

# Adición del Troubleshooting de nuevo PLM a HCM-F

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## Introducción

Este documento describe cómo resolver problemas recibido License Manager (Administrador de licencia) (HLM) y primero License Manager (Administrador de licencia) (PLM) cuando un nuevo PLM agregó. Realice esta lista de verificación antes de que usted abra un caso TAC.

## Prerrequisites

### Requisitos

Cisco recomienda que tenga conocimiento sobre estos temas:

- Cisco recibió la solución de la Colaboración (los HC)
- Cisco recibió la función de la mediación de la Colaboración (HCM-F)
- Instalación de la licencia en ELM/PLM

### Componentes Utilizados

La información que contiene este documento se basa en las siguientes versiones de software y hardware.

- HCM-F 10.6.2
- PLM 10.5.2

La información que contiene este documento se creó a partir de los dispositivos en un ambiente de laboratorio específico. Todos los dispositivos que se utilizan en este documento se pusieron en funcionamiento con una configuración verificada (predeterminada). Si la red está funcionando, asegúrese de haber comprendido el impacto que puede tener cualquier comando.

# Problema: El administrador HCM-F no puede agregar un nuevo caso PLM2

Home

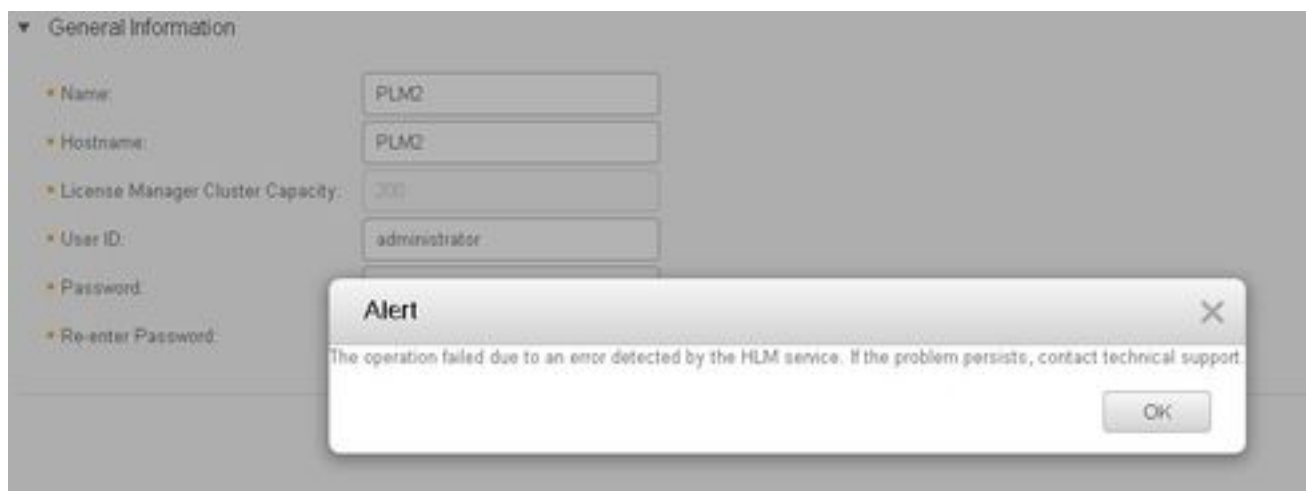
- ▶ Data Center Management
- ▶ Aggregation
- ▶ Customer Management
- ▶ Cluster Management
- ▶ Application Management
- ▶ Device Management
- ▶ Administration
- ▼ License Management
  - License Manager Summary**
  - Settings
  - License Reports

## Add License Manager

▼ General Information

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

Éste es el mensaje de error se considera que.



Para resolver problemas este problema, se requieren los registros detallados HLM mientras que varias condiciones pueden llevar al mismo error GUI.

1. Registro en el HCM-F. El CLI habilita los registros nivela y recoge los registros.
2. Funcione con el comando del **tracelevel de la traza del conjunto**.
3. Ingrese el tracelevel (**tracelevels de la demostración del uso CLI en los tracelevels permitidos hallazgo del orderto**).
4. Ingrese el servicename: **Servicio de Cisco HC License Manager (Administrador de licencia)**.
5. Reproduzca el problema y recoja los registros con este comando file **consiguen el activeolog**

/hcs/HLM/ \*.

