Troubleshoot Solutions

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This page describes how to troubleshoot common issues that may occur during user onboarding and solution development.

Knowledge Type Update Fails Due to Incompatible Changes

Root Cause Analysis (RCA)

The schema service that manages the JSON schema for knowledge type definitions will not accept the knowledge type definition update because the changes are not backward compatible.

Solution

1. Remove the knowledge type reference in the manifest file.
2. Upgrade the `solutionVersion`.
3. Upload the solution with the removed knowledge type reference.
4. Verify that the solution was updated.
5. Add the knowledge type (containing the previously incompatible changes) reference back to the manifest file.
6. Upgrade the solution.
7. Upload the upgraded version of the solution.
8. Verify that the knowledge type that you added back into the manifest file can be installed.

Solution Installation Fails Due to Solution Bundle Issues

RCA

This error can be caused by any of the following issues:

1. One of the knowledge objects and/or knowledge types in your solution was incorrectly defined when you uploaded the initial solution version.
2. There was an issue with your manifest file.
3. There was an issue during solution installation.

Solution

1. Run `fsoc solution status <solution-name>` to view the installation error message for the solution.
   If the error message does not appear with that command, run `fsoc knowledge get --type extensibility:solutionInstall --layer-type TENANT --filter 'data.<solution-name> eq "<solution-name>"'`.
2. View the solution installation objects in the output to determine the issue with the version of the solution that you attempted to install.
3. Find the issue mentioned in the `installMessage` field that is part of the related `extensibility:solutionInstall` object. Fix that issue within your solution.

4. Upgrade the `solutionVersion` in the manifest file.
5. Upload the new version of the solution.
6. Subscribe to the solution again. This step is required because your subscription was removed when the solution installation failed for the first time.
7. Run `fsoc solution status <solution-name>` and observe the solution status in the output.

   Any remaining issues with your solution will be specified in the `installMessage` field. If this occurs, repeat steps 1-6 until the solution can be installed.

Solution Installation Fails With Pre-Commit Error

This section covers troubleshooting for users who attempt to install a solution and receive an error similar to either of the following:

Error Message #1

```
exception occurred while trying to install the solution optimize for event: Error: pre-commit
state is not successful after polling several time
```

Error Message #2

```
Error: error while executing pre-commit: 404:
```

RCA

There is an issue with one of the Solution Services knowledge objects that you have defined in your solution. This issue could be caused by an invalid image, invalid namespace, invalid port, or another misconfigured field in one of your Solution Services knowledge objects.

Solution

1. Debug the Solution Services knowledge objects in your solution to determine which knowledge object is causing the issue.
2. Fix the object definition.
3. Upgrade the `solutionVersion` in the manifest file.
4. Upload the new version of the solution.
5. Re-subscribe to the solution after you have uploaded the new version.

Solution Download Fails

RCA

Solutions can only be downloaded by the Tenant that initially uploaded the solution.

Solution

To download the solution bundle, gain access to the Tenant that initially uploaded the solution.

Uploading a Stable Solution Fails With Unauthorized Tenant Error

This section covers troubleshooting for users who attempt to upload a stable version of their solution and receive a message similar to:

```
Unauthorized tenant: Tenant is not allowed to perform the action upload for the solution
```

RCA

Stable versions of solutions can only be uploaded by the designated solution uploader for the given cell.

Solution

Raise a ticket to request for the solution to be uploaded in the given cell. See Deploy a Solution in the Cisco Observability Platform Exchange.