HCLSoftware

HCL DRYiCE MyCloud

Troubleshooting Guide

Version 10.8.2

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Table of Contents

1 Preface 9

1.1 Intended Audience 9

1.2 About This Guide 9

1.3 Related Documents 9

1.4 Conventions 10

2 MyCloud Overview 11

2.1 MyCloud Features 11

3 Troubleshooting Procedures 12

3.1 Troubleshooting of MyCloud Components 12

3.1.1 Troubleshooting Steps for MyCloud Installer 12

3.1.2 MyCloud Portal 13

3.1.3 Troubleshooting of MyCloud App Components 40

4 Support 58

Table of Figures

Figure 1 – Run Window 14

Figure 2 - Ping Response 14

Figure 3 – MyCloud Portal Login Page 15

Figure 4 - Run Window 15

Figure 5 - IIS Console Home Page 16

Figure 6 - IIS Console HCLMyCloudPortal Node Selected 16

Figure 7 - Showing Application Pool 17

Figure 8 - Selected Application Pool 17

Figure 9 - Key Rotation Service Home Page 17

Figure 10 - Run Window 18

Figure 11 – MyCloud Logger Base Path with Log Files 18

Figure 12 – MyCloud Portal Login Screen without CSS 19

Figure 13 - Run Window 19

Figure 14 - Server Manager Dashboard 19

Figure 15 - Before You Begin Screen 20

Figure 16 - Installation Type Screen 20

Figure 17 - Server Selection Screen 21

Figure 18 - Select Static Content 21

Figure 19 - Long Response Time of MyCloud 22

Figure 20 - Error Message SOAP Certificate Negotiation Failure Appears 23

Figure 21 - Error Message SOAP Certificate Negotiation Failure Appears 24

Figure 22 - Error Message SOAP Certificate Negotiation Failure Appears 25

Figure 23 - Error Message SOAP Certificate Negotiation Failure Appears 26

Figure 24 - Error message SOAP Certificate Negotiation Failure Appears 27

Figure 25 - User is Not Authorized to Access MyCloud 28

Figure 26 - Localhost Redirected You Too Many Times 28

Figure 27 - KRS is Not Working as it's Unable to Provide the Key: Server Error 30

Figure 28 - KRS is Not Working as it's Unable to Provide the Key: Server Error 30

Figure 29 - KRS is Not Working as its Unable to Provide the Key: Server Error 31

Figure 30 – KRS is Not Working as it's Unable to Provide the Key: Server Error 31
Figure 31 – KRS is Not Working as it's Unable to Provide the Key: Server Error 32
Figure 32 – KRS is Not Working as it's Unable to Provide the Key: Server Error 32
Figure 33 – KRS is Not Working as it's Unable to Provide the Key: Server Error 33
Figure 34 – KRS is Not Working as it's Unable to Provide the Key: Server Error 33
Figure 35 – KRS is Not Working as it's Unable to Provide the Key: Server Error 34
Figure 36 – KRS is Not Working as it's Unable to Provide the Key: Server Error 34
Figure 37 – KRS is Not Working as it's Unable to Provide the Key: Server Error 35
Figure 38 – KRS is Not Working as it's Unable to Provide the Key: Server Error 35
Figure 39 – KRS is Not Working as it's Unable to Provide the Key: HTTP Error 36
Figure 40 – KRS is Not Working as it's Unable to Provide the Key: HTTP Error 36
Figure 41 – IIS – Find KRS Application Pool 38
Figure 42 – Edit Application Pool 38
Figure 43 – WEB API is Not Running 39
Figure 44 – WEB API is Not Running 39
Figure 45 – MyCloud Portal Login Screen 41
Figure 46 – Component URL Configuration Screen 41
Figure 47 – Component URL Configuration Screen 42
Figure 48 – MyCloudPortal Login Screen 42
Figure 49 – Component URL Configuration Screen 43
Figure 50 – Workflow Configuration File Screen 43
Figure 51 – Run Window 43
Figure 52 – Properties Selection of a Service 44
Figure 53 – Service Property Window 44
Figure 54 – Workflow Config File 45
Figure 55 – Workflow Config File 45
Figure 56 – Run Window 45
Figure 57 – Select Service 46
Figure 58 – Service Selected 46
Figure 59 – Logs are Not Deleted from Log Table 46

Figure 60 - The Log Reads 'Not Able to Reach the Component' 47
Figure 61 - The Log Reads 'Not Able to Reach the Component' 47
Figure 62 - The Log Reads 'Not Able to Reach the Component' 47
Figure 63 - Logs are Not Deleted from Log Table 48
Figure 64 - Logs are Not Deleted from Log Table 48
Figure 65 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen 49
Figure 66 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen 50
Figure 67 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen 50
Figure 68 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen 51
Figure 69 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen 51
Figure 70 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen 52
Figure 71 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen 52
Figure 72 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen 53
Figure 73 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen 53
Figure 74 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen 54
Figure 75 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen 54
Figure 76 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen 54
Figure 77 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen 55
Figure 78 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen 55
Figure 79 – Update BypassList key for Bypass IP/Domain from Proxy 57

List of Tables

Table 1 – Conventions 10

Table 2 - Installer Not Running 12

Table 3 - Database Details - Check Connection Failure 12

Table 4 - Server Configuration – Check User Validity Failure 13

Table 5 - Pre-Requisite Checker – Pre-requisite Software Checking Failure 13

Table 6 - MyCloud Component Installation Failure 13

Table 7 - Availability Tests Using Command Prompt 13

Table 8 - Availability Tests Using Browser 14

Table 9 - Check Website & AppPool in IIS Responding or Not 15

Table 10 - Check Key Rotation Service is Up and Running 17

Table 11 - Website is Not Available 17

Table 12 - CSS is Not Loading for the Website 18

Table 13 - Long Response Time of MyCloud 21

Table 14 - Invalid Login Attempt in MyCloud Portal 22

Table 15 - User Not Found while Logging into the Application 22

Table 16 - Error Message "SOAP Certificate Negotiation Failure" Appears 23

Table 17 - User is Not Authorized to Access MyCloud 27

Table 18 - Localhost Redirected You Too Many Times 28

Table 19 - Site is Not Working or Getting Java Script Error 29

Table 20 – Login Not Working with SAML Authentication 29

Table 21 - KRS is Not Working as it's Unable to Provide the Key: Server Error 29

Table 22 - KRS is Not Working as its Unable to Provide the Key: HTTP Error 36

Table 23 - KRS is Not Working as it's Unable to Provide the Key: MIME Type Error 37

Table 24 – KRS WCF Service Virtual Application is Shutting Down 37

Table 25 - WEB API is Not Running 39

Table 26 - WEB API Service is Running, yet there is No Response Received 40

Table 27 - Availability Test Using MyCloud Portal 40

Table 28 - Component URL and Service Host are Not Responding 42

Table 29 - AD Service is Not Running 45

Table 30 – Logs are Not Deleted from Log Table....46

Table 31 – The Log Reads 'Not Able to Reach the Component'....46

Table 32 – Service is Running and WSDL gets Loaded Successfully but still Issues Persist....48

Table 33 – Job Failure....49

Table 34 – Error Message "Not Able to Reach the Component" Appears on Job Log Screen....49

Table 35 – Error Message "Cmdlet Command Not Recognized" Appears on Job Log Screen....56

Table 36 – Error Message "Host Not Reachable" Appears in the Log File....56

Table 37 – Error message "The Request Channel Timeout Attempting to Send After 00:01:00" Appears in the Log File....56

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_DRYiCE_MyCloud_10.8.2_ Troubleshooting _Guide

1 Preface

This section provides information about MyCloud 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 MyCloud services
- Defining process workflows in the tool
- MyCloud Configuration
- MyCloud 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:

- MyCloud Features
- Troubleshooting of MyCloud components
- Availability Tests- Command Prompt
- Troubleshooting of MyCloud 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 MyCloud.

- MyCloud Introduction Guide
- MyCloud Installation Guide
- MyCloud Configuration Guide – Admin Module
- MyCloud Configuration Guide – Provider Module – Part 1
- MyCloud Configuration Guide – Provider Module – Part 2
- MyCloud User Guide
- MyCloud Developer Guide
- MyCloud API Guide
- MyCloud V3 API Guide

1.4 Conventions

The following typographic conventions are used in this document:

Table 1 – Conventions

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

2 MyCloud 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.

DRYiCE MyCloud 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. DRYiCE MyCloud's data-driven recommendations and advisories ensure continuous optimization of enterprise cloud environments across areas, including cost, performance, security, and utilization.

2.1 MyCloud 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.
- **Advisory & Recommendation**
  Proactive recommendations around Cost Optimization, Fault Tolerance, Performance and Security.
- **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 MyCloud Components

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

3.1.1 Troubleshooting Steps for MyCloud 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	MyCloud Installer
Resolution Steps	1. Check, whether the antivirus is not restricting the "exe" file from running. 2. Ensure that the installer zipped file has been unzipped as per the defined procedure and all contents have been extracted successfully. 3. Refer to the log and exception files (available, where the installer has been unzipped) for more information.

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	MyCloud Installer
Resolution Steps	1. Check the connectivity to the database server. 2. Ensure that the DB port (1443) is open for communication. 3. Ensure that the username and password are entered correctly. 4. Refer to the log and exception files (available, where the installer has been unzipped) for more information.

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	MyCloud Installer
Resolution Steps	1. Check if all details have been entered correctly. 2. Ensure that the user has the administrator rights. 3. Refer to the log and exception files (available, where the installer has been unzipped) for more information.

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	MyCloud Installer
Resolution Steps	1. Ensure that all the pre-requisites, i.e. software, are installed under Registry (under the Local System). Then, press **Win+R** and type **regedit.msc** to open the **Registry.** 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.

3.1.1.5 MyCloud Component Failure

Table 6 - MyCloud Component Installation Failure

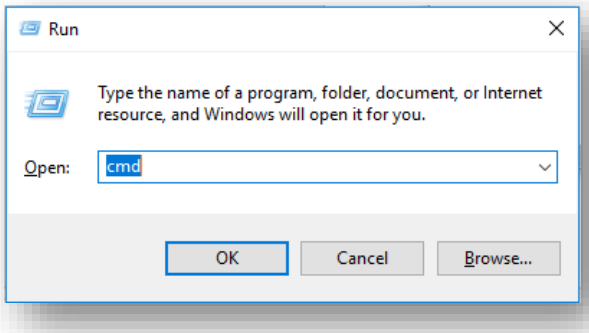
Track	Description
Issue	MyCloud component installation failure
Modules Impacted	MyCloud Installer
Resolution Steps	1. If a failure occurs due to the database, then resolve the issue depending on the error message. 2. If a failure occurs due to the components, ensure that all the pre-requisites are completed. To check the exact error, find the executed command in installer logs under the log folder inside the installer.

3.1.2 MyCloud 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	1. Open run command window by pressing **Window key** + **R**. 2. Type **cmd** and click **OK**.



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 MyCloudPortal is available else follow the steps detailed in Troubleshooting of MyCloud Components and as shown in Figure 2 - Ping Response.

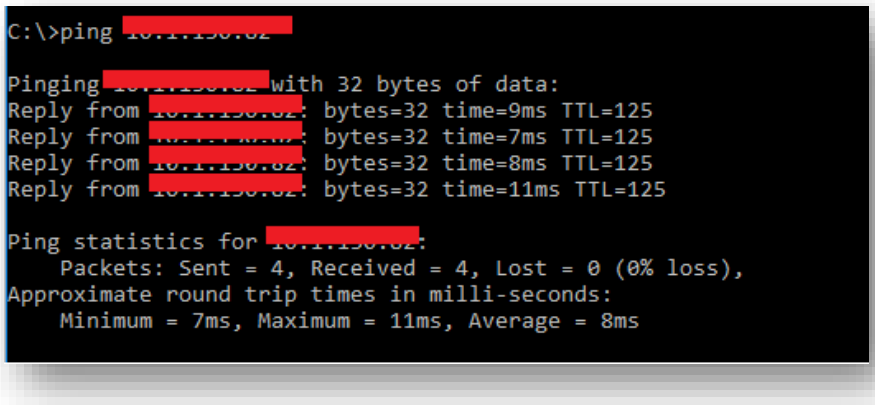


Figure 2 - Ping Response

3.1.2.2 Availability Tests- Browser

Table 8 - Availability Tests Using Browser

Track	Description
Type of Test	Availability tests using Browser
Resolution Steps	1. Open Google Chrome/ Mozilla/ IE browser and enter the MyCloud Portal URL in the address bar. 2. If **MyCloud Portal Login Page** appears, then the portal is available otherwise follow the troubleshooting steps in Troubleshooting of MyCloud Components and as shown in Figure 3 – MyCloud Portal Login Page

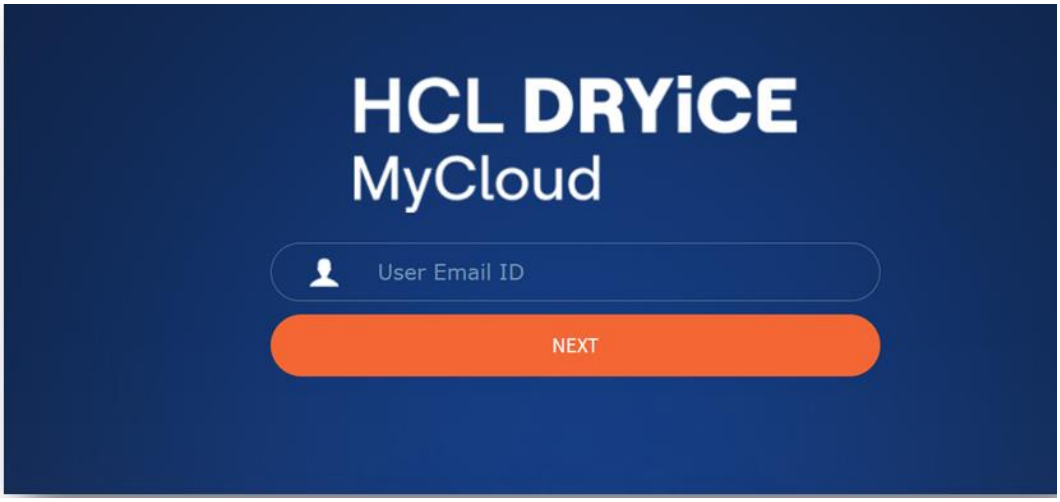
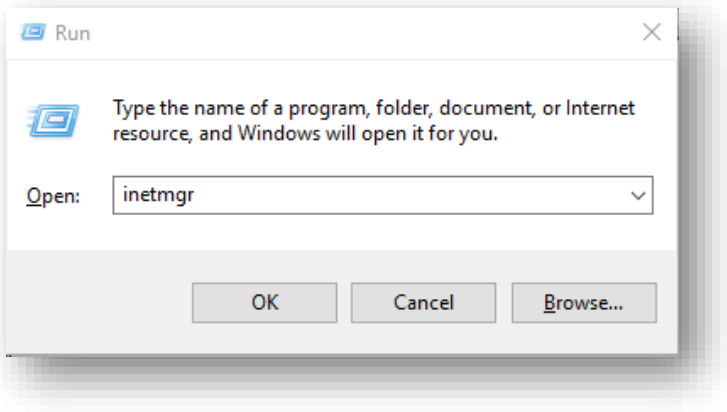


Figure 3 – MyCloud Portal Login Page

3.1.2.3 Troubleshooting of MyCloud 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	1. Open the run command window by pressing **Window key** + **R**. 2. Type **inetmgr** and click **OK**.  Figure 4 - Run Window 3. The IIS Console Home Page appears. 4. Expand the **Server Name** node > **Sites** node > **HCLMyCloudPortal** node.

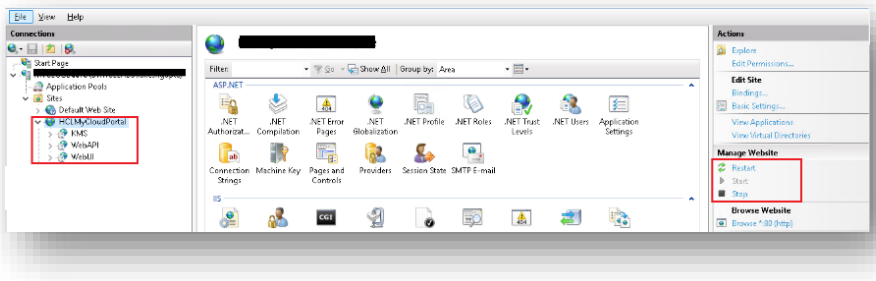


Figure 5 - IIS Console Home Page

5. The **Manage WebSite** section on the right navigation bar of HCLMyCloudPortal will be in **Start** state. If it is in **Stop** state, then click on **Start** link, as shown in Figure 6 - IIS Console HCLMyCloudPortal Node Selected.

