

Dépannez l'erreur de CloudCenter « incapable de communiquer avec l'orchestrator » avec l'erreur 408

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Introduction

Ce document décrit comment dépanner l'erreur de CloudCenter « incapable de communiquer avec l'orchestrator » avec l'erreur 408

Conditions préalables

Conditions requises

Cisco vous recommande de prendre connaissance des rubriques suivantes :

- Interface de Linux
- Environnement de virtual machine
- SCORE

[Composants utilisés](#)

Cisco recommande la connaissance dans :

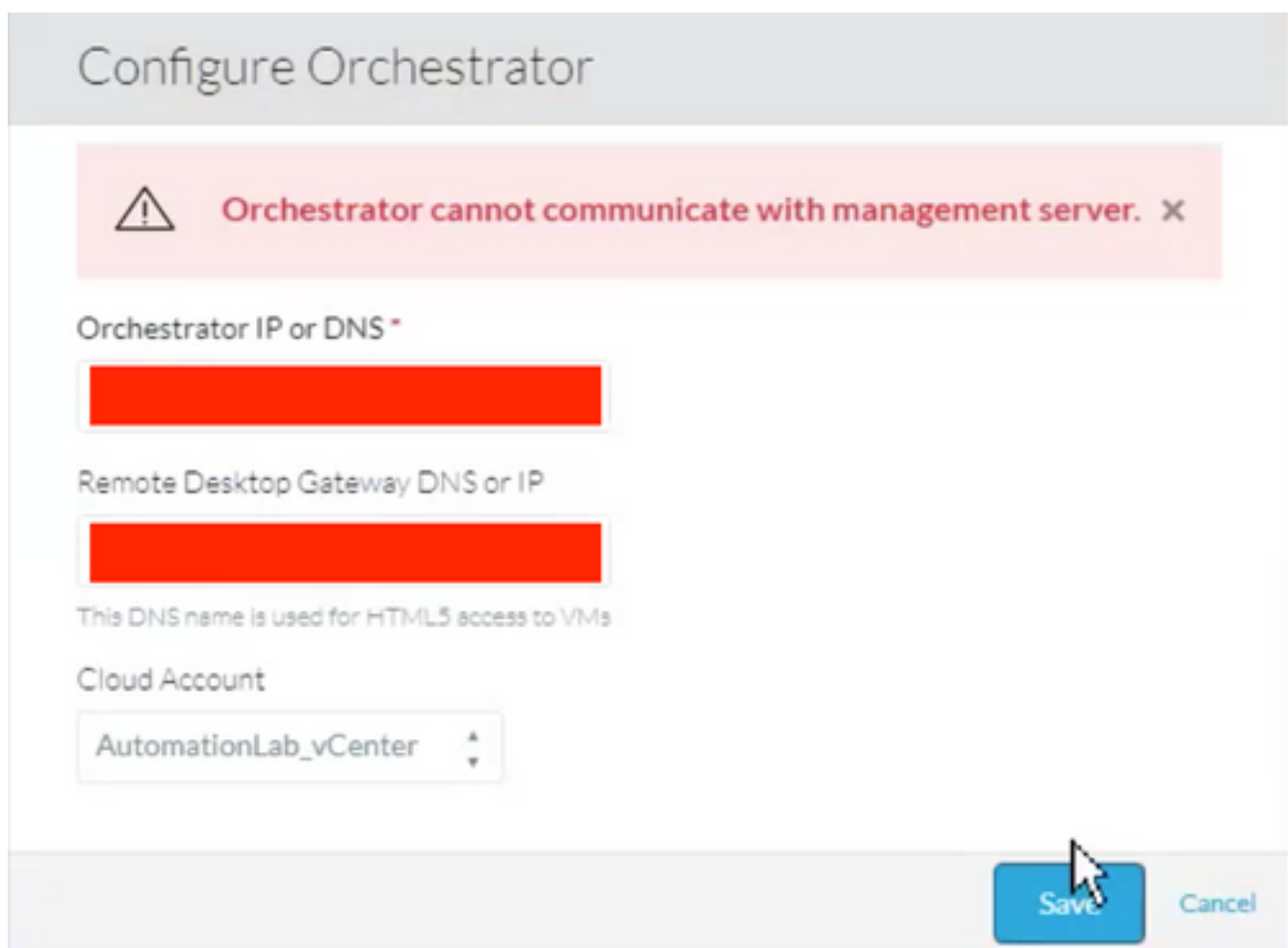
- Appliances de CloudCenter
- Architecture de CloudCenter
- Linux O.S.
- CCM (Gestion de CloudCenter)

