

# Risoluzione dei problemi relativi all'aggiunta di nuovo PLM a HCM-F

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## Introduzione

In questo documento viene descritto come risolvere i problemi relativi a Hosted License Manager (HLM) e Prime License Manager (PLM) quando viene aggiunto un nuovo PLM. Eseguire questa lista di controllo prima di aprire una richiesta TAC.

## Prerequisiti

### Requisiti

Cisco raccomanda la conoscenza dei seguenti argomenti:

- Cisco Hosted Collaboration Solution (HCS)
- Cisco Hosted Collaboration Mediation Function (HCM-F)
- Installazione della licenza in ELM/PLM

### Componenti usati

Le informazioni fornite in questo documento si basano sulle seguenti versioni software e hardware:

- HCM-F 10.6.2
- PLM 10.5.2

Le informazioni discusse in questo documento fanno riferimento a dispositivi usati in uno specifico ambiente di emulazione. Su tutti i dispositivi menzionati nel documento la configurazione è stata ripristinata ai valori predefiniti. Se la rete è operativa, valutare attentamente eventuali conseguenze derivanti dall'uso dei comandi.

## Problema: L'amministratore HCM-F non è in grado di aggiungere una nuova istanza di PLM2

Home

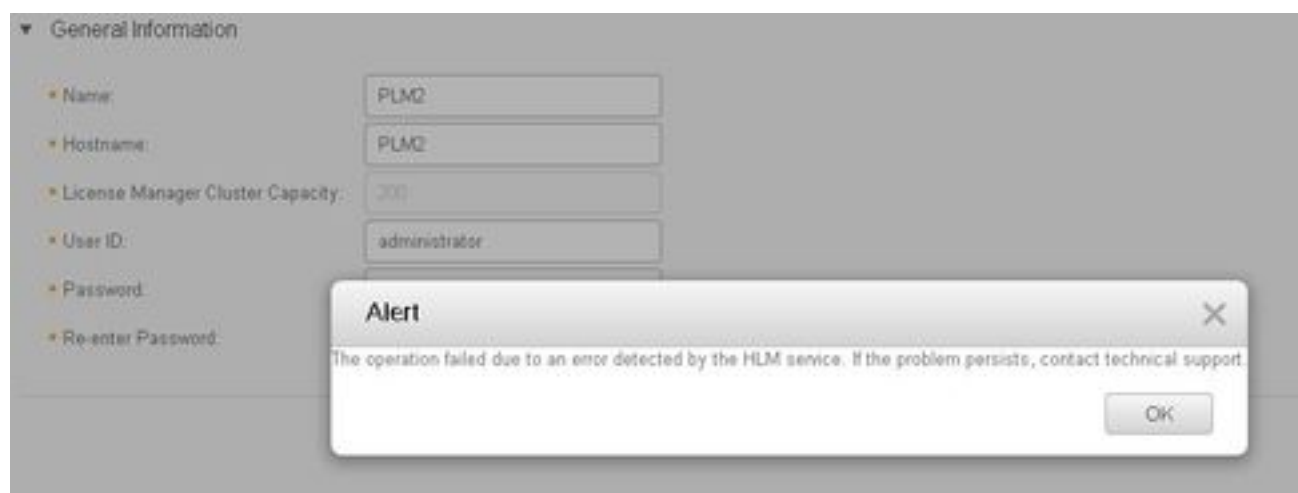
- ▶ Data Center Management
- ▶ Aggregation
- ▶ Customer Management
- ▶ Cluster Management
- ▶ Application Management
- ▶ Device Management
- ▶ Administration
- ▼ License Management
  - License Manager Summary**
  - Settings
  - License Reports

### Add License Manager

▼ General Information

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

Questo è il messaggio di errore che viene visualizzato.



Per risolvere questo problema, sono necessari i registri dettagliati di Gestione librerie della Guida in quanto diverse condizioni possono causare lo stesso errore GUI.

1. Accedere all'HCM-F. CLI abilita il livello di log e raccoglie i log.
2. Eseguire il comando **set trace tracelevel**.
3. Inserire il livello di traccia (utilizzare CLI **show tracelevels** per trovare i livelli di traccia consentiti).
4. Immettere il nome del servizio: **Cisco HCS License Manager Service**.
5. Riprodurre il problema e raccogliere i log con questo file di comando **get activelog /hcs/HLM/\***.

