

# Le dépannage émet tout en ajoutant nouveau PLM à HCM-F

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## Introduction

Ce document décrit les étapes de dépannage générales pour le gestionnaire hébergé de permis (HLM) et le gestionnaire principal de permis (PLM) tout en ajoutant un nouveau PLM. D'ailleurs, exécutez ces la liste de contrôle avant que vous ouvriez une valise TAC.

## Conditions préalables

### Conditions requises

Cisco vous recommande de prendre connaissance des rubriques suivantes :

- Cisco a hébergé la solution de Collaboration (HCS)
- Fonction de médiation de collaboration hébergée Cisco (HCM-F)
- Installation de permis dans ELM/PLM

### [Composants utilisés](#)

Les informations contenues dans ce document sont basées sur les versions de matériel et de logiciel suivantes :

- HCM-F 10.6.2
- PLM 10.5.2

Les informations contenues dans ce document ont été créées à partir des périphériques d'un

environnement de laboratoire spécifique. Tous les périphériques utilisés dans ce document ont démarré avec une configuration effacée (par défaut). Si votre réseau est opérationnel, assurez-vous que vous comprenez l'effet potentiel de toute commande.

## Problème : L'administrateur HCM-F ne peut pas ajouter un nouvel exemple 'PLM2

L'administrateur HCM-F ne peut pas ajouter un nouvel exemple PLM2

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  - License Manager Summary**
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### Add License Manager

▼ General Information

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

Il reçoit le message d'erreur suivant les indications de l'image :

▼ General Information

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

**Alert** [X]

The operation failed due to an error detected by the HLM service. If the problem persists, contact technical support

OK

Afin de dépanner cette question, des logs détaillés par HLM sont exigés pendant que plusieurs conditions peuvent mener à la même erreur GUI.

Ouvrez une session dans le HCM-F, CLI active les logs de niveau et collecte les logs.

Exécutez la commande :

## tracelevel de set trace

Écrivez le tracelevel (utilisation CLI « tracelevels d'exposition » de trouver les tracelevels permis) : : **Détaillé**

Écrivez le servicename : : **Service de gestionnaire de permis de Cisco HCS**

Reproduisez la question et collectez les logs.

