

Pesquisar defeitos emite ao adicionar PLM novo a HCM-F

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Introdução

Este documento descreve etapas do Troubleshooting geral para o gerenciador de licença hospedado (HLM) e o gerenciador de licença principal (PLM) ao adicionar um PLM novo. Além disso, execute esta lista de verificação antes que você abra um caso de TAC.

Pré-requisitos

Requisitos

A Cisco recomenda que você tenha conhecimento destes tópicos:

- Cisco hospedou a solução da Colaboração (os HC)
- Cisco hospedou a função da mediação da Colaboração (HCM-F)
- A instalação da licença em ELM/PLM

[Componentes Utilizados](#)

As informações neste documento são baseadas nestas versões de software e hardware:

- HCM-F 10.6.2
- PLM 10.5.2

As informações neste documento foram criadas a partir de dispositivos em um ambiente de laboratório específico. Todos os dispositivos utilizados neste documento foram iniciados com uma

configuração (padrão) inicial. Se a sua rede estiver ativa, certifique-se de que entende o impacto potencial de qualquer comando.

Problema: O administrador HCM-F não pode adicionar um exemplo novo 'PLM2

O administrador HCM-F não pode adicionar um exemplo PLM2 novo

Home

- ▶ Data Center Management
- ▶ Aggregation
- ▶ Customer Management
- ▶ Cluster Management
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- ▶ 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:

Recebe o Mensagem de Erro segundo as indicações da imagem:

▼ General Information

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

Alert ✕

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

OK

A fim pesquisar defeitos esta edição, os logs detalhados HLM são exigidos enquanto diversas circunstâncias podem conduzir ao mesmo erro de GUI.

Entre no HCM-F, CLI permite o nível dos logs e recolhe os logs.

Execute o comando:

ajuste o tracelevel do traço

Incorpore o tracelevel (uso CLI da "tracelevels mostra" encontrar tracelevels permitidos):: **Detalhado**

Incorpore o servicename:: **Serviço do gerenciador de licença de Cisco HC**

Reproduza a edição e recolha os logs.

