

# 排除故障问题，当添加新建的PLM到HCM-F时

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## 简介

本文描述Hosted许可证管理器(HLM)和头等许可证管理器的(PLM)通用故障排除步骤，当添加一新的PLM时。而且，在您开TAC案例前，请执行这些清单。

## 先决条件

### 要求

Cisco 建议您了解以下主题：

- 思科托管协作解决方案(HCS)
- 思科托管协作斡旋功能(HCM-F)
- ELM/PLM的许可证安装

### 使用的组件

本文档中的信息基于以下软件和硬件版本：

- HCM-F 10.6.2
- PLM 10.5.2

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您使用的是真实网络，请确保您已经了解所有命令的潜在影响。

## [问题：HCM-F管理员不是能添加每新的'PLM2实例](#)

HCM-F管理员不是能添加每新的PLM2实例

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## Add License Manager

▼ General Information

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

如镜像所显示，它收到错误消息：

▼ 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

当几个情况可能导致同一个GUI错误，为了排除故障此问题，HLM被选派的日志要求。

登陆到HCM-F，CLI启用日志成水平并且收集日志。

运行命令：

**设置trace tracelevel**

输入tracelevel (使用CLI “显示tracelevels”查找允许tracelevels) : :

[详细](#)

输入servicename : : 思科HCS许可证管理器服务

再生产问题并且收集日志。

## 解决方案 1

HLM日志显示HLM不能创建对由于的PLM的一代表状态转移(其余)连接连接超时。

```
| 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
```

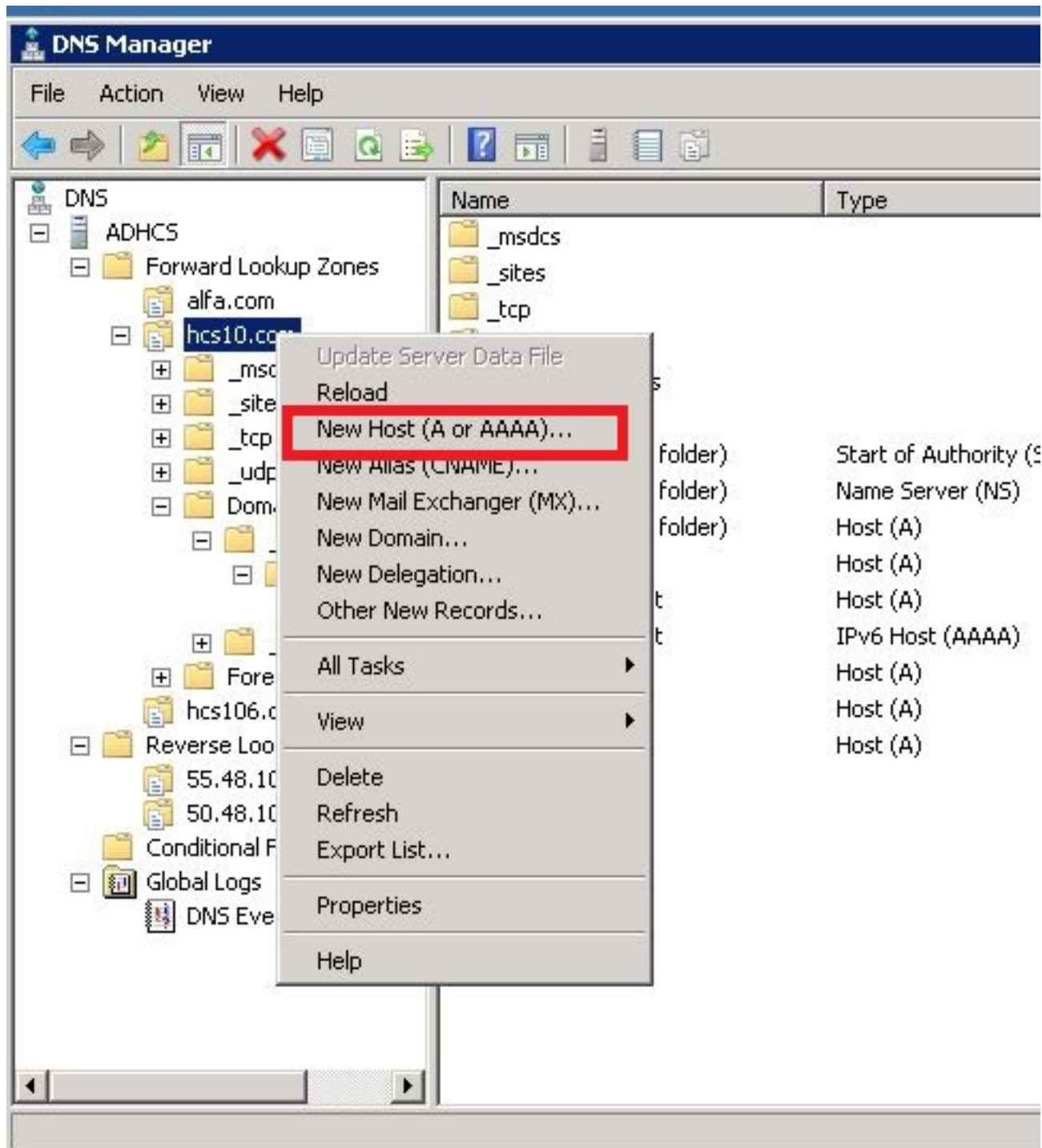
2016-09-02 16:52:55,101 ERROR [63406] Agent caught exception while processing message type CreateELMRequest

