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## Introduction

This document describes general troubleshooting steps for Hosted License Manager (HLM) and Prime License Manager (PLM) while adding a new PLM. Moreover, perform these checklist before you open a TAC case.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Hosted Collaboration Solution (HCS)
- Cisco Hosted Collaboration Mediation Function (HCM-F)
- License installation in ELM/PLM

### Components Used

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

- HCM-F 10.6.2
- PLM 10.5.2

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.

## Problem: HCM-F Administrator is not able to Add a New

# 'PLM2' Instance

The HCM-F administrator is not able to add a new PLM2 instance

Home

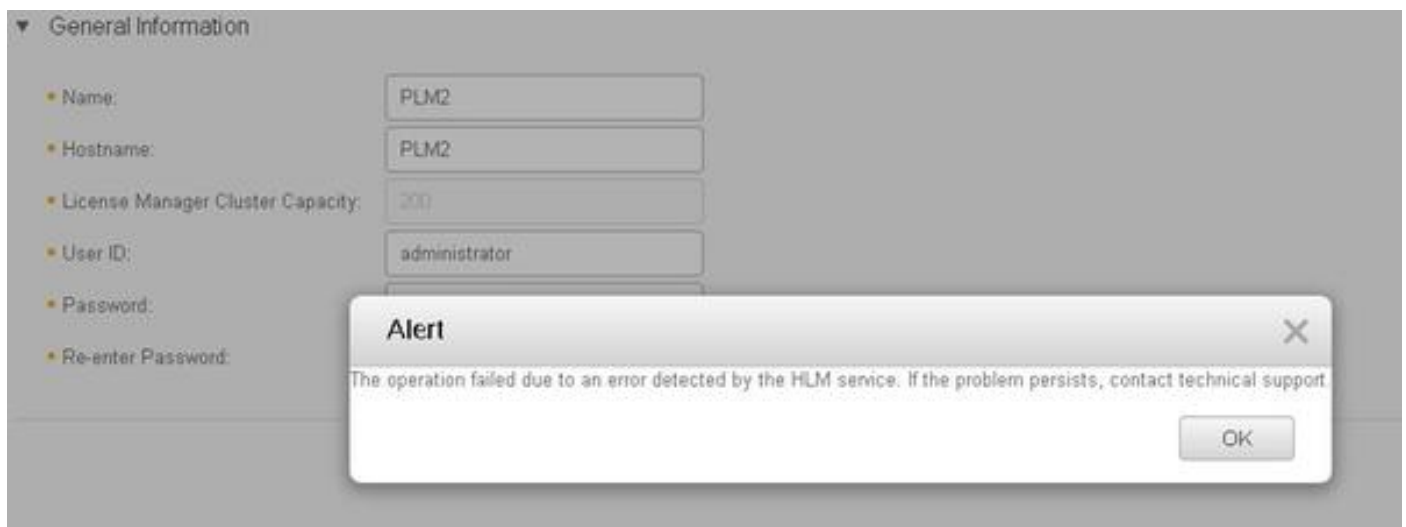
- ▶ Data Center Management
- ▶ Aggregation
- ▶ Customer Management
- ▶ Cluster Management
- ▶ Application Management
- ▶ Device Management
- ▶ Administration
- ▼ License Management
  - License Manager Summary**
  - Settings
  - License Reports

## Add License Manager

▼ General Information

- Name:
- Hostname:
- License Manager Cluster Capacity:
- User ID:
- Password:
- Re-enter Password:

It gets the error message as shown in the image:



In order to troubleshoot this issue, HLM detailed logs are required as several conditions can lead to the same GUI error.

Log in into the HCM-F, CLI enables the logs level and collects the logs.

