

# Jabber устранения неполадок для автоматического обновления Windows по MRA

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## Введение

Этот документ описывает , как устранить неполадки сбоя автоматического обновления Windows Jabber по MRA от 11.7 (x) к 11.8.

## Проблема: Проблема обновления по MRA от 11.7.0 до 11.8. x

Вы пытаетесь обновить клиента Jabber автоматически по MRA от 11.7.0 до 11.8. x. Однако это отказывает даже при том, что появляется окно обновления. Принимая во внимание, что, хорошо работает автообновление 11.6 к 11.8.

## Устранение неполадок

### Регистрационный анализ из нерабочего сценария:

- Преобразованный **autoupdate.xml** URL файла:

```
DEBUG [0x00001f14] [tutils\adapters\EdgeUtilsAdapter.cpp(39)] [csf.netutils.adapters]
[csf::netutils::adapters::EdgeUtilsAdapter::transformRequest] - About to transformRequest with
Url [http://10.106.108.146:6970/Autoupdate.xml]
DEBUG [0x00001f14] [ls\src\edge\GlobalEdgeStateImpl.cpp(780)] [csf.edge]
[csf::edge::GlobalEdgeStateImpl::checkPrecondition] - Acquired scoped lock (visibilityMutex_)
```

- Обновленный преобразованный URL:

```
DEBUG [0x00001f14] [tutils\adapters\EdgeUtilsAdapter.cpp(63)] [csf.netutils.adapters]
[csf::netutils::adapters::EdgeUtilsAdapter::transformRequest] - Transformed Urls:https://vcse-
test.ucis.co.in:8443/aHBjbC5jby5pbi9odHRwLzEwLjE1LjAuMzMvNjk3MA/Autoupdate.xml https://vcse-
mum.hpcl.co.in:8443/aHBjbC5jby5pbi9odHRwLzEwLjE1LjAuMzMvNjk3MA/Autoupdate.xml
```

```
DEBUG [0x000014e8] [ntrol\FeatureSetEventManagerImpl.cpp(87)] [IMPService-
PresenceAdapter.FeatureSetEventManager] [CSFUnified::FeatureSetEventManagerImpl::flushQueue] -
Adding 0 deferred events to the service dispatcher
INFO [0x0000162c] [onstabs\generaltab\src\AutoStart.cpp(34)] [AutoStart]
[AutoStart::DetermineExecutablePath] - The executable path for the client is C:\Program
Files\Cisco Systems\Cisco Jabber\CiscoJabber.exe
```

- Сведения об обновлении со ссылкой на загрузку:

```
DEBUG [0x0000162c] [erupgradeplugin\UpgradesListener.cpp(80)] [JabberUpgradePlugin]
[UpgradesListener::OnUpdateChecked] - Received update information. Version number: 11.8.2 Build
number: 50390 Download link: http://10.106.108.146:6970/CiscoJabberSetup.msi Upgrade
rule: UpgradeAvailable: 1 UpgradeMandatory: 0
INFO [0x00000b20] [\cpve\src\main\connectionfactory.cpp(46)] [cpve]
[CSF::media::rtp::ConnectionFactoryImpl::ConnectionFactoryImpl] - Created a new
ConnectionFactory 0x099f7ef8.
```

- Диалоговое окно Upgrade:

```
DEBUG [0x0000162c] [gradeplugin\JabberUpgradeDialog.cpp(591)] [JabberUpgradePlugin]
[JabberUpgradeDialog::OnUpdateInformationReceived] - Received update information. Version
number: 11.8.2 Build number: 50390 Download link:
http://10.106.108.146:6970/CiscoJabberSetup.msi Upgrade rule: UpgradeMandatory: 0
AllowUpdatesOverEdge: 0
```

```
DEBUG [0x0000162c] [gradeplugin\JabberUpgradeDialog.cpp(314)] [JabberUpgradePlugin]
[JabberUpgradeDialog::DownloadInstaller] - Temporary filename is:
C:\Users\SACHIN~1\AppData\Local\Temp\CiscoJabberSetup.msi.temp
```

- Jabber не преобразовывает ссылку на загрузку для msi установщика:

```
DEBUG [0x00001b64] [ls\src\http\BasicHttpClientImpl.cpp(136)] [csf.httpclient]
[csf::http::BasicHttpClientImpl::AsyncTask::execute] - Edge policy enforced successfully with
transformed Url:http://10.106.108.146:6970/CiscoJabberSetup.msi for request #28
```

```
DEBUG [0x00001b64] [etutils\src\http\HttpRequestData.cpp(73)] [csf.httpclient]
[csf::http::HttpRequestData::consumeEasyCURLConnection] - Acquired lock
(_easyCurlConnectionMutex)
```

```
DEBUG [0x0000162c] [facade\IJabberToolBarEventsImpl.cpp(285)] [PluginRuntime]
[IJabberToolBarEventsImpl::onToolBarContextChanged] - Enqueuing event - CallerPluginID=105
```

```
DEBUG [0x00001b64] [etutils\src\http\HttpRequestData.cpp(82)] [csf.httpclient]
[csf::http::HttpRequestData::consumeEasyCURLConnection] - Releasing lock
(_easyCurlConnectionMutex)
```

- При передаче URL программы установки MSI непосредственно к серверу TFTP и это отказывает.

