

Troubleshoot Google Cloud Integration with CCM version 4.8.0/4.7.x

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Introduction:

This document describes how to troubleshoot Google Cloud integration with CloudCenter Manager (CCM) version 4.8.0/4.7.x .

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Linux Interface
- Virtual Machine Environments
- Google cloud account

Components Used

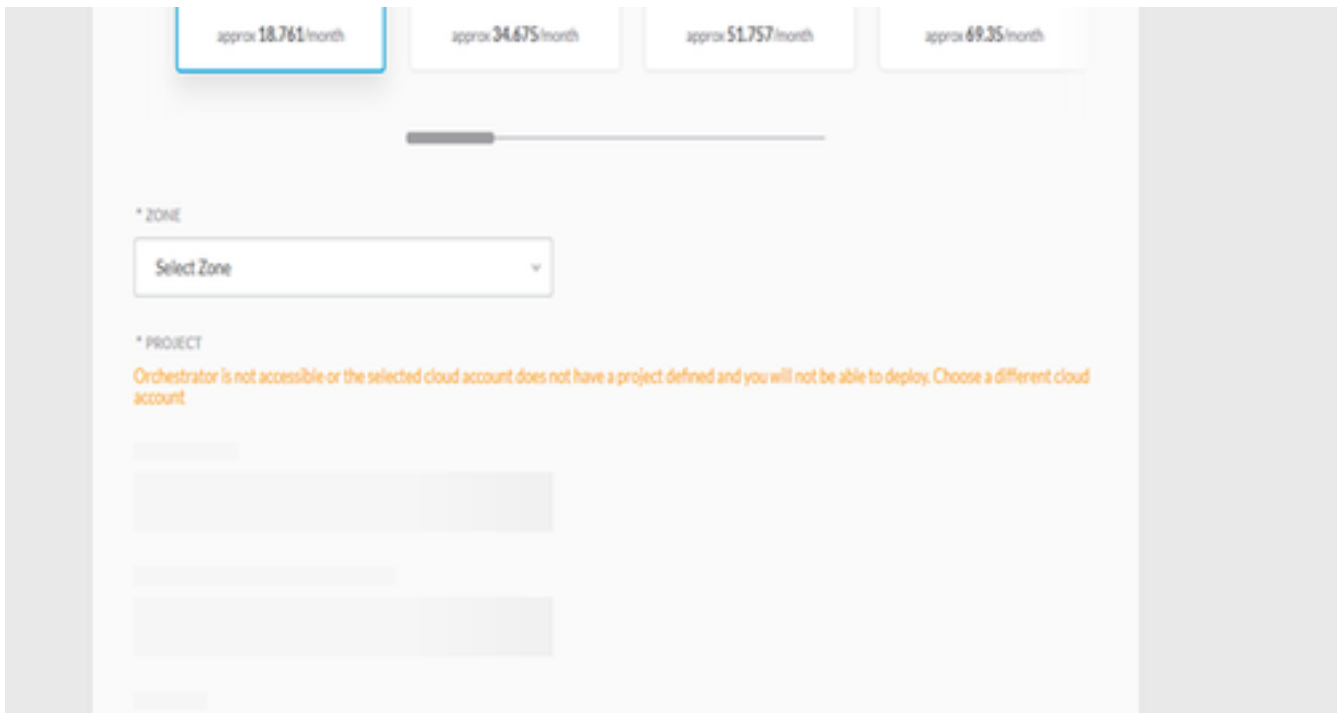
The information in this document is based on these software versions:

- CloudCenter version 4.6.x to 4.8.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Background Information

After you successfully add GCE orchestrator (CCO) to CCM and try to test the environment by deploying an application which includes the selection of instance type and zone, error message is shown while trying to select the project as shown in the image:



Problem

In CCM osmosix logs, you can find this error:

```
VENDOR_ID::1::USER_ID::2::2017-05-29 04:11:45,991 INFO impl.CloudPropertiesServiceImpl
[asyncOperationExecutor-6] - cloud property task is invoked
VENDOR_ID::1::USER_ID::2::2017-05-29 04:11:46,006 INFO impl.CloudManagementServiceImpl
[asyncOperationExecutor-6] - cloud data is not null
VENDOR_ID::1::USER_ID::2::2017-05-29 04:11:46,006 INFO impl.CloudManagementServiceImpl
[asyncOperationExecutor-6] - got the region end point as null
VENDOR_ID::1::USER_ID::2::2017-05-29 04:11:46,011 INFO impl.CloudPropertiesServiceImpl
[asyncOperationExecutor-7] - cloud property task is invoked
VENDOR_ID::1::USER_ID::2::2017-05-29 04:11:46,014 INFO impl.CloudPropertiesServiceImpl
[asyncOperationExecutor-8] - cloud property task is invoked
VENDOR_ID::1::USER_ID::2::2017-05-29 04:11:46,024 INFO impl.CloudManagementServiceImpl
[asyncOperationExecutor-7] - cloud data is not null
VENDOR_ID::1::USER_ID::2::2017-05-29 04:11:46,024 INFO impl.CloudManagementServiceImpl
[asyncOperationExecutor-7] - got the region end point as null
VENDOR_ID::1::USER_ID::2::2017-05-29 04:11:46,032 INFO impl.CloudManagementServiceImpl
[asyncOperationExecutor-8] - cloud data is not null
VENDOR_ID::1::USER_ID::2::2017-05-29 04:11:46,032 INFO impl.CloudManagementServiceImpl
[asyncOperationExecutor-8] - got the region end point as null
VENDOR_ID::1::USER_ID::2::2017-05-29 04:11:46,765 ERROR impl.CloudPropertiesServiceImpl
[asyncOperationExecutor-6] - Failed to getCloudPropertiesFromGateway from gateway for
propertyType : Project
VENDOR_ID::1::USER_ID::2::2017-05-29 04:11:46,765 ERROR impl.CloudPropertiesServiceImpl
[asyncOperationExecutor-6] - 500 Internal Server Error
org.springframework.web.client.HttpServerErrorException: 500 Internal Server Error
    at
org.springframework.web.client.DefaultResponseErrorHandler.handleError(DefaultResponseErrorHandl
er.java:94)
    at org.springframework.web.client.RestTemplate.handleResponse(RestTemplate.java:641)
    at org.springframework.web.client.RestTemplate.doExecute(RestTemplate.java:597)
    at org.springframework.web.client.RestTemplate.execute(RestTemplate.java:557)
    at org.springframework.web.client.RestTemplate.postForObject(RestTemplate.java:357)
    at com.osmosix.commons.util.AjaxUtil.postJson(AjaxUtil.java:117)
    at
com.osmosix.mgmt.cloud.impl.CloudPropertiesServiceImpl.getCloudPropertiesFromGateway(CloudProper
```

```
tiesServiceImpl.java:365)
    at
com.osmosix.mgmt.cloud.impl.CloudPropertiesServiceImpl$CloudPropertyTask.run(CloudPropertiesServ
iceImpl.java:461)
    at
com.osmosix.commons.operation.impl.AsyncOperationServiceImpl$2.run(AsyncOperationServiceImpl.jav
a:134)
    at java.util.concurrent.Executors$RunnableAdapter.call(Executors.java:511)
    at java.util.concurrent.FutureTask.run(FutureTask.java:266)
    at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)
    at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)
    at java.lang.Thread.run(Thread.java:748)
```

However, if you go to CCO osmosix logs, you get a clear picture.

```
2017-05-29 04:28:00,425 INFO job.JobServiceController [http-apr-8443-exec-3] - processing
validateCloudAccount request...
2017-05-29 04:28:00,632 ERROR properties.CloudPropertiesController [http-apr-8443-exec-6] -
com.google.api.client.googleapis.json.GoogleJsonResponseException: 403 Forbidden
{
  "code" : 403,
  "errors" : [ {
    "domain" : "global",
    "message" : "Google Cloud Resource Manager API has not been used in project credible-spark-
166514 before or it is disabled. Enable it by visiting
https://console.developers.google.com/apis/api/cloudresourcemanager.googleapis.com/overview?proj
ect=credible-spark-166514 then retry. If you enabled this API recently, wait a few minutes for
the action to propagate to our systems and retry.",
    "reason" : "forbidden"
  } ],
  "message" : "Google Cloud Resource Manager API has not been used in project credible-spark-
166514 before or it is disabled. Enable it by visiting
https://console.developers.google.com/apis/api/cloudresourcemanager.googleapis.com/overview?proj
ect=credible-spark-166514 then retry. If you enabled this API recently, wait a few minutes for
the action to propagate to our systems and retry.",
  "status" : "PERMISSION_DENIED"
```