le fichier obtiennent l'activelog /hcs/HLM/ \*

## Solution 1

HLM se connecte prouve que HLM ne peut pas créer une connexion figurative de transfert d'état (REPOS) au PLM dû un délai d'attente de connexion.

```
| 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) |  
SDRUI(NBI-HLM-v | 90-LIB0) | Error in fire: java.net.UnknownHostException:  
PLM2

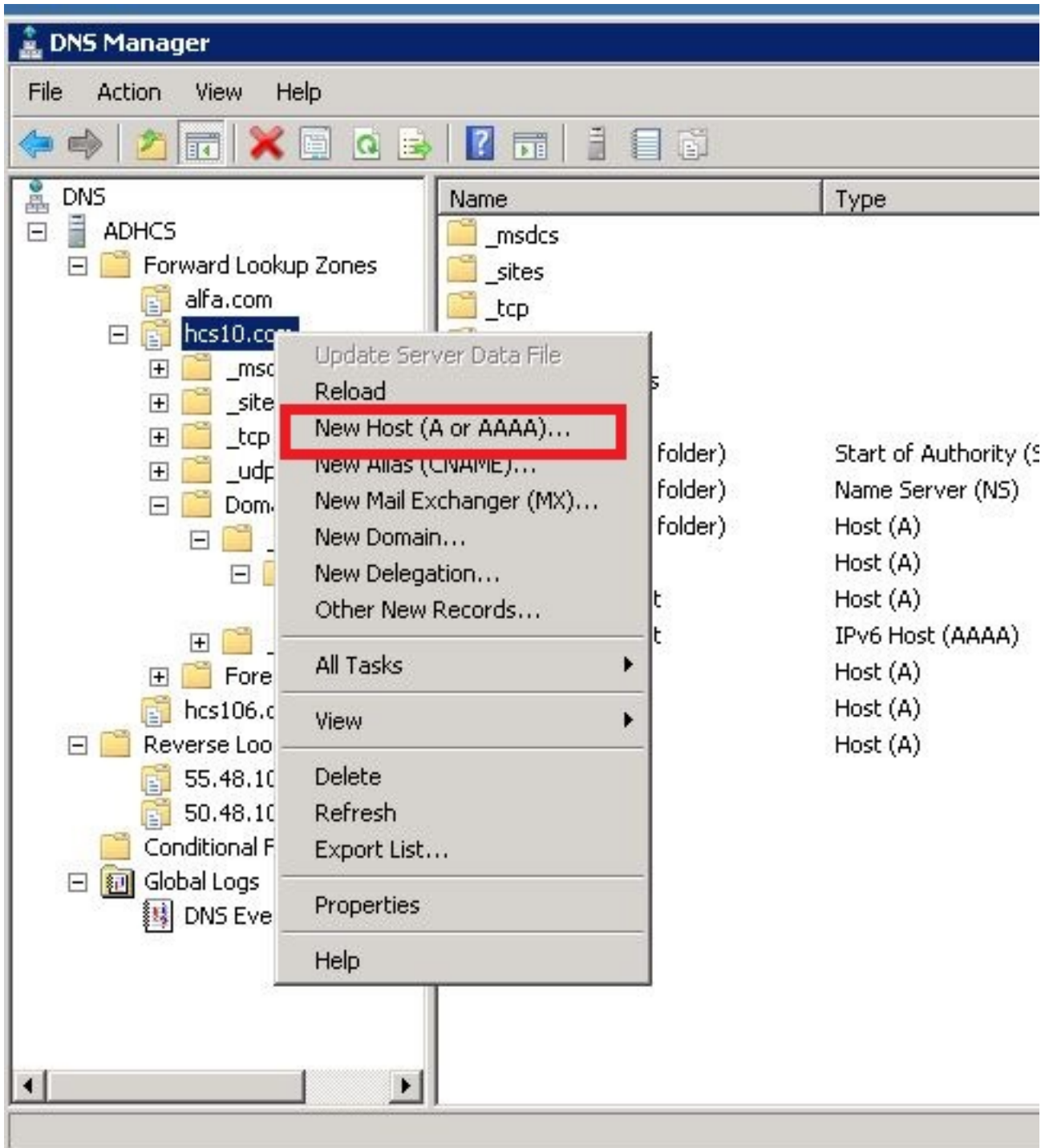
2016-09-02 16:52:55,101 ERROR [63406] Agent caught exception while processing message type  