o arquivo obtém o active log /hcs/HLM/ *

Solução 1

HLM registra mostra que HLM não pode criar uma conexão representacional de transferência do estado (RESTO) ao PLM devido um timeout de conexão.

```
| 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

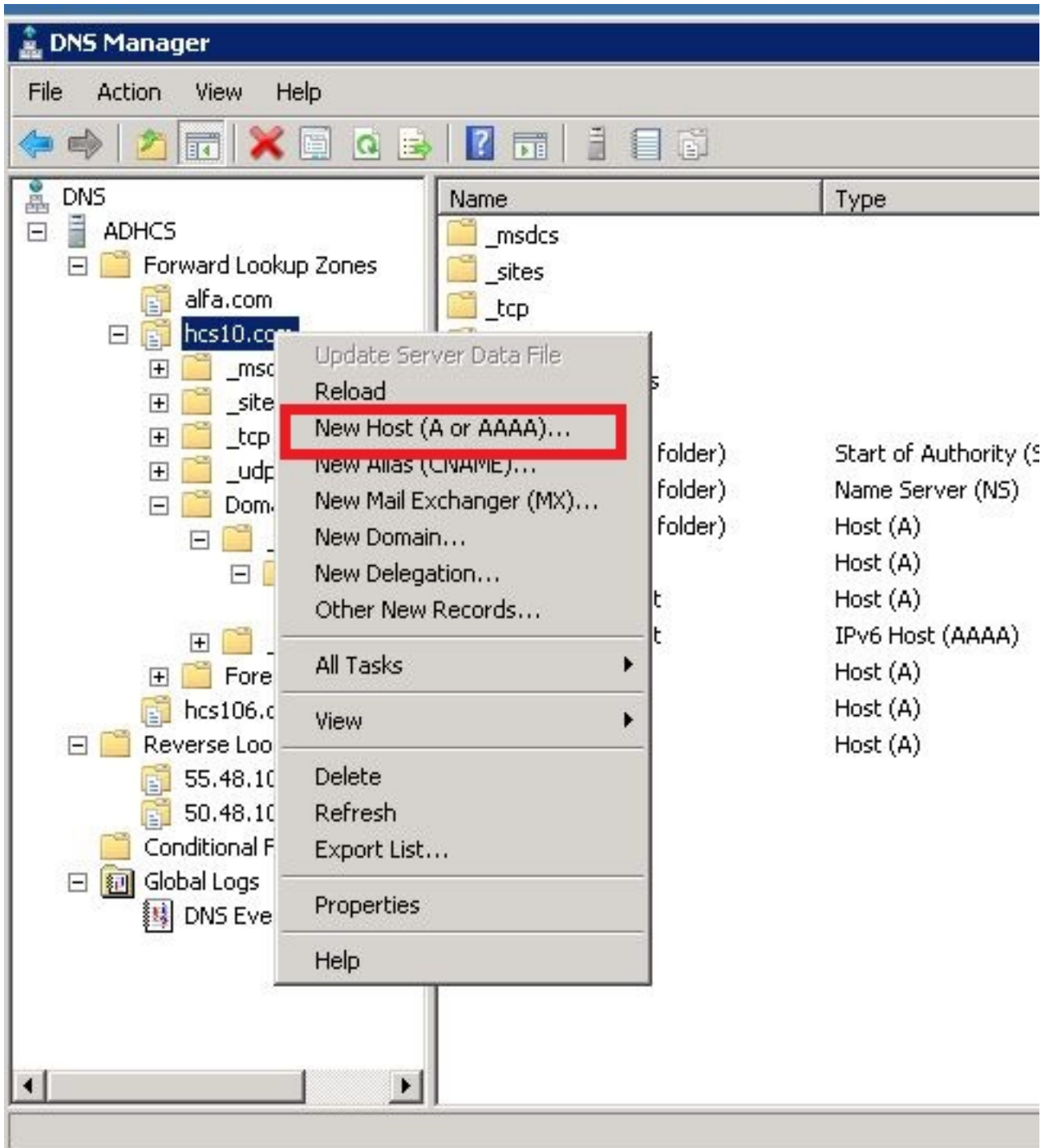
2016-09-02 16:52:55,101 ERROR [63406] Agent caught exception while processing message type CreateELMRequest