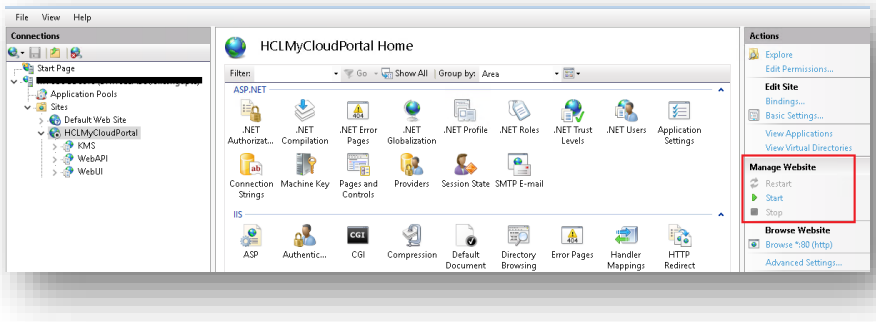


Figure 6 - IIS Console HCLMyCloudPortal Node Selected

6. To check **App Pools**,
   a. Select **HCLMyCloudPortal**, 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

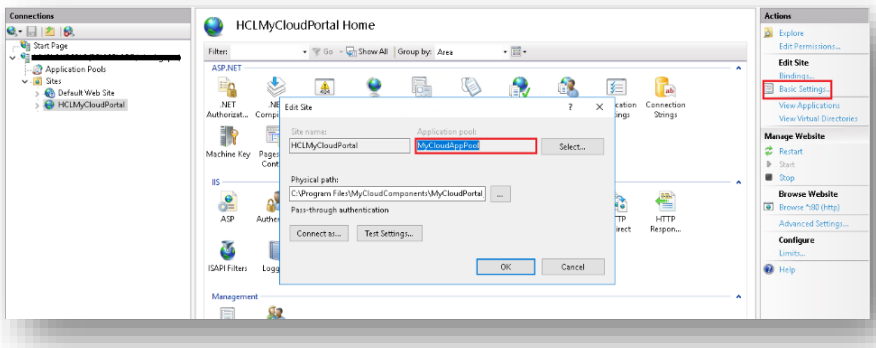


Figure 7 - Showing Application Pool

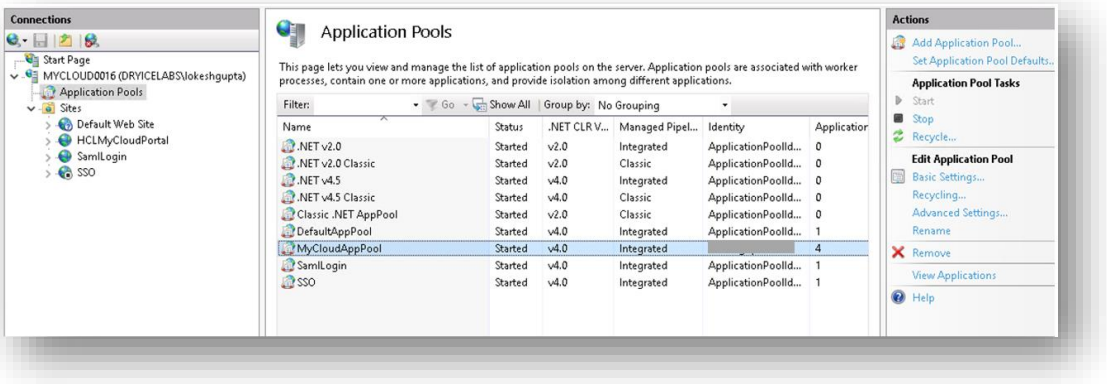


Figure 8 - Selected Application Pool

3.1.2.3.2 To Check Key Rotation Service is Up and Running

Table 10 - Check Key Rotation Service is Up and Running

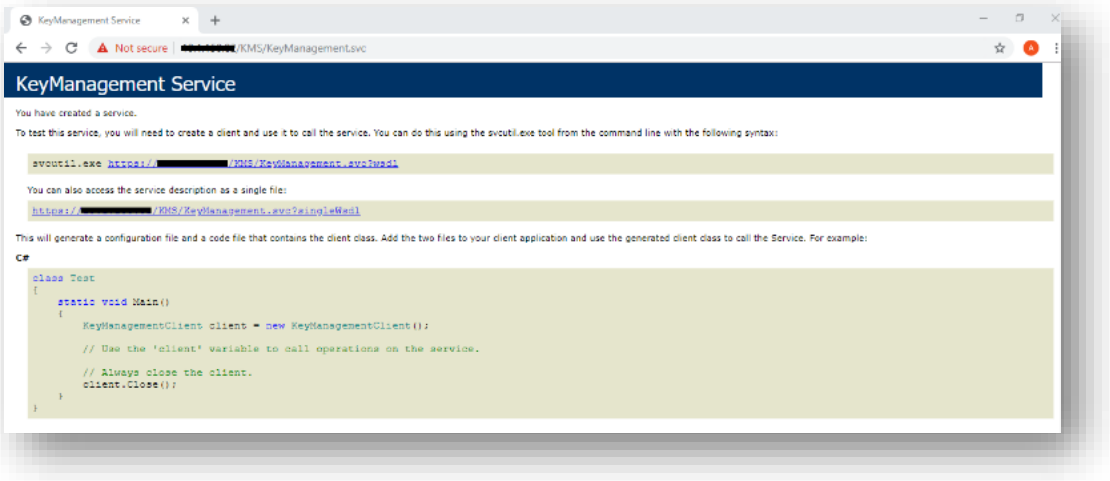
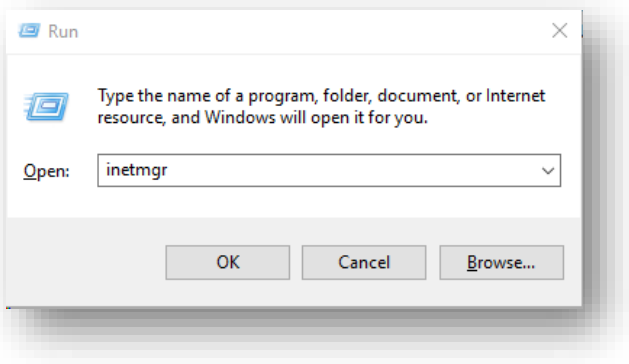
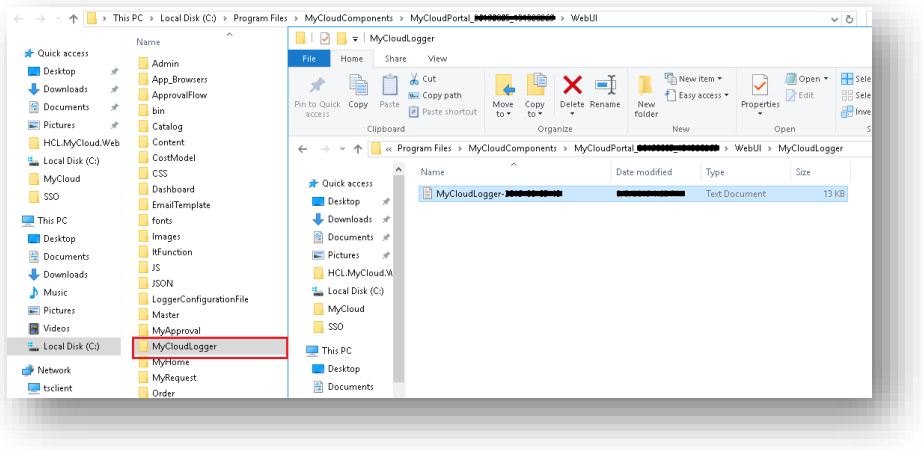
Track	Description
Issue	Check Key Rotation Service is Up and Running
Resolution Steps	1. Open Google Chrome/ Mozilla/ IE browser and type the URL http://<ip>/KMS/KeyManagement.svc 2. URL in the address bar as shown in Figure 9 - Key Rotation Service Home Page.  3. If it's not getting displayed as shown in the above figure, then please drop a mail at MyCloud-Product-Supp@hcl.com for further help.

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 > MyCloudPortal node. 5. Right-click on the **WebUI** node and click **Explore**. 6. Open **MyCloudLogger** folder and then open the latest **MyCloudLogger-xxxx-xx-xx-xx** file to view the website logs as shown in Figure 11 – MyCloud Logger Base Path with Log Files.  Figure 11 – MyCloud Logger Base Path with Log Files

3.1.2.4 Troubleshooting Steps for MyCloud 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
Issue	CSS is not loading for the website
	1. Open Google Chrome/ Mozilla/ IE browser and enter the MyCloud Portal URL in the address bar**.** The MyCloud Portal Login screen appears.

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

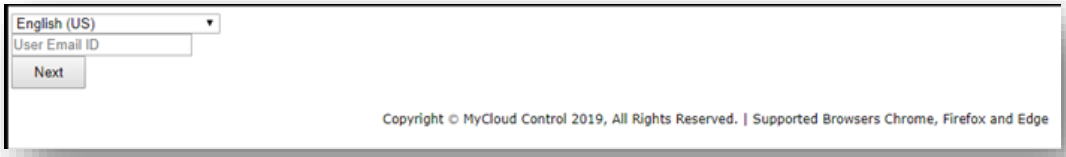


Figure 12 – MyCloud Portal Login Screen without CSS

Modules Impacted	MyCloud Portal
Resolution Steps	1. Open the run command window by pressing **Window key** + **R**. 2. Type **ServerManager** and click **OK**.

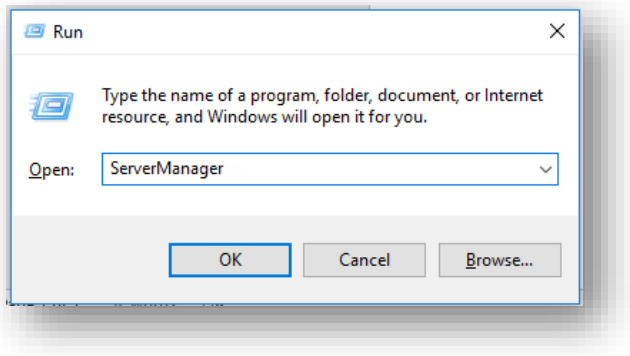


Figure 13 - Run Window

The **Server Manager** window appears.

3. Click on Add roles and features.

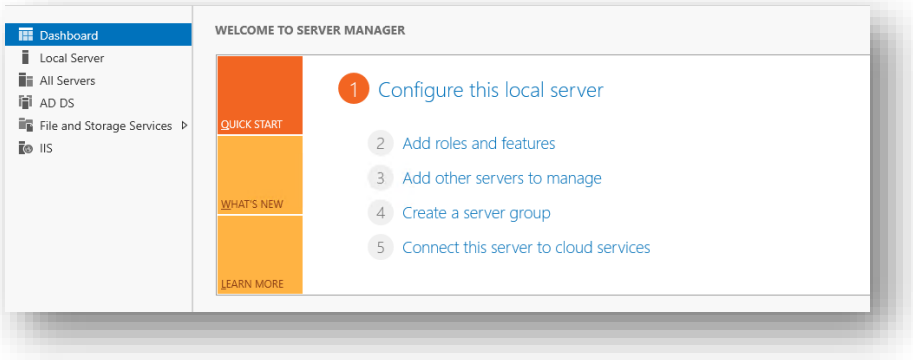


Figure 14 - Server Manager Dashboard

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

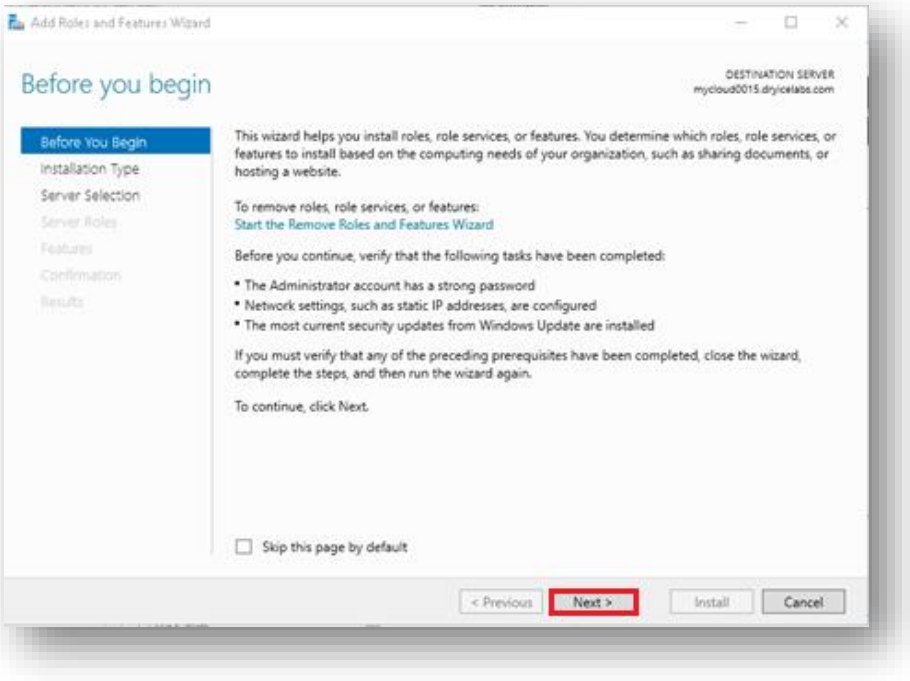


Figure 15 - Before You Begin Screen

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

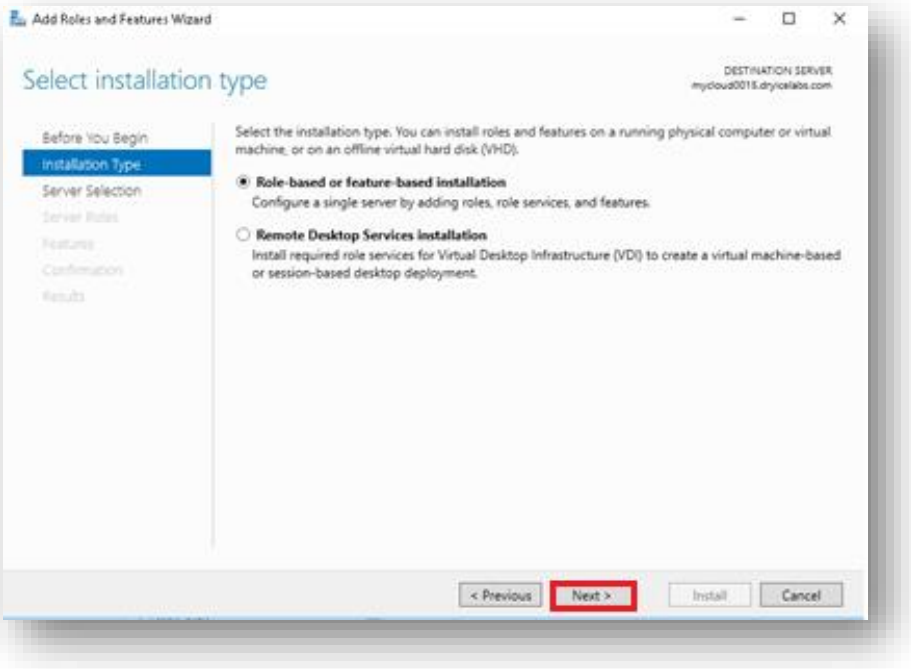


Figure 16 - Installation Type Screen

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**.

