

Pesquisar defeitos emite ao adicionar um exemplo novo do produto do aplicativo UC em PLM através de 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 exemplo unificado novo do produto do aplicativo em PLM através de HCM-F. Além disso, execute a 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)
- Gerenciador de licença da prima de Cisco (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 atribuir o conjunto UC ao exemplo PLM

O trabalho HCM-F falha com o erro mostrado na imagem:

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:	

A fim de pesquisar defeitos nesta 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

Adicionar o endereço IP de Um ou Mais Servidores Cisco ICM NT do provedor de serviços no editor do aplicativo do conjunto. O HCM-F não pode conectar ao aplicativo UC porque o fornecedor de serviço IP falta.

```
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
```

Verificar

A fim verificar, navegue ao **Gerenciamento de aplicativo > ao aplicativo do conjunto**

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:

Auto Link to Virtual Machine

Virtual Machine:

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

Solução 2

Permita a conectividade IP entre o aplicativo HCM-F e UC na porta 8443.

A configuração HCM-F é muito bem mas o módulo HLM não pode abrir uma conexão tcp para o aplicativo UC. Refira por favor a seção da verificação como pesquisa defeitos mais esta edição

```

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)<
```

Verificar

- Verifique que o aplicativo UC é em serviço.
- Verifique a Conectividade entre o app UC e o HCM-F.

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

- Verifique que a porta 8443 não está obstruída pelo Firewall. Recolha a captura de pacote de informação e verifique-a que a agitação da mão TCP está estabelecida com sucesso.

```
admin: tamanho do coount 10000 do nome de arquivo do arquivo do eth0 da captação da rede dos utils todo o IP de host xxx.yyy.www.zzz da porta 8443
```

onde xxx.yyy.www.zzz é o serviço do app UC forneça o espaço

- Verifique que o link abaixo é acessível.

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

Solução 3

- Re tipo a senha de aplicativo UC da plataforma a fim combinar com o aplicativo um UC porque HLM não pode enviar a mensagem.
- Comece o serviço de Web do administrador da plataforma no aplicativo 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]

```

Verificar

- Verifique que o serviço de Web administrativo da plataforma está sendo executado nos aplicativos UC

Navegue a **Cisco unificou o serviço da utilidade > da plataforma > o serviço de Web administrativo da plataforma**

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

- Verifique as respostas administrativas do serviço de Web da plataforma para trás ao alcançar ao arquivo do wsdl

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

Solução 4

Contacte o tac Cisco a fim mudar para trás o modo do desenvolvimento PLM em HC

```

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
```

Verificar

Verifique o modo do desenvolvimento PLM consultando a URL abaixo. Usuário da plataforma PLM - a identificação e a senha são exigidas

https://PLM_IP_Address /elm-resources/

Solução 5

Permita a conectividade IP entre HCM-F e PLM na porta 8443. Dos logs HLM não pode conectar ao 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
```

Verificar

Verifique a Conectividade entre PLM e HCM-F

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

Problema: O administrador HCM-F não pode atribuir o conjunto UC ao exemplo PLM

O trabalho falha com o erro mostrado na imagem

;

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:	

Solução

Adicionar credenciais da plataforma em HCM-F ou em 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
```

Verificar

Verifique que as credenciais da plataforma estão configuradas em HCM-F

Navegue ao **Gerenciamento de aplicativo > ao aplicativo > às credenciais > à plataforma do conjunto**

ou

Navegue à **administração > às credenciais do padrão > à plataforma do tipo de aplicativo UC (CUCM/CUCXN)**