

# ىلإ ةديدلجلا PLM ةفاضلإ ءاطخأ فاشكتسا اهحالصإو HCM-F

## تايوتحمل

[ةمدقملا](#)

[ةيساسأل تابلطتملا](#)

[تابلطتملا](#)

[ةمدختسملا تانوكملا](#)

[ديدلج PLM2 ليثم ةفاضلإ HCM-F لوؤسم ىلع رذعتي: ةلكشملا](#)

[1. لجال](#)

[2. لجال](#)

[3. لجال](#)

[4. لجال](#)

[5. لجال](#)

[ةلص تاذ تامولعم](#)

## ةمدقملا

ريدمو (HLM) فاضتسملا صيخرتللا ريديم ءاطخأ فاشكتسا ةيفيكة دنتسملا اذه حضوي هذه ققحتلا ةمئاق ءارجاب مق. ديدج PLM ةفاضلإ دنع اهحالصإو (PLM) يساسأل صيخرتللا (TAC) ةينفلا ءدعاسملا زكرم ءلاحتف لبق

## ةيساسأل تابلطتملا

### تابلطتملا

ةيلاتلا عيضاوملاب ءفرعم كيديل نوكت نأب Cisco ي صوت

- Cisco نم (HCS) فاضتسملا نواعتللا لجا
- Cisco نم (HCM-F) فاضتسملا نواعتللا طيسو ءفيظو
- ELM/PLM في صيخرتللا تيبتت

### ةمدختسملا تانوكملا

ةيلاتلا ءيدملا تانوكملا وجماربلل تارادصلإ ىلإ دنتسملا اذه في ءدراول تامولعملا دنتست

- HCM-F 10.6.2
- PLM 10.5.2

ءصاخ ءيلمعم ءئيبي في ءدوجوملا ءزهجال نم دنتسملا اذه في ءدراول تامولعملا ءاشنإ مت تناك اذإ. (يضارتفا) حوسمم نيوكتب دنتسملا اذه في ءمدختسملا ءزهجال عيمج تادب رمايال لمحتحمل ريثاتلل كمهف نم دكأتف، ءرشابم كتكبش

## PLM2 ليثم ةفاضلإ HCM-F لوؤسم ىلع رذعتي: ةلكشملا

## ديج

Home

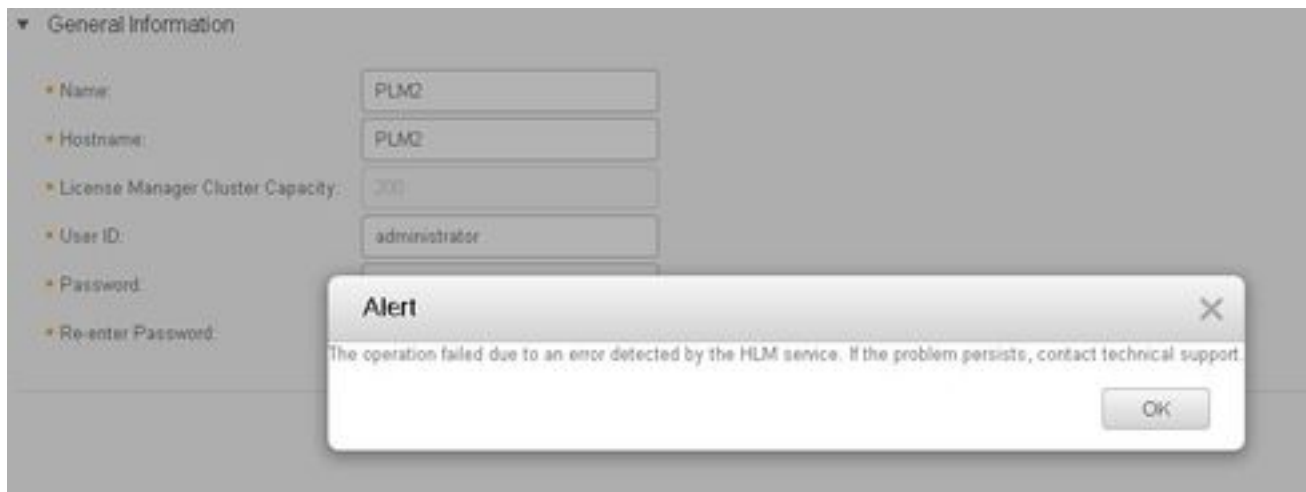
- ▶ Data Center Management
- ▶ Aggregation
- ▶ Customer Management
- ▶ Cluster Management
- ▶ Application Management
- ▶ Device Management
- ▶ Administration
- ▼ License Management
  - License Manager Summary
  - Settings
  - License Reports

### Add License Manager

▼ General Information

- Name: PLM2
- Hostname: PLM2
- License Manager Cluster Capacity: 200
- User ID: administrator
- Password: .....
- Re-enter Password: .....