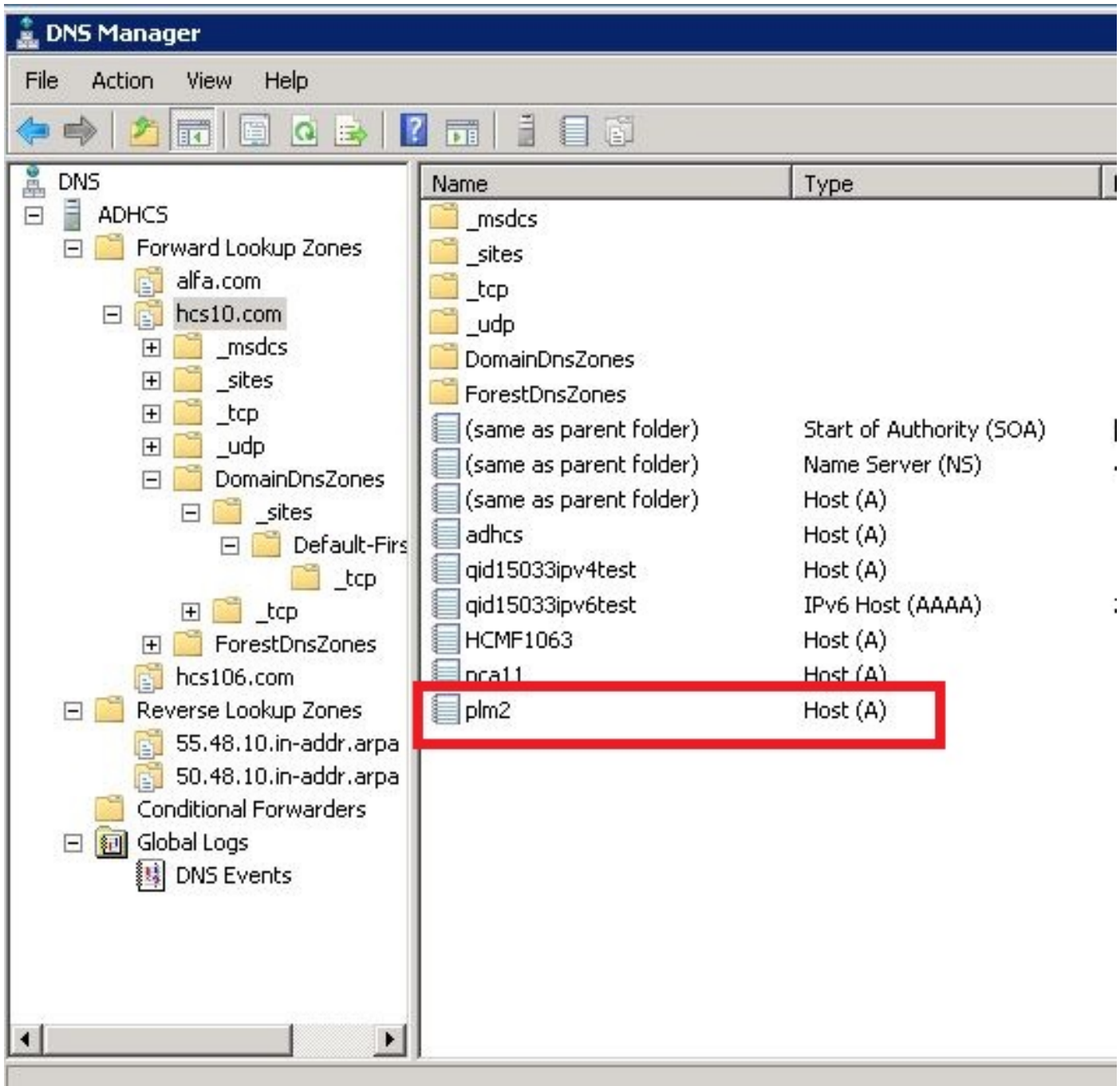
com.sun.jersey.api.client.ClientHandlerException: java.net.UnknownHostException: PLM2

at

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

添加直接和反向查找在域名服务器里(DNS)的HCS管理如镜像所显示，并且验证所有连通性问题，





## 验证

运行命令：

```
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 Mb/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
```