## Solución 1.

HLM registra muestra que HLM no puede crear una conexión representativa de la transferencia del estado (RESTO) al PLM debido un tiempo de espera de la conexión.

```
| 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) |
```

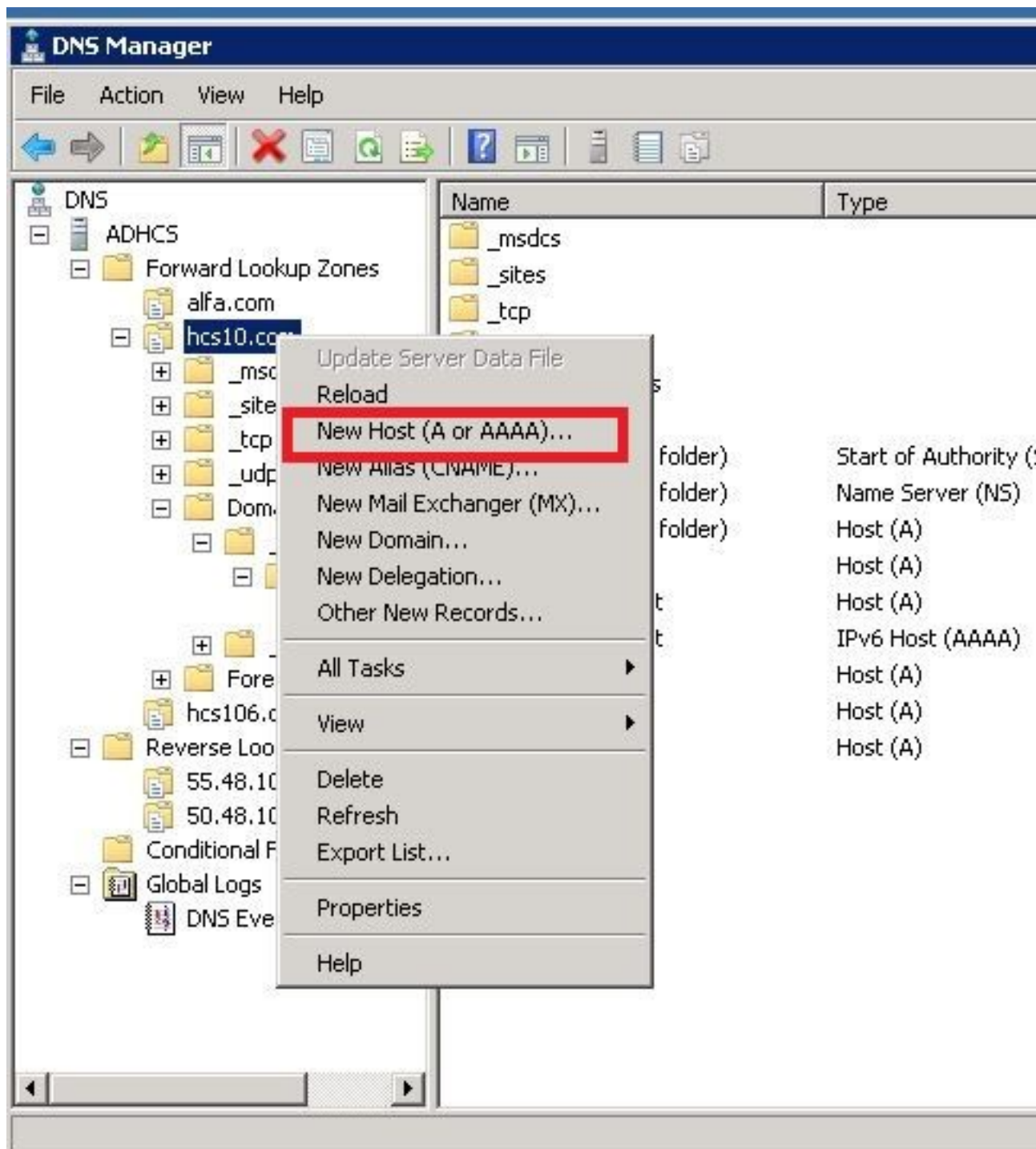
2016-09-02 16:52:55,101 ERROR [63406] Agent caught exception while processing message type  
CreateELMRequest

