

Probleemoplossing met toevoeging van nieuwe PLM aan HCM-F

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Inleiding

In dit document wordt beschreven hoe u problemen kunt oplossen bij Hosted Licentiebeheer (HLM) en Prime Licentiebeheer (PLM) wanneer er een nieuwe PLM wordt toegevoegd. Voer deze controlelijst uit voordat u een TAC-case opent.

Voorwaarden

Vereisten

Cisco raadt kennis van de volgende onderwerpen aan:

- Cisco Hosted Collaboration Solutions (HCS)
- Cisco Hosted Collaboration Solution (HCM-F)
- Licentieinstallatie in ELM/PLM

Gebruikte componenten

De informatie in dit document is gebaseerd op de volgende software- en hardware-versies:

- HCM-F 10.6.2
- PLM 10.5.2

De informatie in dit document is gebaseerd op de apparaten in een specifieke laboratoriumomgeving. Alle apparaten die in dit document worden beschreven, hadden een opgeschoonde (standaard)configuratie. Als uw netwerk live is, moet u de potentiële impact van elke opdracht begrijpen.

Probleem: HCM-F beheerder kan geen nieuw PLM2-exemplaar toevoegen

Home

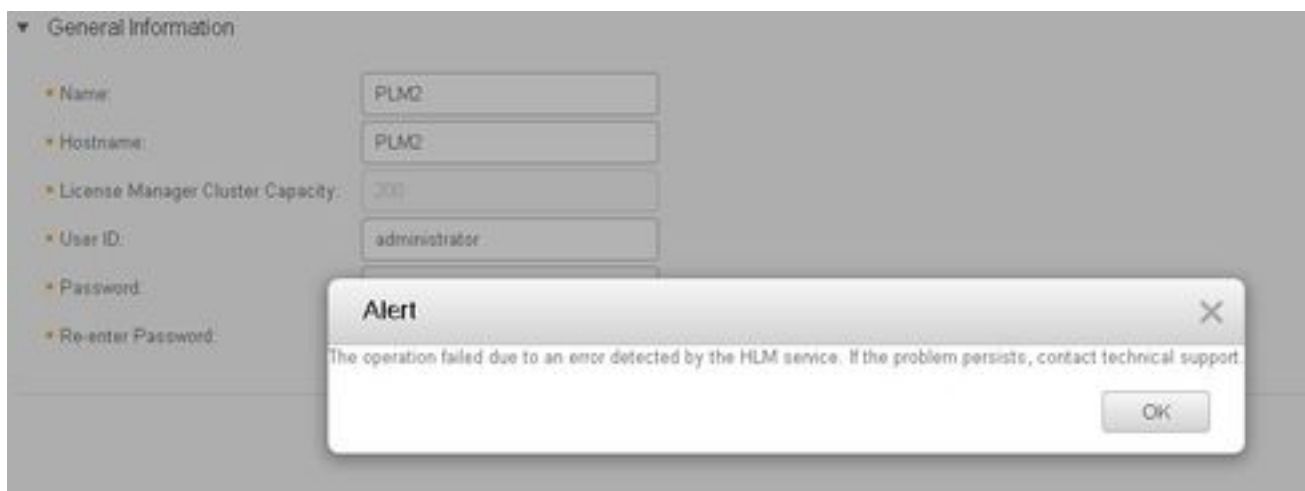
- ▶ Data Center Management
- ▶ Aggregation
- ▶ Customer Management
- ▶ Cluster Management
- ▶ Application Management
- ▶ Device Management
- ▶ Administration
- ▼ License Management
 - License Manager Summary**
 - Settings
 - License Reports

Add License Manager

▼ General Information

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

Dit is de foutmelding die wordt gezien.



Om een oplossing voor dit probleem te vinden, zijn de gedetailleerde logbestanden van het HLM vereist, omdat meerdere voorwaarden tot dezelfde GUI-fout kunnen leiden.

1. Meld u aan bij de HCM-F. CLI stelt het logniveau in en verzamelt de logbestanden.
2. Start de opdracht **Tracker-spoor**.
3. Voer het tractieniveau in (gebruik CLI-**spoor**niveaus om toegestane tractieniveaus te vinden).
4. Voer de servicenaam in: **Cisco HCS License Manager Service**.
5. Reinig het probleem en verzamel de logbestanden met dit opdrachtbestand via **activelog/hcs/HLM/***.

Oplossing 1.

