10.9.0 data-driven recommendations and advisories ensure continuous optimization of enterprise cloud environments across areas, including cost, performance, security, and utilization.

### 2.1 HCL BigFix CLM Features

- **Self Service Catalog based Provisioning and Auto-decommissioning**  
Self Service Catalog based Provisioning & Auto-decommissioning – Provisioning of IaaS, PaaS, and multi-machine blueprints in a multi-cloud environment, through an intuitive self-service catalog and auto-decommissioning post a defined interval to avoid cost leakages.
- **Metering & show back**  
Track utilization of resources across BUs, enabling transparency and visibility.
- **Dynamic User Interface**  
Flexibility to customize the service request form templates to capture configuration parameters while placing provisioning requests.
- **Dynamic Process Workflows**  
Enables automation of generic & custom tasks like installing agents, machine cloning etc. with support for parallel execution.
- **Script Library**  
Create new or leverage out-of-the-box scripts in process workflows across environments.
- **Forecasting & RI recommendation**  
Enables cost optimization and resource utilization by analyzing the past usage patterns & recommending the most optimal resource types on AWS and Azure.
- **Role Based Access Control**  
Manage user privileges based on their roles, eligibility and policies.
- **Policy Driven Orchestration**

Be in control of your cloud orchestration ecosystem aligned to your organizational policies.

- **Rich Integration Ecosystem**

Enables integration with industry leading third party tools through REST APIs and CLI.

- **Enterprise-Grade Security**

Ensure security of end-to-end cloud management and orchestration ecosystem through various mechanisms.

## 3 Troubleshooting Procedures

### 3.1 Troubleshooting of HCL BigFix CLM Components

This section describes the procedure for troubleshooting the most commonly occurring issues along with their resolution steps. The issues have been categorized based on various components of HCL BigFix CLM as listed below:

#### 3.1.1 Troubleshooting Steps for HCL BigFix CLM Installer

##### 3.1.1.1 Issues related to Installer EXE

Table 2 - Installer Not Running

Track	Description
Issue	Installer exe is not running
Modules Impacted	HCL BigFix CLM Installer
Resolution Steps	<ol style="list-style-type: none"><li>1. Check, whether the antivirus is not restricting the "exe" file from running.</li><li>2. Ensure that the installer zipped file has been unzipped as per the defined procedure and all contents have been extracted successfully.</li><li>3. Refer to the log and exception files (available, where the installer has been unzipped) for more information.</li></ol>

##### 3.1.1.2 Check Connection Failure in Database

Table 3 - Database Details - Check Connection Failure

Track	Description
Issue	Database Details - Check connection failure
Modules Impacted	HCL BigFix CLM Installer
Resolution Steps	<ol style="list-style-type: none"><li>1. Check the connectivity to the database server.</li><li>2. Ensure that the DB port (1443) is open for communication.</li><li>3. Ensure that the username and password are entered correctly.</li><li>4. Refer to the log and exception files (available, where the installer has been unzipped) for more information.</li></ol>

##### 3.1.1.3 Check User Validity Failure for Server Configuration

Table 4 - Server Configuration - Check User Validity Failure

Track	Description
Issue	Server Configuration – Check User Validity failure
Modules Impacted	HCL BigFix CLM Installer
Resolution Steps	<ol style="list-style-type: none"> <li>1. Check if all details have been entered correctly.</li> <li>2. Ensure that the user has the administrator rights.</li> <li>3. Refer to the log and exception files (available, where the installer has been unzipped) for more information.</li> </ol>

#### 3.1.1.4 Pre-requisite Software Checking Failure

Table 5 - Pre-Requisite Checker – Pre-requisite Software Checking Failure

Track	Description
Issue	Pre-Requisite Checker – Pre-requisite software checking failure
Modules Impacted	HCL BigFix CLM Installer
Resolution Steps	<ol style="list-style-type: none"> <li>1. Ensure that all the pre-requisites, i.e. software, are installed under Registry (under the Local System). Then, press <b>Win+R</b> and type <b>regedit.msc</b> to open the <b>Registry</b>.</li> <li>2. To check the exact path in Registry, refer to the installer logs under the log folder inside the installer. If a user does not have access to Registry, then check-in installed programs.</li> </ol>

#### 3.1.1.5 HCL BigFix CLM Component Failure

Table 6 - HCL BigFix CLM Component Installation Failure

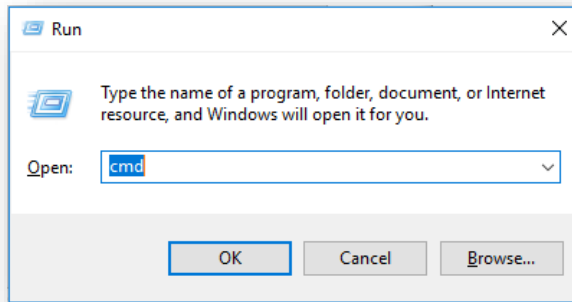
Track	Description
Issue	HCL BigFix CLM component installation failure
Modules Impacted	HCL BigFix CLM Installer
Resolution Steps	<ol style="list-style-type: none"> <li>1. If a failure occurs due to the database, then resolve the issue depending on the error message.</li> <li>2. If a failure occurs due to the components, ensure that all the pre-requisites are completed. To check the exact error, find the executed command in installer logs under the log folder inside the installer.</li> </ol>

### 3.1.2 HCL BigFix CLM Portal

#### 3.1.2.1 Availability Tests- Command Prompt

Table 7 - Availability Tests Using Command Prompt

Track	Description
Type of Test	Availability tests using the Command Prompt
Resolution Steps	<ol style="list-style-type: none"> <li>1. Open run command window by pressing <b>Window key + R</b>.</li> <li>2. Type <b>cmd</b> and click <b>OK</b>.</li> </ol>



3.

Figure 1 – Run Window

4. The command window appears.

5. Execute the command below to test the website availability:

```
Ping <ip>/<WebsiteURL>
```

6. If we received a reply from <ip>/<WebsiteURL> then HCL BigFix CLM Portal is available else follow the steps detailed in [Troubleshooting of HCL BigFix CLM Components](#) and as shown in Figure 2 – Ping Response.

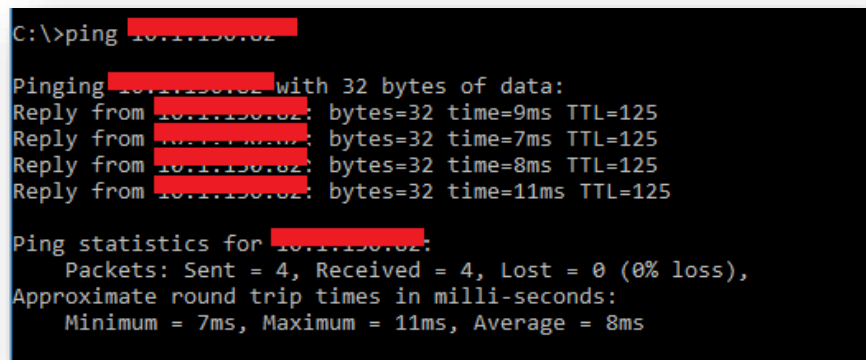


Figure 2 – Ping Response

### 3.1.2.2 Availability Tests- Browser

Table 8 – Availability Tests Using Browser

Track	Description
Type of Test	Availability tests using Browser
Resolution Steps	<ol style="list-style-type: none"> <li>1. Open Google Chrome/ Mozilla/ IE browser and enter the HCL BigFix CLM Portal URL in the address bar.</li> <li>2. If <b>HCL BigFix CLM Portal Login Page</b> appears, then the portal is available otherwise follow the troubleshooting steps in <a href="#">Troubleshooting of HCL BigFix CLM Components</a> and as shown in <a href="#">Figure 3 – HCL BigFix CLM Portal Login Page</a></li> </ol>

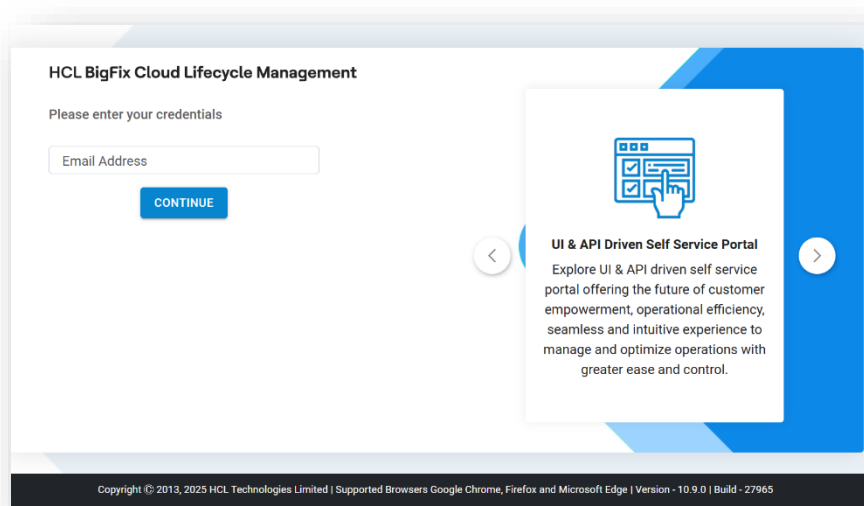


Figure 3 – HCL BigFix CLM Portal Login Page

### 3.1.2.3 Troubleshooting of HCL BigFix CLM Portal Components

#### 3.1.2.3.1 To Check whether Website & AppPool in IIS Responding or Not

Table 9 - Check Website & AppPool in IIS Responding or Not

Track	Description
Issue	Check whether Website & AppPool in IIS are responding or not
Resolution Steps	<ol style="list-style-type: none"> <li>Open the run command window by pressing <b>Window key + R</b>.</li> <li>Type <b>inetmgr</b> and click <b>OK</b>.</li> </ol> <div data-bbox="531 1270 1204 1624" data-label="Image"> </div> <p style="text-align: center;">Figure 4 – Run Window</p> <ol style="list-style-type: none"> <li>The IIS Console Home Page appears.</li> <li>Expand the <b>Server Name</b> node &gt; <b>Sites</b> node &gt; <b>HCLHCL BigFix CLMPortal</b> node.</li> </ol>



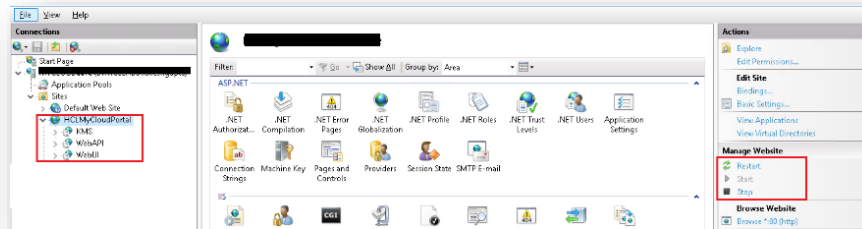


Figure 5 – IIS Console Home Page

5. The **Manage WebSite** section on the right navigation bar of HCL BigFix CLM Portal will be in **Start** state. If it is in **Stop** state, then click on **Start** link, as shown in [Figure 6 – IIS Console HCL BigFix CLM Portal Node Selected](#).

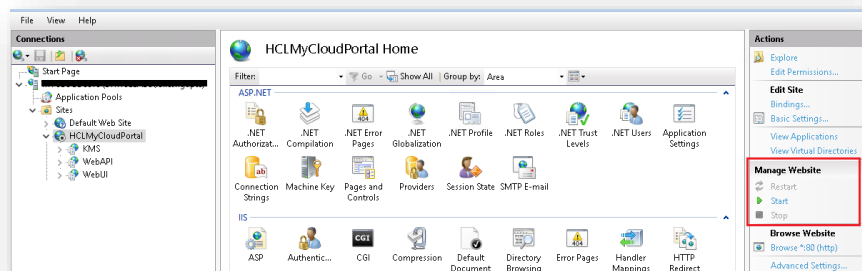


Figure 6 – IIS Console HCL BigFix CLM Portal Node Selected

6. To check **App Pools**,
  - a. Select **HCL BigFix CLM Portal**, then under **Edit Site** heading, on the **Actions** panel, click **Basic Settings**.

The **Edit Site** pop-up window appears.

You can see the Application Pool name in the **Application Pool** field as shown in [Figure 7 – Showing Application Pool](#).

- b. Click the **Application Pool** below **Server Name** node in the left section.
  - c. Select the Application Pool from the Application Pools Section.
  - d. "Application Pool Tasks" section of selected Application Pool should be in **Start** state. If in Stop state, then click on "**Start**" link, as Shown in [Figure 8 – Selected Application Pool](#)

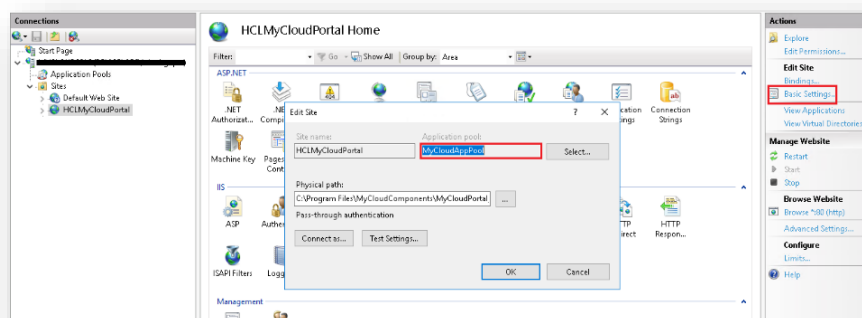


Figure 7 - Showing Application Pool

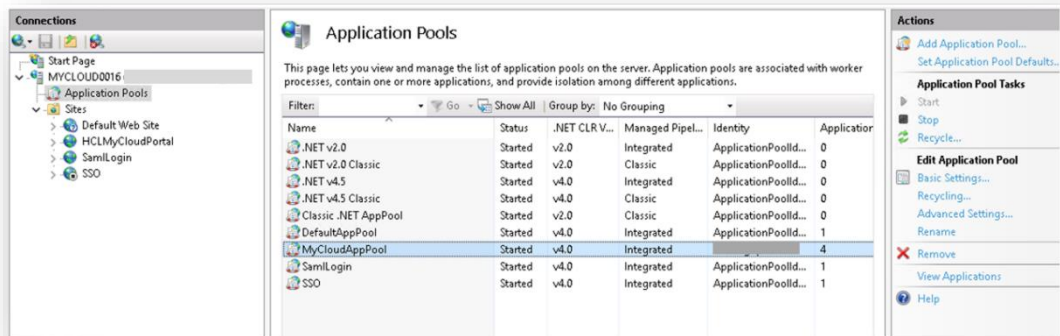


Figure 8 - Selected Application Pool

## 3.1.2.3.2

To Check Key Rotation Service is Up and Running

Table 10 - Check Key Rotation Service is Up and Running

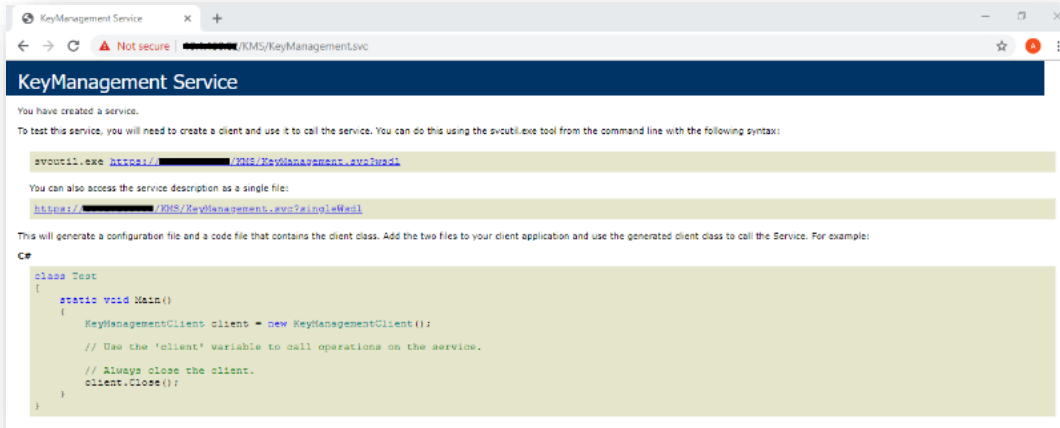
Track	Description
Issue	Check Key Rotation Service is Up and Running
Resolution Steps	<ol style="list-style-type: none"> <li>1. Open Google Chrome/ Mozilla/ IE browser and type the URL <code>http://&lt;ip&gt;/KMS/KeyManagement.svc</code></li> <li>2. URL in the address bar as shown in Figure 9 - Key Rotation Service Home Page.</li> </ol> 
	<ol style="list-style-type: none"> <li>3. If it's not getting displayed as shown in the above figure, then please drop a mail at <a href="mailto:bigfixclm-prodsupport-team@hcl-software.com">bigfixclm-prodsupport-team@hcl-software.com</a> for further help.</li> </ol>

Figure 9 - Key Rotation Service Home Page

## 3.1.2.3.3

Website is Not Available

Table 11 - Website is Not Available

Track	Description
Issue	Website is not available

## Resolution Steps

1. Open run command window by pressing **Window key + R**.
2. Type **inetmgr**. And then click **OK**.

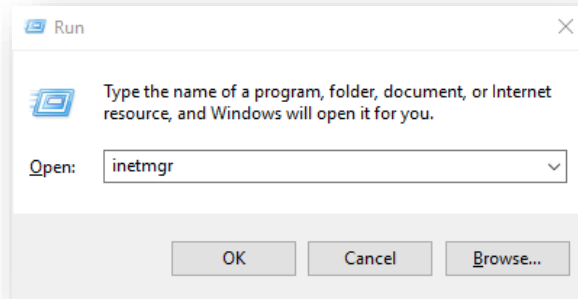


Figure 10 - Run Window

3. The **IIS Console** appears.
4. Expand the **Server Name** node > **Sites** node > HCL BigFix CLM Portal node.
5. Right-click on the **WebUI** node and click **Explore**.
6. Open **HCL BigFix CLM Logger** folder and then open the latest **HCL BigFix CLM Logger-xxxx-xx-xx-xx** file to view the website logs as shown in [Figure 11 – HCL BigFix CLM Logger Base Path with Log Files](#).

