

Solucionar Problemas do Status de Interrupção do Hybrid Management Connector

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Introdução

Este documento descreve como identificar e corrigir o status de falha no Management Connector que não pode afetar os Serviços Híbridos hospedados em um Expressway.

Pré-requisitos

Requisitos

A Cisco recomenda que você tenha conhecimento destes tópicos:

- Uma Empresa Webex.
- Calendário híbrido do Webex.
- Cisco Expressways.

Componentes Utilizados

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

- Webex Control Hub compilação 20250626-0fe1785.
- Calendário Híbrido com o Exchange 2019.
- Cisco Expressway-C X15.0

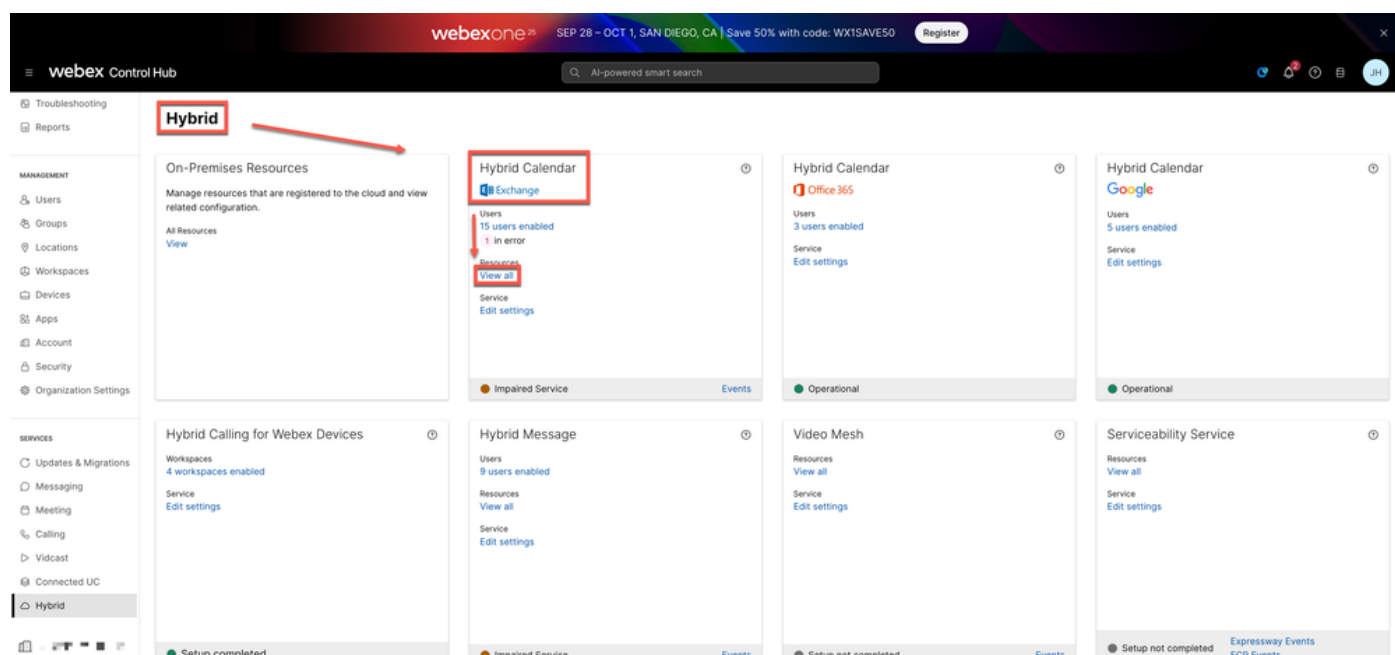
As informações neste documento foram criadas a partir de dispositivos em um ambiente de laboratório específico. Todos os dispositivos utilizados neste documento foram iniciados com uma configuração (padrão) inicial. Se a rede estiver ativa, certifique-se de que você entenda o impacto potencial de qualquer comando.

Background

Foi descoberto que, após a atualização do firmware do Expressway, o Conector de gerenciamento não pode começar a sair do Conector de Gerenciamento e de todos os Serviços Híbridos hospedados Offline no Hub de Controle.

Erro do Hub de Controle

Com uma conta de Administrador, faça login em admin.webex.com > Services > Hybrid > Hybrid Calendar with Exchange > Resources > View All.