# Soluzione 1.

Nei log HLM viene indicato che non è possibile creare una connessione REST (Representative State Transfer) a PLM a causa di un timeout della connessione.

```
| 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-v90-LIB0) | Error in fire: java.net.UnknownHostException:
PLM2
```

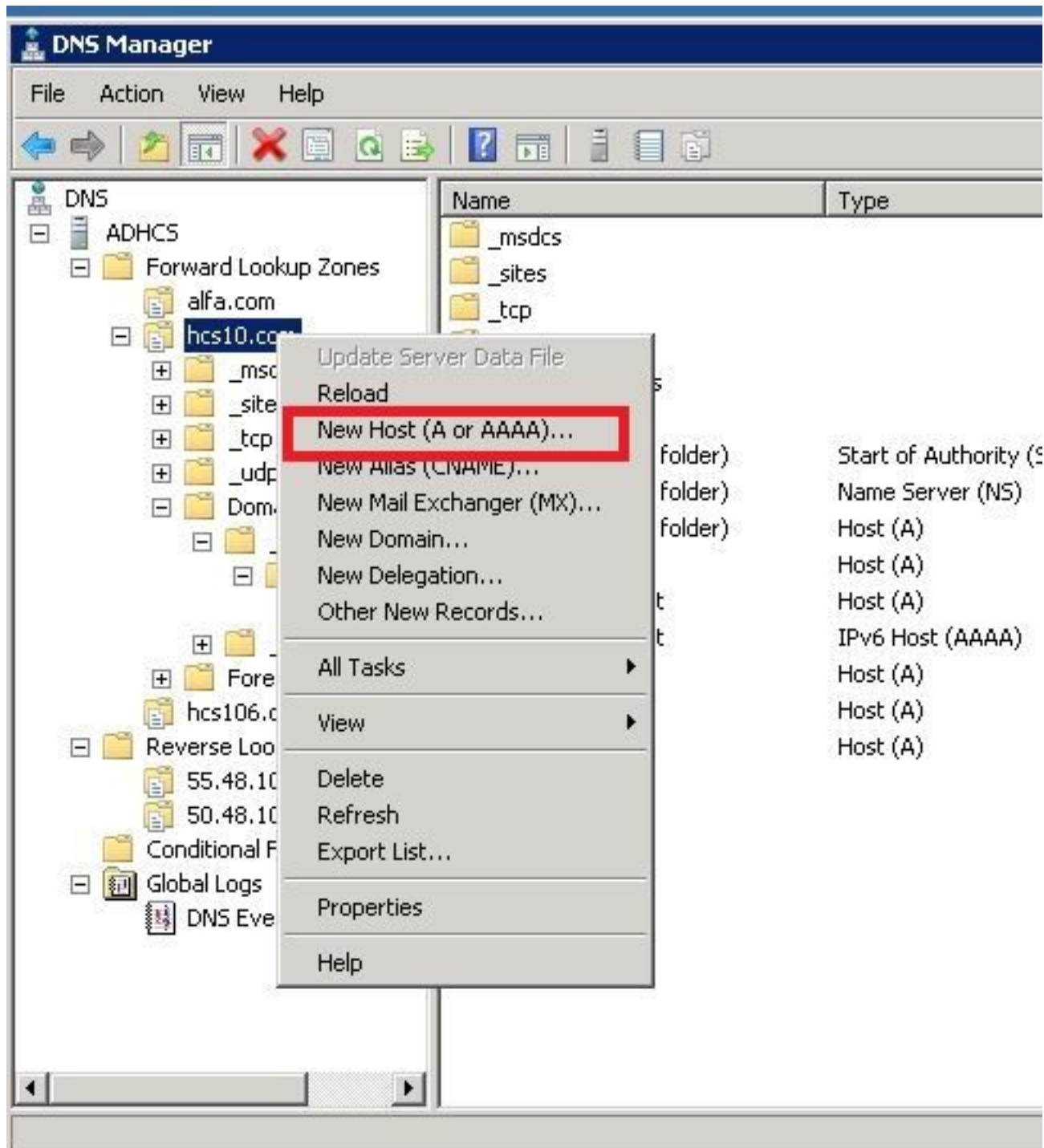
2016-09-02 16:52:55,101 ERROR [63406] Agent caught exception while processing message type CreateELMRequest

