

SAP Note

 **3063488 - HANA Platform Lifecycle Management Web UI is not Accessible With an Error "SAP Host Agent or hdbclm error occurred"**

Version 4 Validity: 28.10.2021 - active

Language English

Header Data

Released On	28.10.2021 03:11:55 By Jinsol Kim (I533393)
Release Status	Released for Customer
Component	HAN-LM-PLT SAP HANA Platform Lifecycle Management Display ACRF Content
Priority	Recommendations / Additional Info
Responsible	Jinsol Kim (I533393)
Processor	Jinsol Kim (I533393)
Category	Consulting
Relevant for Translation	No

Symptom

A user fails to access SAP HANA Platform Lifecycle Management Web UI with error 'SAP Host Agent or hdbclm error occurred'. Check the troubleshooting note: 2078425' (please see the attached png file).

In sapstartsrv.log (or sapstartsrv.old), you see errors similar to the ones below:

```
[Thr xxxxxxxxxxxxxxxx] *** ERROR => Authentication failed [DefaultOpera 413]
[Thr xxxxxxxxxxxxxxxx] *** ERROR => Authentication is required [HTTPProxyHan 318]

.....

[Thr xxxxxxxxxxxxxxxx] , KeyValueCollection contains 0 elements
[Thr xxxxxxxxxxxxxxxx] , List<CIMObject> empty[Thr xxxxxxxxxxxxxxxx] , ErrorMessage=Permission policy violation
[Thr xxxxxxxxxxxxxxxx] *** ERROR => ConnectContext for /lmsl/HDBLCM/<SID>failed [Operation [id=xxxxxxxxxxxxxxxxxxxxx]
terminated with errors : 127 (Permission policy violation)
```

If above error messages are observed, please conduct one of the following tests

A. Please follow procedure below to collect traces with a higher level

1. Increase the trace level of SAP Host Agent to 3

(<https://wiki.scn.sap.com/wiki/display/ATopics/SAP+Host+Agent+Troubleshooting+Guide#SAPHostAgentTroubleshootingGuide-ChangingthedefaulttracelevelofSAPHostAgent>)

After adjusting 'host_profile', please restart the SAP Host Agent to activate the change

2. On the affected host reproduce the issue

3. Check trace files sapstartsrv.log (or sapstartsrv.old) and dev_saphostexec (or dev_saphostexec.old) in a directory /usr/sap/hostctrl/work/

In sapstartsrv.old (or sapstartsrv.log)

```
[Thr xxxxxxxxxxxxxxxx] *** ERROR => Failed to start command /usr/sap/<SID>/SYS/global/./hdbclm/hdbclmweb

[Thr xxxxxxxxxxxxxxxx] *** ERROR => Command returned: Policy check failed [OperationOSC 584]
[Thr xxxxxxxxxxxxxxxx] *** ERROR => OperationOSCommand::Execute(): StartCommand failed [OperationOSC 185]
[Thr xxxxxxxxxxxxxxxx] *** ERROR => Operation::ExecuteNextCommand(): Execution of command Start HANA Lifecycle
Manager failed with errorcode -6
[Thr xxxxxxxxxxxxxxxx] Output of command Start HANA Lifecycle Manager -->
[Thr xxxxxxxxxxxxxxxx] saphostexec: Error: Permission policy violation
[Thr xxxxxxxxxxxxxxxx] <-- Output of command Start HANA Lifecycle Manager
```

```
[Thr xxxxxxxxxxxxxxxx] *** ERROR => Operation Worker Thread[id=xxxxxxxxxxxxxxxxxxxxxx]: Command execution failed
[Thr xxxxxxxxxxxxxxxx] Operation Worker Thread[id=xxxxxxxxxxxxxxxxxxxxxx]: Operation terminating
```

