

Problemen oplossen bij het toevoegen van een nieuw UC-applicatieproduct in PLM via HCM-F

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Inleiding

In dit document worden de algemene stappen beschreven voor het oplossen van problemen bij Hosted Licentiebeheer (HLM) en Prime Licentiebeheer (PLM) terwijl er via HCM-F een nieuwe Unified Application Product-instantie in PLM wordt toegevoegd. Voer de 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)
- Cisco Prime License Manager (PLM)

Gebruikte componenten

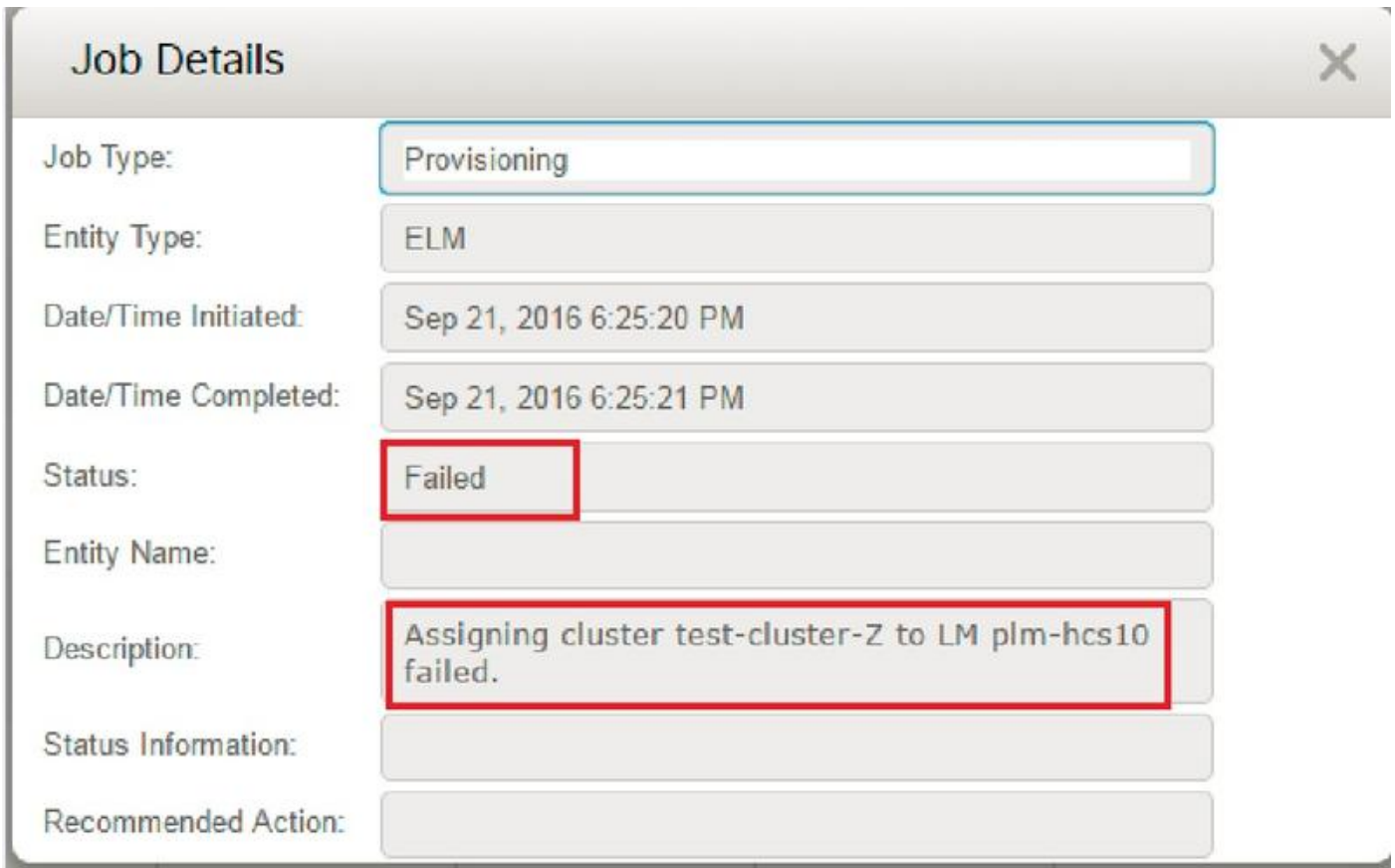
De informatie in dit document is gebaseerd op de volgende software- en hardware-versies:

- 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 het UC-cluster niet aan de PLM-instantie toewijzen

De HCM-F taak is niet compatibel met de fout in de afbeelding:



Job Details	
Job Type:	Provisioning
Entity Type:	ELM
Date/Time Initiated:	Sep 21, 2016 6:25:20 PM
Date/Time Completed:	Sep 21, 2016 6:25:21 PM
Status:	Failed
Entity Name:	
Description:	Assigning cluster test-cluster-Z to LM plm-hcs10 failed.
Status Information:	
Recommended Action:	

Om dit probleem op te lossen zijn gedetailleerde HLM-logbestanden vereist, omdat meerdere voorwaarden tot dezelfde GUI-fout kunnen leiden.