Run the command:

**set trace tracelevel**

Enter the tracelevel(use CLI "show tracelevels" to find allowed tracelevels)

:: **Detailed**

Enter the servicename :: **Cisco HCS License Manager Service**

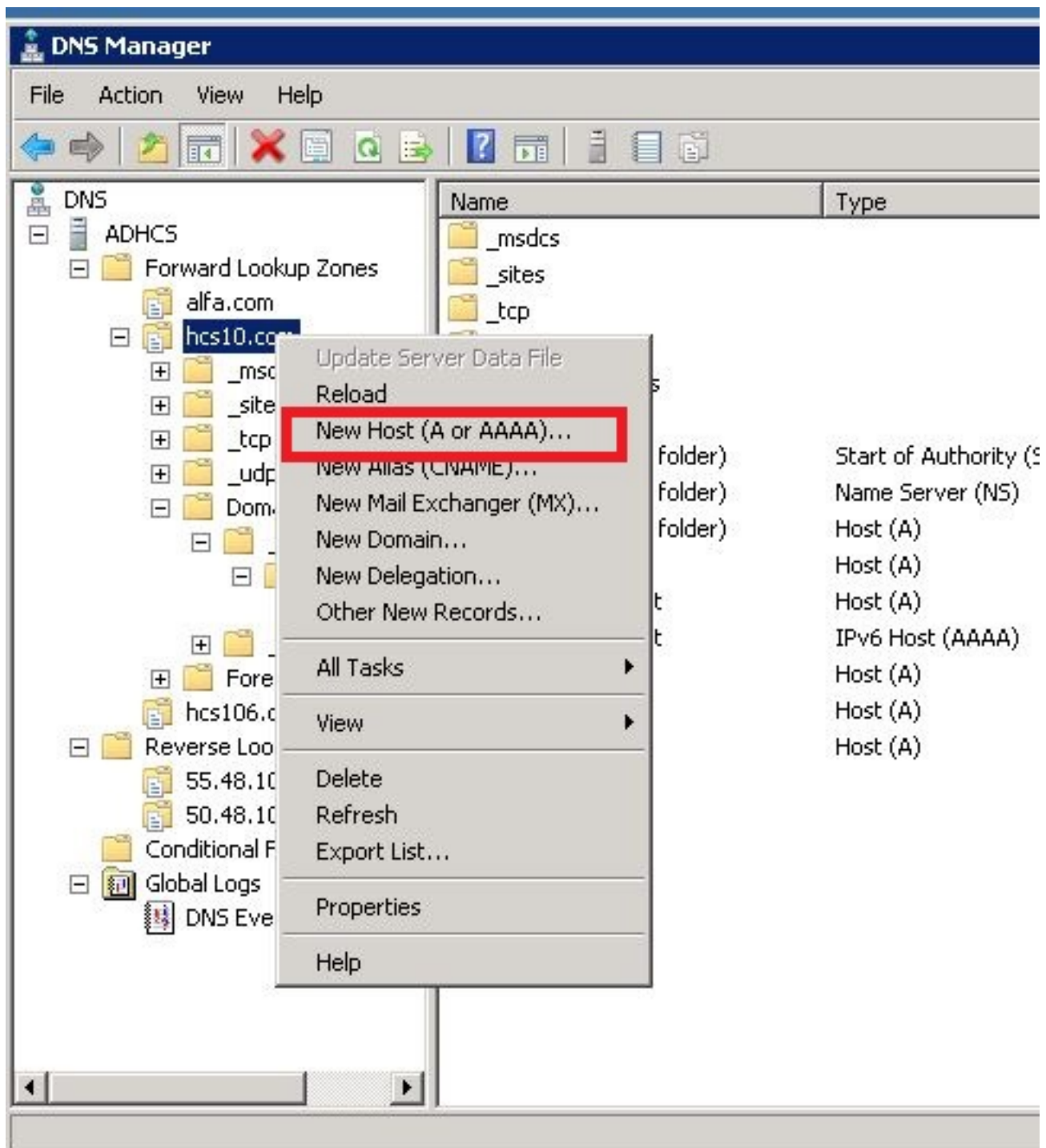
Reproduce the issue and collect the logs.

**file get activelog /hcs/HLM/\***

## Solution 1

HLM logs shows that HLM is not able to create a Representational State Transfer (REST) connection to the PLM due a connection timeout.

Add a direct and reverse lookup in the HCS management of the Domain Name Server (DNS) and verify any connectivity issue, as shown in the images:



## Verify

Run the commands:

## Solution 2

HLM logs shows that HLM is able to create a REST connection with the PLM instance but PLM replies back with error message of "404 Not Found".