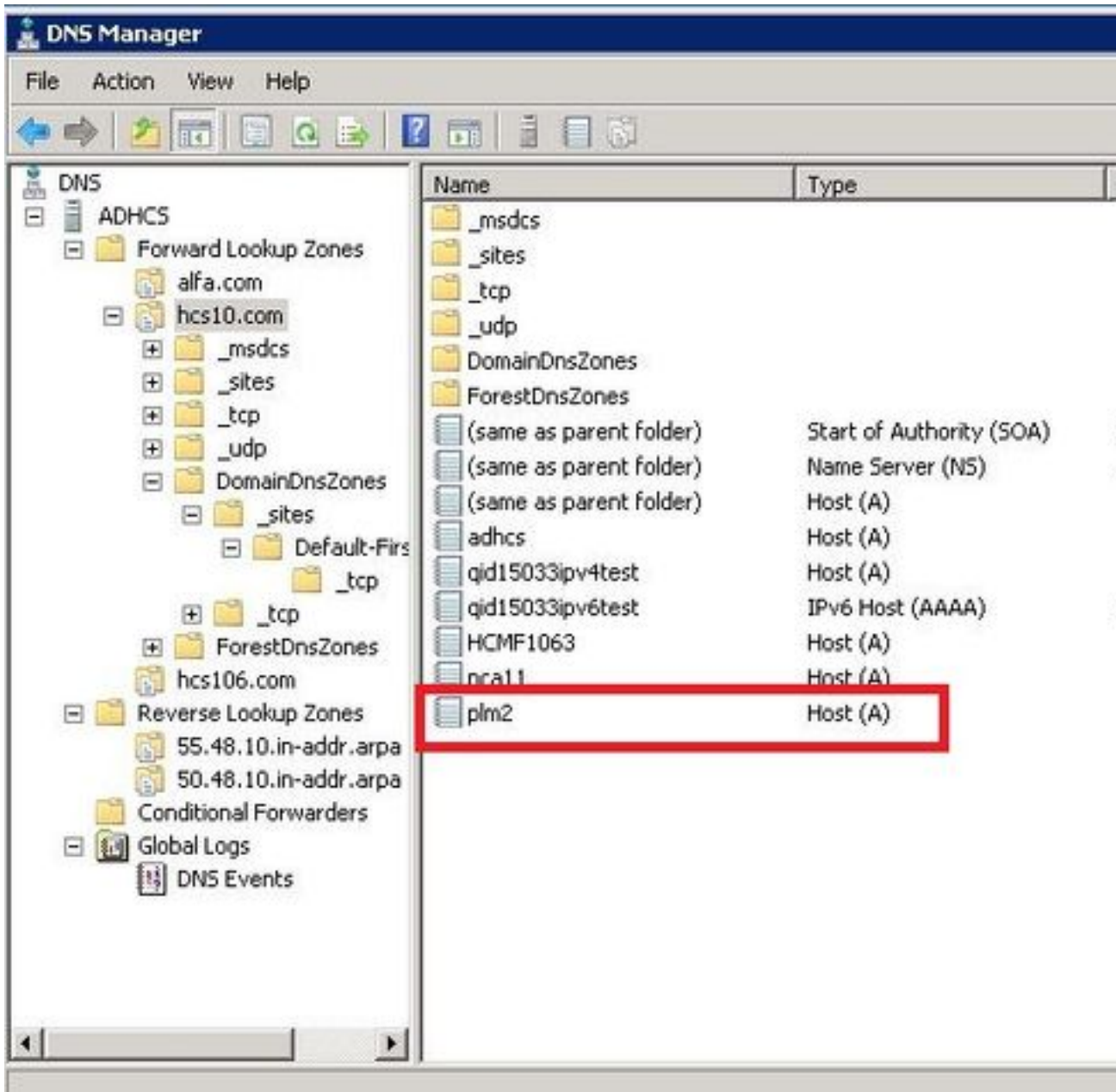
com.sun.jersey.api.client.ClientHandlerException: java.net.UnknownHostException: PLM2

at

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

Aggiungere una ricerca diretta e inversa nella gestione HCS del DNS (Domain Name Server) e verificare eventuali problemi di connettività, come mostrato in queste immagini.





## Verifica

Eseguire i comandi.

```
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
```

## Soluzione 2.

Nei log HLM viene indicato che è possibile creare una connessione REST con l'istanza di PLM, ma PLM risponde con il messaggio di errore "404 Not Found".

```
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]
```

## Verifica

Eeguire il comando da 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]
```

## Soluzione 3.

I registri HLM mostrano che il modulo PLM viene eseguito in modalità demo.