Erro de Hub de Controle

Selecione o Cluster e o Nó afetados e confirme o status Off-line.

webexone SEP 28 - OCT 1, SAN DIEGO, CA | Save 50% with code: WX1SAVE50 Register

webex Control Hub

Cluster Details

WbX Main

Impaired Service • 6 nodes • Release Channel: Stable • Next Upgrade: Jul 6, 2025

Nodes Cluster Settings

Search Select filters 6 nodes

Node address	Service Type	Status	Connector version	Node alarm
ccnp-expressway-hybrid1	Message	Offline	8.10-1.0.1585	
ccnp-expressway-hybrid1	Management	Offline	8.11-1.0.740	
ccnp-expressway-hybrid1	Calendar	Offline	8.11-1.0.8901	
ccnp-expressway-hybrid2	Management	Running	8.11-1.0.740	
ccnp-expressway-hybrid2	Calendar	Running	8.11-1.0.8901	
ccnp-expressway-hybrid2	Message	Running	8.10-1.0.1585	

Status off-line

Erro na GUI do Expressway

Vá para Expressway login > Status > Alarms. Localizar alarme de falha do aplicativo para o serviço de gerenciamento.

CISCO Cisco Expressway-C

This system has 6 alarms

Status > System > Applications > Users > Maintenance >

Alarms

You are here: Status > Alarms

Alarm	Description	State	Severity	Peer	Action	First raised	Last raised	ID
☐ Application failed	Several unexpected software errors were detected in /opt/c_mgmt/bin/c_mgmt.sh /var/run/c_mgmt/c_mgmt.pid: 1. This service will not be restarted automatically.	Raised	Error	This system	Restart the system; if the problem persists, contact your Cisco support representative.	2025-06-30 21:53:11	2025-06-30 22:17:52	15019
☐ Cluster communication failure	Unable to establish a TCP connection with ccnp-expressway-hybrid2 on ports 4371,4372. This is because of the peer being upgraded or restarted or due to a service outage.	Raised	Warning	This system	Wait for the restart or upgrade operation to complete for the peer. If the TCP connection is established, the alarm will be automatically lowered. If the problem still persists, contact your Cisco support representative.	2025-06-30 21:57:40	2025-06-30 22:52:58	20021
☐ Verbose log levels configured	One or more modules of the Network Log or Support Log are set to a level of Debug or Trace	Raised	Warning	This system	Network Log and Support Log modules should be set to a level of Info, unless advised otherwise by your Cisco support representative. If diagnostic logging is in progress they will be reset automatically when diagnostic logging is stopped.	2025-06-30 21:52:58	2025-06-30 21:55:42	25019

Acknowledge Select all Unselect all

User: admin Access: Read-write System host name: ccnp-expressway-hybrid1 System time: 00:00 EDT Language: en_US S/N: Version: X15.0

Alarme

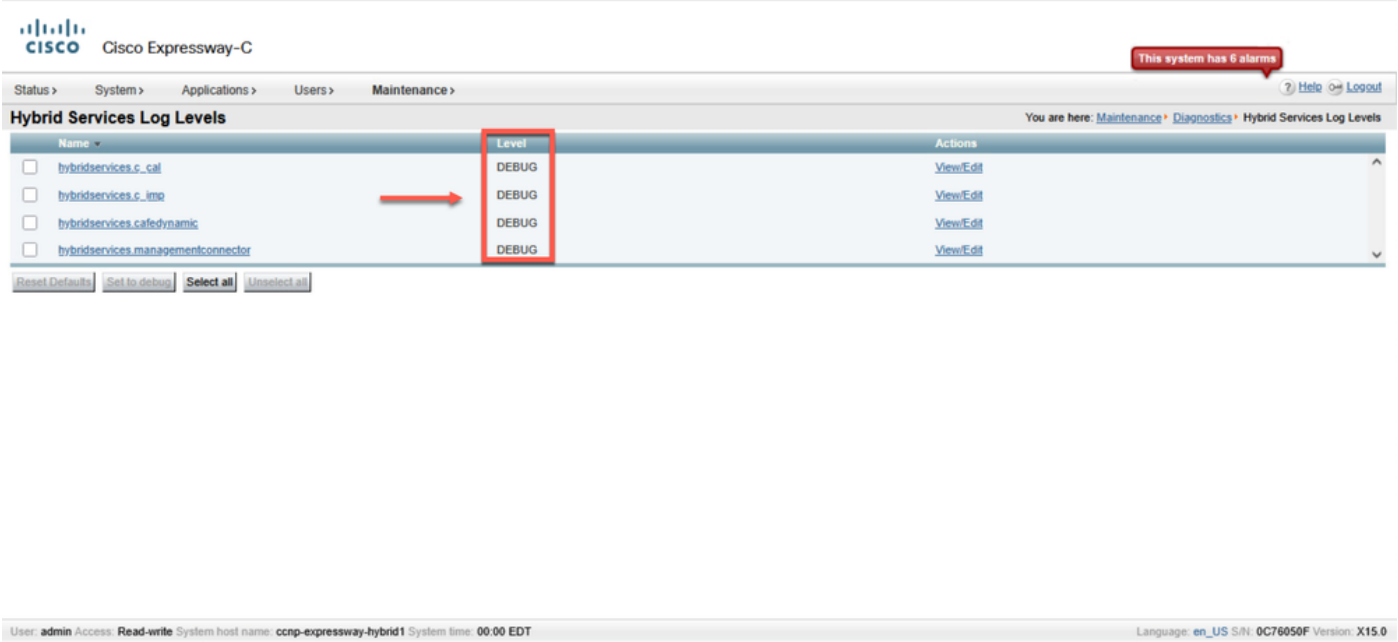
"Several unexpected software errors were detected in /opt/c_mgmt/bin/c_mgmt.sh /var/run/c_mgmt/c_mgmt.p