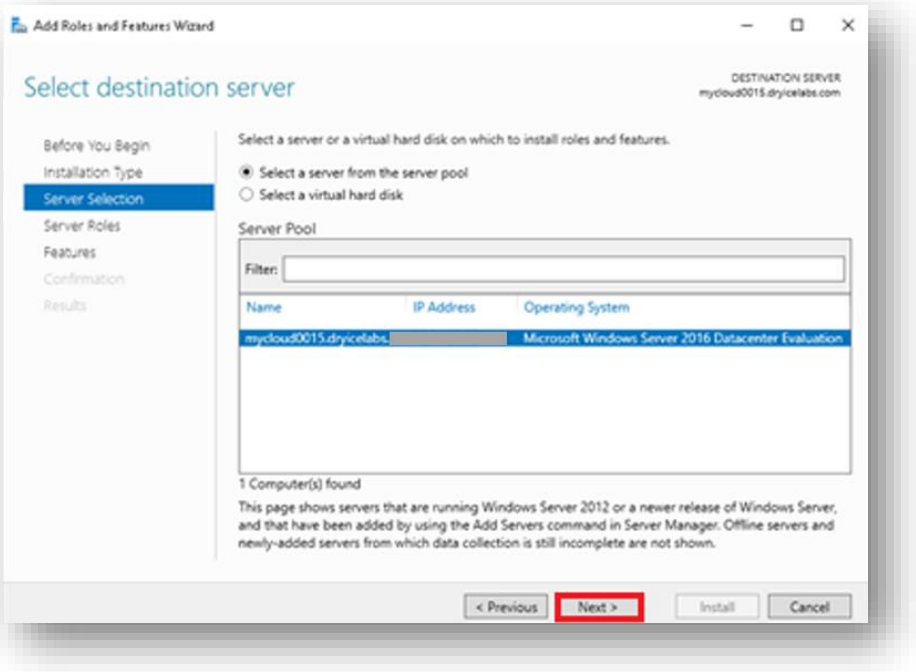


Figure 17 - Server Selection Screen

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

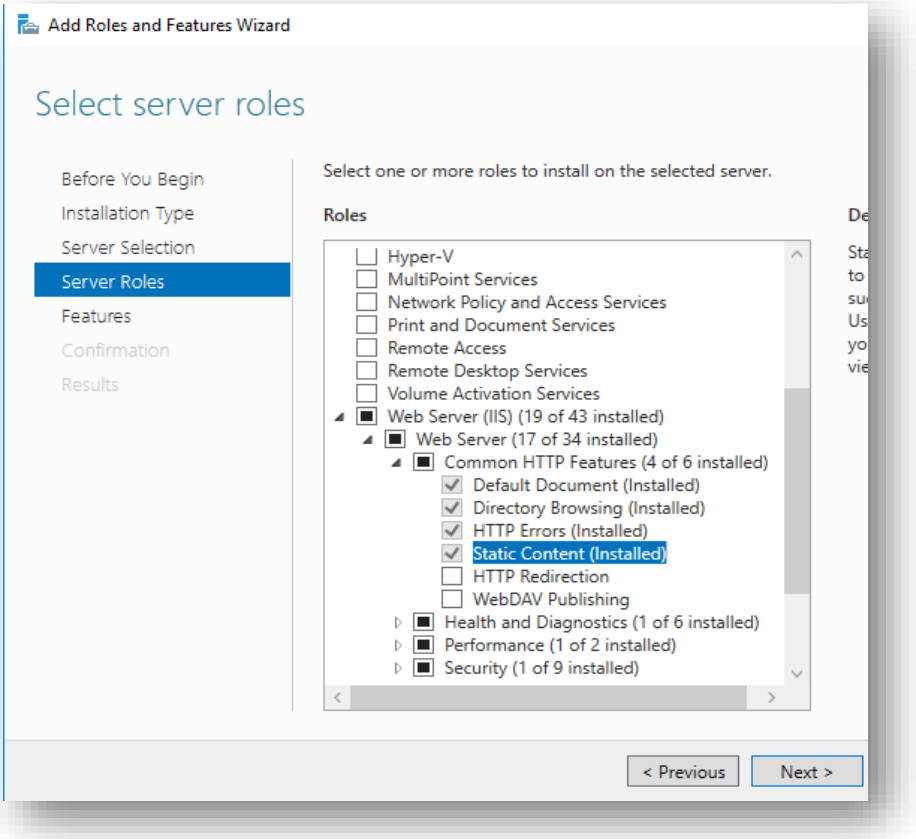


Figure 18 - Select Static Content

3.1.2.4.2 Long Response Time of MyCloud Website

Table 13 - Long Response Time of MyCloud

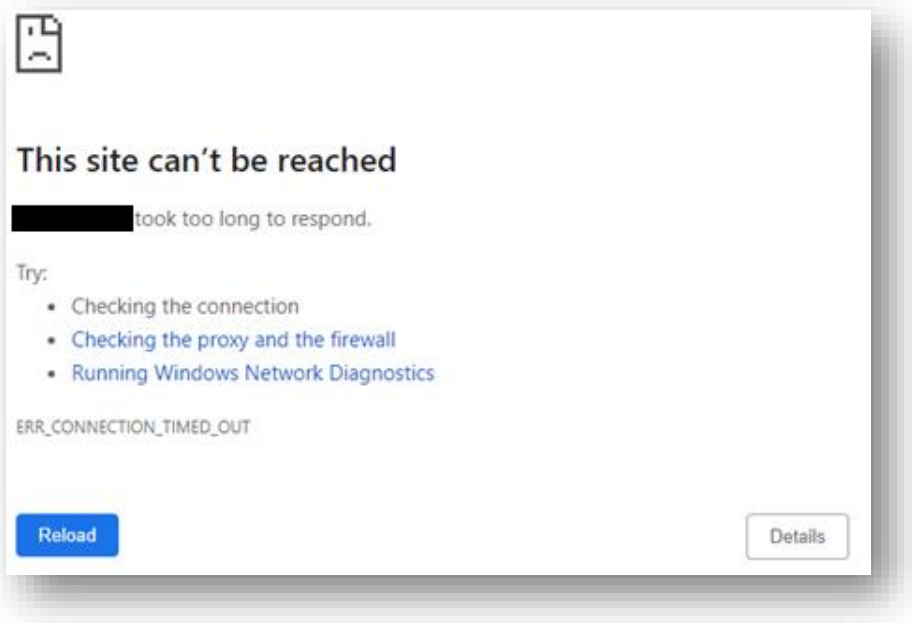
Track	Description
Issue	Long response time of MyCloud 
Modules Impacted	Web Application
Probable Root Cause	Issue with connectivity to the environment
Resolution Steps	Please ensure that the user has proper internet connectivity and access to the website.

Figure 19 - Long Response Time of MyCloud

3.1.2.4.3 Invalid Login Attempt in MyCloud Portal

Table 14 - Invalid Login Attempt in MyCloud Portal

Track	Description
Issue	Invalid Login Attempt in MyCloud Portal
Modules Impacted	Web Application
Probable Root Cause	Incorrect Password entered by user
Resolution Steps	1. Ensure that the correct User ID and Password are entered as the login credentials. 2. Ensure that the installer zipped file has been unzipped as per the defined procedure and all contents have been extracted successfully. 3. Refer to the log and exception files (available, where the installer has been unzipped) for more information.

3.1.2.4.4 User Not Found

Table 15 - User Not Found while Logging into the Application

Track	Description
Issue	User Not Found while logging into the application
Modules Impacted	Web Application
Probable Root Cause	Issue with the User ID used for login
Resolution Steps	1. Login to MyCloud using the provider's admin credentials.

	2. Go to Organization and then click User Management. 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 **SOAP Certificate Negotiation Failure** appears in the Component Log screen of MyCloud portal
Modules Impacted	Web Application
Probable Root Cause	HCL.MyCloud certificate is not present in MMC > Local Machine > Trusted People and MMC > Local Machine > Personal.
Resolution Steps	1. Get a valid **HCL.MyCloud** certificate from the team concerned or get a copy of the certificate from MyCloud Installation Guide (refer the **Pre-requisite section in Installation Guide**). 2. Double-click on the **HCL.MyCloud** certificate, select the **Local Machine,** and then click **Next**. Figure 20 - Error Message SOAP Certificate Negotiation Failure Appears 3. Specify the file that needs to be imported and click **Next**.

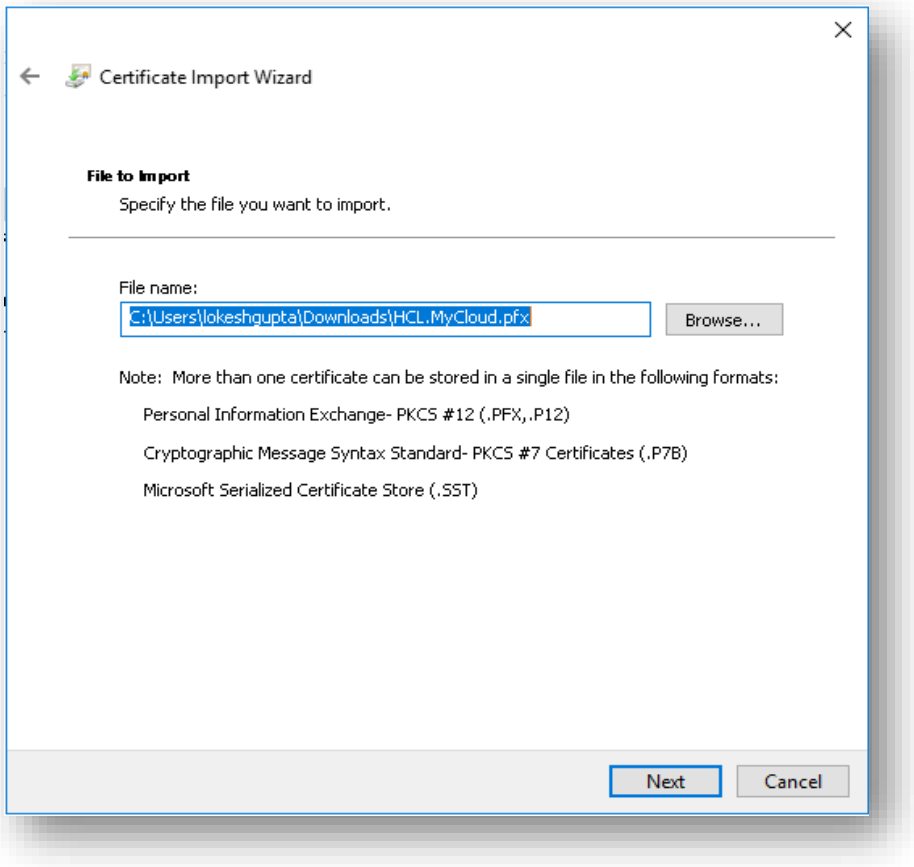


Figure 21 - Error Message SOAP Certificate Negotiation Failure Appears

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

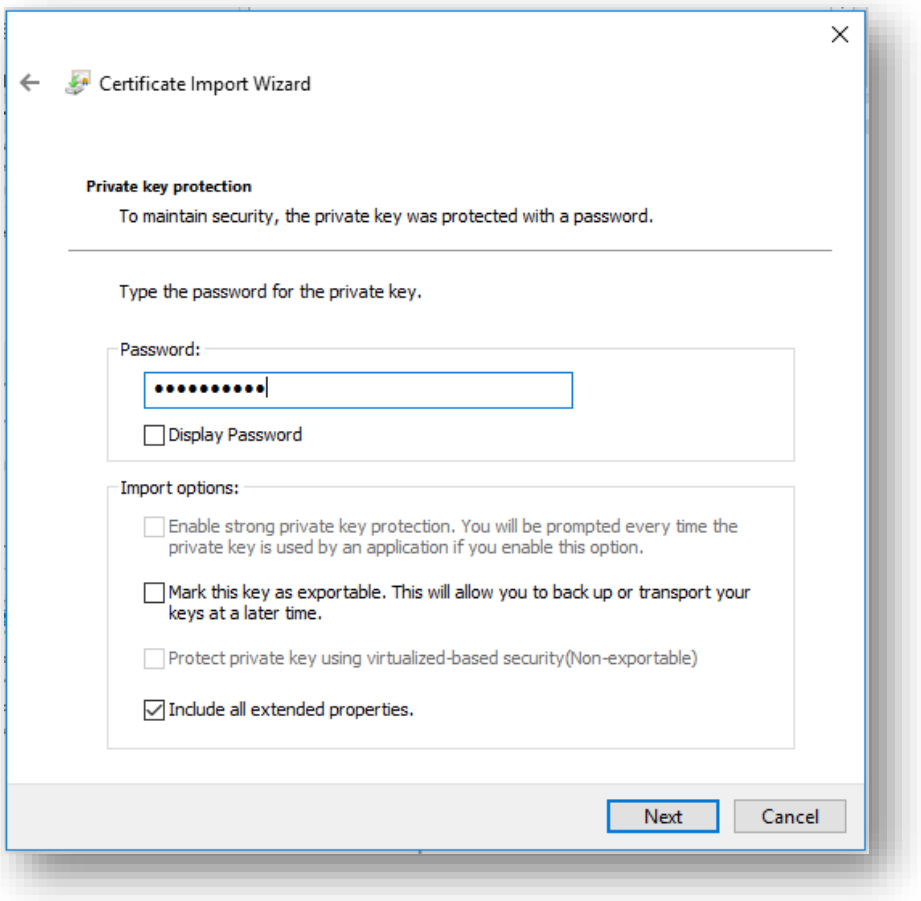


Figure 22 - Error Message SOAP Certificate Negotiation Failure Appears

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**.