```
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>

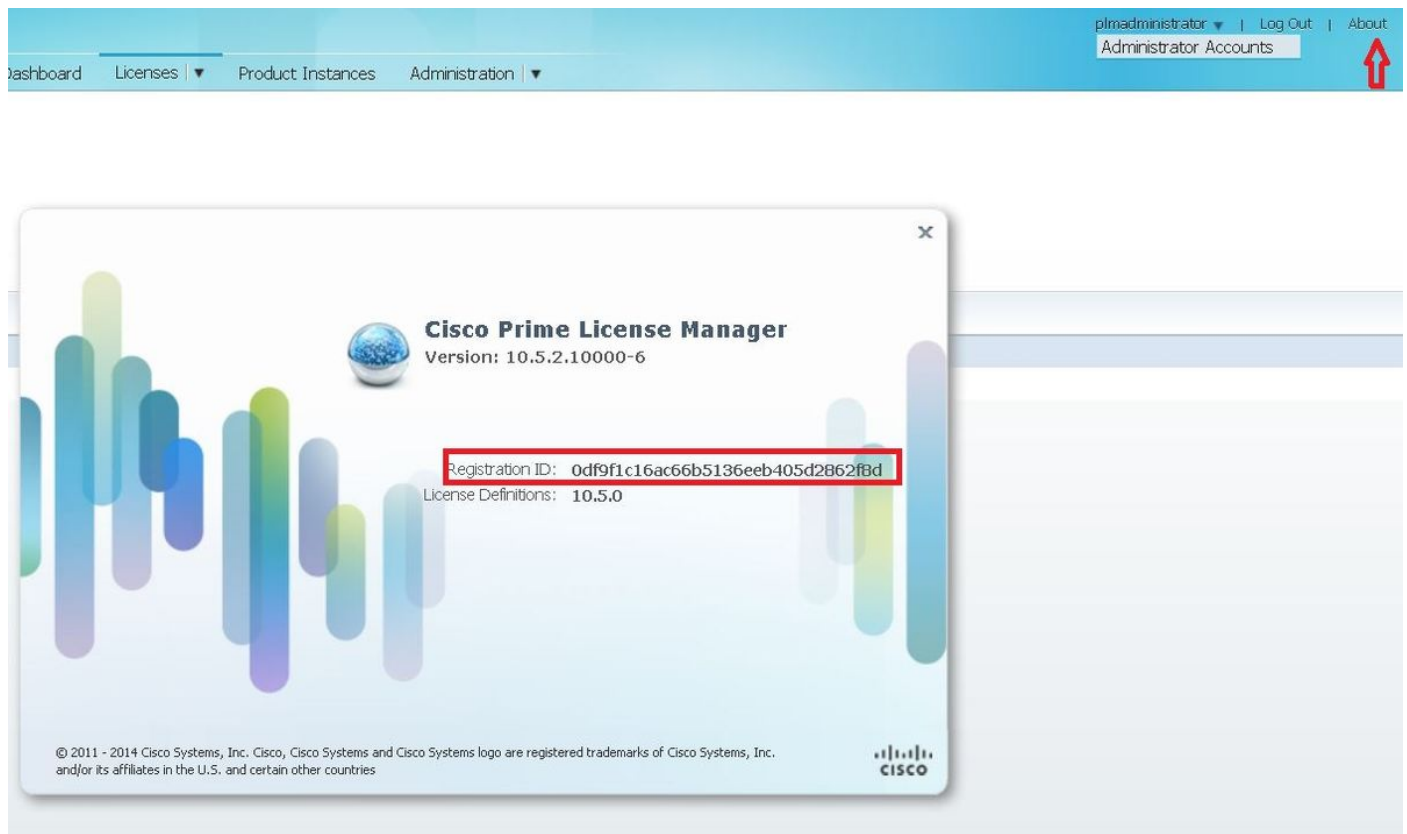
  <detailMessage>ELM is in demo license.</detailMessage>

  <stackTrace>
```

Aggiungere le licenze HCS in PLM e riprovare ad aggiungere PLM.

## Verifica

Accedere all'interfaccia utente di PLM e fare clic su **Informazioni su**. Dopo aver aggiunto le licenze HCS, il PLM visualizza un ID di registrazione valido come mostrato nell'immagine:



## Soluzione 4.

HLM è in grado di contattare il PLM ma PLM risponde con il messaggio 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>
```

Aggiungere l'ID utente e la password dell'amministratore del sistema operativo PLM.

## Soluzione 5.

HLM è in grado di contattare il PLM, tuttavia PLM risponde con una versione incompatibile.

```
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] 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.
```

Verificare che la versione PLM aggiunta sia supportata da HCM-F e che venga fatto riferimento alla matrice di compatibilità HCS.

## Informazioni correlate

- [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>
- [Documentazione e supporto tecnico – Cisco Systems](#)