

排除故障问题，当添加在PLM的一个新的UC应用程序产品实例通过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，当添加新的Unified应用程序产品实例到PLM通过HCM-F时。而且，在您开TAC案例前，请执行清单。

[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)
- 思科最初许可证管理器(PLM)

使用的组件

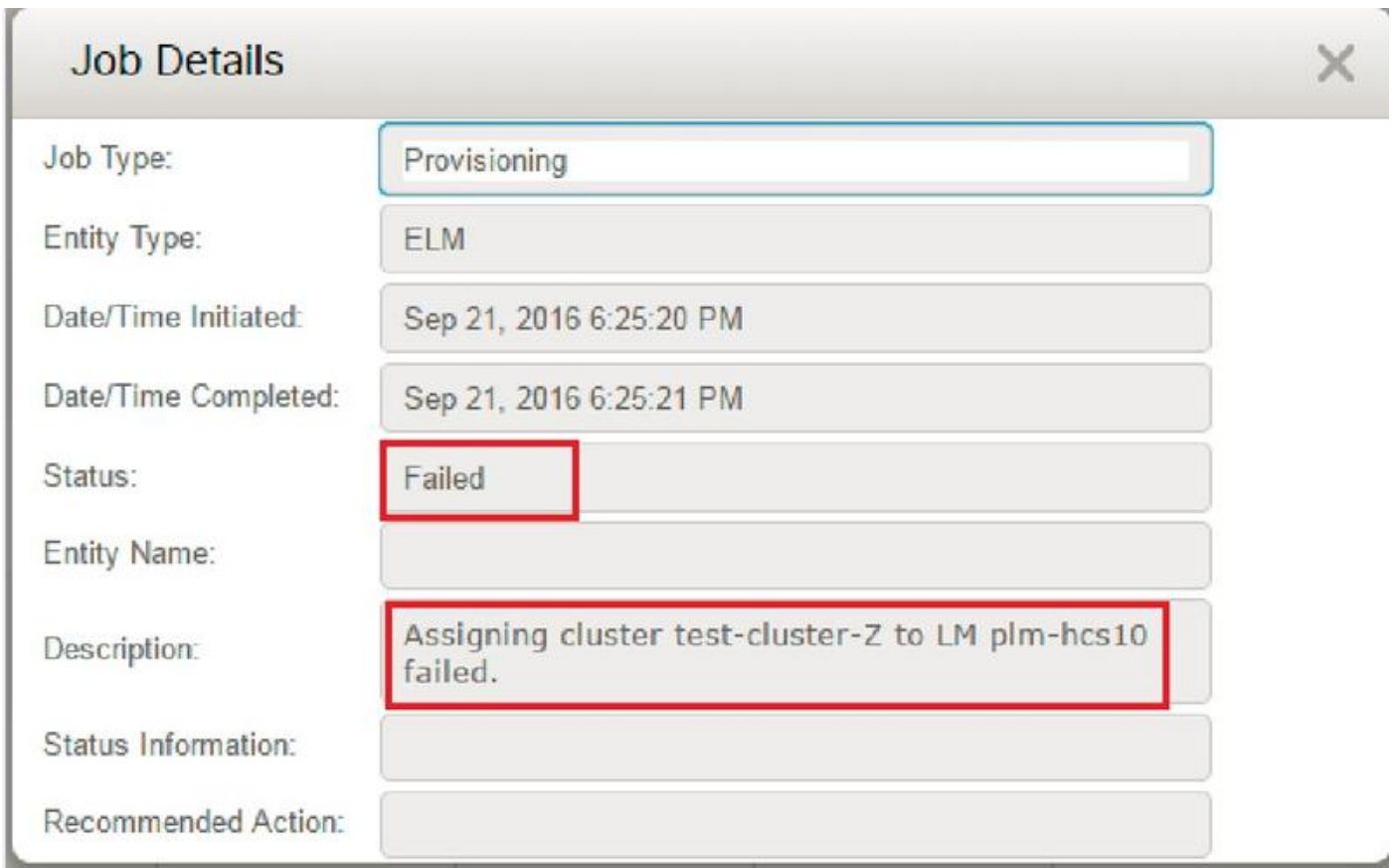
本文档中的信息基于以下软件和硬件版本：

- 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管理员不是能分配UC集群对PLM实例

HCM-F工作失效与在镜像显示的错误：



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:	