HLM-logbestanden tonen aan dat HLM niet in staat is om een Representational State Transfer (REST)-verbinding naar de PLM te maken na een verbindingsonderbreking.

```
| 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
```

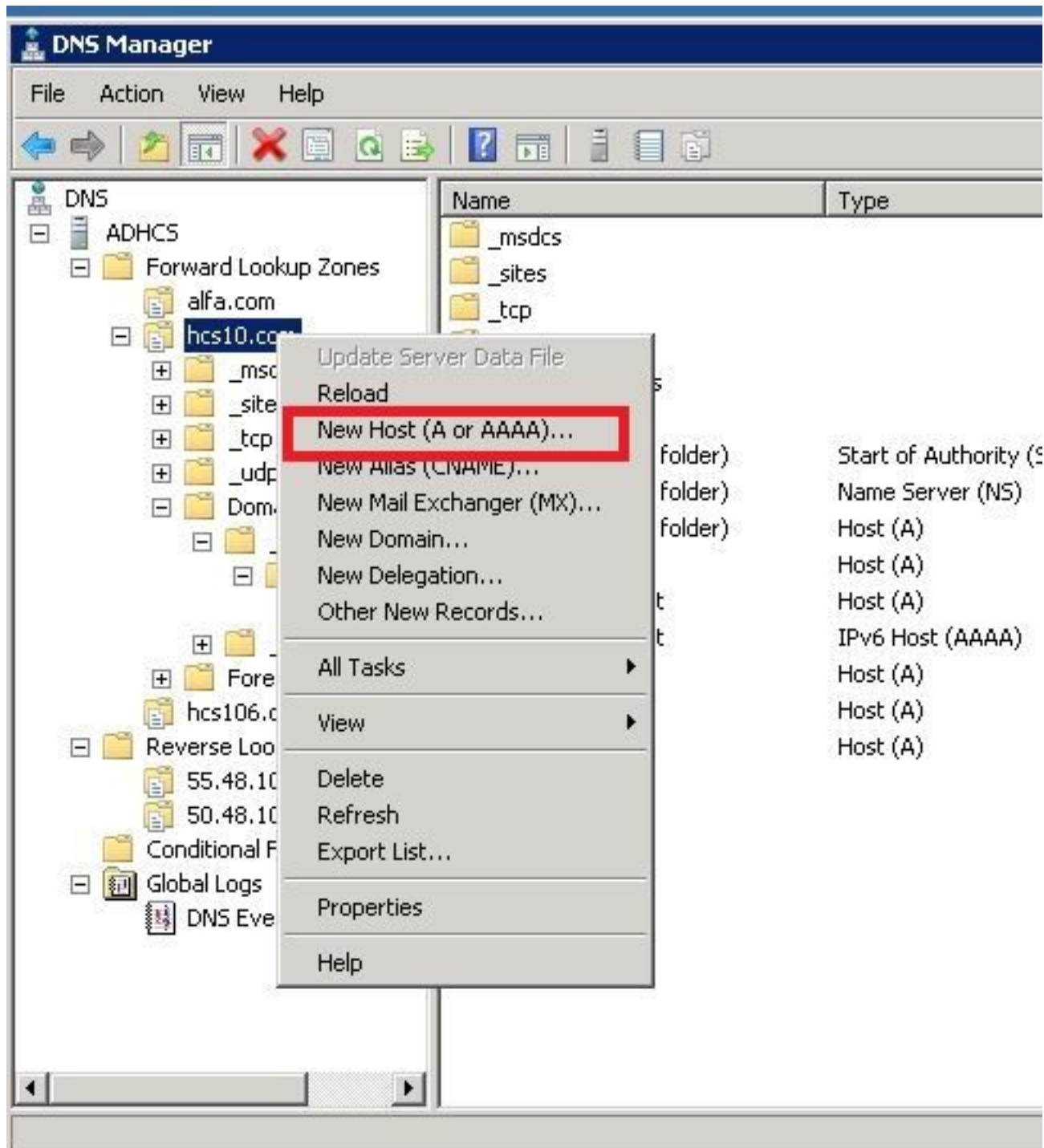
2016-09-02 16:52:55,101 ERROR [63406] Agent caught exception while processing message type CreateELMRequest

