

- Cisco ن م (HCS) فاضتسملا نواعتلا ل ح
- Cisco ن م (HCM-F) فاضتسملا نواعتلا طيسو ؤ فيظو
- Cisco ن م (PLM) صيخرتلا ري دم

ةمدختسملا تانوكملا

ةيلاتلا ؤي داملا تانوكملا وجماربال تارادصا لىل دنن تسملا اذو في ؤدراولا تامولعمل دنن تست

- HCM-F 10.6.2
- PLM 10.5.2

ةصاخ ؤي لمعم ؤي ب في ؤدوجوملا ؤزهال ن م دنن تسملا اذو في ؤدراولا تامولعمل عاشنإ م ت ناك اذإ. (يضا رتفا) حوس م ن يوك ت ب دنن تسملا اذو في ؤمدختسملا ؤزهال اعيمج تادب رمأ يال لمحتحمل ري ثاتلل كمهف ن م دكاتف ، ؤرشابم كتك ب ش

ةوعومجم ماظن نني عت HCM-F لوؤسم لىل ع رذعتي : ؤلكشملا PLM ليثم لىل ؤدحوملا تالاصتالا

ةروصلال في اطخلال روهظ عم HCM-F ؤمه م ل ش في

| Job Details | |
|----------------------|--|
| Job Type: | Provisioning |
| Entity Type: | ELM |
| Date/Time Initiated: | Sep 21, 2016 6:25:20 PM |
| Date/Time Completed: | Sep 21, 2016 6:25:21 PM |
| Status: | Failed |
| Entity Name: | |
| Description: | Assigning cluster test-cluster-Z to LM plm-hcs10 failed. |
| Status Information: | |
| Recommended Action: | |

نكمي شيح ؤي لي صفتلا HLM تالجم دوجو مزلي ، احوال صا ؤلكشملا هذه عاطخأ فاشكتسال (GUI) ؤي موسرلا م دختسملا ؤهجاو اطخ س فن لىل فورظال ن م دي دعال ي دؤت نأ

تالجم ل اعيمجتو تالجم لىل ؤتسم نني كم ت ب CLI موقتو ، HCM-F لىل لوخدلا لىل جمستب مق

رمألا لي غش ت ب مق

راسملا عبتت نبيعت

بئاعلا لىل روثلل "show tracelevels" رمأال رطس ةهجاو مدختسأ) tracelevel لخدأ
ةلصم :: (اهب حومسملا

Cisco نم HCS صيخارت ري دم ةمدخ :: ServiceName لخدأ

تالجلسلا عيمجتو رادصالإا اتانإ ةداعإ مق

ActiveModel /hcs/HLM/* فللملا لىل لوصحلا

1 لحل

HCM-F لىل رذعتي. ةعومجملما ماظن قيبت Publisher في ةمدخل رفومل IP ناونع ةفاضاب مق
دوقم IP ةمدخ رفوم نأل ةدحوملا تالاصتالا قيبتب لاصتالا

```
2016-09-21 18:25:21,659 INFO [264674] UCAppDeploymentModeConnection: Opening secure connection
to: https://null:8443/platform-services/services/DeploymentModeService?wsdl

2016-09-21 18:25:21,659 INFO [264674] UCAppDeploymentModeConnectionPort successfully opened

2016-09-21 18:25:21,688 INFO [264674] UCAppDeploymentModeConnection: Setting userName for SOAP
connection to: ccmadmin

2016-09-21 18:25:21,688 INFO [264674] UCAppDeploymentModeConnection: Accepting Certificate from
UC Application

2016-09-21 18:25:21,688 INFO [264674] UCAppDeploymentModeConnection.getDeploymentMode Called

2016-09-21 18:25:21,695 ERROR [264674] UCAppAPI.getDeploymentMode() CaughtException: Error
writing to XMLStreamWriter.

2016-09-21 18:25:21,695 ERROR [264674] HLMClusterLicenseAgent: .null0_AssignClusterToELMRequest
Error writing to XMLStreamWriter.

2016-09-21 18:25:21,696 DEBUG [264674] hlmSDRUtil.updateJob

2016-09-21 18:25:21,750 DEBUG [264674] hlmSDRUtil.beginTransaction
```

ةحصللا نم ققحتلا

ةعومجملما ماظن قيبت > تاقيبطتلا ةرادلا لىل لقتنا، ققحتلل

CISCO Unified Communications | Mediation | Hosted Collaboration Solution

Service Inventory | Infrastructure Manager | Platform Manager | Node Manager

Home

- Data Center Management
- Aggregation
- Customer Management
- Cluster Management
- Application Management
 - Cluster Application**
 - Management Application
 - Other Application
- Device Management
- Administration
- License Management