- CCO (orchestrator de CloudCenter)
- AMQP (file d'attente de messages avancée Protocol)

Les informations dans ce document ont été créées des périphériques dans un environnement de travaux pratiques privé spécifique. Tous les périphériques utilisés dans ce document ont démarré avec une configuration effacée (par défaut). Si votre réseau est vivant, assurez-vous que vous comprenez l'impact potentiel de n'importe quelle commande.

Problème

Les pannes de courant, les reprises inattendues ou les pannes de réseau pendant des longues périodes de temps pourraient entraîner l'appliance de CloudCenter au desync. Il est nécessaire d'exécuter les contrôles suivants afin de savoir que des appliances sont correctement connectées quand configurer l'orchestrator sur des utilisateurs d'interface utilisateur graphique de gestionnaire de CloudCenter (CCM GUI) pourrait obtenir l'erreur suivant les indications de l'image.



En vérifiant le CCO se connecte, l'erreur suivante peut être affichée :

```
Caused by: java.net.ConnectException: Connection refused (Connection refused)
at java.net.PlainSocketImpl.socketConnect(Native Method)
at java.net.AbstractPlainSocketImpl.doConnect(AbstractPlainSocketImpl.java:350)
at java.net.AbstractPlainSocketImpl.connectToAddress(AbstractPlainSocketImpl.java:206)
at java.net.AbstractPlainSocketImpl.connect(AbstractPlainSocketImpl.java:188)
at java.net.SocksSocketImpl.connect(SocksSocketImpl.java:392)
at java.net.Socket.connect(Socket.java:589)
at
org.apache.http.conn.ssl.SSLConnectionSocketFactory.connectSocket(SSLConnectionSocketFactory.jav
```

```
a:337)
at
org.apache.http.impl.conn.DefaultHttpClientConnectionOperator.connect(DefaultHttpClientConnectionOperator.java:134)
... 87 more
java.lang.RuntimeException: Failed to connect to CCM, please check network connection between CCM and CCO. JobId: 21912
at
com.osmosix.commons.mgmtserver.impl.MgmtServerServiceImpl.getUserCloudAccountByJobId(MgmtServerServiceImpl.java:236)
at
com.osmosix.gateway.persistence.impl.hazelcast.AbstractDistributedJobDaoImpl.find(AbstractDistributedJobDaoImpl.java:109)
at
com.osmosix.gateway.persistence.impl.hazelcast.AbstractDistributedJobDaoImpl.find(AbstractDistributedJobDaoImpl.java:17)
at com.osmosix.gateway.lifecycle.impl.AbstractLifecycle.getJob(AbstractLifecycle.java:207)
at com.osmosix.gateway.lifecycle.helpers.LifecycleReaper.reapApp(LifecycleReaper.java:62)
at com.osmosix.gateway.lifecycle.helpers.LifecycleReaper.reapDeadApps(LifecycleReaper.java:45)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:62)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:498)
at
org.springframework.scheduling.support.ScheduledMethodRunnable.run(ScheduledMethodRunnable.java:65)
at
org.springframework.scheduling.support.DelegatingErrorHandlingRunnable.run(DelegatingErrorHandlingRunnable.java:54)
at
org.springframework.scheduling.concurrent.ReschedulingRunnable.run(ReschedulingRunnable.java:81)
at java.util.concurrent.Executors$RunnableAdapter.call(Executors.java:511)
at java.util.concurrent.FutureTask.run(FutureTask.java:266)
at
java.util.concurrent.ScheduledThreadPoolExecutor$ScheduledFutureTask.access$201(ScheduledThreadPoolExecutor.java:180)
at
java.util.concurrent.ScheduledThreadPoolExecutor$ScheduledFutureTask.run(ScheduledThreadPoolExecutor.java:293)
at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)
at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)
at java.lang.Thread.run(Thread.java:748)
```