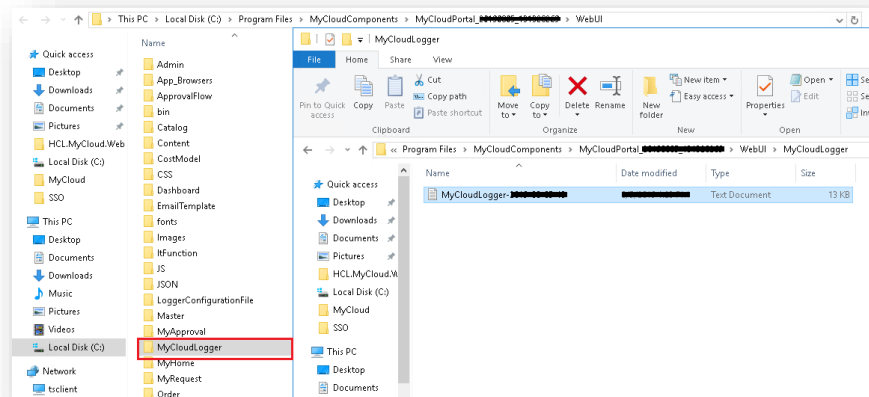


Figure 11 – HCL BigFix CLM Logger Base Path with Log Files

### 3.1.2.4 Troubleshooting Steps for HCL BigFix CLM Portal (Web Application)

#### 3.1.2.4.1 Troubleshooting for CSS Issues

##### 3.1.2.4.1.1 CSS is not loading for the Website

Table 12 - CSS is Not Loading for the Website

Track	Description
<b>Issue</b>	<p>CSS is not loading for the website</p> <ol style="list-style-type: none"> <li>1. Open Google Chrome/ Mozilla/ IE browser and enter the HCL BigFix CLM Portal URL in the address bar.</li> </ol> <p>The HCL BigFix CLM Portal Login screen appears.</p>

2. Observe that **Page CSS** has not been loaded.

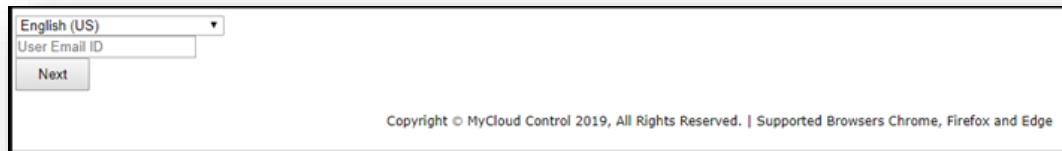


Figure 12 – HCL BigFix CLM Portal Login Screen without CSS

## Modules Impacted

HCL BigFix CLM Portal

## Resolution Steps

1. Open the run command window by pressing **Window key + R**.
2. Type **ServerManager** and click **OK**.

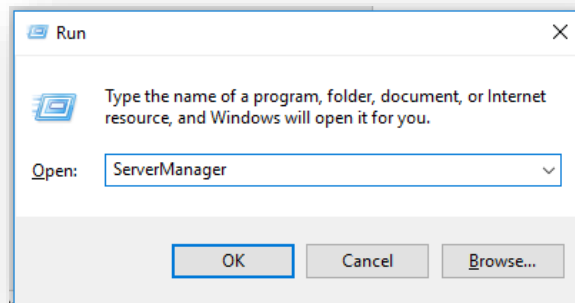


Figure 13 – Run Window

The **Server Manager** window appears.

3. Click on Add roles and features.

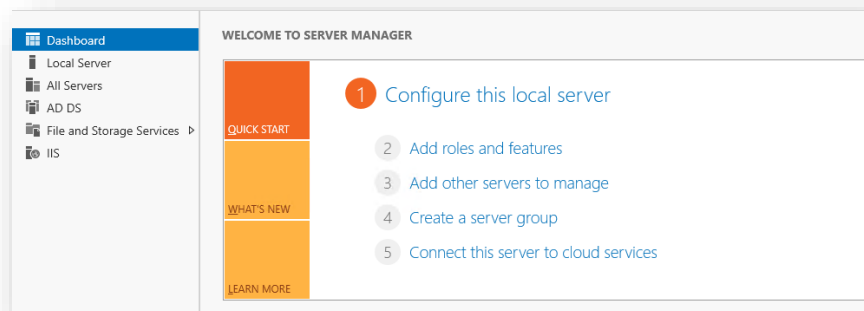


Figure 14 – Server Manager Dashboard

4. On the **Before you begin** window, click **Next**.

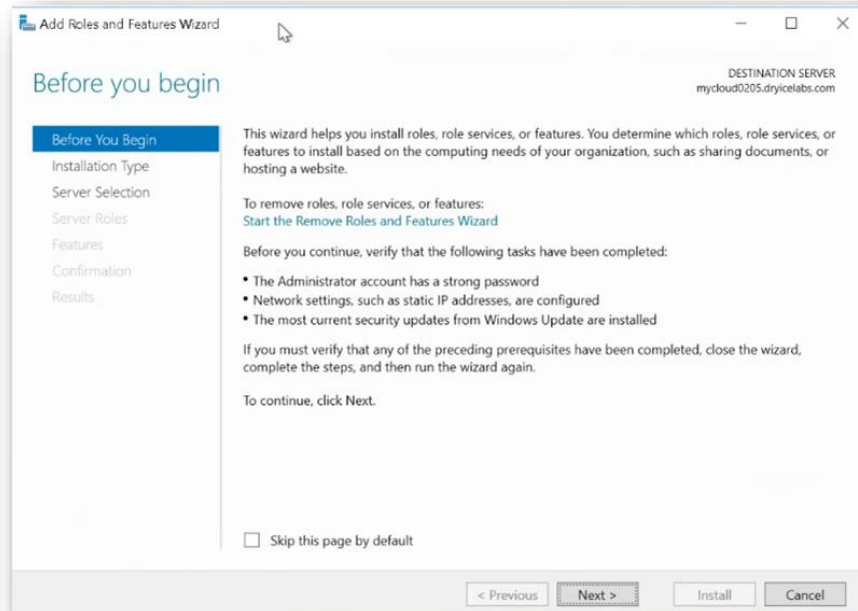


Figure 15 – Before You Begin Screen

5. On the Select installation type window, select Role-based or feature-based installation, and then click Next.

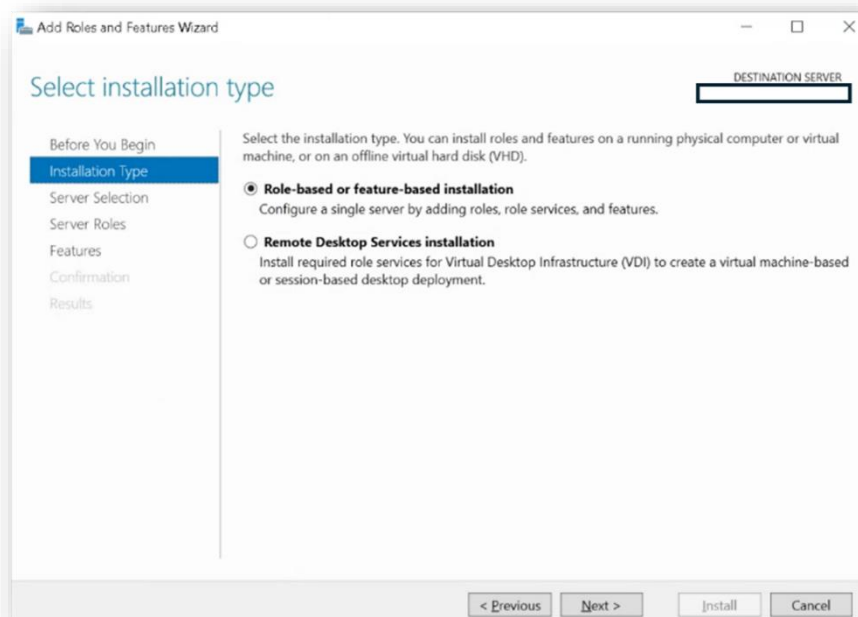


Figure 16 – Installation Type Screen

6. On the Select destination server window, select '**Select a server from the server pool**' and then select the Machine Name under the Server Pool group.
7. Click **Next**.

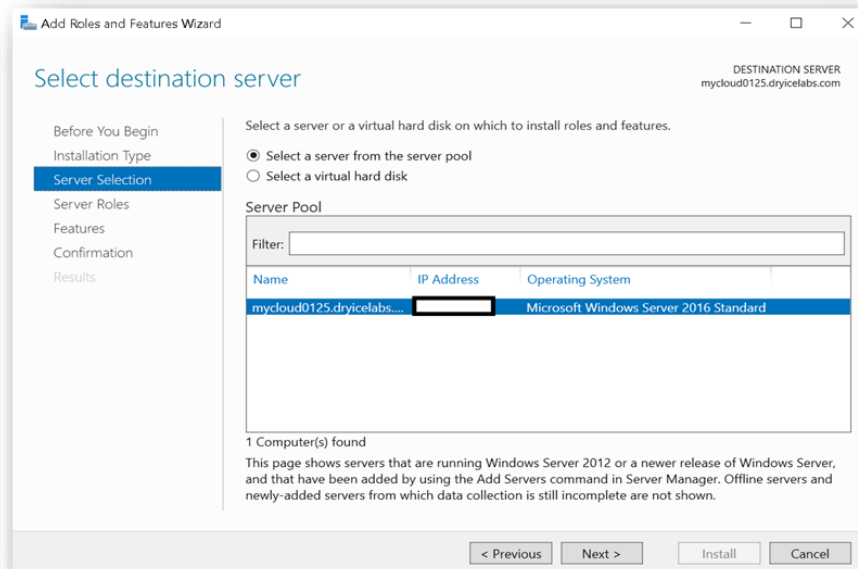


Figure 17 – Server Selection Screen

8. On the Select Server Roles window, select **Server Roles > Web Server (IIS) > Static Content**.

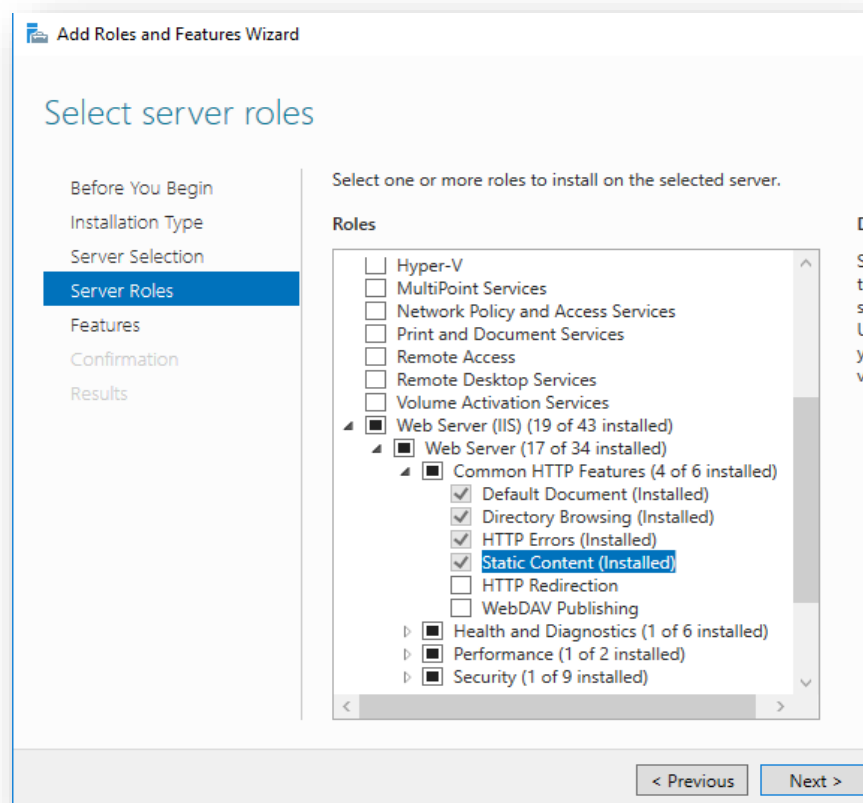


Figure 18 – Select Static Content

#### 3.1.2.4.2 Long Response Time of HCL BigFix CLM Website

Table 13 – Long Response Time of HCL BigFix CLM

Track	Description
-------	-------------

**Issue**

Long response time of HCL BigFix CLM

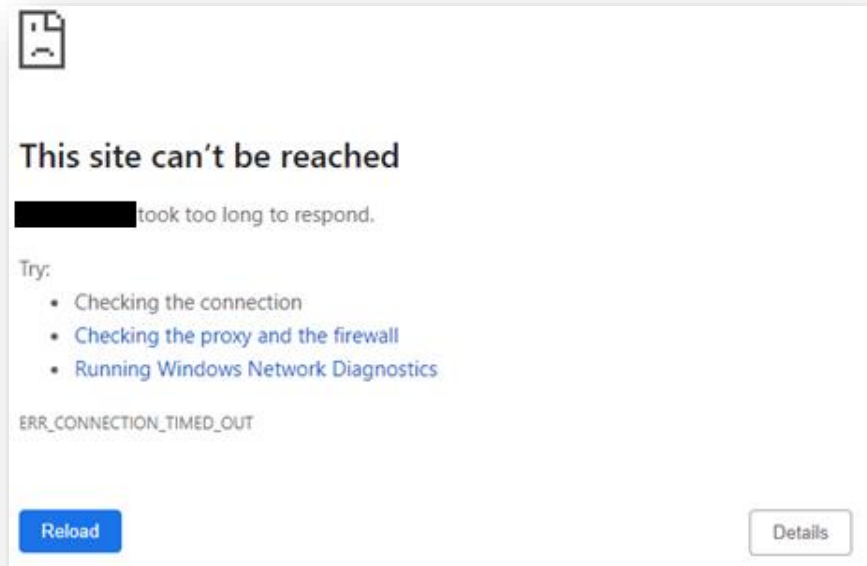


Figure 19 - Long Response Time of HCL BigFix CLM

<b>Modules Impacted</b>	Web Application
<b>Probable Root Cause</b>	Issue with connectivity to the environment
<b>Resolution Steps</b>	Please ensure that the user has proper internet connectivity and access to the website.