## Verify

Run the command from PLM CLI:

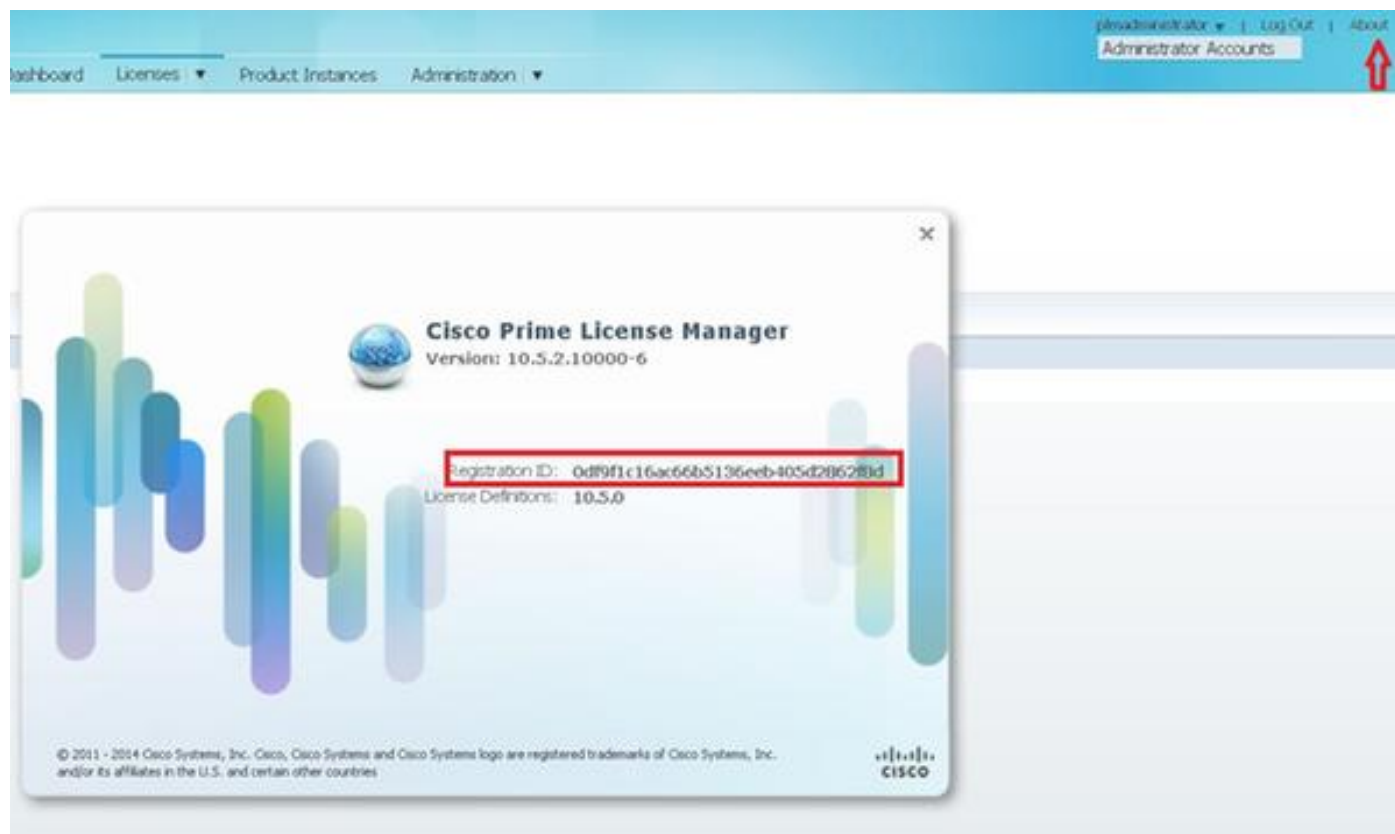
## Solution 3

HLM logs shows that PLM runs in a demo mode.

Add HCS licenses into PLM and re-attempt to add the PLM.

## Verify

Login into the PLM user interface and click on **about**. After you add the HCS licenses the PLM shows up a valid registration ID, as shown in the image:



## Solution 4

HLM is able to contact the PLM but PLM replies with 401 message.

Add the the PLM OS admin user id and password

## Solution 5

HLM is able to contact the PLM but PLM replies back with an incompatible version.

Ensure the PLM release added is supported by the HCM-F by referring to the HCS compatibility matrix

## Reference

- [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>