اهتيؤر متي يتلا أطلال ةلاس ري هه.



in order to لا ىل تدا عيطتسي طرش ةدع نأ امب بجاو لچس ليصفت HLM ل، رادصا اذه تيحت GUI هسفن.

1. عيحت وتالچس لايوتسم نيكم تب (CLI) رم اوألا رطس ةهجاو موقت HCM-F ىل لوخدلا لچس لالتالچس ل.

2. **set trace tracelevel** رمألا ليغشت.

3. حومس لابقعلا داچيإ **show tracelevel** (CLI) رم اوألا رطس ةهجاو مدختسأ (أهبا) **tracelevel** لخدأ.

4. Cisco نم HCS صيخارت ري دم ةمدخ ServiceName: لخدأ.

5. **get activelog** اذه رمألا فلم مادختساب تالچس لايوتسم نيكم تب ةدع ابا مق.

/hcs/hlm/\*.

# 1. الحل

PLM ب (REST) ليثمت ةلح لقن لاصتا ءاشنإ يلع رداق ريغ HLM نأ HLM تالچس رهظت لاصتالال ةلهم ءاهتنا ببسب.

```
| 2016-09-02 04:52:55.025 | [63406] | SdlSig | CreateELMRequest | null0 | HLM(HLMCORE) |
SDRUI(NBI-HLM-v90-LIB0) | null

2016-09-02 16:52:55,025 INFO [63406] HLMCoreAgent:null0_CreateELMRequest is fired...

2016-09-02 16:52:55,025 INFO [63406] HLMCoreAgent:null0_CreateELMRequest recieved

2016-09-02 16:52:55,025 INFO [63406] HLMCoreAgent:elmName PLM2

2016-09-02 16:52:55,025 INFO [63406] HLMCoreAgent:elmHost PLM2

2016-09-02 16:52:55,025 INFO [63406] HLMCoreAgent:elmUser administrator

2016-09-02 16:52:55,025 INFO [63406] HLMCoreAgent:elmPass *****

2016-09-02 16:52:55,025 INFO [63406] HLMCoreAgent:deploymentMode HCS

2016-09-02 16:52:55,025 INFO [63406] HLMCoreAgent:null0_CreateELMRequest opening REST
connection to supplied LM

2016-09-02 16:52:55,025 INFO [63406] ELMApi: init, connecting to PLM2

2016-09-02 16:52:55,025 DEBUG [63406] Got the sslCtx

2016-09-02 16:52:55,025 INFO [63406] Initialized the context

2016-09-02 16:52:55,096 INFO [63406] ELMApi: initialized with connection timeout, connected to
PLM2

2016-09-02 16:52:55,096 INFO [63406] HLMCoreAgent:null0_CreateELMRequest validating connection
to LM

2016-09-02 16:52:55,096 DEBUG [63406] ELMApi: validateConnection Called

2016-09-02 16:52:55,097 ERROR [63406] ELMApi: ClientHanglerException caught validating
connection, throwing C onnectException

2016-09-02 16:52:55,097 ERROR [63406] HLMCoreAgent:CreateELMRequest Exception:
java.net.UnknownHostException: PLM2

-----

2016-09-02 16:52:55,100 DEBUG [63406] Agent: Sent message to SDRUI(NBI-HLM-v90-LIB0)

2016-09-02 16:52:55,100 DEBUG [63406] HLMCoreAgent:CreateELMResponse message was sent.

2016-09-02 16:52:55,100 ERROR [63406] Sdl...

5 | 2016-09-02 04:52:55.100 | [63406] | SdlExcept | CreateELMRequest | null0 | HLM(HLMCORE) |
```