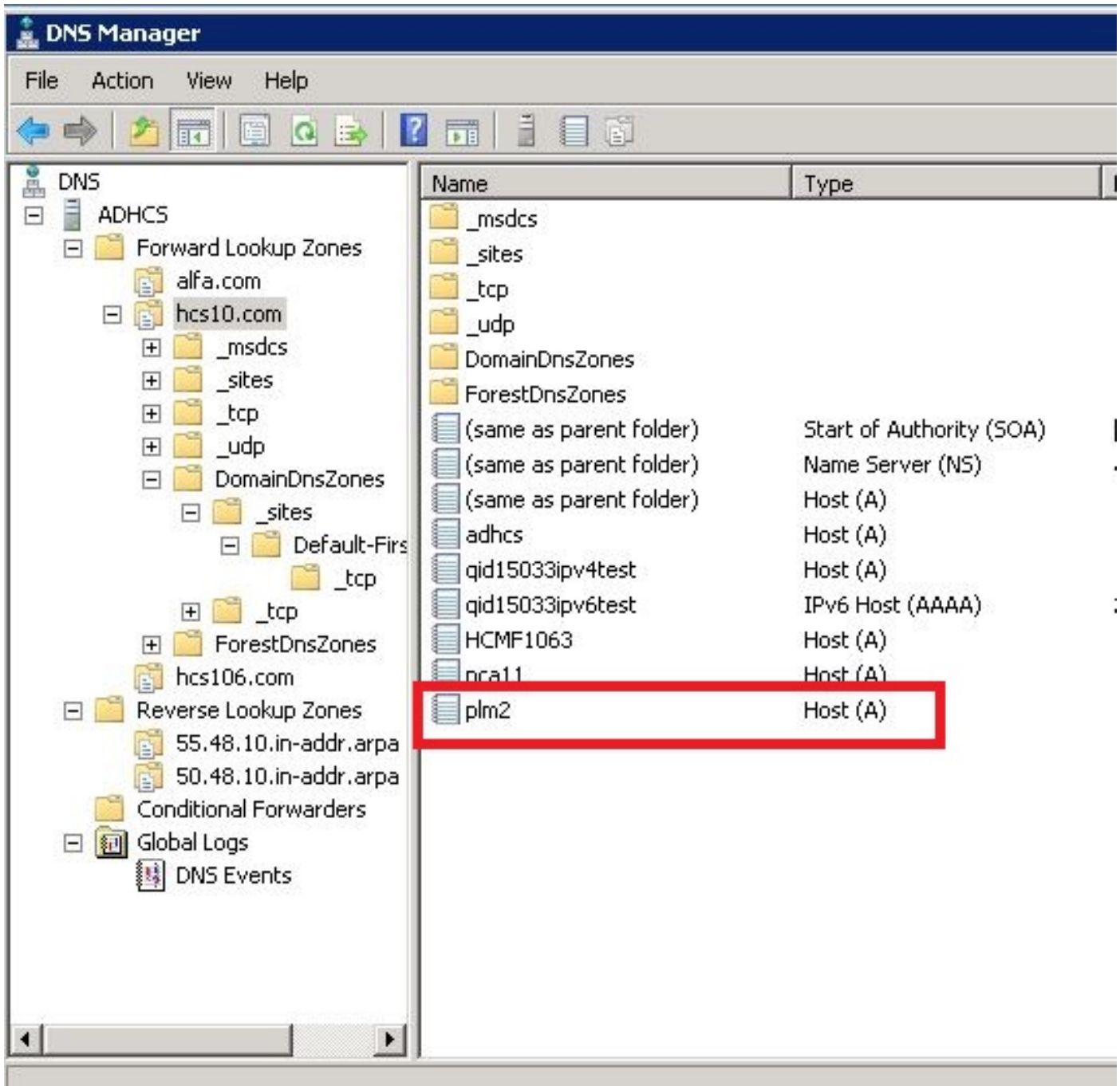
com.sun.jersey.api.client.ClientHandlerException: java.net.UnknownHostException: PLM2

at

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

Adicionar um direto e uma consulta reversa no Gerenciamento HC do Domain Name Server (DNS) e verifique todo o problema de conectividade, segundo as indicações das imagens:





Verificar

Execute os comandos:

```
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

Solução 2

HLM registra mostra que HLM pode criar uma conexão do RESTO com o exemplo PLM mas as respostas PLM para trás com o Mensagem de Erro de "404 não encontrado".

```
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]
```

Verificar

Execute o comando 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]
```

Solução 3

HLM registra mostra que PLM é executado em um modo de programa demonstrativo.

```
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>

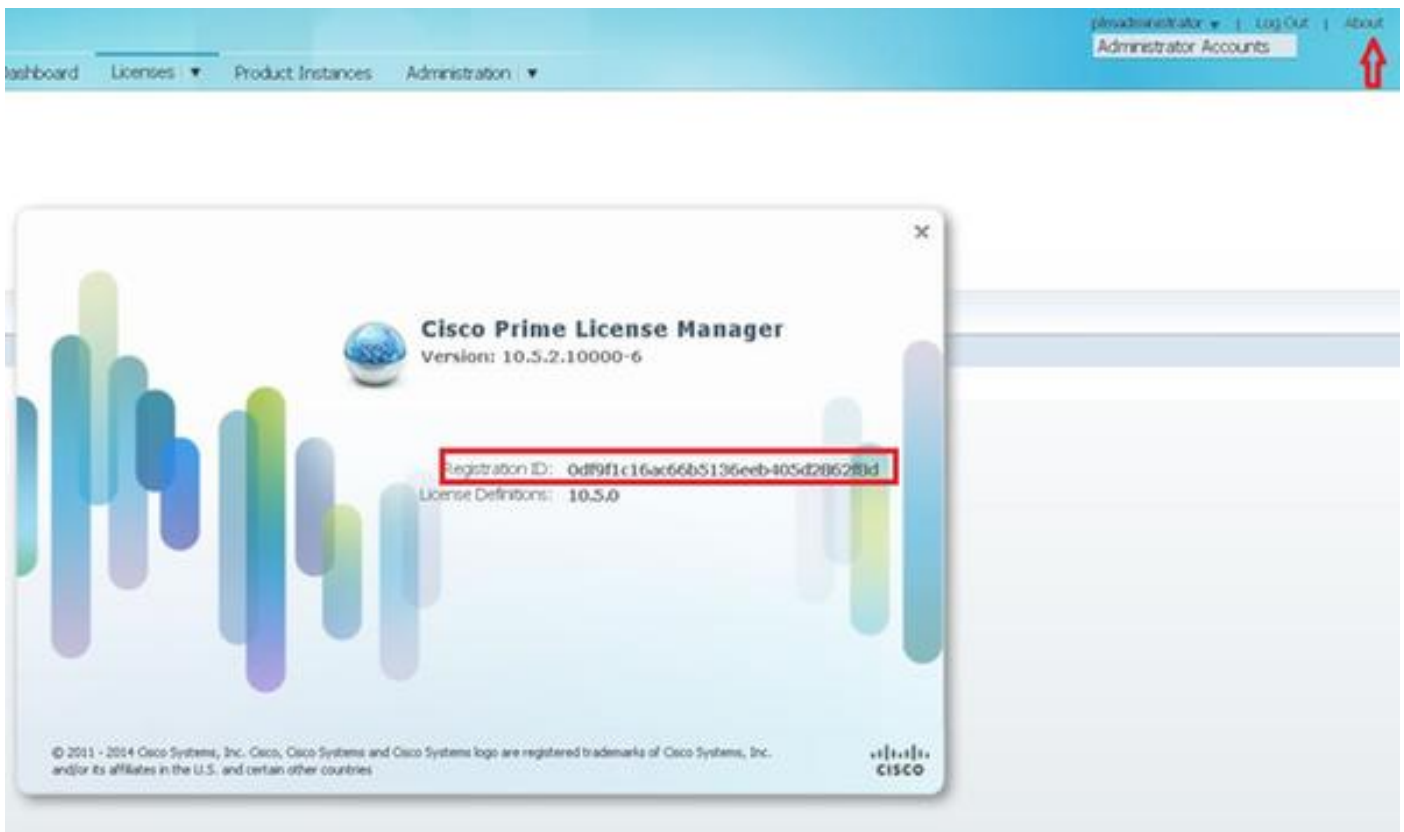
  <detailMessage>ELM is in demo license.</detailMessage>

  <stackTrace>
```

Adicionar licenças HC em PLM e re-tentativa adicionar o PLM.

Verificar

Entre na interface do utilizador PLM e clique sobre **aproximadamente**. Depois que você adiciona os HC licença o PLM aparece um regitritation válido ID, segundo as indicações da imagem:



Solução 4

HLM pode contactar as respostas PLM mas PLM com mensagem 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>
```

Adicionar o o usuário admin do OS PLM - identificação e senha

Solução 5

HLM pode contactar para trás as respostas PLM mas PLM com uma versão incompatível.

```
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.
```

Assegure-se de que a liberação PLM adicionada suportada pelo HCM-F com referência à matriz de compatibilidade HC

Referência

- 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>