

Troubleshooting Information

This page provides additional assistance in case you are experiencing any kind of trouble with SAP Cloud Appliance Library. Please make sure that you also visit our [Support page](#) in SAP Cloud Appliance Library where you find best practices for avoiding common pitfalls. If you are using the SAP Cloud Appliance Library to deploy free appliance templates, you can check the [SAP community](#) and search for the tag "SAP Cloud Appliance Library". Note that you may also [ask a question](#) using "SAP Cloud Appliance Library" as a primary tag.

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COMMON ISSUES

You cannot access the SAP system when using the Connect button

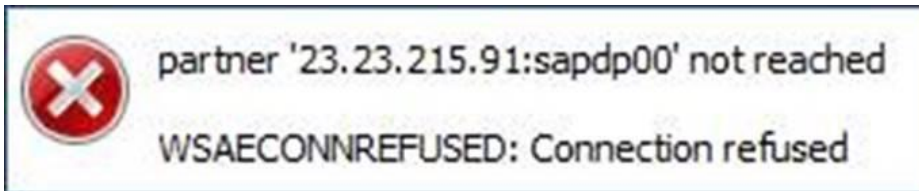


Figure 1: Partner not reached error message

There are many different root causes for this issue. In a nutshell it says that your client machine (the one from where you are accessing the SAP Cloud Appliance Library system) is not able to communicate with the SAP system that you have provisioned. The possible reasons could be the following:

Case 1: Time

When using an appliance template in the SAP Cloud Appliance Library system for the first time the SAP system that is started is not accessible instantly. Please make sure that you wait until the traffic light on the left side of the appliance name in the user interface has turned green.

Case 2: Network

Does your client machine have direct access to the SAP system (are they both in the same network)? If your client machine is behind a firewall in a corporate network, you would need to open the ports in your firewall to the system to connect to it via SAPGUI or RDP (if available). The ports which are open on the virtual machine in the cloud are listed in the appliance details (open the appliance details and choose the *Virtual Machines* tab).

Case 3: SAP System down

Another reason is that the SAP system inside the appliance did not start properly (the green light in SAP Cloud Appliance Library system just says that the virtual machine is up and running - not the SAP system).

The best way to investigate is to connect to the virtual machine via a secure shell protocol (SSH). For more information how to connect via SSH, see [this document](#) (check the question: "How to connect to a running appliance via the secure shell protocol (SSH)?"). If you cannot establish the SSH connection, then you are in **Case 2: - Network**. If you cannot solve the problem by yourself, the best option would be to involve your IT department.

Once you are successfully logged in, you would see one of the messages below:

- "SAP Appliance configuration currently in process. Please do not modify anything."
This indicates the first reason - **Case 1: Time**. Close the SSH connection and try to connect again after 10-15 minutes.
- "The Appliance Agent detected an error and terminated."
The reason is **Case 3: SAP System down** as the initial provisioning failed unexpectedly. It is quite unlikely to fix the system in this situation, so terminate the appliance and create a new one. If the problem persists please [ask a question](#) using "SAP Cloud Appliance Library" as a primary tag to report the appliance template name, the cloud provider, the region, the VM size and the number of appliances you created. [Report an incident](#) to **BC-VCM-VAP**, if you have ordered the SAP Cloud Appliance Library subscription package.

If you see neither of the two messages, it means that the system was initially OK, but it went down at a later point of time. To check the current system status, execute the commands below:

```
su - <SID>adm  
sapcontrol -nr <appliance number> -function GetProcessList
```

You can find the SID and the appliance number in the Getting Started Guide which can be found in the appliance details (check the Appliance Template Info tab).

For example:

```
su - s4hadm  
sapcontrol -nr 00 -function GetProcessList
```

and

```
su - hdbadm  
sapcontrol -nr 02 -function GetProcessList
```

If you are behind a proxy/firewall you may check the availability of the access ports by connecting to the OS level of the appliance via SSH (port 22) and executing the following commands:

```
lsof -i :<port>
```

```
netstat -tupan | grep <port>
```

If you are using the SAP Cloud Appliance Library system to deploy free appliance templates, try to find the root cause in the logs or create a new appliance. If you have ordered the SAP Cloud Appliance Library subscription package, please first check whether you have installed the required license keys. If yes, report an incident to the support component of the corresponding SAP product as you would do, if the system was installed on premise. If no, see the *Licenses* section in the *Getting Started Guided* which can be found in the appliance details (check the *Appliance Template Info* tab) and [How to request and install product license keys for SAP appliance templates](#). For more information about the license keys, see [this video](#).

Creation of the appliance fails

Operation Start failed on step Allocate elastic IPs with message: Error creating static IPs; AMAZON: The maximum number of addresses has been reached.

Your accounts do not have enough free Elastic IP addresses. You need to check your Elastic IP limits within the AWS console and how to release them if they are used. Limits are regions based, so make sure that you check the limits for the region in which you chose to deploy the SAP Cloud Appliance Library appliance template.

- [Elastic IP Addresses \(EIP\) - Amazon Elastic Compute Cloud](#)
- [AWS Service Limits - Amazon Web Services](#)

Wrong master password

The SAP Cloud Appliance Library does not save your master password during creation of the appliance. If you cannot remember the password, you could terminate your appliance and create a new one.

- How to test HANA Connection strings using hdbsql command line interface?
 - For multitenant database containers (MDC):

```
hdbsql -i <sys nr> -n <virtualhost>:3<sysnr>41 -d <dbtenant> -u SYSTEM -p <password>
```

- For single container:

```
hdbsql -i <sys nr> -u SYSTEM -p <password>
```

- Example:

If you are sure for the master password of your SAP HANA appliance, connect to the appliance via PuTTY client (SSH client on the port 22) using the appliance private key (.PEM file) and verify it with the following commands:

```
Get appliance number of HDB
```

```
/usr/sap/hostctrl/exe/saphostctrl -function ListInstances
```

```
Inst Info : ERP - 01 - vhcalerpcs - 741, patch 50, changelist 1521295
```

```
Inst Info : ERP - 00 - vhcalerpci - 741, patch 50, changelist 1521295
```

```
Inst Info : HDB - 02 - vhcaldhdbdb - 740, patch 36, changelist 1444691
```

```
su - -c "/usr/sap/HDB/SYS/exe/hdb/hdbsql -i 02 -u SYSTEM -p <Wrong Master Password>  
-o /tmp/SYSTEM 'select * from SYS.USERS'" hdbadm
```

*** 10: invalid username or password: SQLSTATE: 28000**

```
su - -c "/usr/sap/HDB/SYS/exe/hdb/hdbsql -i 02 -u SYSTEM -p <Your Master Password> -  
o /tmp/SYSTEM 'select * from SYS.USERS'" hdbadm
```

9 rows selected (overall time 962 usec; server time 320 usec)

For more information how to connect to your running appliance via SSH or PuTTY, see [this document](#) (check the question: “How to connect to a running appliance via the secure shell protocol (SSH)?”).

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