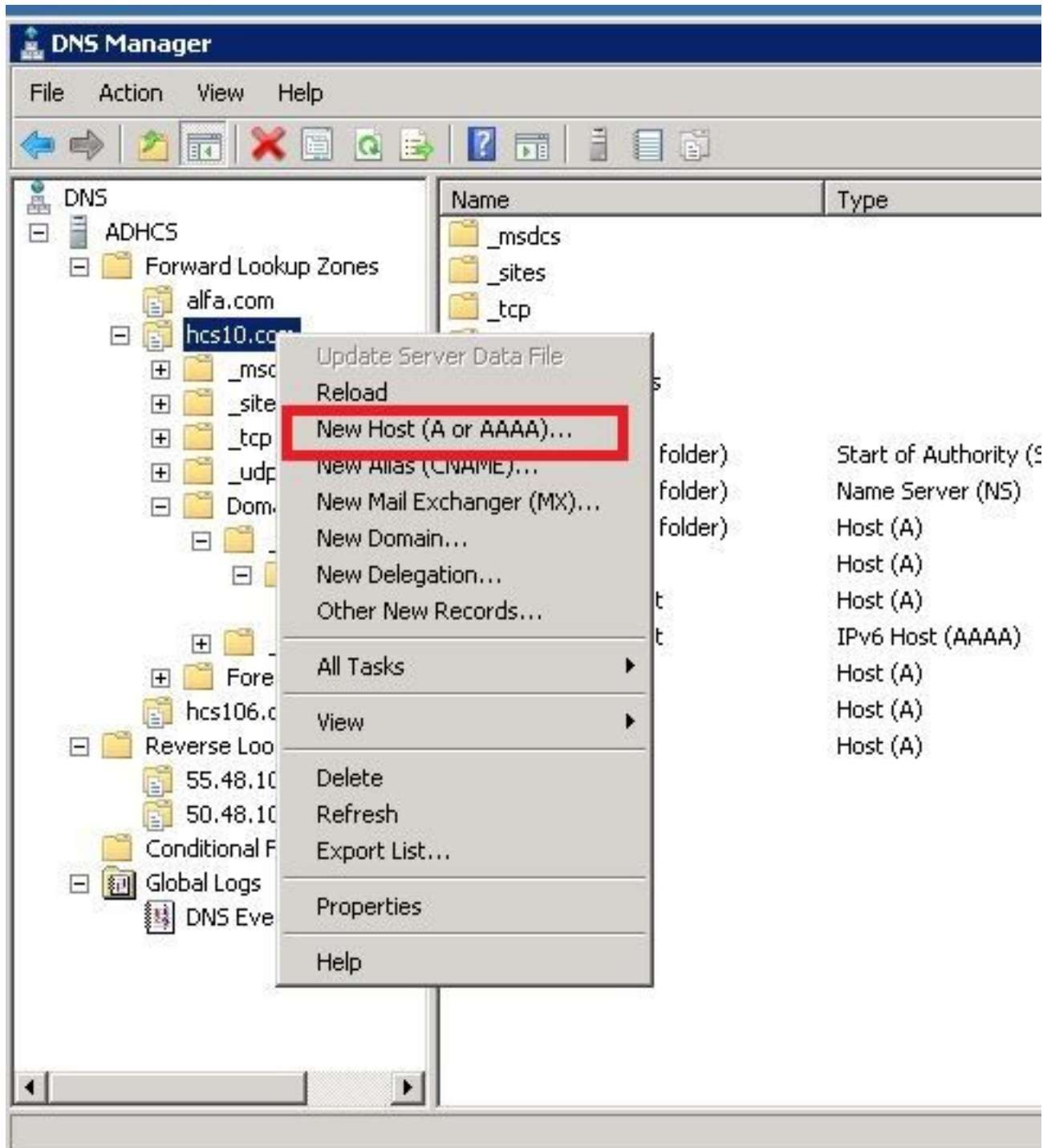
2016-09-02 16:52:55,101 ERROR [63406] Agent caught exception while processing message type CreateELMRequest