Alarme extraído do instantâneo de log...txt

2025-06-30T21:53:48.354-04:00 ccnp-expressway-hybrid1 supervisor: Level="ERROR" Event="Alarm Raised" Id=

Troubleshooting

Há 3 maneiras conhecidas de coletar logs do Expressway; para esse alarme, a melhor opção é o Log de Diagnóstico. Vá para Expressway login > Maintenance > Diagnostics > Hybrid Services Log Levels. Verifique se os Níveis de Log dos Serviços Híbridos estão definidos como DEBUG.



Níveis de log

Habilite o Log de Diagnóstico enquanto o problema é replicado.

Vá para Expressway login > Maintenance > Diagnostics > Diagnostic logging > Start new log. Depois que os logs forem coletados, abra o instantâneo de log...txt file e procure Permission Denied.

```
2025-06-30T21:53:09.102-04:00 ccnp-expressway-hybrid1 _c_mgmt: File "./cafedynamic/cafemanager.py", 1
2025-06-30T21:53:09.102-04:00 ccnp-expressway-hybrid1 _c_mgmt: File "./cafedynamic/cafemanager.py", 1
2025-06-30T21:53:09.102-04:00 ccnp-expressway-hybrid1 _c_mgmt: File "./cafedynamic/cafemanager.py", 1
2025-06-30T21:53:09.102-04:00 ccnp-expressway-hybrid1 _c_mgmt: File "./cafedynamic/cafexutil.py", line
2025-06-30T21:53:09.102-04:00 ccnp-expressway-hybrid1 _c_mgmt: File "./cafedynamic/cafexutil.py", line
2025-06-30T21:53:09.102-04:00 ccnp-expressway-hybrid1 _c_mgmt: File "
", line 225, in makedirs
2025-06-30T21:53:09.102-04:00 ccnp-expressway-hybrid1 _c_mgmt: PermissionError: [Errno 13] Permission d
2025-06-30T21:53:09.102-04:00 ccnp-expressway-hybrid1 _c_mgmt:
2025-06-30T21:53:09.102-04:00 ccnp-expressway-hybrid1 _c_mgmt: During handling of the above exception,
2025-06-30T21:53:09.102-04:00 ccnp-expressway-hybrid1 _c_mgmt:
2025-06-30T21:53:09.102-04:00 ccnp-expressway-hybrid1 _c_mgmt: Traceback (most recent call last):
```

2025-06-30T21:53:09.102-04:00 ccnp-expressway-hybrid1 _c_mgmt: File "

", line 11, in

2025-06-30T21:53:09.102-04:00 ccnp-expressway-hybrid1 _c_mgmt: File "./managementconnector/management
2025-06-30T21:53:09.102-04:00 ccnp-expressway-hybrid1 _c_mgmt: File "./managementconnector/application
2025-06-30T21:53:09.102-04:00 ccnp-expressway-hybrid1 _c_mgmt: File "./managementconnector/mgmtconnec
2025-06-30T21:53:09.102-04:00 ccnp-expressway-hybrid1 _c_mgmt: File "./cafedynamic/cafemanager.py", 1
2025-06-30T21:53:09.102-04:00 ccnp-expressway-hybrid1 _c_mgmt: File "./cafedynamic/cafemanager.py", 1
2025-06-30T21:53:09.102-04:00 ccnp-expressway-hybrid1 _c_mgmt: File "./cafedynamic/cafemanager.py", 1
2025-06-30T21:53:09.102-04:00 ccnp-expressway-hybrid1 _c_mgmt: Exception: [Errno 13] Permission denied:

Criar Instantâneo de Sistema Completo.

