



Informatica® Cloud Data Integration for
PowerCenter

July 2024

Troubleshooting

Informatica Cloud Data Integration for PowerCenter Troubleshooting

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Preface

Refer to *Troubleshooting* for information about troubleshooting errors in Cloud Data Integration for PowerCenter (CDI-PC).

Informatica Resources

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The telephone numbers for Informatica Global Customer Support are available from the Informatica web site at <https://www.informatica.com/services-and-training/support-services/contact-us.html>.

CHAPTER 1

Troubleshooting CDI-PC errors

If you encounter any issue when working with the CDI-PC domain, use the following information to troubleshoot the issue.

Domain registration and validation errors

Consider the following troubleshooting tips when you register or validate a CDI-PC domain:

Error message: `com.informatica.isp.tools.cloudconnect.exception.DomainAuthenticationException: User is not authorized to perform the operation. Check the cloud connect logs`

This error appears when the registered domain user doesn't have administrator privileges.

Solution: Register the domain user with administrator privileges. For more error details, see the CloudConnect logs.

Error message: `The request failed because of error [Connection refused (Connection refused)]. Please ensure the requested host and port are correct and the process is running on the requested port.`

This error appears when a CDI-PC domain is unavailable.

Solution: Restart the CDI-PC domain or node. For more error details, see the Domain Management App log file.

Error message: `The request failed because of error [Connection refused (Connection refused)]`

This error occurs when you can't connect to a CDI-PC domain.

Solution: Resolve the network connectivity issue and try again. For more error details, see the Domain Management App log files.

Error message: `Requested Domain name did not match with the domain name`

Solution: Verify that the domain name of the on-premises domain matches the domain name provided in Informatica Cloud. For more error details, see the CloudConnect logs.

Error message: `None of the agents is able to handle the request`

This error appears when the Secure Agent is not available.

Solution: Restart the Secure Agent.

Error message: `The request failed because of error [No trusted certificate found in the trust stores to verify the server certificate chain.]. Please ensure the Keystore and Truststore are configured correctly and the process is running on the requested port.`

This error appears when you don't import the domain certificate to the Domain Management App.

Solution: To enable communication between the Domain Management App and the domain, both the truststore certificates must be shared and available. Verify that the Domain Management App contains the domain truststore and the domain certificates folder contains the Domain Management App certificate.

For more error details, see the Domain Management App log and CloudConnect log files.

Error message: The domain with Display Name my_domain is in invalid state for Modification

This error appears when the CDI-PC domain status fluctuates between Available and Offline modes when you edit the domain details.

Solution: Wait for the Domain Management App to restart. For more error details, see the Domain Management App log files.

Error message: The request failed because of error [ilabsdxtqa76-23: Name or service not known]. Please ensure the requested host and port are correct and the process is running on the requested port.

This error appears when you couldn't connect to the CDI-PC domain because the host name is not correct.

Solution: Verify that the CDI-PC domain host name is correct. For more error details, see the Domain Management App log files.

Error message: The request failed because of error [Connection timed out (Connection timed out)]. Please ensure the requested host and port are correct and the process is running on the requested port.

This error appears when you couldn't connect to the CDI-PC domain because the port number is not valid.

Solution: Verify that the CDI-PC domain port number is valid. For more error details, see the Domain Management App log files.

Error message: Request failed due to client error with status code [404 NOT_FOUND]. Please ensure the requested host and port are correct and the process is running on the requested port.

This error appears when you couldn't connect to the CDI-PC because the AC_PORT number is used instead of the node port number.

Solution: Use the correct CDI-PC domain port number.

You can find the correct port number in the domain.info file in the following location:

```
<CDI-PC installation directory>/Informatica/platform/home
```

For more error details, see the Domain Management App log file.

Error message: The request failed because of error [No trusted certificate found in the trust stores to verify the server certificate chain.]. Please ensure the Keystore and Truststore are configured correctly and the process is running on the requested port.

This error appears when the Secure Agent truststore or keystore path is not valid.

Solution: Verify that the path and password of the Secure Agent truststore and keystore are valid.

Verify that you have imported the CDI-PC domain truststore to the Domain Management App. Similarly, import the Domain Management App truststore to the CDI-PC domain truststore.

For more error details, see the Domain Management App log file.

See [Appendix A, "CDI-PC domain log files" on page 15](#) for the log file paths of each component of a CDI-PC domain

Domain deregistration errors

Consider the following troubleshooting tips when you deregister a CDI-PC domain:

Error: `com.informatica.isp.tools.cloudconnect.exception.DomainAuthenticationException: User is not authorized to perform the operation. Check the cloud connect logs`

This error appears when the registered domain user doesn't have administrator privileges required to deregister the domain.

