

El resolver problemas publica mientras que agrega un nuevo caso del producto de la aplicación UC en PLM vía HCM-F

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[Problema: El administrador HCM-F no puede asignar el cluster UC al caso PLM](#)

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Introducción

Este documento describe los pasos de Troubleshooting general para recibido License Manager (Administrador de licencia) (HLM) y primero License Manager (Administrador de licencia) (PLM) mientras que agrega un nuevo caso unificado del producto de la aplicación en PLM vía HCM-F. Por otra parte, realice la lista de verificación antes de que usted abra un caso TAC.

Prerrequisitos

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)
- Prima de Cisco License Manager (Administrador de licencia) (PLM)

Componentes Utilizados

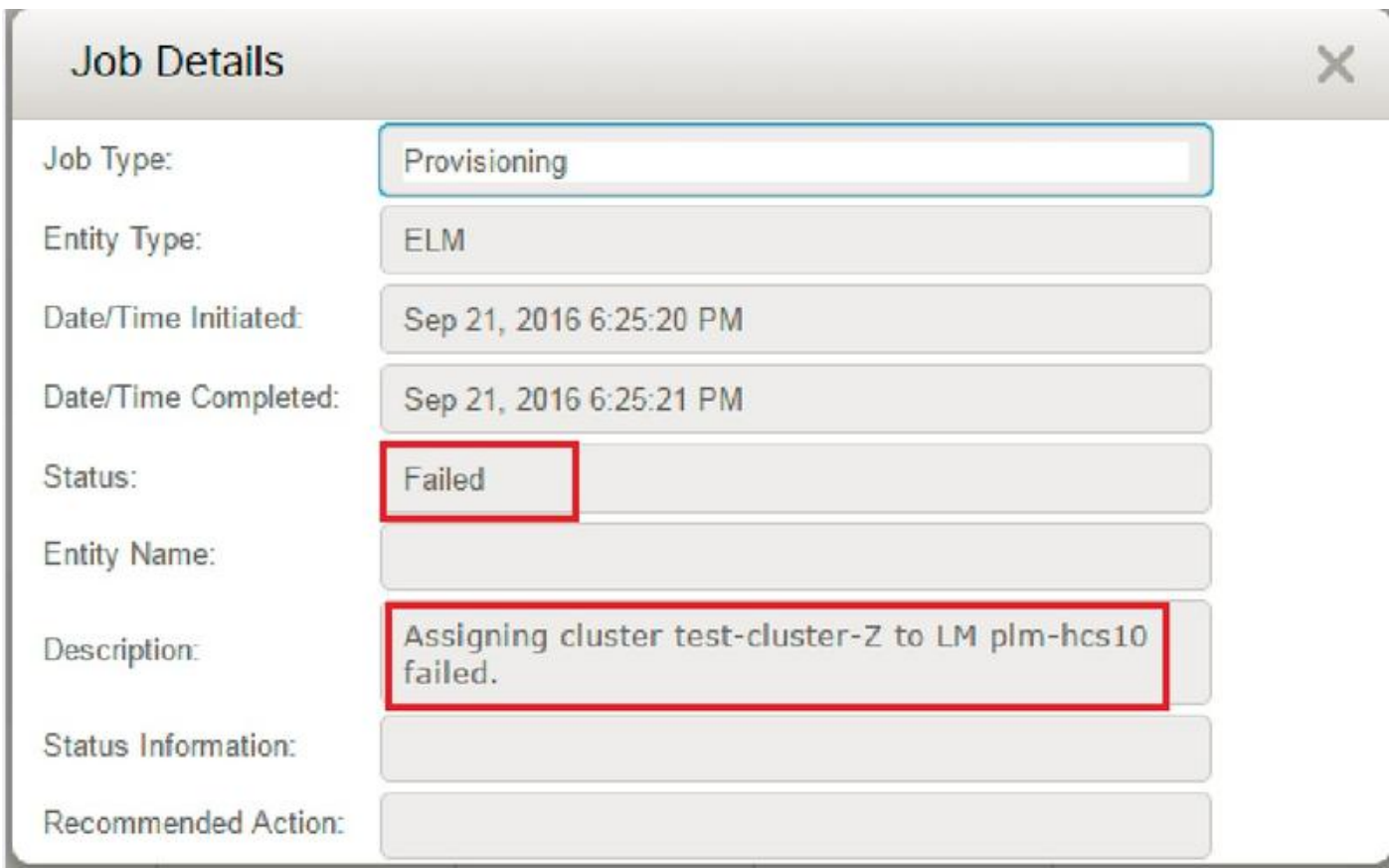
La información que contiene este documento se basa en las siguientes versiones de software y hardware.