Vá para Expressway login > Maintenance > Diagnostics > System snapshot > Create full snapshot. Open hybrid_services...arquivo de log e procure por Permissão Negada.

Enviar registros para o Webex.

Vá para Expressway login > Applications > Hybrid Services > Connector Logging > Send.



aviso: Opção não disponível porque o Conector está Offline.

Solução

Login via SSH

Faça login via SSH no nó afetado com a conta raiz. Digite:

```
<#root>
```

```
ls -la /mnt/harddisk/current/
```

```

~ # ls -la /mnt/harddisk/current/
total 32
drwxr-xr-x  8 root root 4096 Apr 29 21:53 .
drwxr-xr-x 13 root root 4096 Jun 30 21:52 ..
drw-----  3 root root 4096 Apr 29 21:05 clusterdb
drwxr-xr-x  2 root root 4096 Apr 29 21:06 debug
drwxr-xr-x  6 root root 4096 Apr 29 21:54 fusion
drwxr-xr-x  7 root root 4096 Apr 29 21:54 opt
drwxr-xr-x  5 root root 4096 Apr 29 21:09 persistent
drwxr-xr-x  3 root root 4096 Jun  8 08:07 tbl
~ #

```

SSH

Um Conector íntegro e em funcionamento tem estas permissões de sistema de arquivos:

```

drwxr-xr-x  8 root root 4096 Apr 29 21:53 .
drwxr-xr-x 13 root root 4096 Jun 30 21:52 ..
drw-----  3 root root 4096 Apr 29 21:05 clusterdb
drwxr-xr-x  2 root root 4096 Apr 29 21:06 debug
drwxr-xr-x  6 root root 4096 Apr 29 21:54 fusion
drwxr-xr-x  7 root root 4096 Apr 29 21:54 opt
drwxr-xr-x  5 root root 4096 Apr 29 21:09 persistent
drwxr-xr-x  3 root root 4096 Jun  8 08:07 tbl

```

Os modos são read (r), write (w) ou execute (x). O primeiro campo contém 10 caracteres que se referem a estas características:

Character	What it means
1	"d" if a directory, "-" if a file
2	"r" if file is readable to user, "-" if not
3	"w" if file is writable to user, "-" if not
4	"x" if file is executable to user, "-" if not
5-7	same as 2-4, with reference to group
8-10	same as 2-4, with reference to everyone on the system