Solution: Register the domain user with administrator privileges. For more error details, see the CloudConnect logs.

See [Appendix A, "CDI-PC domain log files" on page 15](#) for the log file paths of each component of a CDI-PC domain.

Update domain errors

Consider the following troubleshooting tips when you update a CDI-PC domain:

Error: The request failed because of error [Connection refused (Connection refused)]. Please ensure the requested host and port are proper and the process is running on the requested port.

This error appears when update fails because you couldn't connect to the CDI-PC domain.

Updating the CDI-PC domain fails because of one of the following reasons:

- The CDI-PC domain is unavailable before the Listener service starts. Restart the CDI-PC domain and retry the update process manually.
- There is no communication between Informatica Intelligent Cloud Services and the CDI-PC domain. Resolve the network issues and retry the update process manually.
- CDI-PC domain node is unavailable. Restart the node and retry the update process manually.

For more error details, see the Domain Management App log file.

Error: `/export/home/ispqa/<user_name>/Node1/Informatica/platform/sys/apps/listener/202308/dmlistenerlauncher.sh (Permission denied)`

This error appears when update fails in the Initialize stage because the `dmlistenerlauncher` script doesn't have correct permissions to run the script.

Solution: Assign `execute (755)` permission to the `dmlistenerlauncher` script and retry the update process manually. For more error details, see the CloudConnect log file.

Error: INFO: [

```
[commandframework.TaskExecutor] [reqId=85e0157411a142139df8330009883ca1] [DML_30051]
Required disk space [10,000MB]. Available disk space [1,788MB]. 2023-05-09 15:36:32.079
ERROR: [cf-task-pool-1][commandframework.TaskExecutor]
[reqId=85e0157411a142139df8330009883ca1] [DML_30052] Required disk space is unavailable.
```

This error appears when update fails because the required amount of disk space is not available on the node.

Solution: Create the required amount of disk space (a minimum of 10 GB) and retry the update. For more error details, see the taskoutput log file.

Error: [DML_20010] Task [Downloading patch] failed on node [node01] in host]. Please check the Listener logs of the node [node01] for more details. For more details, view the LISTENER logs in listener. <System log directory>/listener/DMLTaskOutputError in taskoutput log

This error appears when update fails because the CDI-PC binaries are not available in the Secure Agent.

Solution: Make sure that the Secure Agent contains the appropriate binaries. For more error details, see the taskoutput log file.

Error: [pool-3-thread-2][commandframework.TaskExecutor]
[reqId=deee669b67064b07979e742c4cd17842] [DMU_10009] Can't download the file. ERROR:
[Connection reset]

This error appears when update fails because you can't connect to a CDI-PC domain.

Solution: Resolve the connectivity issue between the CDI-PC domain host and Secure Agent host. For more error details, see the taskoutput log file.

Error: Regarding 2023-06-14 12:31:10.520 ERROR: [cf-task-pool-4][commandframework.TaskExecutor]
[reqId=46ef9dcdbdf5740e09c895c4fc7cff614] [DML_30065] Unexpected file found in extracted
installer directory. 2023-06-14 12:31:10.520 WARN: [cf-task-pool-4]
[commandframework.TaskExecutor] [reqId=46ef9dcdbdf5740e09c895c4fc7cff614] [DML_20004] Subtask
ID [verify_integrity] failed.

This error appears when update fails as the installer script is corrupted.

Solution: Retry the update process manually. For more error details, see the taskoutput log file.

Error: INFO: [cf-task-pool-1][commandframework.TaskExecutor]
[reqId=a23da466d220418eb626f01a97eac904] [DML_30051] Required disk space [4,000MB]. Available
disk space [27MB]. 2023-05-29 13:25:33.774 ERROR: [cf-task-pool-1]
[commandframework.TaskExecutor] [reqId=a23da466d220418eb626f01a97eac904] [DML_30052] Required
disk space is unavailable.

This error appears when update fails in Pre-update stage because the required amount of disk space is not available on the host.

Solution: Minimum of 4GB disk space is required for the update to run successfully. Create the required amount of disk space and retry the update. For more error details, see the taskoutput log file.

Error: [/export/home/prodxuser/build189/Node1/Informatica/platform/sys/data/downloads
(Permission denied)]

This error appears when update fails in Download stage because the downloads folder doesn't have appropriate privileges.