Solution

Est la reprise nécessaire les composants de CloudCenter un pour régénérer la prise de contact entre les composants

AMQP

Étape 1. Procédure de connexion comme racine

Étape 2. Service de la reprise AMQP

Sur toutes les versions jusqu'à 4.8.1.2

```
Caused by: java.net.ConnectException: Connection refused (Connection refused)
at java.net.PlainSocketImpl.socketConnect(Native Method)
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```

```
at java.net.AbstractPlainSocketImpl.connectToAddress(AbstractPlainSocketImpl.java:206)
at java.net.AbstractPlainSocketImpl.connect(AbstractPlainSocketImpl.java:188)
at java.net.SocksSocketImpl.connect(SocksSocketImpl.java:392)
at java.net.Socket.connect(Socket.java:589)
at
org.apache.http.conn.ssl.SSLConnectionSocketFactory.connectSocket(SSLConnectionSocketFactory.java:337)
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... 87 more
java.lang.RuntimeException: Failed to connect to CCM, please check network connection between CCM and CCO. JobId: 21912
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java.util.concurrent.ScheduledThreadPoolExecutor$ScheduledFutureTask.run(ScheduledThreadPoolExecutor.java:293)
at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)
at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)
at java.lang.Thread.run(Thread.java:748)
```

Sur des versions à partir de 4.8.2

Caused by: java.net.ConnectException: Connection refused (Connection refused)

```
at java.net.PlainSocketImpl.socketConnect(Native Method)
at java.net.AbstractPlainSocketImpl.doConnect(AbstractPlainSocketImpl.java:350)
at java.net.AbstractPlainSocketImpl.connectToAddress(AbstractPlainSocketImpl.java:206)
at java.net.AbstractPlainSocketImpl.connect(AbstractPlainSocketImpl.java:188)
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java.util.concurrent.ScheduledThreadPoolExecutor$ScheduledFutureTask.run(ScheduledThreadPoolExec
utor.java:293)
at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)
at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)
at java.lang.Thread.run(Thread.java:748)
```

CCO

Étape 1. Procédure de connexion comme racine

Étape 2. Service de la reprise CCO

Sur toutes les versions jusqu'à 4.8.1.2

Caused by: java.net.ConnectException: Connection refused (Connection refused)

```
at java.net.PlainSocketImpl.socketConnect(Native Method)
at java.net.AbstractPlainSocketImpl.doConnect(AbstractPlainSocketImpl.java:350)
at java.net.AbstractPlainSocketImpl.connectToAddress(AbstractPlainSocketImpl.java:206)
at java.net.AbstractPlainSocketImpl.connect(AbstractPlainSocketImpl.java:188)
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at
org.apache.http.impl.conn.DefaultHttpClientConnectionOperator.connect(DefaultHttpClientConnectio
nOperator.java:134)
```

... 87 more

```
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at java.lang.Thread.run(Thread.java:748)
```

Sur des versions à partir de 4.8.2

Caused by: java.net.ConnectException: Connection refused (Connection refused)

```
at java.net.PlainSocketImpl.socketConnect(Native Method)
at java.net.AbstractPlainSocketImpl.doConnect(AbstractPlainSocketImpl.java:350)
at java.net.AbstractPlainSocketImpl.connectToAddress(AbstractPlainSocketImpl.java:206)
at java.net.AbstractPlainSocketImpl.connect(AbstractPlainSocketImpl.java:188)
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```