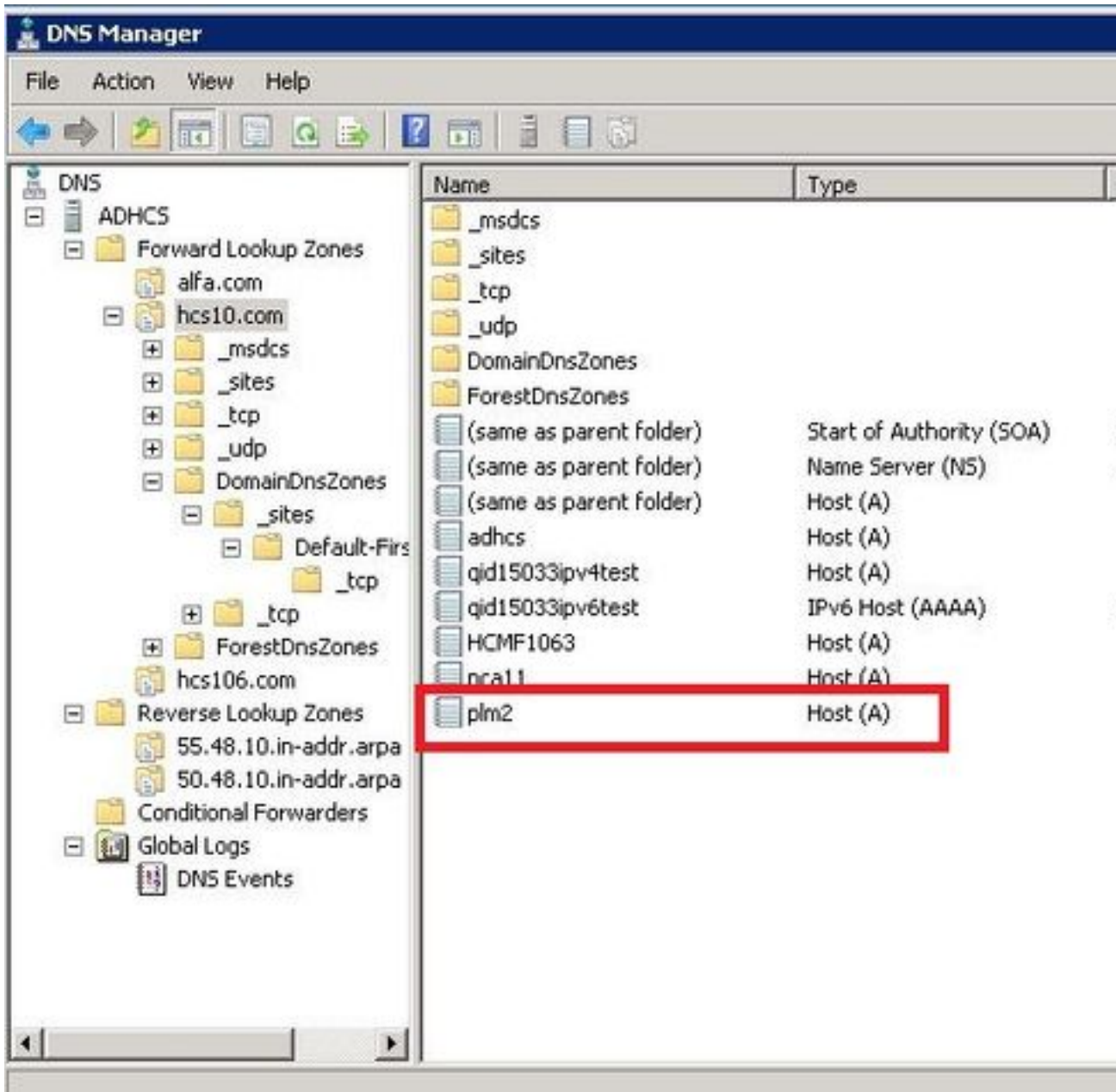
com.sun.jersey.api.client.ClientHandlerException: java.net.UnknownHostException: PLM2

at

com.sun.jersey.client.urlconnection.URLConnectionClientHandler.handle(URLConnectionClientHandler.java:151)

يأ نم ققحتو (DNS) لاجملا مسا مداخل HCS ةرادا يف يسكع ورشام شحب ةفاضاب مق روصلا هذه يف حضوم وه امك ، لاصتالا يف ةلكشم.





## ةحصلنا نم ققحتلنا

رم اوألا لي غشتب مق

```
admin:show network eth0
Ethernet 0
DHCP : disabled Status : up
IP Address : 10.48.50.70 IP Mask : 255.255.255.128
Link Detected: yes Mode : Auto disabled, Full, 1000 Mbits/s
Duplicate IP : no
```

```
DNS
Primary : 10.48.55.76 Secondary : Not Configured
Options : timeout:5 attempts:2
Domain : hcslab.com
Gateway : 10.48.50.1 on Ethernet 0
```

```
admin:utils network ping plm2
PING plm2.hcs10.com (10.48.50.72) 56(84) bytes of data.
64 bytes from plm2.hcs10.com (10.48.50.72): icmp_seq=1 ttl=64 time=0.484 ms
64 bytes from plm2.hcs10.com (10.48.50.72): icmp_seq=2 ttl=64 time=0.493 ms
64 bytes from plm2.hcs10.com (10.48.50.72): icmp_seq=3 ttl=64 time=0.441 ms
64 bytes from plm2.hcs10.com (10.48.50.72): icmp_seq=4 ttl=64 time=0.590 ms

--- plm2.hcs10.com ping statistics ---
4 packets transmitted, 4 received, 0% packet loss, time 3021ms
rtt min/avg/max/mdev = 0.441/0.502/0.590/0.054 ms
```

## 2. الحل

يُرجى ملاحظة أن PLM نكلو PLM لي ثمب REST لاصتا عاشن| يلع رداق HLM نأ HLM تالچس رهظت "دوجوم ريغ 404" نم أطخ ةل اسرب.

```
2016-09-02 17:01:08,561 INFO [63414] ELMApi: initialized with connection timeout, connected to
10.48.55.29

2016-09-02 17:01:08,561 INFO [63414] HLMCoreAgent:null0_CreateELMRequest validating connection
to LM

2016-09-02 17:01:08,561 DEBUG [63414] ELMApi: validateConnection Called

2016-09-02 17:01:08,614 ERROR [63414] HLMCoreAgent:CreateELMRequest Exception: GET
https://10.48.55.29/elm-resources returned a response status of 404 Not Found

2016-09-02 17:01:08,616 DEBUG [63414] Agent: sending to [SDRUI]
```