**ИНФОРМАЦИЯ** [0x00001b64] [etutils\src\http\CurlHttpUtils.cpp (1088)] [csf.httpclient] [csf:: http:: CurlHttpUtils:: configureEasyRequest] - \*-----\* запрос Настройки #28 GET <http://10.106.108.146:6970/CiscoJabberSetup.msi>

- Клиент Jabber получает Ответ HTTP 0 для ошибки недостижимого узла и запроса:

```
INFO [0x00001b64] [ls\src\http\BasicHttpClientImpl.cpp(452)] [csf.httpclient]
[csf::http::executeImpl] - *-----* HTTP response code 0 for request #28 to
http://10.106.108.146:6970/CiscoJabberSetup.msi
ERROR [0x00001b64] [ls\src\http\BasicHttpClientImpl.cpp(457)] [csf.httpclient]
[csf::http::executeImpl] - There was an issue performing the call to curl_easy_perform for
request #28: HOST_UNREACHABLE_ERROR
```

## Рабочий сценарий:

- Загрузка настройки Jabber:

```
DEBUG [0x0000253c] [erupgradeplugin\UpgradesListener.cpp(43)] [JabberUpgradePlugin]
[UpgradesListener::OnUpdateChecked] - Received update information. Version number: 11.8.2 Build
```

number: 50390 Download link: <http://10.106.108.146:6970/CiscoJabberSetup.msi> Upgrade rule: UpgradeAvailable: 1 UpgradeMandatory: 0

DEBUG [0x0000253c] [gradeplugin\JabberUpgradeDialog.cpp(554)] [JabberUpgradePlugin] [JabberUpgradeDialog::OnUpdateInformationReceived] - Received update information. Version number: 11.8.2 Build number: 50390 Download link: <http://10.106.108.146:6970/CiscoJabberSetup.msi> Upgrade rule: UpgradeMandatory: 0  
INFO [0x0000253c] [win\src\ceb\src\trident\trident.cpp(218)] [ceb.trident] [trident::CTrident::stopNavigation] - Attempting to call stop on the browser - checking if the browser is navigating

DEBUG [0x0000253c] [gradeplugin\JabberUpgradeDialog.cpp(275)] [JabberUpgradePlugin] [JabberUpgradeDialog::DownloadInstaller] - Starting download  
2017-03-27 15:53:31,554 DEBUG [0x0000253c] [gradeplugin\JabberUpgradeDialog.cpp(289)] [JabberUpgradePlugin] [JabberUpgradeDialog::DownloadInstaller] - Temporary filename is: C:\Users\Abhishek\AppData\Local\Temp\CiscoJabberSetup.msi.temp

DEBUG [0x00002540] [tutils\adapters\EdgeUtilsAdapter.cpp(39)] [csf.netutils.adapters] [csf::netutils::adapters::EdgeUtilsAdapter::transformRequest] - About to transformRequest with Url [<http://10.106.108.146:6970/CiscoJabberSetup.msi>]  
2017-03-27 15:53:31,555 DEBUG [0x00002540] [ls\src\edge\GlobalEdgeStateImpl.cpp(774)] [csf.edge] [csf::edge::GlobalEdgeStateImpl::checkPrecondition] - Acquired scoped lock (visibilityMutex\_

DEBUG [0x00002540] [tutils\adapters\EdgeUtilsAdapter.cpp(63)] [csf.netutils.adapters] [csf::netutils::adapters::EdgeUtilsAdapter::transformRequest] - Transformed Urls:<https://vcse-test1.ucis.co.in:8443/aHBjbc5jby5pbi9odHRwLzEwLjE1LjAuMzMvNjk3MA/CiscoJabberSetup.msi>  
<https://vcse-hyd.hpcl.co.in:8443/aHBjbc5jby5pbi9odHRwLzEwLjE1LjAuMzMvNjk3MA/CiscoJabberSetup.msi>