... 87 more

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```

```
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at java.lang.Thread.run(Thread.java:748)
```

CCM

Étape 1. Procédure de connexion comme racine

Étape 2. Service CCM de reprise

Sur toutes les versions jusqu'à 4.8.1.2

Caused by: java.net.ConnectException: Connection refused (Connection refused)

```
at java.net.PlainSocketImpl.socketConnect(Native Method)
at java.net.AbstractPlainSocketImpl.doConnect(AbstractPlainSocketImpl.java:350)
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org.apache.http.impl.conn.DefaultHttpClientConnectionOperator.connect(DefaultHttpClientConnectionOperator.java:134)
... 87 more
java.lang.RuntimeException: Failed to connect to CCM, please check network connection between CCM and CCO. JobId: 21912
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com.osmosix.gateway.persistence.impl.hazelcast.AbstractDistributedJobDaoImpl.find(AbstractDistributedJobDaoImpl.java:109)
at
```

```
com.osmosix.gateway.persistence.impl.hazelcast.AbstractDistributedJobDaoImpl.find(AbstractDistributedJobDaoImpl.java:17)
at com.osmosix.gateway.lifecycle.impl.AbstractLifecycle.getJob(AbstractLifecycle.java:207)
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```

Sur des versions à partir de 4.8.2

Caused by: java.net.ConnectException: Connection refused (Connection refused)

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at java.net.PlainSocketImpl.socketConnect(Native Method)
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```
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at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)
at java.lang.Thread.run(Thread.java:748)
```

Vérifiez

Il est important que toutes les appliances soient correctement connectées, parce que ceci il est nécessaire de signer chacun des composants de CloudCenter.

CCM

Étape 1. Procédure de connexion comme racine

Étape 2. Vérifiez que chat (précédent à 4.8.2) ou le service CCM (courrier 4.8.2) s'exécutent réellement

Sur toutes les versions jusqu'à 4.8.1.2

Caused by: java.net.ConnectException: Connection refused (Connection refused)

```
at java.net.PlainSocketImpl.socketConnect(Native Method)
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at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)
at java.lang.Thread.run(Thread.java:748)
```

Sur des versions à partir de 4.8.2

Caused by: java.net.ConnectException: Connection refused (Connection refused)

```
at java.net.PlainSocketImpl.socketConnect(Native Method)
at java.net.AbstractPlainSocketImpl.doConnect(AbstractPlainSocketImpl.java:350)
at java.net.AbstractPlainSocketImpl.connectToAddress(AbstractPlainSocketImpl.java:206)
at java.net.AbstractPlainSocketImpl.connect(AbstractPlainSocketImpl.java:188)
at java.net.SocksSocketImpl.connect(SocksSocketImpl.java:392)
at java.net.Socket.connect(Socket.java:589)
at
org.apache.http.conn.ssl.SSLConnectionSocketFactory.connectSocket(SSLConnectionSocketFactory.java:337)
at
org.apache.http.impl.conn.DefaultHttpClientConnectionOperator.connect(DefaultHttpClientConnectionOperator.java:134)
... 87 more
java.lang.RuntimeException: Failed to connect to CCM, please check network connection between CCM and CCO. JobId: 21912
at
com.osmosix.commons.mgmtserver.impl.MgmtServerServiceImpl.getUserCloudAccountByJobId(MgmtServerServiceImpl.java:236)
at
com.osmosix.gateway.persistence.impl.hazelcast.AbstractDistributedJobDaoImpl.find(AbstractDistributedJobDaoImpl.java:109)
at
com.osmosix.gateway.persistence.impl.hazelcast.AbstractDistributedJobDaoImpl.find(AbstractDistributedJobDaoImpl.java:17)
at com.osmosix.gateway.lifecycle.impl.AbstractLifecycle.getJob(AbstractLifecycle.java:207)
at com.osmosix.gateway.lifecycle.helpers.LifecycleReaper.reapApp(LifecycleReaper.java:62)
at com.osmosix.gateway.lifecycle.helpers.LifecycleReaper.reapDeadApps(LifecycleReaper.java:45)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:62)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
```

```
at java.lang.reflect.Method.invoke(Method.java:498)
at
org.springframework.scheduling.support.ScheduledMethodRunnable.run(ScheduledMethodRunnable.java:
65)
at
org.springframework.scheduling.support.DelegatingErrorHandlingRunnable.run(DelegatingErrorHandli
ngRunnable.java:54)
at
org.springframework.scheduling.concurrent.ReschedulingRunnable.run(ReschedulingRunnable.java:81)
at java.util.concurrent.Executors$RunnableAdapter.call(Executors.java:511)
at java.util.concurrent.FutureTask.run(FutureTask.java:266)
at
java.util.concurrent.ScheduledThreadPoolExecutor$ScheduledFutureTask.access$201(ScheduledThreadP
oolExecutor.java:180)
at
java.util.concurrent.ScheduledThreadPoolExecutor$ScheduledFutureTask.run(ScheduledThreadPoolExec
utor.java:293)
at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)
at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)
at java.lang.Thread.run(Thread.java:748)
```