Edit Cluster Application - CUCM-D

Description:

Node Type: Publisher Subscriber

Cluster:

Auto Link to Virtual Machine

Virtual Machine:

Routing ID:

- CUCM Service Activation
- SIP Trunks
- Credentials
- Network Addresses

| | Network Space | IPV4 Address | IPV6 Address |
|--------------------------|------------------------|--------------|--------------|
| <input type="checkbox"/> | Service Provider Space | 10.48.50.68 | |

Buttons: Save, Add New, Delete

2 حل

8443 ذفنم ال ىل ع UC و HCM-F قىبب طت نى ب IP لاصتا نى كم تب مق

تالاصت ال قىبب طت وحن TCP لاصتا حتف HLM ةدحول نكمى ال نكل و دىج HCM-F نى وكت اهال صا و ةلكش م ال هذه اطاخأ فاشكت س أ ةى فى ك نم ق قحت ال مسق ىل ا وجر ال ىجرى . ةدحوم ال

2016-09-21 18:34:33,745 INFO [264677] UCAppDeploymentModeConnection: Opening secure connection to: https://10.48.50.72:8443/platform-services/services/DeploymentModeService?wsdl

2016-09-21 18:34:33,746 INFO [264677] UCAppDeploymentModeConnectionPort successfully opened

2016-09-21 18:34:33,764 INFO [264677] UCAppDeploymentModeConnection: Setting userName for SOAP connection to: ccmadmin

2016-09-21 18:34:33,764 INFO [264677] UCAppDeploymentModeConnection: Accepting Certificate from UC Application

2016-09-21 18:34:33,764 INFO [264677] UCAppDeploymentModeConnection.getDeploymentMode Called

Failed to connect :

2016-09-21 18:35:09,801 ERROR [264677] UCAppAPI.getDeploymentMode() CaughtException: Error writing to XMLStreamWriter.

2016-09-21 18:35:09,801 ERROR [264677] HLMClusterLicenseAgent: .null0_AssignClusterToELMRequest Error writing to XMLStreamWriter.

2016-09-21 18:35:09,801 DEBUG [264677] hlmsDRUtil.updateJob

2016-09-21 18:35:09,856 DEBUG [264677] hlmsDRUtil.beginTransaction

2016-09-21 18:35:09,859 DEBUG [264677] hlmsDRUtilcommitTransaction

2016-09-21 18:35:09,990 INFO [264677] AgentFSM::currentState changed from null0 to stopped

2016-09-21 18:35:09,990 INFO [264677] Agent route no longer needed...moving it to stopped routes

2016-09-21 18:35:09,990 INFO [264677] Route removed from context >HLM(be75ce6c-f4ca-464e-aa0f-8204f6cb1fa3)<

ةحصلا نم ققحتلا

- ةدحوملا تالاصتالا قيبطت لئغشت نم ققحت
- HCM-F و ةدحوملا تالاصتالا قيبطت نيب لاصتالا نم ققحت

admin:utils network ping XXX.YYY.WWW.ZZZ

- ةمزحلا طاقنلا عيمجتب مق .ةيامحلا راج ةطساوب 8443 ذفنملا رظح مدع نم ققحت
حاجن TCP ةحفاصم ءاشن نم ققحتلاو

admin:utils ip فيضم 8443 all port مجح فلم فلم مسا دربم capture eth0 ةكبش
xxx.yyy.www.zzz

ةحاسم رفوت يتلا ةدحوملا تالاصتالا قيبطت ةمدخ يه xxx.yyy.www.zzz شيح

- هاندأ طابترالا لىل لوصولا ةيناكم نم ققحت

https://UC_APP_IP_ADDRESS:8443/platform-services/services/DeploymentModeService?wsdl

3 لجال

- قيبطت عم ةقباطم لل ياساسألا ماظنلل ةدحوملا تالاصتالا قيبطت رورم ةم لك بتكا
ةلاسرلا لاسرا هنكمي ال HLM نأل كلذو، ةدحوملا تالاصتالا
- ةدحوملا تالاصتالا قيبطت في ياساسألا ماظنلا لوؤسمل بيو ةمدخ ادب

2016-10-06 16:24:49,592 INFO [252833] UCAppDeploymentModeConnection: Opening secure connection to: https://10.48.50.14:8443/platform-services/services/DeploymentModeService?wsdl