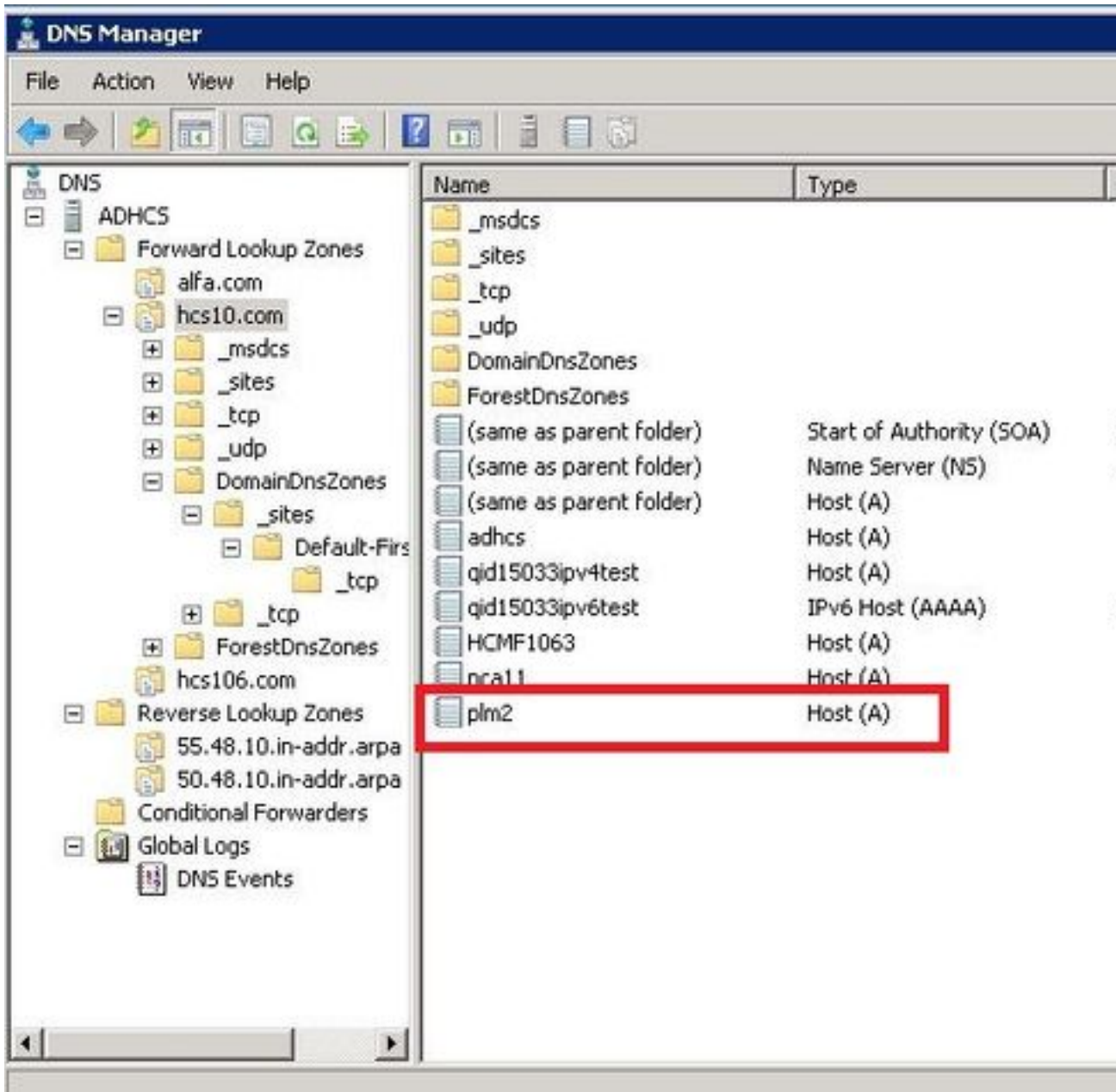
com.sun.jersey.api.client.ClientHandlerException: java.net.UnknownHostException: PLM2

at

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

Voeg een directe en omgekeerde raadpleging in het HCS-beheer van de Domain Name Server (DNS) toe en controleer elke aansluitingskwestie, zoals in deze beelden wordt getoond.





Verifiëren

Start de opdracht.

```
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
```

Oplossing 2.

HLM-logbestanden tonen aan dat HLM een REST-verbinding met de PLM-instantie kan maken, maar PLM-antwoorden worden teruggestuurd met foutmelding "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]
```

Verifiëren

Start de opdracht van 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]
```

Oplossing 3.