Étape 3. Si le telnet est installé, une tentative peut être faite à partir de CCO vers CCM, ceci laissera comprendre que la transmission est possible

Caused by: java.net.ConnectException: Connection refused (Connection refused)

```
at java.net.PlainSocketImpl.socketConnect(Native Method)
at java.net.AbstractPlainSocketImpl.doConnect(AbstractPlainSocketImpl.java:350)
at java.net.AbstractPlainSocketImpl.connectToAddress(AbstractPlainSocketImpl.java:206)
at java.net.AbstractPlainSocketImpl.connect(AbstractPlainSocketImpl.java:188)
at java.net.SocksSocketImpl.connect(SocksSocketImpl.java:392)
at java.net.Socket.connect(Socket.java:589)
at
org.apache.http.conn.ssl.SSLConnectionSocketFactory.connectSocket(SSLConnectionSocketFactory.jav
a:337)
at
org.apache.http.impl.conn.DefaultHttpClientConnectionOperator.connect(DefaultHttpClientConnectio
nOperator.java:134)
... 87 more
java.lang.RuntimeException: Failed to connect to CCM, please check network connection between
CCM and CCO. JobId: 21912
at
com.osmosix.commons.mgmtserver.impl.MgmtServerServiceImpl.getUserCloudAccountByJobId(MgmtServerS
erviceImpl.java:236)
at
com.osmosix.gateway.persistence.impl.hazelcast.AbstractDistributedJobDaoImpl.find(AbstractDistri
butedJobDaoImpl.java:109)
at
com.osmosix.gateway.persistence.impl.hazelcast.AbstractDistributedJobDaoImpl.find(AbstractDistri
butedJobDaoImpl.java:17)
at com.osmosix.gateway.lifecycle.impl.AbstractLifecycle.getJob(AbstractLifecycle.java:207)
at com.osmosix.gateway.lifecycle.helpers.LifecycleReaper.reapApp(LifecycleReaper.java:62)
at com.osmosix.gateway.lifecycle.helpers.LifecycleReaper.reapDeadApps(LifecycleReaper.java:45)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:62)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:498)
at
org.springframework.scheduling.support.ScheduledMethodRunnable.run(ScheduledMethodRunnable.java:
65)
at
org.springframework.scheduling.support.DelegatingErrorHandlingRunnable.run(DelegatingErrorHandli
ngRunnable.java:54)
at
```

```
org.springframework.scheduling.concurrent.ReschedulingRunnable.run(ReschedulingRunnable.java:81)
at java.util.concurrent.Executors$RunnableAdapter.call(Executors.java:511)
at java.util.concurrent.FutureTask.run(FutureTask.java:266)
at
java.util.concurrent.ScheduledThreadPoolExecutor$ScheduledFutureTask.access$201(ScheduledThreadPoolExecutor.java:180)
at
java.util.concurrent.ScheduledThreadPoolExecutor$ScheduledFutureTask.run(ScheduledThreadPoolExecutor.java:293)
at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)
at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)
at java.lang.Thread.run(Thread.java:748)
```