2016-10-06 16:24:49,592 INFO [252833] UCAppDeploymentModeConnectionPort successfully opened

2016-10-06 16:24:49,616 INFO [252833] UCAppDeploymentModeConnection: Setting userName for SOAP connection to: ccmadmin

```

2016-10-06 16:24:49,616 INFO [252833] UCAppDeploymentModeConnection: Accepting Certificate from UC Application
2016-10-06 16:24:49,616 INFO [252833] UCAppDeploymentModeConnection.getDeploymentMode Called
2016-10-06 16:24:51,877 ERROR [252833] UCAppAPI.getDeploymentMode() CaughtException: Could not send Message.
2016-10-06 16:24:51,878 ERROR [252833] HLMClusterLicenseAgent: .null0_AssignClusterToELMRequest Could not send Message.
2016-10-06 16:24:51,878 DEBUG [252833] hlmsDRUtil.updateJob
2016-10-06 16:24:51,939 DEBUG [252833] hlmsDRUtil.beginTransaction
2016-10-06 16:24:51,942 DEBUG [252833] hlmsDRUtilcommitTransaction
2016-10-06 16:24:52,054 INFO [252833] AgentFSM::currentState changed from null0 to stopped
2016-10-06 16:24:52,054 INFO [252833] Agent route no longer needed...moving it to stopped routes
2016-10-06 16:24:52,054 INFO [252833] Route removed from context >HLM(ad495160-864d-4b74-8aec-cc708036b5e0)<
2016-10-06 16:24:52,054 DEBUG [252833]

```

تحصيل نم ققحت ل

- تالاصت ال اتاقي ببطت لى ع يساس ال ماظن لل ةيرادل ال بي و ةمدخ لي غشت نم ققحت ل ةدحوم ل

Cisco Unified ServiceAbility > Platform Service > Platform Administrative Web Service

| Platform Services | | |
|-------------------------------------|---------|--------------------------|
| Service Name | Status: | Start Time |
| Platform Administrative Web Service | Running | Mon Oct 17 18:27:13 2016 |
| A Cisco DB | Running | Fri Sep 23 14:42:04 2016 |
| A Cisco DB Replicator | Running | Fri Sep 23 14:42:05 2016 |
| SNMP Master Agent | Running | Fri Sep 23 14:42:10 2016 |
| MIB2 Agent | Running | Fri Sep 23 14:42:11 2016 |
| Host Resources Agent | Running | Fri Sep 23 14:42:12 2016 |
| System Application Agent | Running | Fri Sep 23 14:42:13 2016 |
| Cisco CDP Agent | Running | Fri Sep 23 14:42:14 2016 |
| Cisco Syslog Agent | Running | Fri Sep 23 14:42:15 2016 |

- wsdل فلم لى لوصول اءانث اى رخ ا ةرم يساس ال ماظن لل ةيرادل ال بي و ةمدخ دودر نم ققحت ل https://UC_APP_IP_ADDRESS:8443/platform-services/services/DeploymentModeService?wsdl

لحل 4

HCS لخاد بولس ا رشن PLM ل تريغ cisco TAC in order to بصت

```

2016-10-07 11:37:55,581 INFO [238120] UCAppDeploymentModeConnection: Opening secure connection to: https://10.48.52.10:8443/platform-services/services/DeploymentModeService?wsdl

```

2016-10-07 11:37:55,581 INFO [238120] UCAppDeploymentModeConnectionPort successfully opened

2016-10-07 11:37:55,608 INFO [238120] UCAppDeploymentModeConnection: Setting userName for SOAP connection to: ccmadmin

2016-10-07 11:37:55,608 INFO [238120] UCAppDeploymentModeConnection: Accepting Certificate from UC Application

2016-10-07 11:37:55,608 INFO [238120] UCAppDeploymentModeConnection.getDeploymentMode Called

2016-10-07 11:37:55,980 DEBUG [238120] UCAppDeploymentModeConnection.getDeploymentMode Response Recieved

2016-10-07 11:37:55,980 INFO [238120] UCAppDeploymentModeConnection.getDeploymentMode Completed returning value: Enterprise

2016-10-07 11:37:55,980 INFO [238120] HLMClusterLicenseAgent: .null0_AssignClusterToELMRequest Found current UC app deployment mode to be: Enterprise

2016-10-07 11:37:55,980 INFO [238120] HLMClusterLicenseAgent: .null0_AssignClusterToELMRequest Found current Global deployment mode to be: HCS

2016-10-07 11:37:55,980 INFO [238120] HLMClusterLicenseAgent: .null0_AssignClusterToELMRequest Setting the UC app deployment mode to be: HCS