HLM-logboeken laten zien dat de PLM in demo-modus draait.

```
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>

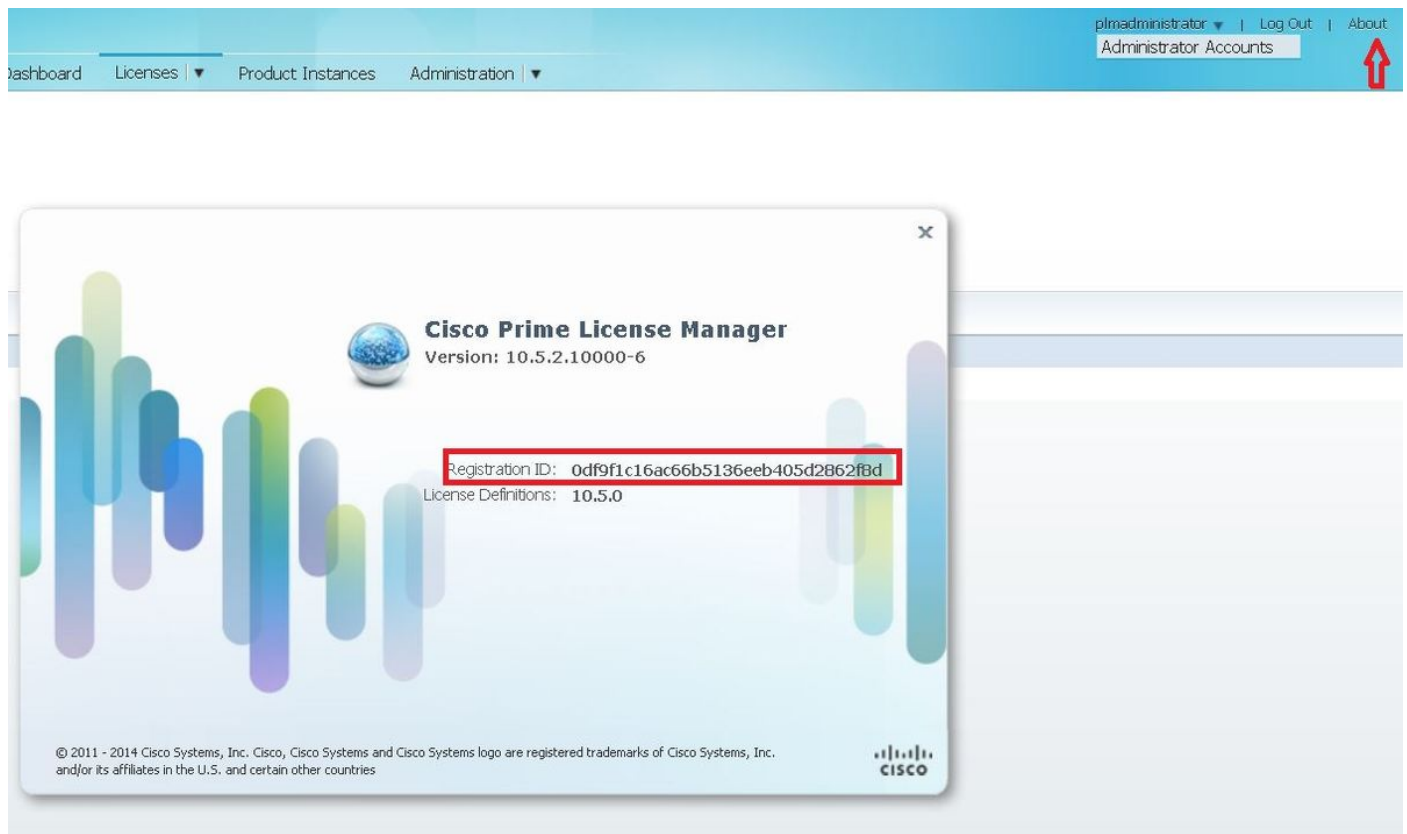
  <detailMessage>ELM is in demo license.</detailMessage>

  <stackTrace>
```

Voeg HCS-licenties toe in PLM en probeer deze opnieuw toe te voegen.

Verifiëren

Meld u aan bij de PLM-gebruikersinterface en klik op **Info**. Nadat u de HCS-licenties hebt toegevoegd, wordt in de PLM een geldige registratie-ID weergegeven zoals in de afbeelding:



Oplossing 4.

HLM kan contact opnemen met de PLM, maar PLM antwoordt met 401-bericht.

```
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>
```

Voeg de PLM OS-beheerder toe, ID en wachtwoord.

Oplossing 5.

HLM kan contact opnemen met de PLM, maar PLM antwoordt terug met een onverenigbare versie.

```
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.
```

Zorg ervoor dat de PLM-release die wordt toegevoegd, wordt ondersteund door de HCM-F en wordt verwezen naar de HCS-compatibiliteitsmatrix.

Gerelateerde informatie

- 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>
- [Technische ondersteuning en documentatie – Cisco Systems](#)