## 3.1.2.4.3

Invalid Login Attempt in HCL BigFix CLM Portal

Table 14 - Invalid Login Attempt in HCL BigFix CLM Portal

Track	Description
<b>Issue</b>	Invalid Login Attempt in HCL BigFix CLM Portal
<b>Modules Impacted</b>	Web Application
<b>Probable Root Cause</b>	Incorrect Password entered by user
<b>Resolution Steps</b>	<ol style="list-style-type: none"><li>1. Ensure that the correct User ID and Password are entered as the login credentials.</li><li>2. Ensure that the installer zipped file has been unzipped as per the defined procedure and all contents have been extracted successfully.</li><li>3. Refer to the log and exception files (available, where the installer has been unzipped) for more information.</li></ol>

## 3.1.2.4.4

User Not Found

Table 15 - User Not Found while Logging into the Application

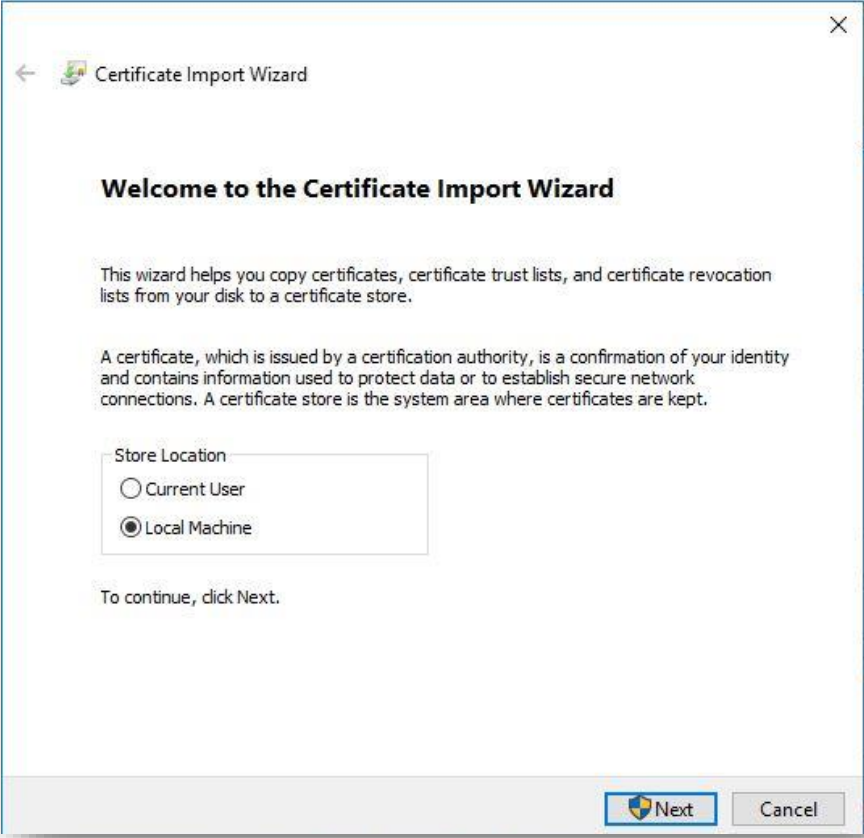
Track	Description
<b>Issue</b>	User Not Found while logging into the application
<b>Modules Impacted</b>	Web Application
<b>Probable Root Cause</b>	Issue with the User ID used for login
<b>Resolution Steps</b>	<ol style="list-style-type: none"><li>1. Login to HCL BigFix CLM using the provider's admin credentials.</li><li>2. Go to Organization and then click User Management.</li></ol>

3. Create a new user by clicking **Add New**.

#### 3.1.2.4.5

#### Error message SOAP Certificate Negotiation Failure

Table 16 - Error Message "SOAP Certificate Negotiation Failure" Appears

Track	Description
Issue	Error message <b>SOAP Certificate Negotiation Failure</b> appears in the Component Log screen of HCL BigFix CLM portal
Modules Impacted	Web Application
Probable Root Cause	HCL.HCL BigFix CLM certificate is not present in MMC > Local Machine > Trusted People and MMC > Local Machine > Personal.
Resolution Steps	<ol style="list-style-type: none"><li>1. Get a valid <b>HCL.HCL BigFix CLM</b> certificate from the team concerned or get a copy of the certificate from HCL BigFix CLM Installation Guide (refer the <b>Pre-requisite section in Installation Guide</b>).</li><li>2. Double-click on the <b>HCL BigFix CLM</b> certificate, select the <b>Local Machine</b>, and then click <b>Next</b>.</li></ol> <div data-bbox="475 810 1348 1646"></div> <p>Figure 20 - Error Message SOAP Certificate Negotiation Failure Appears</p> <ol style="list-style-type: none"><li>3. Specify the file that needs to be imported and click <b>Next</b>.</li></ol>



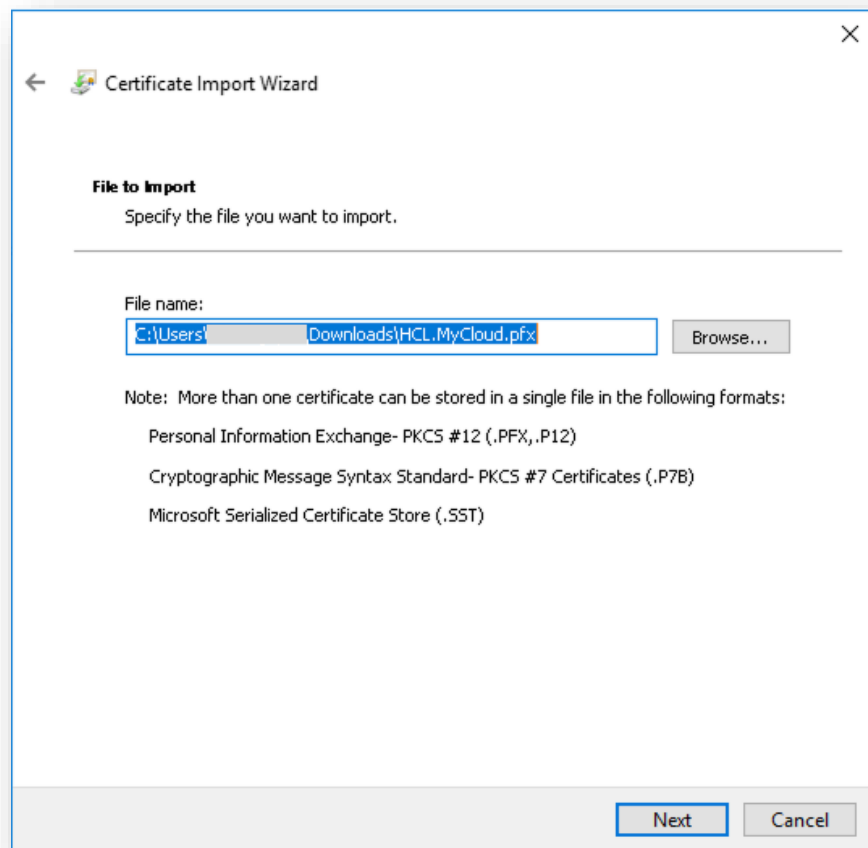


Figure 21 – Error Message SOAP Certificate Negotiation Failure Appears

4. Enter the certificate password in the **Password** field and click **Next**.

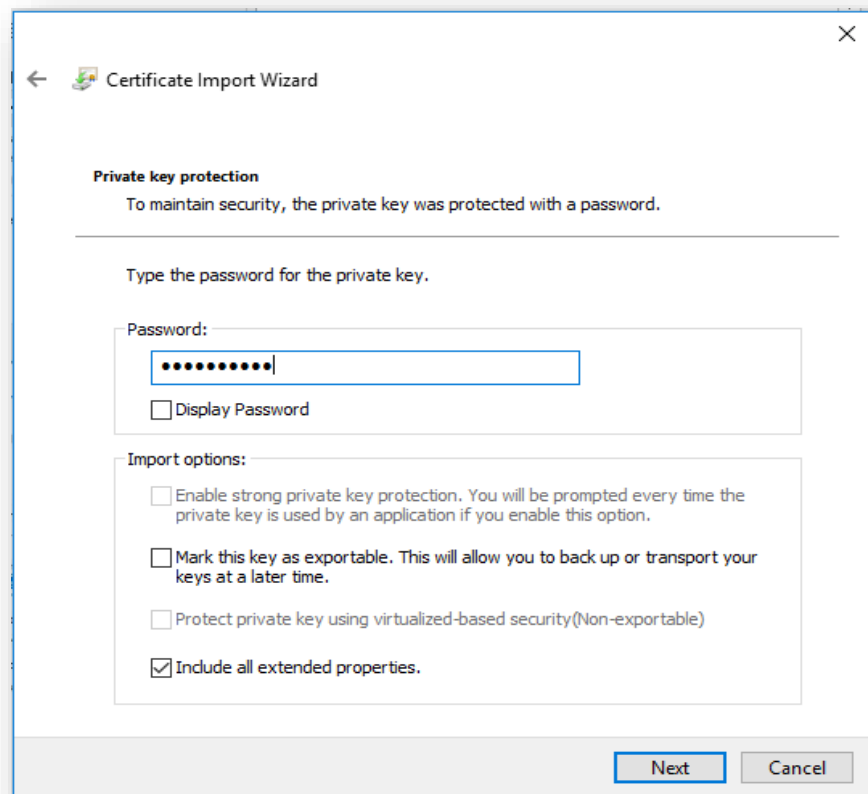


Figure 22 – Error Message SOAP Certificate Negotiation Failure Appears

5. Select the option i.e. Place all certificates in the following store and then select Trusted People.
6. Click **OK** and then click **Next**.

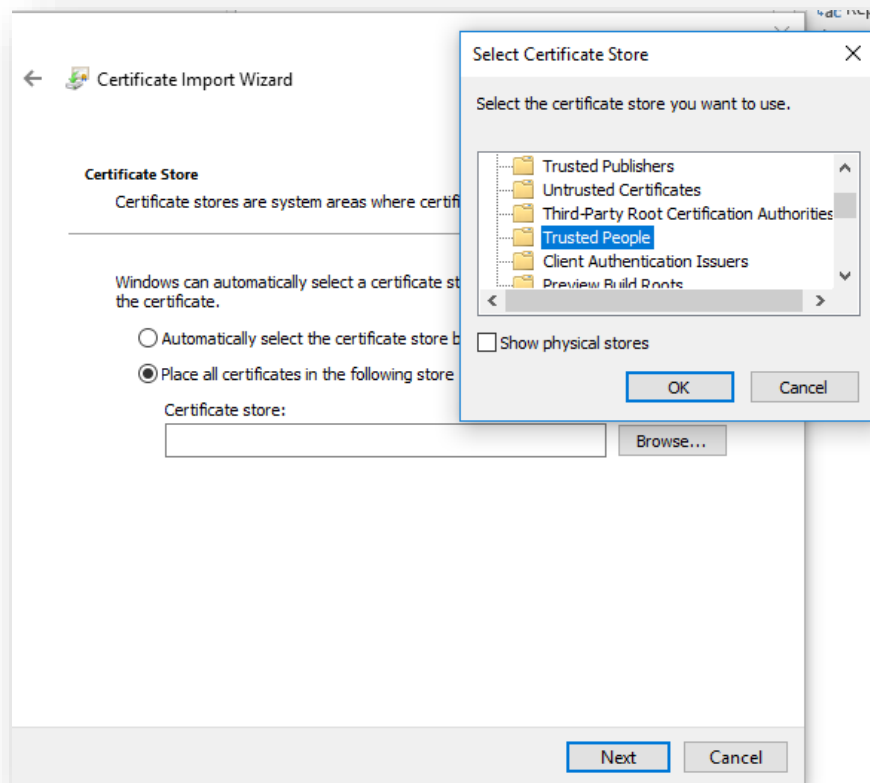


Figure 23 – Error Message SOAP Certificate Negotiation Failure Appears

7. Click **Finish**.

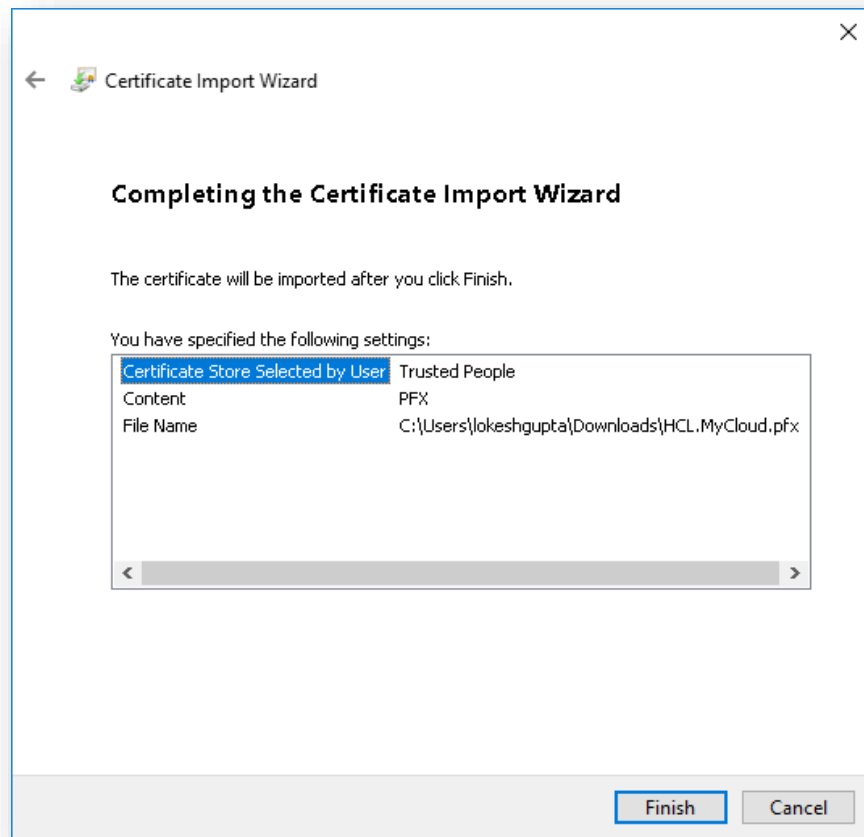


Figure 24 - Error message SOAP Certificate Negotiation Failure Appears

#### 3.1.2.4.6 User is Not Authorized to Access HCL BigFix CLM

Table 17 - User is Not Authorized to Access HCL BigFix CLM

Track	Description
<b>Issue</b>	User is not authorized to access HCL BigFix CLM
<b>Modules Impacted</b>	Web Application
<b>Probable Root Cause</b>	Key Rotation Service (KRS) may not be working
<b>Resolution Steps</b>	<p>Refer to the <a href="#">Troubleshooting Steps for Key Rotation System (KRS) (Web API component)</a> for more details.</p> <ol style="list-style-type: none"> <li>To validate whether KRS is working, check if KRS WSDL is loading by going to the URL <a href="http://&lt;LB IP&gt;:&lt;port&gt;/KMS/KeyManagement.svc">http://&lt;LB IP&gt;:&lt;port&gt;/KMS/KeyManagement.svc</a>.</li> </ol>

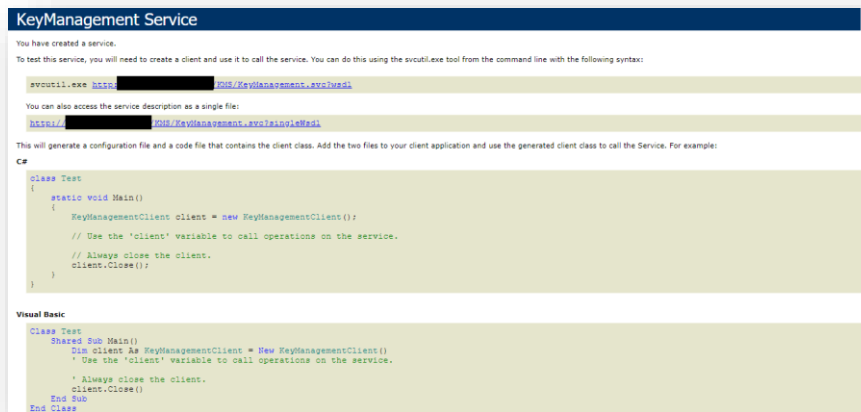


Figure 25 - User is Not Authorized to Access HCL BigFix CLM

- If the user receives a message **Bad Request**, it means that KRS is not working. Refer to [Troubleshooting Steps for Key Rotation System \(KRS\)](#) for more information.