Si une erreur se produit, alors aucune transmission n'est possible. Ceci doit être réparé.

Étape 4. Si pour configurer l'orchestrateur sur CCM LE GUI une adresse Internet sera utilisée, soyez sûr que l'adresse Internet est présente dans le fichier de /etc/hosts

```
[root@cliqr-centos7-base-image ~]# cat /etc/hosts
127.0.0.1 localhost localhost.localdomain localhost4 localhost4.localdomain4
::1 localhost localhost.localdomain localhost6 localhost6.localdomain6
127.0.0.1 devCC
10.31.127.42 cco
```

AMQP

Étape 1. Procédure de connexion comme racine

Étape 2. Vérifiez qu'il y a une connexion établie de l'AMQP à chacun des CCOs existants.

```
[root@localhost ~]# rabbitmqctl list_connections -p /cliqr
Listing connections ...
cliqr10.31.127.4233062running
cliqr_worker10.31.127.4233130running
cliqr_worker10.31.127.5938596running
cliqr_worker10.31.127.6749781running
cliqr_worker10.31.127.7949778running
cliqr_worker10.31.127.8549786running
```

Dans la commande précédente, les connexions vers le CCO peuvent être vues dans la ligne avec l'utilisateur de cliqr (dans ce cas il y a seulement un CCO)

En cas de Haute disponibilité (ha) et d'AMQP sous un équilibreur de charge alors vous verrez une connexion par CCO lié à l'IP de l'équilibreur de charge de l'AMQP (dans l'exemple suivant il y a de 2 CCOs)

```
[root@amqp-azrel ~]# rabbitmqctl list_connections -p /cliqr
Listing connections ...
cliqr15.1.0.1035788running
cliqr15.1.0.1036212running
cliqr_worker15.1.0.1037714running
cliqr_worker15.1.0.1038362running
cliqr_worker15.1.0.1041102running
```

Si ce n'est pas le cas, redémarrez le processus de tomcatgua (précédent à 4.8.2) ou le service de lapin (courrier 4.8.2)

CCO

Étape 1. Procédure de connexion comme racine

Sur toutes les versions jusqu'à 4.8.1.2

```
[root@amqp-azrel ~]# rabbitmqctl list_connections -p /cliqr
Listing connections ...
cliqr15.1.0.1035788running
cliqr15.1.0.1036212running
cliqr_worker15.1.0.1037714running
cliqr_worker15.1.0.1038362running
cliqr_worker15.1.0.1041102running
```

Sur des versions à partir de 4.8.2

```
[root@amqp-azrel ~]# rabbitmqctl list_connections -p /cliqr
Listing connections ...
cliqr15.1.0.1035788running
cliqr15.1.0.1036212running
cliqr_worker15.1.0.1037714running
cliqr_worker15.1.0.1038362running
cliqr_worker15.1.0.1041102running
```

Étape 3. Vérifiez que des connexions vers le CCM sont établies. Il devrait apparaître dans l'état CLOSE_WAIT aussi bien (dans ce cas notre CCM est sur 10.31.127.41)

```
[root@amqp-azrel ~]# rabbitmqctl list_connections -p /cliqr
Listing connections ...
cliqr15.1.0.1035788running
cliqr15.1.0.1036212running
cliqr_worker15.1.0.1037714running
cliqr_worker15.1.0.1038362running
cliqr_worker15.1.0.1041102running
```