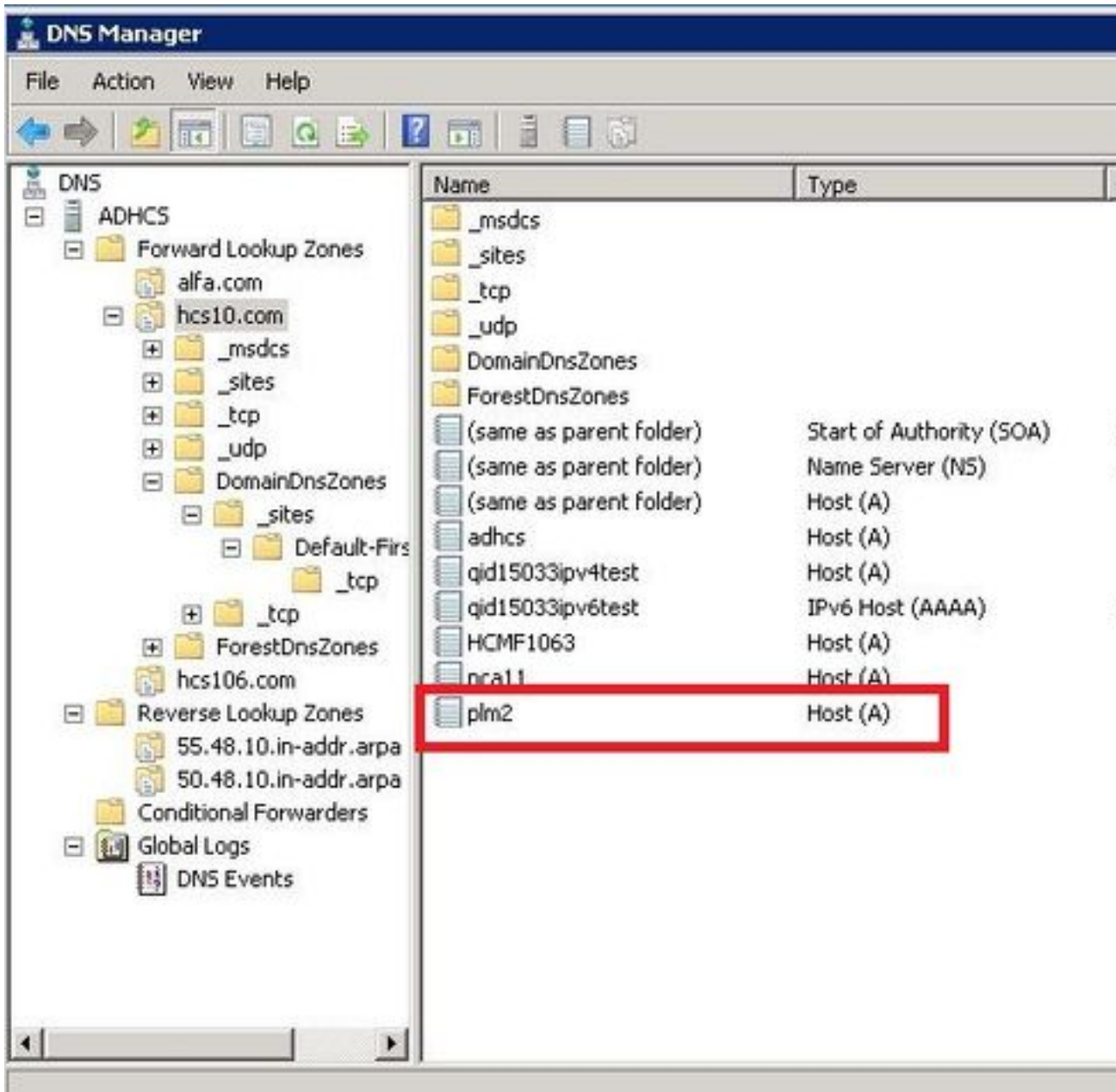
com.sun.jersey.api.client.ClientHandlerException: java.net.UnknownHostException: PLM2

at

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

Agregue un directo y una búsqueda inversa en la Administración HC del Domain Name Server  
(DNS) y verifique cualquier problema de conectividad, tal y como se muestra en de estas  
imágenes.





## Verificación

Funcione con los comandos.

```
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
```

## Solución 2.

HLM registra muestra que HLM puede crear una conexión del RESTO con el caso PLM pero las contestaciones PLM detrás con el mensaje de error de "404 no encontrado".

```
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]
```

## Verificación

Funcione con el comando de PLM CLI.

```
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]
```