CreateELMRequest

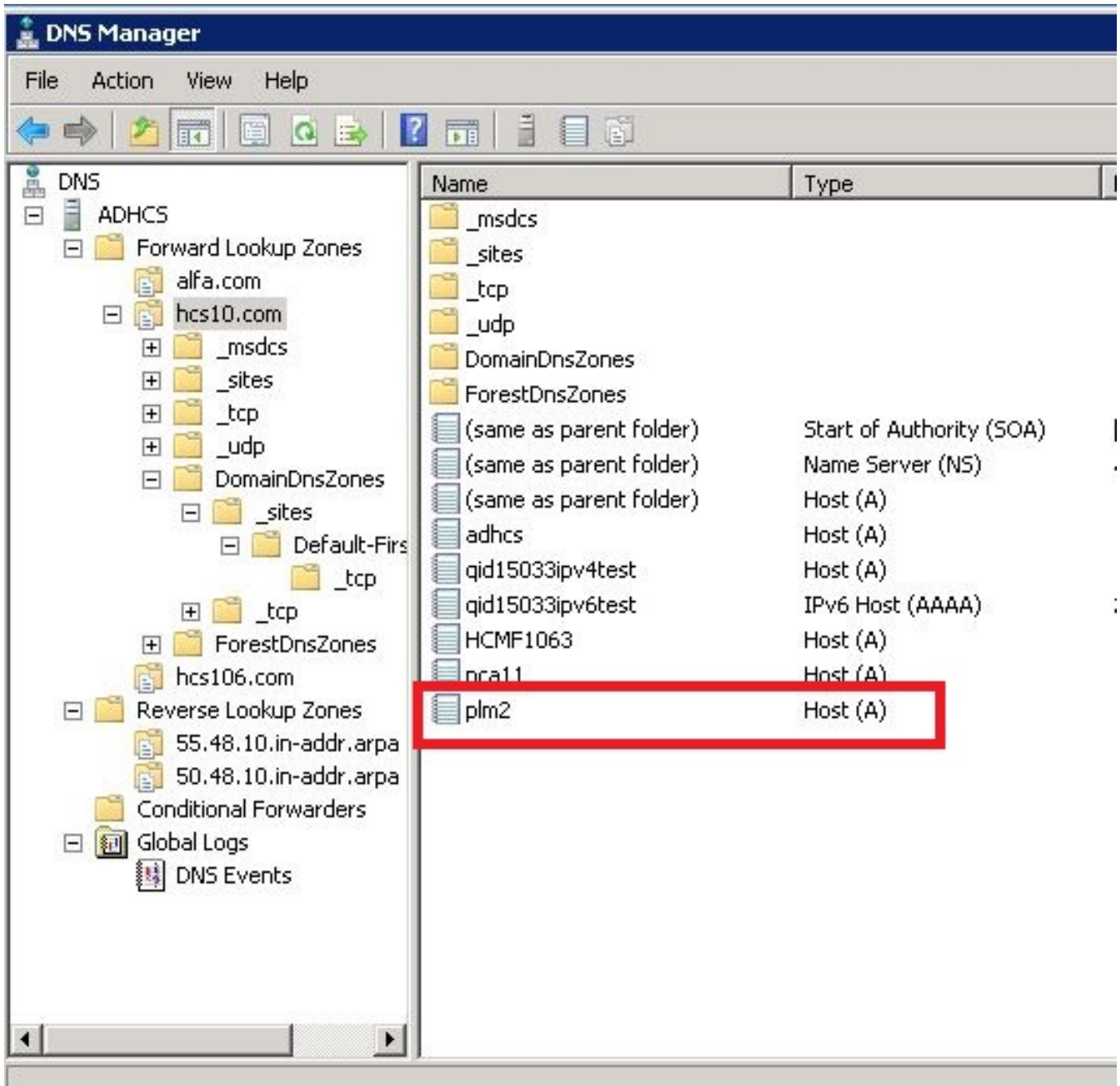
com.sun.jersey.api.client.ClientHandlerException: java.net.UnknownHostException: PLM2

at

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

**Ajoutez une consultation directe et inverse en Gestion HCS du Domain Name Server (DN) et vérifiez n'importe quel problème de connectivité, suivant les indications des images :**





## Vérifiez

Exécutez les commandes :