-----

```
<com.cisco.hcs.HLM.jms.CreateELMResponse>

  <messageType>CreateELMResponse</messageType>

  <source>

    <serviceName>HLM</serviceName>

    <instance>HLMCORE</instance>

  </source>

  <destination>

    <serviceName>SDRUI</serviceName>

    <instance>NBI-HLM-v90-LIB0</instance>

  </destination>

  <sessionId>b0a354ec-6249-4cf6-ac7d-f73bac6918d4</sessionId>

  <fault>true</fault>

  <exception>

    <detailMessage>GET https://10.48.55.29/elm-resources returned a response status of 404 Not
Found</detailMessage>
```

```

<stackTrace>

<trace>com.cisco.hcs.HLM.core.HLMCoreAgent$null0_CreateELMRequest.fire(HLMCoreAgent.java:363)</t
race>

    <trace>com.cisco.hcs.hcsagent.agent.AgentFSM.fireTransition(AgentFSM.java:554)</trace>
    <trace>com.cisco.hcs.hcsagent.agent.AgentFSM.fire(AgentFSM.java:445)</trace>
    <trace>com.cisco.hcs.hcsagent.agent.Agent.process(Agent.java:324)</trace>
    <trace>com.cisco.hcs.hcsagent.agent.AgentTask.run(AgentTask.java:75)</trace>
    <trace>java.util.concurrent.Executors$RunnableAdapter.call(Executors.java:471)</trace>
    <trace>java.util.concurrent.FutureTask.run(FutureTask.java:262)</trace>

<trace>java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1145)</trace>

<trace>java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:615)</trace>
    <trace>java.lang.Thread.run(Thread.java:745)</trace>
</stackTrace>

<suppressedExceptions class="java.util.Collections$UnmodifiableRandomAccessList" resolves-
to="java.util.Collections$UnmodifiableList">

    <c class="list"/>

    <list reference="../c"/>

</suppressedExceptions>

</exception>

<Fork>false</Fork>

<requeueCount>0</requeueCount>

</com.cisco.hcs.HLM.jms.CreateELMResponse>

```

-----

```

2016-09-02 17:01:08,618 DEBUG [63414] Agent: Sent message to SDRUI(NBI-HLM-v90-LIB0)
2016-09-02 17:01:08,618 DEBUG [63414] HLMCoreAgent:CreateELMResponse message was sent.
2016-09-02 17:01:11,625 INFO [63414] AgentFSM::currentState changed from null0 to null0

```

The PLM API services must be activated in order to fix the issue.

Run the following commands from PLM CLI.

```
admin:utils service activate Cisco Prime LM Resource API
```

```
Service Manager is running
```

```
Cisco Prime LM Resource API[STARTED]
```

```
admin:utils service activate Cisco Prime LM Resource Legacy API
```

```
Service Manager is running
```

```
Cisco Prime LM Resource Legacy API[STARTED]
```

## ةحصلال نم ققحتال

قلم (CLI) ل PLM. رماوالا رطس ةهجاو نم رمالا ليغش تب مق

```
admin utils service list
```

```
Cisco Prime LM Admin[STARTED]
```

```
Cisco Prime LM DB[STARTED]
```

```
Cisco Prime LM Resource API[STARTED]
```

```
Cisco Prime LM Resource Legacy API[STARTED]
```

## لحل 3.

يحيضوتال ضرعلا عضو يف لمعي PLM نأ HLM تالجس رهظت.

```
11 | 2016-09-02 05:21:07.615 | [63406] | SdlSig | CreateELMRequest | null0 | HLM(HLMCORE) | SDRUI(NBI-HLM-v90-LIB0) | null
```

```
2016-09-02 17:21:07,615 INFO [63406] HLMCoreAgent:null0_CreateELMRequest is fired...
```

```
2016-09-02 17:21:07,615 INFO [63406] HLMCoreAgent:null0_CreateELMRequest recieved
```

```
2016-09-02 17:21:07,615 INFO [63406] HLMCoreAgent:elmName PLM2
```

```
2016-09-02 17:21:07,615 INFO [63406] HLMCoreAgent:elmHost 10.48.55.29
```

```
2016-09-02 17:21:07,615 INFO [63406] HLMCoreAgent:elmUser administrator
```

```
2016-09-02 17:21:07,615 INFO [63406] HLMCoreAgent:elmPass *****
```

```
2016-09-02 17:21:07,615 INFO [63406] HLMCoreAgent:deploymentMode HCS
```

```
2016-09-02 17:21:07,615 INFO [63406] HLMCoreAgent:null0_CreateELMRequest opening REST connection to supplied LM
```

```
2016-09-02 17:21:07,615 INFO [63406] ELMApi: init, connecting to 10.48.55.29
```

```
2016-09-02 17:21:07,615 DEBUG [63406] Got the sslCtx
```