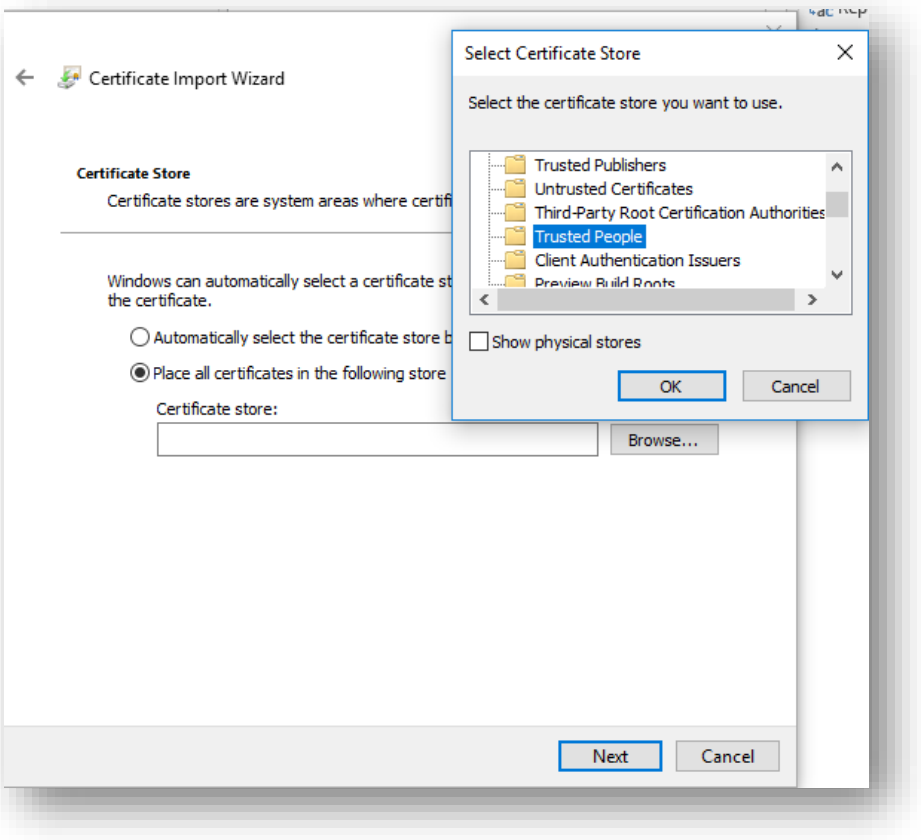


Figure 23 - Error Message SOAP Certificate Negotiation Failure Appears

7. Click **Finish**.

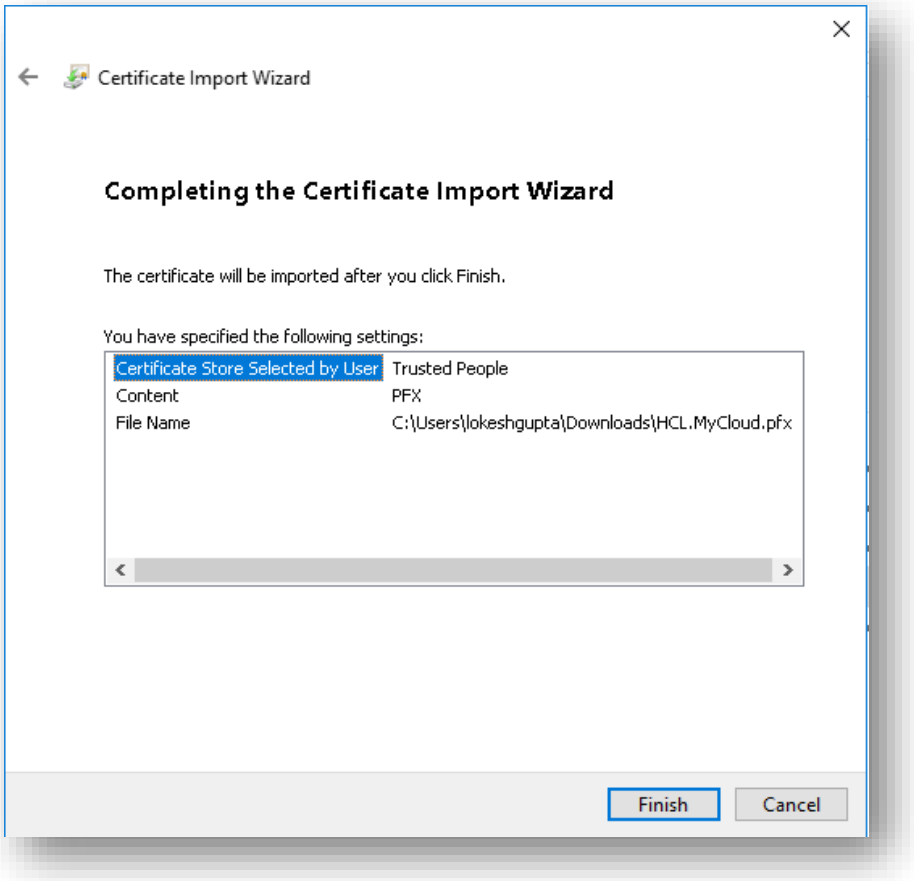


Figure 24 - Error message SOAP Certificate Negotiation Failure Appears

3.1.2.4.6 User is Not Authorized to Access MyCloud

Table 17 - User is Not Authorized to Access MyCloud

Track	Description
Issue	User is not authorized to access MyCloud
Modules Impacted	Web Application
Probable Root Cause	Key Rotation Service (KRS) may not be working
Resolution Steps	Refer to the Troubleshooting Steps for Key Rotation System (KRS) (Web API component) for more details. 1. To validate whether KRS is working, check if KRS WSDL is loading by going to the URL http://<LB IP>:<port>/KMS/KeyManagement.svc.

Figure 25 - User is Not Authorized to Access MyCloud

2. 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

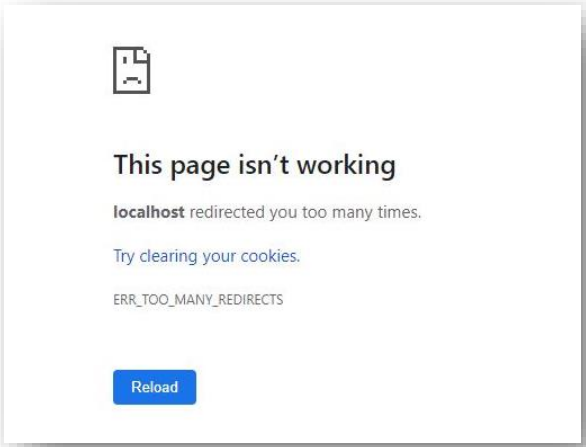
Track	Description
Issue	Localhost redirected you for multiple times 
Modules Impacted	Web Application
Probable Root Cause	HCL.MyCloud.pfx certificate is not present
Resolution Steps	1. Refer to the file **global.aspx** to see the exact error. 2. Either HCL.MyCloud.pfx certificate is not present in **MMC** > **Local Machine** > **Trusted People** or the certificate is corrupted. Then go to step 4. 3. If the certificate is present, delete the certificate and import it again (Refer to the step below). 4. Refer to SOAP Certificate Negotiation Failure resolution steps to import the certificate.

Figure 26 - Localhost Redirected You Too Many Times

3.1.2.4.8 Site is Not Working or Getting Java Script Error

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.MyCloud.pfx certificate is not present
Resolution Steps	1. Refer to the file **global.aspx** to see the exact error. 2. Either HCL.MyCloud.pfx certificate is not present in **MMC** > **Local Machine** > **Trusted People** or the certificate is corrupted (refer step 4). 3. If the certificate is present, delete the certificate and import it again. (Refer the step below). 4. Refer to the SOAP Certificate Negotiation Failure resolution steps to import the certificate.

3.1.2.4.9 Login not working with SAML authentication

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	1. Login into MyCloudDB database using SQL Management Studio 2. See logs in Log4net table for WebSite Component. 3. Check if any of the following errors are present: a. "Cookies does not exist" b. "Cache does not exist" c. "saml session does not exist" 4. If errors present in #3 then Update the following keys in the web.config of Website a. Set "requireSSL" attribute to "true" in <httpCookies> tag b. Set "cookieSameSite" attribute to "None" in <sessionState> tag

3.1.2.5 Troubleshooting Steps for Key Rotation System (KRS)

3.1.2.5.1 KRS is not working as its unable to provide the key: Server Error

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

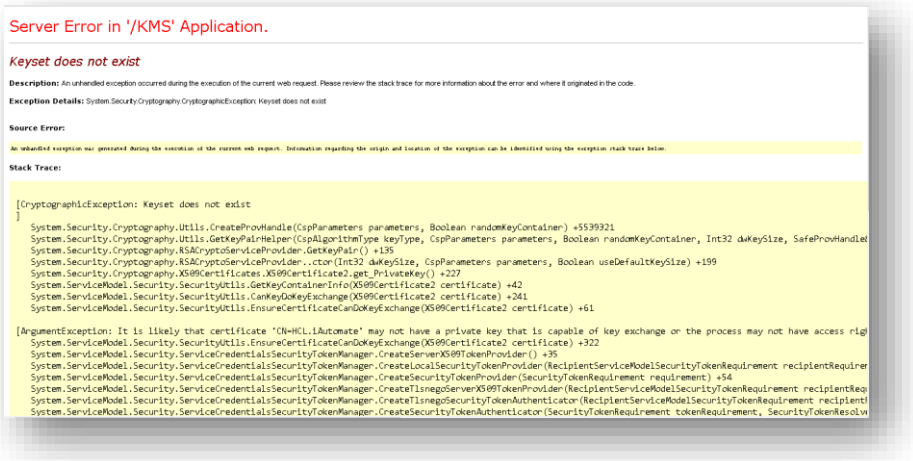
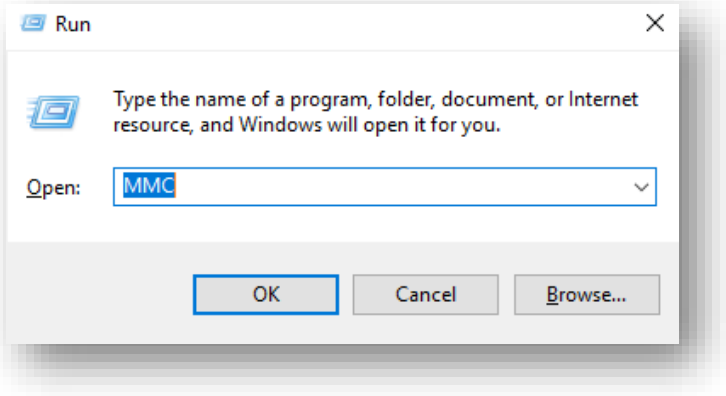


Figure 27 - KRS is Not Working as it's Unable to Provide the Key: Server Error

Modules Impacted	MyCloud and its components
Probable Root Cause No.1	Issue is with access rights of the certificate
Resolution Steps	1. Press **Win+R**, then type **MMC** and then click **OK**.  Figure 28 - KRS is Not Working as it's Unable to Provide the Key: Server Error 2. Click File > Add Remove Snap-in.