## Solución 3.

Los registros HLM muestran que el PLM se ejecuta en el modo de demostración.

```
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>

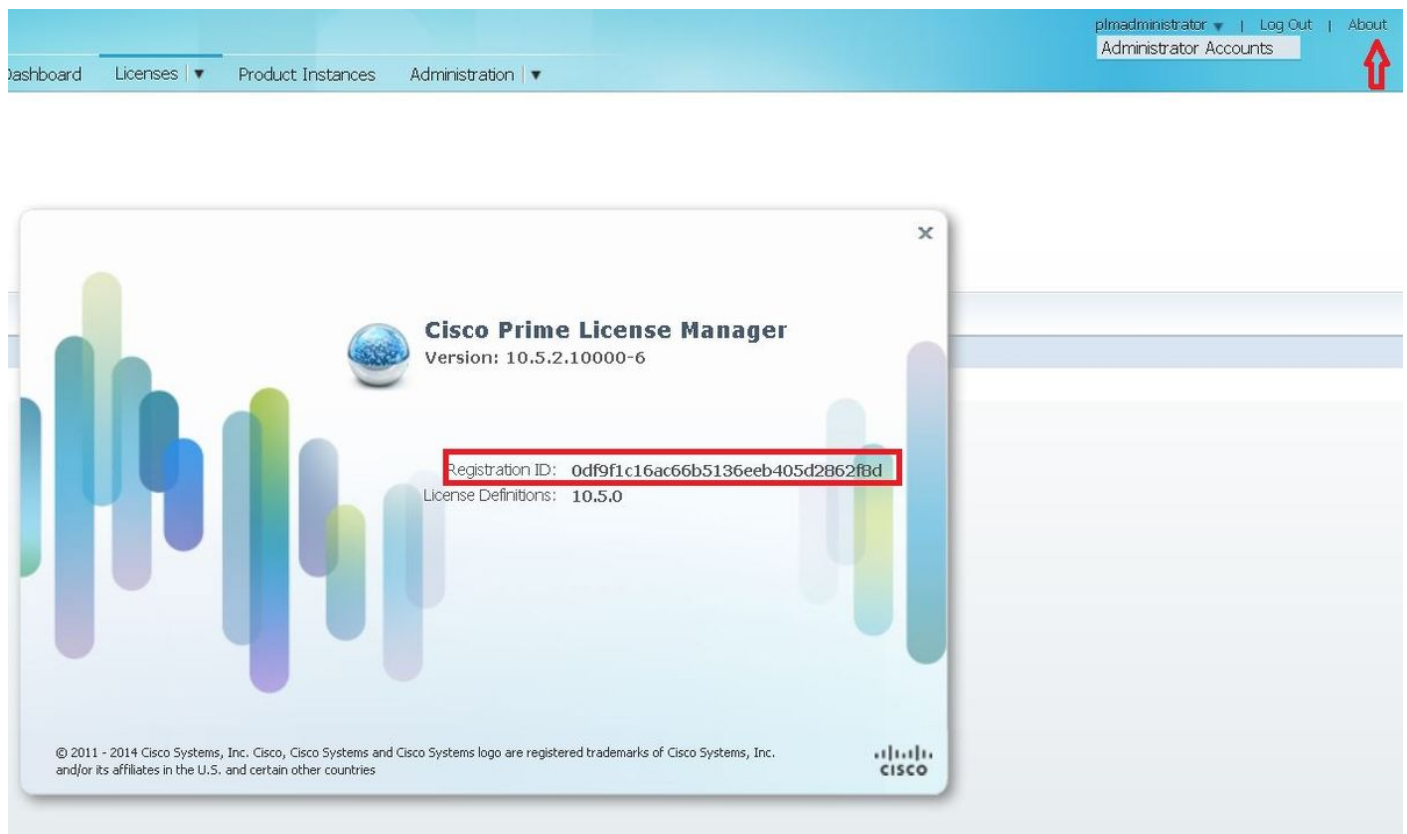
  <detailMessage>ELM is in demo license.</detailMessage>

  <stackTrace>
```

Agregue las licencias HC en PLM y la re-tentativa de agregar el PLM.

## Verificación

Inicie sesión a la interfaz de usuario PLM y haga clic en **alrededor**. Después de que usted agregue las licencias HC, el PLM aparece un registration válido ID tal y como se muestra en de la imagen:



## Solución 4.

HLM puede entrar en contacto las contestaciones PLM pero PLM con el mensaje 401.

```
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>
```

Agregue el identificación del usuario y la contraseña PLM OS Admin.

## Solución 5.

HLM puede entrar en contacto el PLM, no obstante PLM contesta detrás con una versión incompatible.

```
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] hlmSDRUtilcommitTransaction
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.
```

Asegúrese de que la versión PLM se agrega que supported por el HCM-F y esté referida la matriz de compatibilidad HC.

## Información Relacionada

- [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>
- [Soporte Técnico y Documentación - Cisco Systems](#)