2016-09-02 17:21:07,615 INFO [63406] Initialized the context

2016-09-02 17:21:07,687 INFO [63406] ELMApi: initialized with connection timeout, connected to 10.48.55.29

2016-09-02 17:21:07,687 INFO [63406] HLMCoreAgent:null10\_CreateELMRequest validating connection to LM

2016-09-02 17:21:07,687 DEBUG [63406] ELMApi: validateConnection Called

2016-09-02 17:21:07,795 DEBUG [63406] ELMApi: connection Validated

2016-09-02 17:21:07,795 DEBUG [63406] ELMApi: getELMReg Called

2016-09-02 17:21:07,846 INFO [63406] HLMCoreAgent:Found LM to be in Demo Mode

2016-09-02 17:21:07,846 DEBUG [63406] HLMCoreAgent: CreateELMRequest closing the connection

2016-09-02 17:21:07,847 DEBUG [63406] Agent: sending to [SDRUI]

-----

```
<com.cisco.hcs.HLM.jms.CreateELMResponse>
  <messageType>CreateELMResponse</messageType>
  <source>
    <serviceName>HLM</serviceName>
    <instance>HLMCORE</instance>
  </source>
  <destination>
    <serviceName>SDRUI</serviceName>
    <instance>NBI-HLM-v90-LIB0</instance>
  </destination>
  <sessionID>ae3b7f12-d5cb-4db4-bc37-291833d00f83</sessionID>
  <fault>true</fault>
  <exception>
    <detailMessage>ELM is in demo license.</detailMessage>
    <stackTrace>
```

```
<com.cisco.hcs.HLM.jms.CreateELMResponse>
  <messageType>CreateELMResponse</messageType>
  <source>
```

```
<serviceName>HLM</serviceName>

<instance>HLMCORE</instance>

</source>

<destination>

<serviceName>SDRUI</serviceName>

<instance>NBI-HLM-v90-LIB0</instance>

</destination>

<sessionId>ab8cbfc5-cbe5-4c3f-8c33-324517d69d7d</sessionId>

<fault>>true</fault>

<exception>

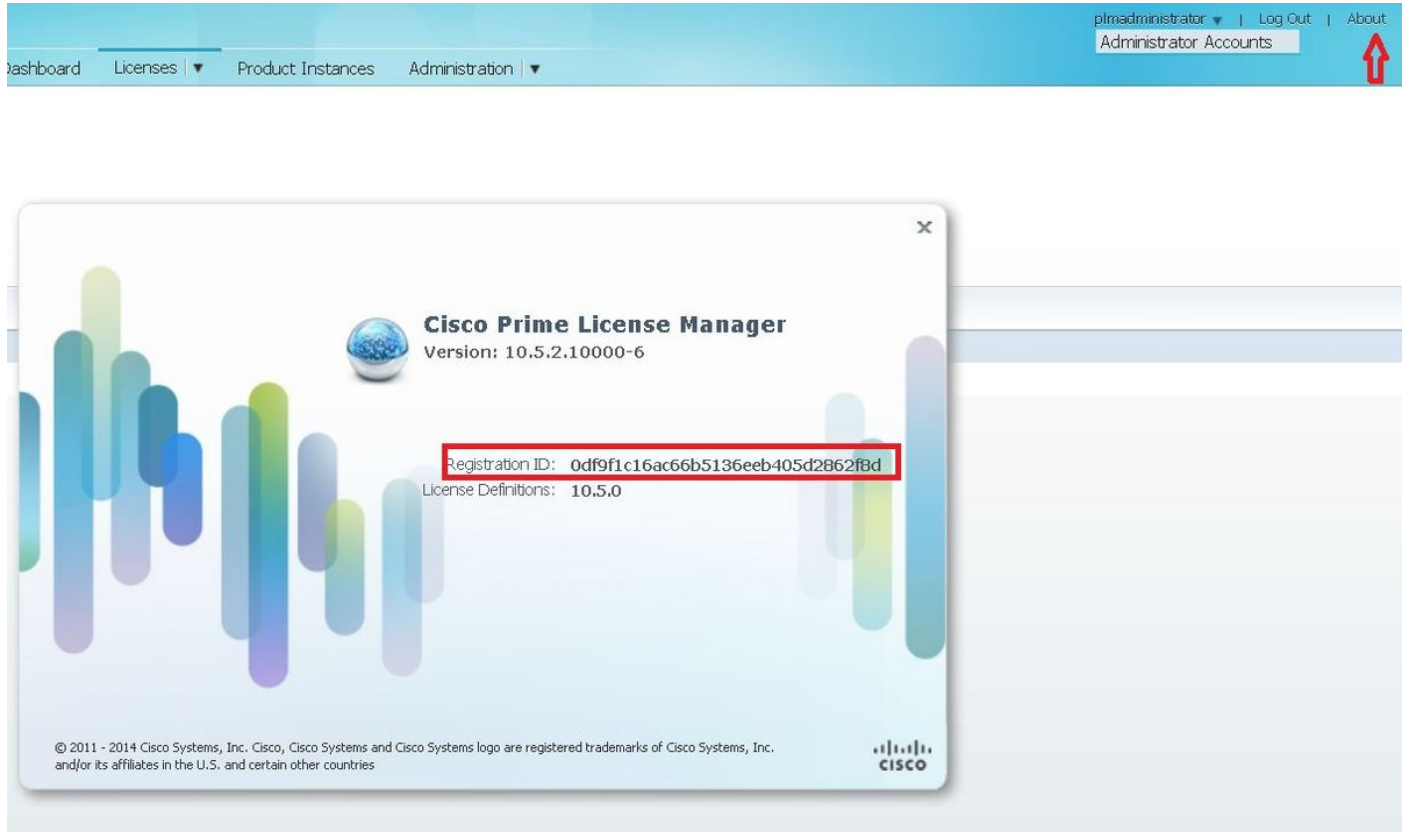
<detailMessage>ELM is in demo license.</detailMessage>

<stackTrace>
```