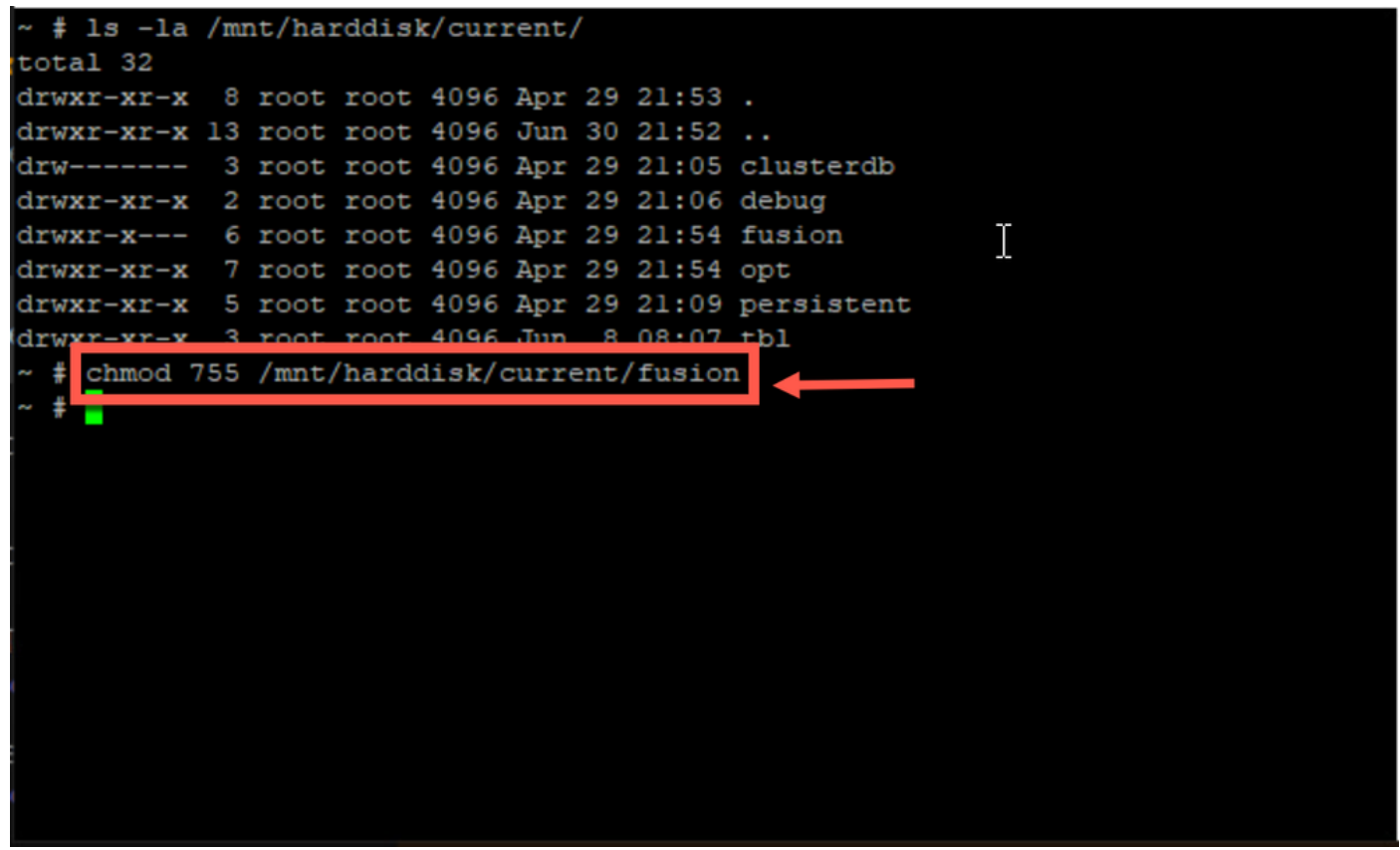
O nó afetado não tem a permissão correta definida para o sistema de arquivos de fusão.

```
drwxr-x--- 6 root root 4096 Apr 29 21:54 fusion
```

Para alterar as permissões de um arquivo, usa-se o comando `chmod` (abreviação de change mode), com esta sintaxe:

```
<#root>
```

```
chmod 755 /mnt/harddisk/current/fusion
```