DEBUG [0x00002540] [tutils\adapters\EdgeUtilsAdapter.cpp(63)] [csf.netutils.adapters] [csf::netutils::adapters::EdgeUtilsAdapter::transformRequest] - Transformed Urls:<https://vcse-test1.ucis.co.in:8443/aHBjbc5jby5pbi9odHRwLzEwLjE1LjAuMzMvNjk3MA/CiscoJabberSetup.msi>  
<https://vcse-hyd.hpcl.co.in:8443/aHBjbc5jby5pbi9odHRwLzEwLjE1LjAuMzMvNjk3MA/CiscoJabberSetup.msi>

DEBUG [0x00002540] [\common\ScopedWinSockInitialiser.cpp(50)] [csf.netutils.common] [csf::ip::ScopedWinSockInitialiser::ScopedWinSockInitialiser] - Winsock.dll details - Description: WinSock 2.0, System Status: Running.

DEBUG [0x00002540] [ls\src\http\BasicHttpClientImpl.cpp(132)] [csf.httpclient] [csf::http::BasicHttpClientImpl::AsyncTask::execute] - Edge policy enforced successfully with transformed Url:<https://vcse-test1.ucis.co.in:8443/aHBjbc5jby5pbi9odHRwLzEwLjE1LjAuMzMvNjk3MA/CiscoJabberSetup.msi> for request #101

DEBUG [0x00002540] [etutils\src\http\HttpRequestData.cpp(73)] [csf.httpclient] [csf::http::HttpRequestData::consumeEasyCURLConnection] - Acquired lock (\_easyCurlConnectionMutex)

DEBUG [0x00002540] [etutils\src\http\HttpRequestData.cpp(82)] [csf.httpclient] [csf::http::HttpRequestData::consumeEasyCURLConnection] - Releasing lock (\_easyCurlConnectionMutex)

INFO [0x00002540] [etutils\src\http\CurlHttpUtils.cpp(1087)] [csf.httpclient] [csf::http::CurlHttpUtils::configureEasyRequest] - \*-----\* Configuring request #101 GET <https://vcse-test1.ucis.co.in:8443/aHBjbc5jby5pbi9odHRwLzEwLjE1LjAuMzMvNjk3MA/CiscoJabberSetup.msi>

INFO [0x00002540] [etutils\src\http\CurlHttpUtils.cpp(1732)] [csf.httpclient] [csf::http::CurlHeaders::CurlHeaders] - Number of Request Headers : 1  
2017-03-27 15:53:31,556 DEBUG [0x00002540] [etutils\src\http\CurlHttpUtils.cpp(1143)] [csf.httpclient] [csf::http::CurlHttpUtils::configureEasyRequest] - Successfully test-opened file with write option C:\Users\Abhishek\AppData\Local\Temp\CiscoJabberSetup.msi.temp

DEBUG [0x00002540] [tutils\src\http\HttpRequestData.cpp(111)] [csf.httpclient] [csf::http::HttpRequestData::switchToNextUrl] - switching to next url: <https://vcse-test1.ucis.co.in:8443/aHBjbc5jby5pbi9odHRwLzEwLjE1LjAuMzMvNjk3MA/CiscoJabberSetup.msi>

- Отправление запроса для программы установки MSI.

```
INFO [0x00002540] [etutils\src\http\CurlHttpUtils.cpp(1087)] [csf.httpclient]
[csf::http::CurlHttpUtils::configureEasyRequest] - *-----* Configuring request #101 GET
https://vcse-
test.ucis.co.in:8443/aHBjbC5jby5pbi9odHRwLzEwLjE1LjAuMzMvNjk3MA/CiscoJabberSetup.msi
```

```
INFO [0x00002540] [etutils\src\http\CurlHttpUtils.cpp(1732)] [csf.httpclient]
[csf::http::CurlHeaders::CurlHeaders] - Number of Request Headers : 1
DEBUG [0x00002540] [etutils\src\http\CurlHttpUtils.cpp(1143)] [csf.httpclient]
[csf::http::CurlHttpUtils::configureEasyRequest] - Successfully test-opened file with write
option C:\Users\Abhishek\AppData\Local\Temp\CiscoJabberSetup.msi.temp
DEBUG [0x00002540] [netutils\src\http\CurlHttpUtils.cpp(986)] [csf.httpclient]
[csf::http::CurlHttpUtils::closeFile] - Closing file
```

## Решение

Этот параметр должен быть добавлен в файле обновления Jabber под параметром Jabberupdate явно от версии 11.7 Jabber для успешного автообновления по MRA. До версии 11.6 Jabber это включено по умолчанию:

<AllowUpdatesViaExpressway>, истинный </AllowUpdatesViaExpressway>

Дефект этого документа также открыт здесь:

<http://cdets.cisco.com/apps/dumpcr?content=summary&format=html&identifier=CSCvd85090>