```
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 Mb/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

## Solution 2

HLM se connecte prouve que HLM peut créer une connexion de REPOS avec l'exemple PLM mais des réponses PLM de retour avec le message d'erreur de "404 non trouvé ».

```
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]
```

## Vérifiez

Exécutez la commande 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]
```

## Solution 3

HLM se connecte prouve que PLM fonctionne dans un mode Démo.

```
11 | 2016-09-02 05:21:07.615 | [63406] | Sd1Sig | 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>

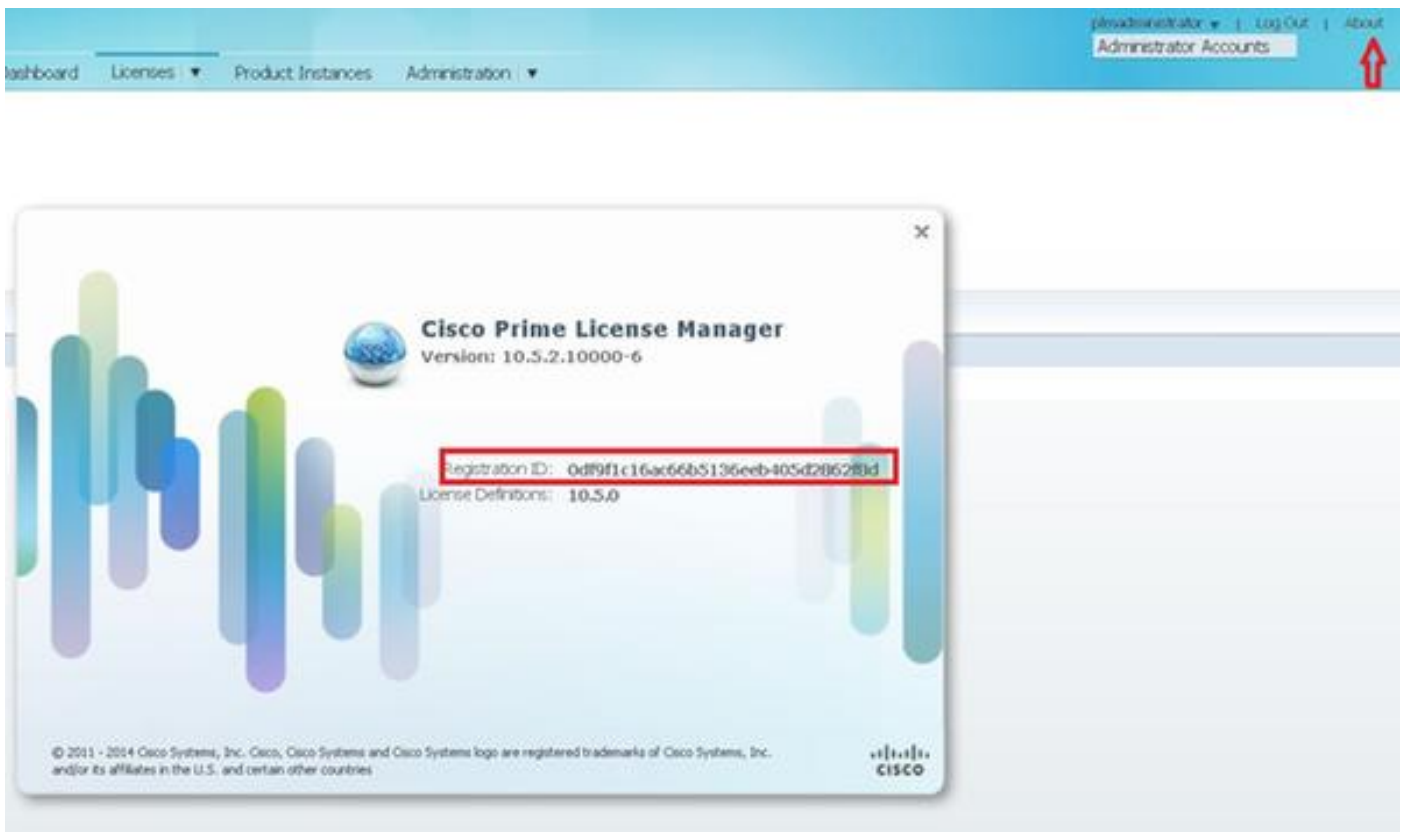
  <detailMessage>ELM is in demo license.</detailMessage>

  <stackTrace>
```

Ajoutez les permis HCS dans PLM et la re-tentative d'ajouter le PLM.

## Vérifiez

Ouvrez une session dans l'interface utilisateur PLM et cliquez sur en fonction **environ**. Après que vous ajoutiez le HCS autorise le PLM révèle un ID valide de registritation, suivant les indications de l'image :



# Solution 4

HLM peut entrer en contact avec les réponses PLM mais PLM avec le message 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>
```

Ajoutez le l'user-id et le mot de passe d'admin de SYSTÈME D'EXPLOITATION PLM

## Solution 5

HLM peut entrer en contact avec les réponses PLM mais PLM de retour avec une version 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:null10\_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] hlmSDRUtil.commitTransaction

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.

Assurez que la release PLM ajoutée suported par le HCM-F en se rapportant à la matrice de compatibilité HCS

## Référence

- [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>