3.1.2.4.7

Localhost Redirected

Table 18 - Localhost Redirected You Too Many Times

Track	Description
Issue	<p>Localhost redirected you for multiple times</p> <p>Figure 26 - Localhost Redirected You Too Many Times</p>
Modules Impacted	Web Application
Probable Root Cause	HCL BigFix CLM. pfx certificate is not present
Resolution Steps	<ol style="list-style-type: none"> <li>Refer to the file <b>global.aspx</b> to see the exact error.</li> <li>Either HCL BigFix CLM.pfx certificate is not present in <b>MMC &gt; Local Machine &gt; Trusted People</b> or the certificate is corrupted. Then go to step 4.</li> <li>If the certificate is present, delete the certificate and import it again (Refer to the step below).</li> <li>Refer to SOAP Certificate Negotiation Failure resolution steps to import the certificate.</li> </ol>

Table 19 – Site is Not Working or Getting Java Script Error

Track	Description
Issue	Site is not working or getting Java script error
Modules Impacted	Web Application
Probable Root Cause	HCL BigFix CLM.pfx certificate is not present
Resolution Steps	<ol style="list-style-type: none"> <li>1. Refer to the file <b>global.aspx</b> to see the exact error.</li> <li>2. Either HCL BigFix CLM.pfx certificate is not present in <b>MMC &gt; Local Machine &gt; Trusted People</b> or the certificate is corrupted (refer step 4).</li> <li>3. If the certificate is present, delete the certificate and import it again. (Refer the step below).</li> <li>4. Refer to the SOAP Certificate Negotiation Failure resolution steps to import the certificate.</li> </ol>

Table 20 – Login Not Working with SAML Authentication

Track	Description
Issue	Login not working with SAML authentication
Modules Impacted	Web Application
Probable Root Cause	SameSite cookies/sessions are null after SAML authentication
Resolution Steps	<ol style="list-style-type: none"> <li>1. Login into HCL BigFix CLMDB database using SQL Management Studio</li> <li>2. See logs in Log4net table for WebSite Component.</li> <li>3. Check if any of the following errors are present: <ol style="list-style-type: none"> <li>a. "Cookies do not exist"</li> <li>b. "Cache does not exist"</li> <li>c. "saml session does not exist"</li> </ol> </li> <li>4. If errors present in #3 then Update the following keys in the web.config of Website <ol style="list-style-type: none"> <li>a. Set "requireSSL" attribute to "true" in &lt;httpCookies&gt; tag</li> <li>b. Set "cookieSameSite" attribute to "None" in &lt;sessionState&gt; tag</li> </ol> </li> </ol>

Table 21 – KRS is Not Working as it's Unable to Provide the Key: Server Error

Track	Description
Issue	KRS is not working as it's unable to provide the key: Server Error

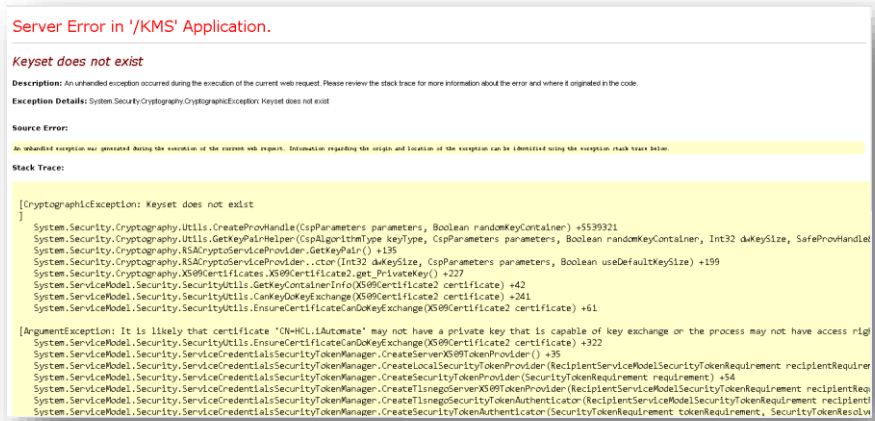


Figure 27 - KRS is Not Working as it's Unable to Provide the Key: Server Error

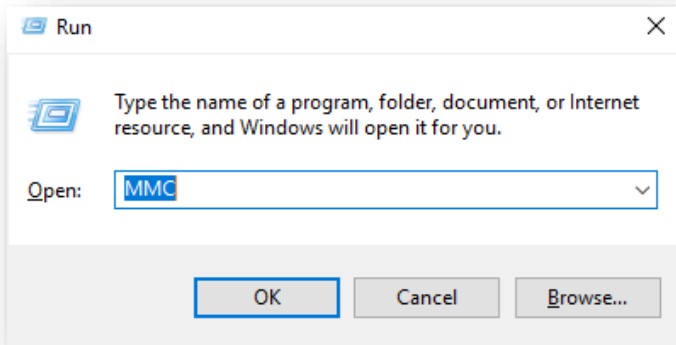
<b>Modules Impacted</b>	HCL BigFix CLM and its components
<b>Probable Root Cause No.1</b>	Issue is with access rights of the certificate
<b>Resolution Steps</b>	<ol style="list-style-type: none"> <li>Press <b>Win+R</b>, then type <b>MMC</b> and then click <b>OK</b>.</li> </ol> <div data-bbox="577 940 1256 1283">  </div> <p>Figure 28 - KRS is Not Working as it's Unable to Provide the Key: Server Error</p> <ol style="list-style-type: none"> <li>Click File &gt; Add Remove Snap-in.</li> </ol>

Figure 28 - KRS is Not Working as it's Unable to Provide the Key: Server Error

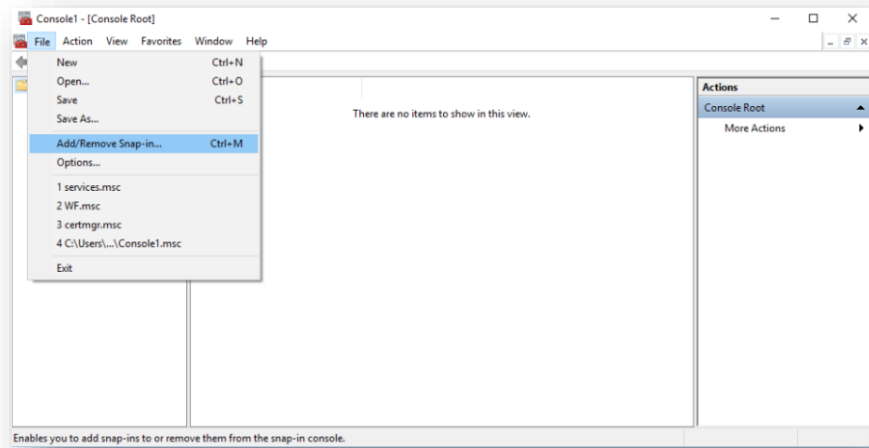


Figure 29 - KRS is Not Working as its Unable to Provide the Key: Server Error

3. Select **Certificates** and then click **Add**.

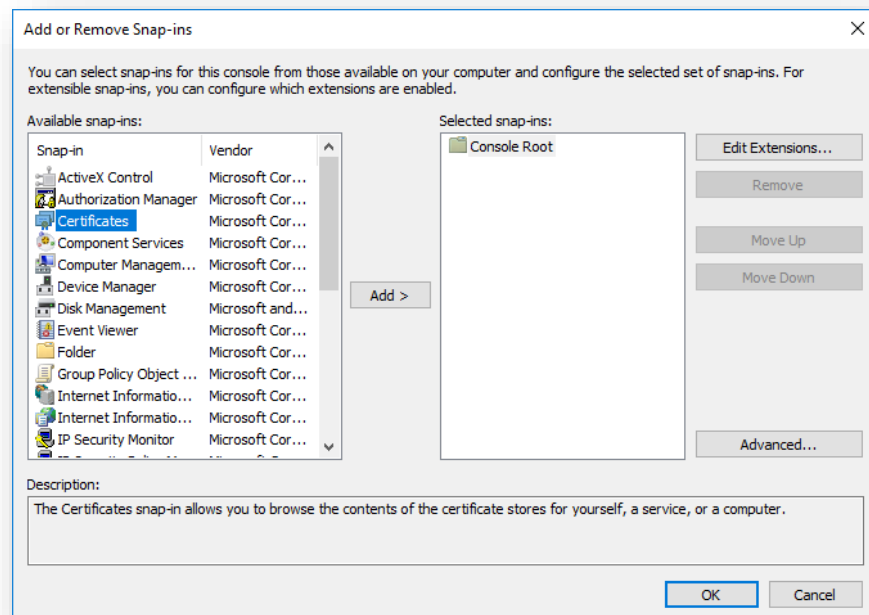


Figure 30 - KRS is Not Working as it's Unable to Provide the Key: Server Error

4. Select **Computer Account** and then click **Next**.



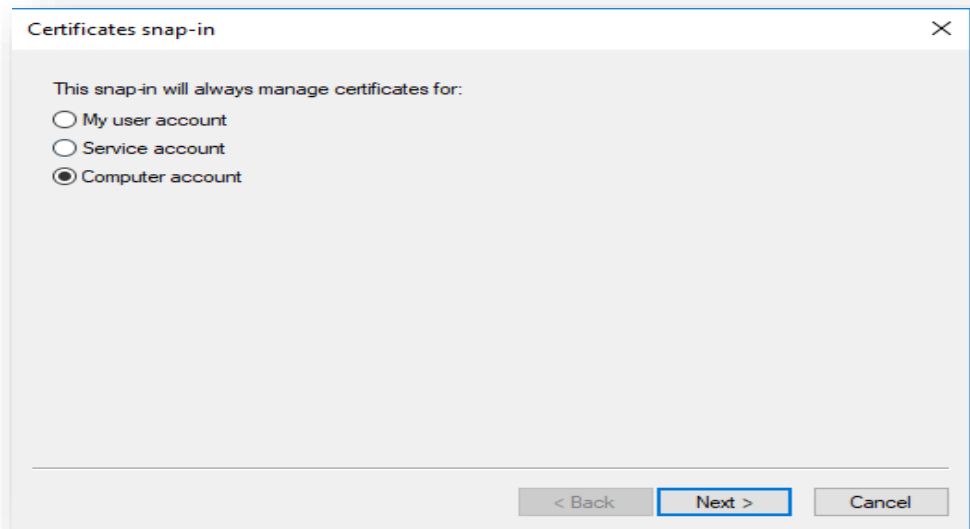


Figure 31 – KRS is Not Working as it's Unable to Provide the Key: Server Error

5. Click **Finish**.

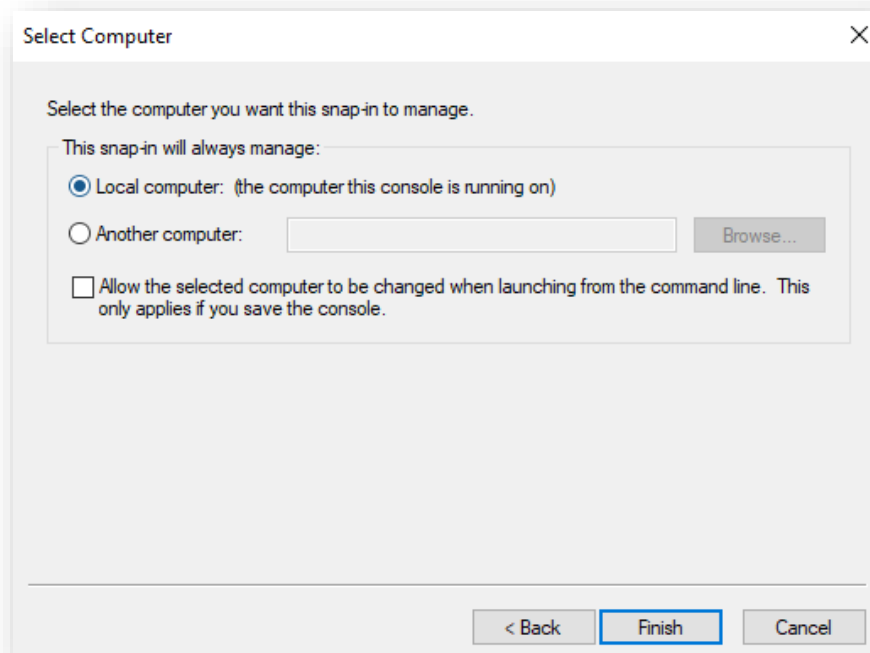


Figure 32 – KRS is Not Working as it's Unable to Provide the Key: Server Error

6. Click **OK**.
7. Expand **Certificates > Personal**. Double-click on the certificates inside **Personal** folder.

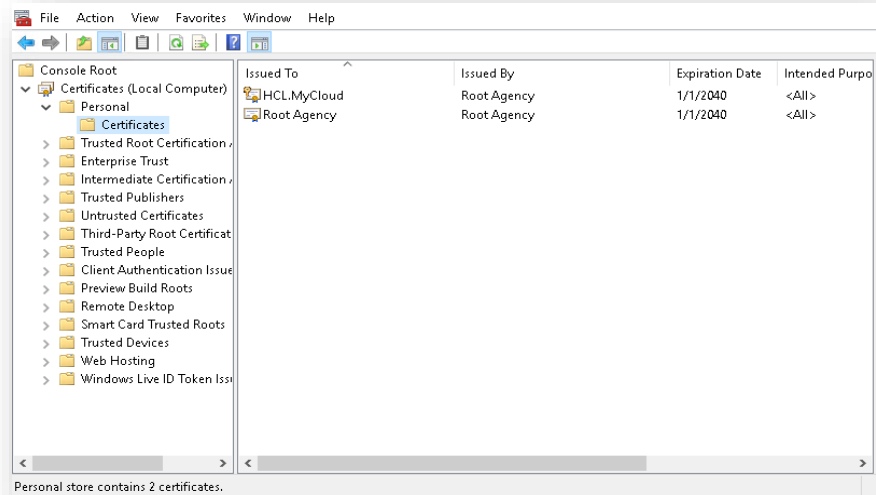


Figure 33 - KRS is Not Working as it's Unable to Provide the Key: Server Error

8. Right-click on the certificate used in HCL BigFix CLM, for e.g. HCL BigFix CLM. Select **All Tasks > Manage Private Keys**.