2016-10-07 11:37:55,981 INFO [238120] UCAppDeploymentModeConnection: Opening secure connection to: https://10.48.52.10:8443/platform-services/services/DeploymentModeService?wsdl

2016-10-07 11:37:55,981 INFO [238120] UCAppDeploymentModeConnectionPort successfully opened

2016-10-07 11:37:55,993 INFO [238120] UCAppDeploymentModeConnection: Setting userName for SOAP connection to: ccmadmin

2016-10-07 11:37:55,993 INFO [238120] UCAppDeploymentModeConnection: Accepting Certificate from UC Application

2016-10-07 11:37:55,993 INFO [238120] UCAppDeploymentModeConnection.setDeploymentMode Called

2016-10-07 11:37:56,183 DEBUG [238120] UCAppDeploymentModeConnection.setDeploymentMode Response Recieved

2016-10-07 11:37:56,189 INFO [238120] UCAppRestartSystemConnection: Opening secure connection to: https://10.48.52.10:8443/platform-services/services/RestartSystemService?wsdl

2016-10-07 11:37:56,205 INFO [238120] UCAppRestartSystemConnection: Setting userName for SOAP connection to: ccmadmin

2016-10-07 11:37:56,205 INFO [238120] UCAppRestartSystemConnection: Accepting Certificate from UC Application

2016-10-07 11:54:12,248 INFO [238120] ELMApi: initialized, connected to plm-hcs10

2016-10-07 11:54:12,248 DEBUG [238120] ELMApi: createCluster called - force registration is enabled.

2016-10-07 11:54:12,248 DEBUG [238120] ELMApi:Creating Cluster with clusterName: test-cluster-Z|HostName: 10.48.52.10|userid: ccmadmin|password: *****|Type: HUCM

2016-10-07 11:54:12,360 DEBUG [238120] ELMApi: createCluster Response status = 400

2016-10-07 11:54:12,360 ERROR [238120] ELMApi: createCluster completes with an error. LM resp status: 400

```
2016-10-07 11:54:12,360 ERROR [238120] HLMClusterLicenseAgent: Failed to assign cluster test-
cluster-Z due to an internal error in LM plm-hcs10

2016-10-07 11:54:12,360 DEBUG [238120] hlmsDRUtil.updateJob

2016-10-07 11:54:12,412 DEBUG [238120] hlmsDRUtil.beginTransaction

2016-10-07 11:54:12,415 DEBUG [238120] hlmsDRUtilcommitTransaction

2016-10-07 11:54:12,538 INFO [238120] AgentFSM::currentState changed from null0 to stopped

2016-10-07 11:54:12,539 INFO [238120] Agent route no longer needed...moving it to stopped
routes

2016-10-07 11:54:12,539 INFO [238120] Route removed from context >HLM(8032fcf3-9368-4644-a46f-
46445247e893)<

2016-10-07 11:54:12,539 DEBUG [238120]
+++++
2016-10-07 11:54:12,539 DEBUG [238120] Agent info : HLM(8032fcf3-9368-4644-a46f-46445247e893):
RED

Assign test-cluster-Z to plm-hcs10 is Failed
```

ةحصلا نم ققحتلا

مدختسم فرعم بولطم .يلالاتلا URL ناو نع ضارعتسا قيرط نع PLM رشن عضو نم ققحت رورملا ةملك و يسااسا PLM ماظن