## 解决方案 2

HLM日志显示HLM能创建与PLM实例，但是PLM回复的其余连接返回与没找到的"404错误消息"。

```
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:null10_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)</trace>

<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]
```

## 验证

从PLM CLI运行命令：

```
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]
```

## 解决方案 3

HLM日志显示PLM在演示模式运行。

```
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>

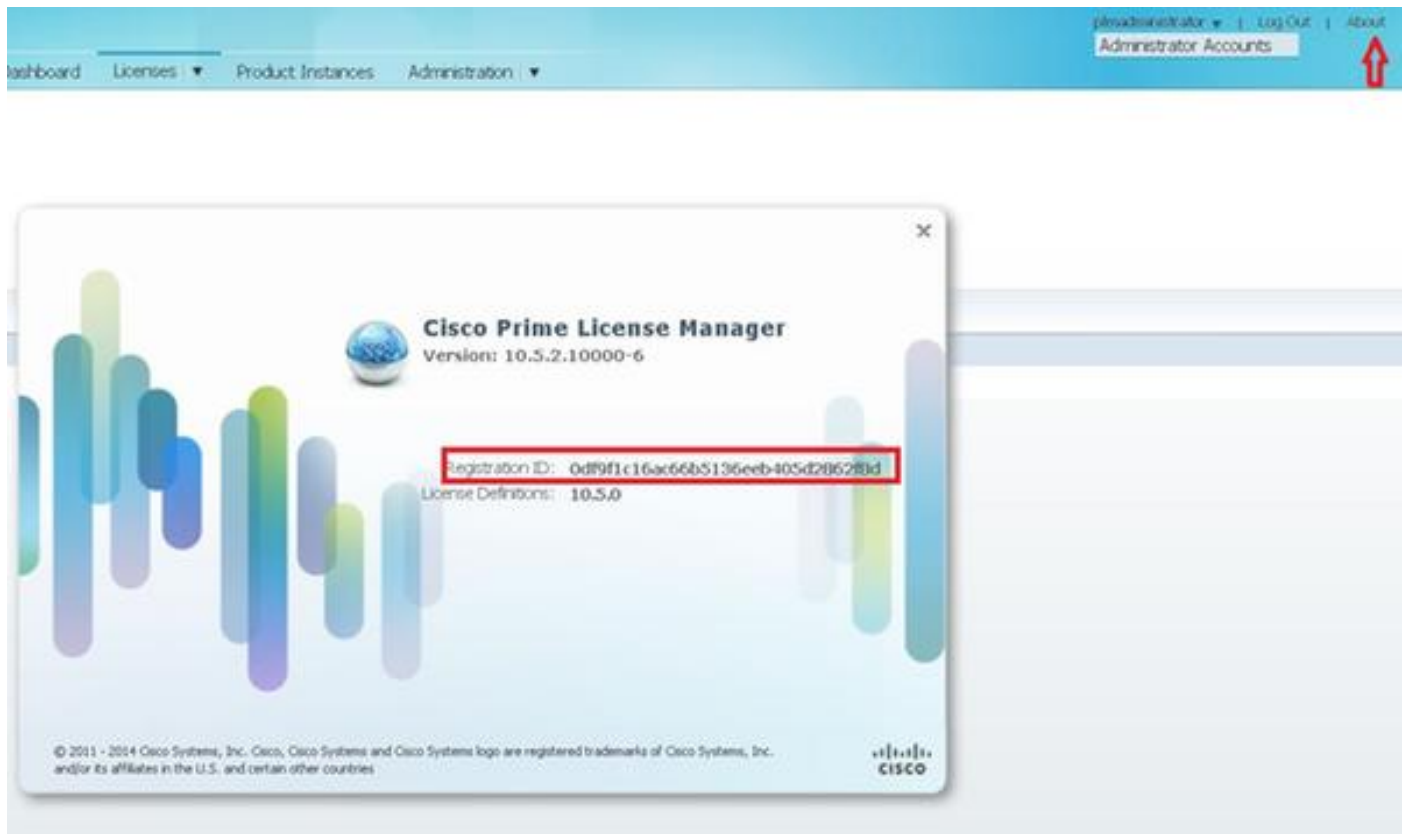
  <detailMessage>ELM is in demo license.</detailMessage>

  <stackTrace>
```

添加HCS许可证到PLM并且再尝试添加PLM。

## 验证

登陆到PLM用户界面并且点击。在您添加HCS准许PLM出现有效registration ID后，如镜像所显示，：



## 解决方案 4

HLM能与与401消息的PLM，但是PLM回复联系。

```
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>
```

添加PLM OS admin用户ID和密码

## 解决方案5

HLM能与PLM，但是PLM回复联系返回与一个不兼容版本。

```
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.
```

保证被添加的PLM版本由HCM-F supported通过是指HCS兼容性矩阵

## 参考

- [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](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>