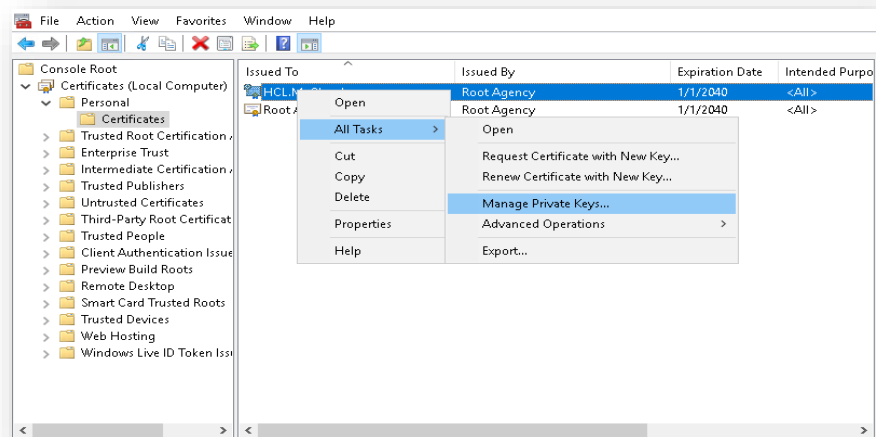


Figure 34 - KRS is Not Working as it's Unable to Provide the Key: Server Error

9. Click **Add**.

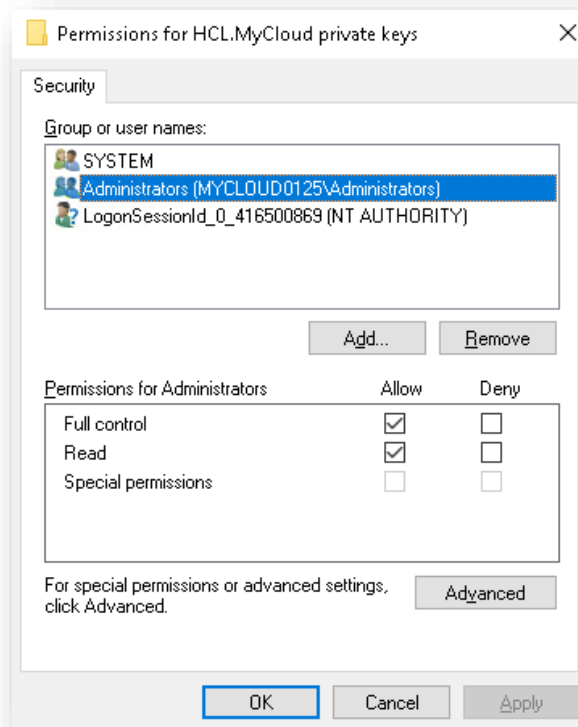


Figure 35 - KRS is Not Working as it's Unable to Provide the Key: Server Error

10. Enter **Everyone** in Enter the object names to select text box and click **Check Names**.

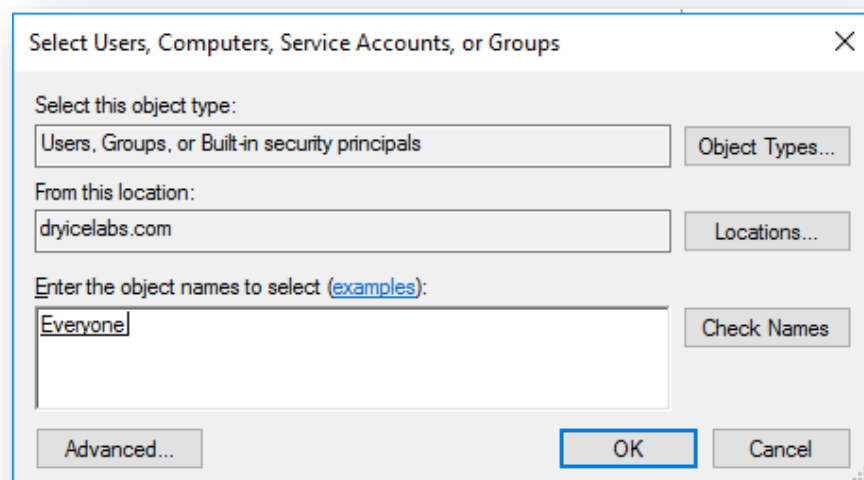


Figure 36 - KRS is Not Working as it's Unable to Provide the Key: Server Error

11. Select **Everyone** to add everyone to the **Group/Usernames** and then click **OK**.

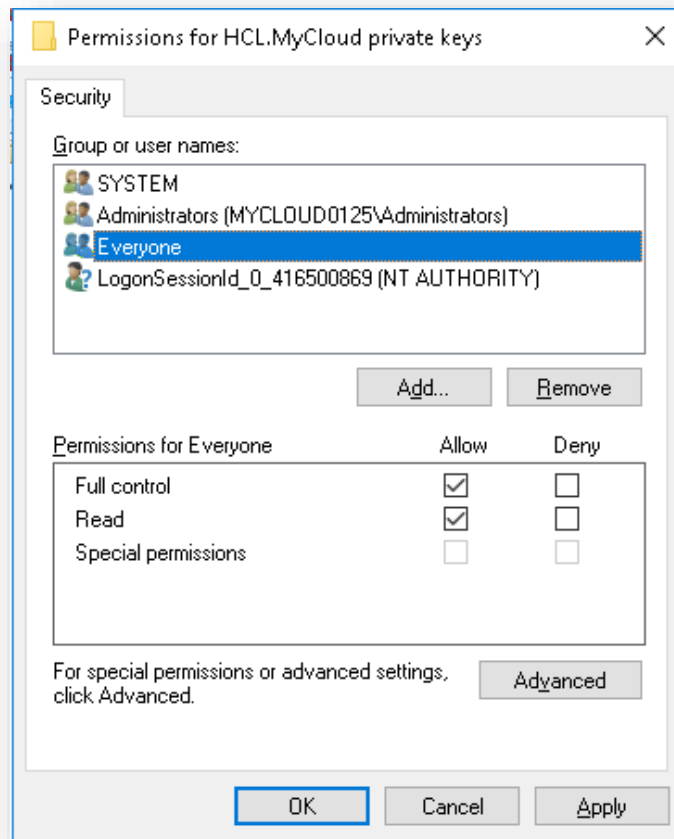


Figure 37 - KRS is Not Working as it's Unable to Provide the Key: Server Error

12. Copy the certificate and paste it into **Trusted People** folder.

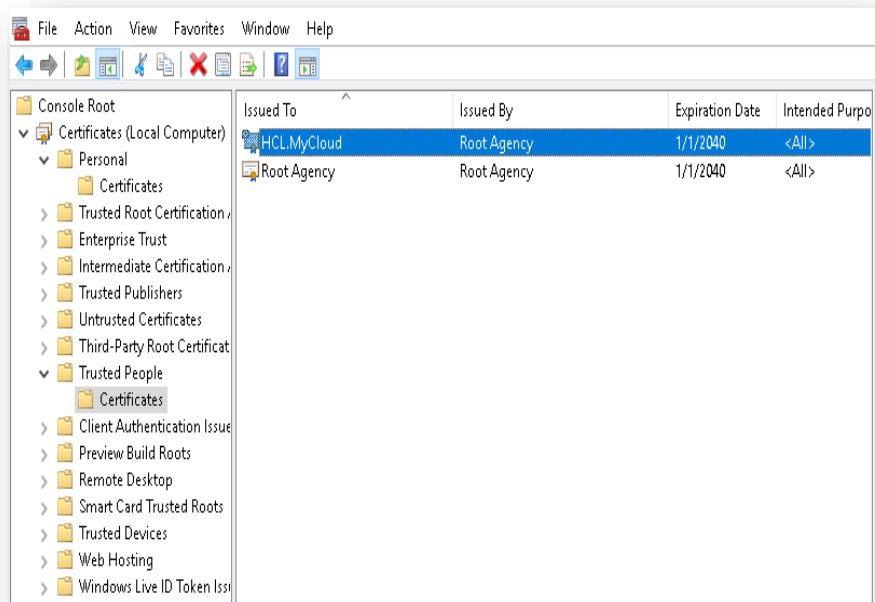


Figure 38 - KRS is Not Working as it's Unable to Provide the Key: Server Error

Table 22 - KRS is Not Working as it's Unable to Provide the Key: HTTP Error

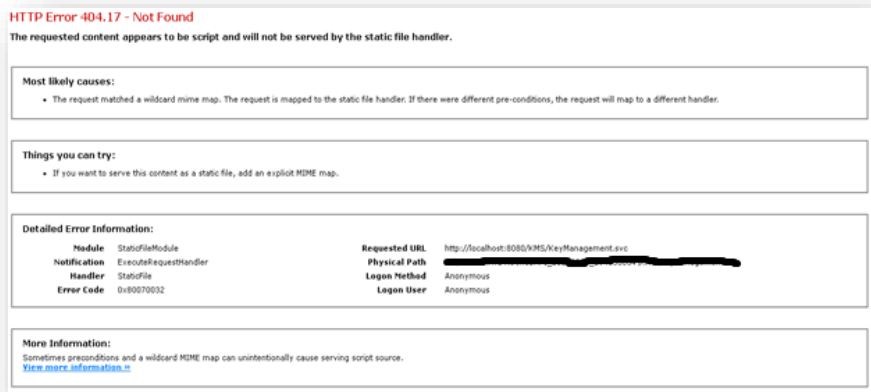
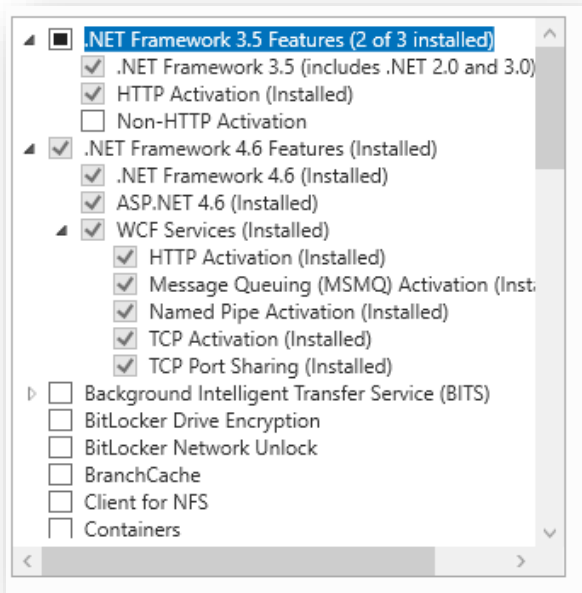
Track	Description
Issue	<p>KRS is not working as it's unable to provide the key: HTTP Error</p>  <p>Figure 39 - KRS is Not Working as it's Unable to Provide the Key: HTTP Error</p>
Modules Impacted	HCL BigFix CLM along with all components
Probable Root Cause	MIME Type Error – IIS has not been configured properly
Resolution Steps	<ol style="list-style-type: none"> <li>Go to the Control Panel and turn on Windows Features.</li> <li>Click <b>Next</b> until the user finds <b>.Net Framework 4.6 Features</b> (Installed). Expand it and find <b>WCF Services</b>.</li> <li>Expand WCF Services and enable HTTP Activation.</li> </ol>  <p>Figure 40 - KRS is Not Working as it's Unable to Provide the Key: HTTP Error</p> <ol style="list-style-type: none"> <li>Install and check for <b>WSDL</b> again.</li> </ol>

Table 23 - KRS is Not Working as it's Unable to Provide the Key: MIME Type Error

Track	Description
Issue	KRS is not working as it's unable to provide the key
Modules Impacted	Issue with IIS
Probable Root Cause	MIME Type Error – IIS has not been configured properly
Resolution Steps	<ol style="list-style-type: none"> <li>1. If the steps mentioned in <a href="#">KRS is not working as its unable to provide the key: HTTP Error</a> are performed and WSDL of KRS is still not loading properly, it implies that the issue is with IIS.</li> <li>2. Press <b>Win+R</b>, then type <b>inetmgr</b>, and then click <b>OK</b>.</li> <li>3. Go to <b>IIS</b> and check whether KRS is working properly or not. If there is any issue in IIS, try to host KRS on different ports and then try running the WSDL. If WSDL runs successfully, it implies that issue is with IIS. Please drop a mail at <a href="mailto:bigfixclm-prodsupport-team@hcl-software.com">bigfixclm-prodsupport-team@hcl-software.com</a> for further help.</li> </ol>

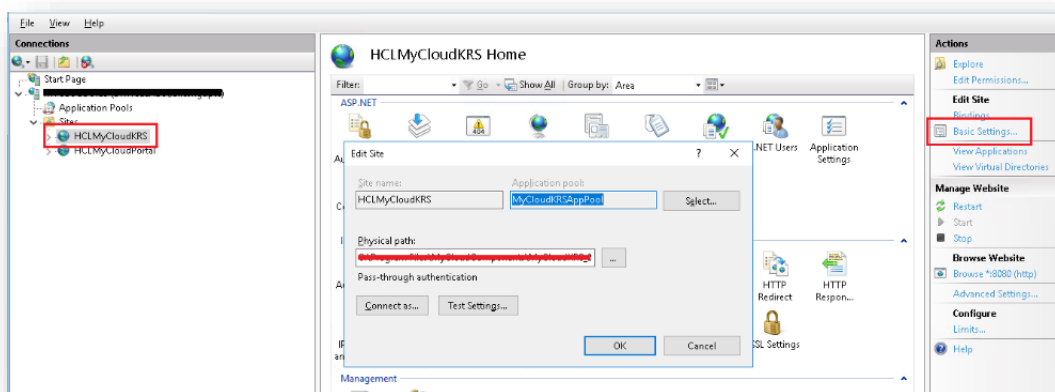
Table 24 - KRS WCF Service Virtual Application is Shutting Down

Track	Description
Issue	<p>KRS WCF service virtual application is shutting down.</p> <p>Error Message:</p> <pre>Error: &lt;TraceIdentifier&gt;http://msdn.microsoft.com/en- US/library/System.ServiceModel.Diagnostics.EventLog.aspx &lt;/TraceIdentifier&gt;&lt;Description&gt;Wrote to the EventLog. &lt;/Description&gt;&lt;AppDomain&gt;/LM/W3SVC/2/ROOT/KRS-2829- 132398725998634259&lt;/AppDomain&gt; &lt;ExtendedData xmlns="http://schemas.microsoft.com/2006/08/ ServiceModel/DictionaryTraceRecord"&gt; &lt;CategoryID.Name&gt;EventLogCategory&lt;/CategoryID.Name&gt; &lt;CategoryID.Value&gt;5&lt;/CategoryID.Value&gt; &lt;InstanceID.Name&gt;EventId&lt;/InstanceID.Name&gt; &lt;InstanceID.Value&gt;3221356547&lt;/InstanceID.Value&gt; Value0&gt;System.ServiceModel.ServiceHostingEnvironment +HostingManager/49357705&lt;/Value0&gt; &lt;Value1&gt; System.ServiceModel.ServiceActivationException: Request to the service at '~/KeyManagement.svc' cannot be dispatched because the virtual application at '/KRS' is shutting down. ---&amp;gt; System.InvalidOperationException: Request to the service at  '~/KeyManagement.svc' cannot be dispatched because the virtual application at '/KRS' is shutting down.  --- End of inner exception stack trace ---."</pre>

<b>Modules Impacted</b>	Issue with IIS
<b>Probable Root Cause</b>	Application pool is rejecting the requests to KRS

### Resolution Steps

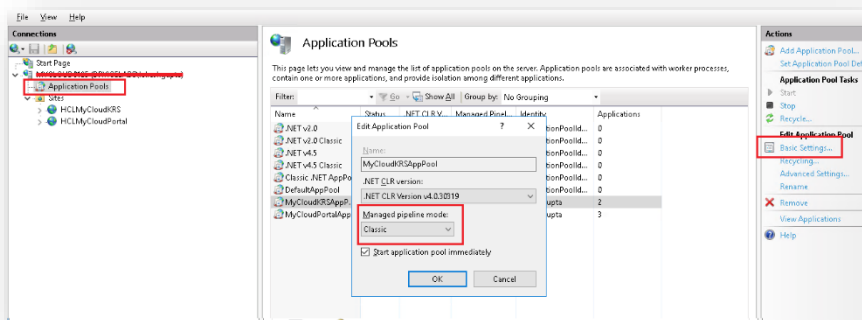
1. Press **Win+R**, then type **inetmgr**, and then click **OK**.
2. Expand the Server Name node > Sites node > select HCL BigFix CLMPortal
3. Check the state of the selected website. It should be in Start state. If it is not, then change the status to Start.
4. Check Application Pool associated to HCL BigFix CLMKRS and verify the status which should be in Start mode.
5. Steps to locate **HCL BigFix CLMKRS Application Pool**
  - a. Select **HCL BigFix CLMKRS** from the Connections Panel.
  - b. Now Click on **Basic Settings** in the Action Panel.
  - c. Edit Site Popup will appear. **Application Pool Name** is present on this popup.



6.

Figure 41 – IIS – Find KRS Application Pool

- d. Now Click **Application Pools** in the Connections Panel.
- e. The application Pool Page will open.
- f. Now select the Application pool of HCL BigFix CLMKRS.
- g. Click on **Basic Settings** on the Action Panel.
- h. Edit Application Pool gets open.
- i. Now change the Managed Pipeline mode to Classic.



7.

Figure 42 – Edit Application Pool

8. Now after changing the Managed Pipeline Mode from Integrated to Classic, check the KRS.

9. If the problem persists then please drop a mail at [bigfixclm-prodsupport-team@hcl-software.com](mailto:bigfixclm-prodsupport-team@hcl-software.com) for further support.