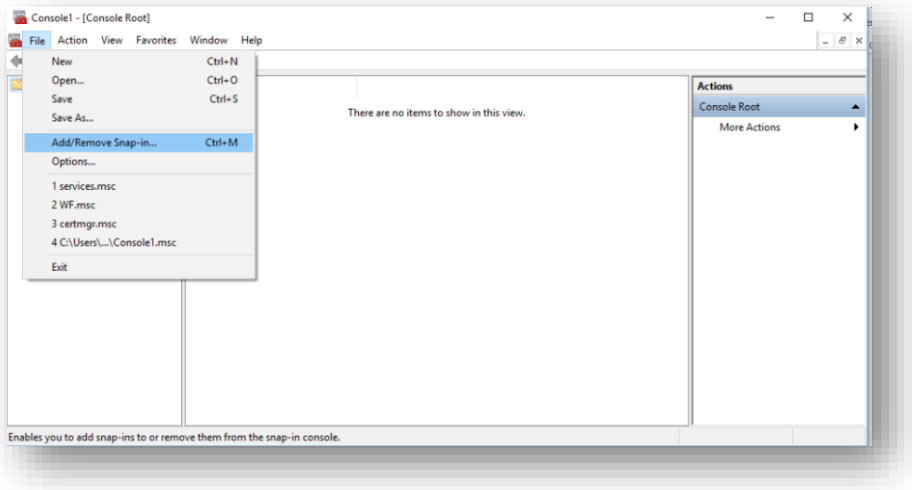


Figure 29 – KRS is Not Working as its Unable to Provide the Key: Server Error

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

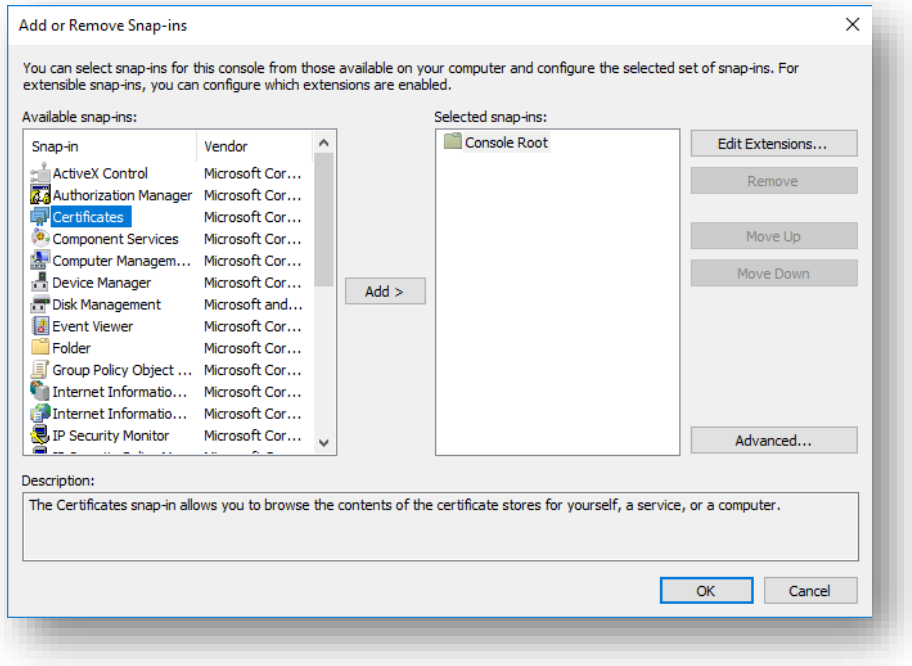


Figure 30 – KRS is Not Working as it's Unable to Provide the Key: Server Error

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

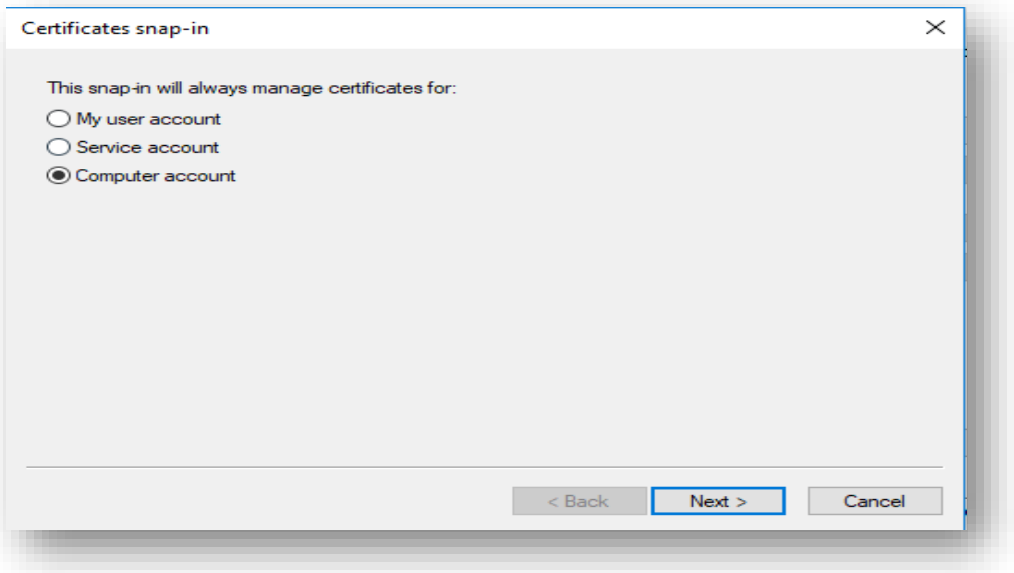


Figure 31 - KRS is Not Working as it's Unable to Provide the Key: Server Error

5. Click **Finish**.

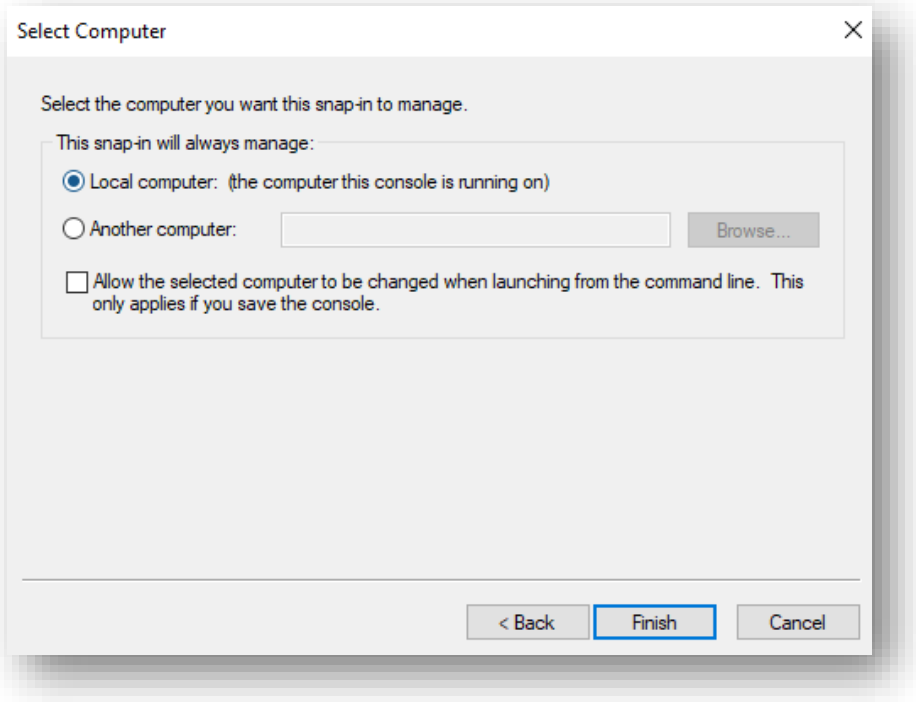


Figure 32 - KRS is Not Working as it's Unable to Provide the Key: Server Error

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

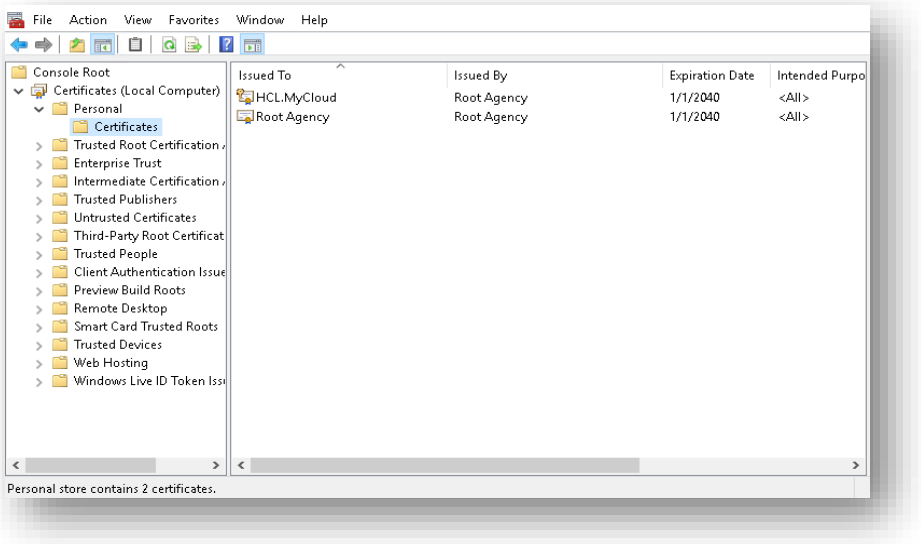


Figure 33 - KRS is Not Working as it's Unable to Provide the Key: Server Error

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

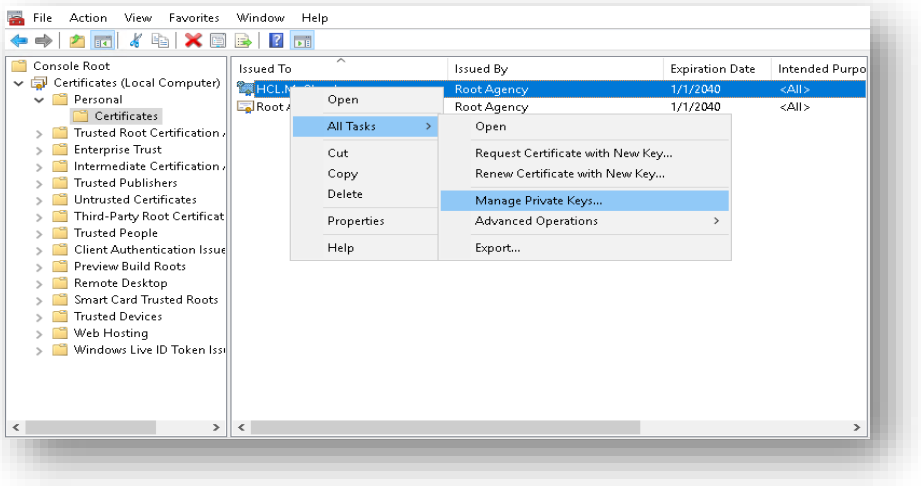


Figure 34 - KRS is Not Working as it's Unable to Provide the Key: Server Error

9. Click **Add**.

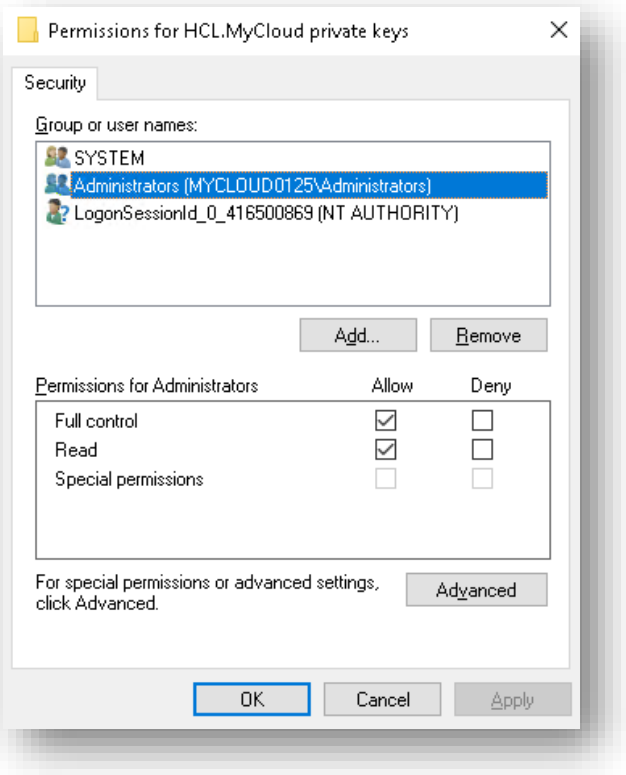


Figure 35 - KRS is Not Working as it's Unable to Provide the Key: Server Error

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

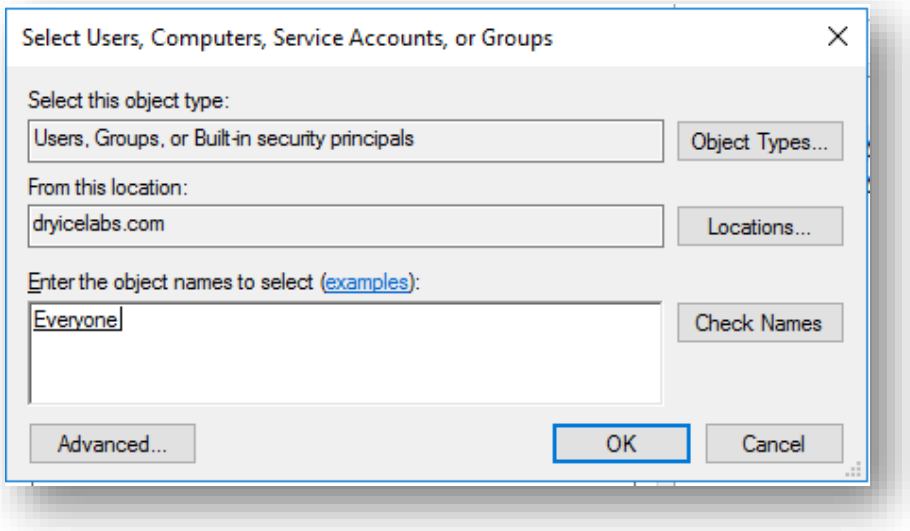


Figure 36 - KRS is Not Working as it's Unable to Provide the Key: Server Error

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

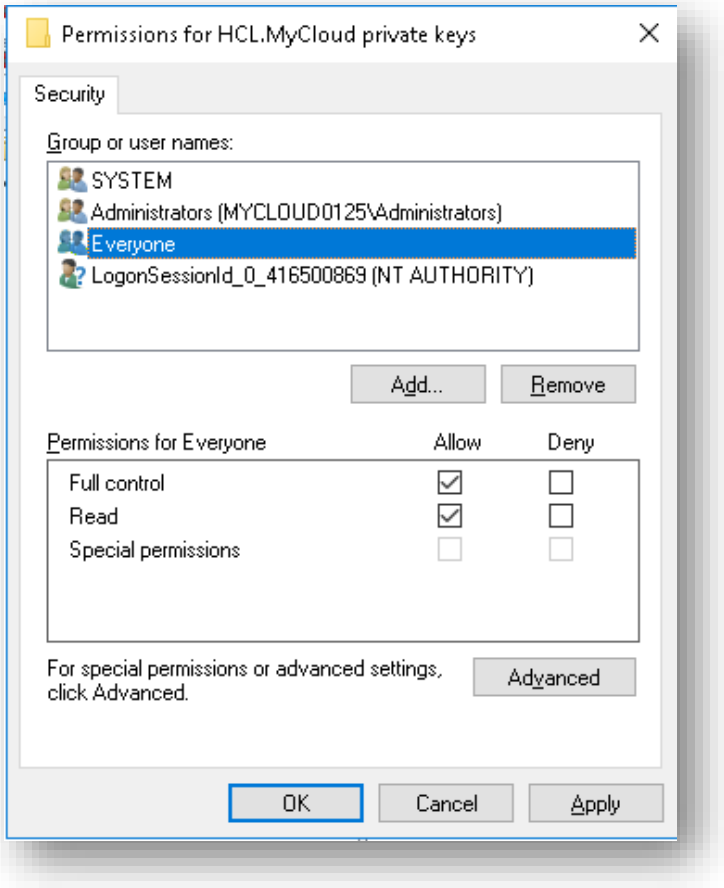


Figure 37 - KRS is Not Working as it's Unable to Provide the Key: Server Error

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

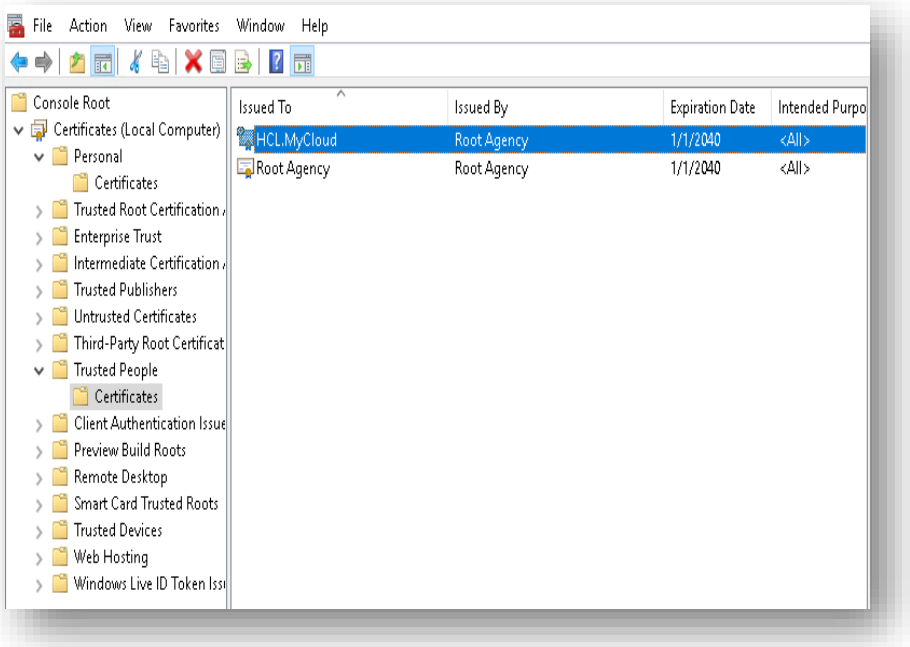
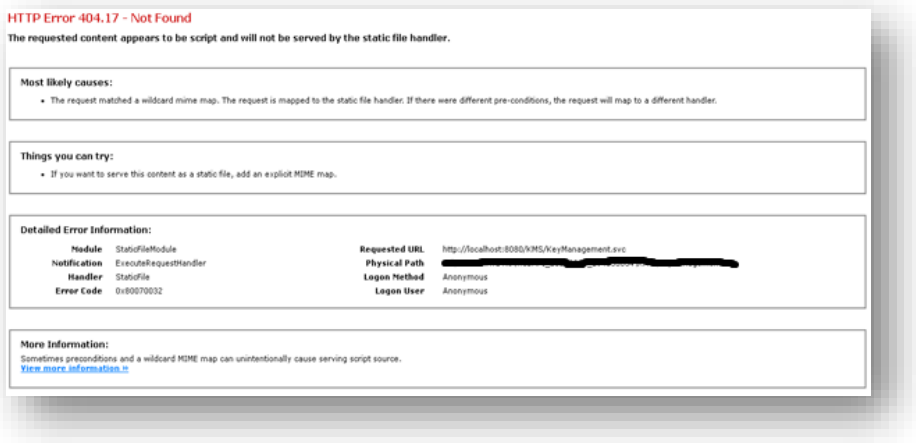
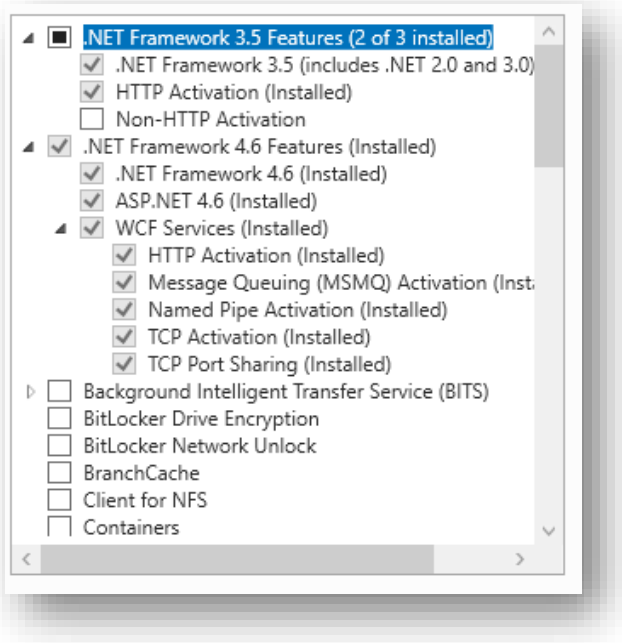


Figure 38 - KRS is Not Working as it's Unable to Provide the Key: Server Error

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

Track	Description
Issue	KRS is not working as its unable to provide the key: HTTP Error  Figure 39 - KRS is Not Working as it's Unable to Provide the Key: HTTP Error
Modules Impacted	MyCloud along with all components
Probable Root Cause	MIME Type Error – IIS has not been configured properly
Resolution Steps	1. Go to the Control Panel and turn on Windows Features. 2. Click **Next** until the user finds **.Net Framework 4.6 Features** (Installed). Expand it and find **WCF Services**. 3. Expand WCF Services and enable HTTP Activation.  Figure 40 - KRS is Not Working as it's Unable to Provide the Key: HTTP Error 4. Install and check for **WSDL** again.

3.1.2.5.3 KRS is Not Working as its Unable to Provide the Key: MIME Type Error

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	1. If the steps mentioned in KRS is not working as its unable to provide the key: HTTP Error are performed and WSDL of KRS is still not loading properly, it implies that the issue is with IIS. 2. Press **Win+R**, then type **inetmgr**, and then click **OK**. 3. Go to **IIS** 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 MyCloud-Product-Supp@hcl.com for further help.

3.1.2.5.4 KRS WCF Service Virtual Application is Shutting Down

Table 24 – KRS WCF Service Virtual Application is Shutting Down

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

Modules Impacted	Issue with IIS
Probable Root Cause	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 HCLMyCloudPortal 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 HCLMyCloudKRS and verify the status which should be in Start mode. 5. Steps to locate **HCLMyCloudKRS** Application Pool a. Select **HCLMyCloudKRS** 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.

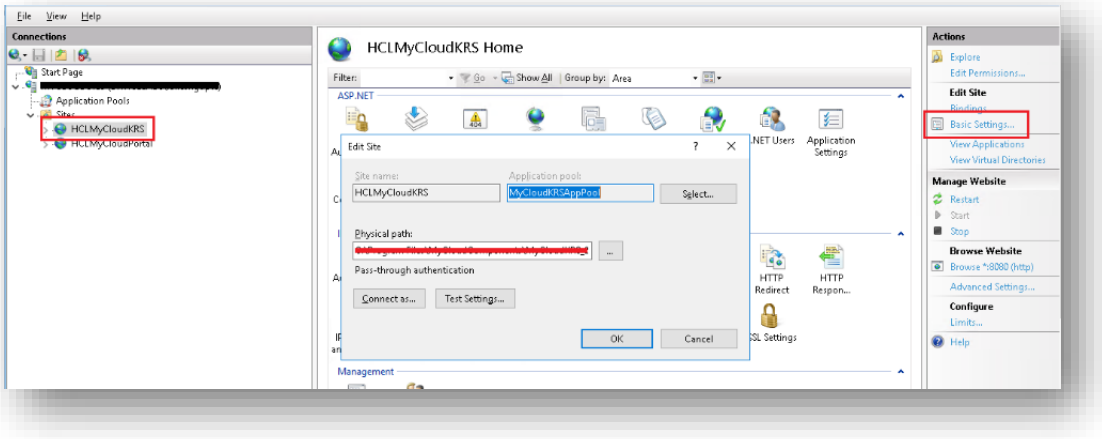


Figure 41 – IIS – Find KRS Application Pool

6.