- 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 asignar el cluster UC al caso PLM

El trabajo HCM-F falla con el error mostrado en la imagen:



The screenshot shows a 'Job Details' window with the following information:

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:	

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

Inicie sesión en el HCM-F, CLI habilita los registros nivelan y recogen los registros.

Funcione con el comando:

fije el tracelevel de la traza

Ingrese el tracelevel (uso CLI “tracelevels de la demostración” de encontrar los tracelevels permitidos):: **Detallado**

Ingrese el servicename:: **Servicio de Cisco HC License Manager (Administrador de licencia)**

Reproduzca el problema y recoja los registros.

el archivo consigue el activelog /hcs/HLM/ *

Solución 1

Agregue la dirección IP del proveedor de servicio en la aplicación Publisher del cluster. El HCM-F no puede conectar con la aplicación UC porque el proveedor del servicio del IP falta.

```
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
```

Verificación

Para verificar, navegue a la **Administración de aplicación > a la aplicación del cluster**

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

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

Solución 2

Habilite la conectividad del IP entre la aplicación HCM-F y UC en el puerto 8443.

La configuración HCM-F está muy bien pero el módulo HLM no puede abrir una conexión tcp hacia la aplicación UC. Refiera por favor a la sección del verificar cómo el Troubleshooting fomenta este problema

```
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-8204f6cblfa3)<
```

Verificación

- Verifique la aplicación UC es en servicio.
- Verifique la Conectividad entre el app UC y HCM-F.

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

- Verifique el puerto 8443 no es bloqueado por el Firewall. Recoja a la captura de paquetes y verifique la sacudida de la mano TCP se establece con éxito.

admin: tamaño del coount 10000 del nombre de fichero del archivo del eth0 de la captura de la red del utils todo el puerto 8443 IP del host xxx.yyy.www.zzz

donde está el servicio xxx.yyy.www.zzz del app UC proporcione el espacio

- Verifique el link abajo es accesible.

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

Solución 3

- Re tipo la contraseña de la aplicación UC de la plataforma para hacer juego con la aplicación una UC porque HLM no puede enviar el mensaje.
- Comience el servicio web del administrador de la plataforma en la aplicación UC

```
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] UCApDeploymentModeConnection.getDeploymentMode Called
2016-10-06 16:24:51,877 ERROR [252833] UCApAPI.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]

```

Verificación

- Verifique la plataforma que el servicio web administrativo está funcionando con en las aplicaciones UC

Navegue a **Cisco unificó el servicio de la utilidad > de la plataforma > el servicio web administrativo de la plataforma**

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

- Verifique las contestaciones administrativas del servicio web de la plataforma detrás mientras que accede al archivo del wsdI

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

Solución 4

Entre en contacto el TAC de Cisco para cambiar detrás el modo del despliegue PLM en los HC

```

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

```

```

2016-10-07 11:37:55,581 INFO [238120] UCApDeploymentModeConnectionPort 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
```

Verificación

Verifique el modo del despliegue PLM hojeando el URL abajo. Se requiere la identificación del usuario y la contraseña de la plataforma PLM

https://PLM_IP_Address /elm-resources/

Solución 5

Habilite la conectividad del IP entre HCM-F y PLM en el puerto 8443. De los registros HLM no puede conectar con el PLM

```
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
```

Verificación

Verifique la Conectividad entre PLM y HCM-F

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

Problema: El administrador HCM-F no puede asignar el cluster UC al caso PLM

El trabajo falla con el error mostrado en la imagen

;

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:	

Solución

Agregue los credenciales de la plataforma en HCM-F o en CUCDM

```
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
```

Verificación

Verifique los credenciales de la plataforma se configuran en HCM-F

Navegue a la **Administración de aplicación > a la aplicación > a los credenciales > a la plataforma del cluster**

o

Navegue a la **administración > a los credenciales del valor por defecto > a la plataforma UC Application type (Tipo de aplicación) (CUCM/CUCXN)**