Assign correct permissions to the downloads folder and retry the update process manually. For more error details, see the taskoutput log file.

Error: INFO: [cf-task-pool-1][commandframework.TaskExecutor]
[reqId=a23da466d220418eb626f01a97eac904] [DML_30051] Required disk space [4,000MB]. Available
disk space [27MB]. 2023-05-29 13:25:33.774 ERROR: [cf-task-pool-1]
[commandframework.TaskExecutor] [reqId=a23da466d220418eb626f01a97eac904] [DML_30052] Required
disk space is unavailable.

This error appears when update fails in Updating stage because the required amount of disk space is not available on the host.

Solution: Create the required amount of disk space and retry the update. For more error details, see the taskoutput log file.

Error: Domain port in use

This error appears when update fails in Updating stage because the CDI-PC domain port is used by another process.

Solution: Shut down any other process running on the CDI-PC domain port and retry the update. For more error details, see the taskoutput log file.

Error: The request failed because of error [No trusted certificate found in the trust stores to verify the server certificate chain.]. Please ensure the Keystore and Truststore are configured correctly and the process is running on the requested port.

This error appears when update fails in Updating stage with a certificate error.

Solution: To enable communication between the Domain Management App and the domain, both the truststore certificates must be shared and available. Verify that the Domain Management App contains the domain truststore and the domain certificates folder contains the Domain Management App certificate.

For more error details, see the Domain Management App log file.

Error: None of the agents in the agent group can handle the request.

This error appears when update fails in Updating stage because the Domain Management App is not available.

Solution: Make sure that the Secure Agent is available and running. Retry the update manually. For more error details, see the Domain Management App log file.

See [Appendix A, “CDI-PC domain log files” on page 15](#) for the log file paths of each component of a CDI-PC domain

CDI-PC Client errors

Consider the following troubleshooting tips for CDI-PC Client errors:

Error: [PCSF_46024] SSL has failed because [Peer certificate cannot be authenticated with given CA certificates]

This error appears when you configure a domain from the CDI-PC Client.

Set the following environment variables in the CDI-PC Client virtual machine:

- INFA_TRUSTSTORE
 1. Copy the SSL related files in binary format from the server location to the CDI-PC Client virtual machine.
 2. Set the environment variable to this location.
- INFA_TRUSTSTORE_PASSWORD
 1. Encrypt the truststore password used by the CDI-PC Client using the `pmpasswd` utility.
 2. Set the environment variable to the the output of `pmpasswd`.

Error: Domain is not connected to IDMC

This error appears when the CDI-PC domain is not available or the connection with Informatica Intelligent Cloud Services is lost.

Check the CDI-PC domain status in Informatica Intelligent Cloud Services. If the status shows as offline or deregistered, then see the CloudConnect log file for more details.

- If the CDI-PC domain is not available, run the `infacmd.sh` startup to restore the domain.
- If the Secure Agent is not available, enable the Secure Agent by running the `infaagent startup` command.

CHAPTER 2

Troubleshooting Kerberos authentication

You can use Kerberos utilities to verify that the service principal and keytab file names created by the Kerberos administrator match the service principal and keytab file names that you requested. You can also use the utilities to determine the status of the Kerberos key distribution center (KDC).

You can use Kerberos utilities such as *setspn*, *kinit*, and *klist* to view and verify the SPNs and keytab files. To use the utilities, ensure that the KRB5_CONFIG environment variable contains the path and file name of the Kerberos configuration file.

Note: The following examples show ways to use the Kerberos utilities to verify that SPNs and keytab files are valid. The examples might be different than the way that the Kerberos administrator uses the utilities to create the SPNs and keytab files required for the CDI-PC domain. For more information about running the Kerberos utilities, see the Kerberos documentation.

Use the following utilities to verify the SPNs and keytab files:

klist

You can use *klist* to list the Kerberos principals and keys in a keytab file. To list the keys in the keytab file and the time stamp for the keytab entry, run the following command:

```
klist -k -t <keytab_file>
```

The following output example shows the principals in a keytab file:

```
Keytab name: FILE:int_srvc01.keytab
KVNO Timestamp      Principal
-----
3 12/31/69 19:00:00 int_srvc01/node01_vMPE/Domn96_vMPE@REALM
3 12/31/69 19:00:00 int_srvc01/node01_vMPE/Domn96_vMPE@REALM
3 12/31/69 19:00:00 int_srvc01/node01_vMPE/Domn96_vMPE@REALM
3 12/31/69 19:00:00 int_srvc01/node01_vMPE/Domn96_vMPE@REALM
3 12/31/69 19:00:00 int_srvc01/node01_vMPE/Domn96_vMPE@REALM
```

kinit

You can use *kinit* to request a ticket-granting ticket for a user account to verify that the KDC is running and can grant tickets. To request a ticket-granting ticket for a user account, run the following command:

```
kinit <user_account>
```