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

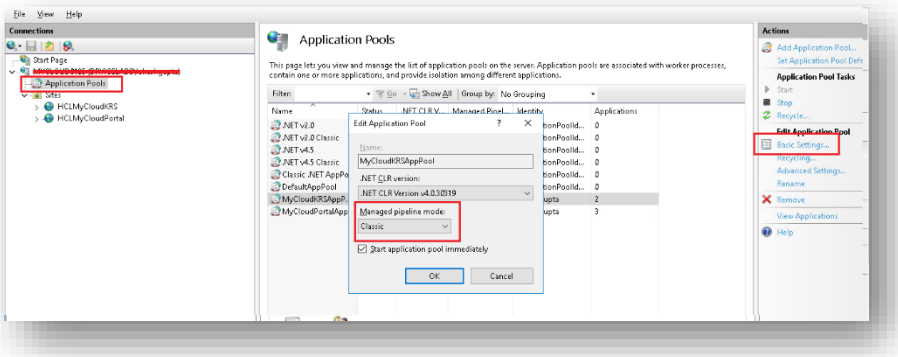


Figure 42 – Edit Application Pool

7.

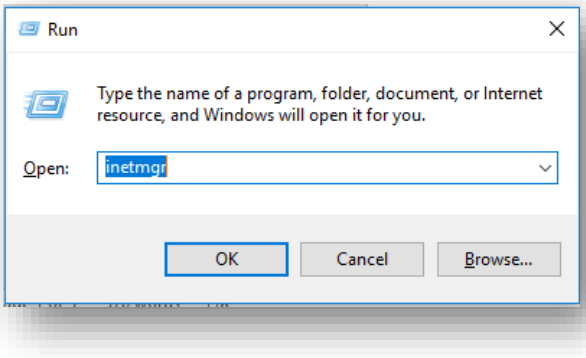
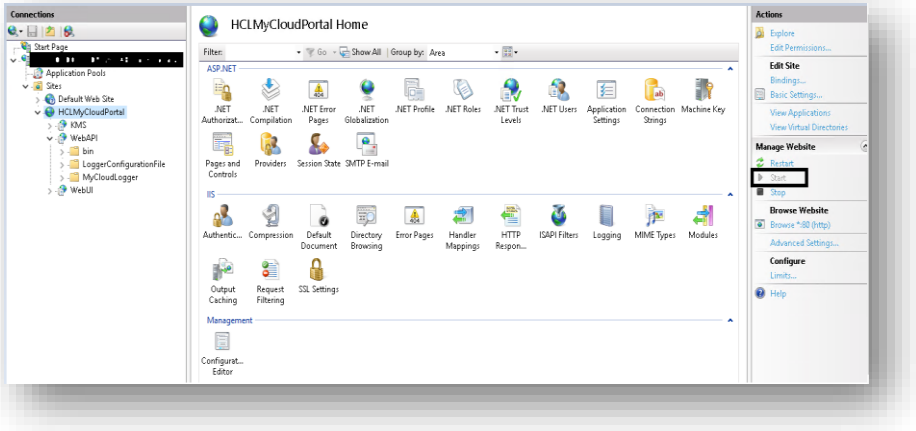
8. Now after changing the Managed Pipeline Mode from Integrated to Classic, check the KRS.

9. If the problem persists then please drop a mail at MyCloud-Product-Supp@hcl.com for further support.

3.1.2.6 Troubleshooting Steps for MyCloud 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	1. Press **Win+R** and type **inetmgr.** 2. Click **OK** to open **IIS.**  Figure 43 - WEB API is Not Running 3. Expand Sites and click **HCLMyCloudPortal**.  Figure 44 - WEB API is Not Running 4. If **"Start"** under **Manage Website** section is enabled, then click **Start** to initiate the services. 5. If the issue persists, please drop a mail at MyCloud-Product-Supp@hcl.com for further help.

3.1.2.6.2 KRS is Not Working as its Unable to Provide the Key

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	1. Ensure the credentials that are used for calling the APIs are correct.
	2. Ensure that the input (in JSON) which is being provided to API is in correct format.
	`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.`
	`}'`

3.1.3 Troubleshooting of MyCloud App Components

3.1.3.1 Availability Tests of App components

The Middleware Components are listed below:

- HCL.MyCloud.ADService
- HCL.MyCloud.AllXaaS
- HCL.MyCloud.Billing
- HCL.MyCloud.GenericExecutor
- HCL.MyCloud.ITSMExecutor
- HCL.MyCloud.Listener
- HCL.MyCloud.Performance
- HCL.MyCloud.SyncService
- HCL.MyCloud.WorkFlow

3.1.3.2 Availability Tests using MyCloud Portal

Table 27 - Availability Test Using MyCloud Portal

Track	Description
Type of Test	Availability test using MyCloud Portal
Modules Impacted	MyCloud Portal

Resolution Steps

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

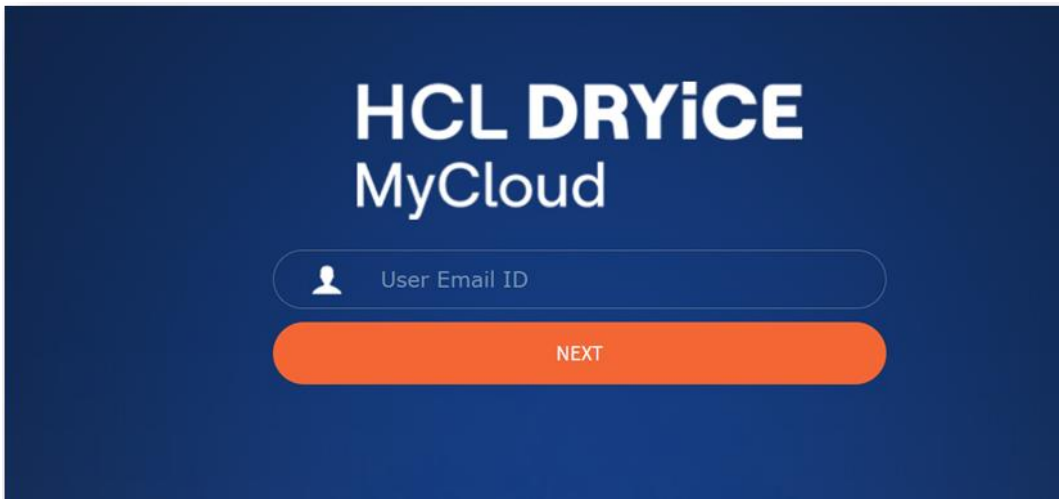


Figure 45 - MyCloud Portal Login Screen

3. Enter the admin user's login credentials to access MyCloud.
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.MyCloud.WorkFlow – (Workflow Service)
   - HCL.MyCloud.Billing – (Data Collector Billing and Advisory)
   - HCL.MyCloud.ITSMExecutor – (ServiceNow Executer)
   - HCL.MyCloud.GenericExecutor – (Generic Service)

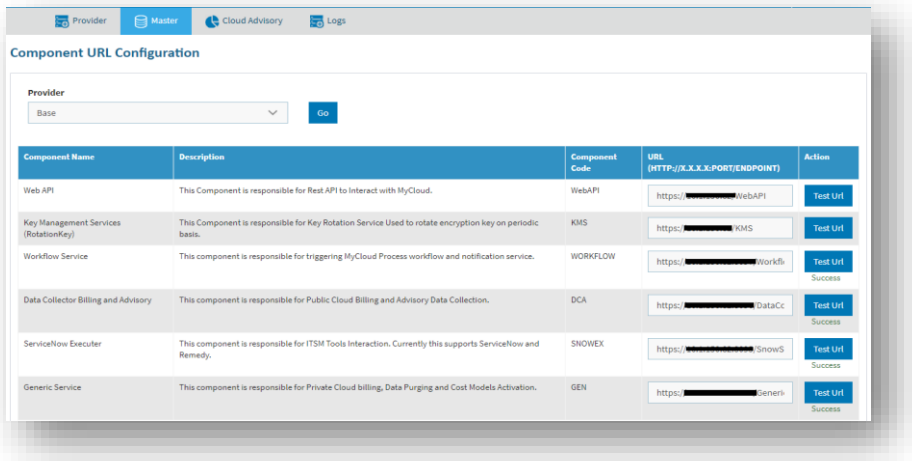


Figure 46 - Component URL Configuration Screen

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

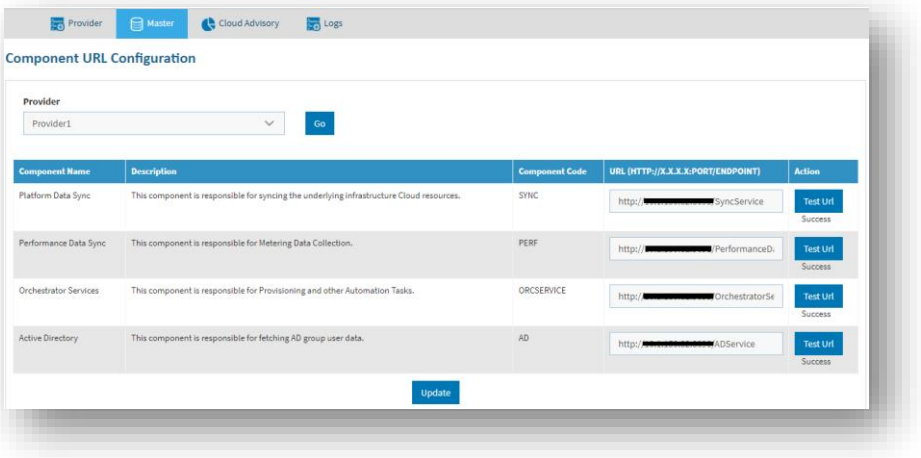
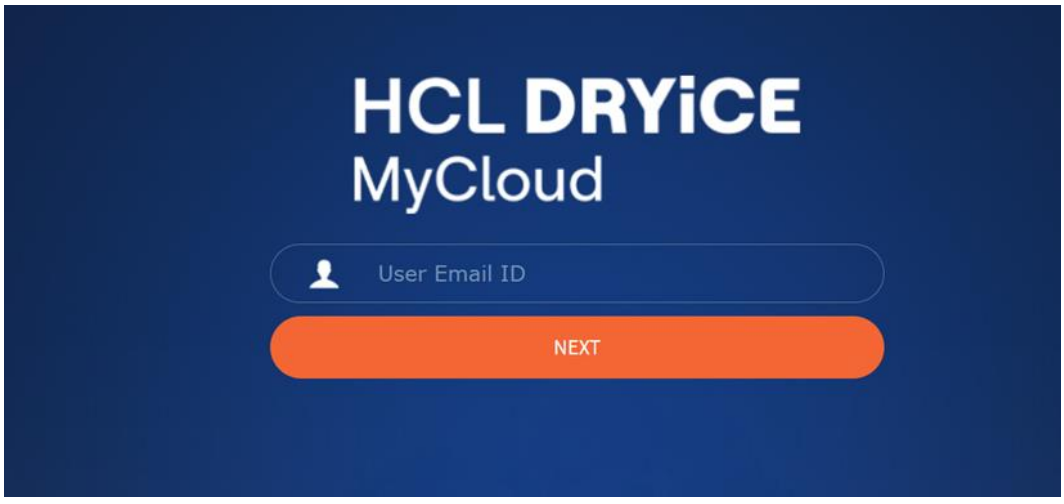


Figure 47 - Component URL Configuration Screen

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	MyCloud Portal
Resolution Steps	1. **URL in the Component URL Configuration module** should be the same as ServiceHostURL key present in the services config file. 2. **Steps to check the Component URL and ServiceHost URL.** a. Open Google Chrome/ Mozilla/ IE browser and type the MyCloudPortal URL in the address bar. b. The MyCloud Login Page appears.  Figure 48 - MyCloudPortal Login Screen 3. Enter the admin user's login credentials to access MyCloud. 4. Go to Master > Component URL Configuration. 5. The Configuration Module appears.

6. **Select Base from the Provider's** dropdown list and then click Go.
7. See the URL for **HCL.MyCloud.WorkFlow** service from URL Column**.**

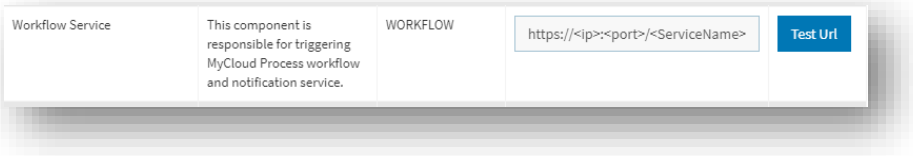


Figure 49 - Component URL Configuration Screen

8. This URL must match the combination of the keys mentioned below keys in **the HCL.MyCloud.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.MyCloud.WorkFlow configuration file.
   a. Open run window by pressing the **Window key** + **R**.
   b. Type **services.svc** and click **OK**.

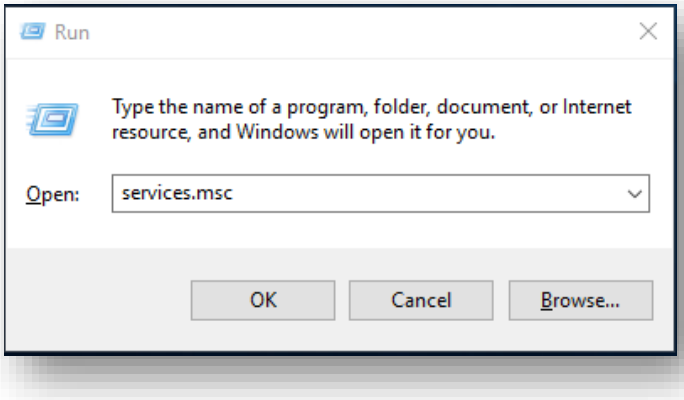


Figure 51 - Run Window

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

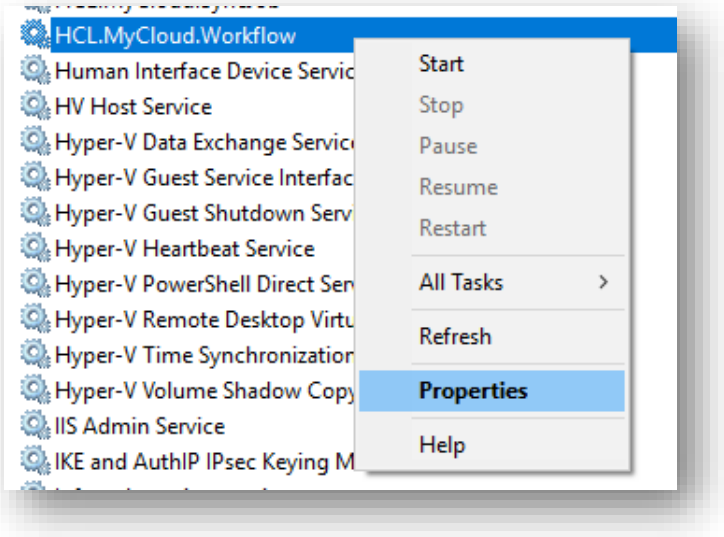


Figure 52 - Properties Selection of a Service

The **Service Property** window appears.