Meld u aan in de HCM-F en CLI maakt het logniveau mogelijk en verzamelt de logbestanden.

Start de opdracht:

tractieliveau instellen

Voer het tractieniveau in (gebruik CLI "tonen tractieniveaus" om toegestane tractieniveaus te

vinden):

Gedetailleerd

Voer de servicenaam in : **Cisco HCS License Manager-service**

Reproduceert het probleem en verzamelt de logboeken.

activeren/hcs/HLM/* bestand

Oplossing 1

Voeg het IP-adres van de Service provider toe in de Cluster Application Publisher. De HCM-F kan geen verbinding maken met de UC-toepassing omdat de IP-serviceprovider ontbreekt.

```
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
```

Verifiëren

Om te controleren, navigeer naar **Application Management > Cluster Application**

CISCO Unified Communications | Mediation | Hosted Collaboration Solution

Service Inventory | Infrastructure Manager | Platform Manager | Node Manager

- Home
- ▶ Data Center Management
- ▶ Aggregation
- ▶ Customer Management
- ▶ Cluster Management
- ▼ Application Management
 - Cluster Application**
 - Management Application
 - Other Application
- ▶ Device Management
- ▶ Administration
- ▶ License Management

Edit Cluster Application - CUCM-D

Description:

Node Type: Publisher Subscriber

Cluster: CUCM-DELTA-CL

Auto Link to Virtual Machine

Virtual Machine: None

Routing ID:

- ▶ CUCM Service Activation
- ▶ SIP Trunks
- ▶ Credentials
- ▼ Network Addresses

<input type="checkbox"/>	Network Space	IPV4 Address	IPV6 Address
<input type="checkbox"/>	Service Provider Space	10.48.50.68	

Save Add New Delete

Oplossing 2

Schakel de IP-connectiviteit tussen HCM-F en UC-toepassing in op poort 8443.

De HCM-F configuratie is prima, maar de HLM-module kan geen TCP-verbinding naar de UC-applicatie openen. Raadpleeg het gedeelte Verifiëren hoe probleemoplossing dit probleem verder gaat

```
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)<
```

Verifiëren

- Controleer of de UC-toepassing in bedrijf is.
- Controleer de connectiviteit tussen UC-app en HCM-F.

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

- Controleer of poort 8443 niet geblokkeerd is door firewall. Verzamel de pakketopname en controleer of de TCP-handdruk met succes is ingesteld.

```
admin:utils-netwerk - opname van eth0-bestand bestandsnaam 10000-grootte alle poorten 8443 host ip xxx.yyy.www.zzz
```

Waar xxx.yyy.www.zzz de UC-app-service ruimte biedt

- Controleer of de onderstaande link toegankelijk is.

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

Oplossing 3

- Typ het platform UC-toepassingswachtwoord om het met de UC-toepassing in overeenstemming te brengen omdat HLM het bericht niet kan verzenden.
- Start de webservice van de patroontbeheerder in de UC-toepassing

```
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]
```

Verifiëren

- Controleer of de dienst Platform Administratieve Web actief is op de UC-toepassingen
- Navigatie in naar **Cisco Unified Services > Platform Service > Platform Administration Web Service**

Platform Services			
	Service Name	Status:	Start Time
⊙	Platform Administrative Web Service	Running	Mon Oct 17 18:27:13 2016
⊙	A Cisco DB	Running	Fri Sep 23 14:42:04 2016
⊙	A Cisco DB Replicator	Running	Fri Sep 23 14:42:05 2016
⊙	SNMP Master Agent	Running	Fri Sep 23 14:42:10 2016
⊙	MIB2 Agent	Running	Fri Sep 23 14:42:11 2016
⊙	Host Resources Agent	Running	Fri Sep 23 14:42:12 2016
⊙	System Application Agent	Running	Fri Sep 23 14:42:13 2016
⊙	Cisco CDP Agent	Running	Fri Sep 23 14:42:14 2016
⊙	Cisco Syslog Agent	Running	Fri Sep 23 14:42:15 2016

- Controleer de antwoorden van de administratieve webservice van het platform bij toegang tot het WDSL-bestand

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

Oplossing 4

Neem contact op met cisco TAC om de PLM-implementatiemodus terug te zetten naar 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
```

Verifiëren

Controleer de PLM-implementatiemodus door in de onderstaande URL te bladeren. id en wachtwoord van PLM-platformgebruiker is vereist

https://PLM_IP_Address/elm-bronnen/

Oplossing 5

Schakel de IP-connectiviteit tussen HCM-F en PLM in op poort 8443. Vanaf logs kan HLM geen verbinding maken met de 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 sdrconf

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

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

Verifiëren

Controleer de connectiviteit tussen PLM en HCM-F

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

Probleem: HCM-F beheerder kan het UC-cluster niet aan de PLM-instantie toewijzen

De taak voldoet niet aan de fout in de afbeelding

;

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:	

Oplossing

Toevoegen van platform-gecrediteerd op HCM-F of 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

Verifiëren

Controleer of de patroongeloofwaardigheid in HCM-F is ingesteld

Navigatie in naar **Application Management > Cluster Application > Credentials > platform**

of

Navigatie naar **Administratie > Standaard Credentials > UC applicatietype (CUCM/CUCXN) platform**