You can also use *kinit* to request a ticket-granting ticket and verify that the keytab file can be used to establish a Kerberos connection. To request a ticket-granting ticket for an SPN, run the following command:

```
kinit -V -k -t <keytab_file> <SPN>
```

The following output example shows the ticket-granting ticket created in the default cache for a specified keytab file and SPN:

```
Using default cache: /tmp/krb5cc_10000073
Using principal: int_srvc01/node01_vMPE/Domn96_vMPE@REALM
Using keytab: int_srvc01.keytab
Authenticated to Kerberos v5
```

setspn

You can use *setspn* to view, modify, or delete the SPN of an Active Directory service account. On the machine that hosts the Active Directory service, open a command line window and run the command.

To view the SPNs that are associated with a user account, run the following command:

```
setspn -L <user_account>
```

The following output example shows the SPN associated with the user account *is96svc*:

```
Registered ServicePrincipalNames for CN=is96svc,OU=AllSvcAccts,OU=People,
DC=ds,DC=intrac0rp,DC=zec0rp:
    int_srvc01/node02_vMPE/Domn96_vMPE
```

To view the user accounts associated with an SPN, run the following command:

```
setspn -Q <SPN>
```

The following output example shows the user account associated with the SPN *int_srvc01/node02_vMPE/Domn96_vMPE*:

```
Checking domain DC=ds,DC=intrac0rp,DC=zec0rp
CN=is96svc,OU=AllSvcAccts,OU=People,DC=ds,DC=intrac0rp,DC=zec0rp
    int_srvc01/node02_vMPE/Domn96_vMPE

Existing SPN found!
```

To search for duplicate SPNs, run the following command:

```
setspn -X
```

The following output example shows multiple user accounts associated with one SPN:

```
Checking domain DC=ds,DC=intrac0rp,DC=zec0rp
Processing entry 1125
HOST/mtb01.REALM is registered on these accounts:
    CN=Team1svc,OU=AllSvcAccts,OU=People,DC=ds,DC=intrac0rp,DC=zec0rp
    CN=MTB1svc,OU=IIS,OU=WPC960K3,OU=WINServers,DC=ds,DC=intrac0rp,DC=zec0rp
```

Note: Searching for duplicate SPNs can take a long time and a large amount of memory.

kdestroy

You can use *kdestroy* to delete the active Kerberos authorization tickets and the user credentials cache that contains them. If you run *kdestroy* without parameters, you delete the default credentials cache.

CHAPTER 3

Troubleshooting asset conversion errors

Consider the following troubleshooting tip when you convert your PowerCenter assets to the corresponding assets in Cloud Data Integration:

A conversion job fails with the following error if the Default folder contains Data Integration assets.

```
403 Forbidden: A Mapping task with the same name already exists. Enter a different name.
```

Delete the assets with the same name from the Data Integration Default folder and run the conversion task again.

APPENDIX A

CDI-PC domain log files

CDI-PC domain log files are stored in the following location: <CDI-PC Installation Directory>/
Informatica/platform/logs

The following table shows the log file paths of each component in a CDI-PC domain:

Component	Log File Path
Node	<ul style="list-style-type: none">- <CDI-PC installation directory>/Informatica/platform/logs/system_logs/<node_name>/node.log- <CDI-PC installation directory>/Informatica/platform/logs/system_logs/<node_name>/catalina.out
Cloud Connect	<CDI-PC installation directory>/Informatica/platform/logs/system_logs/<node_name>/cloudconnect.log
Listener service	<CDI-PC installation directory>/Informatica/platform/logs/system_logs/<node_name>/listener/DMLListenerLogs/dmllistener.log
Listener Launcher	<CDI-PC installation directory>/Informatica/platform/logs/system_logs/<node_name>/listener/DMLListenerLauncherLogs/launcher_log_yyyy-mm-dd.log
Listener Task	<CDI-PC installation directory>/Informatica/platform/logs/system_logs/<node_name>/listener/DMLTaskOutput/taskoutput.log
Patch Installer	<CDI-PC installation directory>/Informatica/platform/logs/installer/<release_version>/PatchManager_<release_version>_Platform_Apply_<request_id>_Install.log

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