PLM ةفاضلا ةلواحم دعأو PLM لى HCS صيخارت ةفاضلاب مق

## ةحصللا نم ققحتلا

HCS، صيخارت ةفاضلاب دعب. لوح قوف رقناو PLM مدختسم ةهجاو لى لوخدلا ليجستب مق ةروصللا يف حضوم وه امك حلاص ليجست فرعم PLM رهظي:



## 4. لجال

## 401. ةل اسرب دري PLM نكلو PLM ب لاصتالال نم HLM نكلمتي

```
12 | 2016-09-02 05:22:51.594 | [63414] | SdlSig | CreateELMRequest | null0 | HLM(HLMCORE) | SDRUI(NBI-HLM-v90-LIB0) | null

2016-09-02 17:22:51,594 INFO [63414] HLMCoreAgent:null0_CreateELMRequest is fired...

2016-09-02 17:22:51,594 INFO [63414] HLMCoreAgent:null0_CreateELMRequest recieved

2016-09-02 17:22:51,595 INFO [63414] HLMCoreAgent:elmName PLM2

2016-09-02 17:22:51,595 INFO [63414] HLMCoreAgent:elmHost 10.48.55.29

2016-09-02 17:22:51,595 INFO [63414] HLMCoreAgent:elmUser administrator

2016-09-02 17:22:51,595 INFO [63414] HLMCoreAgent:elmPass *****

2016-09-02 17:22:51,595 INFO [63414] HLMCoreAgent:deploymentMode HCS

2016-09-02 17:22:51,595 INFO [63414] HLMCoreAgent:null0_CreateELMRequest opening REST connection to supplied LM

2016-09-02 17:22:51,595 INFO [63414] ELMApi: init, connecting to 10.48.55.29

2016-09-02 17:22:51,595 DEBUG [63414] Got the sslCtx

2016-09-02 17:22:51,595 INFO [63414] Initialized the context

2016-09-02 17:22:51,673 INFO [63414] ELMApi: initialized with connection timeout, connected to 10.48.55.29

2016-09-02 17:22:51,673 INFO [63414] HLMCoreAgent:null0_CreateELMRequest validating connection to LM

2016-09-02 17:22:51,673 DEBUG [63414] ELMApi: validateConnection Called

2016-09-02 17:22:53,546 ERROR [63414] HLMCoreAgent:CreateELMRequest Exception: GET https://10.48.55.29/elm-resources returned a response status of 401 Unauthorized

2016-09-02 17:22:53,548 DEBUG [63414] Agent: sending to [SDRUI]

-----

<com.cisco.hcs.HLM.jms.CreateELMResponse>

  <messageType>CreateELMResponse</messageType>

  <source>

    <serviceName>HLM</serviceName>

    <instance>HLMCORE</instance>

  </source>

  <destination>

    <serviceName>SDRUI</serviceName>

    <instance>NBI-HLM-v90-LIB0</instance>

  </destination>
```

```
<sessionID>06e919ba-1c30-47bb-b72d-a4a0a1ca049c</sessionID>

<fault>>true</fault>

<exception>

  <detailMessage>GET https://10.48.55.29/elm-resources returned a response status of 401
  Unauthorized</detailMessage>

  <stackTrace>

<trace>com.cisco.hcs.HLM.core.HLMCoreAgent$null0_CreateELMRequest.fire(HLMCoreAgent.java:363)</t
race>
```

