Risoluzione dei problemi durante l'aggiunta di una nuova istanza di applicazione UC in PLM tramite HCM-F

Sommario

Introduzione

In questo documento vengono descritte le procedure generali per la risoluzione dei problemi di Hosted License Manager (HLM) e Prime License Manager (PLM) durante l'aggiunta di una nuova istanza del prodotto Unified Application in PLM tramite HCM-F. Inoltre, eseguire la checklist 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)
- Cisco Prime License Manager (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 assegnare il cluster UC all'istanza PLM

Il processo HCM-F non riesce con l'errore mostrato nell'immagine:
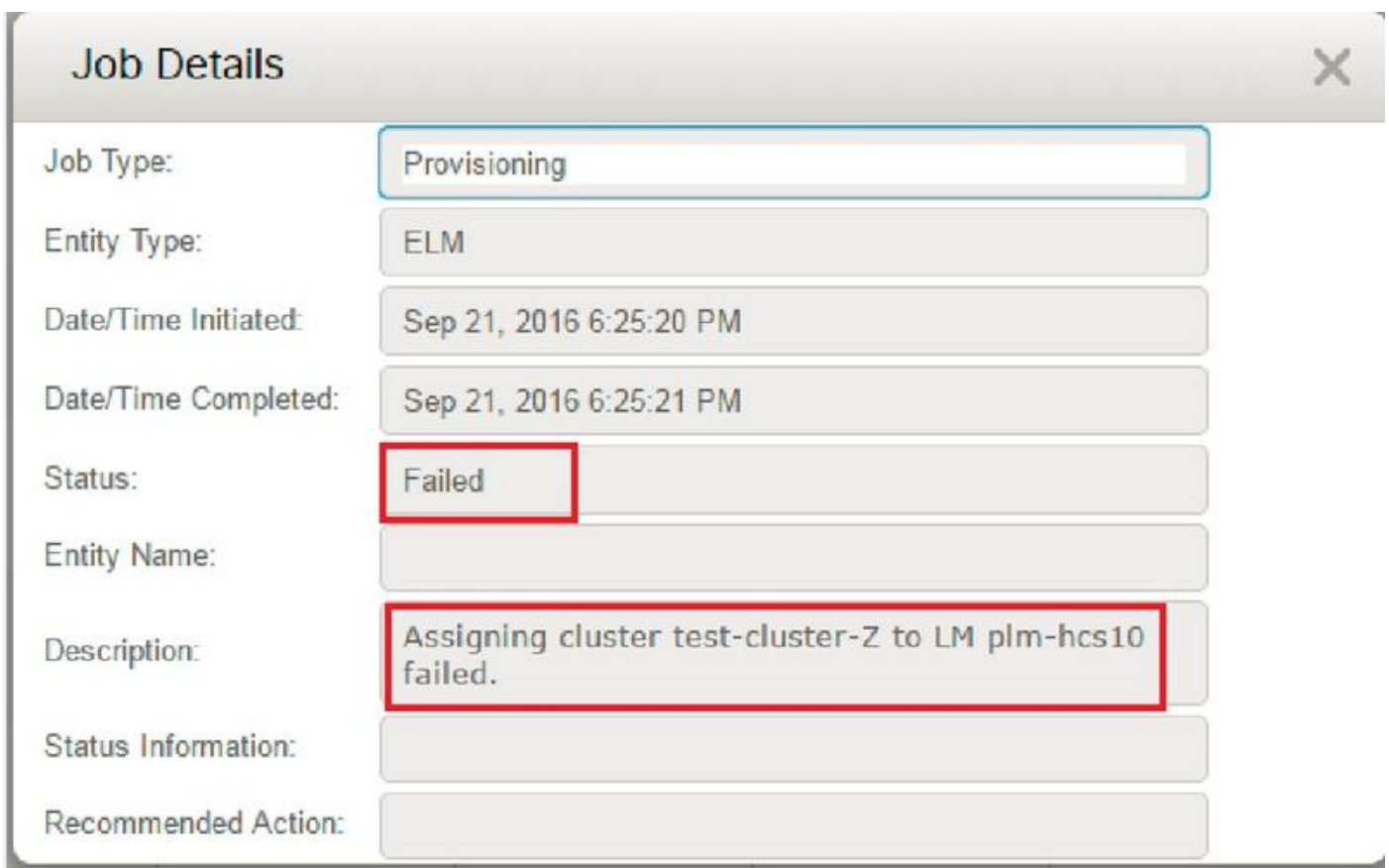
Per risolvere questo problema, sono necessari registri dettagliati di Gestione librerie della Guida in quanto diverse condizioni possono causare lo stesso errore GUI.