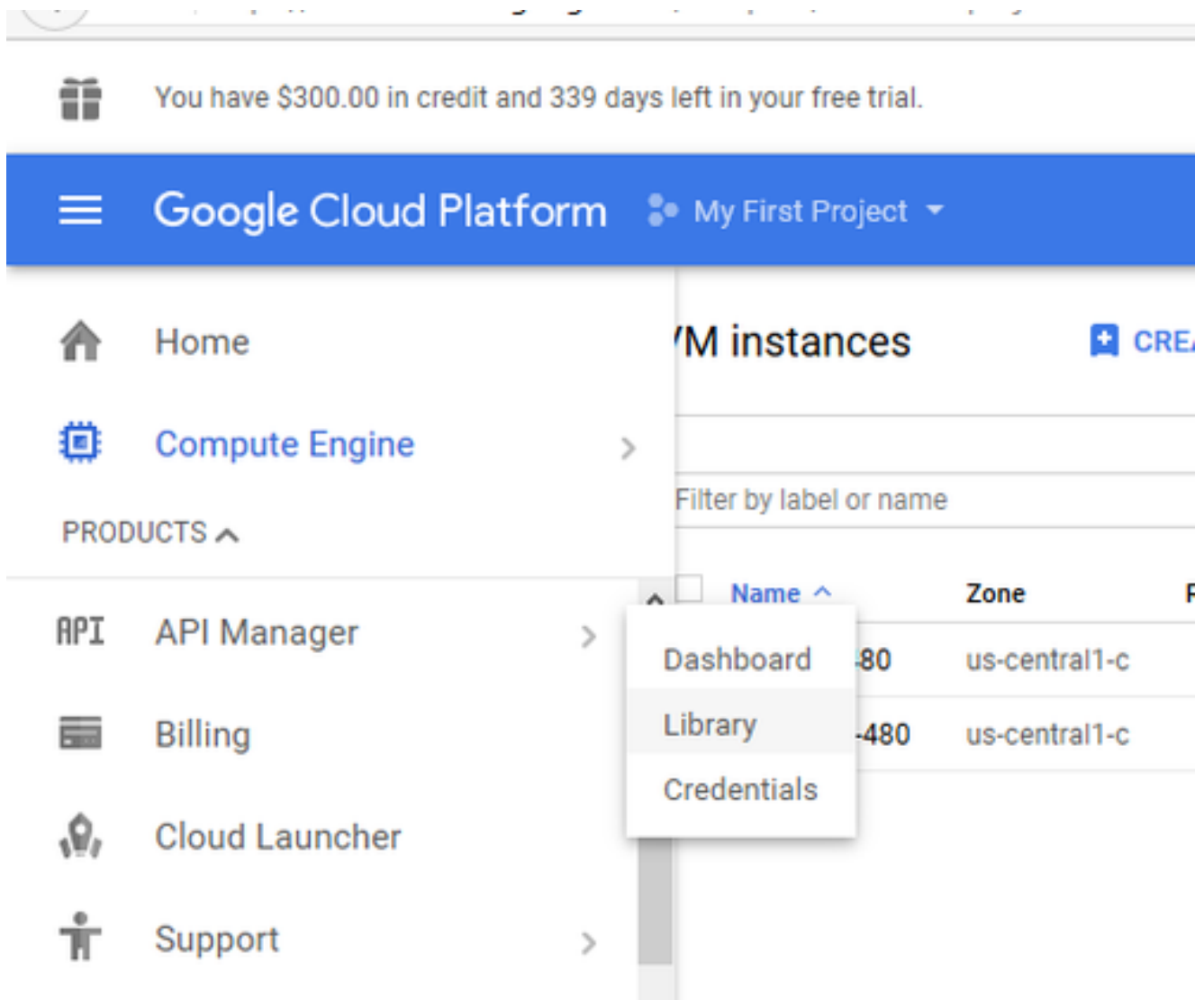
Resolution

These API's should be enabled for Cloud center to work properly with the GCE:

- Google Compute Engine API
- Google Cloud Resource Manager API

To enable it:

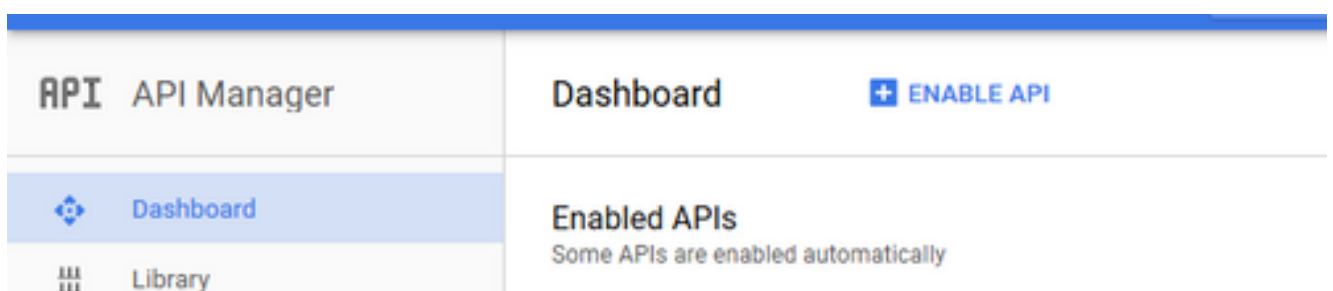
1. In GCE console and navigate to the API dashboard, as shown in the image:



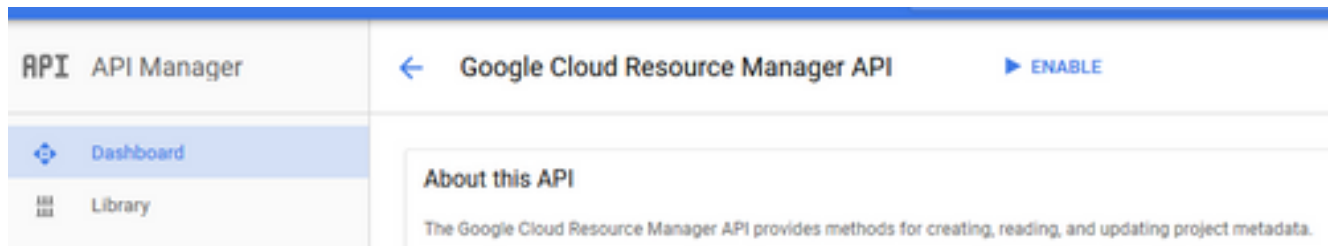
2. At the end of the page , all the enabled API's are listed and most probably you find that **Google Compute Engine API** is already enabled, if not enable it, as shown in the image:

API	Requests	Errors	Error ratio	Latency median	Latency 99%	
<input checked="" type="checkbox"/> Google Compute Engine API	152	19	12.5%	--	--	Disable
<input type="checkbox"/> BigQuery API	--	--	--	--	--	Disable
<input type="checkbox"/> Google Cloud APIs	--	--	--	--	--	Disable
<input type="checkbox"/> Google Cloud Datastore API	--	--	--	--	--	Disable
<input type="checkbox"/> Google Cloud Deployment Manager V2 API	--	--	--	--	--	Disable
<input type="checkbox"/> Google Cloud Pub/Sub API	--	--	--	--	--	Disable

3. However, GCE doesn't put the **resource manager API** on the page directly so you have to search for it. For that , select the **enable API** option from the top of the page and it redirects you to the API library.



4. As shown in the image, search for **Google Cloud Resource Manager API** , select it and enable it.



5. In order to reflect these changes, restart the CCO machine and then try to deploy the app once again.