ق. فواتم ريغ رادصا مادختساب PLM درت كلذ عمو، PLM ب لاصتال HLM نكمي

## 5. ل حل

ق. فواتم ريغ رادصا مادختساب PLM درت كلذ عمو، PLM ب لاصتال HLM نكمي

```
2016-09-05 11:53:19,131 INFO [63394] HLMCoreAgent:null0_CreateELMRequest is fired...
2016-09-05 11:53:19,131 INFO [63394] HLMCoreAgent:null0_CreateELMRequest recieved
2016-09-05 11:53:19,132 INFO [63394] HLMCoreAgent:elmName PLM11
2016-09-05 11:53:19,132 INFO [63394] HLMCoreAgent:elmHost 10.48.53.120
2016-09-05 11:53:19,132 INFO [63394] HLMCoreAgent:elmUser admin
2016-09-05 11:53:19,132 INFO [63394] HLMCoreAgent:elmPass *****
2016-09-05 11:53:19,132 INFO [63394] HLMCoreAgent:deploymentMode HCS
2016-09-05 11:53:19,132 INFO [63394] HLMCoreAgent:null0_CreateELMRequest opening REST
connection to supplied LM
2016-09-05 11:53:19,132 INFO [63394] ELMapi: init, connecting to 10.48.53.120
2016-09-05 11:53:19,132 DEBUG [63394] Got the sslCtx
2016-09-05 11:53:19,132 INFO [63394] Initialized the context
2016-09-05 11:53:19,206 INFO [63394] ELMapi: initialized with connection timeout, connected to
10.48.53.120
2016-09-05 11:53:19,206 INFO [63394] HLMCoreAgent:null0_CreateELMRequest validating connection
to LM
2016-09-05 11:53:19,206 DEBUG [63394] ELMapi: validateConnection Called
2016-09-05 11:53:19,457 DEBUG [63394] ELMapi: connection Validated
2016-09-05 11:53:19,457 DEBUG [63394] ELMapi: getELMReg Called
2016-09-05 11:53:19,560 DEBUG [63394] ELMapi: getELMVer Called
```

```
2016-09-05 11:53:19,667 DEBUG [63394] HLMCoreAgent:null0_createELMRequest LM PLM11 version is 11.0.1.10000-2
2016-09-05 11:53:19,667 DEBUG [63394] hlmSDRUtil.createELM
2016-09-05 11:53:19,669 DEBUG [63394] hlmSDRUtil.getHCMFDeploymentMode
2016-09-05 11:53:19,669 DEBUG [63394] hlmSDRUtil.beginTransaction
2016-09-05 11:53:19,670 DEBUG [63394] hlmSDRUtil.commitTransaction
2016-09-05 11:53:19,671 DEBUG [63394] hlmSDRUtil.beginTransaction
2016-09-05 11:53:19,672 INFO [63394] LM version is 11.0.1.10000-2
2016-09-05 11:53:19,673 ERROR [63394] hlmSDRUtil.createELM: SDR exception(SDRSyncSession): null
2016-09-05 11:53:19,673 DEBUG [63394] hlmSDRUtil.rollbackTransaction
2016-09-05 11:53:19,673 ERROR [63394] HLMCoreAgent:CreateELMRequest Exception: Attribute TypeELMVersion is required.
```

لبق نم هي ل راشم و HCM-F لبق نم موعدم هت فاضا تمت يذال PLM رادصا نأ نم دكأت  
HCS قفاوتة فوصم.

## ةلص تاذا تامولعم

- [http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/hcs/10\\_6\\_1/HCMF\\_Product/Troubleshooting\\_Guide/CHCS\\_BK\\_C434C53C\\_00\\_cisco-hcm-f-troubleshooting-guide-10\\_6\\_1/CHCS\\_BK\\_C434C53C\\_00\\_cisco-hcm-f-troubleshooting-guide-10\\_6\\_1\\_chapter\\_010.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/hcs/10_6_1/HCMF_Product/Troubleshooting_Guide/CHCS_BK_C434C53C_00_cisco-hcm-f-troubleshooting-guide-10_6_1/CHCS_BK_C434C53C_00_cisco-hcm-f-troubleshooting-guide-10_6_1_chapter_010.html)
- <https://www.cisco.com/c/en/us/support/docs/unified-communications/hosted-collaboration-solution-hcs/119377-config-hcmf-00.html>
- [تادنتس مل او ينقت لا م عدلا - Cisco Systems](#)

ةمچرتل هذه لوج

ةللأل تاينقتل نم ةومچم مادختساب دننتمسمل اذه Cisco تچرت  
ملاعلاء انءمچم في نيمدختسملل معدى وتحم مي دقتل ةيرشبلاو  
امك ةقيد نوك تنل ةللأل ةمچرت لصف أن ةظحال مچرئ. ةصاخل مهتغب  
Cisco يلخت. فرتحم مچرت مامدقي يتل ةيفارتحال ةمچرتل عم لالحل وه  
ىل إأمئاد عوچرلاب يصوت و تامچرتل هذه ةقदन ةتيلوئسم Cisco  
Systems (رفوتم طبارلا) يلصلأل يزىلچنل دننتمسمل