...

```
[Thr xxxxxxxxxxxxxxxx] Operation::GetResults(): Returns 1 results
[Thr xxxxxxxxxxxxxxxx] Start waiting for thread xxxxxxxxxxxxxxxxxxxxxxxx (timeout 0 ms)
[Thr xxxxxxxxxxxxxxxx] Operation xxxxxxxxxxxxxxxxxxxxxxxx finished! Remove from OperationManager
[Thr xxxxxxxxxxxxxxxx] OperationResults: ResultValue = 127
[Thr xxxxxxxxxxxxxxxx] , KeyValueCollection contains 0 elements
[Thr xxxxxxxxxxxxxxxx] , List<CIMObject> empty[Thr xxxxxxxxxxxxxxxx] , ErrorMessage=Permission policy violation
[Thr xxxxxxxxxxxxxxxx] Operation [id=xxxxxxxxxxxxxxxxxxxxxx] terminated with errors : 127 (Permission policy violation)
[Thr xxxxxxxxxxxxxxxx] Successfully unlocked HTTPProxyHandlerFactory
[Thr xxxxxxxxxxxxxxxx] *** ERROR => ConnectContext for /lmsl/HDBLCM/<SID> failed [Operation
[id=xxxxxxxxxxxxxxxxxxxxxx] terminated with errors : 127 (Permission policy violation)
[Thr xxxxxxxxxxxxxxxx] Successfully unlocked /lmsl/HDBLCM/<SID>
```

In dev_saphostexec (or dev_saphostexec.old)

```
[Thr xxxxxxxxxxxxxxxx] PID 127690: <SID>adm: Executing command "/usr/sap/<SID>/SYS/global/./hdblcmm/hdblcmmweb --
called_by_hostagent -sid=<SID>-scenario=optional_configuration_v6"
[Thr xxxxxxxxxxxxxxxx] *** ERROR => /usr/sap/<SID>/SYS/global/./hdblcmm: Directory group violation (permissions: 775,
owner: root (0), group: root (0)) [CommandImplu 530]
[Thr xxxxxxxxxxxxxxxx] *** ERROR => Permission policy violation [CommandImplu 1247]
```

B. Errors with file permissions can be also detected with a command below

```
> ./hdblcmm --action=check_installation
```

[Example output]

```
Checking SAP HANA Database System installation ...
Checking SAP HANA system '<SID>'...
Checking programs (check pending)...
Checking system administrator '<SID>adm'...
Checking local directories...
Checking global directories...
*** Directory '/hana/shared/<SID>/hdblcmm' has the mode 775 on host '<hostname>' (maximal mode 755 allowed)
Checking volumes...
*** 1 error detected
SAP HANA Database System checked.
```

'/usr/sap/<SID>/SYS/global' is a symbolic link to '/hana/shared/<SID>/global'. So both '/usr/sap/<SID>/SYS/global/./hdblcmm' and '/hana/shared/<SID>/hdblcmm' point to the same directory.

Other Terms

HDBLCM, SAP Host Agent, File Permission

Reason and Prerequisites

Due to a file permission incorrectly set to a directory *hdblcmm* (*/usr/sap/<SID>/SYS/global/./hdblcmm*), *hdblcmm* fails to execute commands. As a result, HANA Platform Lifecycle Management page, which is a web version of *hdblcmm*, becomes unavailable as well.

Solution

Change the file permission to correct value. In this example, execute a following command to provide the max file permission 755.

```
> chmod 755 /usr/sap/<SID>/SYS/global/./hdblc
```

Validity

Software Component	From Rel.	To Rel.	And Subsequent	
HDB	1.00	1.00		
	2.00	2.00		

References

This document refers to:

ServiceNow Case

This document is referenced by:

Customer Incident (2)

Number	Year	Title	Status	Processor	Customer Number	Customer Name
0000876920	2023	Unable to access the HANA DB URL's related to /msl/HDBLCM	Restricted	Andreas Kuhn	0001342120	SageNet
0001035791		I have upgraded HANA DB from 2.00.59 to 2.00.72 and I have s	Restricted	Ayushi Saxena	0000272471	PIERRE FABRE SA

ServiceNow Case (2)

Number	Year	Text	Status	Processor	Customer Number	Customer
0000876920	2023	Unable to access the HANA DB URL's related to /msl/HDBLCM	Closed	Andreas Kuhn (D055116)		
0001035791		I have upgraded HANA DB from 2.00.59 to 2.00.72 and I have s	Closed	Ayushi Saxena (C5285151)		

Attachments

File Name	File Size	Mime Type
webhdblc_error.png	55	image/png

Attachments only available in english.