Accedere a HCM-F, CLI abilita il livello di log e raccoglie i log.

Eseguire il comando:

set trace tracelevel

> Immettere il livello di traccia (utilizzare "show tracelevels" della CLI per trovare i livelli di traccia consentiti): **Dettagli**

> Immettere il nome del servizio: **Servizio Cisco HCS License Manager**

Riprodurre il problema e raccogliere i log.

file get activelog /hcs/HLM/*

Soluzione 1

Aggiungere l'indirizzo IP del provider di servizi nel server di pubblicazione dell'applicazione cluster. HCM-F non riesce a connettersi all'applicazione UC perché il provider di servizi IP è mancante.

```
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
```

Verifica

Per procedere alla verifica, passare a **Gestione applicazioni > Applicazione cluster**

Soluzione 2

Abilitare la connettività IP tra HCM-F e l'applicazione UC sulla porta 8443.

La configurazione HCM-F è corretta, ma il modulo HLM non può aprire una connessione tcp verso l'applicazione UC. Consultare la sezione Verifica per ulteriori informazioni sulla risoluzione di questo 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-
8204f6cb1fa3)<
```

Verifica

- Verificare che l'applicazione UC sia attiva e in esecuzione.

- Verificare la connettività tra l'app UC e HCM-F.

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

- Verificare che la porta 8443 non sia bloccata dal firewall. Raccogliere l'acquisizione del pacchetto e verificare che il tremolio della mano TCP sia stato stabilito correttamente.

admin:utils network capture eth0 nome file numero conteggio 10000 dimensioni tutte le porte 8443 host ip xxx.yyy.www.zzz

dove xxx.yyy.www.zzz è il servizio app UC per lo spazio

- Verificare che il collegamento sottostante sia accessibile.

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

Soluzione 3

- Digitare di nuovo la password dell'applicazione UC della piattaforma in modo che corrisponda a quella dell'applicazione UC perché Gestione librerie della piattaforma non è in grado di inviare il messaggio.

- Avviare il servizio Web Platform Administrator nell'applicazione 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] UCAppDeploymentModeConnection.getDeploymentMode Called

2016-10-06 16:24:51,877 ERROR [252833] UCAppAPI.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]
```

Verifica

- Verificare che il servizio Web di amministrazione della piattaforma sia in esecuzione nelle applicazioni UC

Selezionare **Cisco Unified Serviceability > Platform Service > Platform Administrative Web Service**

- Verificare le risposte del servizio Web di amministrazione della piattaforma durante l'accesso al file wsdl

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

Soluzione 4

Contattare cisco TAC per tornare alla modalità di installazione PLM in HCS

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

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

Verifica

Verificare la modalità di distribuzione PLM sfogliando l'URL riportato di seguito. ID utente e password della piattaforma PLM obbligatori

> https://PLM_IP_Address /elm-resources/

Soluzione 5

Abilitare la connettività IP tra HCM-F e PLM sulla porta 8443. Da log: impossibile per Gestione librerie del database connettersi al 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 sdrcnf

2016-10-18 12:17:47,905 DEBUG [43] noChange -- sdrcnf 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 sdrcnf

2016-10-18 12:17:47,906 DEBUG [71] noChange -- sdrcnf 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
```

Verifica

Verificare la connettività tra PLM e HCM-F

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

Problema: L'amministratore HCM-F non è in grado di assegnare il cluster UC all'istanza PLM

Il processo non riesce con l'errore mostrato nell'immagine

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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:	

Soluzione

Aggiungi credenziali piattaforma su HCM-F o in 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
```

Verifica

Verificare che le credenziali della piattaforma siano configurate in HCM-F

Passare a **Gestione applicazioni > Applicazione cluster > Credenziali > Piattaforma**

o

Passare a **Amministrazione > Credenziali predefinite > Piattaforma tipo applicazione UCS (CUCM/CUCXN)**