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

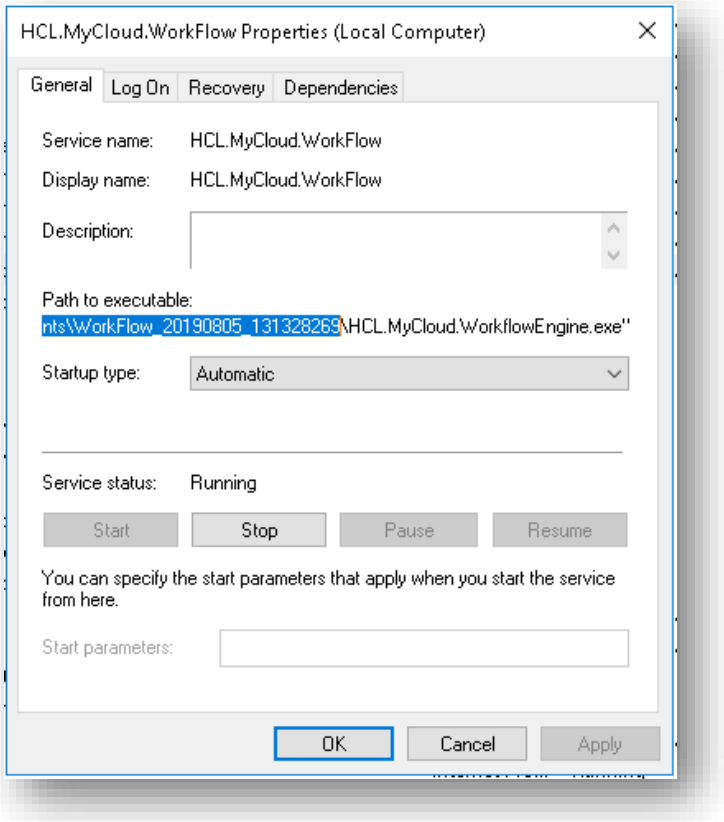


Figure 53 - Service Property Window

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

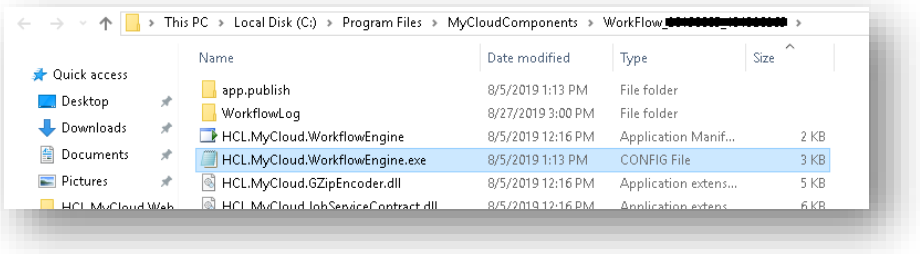


Figure 54 - Workflow Config File

```
<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

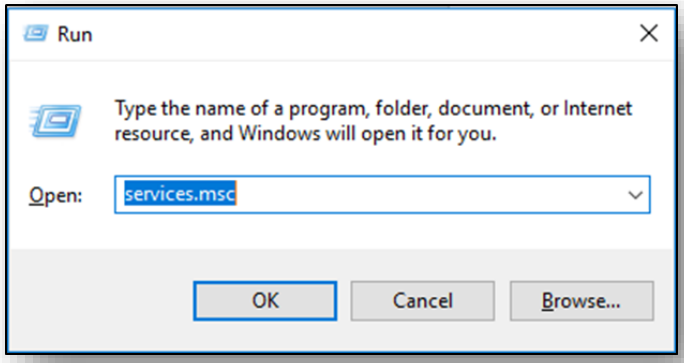
Track	Description
Issue	AD Service is not running
Modules Impacted	AD Services component
Resolution Steps	Availability **test for HCL.MyCloud.ADService and repeat all the steps for other components**. 1. Open run command window by pressing Window key + R. 2. Type services.msc and then click OK.  3. The Services window appears. 4. Select **HCL.MyCloud.ADService** 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.

Figure 56 - Run Window

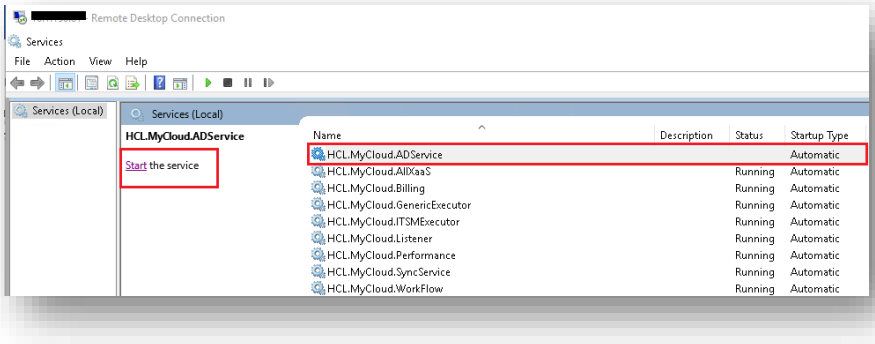


Figure 57 - Select Service

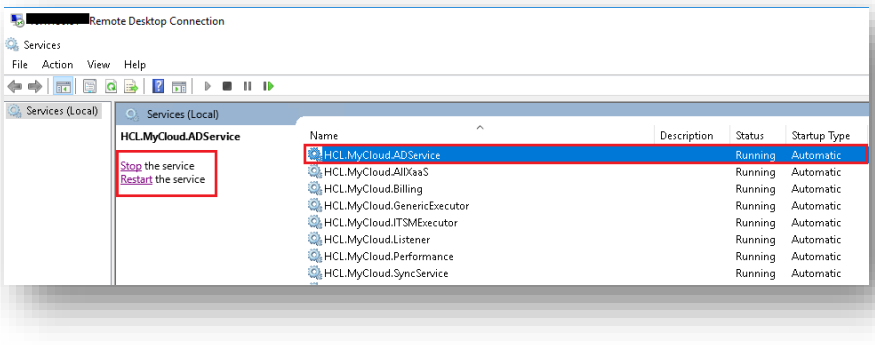


Figure 58 - Service Selected

3.1.3.5 Troubleshooting Steps for Generic Task Executor

3.1.3.5.1 MyCloudPurgeData: Logs are Not Deleted from Log Table

Table 30 - Logs are Not Deleted from Log Table

Track	Description
Issue	Logs are not deleted from Log table
Tables Impacted	Log4NetLog, JobExecutionLog, JobExecutionRequestDetails
Resolution Steps	Go to the job and ensure that the job is enabled. Enable the job, if it isn't already.

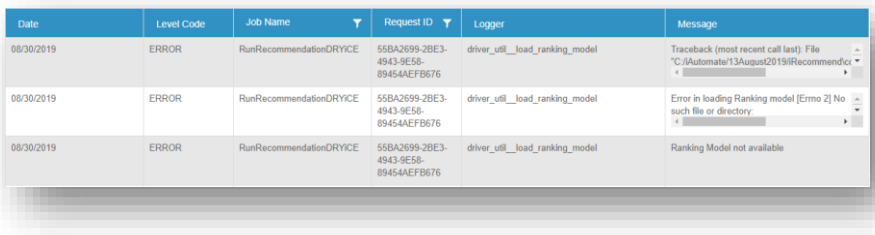


Figure 59 - Logs are Not Deleted from Log Table

3.1.3.5.2 MyCloudPurgeData: Log reads Not Able to Reach the Component

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	'Not able to reach the component'

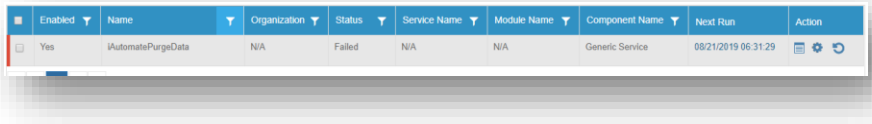


Figure 60 - The Log Reads 'Not Able to Reach the Component'

Resolution Steps

1. Go to MyCloudPurgeData 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:
   a. Go to the server where services are installed, then press **Win+R**, and then type **services.msc**.

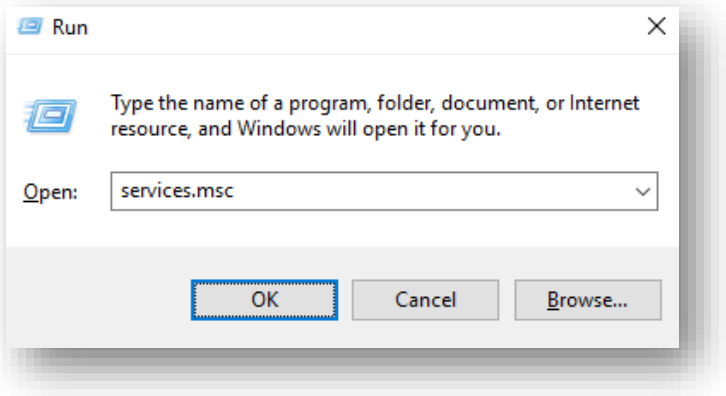


Figure 61 - The Log Reads 'Not Able to Reach the Component'

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

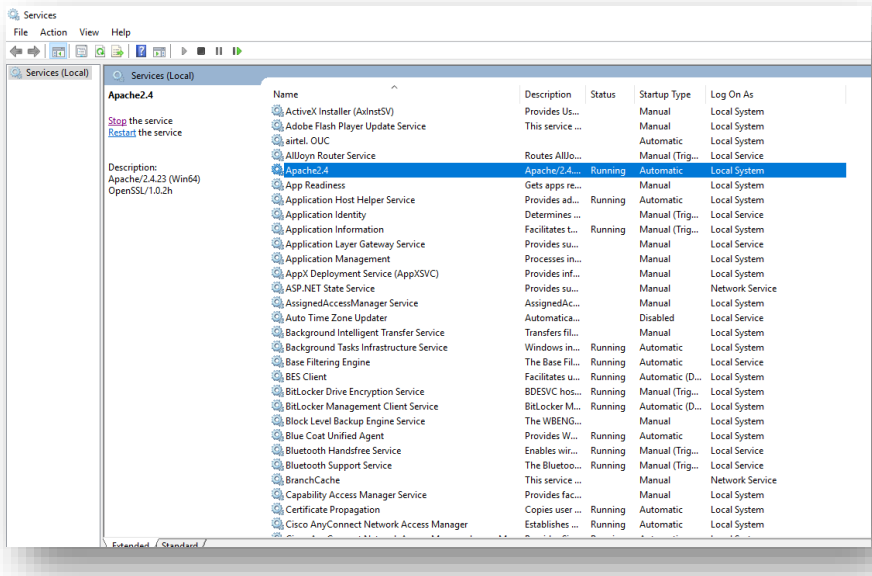


Figure 62 - The Log Reads 'Not Able to Reach the Component'

c. Click on any of the listed services, then Type **H** to search for **HCL.MyCloud.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 MyCloud-Product-Supp@hcl.com for further help.

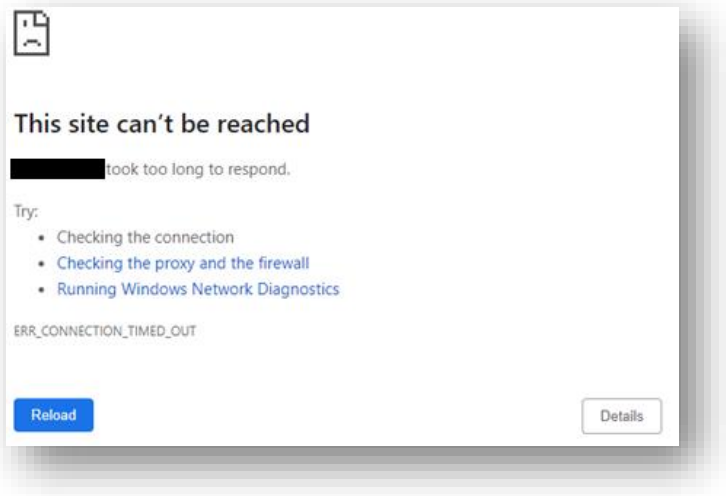


Figure 63 - Logs are Not Deleted from Log Table

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

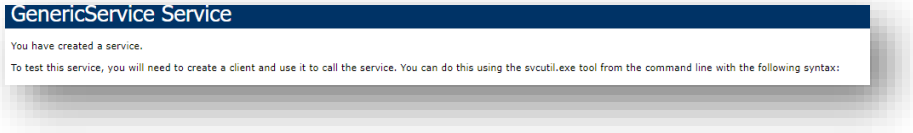


Figure 64 - Logs are Not Deleted from Log Table

3.1.3.5.3 MyCloudPurgeData: 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
Issue	Service is running and WSDL gets loaded successfully but still issue persists
Tables Impacted	Log4NetLog, JobExecutionLog, JobExecutionRequestDetails
Resolution Steps	1. Check the logs on Component Log page corresponding to the APIWindowServices. 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. 3. If a user has database access, then execute the command below: `exec getjobtorundetails 'Gen','Y'` If the above command doesn't provide any data, then please drop a mail at MyCloud-Product-Supp@hcl.com for further help.

3.1.3.5.4 MyCloudPurgeData: Job Failure

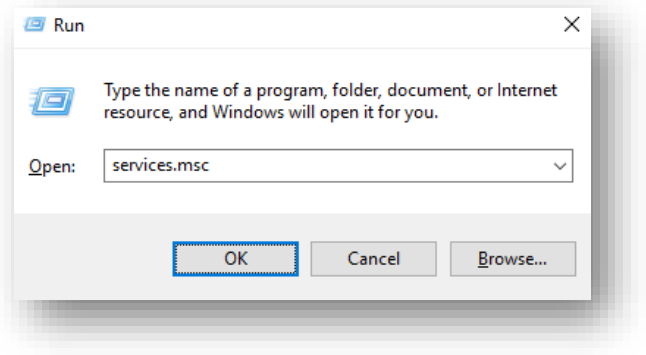
Table 33 - Job Failure

Track	Description
Issue	Job Failure
Resolution Steps	1. Check the logs on Component Log page corresponding to the Main Listener. 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.

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
Issue	Error message Not able to reach the component appears on Job Log screen for the respective Job under Manage Job module.
Modules Impacted	Platform data sync, data collector billing and advisory, performance data sync, workflow service, service-now executer, active directory, generic service
Probable Root Cause No.1	Listener service is not up and running
Resolution Steps	1. Press Win+R and then type services.msc. 2. Click OK to open Windows Services.  Figure 65 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen 3. Find the service HCL.MyCloud.Listener and select it.

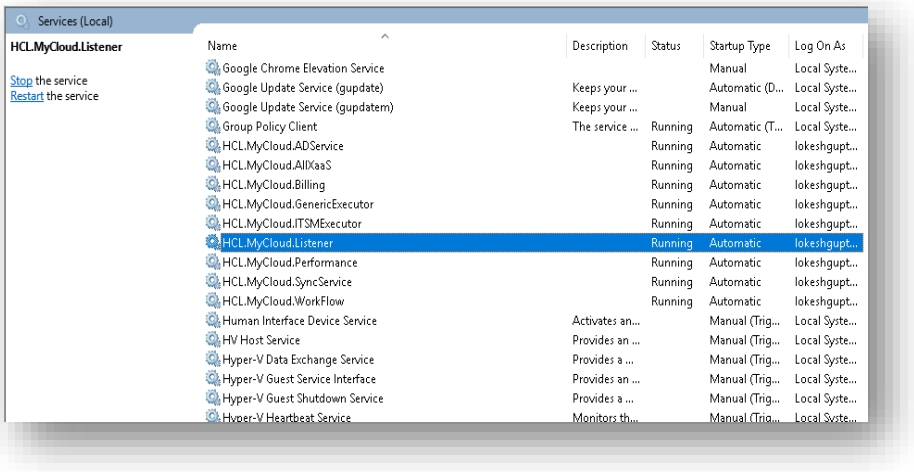
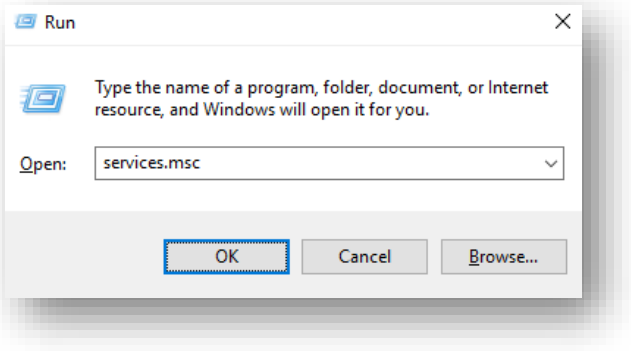


Figure 66 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen

4. Click Start to start the service.

Probable Root Cause No.2	Related stored procedure is not giving the data
Resolution Steps	1. Go to the SQL Server Management Studio. 2. Go to MyCloudDB 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 MyCloud-Product-Supp@hcl.com for further help. 3. Query to execute the Stored Procedure is, exec GetJobToRunDetails 'Component_Code', 'Y'.