https://PLM_IP_Address /elm-resources/

5 لجال

نم PLM ب لاصتالا HLM ل نكمي ال 8443 ذفنملا ىلع PLM و HCM-F ني ب IP لاصتالا ني كمت تالجال

```
2016-10-18 12:17:47,119 DEBUG [264677] ELMApi:Creating Cluster with clusterName: cluster
delta|HostName: 10.48.55.26|userid: administrator|password: *****|Type: HUCM

2016-10-18 12:17:47,904 DEBUG [43] KeepAliveConsumerProcessor::process -- enter

2016-10-18 12:17:47,905 DEBUG [43] KeepAliveConsumerProcessor::process -- received broadcast
message for service sdrconf

2016-10-18 12:17:47,905 DEBUG [43] noChange -- sdrconf is Alive

2016-10-18 12:17:47,905 DEBUG [43] KeepAliveMonitor::setExpiresBy:

2016-10-18 12:17:47,905 DEBUG [43] now: 18/10/2016 12:17:47.905

2016-10-18 12:17:47,905 DEBUG [43] expected by: 18/10/2016 12:19:47.905

2016-10-18 12:17:47,905 DEBUG [71] KeepAliveConsumerProcessor::process -- enter

2016-10-18 12:17:47,906 DEBUG [71] KeepAliveConsumerProcessor::process -- received broadcast
message for service sdrconf
```



```
2016-10-18 12:17:47,906 DEBUG [71] noChange -- sdrconf is Alive
2016-10-18 12:17:47,906 DEBUG [71] KeepAliveMonitor::setExpiresBy:
2016-10-18 12:17:47,906 DEBUG [71] now: 18/10/2016 12:17:47.906
2016-10-18 12:17:47,906 DEBUG [71] expected by: 18/10/2016 12:19:47.906
2016-10-18 12:17:50,188 ERROR [264677] HLMClusterLicenseAgent: .null0_AssignClusterToELMRequest
javax.ws.rs.WebApplicationException: javax.xml.bind.MarshalException
- with linked exception:
[java.net.NoRouteToHostException: No route to host]
2016-10-18 12:17:50,188 DEBUG [264677] hlmsDRUtil.updateJob
2016-10-18 12:17:50,247 DEBUG [264677] hlmsDRUtil.beginTransaction
2016-10-18 12:17:50,249 DEBUG [264677] hlmsDRUtilcommitTransaction
2016-10-18 12:17:50,356 INFO [264677] AgentFSM::currentState changed from null0 to stopped
2016-10-18 12:17:50,356 INFO [264677] Agent route no longer needed...moving it to stopped
routes
```

ةحصلا نم ققحتلا

PLM و HCM-F نېب لاصتالا نم ققحتلا

```
admin:utils network ping XXX.YYY.WWW.ZZZ
```

ةعومجم ماظن نېيعة HCM-F لوؤسم ىلع رذعتي: ةلكشملا PLM لېثم ىلإ ةدحوملا تالاصتالا

ةروصلا يف أطخلا روهظ عم ةمهمل لشف

؛

Job Details



| | |
|----------------------|--|
| Job Type: | Provisioning |
| Entity Type: | ELM |
| Date/Time Initiated: | Oct 6, 2016 4:26:47 PM |
| Date/Time Completed: | Oct 6, 2016 4:26:48 PM |
| Status: | Failed |
| Entity Name: | |
| Description: | Assigning cluster test-cluster-Y to LM plm-hcs10 failed: no platform credential is configured. |
| Status Information: | |
| Recommended Action: | |

الحل

CUCDM في و HCM-F يلع اما يساس ال ماظنلا دامتعا تانايب ةفاضل

```
2016-10-06 16:26:48,508 DEBUG [264674] hlmSDRUtilcommitTransaction
```

```
2016-10-06 16:26:48,624 ERROR [264674] HLMClusterLicenseAgent: .null0_AssignClusterToELMRequest  
no platform credential is configured for test-cluster-Y
```

```
2016-10-06 16:26:48,624 DEBUG [264674] hlmSDRUtil.updateJob
```

```
2016-10-06 16:26:48,675 DEBUG [264674] hlmSDRUtil.beginTransaction
```

```
2016-10-06 16:26:48,677 DEBUG [264674] hlmSDRUtilcommitTransaction
```

```
2016-10-06 16:26:48,798 INFO [264674] AgentFSM::currentState changed from null0 to stopped
```

```
2016-10-06 16:26:48,798 INFO [264674] Agent route no longer needed...moving it to stopped  
routes
```

```
2016-10-06 16:26:48,798 INFO [264674] Route removed from context >HLM(1b32a922-3619-44b0-8004-  
7f6fc930c419)<
```

```
2016-10-06 16:26:48,798 DEBUG [264674]
```

```
+++++
```

```
2016-10-06 16:26:48,798 DEBUG [264674] Agent info : HLM(1b32a922-3619-44b0-8004-7f6fc930c419):  
RED
```

```
Assign test-cluster-Y to plm-hcs10 is Failed
```

```
2016-10-06 16:26:48,798 DEBUG [264674] AgentMessageProcessor::Agent is stopped after process,
```

removed it from persistence store

ةحصلا نم ققحتلا

HCM-F يف ساسألا ماظنلا دامتعا تانايب نيوكت نم ققحت

ساسألا ماظنلا > دامتعالا تانايب > ةومجملا تاقيبطت > تاقيبطتلا ةرادا ىلا لقتنا
وأ

ساسألا CUCM/CUCXN ماظن > ةضارتفالا دامتعالا تانايب > ةرادإلا ىلا لقتنا