### 3.1.2.6 Troubleshooting Steps for HCL BigFix CLM Web API (Web API component)

#### 3.1.2.6.1 WEB API is Not Running

Table 25 - WEB API is Not Running

Track	Description
Issue	WEB API is not running
Modules Impacted	Web API
Resolution Steps	<ol style="list-style-type: none"> <li>1. Press <b>Win+R</b> and type <b>inetmgr</b>.</li> <li>2. Click <b>OK</b> to open <b>IIS</b>.</li> </ol> <div data-bbox="624 707 1201 1012" data-label="Image"> </div> <p style="text-align: center;">Figure 43 - WEB API is Not Running</p> <ol style="list-style-type: none"> <li>3. Expand Sites and click <b>HCL BigFix CLMPortal</b>.</li> </ol> <div data-bbox="523 1245 1396 1630" data-label="Image"> </div> <p style="text-align: center;">Figure 44 - WEB API is Not Running</p> <ol style="list-style-type: none"> <li>4. If <b>"Start"</b> under <b>Manage Website</b> section is enabled, then click <b>Start</b> to initiate the services.</li> <li>5. If the issue persists, please drop a mail at <a href="mailto:bigfixclm-prodsupport-team@hcl-software.com">bigfixclm-prodsupport-team@hcl-software.com</a> for further help.</li> </ol>



Table 26 - WEB API Service is Running, yet there is No Response Received

Track	Description
Issue	WEB API service is running, yet there is no response received
Probable Root Cause	Authentication Failure
Resolution Steps	<ol style="list-style-type: none"> <li>1. Ensure the credentials that are used for calling the APIs are correct.</li> <li>2. Ensure that the input (in JSON) which is provided to API is in correct format.</li> </ol> <pre> Sample JSON request - '{   "JobId": 92,   "JobState": 2,   "PlatformCode": "ARM",   "ComponentCode": "SYNC",   "StepExecuted": "ExecuteJob",   "StepRemarks": "Start ExecuteJob",   "JobRunDate": "2019-09-11 07:51:46",   "RequestId": "766d3803-80ce-49e0-be9b-1b53cc25cc9c" }'  Ensure all the parameters are correct.       </pre>

### 3.1.3 Troubleshooting of HCL BigFix CLM App Components

#### 3.1.3.1 Availability Tests of App components

The Middleware Components are listed below:

- HCL BigFix CLM.ADSERVICE
- HCL BigFix CLM.AllXaaS
- HCL BigFix CLM.Billing
- HCL BigFix CLM.GenericExecutor
- HCL BigFix CLM.ITSMExecutor
- HCL BigFix CLM.Listener
- HCL BigFix CLM.Performance
- HCL BigFix CLM.SyncService
- HCL BigFix CLM.WorkFlow

#### 3.1.3.2 Availability Tests using HCL BigFix CLM Portal

Table 27 - Availability Test Using HCL BigFix CLM Portal

Track	Description
Type of Test	Availability test using HCL BigFix CLM Portal
Modules Impacted	HCL BigFix CLM Portal

## Resolution Steps

1. Open **Google Chrome/ Mozilla/ IE browser** and type the HCL BigFix CLM Portal URL in the address bar.
2. The HCL BigFix CLM Login Page appears.

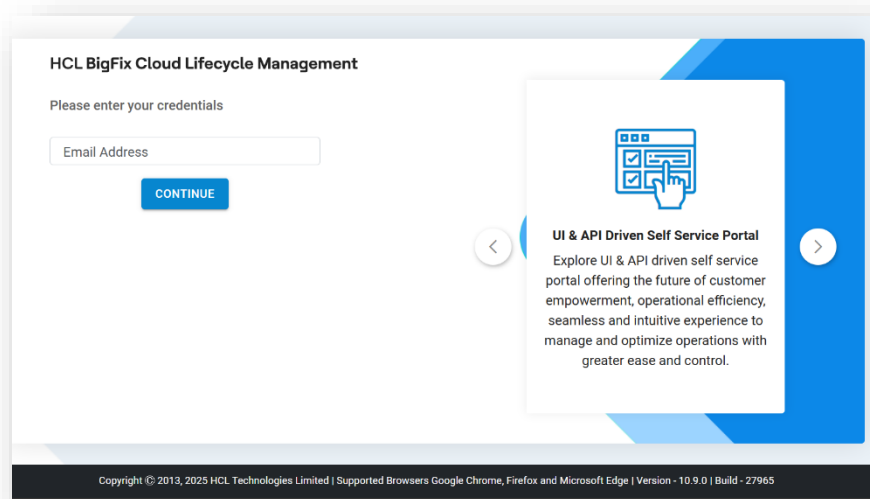


Figure 45 - HCL BigFix CLM Portal Login Screen

3. Enter the admin user's login credentials to access HCL BigFix CLM.
4. Go to Master > Component URL Configuration. The Configuration Module appears.
5. Select Base from the Provider's dropdown list and click Go.
6. Check the following service's availability test by clicking Test URL.
  - HCL BigFix CLM.WorkFlow – (Workflow Service)
  - HCL BigFix CLM.Billing – (Data Collector Billing and Advisory)
  - HCL BigFix CLM.ITSMExecutor – (ServiceNow Executor)
  - HCL BigFix CLM.GenericExecutor – (Generic Service)

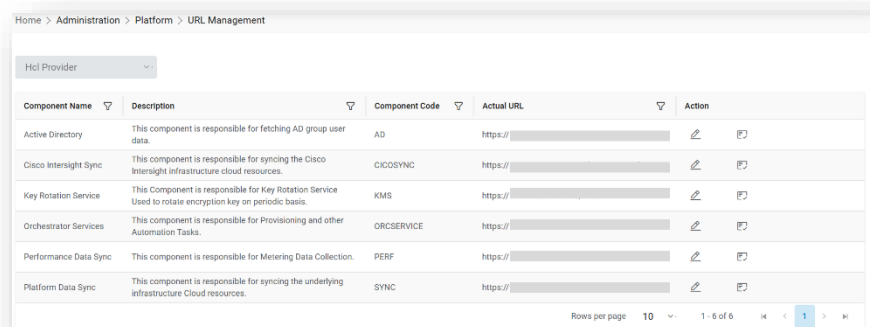


Figure 46 - Component URL Configuration Screen

7. Select ProviderName from the Provider's dropdown list and then click Go.
8. Check the following services by clicking the Test URL.
  - HCL BigFix CLM.ADService – (Active Directory)
  - HCL BigFix CLM.AllXaaS – (Orchestrator Services)
  - HCL BigFix CLM.Performance – (Performance Data Sync)
  - HCL BigFix CLM.SyncService – (Platform Data Sync)

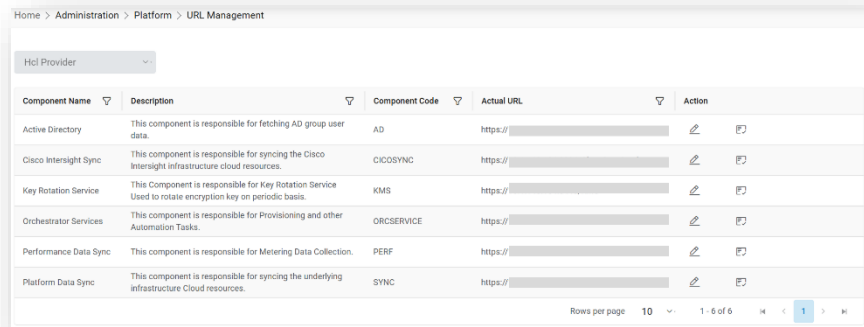


Figure 47 - Component URL Configuration Screen

If any of the Service Test URL shows the message as Fail, please follow the troubleshooting steps mentioned in [Troubleshooting of Middleware components](#).

### 3.1.3.3 Component URL and Service Host URL are not responding

Table 28 - Component URL and Service Host are Not Responding

Track	Description
Issue	Component URL and Service Host are not responding
Modules Impacted	HCL BigFix CLM Portal

- Resolution Steps**
- URL in the Component URL Configuration module** should be the same as ServiceHostURL key present in the services config file.
  - Steps to check the Component URL and ServiceHost URL.**
    - Open Google Chrome/ Mozilla/ IE browser and type the HCL BigFix CLMPortal URL in the address bar.
    - The HCL BigFix CLM Login Page appears.

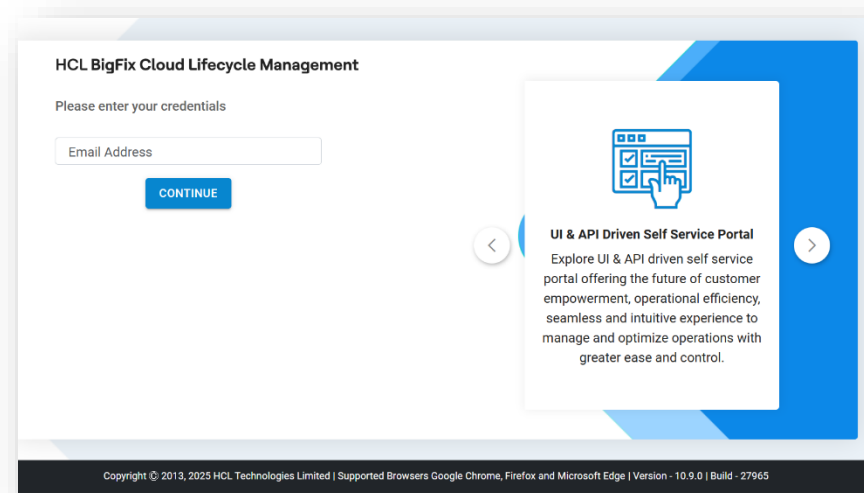


Figure 48 - HCL BigFix CLM Portal Login Screen

- Enter the admin user's login credentials to access HCL BigFix CLM.
- Go to Master > Component URL Configuration.
- The Configuration Module appears.
- Select Base from the Provider's** dropdown list and then click Go.

7. See the URL for **HCL BigFix CLM. WorkFlow** service from URL Column.

Workflow Service	This component is responsible for triggering MyCloud Process workflow and notification service.	WORKFLOW	<input type="text" value="https://&lt;ip&gt;:&lt;port&gt;/&lt;ServiceName&gt;"/>	<input type="button" value="Test Url"/>
------------------	---	----------	--	---

Figure 49 - Component URL Configuration Screen

8. This URL must match the combination of the keys mentioned below keys in the **HCL BigFix CLM.WorkFlow** configuration file.

- ServiceHostURL
- ServiceEndPoint

```
<add key="ServiceHostURL" value="https://<ip>:<port>" />
<add key="ServiceEndPoint" value="ServiceName"/>
```

Figure 50 - Workflow Configuration File Screen

9. Navigating to the HCL BigFix CLM.WorkFlow configuration file.
- a. Open run window by pressing the **Window key + R**.
  - b. Type **services.svc** and click **OK**.

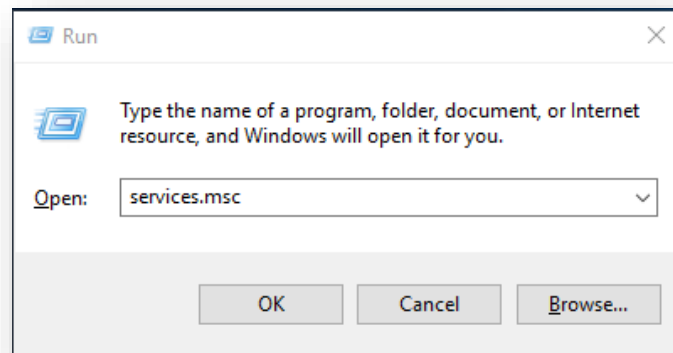


Figure 51 - Run Window

- c. For HCL BigFix CLM.WorkFlow service: (Select the **Service**, then right-click and select **Properties**.)

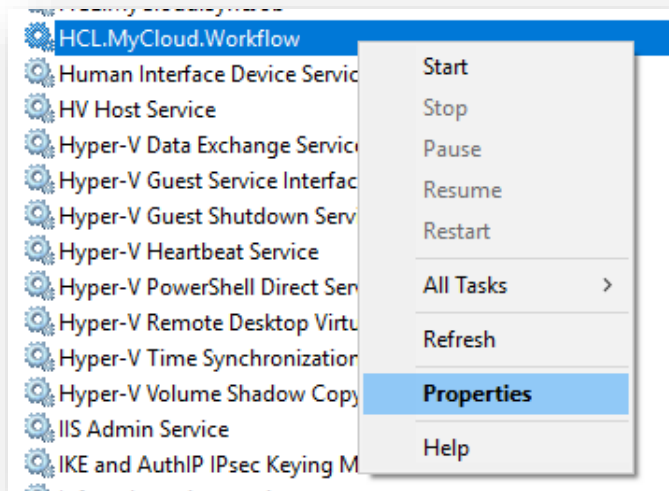


Figure 52 – Properties Selection of a Service

The **Service Property** window appears.

- d. Navigate to the selected **Path to executable** as shown below.

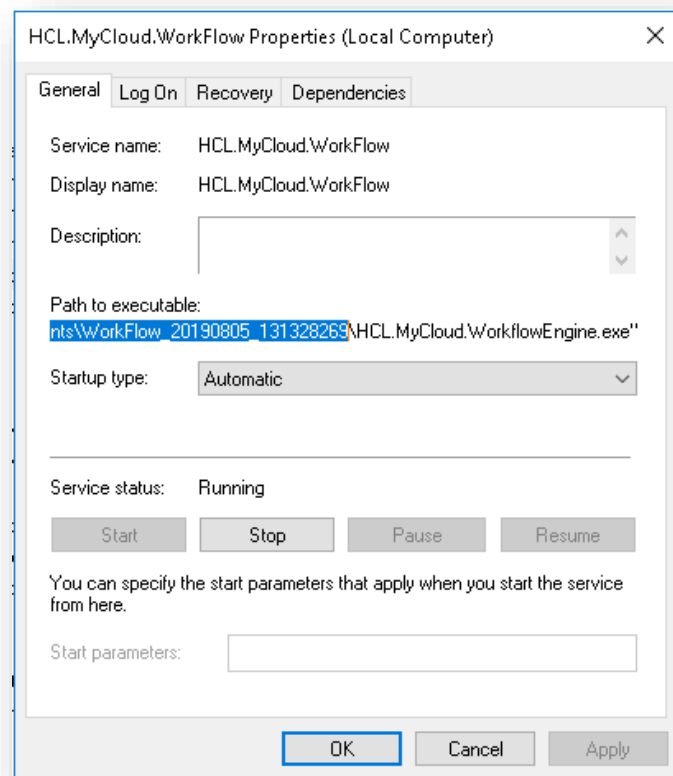


Figure 53 – Service Property Window

10. Open the service config file to find the keys.

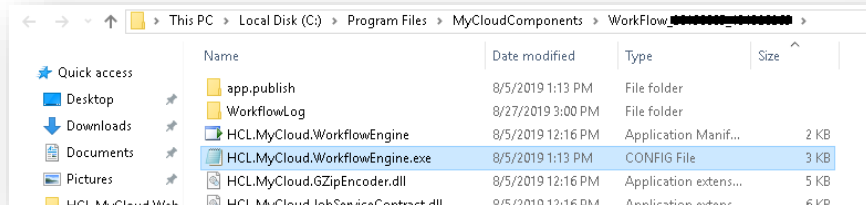


Figure 54 - Workflow Config File

```
<add key="ServiceHostURL" value="https://<ip>:<port>" />
<add key="ServiceEndPoint" value="ServiceName"/>
```

Figure 55 - Workflow Config File

#### 3.1.3.4 AD Service is Not Running

Table 29 - AD Service is Not Running

Track	Description
Issue	AD Service is not running
Modules Impacted	AD Services component
Resolution Steps	<p>Availability <b>test for HCL BigFix CLM.ADService and repeat all the steps for other components.</b></p> <ol style="list-style-type: none"> <li>1. Open run command window by pressing Window key + R.</li> <li>2. Type services.msc and then click OK.</li> </ol> <div data-bbox="572 1254 1248 1606" data-label="Image"> </div> <p>Figure 56 - Run Window</p> <ol style="list-style-type: none"> <li>3. The Services window appears.</li> <li>4. Select <b>HCL BigFix CLM.ADService</b> service from the list of services and check if the Status is updated as Running or not. If the Status appears empty next to the selected service, then start the service using the Start link provided on the left side under the Services window.</li> </ol>