Probable Root Cause No.3	Issue in Key Management Service (KRS)
Resolution Steps	1. If the **Listener** service is up and running and SP **GetJobToRunDetails** is having right set of data, then check the Listener logs and perform the following steps: a. Press **Win+R** and then type **services.msc**.  Figure 67 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen b. Click **OK** to open **Windows Services**.

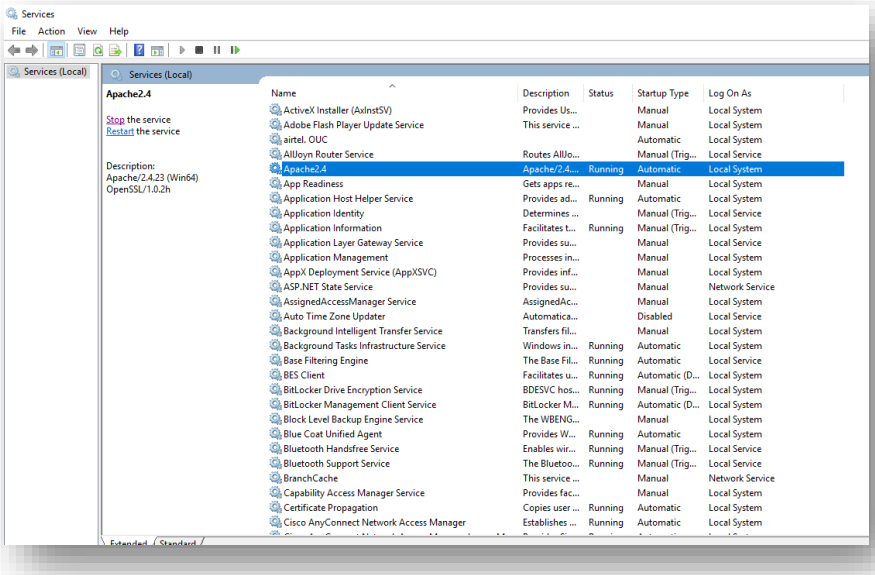


Figure 68 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen

c. Click on any of the listed services, then type **'H'**, and then search for **HCL.MyCloud.Listener.**

d. Right-click on **HCL.MyCloud.Listener** service and select **Properties.**

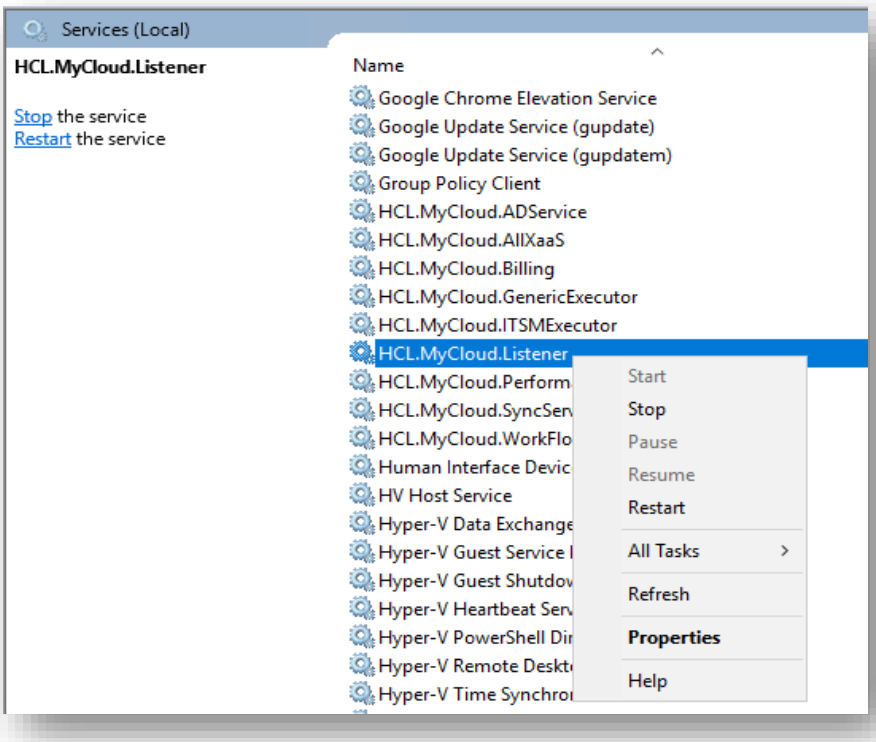


Figure 69 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen

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.

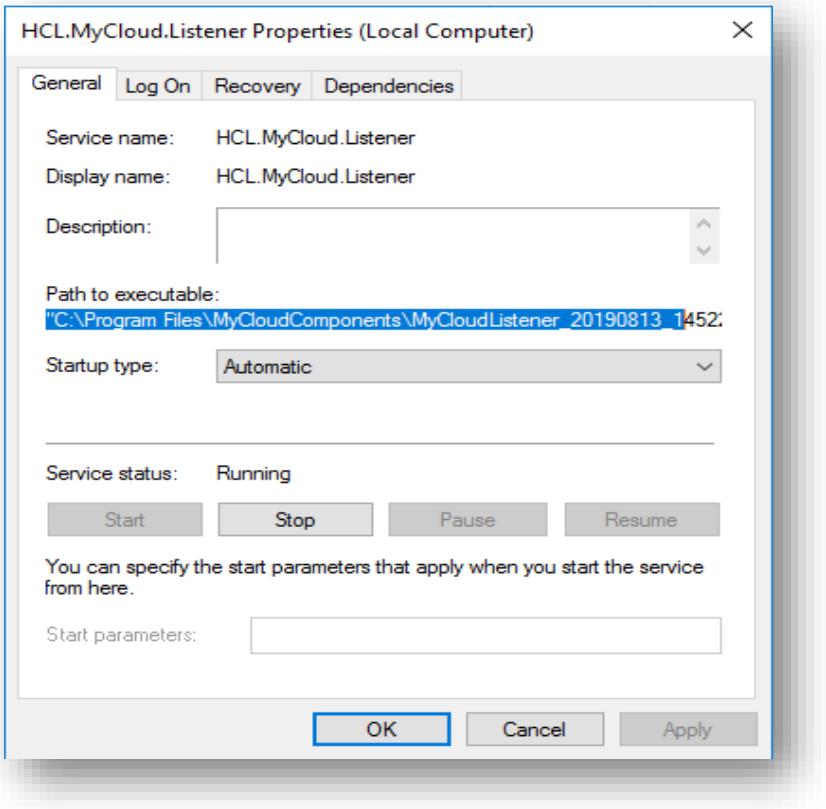


Figure 70 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen

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.

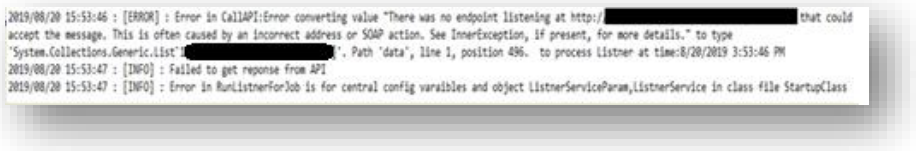


Figure 71 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen

2. To find the URL from the config file of listener, follow the steps below:

   a. Press **Win+R** and type **services.msc**.

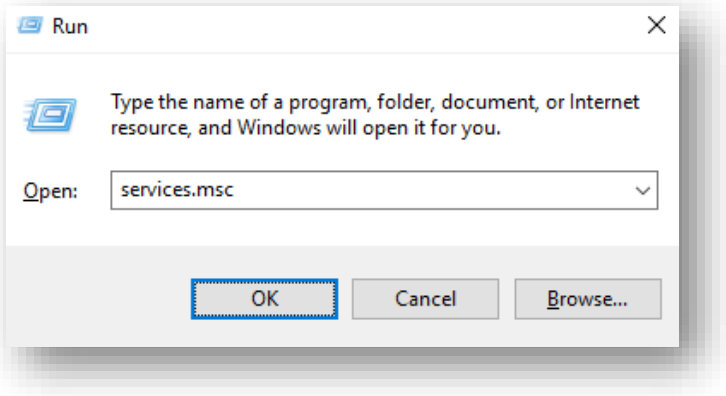


Figure 72 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen

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

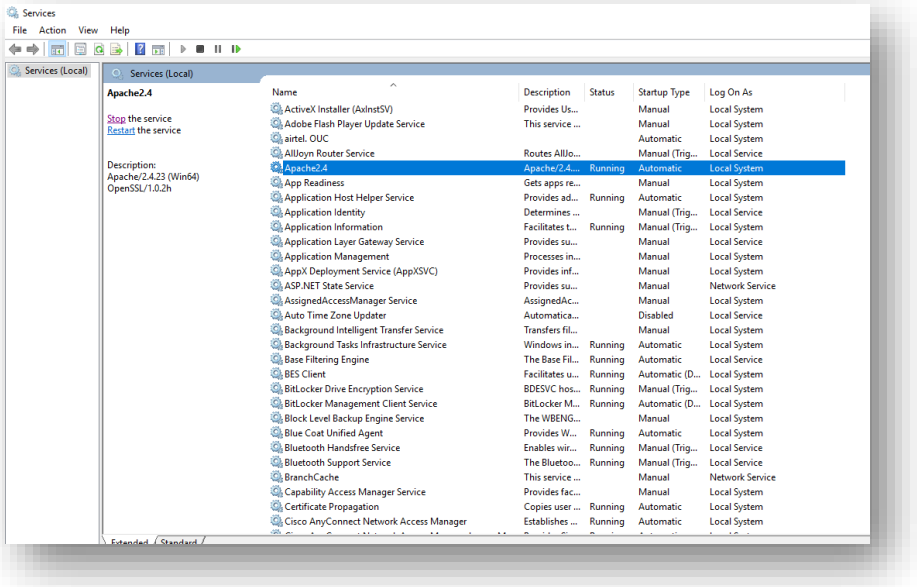


Figure 73 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen

c. Click on any of the listed services and type **H** to search for **HCL.MyCloud.Listener.**

d. Right-click on **HCL.MyCloud.Listener** service and then click **Properties**.

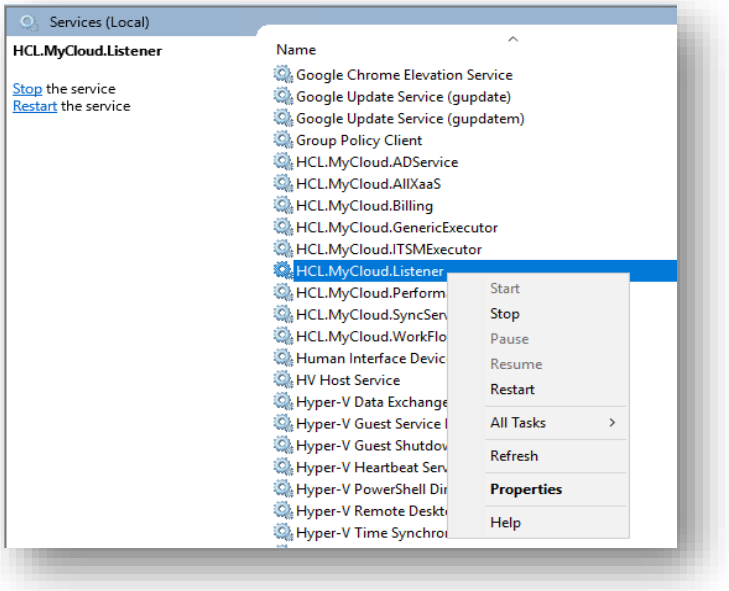


Figure 74 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen

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

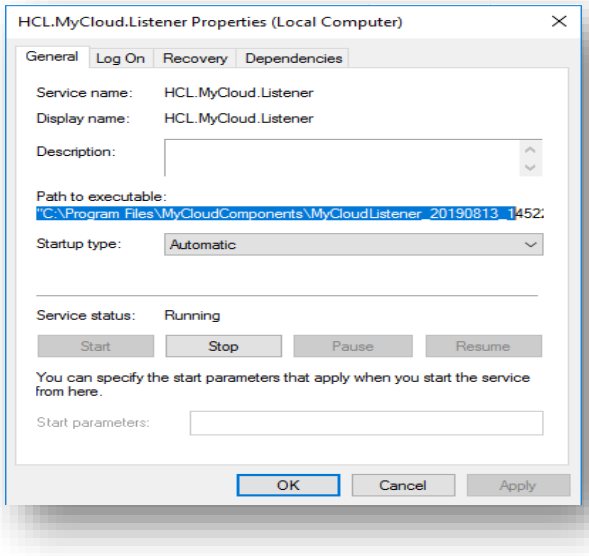


Figure 75 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen

f. Open **File Explorer**, then paste the path, and then press **Enter** to open the desired folder.

g. Search for **HCL.MyCloud.Listner.Service.Host** config file as shown in the below figure.

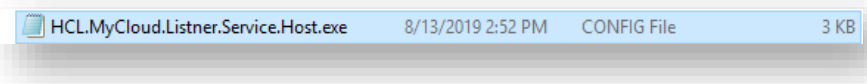


Figure 76 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen

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 **MyCloudDB.** 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.

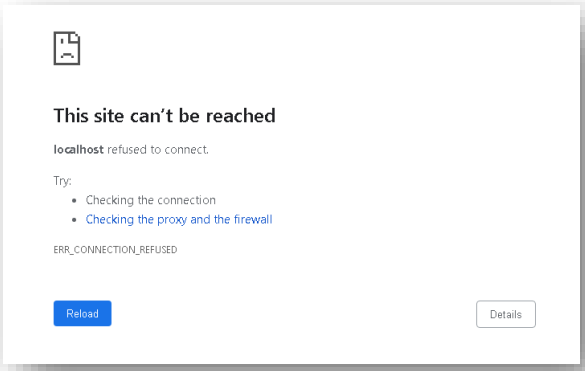


Figure 77 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen

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

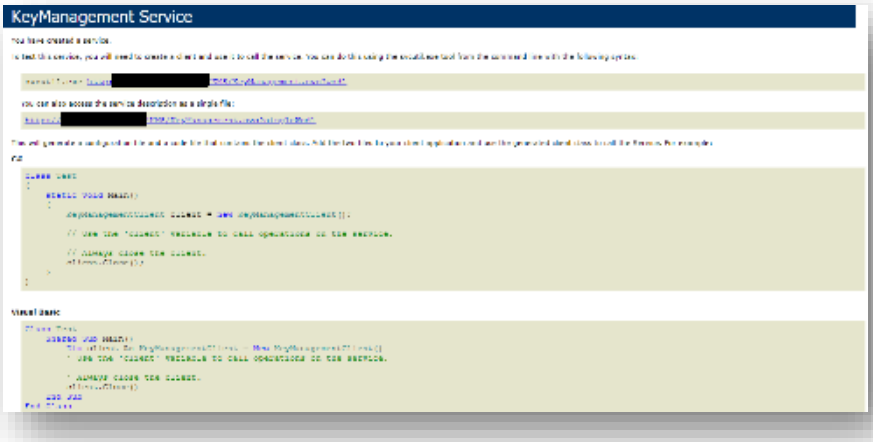


Figure 78 - Error Message "Not Able to Reach the Component" Appears on Job Log Screen

Probable Root Cause No.4	Drive is full – Storage issue
Resolution Steps	1. Go to the server where the **Listener service** is installed.

	2. Look for any available space in the drive. If not, then ask the System Administrator to increase the space in the drive. 3. Restart the service and check again.

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
Issue	Cmdlet command not recognized
Modules Impacted	Orchestrator Service
Probable Root Cause No.1	Please ensure that all PowerShell Module and external APIs are 32-bit/64-bit version installed. Also ensure that the module listed in the error message should be imported for the logged user profile. Sample command for installing the Module can be as: Install-ModuleVMware.VimAutomation.Core –Scope AllUsers

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
Issue	Host not reachable when proxy is being used to access public URLs
Modules Impacted	Sync, Billing, Performance
Probable Root Cause No.1	Network proxy details should be configured in "PlatformProxyDetail" table in the MyCloud 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
Issue	Timeout or not able to connect to internal components (WebAPI, KRS, Vcenter, VMwar, Scvmm) when using proxy only to access Public URLs
Modules Impacted	Sync, Billing, Performance
Probable Root Cause No.1	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.

```
<add key="BypassList" value="x.x.x.x,x1.x.x.x"/>
```

Figure 79 – Update BypassList key for Bypass IP/Domain from Proxy

4 Support

For any product related queries and new installations, drop an email to mail to: mDRYiCE-PMG-Autonomic@hcl.com.

For any queries related to installation, configuration, API(s) issues or any troubleshooting issues, drop an email to MyCloud-ProdSupport-Team@hcl-software.com.

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