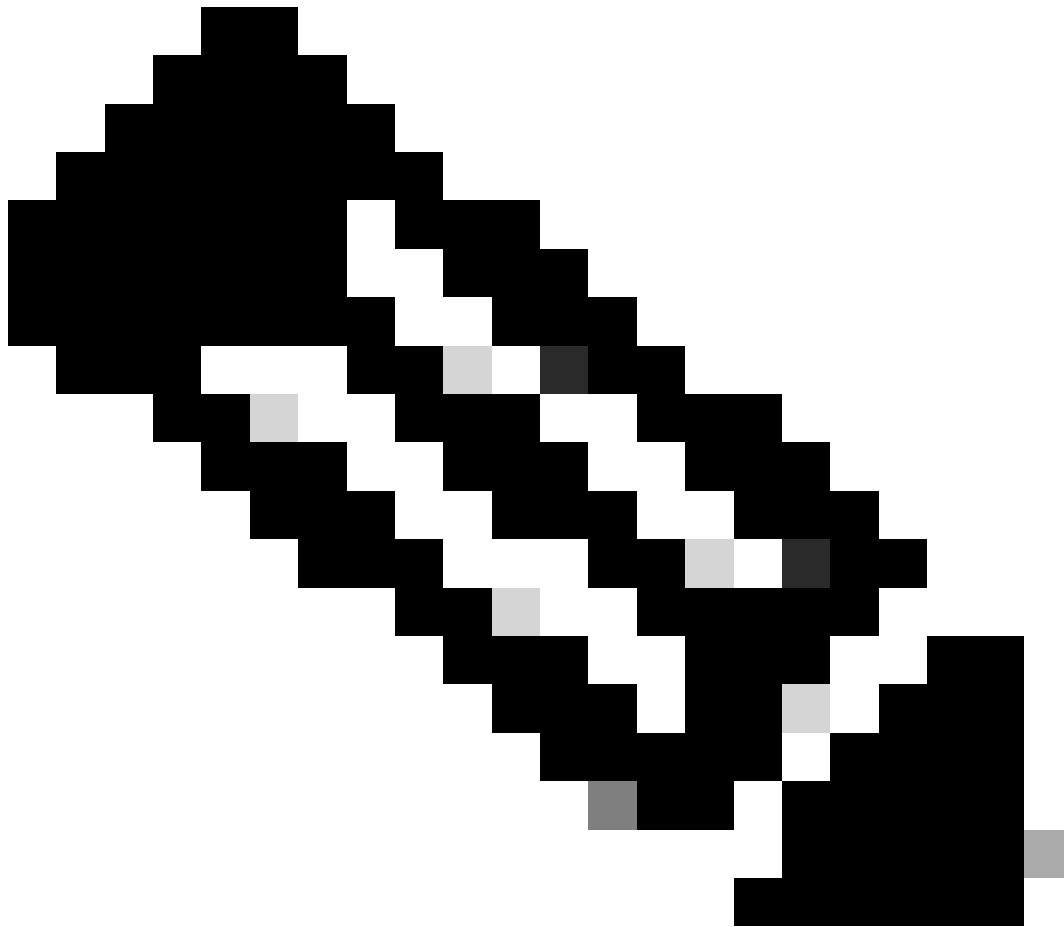


A terminal window with a black background and green text. The first command is `ls -la /mnt/harddisk/current/`, which lists the contents of the directory. The output shows several files and directories, including `fusion` with permissions `drwxr-x---`. The second command is `chmod 755 /mnt/harddisk/current/fusion`, which is highlighted with a red rectangular box. A red arrow points from the right towards the box. The prompt `~ #` is visible at the start of each line.

```
~ # ls -la /mnt/harddisk/current/  
total 32  
drwxr-xr-x  8 root root 4096 Apr 29 21:53 .  
drwxr-xr-x 13 root root 4096 Jun 30 21:52 ..  
drw-----  3 root root 4096 Apr 29 21:05 clusterdb  
drwxr-xr-x  2 root root 4096 Apr 29 21:06 debug  
drwxr-x---  6 root root 4096 Apr 29 21:54 fusion  
drwxr-xr-x  7 root root 4096 Apr 29 21:54 opt  
drwxr-xr-x  5 root root 4096 Apr 29 21:09 persistent  
drwxr-xr-x  3 root root 4096 Jun  8 08:07 tbl  
~ # chmod 755 /mnt/harddisk/current/fusion  
~ #
```

fusão

A representação Unix `drwxr-xr-x` traduz para a notação numérica: 755



Note: Certifique-se de verificar as permissões corretas para todos os diretórios, já que não apenas a fusão poderia ser afetada.

Validar Gerenciamento do Conector

GUI do Expressway

Acesse o botão Expressway login > Applications > Hybrid Services > Connector Management > Restart connector.

The screenshot shows the Cisco Expressway-C web interface. At the top, there's a navigation bar with 'Status >', 'System >', 'Applications >', 'Users >', and 'Maintenance >'. A red banner in the top right corner says 'This system has 7 alarms'. Below the navigation bar, the 'Connector Management' section is active. It shows a 'Management Connector' with a status of 'Stopped'. A red box highlights the 'Restart connector' button, with a red arrow pointing to it. Below this, there's a 'Rollback option' section showing a 'Target version' of '8.11-1.0.717' and a note: 'Rolling back will remove 8.11-1.0.740 and block automatic attempts to reinstall that version. The next version will upgrade as normal.' At the bottom, there's a 'Roll back' button. The footer shows 'User: admin Access: Read-write System host name: ccnp-expressway-hybrid1 System time: 00:00 EDT' and 'Language: en_US S/N: 0C76050F Version: X15.0'.

Reiniciar conector

Gerenciamento de Conector iniciado com êxito.

This screenshot shows the same Cisco Expressway-C web interface as the previous one, but the connector status is now 'Running'. A red box highlights the 'Running' status, with a red arrow pointing to it. The rest of the interface, including the navigation bar, 'Rollback option' section, and footer, remains the same.

Bem-sucedido

Causa raiz

Uma ou mais permissões do sistema de arquivos usadas para Serviços Híbridos foram modificadas, afetando a capacidade de iniciar corretamente o Hybrid Management Connector. A Cisco ainda está investigando para concluir o motivo.

Informações Relacionadas

- N/A

Sobre esta tradução

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