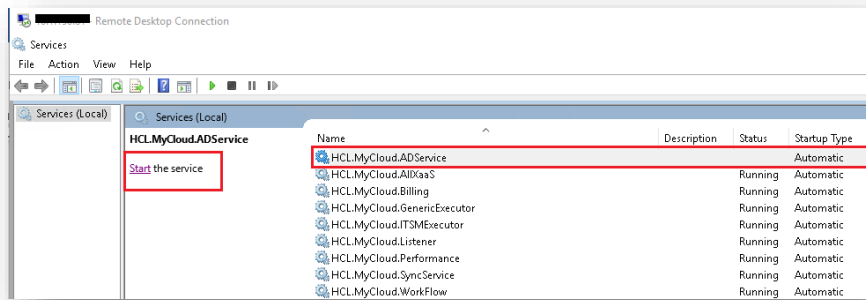


Figure 57 - Select Service

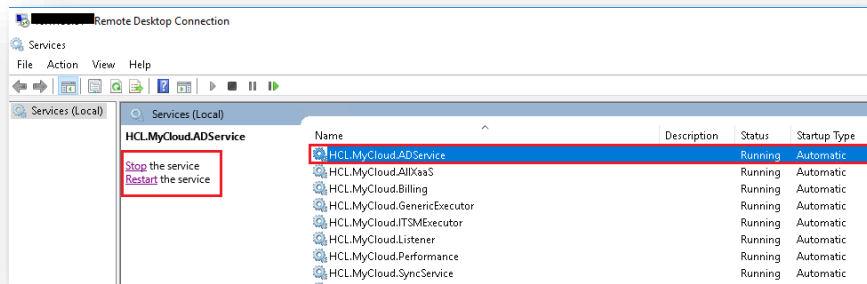


Figure 58 - Service Selected

### 3.1.3.5 Troubleshooting Steps for Generic Task Executor

#### 3.1.3.5.1 HCL BigFix CLMPurgeData: Logs are Not Deleted from Log Table

Table 30 - Logs are Not Deleted from Log Table

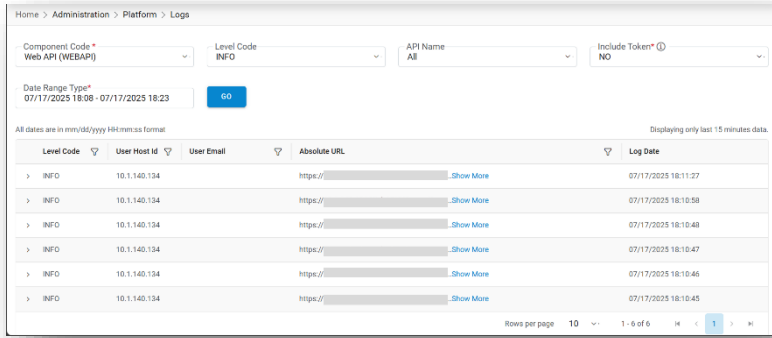
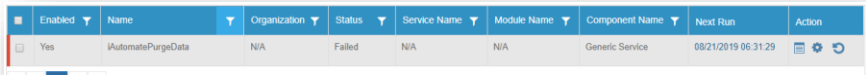
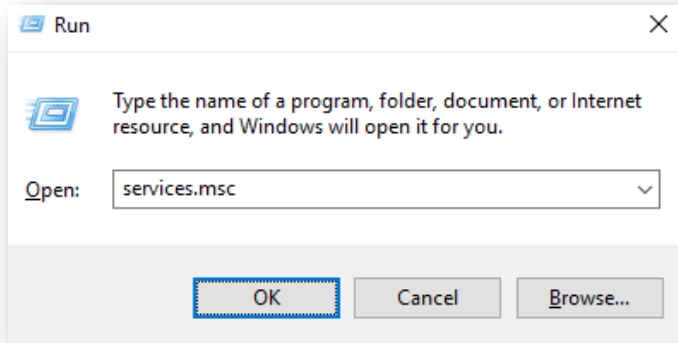
Track	Description
Issue	<p>Logs are not deleted from Log table</p>  <p>Figure 59 - Logs are Not Deleted from Log Table</p>
Tables Impacted	Log4NetLog, JobExecutionLog, JobExecutionRequestDetails
Resolution Steps	Go to the job and ensure that the job is enabled. Enable the job, if isn't already.

Table 31 - The Log Reads 'Not Able to Reach the Component'

Track	Description
Issue	Log reads Not able to reach the component
Tables Impacted	Log4NetLog, JobExecutionLog, JobExecutionRequestDetails
Probable Root Cause	<p>'Not able to reach the component'</p>  <p>Figure 60 - The Log Reads 'Not Able to Reach the Component'</p>
Resolution Steps	<ol style="list-style-type: none"> <li>Go to HCL BigFix CLMPurgeData job and open the job log. If the log reads Not able to reach the component, then check the status of Generic service by following the steps below: <ol style="list-style-type: none"> <li>Go to the server where services are installed, then press <b>Win+R</b>, and then type <b>services.msc</b>.</li> </ol>  <p>Figure 61 - The Log Reads 'Not Able to Reach the Component'</p> <ol style="list-style-type: none"> <li>Click <b>OK</b> to open <b>Windows Services</b>.</li> </ol> </li> </ol>



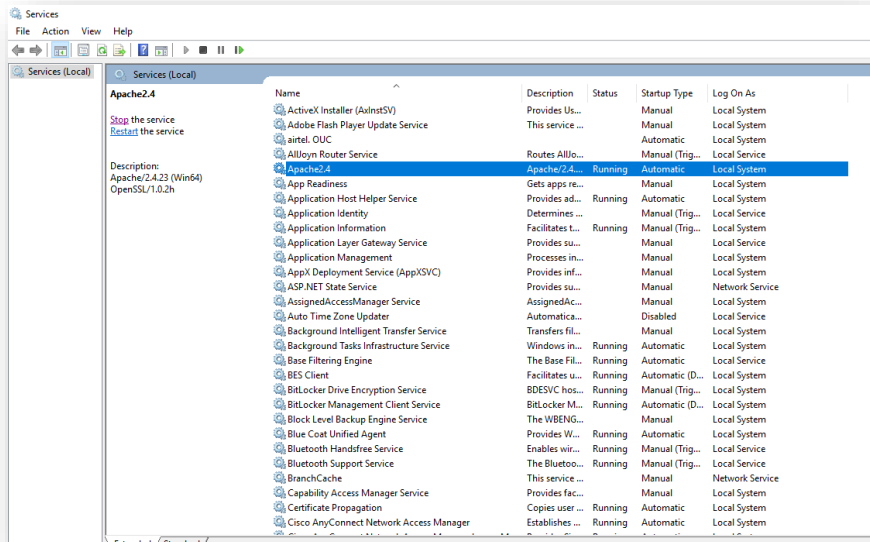


Figure 62 - The Log Reads 'Not Able to Reach the Component'

- c. Click on any of the listed services, then Type **H** to search for **HCL BigFix CLM.GenericExecutor** and select it.
- d. Click **Start** to initiate the service if it's not running already.
2. To check if the service is running fine, perform the following steps:
  - a. Load the WSDL of Generic Service by entering the URL on browser. For e.g. <http://<ipaddress>:<port>/GenericService>
  - b. If the following page appears, it implies that either the service is not running or there is some issue with Generic Service. Please drop a mail at [bigfixclm-prodsupport-team@hcl-software.com](mailto:bigfixclm-prodsupport-team@hcl-software.com) for further help.

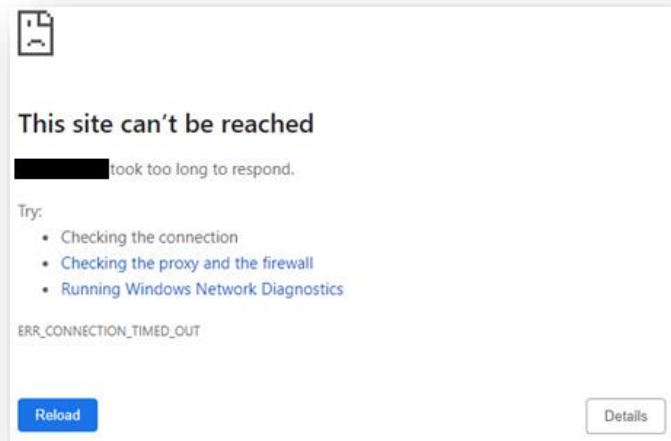
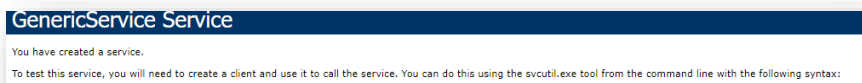


Figure 63 - Logs are Not Deleted from Log Table

- c. If the following page appears, it implies that service is running fine.



### 3.1.3.5.3 HCL BigFix CLMPurgeData: Service is Running and WSDL gets Loaded Successfully but still Issue Persists

Table 32 - Service is Running and WSDL gets Loaded Successfully but still Issues Persist

Track	Description
<b>Issue</b>	Service is running and WSDL gets loaded successfully but still issue persists
<b>Tables Impacted</b>	Log4NetLog, JobExecutionLog, JobExecutionRequestDetails
<b>Resolution Steps</b>	<ol style="list-style-type: none"> <li>1. Check the logs on Component Log page corresponding to the APIWindowServices.</li> <li>2. If the error does not appear on Component Log page, then check the log file. The log file is located within the folder in which service has been installed.</li> <li>3. If a user has database access, then execute the command below: <pre>exec getjobtorundetails 'Gen', 'Y'</pre> </li> </ol> <p>If the above command doesn't provide any data, then please drop a mail at <a href="mailto:bigfixclm-prodsupport-team@hcl-software.com">bigfixclm-prodsupport-team@hcl-software.com</a> for further help.</p>

### 3.1.3.5.4 HCL BigFix CLMPurgeData: Job Failure

Table 33 - Job Failure

Track	Description
<b>Issue</b>	Job Failure
<b>Resolution Steps</b>	<ol style="list-style-type: none"> <li>1. Check the logs on Component Log page corresponding to the Main Listener.</li> <li>2. Check whether listener can call Generic Service or not. If it is responding but unable to return data, then check whether the request JSON is correct or not.</li> </ol>

### 3.1.3.6 Troubleshooting Steps for Job Listener

#### 3.1.3.6.1 Error Message Not able to Reach the Component Appears in Manage Job Module

Table 34 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen

Track	Description
<b>Issue</b>	Error message Not able to reach the component appears on Job Log screen for the respective Job under Manage Job module.
<b>Modules Impacted</b>	Platform data sync, data collector billing and advisory, performance data sync, workflow service, service-now executer, active directory, generic service
<b>Probable Root Cause No.1</b>	Listener service is not up and running
<b>Resolution Steps</b>	<ol style="list-style-type: none"> <li>1. Press Win+R and then type services.msc.</li> <li>2. Click OK to open Windows Services.</li> </ol>

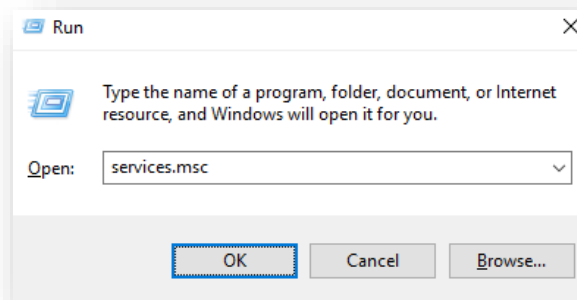


Figure 65 – Error Message “Not Able to Reach the Component” Appears on Job Log Screen

- Find the service HCL BigFix CLM.Listener and select it.

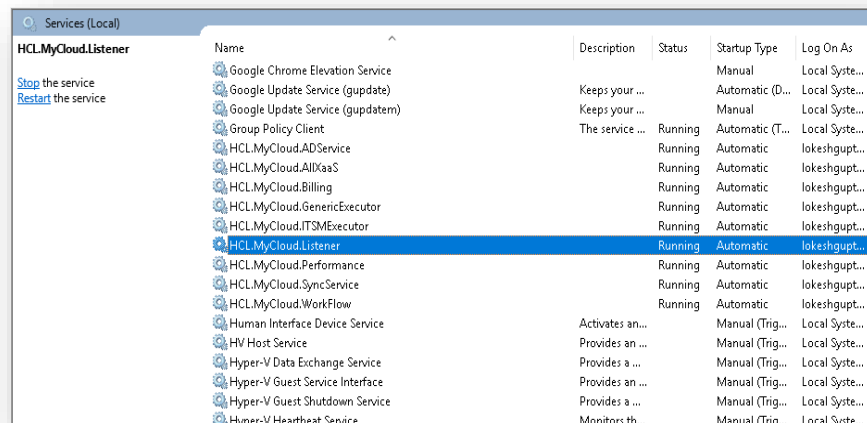


Figure 66 – Error Message “Not Able to Reach the Component” Appears on Job Log Screen

- Click Start to start the service.

<b>Probable Root Cause No.2</b>	Related stored procedure is not giving the data
<b>Resolution Steps</b>	<ol style="list-style-type: none"> <li>Go to the SQL Server Management Studio.</li> <li>Go to HCL BigFix CLMDB and run the Stored Procedure 'GetJobToRunDetails' and check if it is providing relevant data for the component jobs. If it's not providing, please drop a mail at <a href="mailto:bigfixclm-prodsupport-team@hcl-software.com">bigfixclm-prodsupport-team@hcl-software.com</a> for further help.</li> <li>Query to execute the Stored Procedure is, exec GetJobToRunDetails 'Component_Code', 'Y'.</li> </ol>
<b>Probable Root Cause No.3</b>	Issue in Key Management Service (KRS)
<b>Resolution Steps</b>	<ol style="list-style-type: none"> <li>If the <b>Listener</b> service is up and running and SP <b>GetJobToRunDetails</b> is having right set of data, then check the Listener logs and perform the following steps: <ol style="list-style-type: none"> <li>Press <b>Win+R</b> and then type <b>services.msc</b>.</li> </ol> </li> </ol>

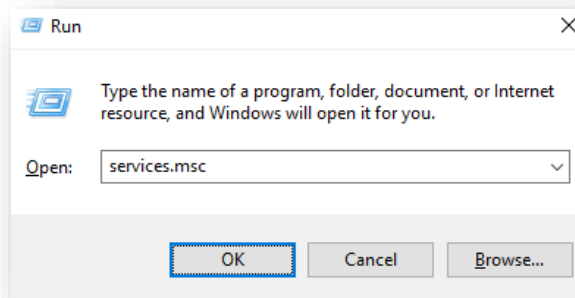


Figure 67 - Error Message “Not Able to Reach the Component” Appears on Job Log Screen

- b. Click **OK** to open **Windows Services**.

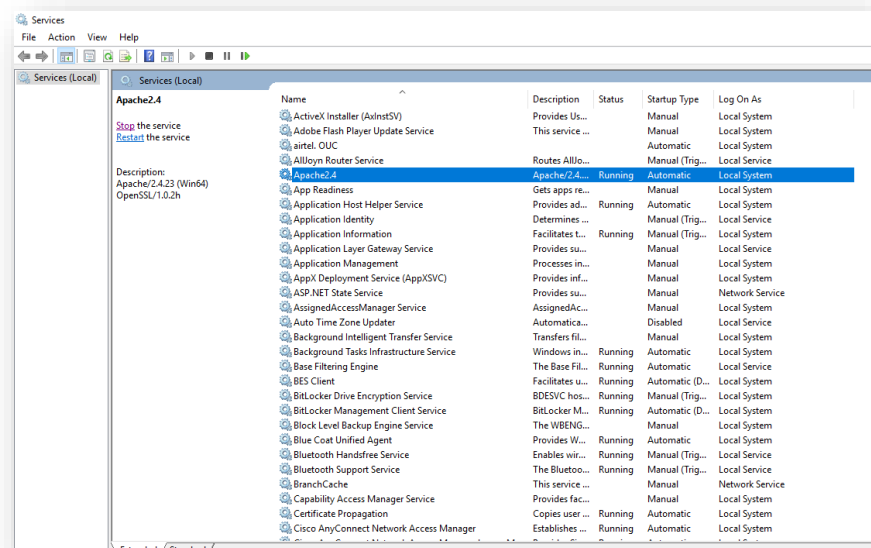


Figure 68 - Error Message “Not Able to Reach the Component” Appears on Job Log Screen

- c. Click on any of the listed services, then type ‘H’, and then search for **HCL BigFix CLM.Listener**.
- d. Right-click on **HCL BigFix CLM.Listener** service and select **Properties**.

