Octane ALM Integration – Troubleshooting Runbook

# 1. Authentication Failures

- Error: 401 Unauthorized or Failed to sign in

- Checklist:

• Ensure correct space\_id is being used.

• Verify credentials in credentials\_path (e.g., /core/qzrelease/octane/S-{space\_id}).

• Check if the Octane service account is active.

• Confirm SSL verification setting (verify=False may be required internally).

# 2. Upload Failure: Queue Limit

- Error: testbox\_queue\_full or "Queue limit exceeded"

- Action:

• Automatically retries every 10 seconds in current logic.

• If all 50 tasks are in Octane queue, wait ~2–5 minutes.

• Reduce max threads to 5 for future jobs to avoid this.

# 3. Task Not Found / Missing Status

- Issue: Task ID returned by Octane not trackable.

- Checklist:

• Ensure task ID is not None or invalid.

• Validate it exists via: GET /test-results/{task\_id}

• Re-upload the slice using tracked slice\_index if needed.

# 4. Duplicate Application Module

- Error: Duplicate module found when querying by name.

- Fix:

• Log message: "Duplicate root application modules found"

• Remove one manually in Octane UI or use stricter queries (e.g., with parent EQ null for root).

# 5. Backlog Coverage Not Updated

- Issue: JIRA not linked to Octane run.

- Root Cause Possibilities:

• Missing or incorrect octaneID.

• covered\_content updated incorrectly.

• delink=True accidentally set.

- Fix:

• Manually retry via updateAutoRuns().

# 6. XML Upload Not Reflecting in Octane

- Issue: Test runs uploaded but not visible.

- Checklist:

• Validate XML structure (<test-run> and <test-suite>).

• Use correct <test-suite> ID.

• Check status, duration, and started fields for missing/invalid data.

# 7. General Debugging Tips

- Enable logging at DEBUG level for API calls.

- Check logs in octane\_task\_logs/{job\_id}.json or Sandra DB entries.

- Always check if Octane workspace is correct for current space.

- Use the Octane Interactive Client for live API query validation.

# 8. Where to Find Logs

- Log Location:

• Logs are captured within the test evidence upload jobs spawned when users request upload from the QZRelease2 UI (either via promotion request or test evidence page).

- Log Includes:

• Task slice uploads with task ID, time, and status

• Retry attempts for queue limits

• Octane endpoint responses

• Exceptions for unreachable Octane or malformed data

- File Path or Source:

• App server logs for qzrelease2

• Jenkins/CI logs (if job is pipeline-triggered)

• Stored in octane\_task\_logs/{job\_id}.json or recorded in Sandra DB if enabled