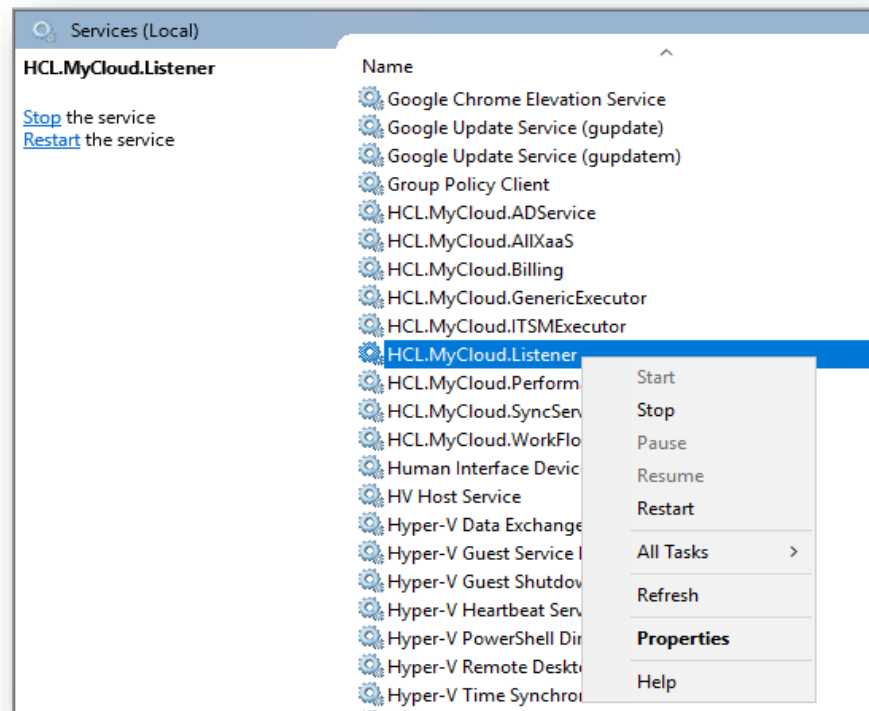


Figure 69 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen

- e. Copy the value mentioned in **Path to executable** as shown in Figure 70 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen.

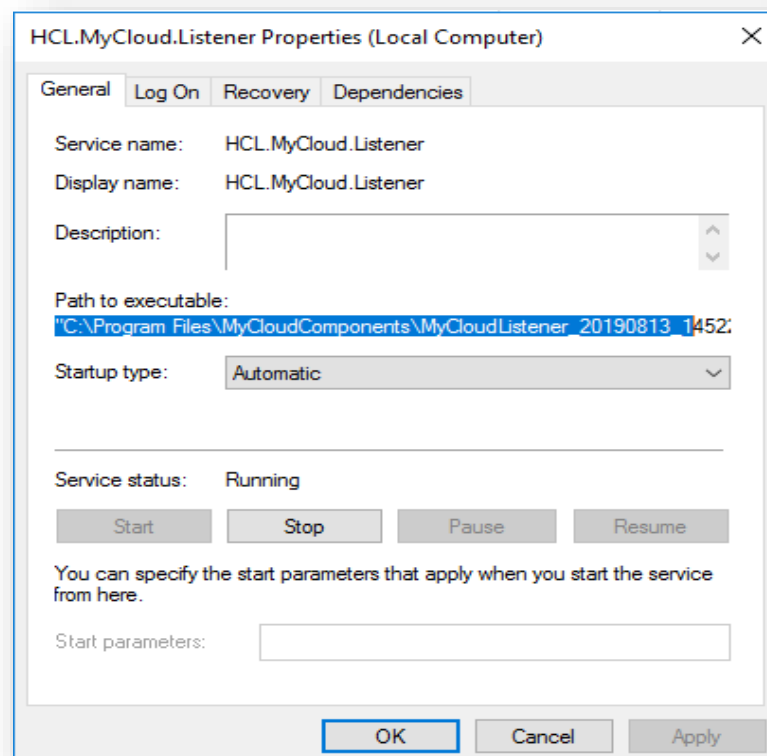


Figure 70 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen

- f. Open **File Explorer**, then paste the copied path, and then press **Enter** to open the desired folder.
- g. Search the folder **ListenerLog** and open it to find the latest text file (.txt) named as **Listener** which is the log file.
- h. Open the log file and check for the error mentioned in [Figure 71 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen](#). This error implies that the URL of KRS in config file of listener is either incorrect or not working properly.

```
2019/08/20 15:53:46 : [ERROR] : Error in CallAPI:Error converting value "There was no endpoint listening at http://[redacted] that could
accept the message. This is often caused by an incorrect address or SOAP action. See InnerException, if present, for more details." to type
'System.Collections.Generic.List`1[System.Collections.Generic.Dictionary`2[System.String,System.Object]]'. Path 'data', line 1, position 496. to process listener at time:8/20/2019 3:53:46 PM
2019/08/20 15:53:47 : [INFO] : Failed to get response from API
2019/08/20 15:53:47 : [INFO] : Error in RunListenerForJob is for central config variables and object ListenerServiceParam,ListenerService in class file StartupClass
```

Figure 71 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen

2. To find the URL from the config file of listener, follow the steps below:
  - a. Press **Win+R** and type **services.msc**.

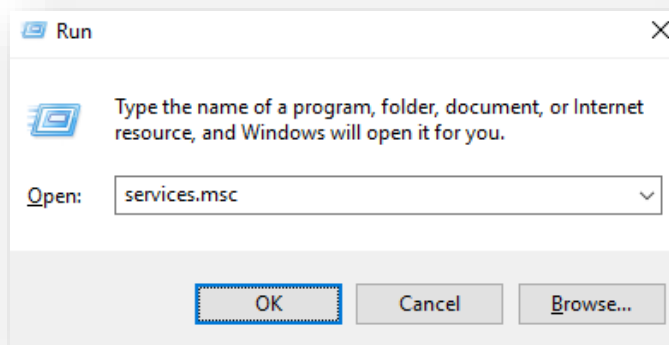


Figure 72 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen

- b. Click **OK** to open **Windows Services**.

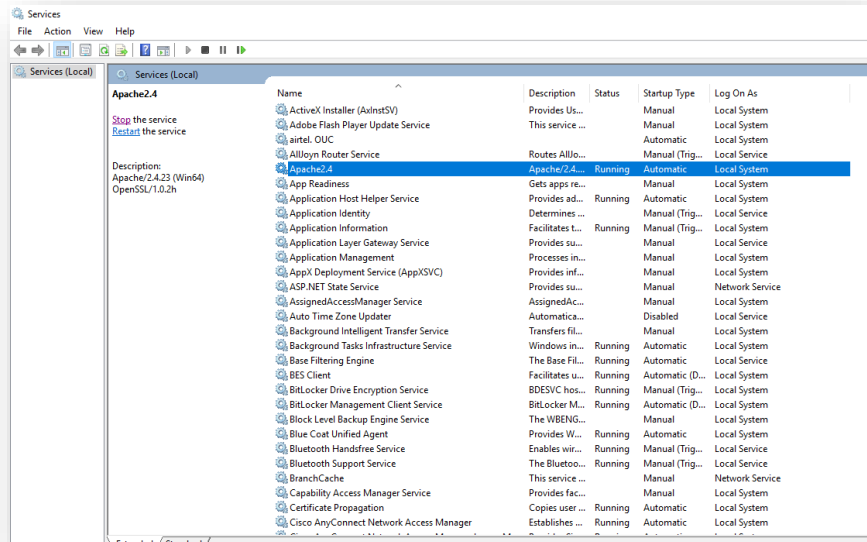


Figure 73 - Error Message “Not Able to Reach the Component” Appears on Job Log Screen

- c. Click on any of the listed services and type **H** to search for **HCL BigFix CLM.Listener**.
- d. Right-click on **HCL BigFix CLM.Listener** service and then click **Properties**.

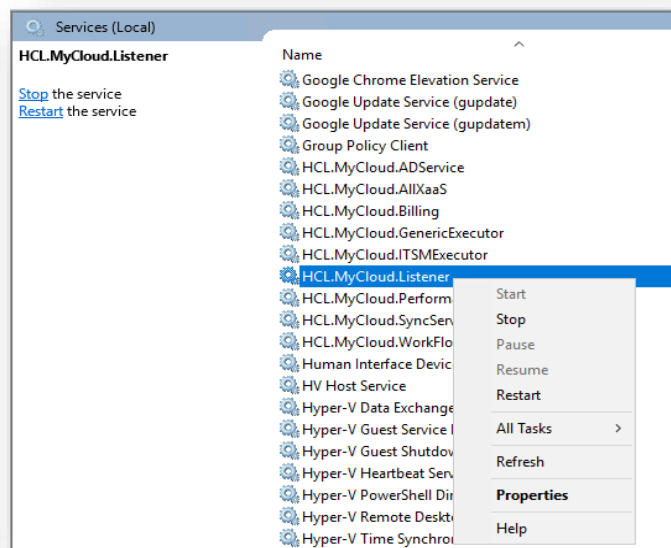


Figure 74 - Error Message “Not Able to Reach the Component” Appears on Job Log Screen

- e. Copy the value mentioned in **Path to executable** field.

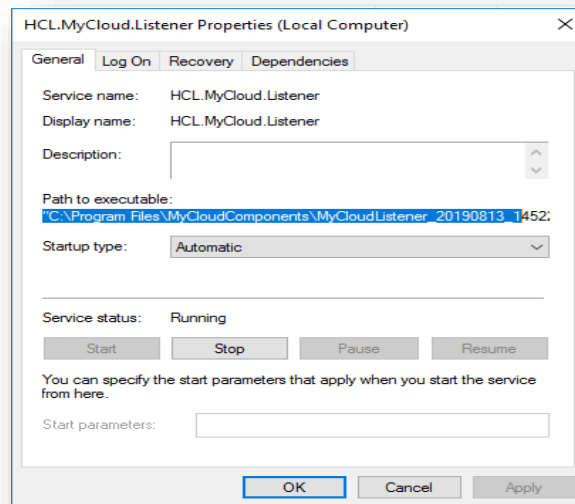


Figure 75 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen

- f. Open **File Explorer**, then paste the path, and then press **Enter** to open the desired folder.
- g. Search for **HCL BigFix CLM.Listner.Service.Host** config file as shown in the below figure.

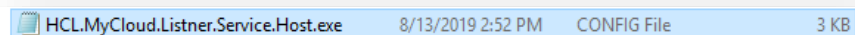


Figure 76 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen

- h. Open the config file and find the value of the key **<KeyManagementBaseAddress>**.
- i. To verify whether the URL is correct or not, go to **HCL BigFix CLMDB**. Run the query "SELECT \* FROM EnvironmentComponentURLs" to find the URL corresponding to component code= 'KRS. If both the URLs are the same then, there is an issue in KRS URL. Find the value of the key **<KeyManagementBaseAddress>** in the config to make KRS URL as 'http://<IP>:<PORT>/KMS'.

```
<add key="URL" value="http://<IP>:<PORT>" />
```

- j. Open browser to run the URL **http://<IP>:<PORT>/KMS/KeyManagement.svc**. Check if WSDL of **KeyManagement.svc** loads successfully. If the following error occurs, then there is an error in KRS. Refer to [Troubleshooting Steps for KRS](#) for more details.



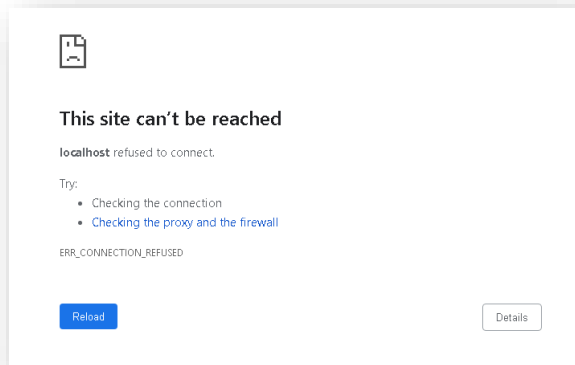


Figure 77 – Error Message “Not Able to Reach the Component” Appears on Job Log Screen

k. If the following WSDL loads, it implies that KRS is running fine.

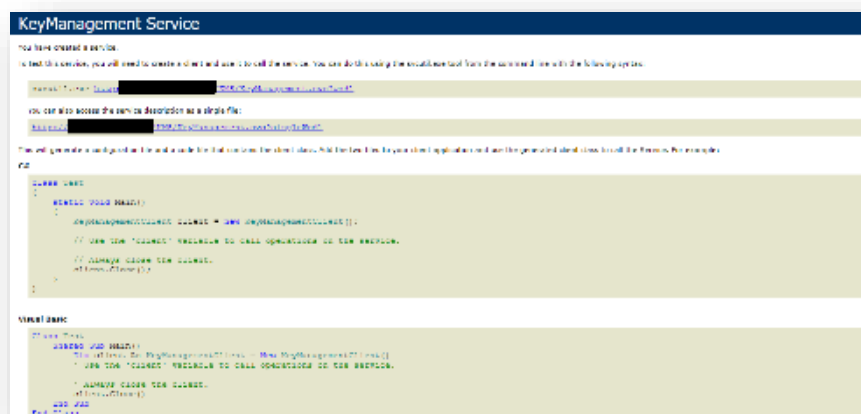


Figure 78 – Error Message “Not Able to Reach the Component” Appears on Job Log Screen

<b>Probable Root Cause No.4</b>	Drive is full – Storage issue
<b>Resolution Steps</b>	<ol style="list-style-type: none"> <li>1. Go to the server where the <b>Listener service</b> is installed.</li> <li>2. Look for any available space in the drive. If not, then ask the System Administrator to increase the space in the drive.</li> <li>3. Restart the service and check again.</li> </ol>

### 3.1.3.7 Power CLI command Issue

#### 3.1.3.7.1 PowerShell Command is Working Fine in Powercli Editor, but Orchestrator Service is Not Able to Execute the Commands

Table 35 – Error Message “Cmdlet Command Not Recognized” Appears on Job Log Screen

Track	Description
<b>Issue</b>	Cmdlet command not recognized
<b>Modules Impacted</b>	Orchestrator Service

<b>Probable Root Cause No.1</b>	<p>Please ensure that all PowerShell Module and external APIs are 32-bit/64-bit version installed.</p> <p>Also ensure that the module listed in the error message should be imported for the logged user profile.</p> <p>Sample command for installing the Module can be as:</p> <p>Install-ModuleVMware.VimAutomation.Core -Scope AllUsers</p>
---------------------------------	---

### 3.1.3.8 Troubleshooting Steps While Using Proxy

#### 3.1.3.8.1 Host Not Reachable

Table 36 - Error Message "Host Not Reachable" Appears in the Log File

Track	Description
<b>Issue</b>	Host not reachable when proxy is being used to access public URLs
<b>Modules Impacted</b>	Sync, Billing, Performance
<b>Probable Root Cause No.1</b>	Network proxy details should be configured in "PlatformProxyDetail" table in the HCL BigFix CLM database.

#### 3.1.3.8.2 Issues accessing internal components like KRS, Vcenter, WebAPI

Table 37 - Error message "The Request Channel Timeout Attempting to Send After 00:01:00" Appears in the Log File

Track	Description
<b>Issue</b>	Timeout or not able to connect to internal components (WebAPI, KRS, Vcenter, VMwar, Scvmm) when using proxy only to access Public URLs
<b>Modules Impacted</b>	Sync, Billing, Performance
<b>Probable Root Cause No.1</b>	<p>Update the app.config file for key "BypassList" with comma separated internal component (which are not accessible or giving timeout) URLs in the respective Components.</p> <div data-bbox="517 1348 1386 1384" data-label="Text"> <pre>&lt;add key="BypassList" value="x.x.x.x,x1.x.x.x"/&gt;</pre> </div> <div data-bbox="588 1494 1264 1556" data-label="Caption"> <p>Figure 79 - Update BypassList key for Bypass IP/Domain from Proxy</p> </div>

## 4 Support

For any queries related to installation, configuration, API(s) issues or any troubleshooting issues, drop an email to [bigfixclm-prodsupport-team@hcl-software.com](mailto:bigfixclm-prodsupport-team@hcl-software.com).

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