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。

文件获得activelog /hcs/HLM/ *

解决方案 1

添加在团星应用程序发行商的服务提供商IP地址。因为IP服务提供商未命中，HCM-F不能连接到UC应用程序。

```
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] hlmSDRUUtil.updateJob

2016-09-21 18:25:21,750 DEBUG [264674] hlmSDRUUtil.beginTransaction
```

验证

为了验证，请导航对**应用管理>团星应用程序**

The screenshot displays the Cisco Unified Management console interface. The top navigation bar includes 'Service Inventory', 'Infrastructure Manager', 'Platform Manager', and 'Node Manager'. The left sidebar shows a tree view with 'Application Management' expanded, and 'Cluster Application' highlighted with a red box. The main content area is titled 'Edit Cluster Application - CUCM-D'. It contains several configuration sections: 'Description' (empty text field), 'Node Type' (radio buttons for 'Publisher' and 'Subscriber', with 'Publisher' selected), 'Cluster' (dropdown menu showing 'CUCM-DELTA-CL'), 'Virtual Machine' (dropdown menu showing 'None'), and 'Routing ID' (empty text field). There is also a checked checkbox for 'Auto Link to Virtual Machine'. Below these are expandable sections for 'CUCM Service Activation', 'SIP Trunks', 'Credentials', and 'Network Addresses'. The 'Network Addresses' section contains a table with columns for 'Network Space', 'IPV4 Address', and 'IPV6 Address'. A single row is visible, with 'Service Provider Space' in the 'Network Space' column and '10.48.50.68' in the 'IPV4 Address' column. This row is highlighted with a red box. At the bottom of the table are buttons for 'Add New', 'Refresh', and 'Delete Selected'. Below the table are 'Save', 'Add New', and 'Delete' buttons.

解决方案 2

启用在HCM-F和UC应用程序之间的IP连通性在端口8443。

HCM-F配置优良是，但是HLM模块不能打开tcp连接往UC应用程序。请参考Verify部分如何进一步请排除故障此问题

```
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)<
```

验证

- 验证UC应用程序是正在运行的。
- 验证UC app和HCM-F之间的连接。

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

- 验证端口8443没有由防火墙阻塞。收集数据包捕获并且验证TCP手震动成功设立。

```
admin : 使用情况网络捕捉eth0文件文件名count 10000大小所有端口8443主机IP
xxx.yyy.www.zzz
```

那里xxx.yyy.www.zzz是UC app服务请提供空间

- 验证下面的链路可访问。

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

解决方案 3

- 再类型平台UC应用程序密码为了匹配与UC应用程序一，因为HLM不能传送信息。
- 开始在UC应用程序的平台管理员网站服务

```
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]

验证

- 验证管理网站服务在UC应用程序运行的平台

导航对Cisco Unified维护性>平台Service>平台管理网站服务

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

- 验证回复返回，当访问对wsdl文件时的平台管理网站服务

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

解决方案 4

请与Cisco TAC联系为了更换上一步PLM部署模式到HCS

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] hlmSDRUUtil.updateJob

2016-10-07 11:54:12,412 DEBUG [238120] hlmSDRUUtil.beginTransaction

2016-10-07 11:54:12,415 DEBUG [238120] hlmSDRUUtilcommitTransaction

```
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
```

验证

通过浏览下面的URL验证PLM部署模式。PLM平台用户ID和密码要求

https://PLM_IP_Address /elm-resources/

解决方案5

启用在HCM-F和PLM之间的IP连通性在端口8443。从日志HLM不能连接到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

验证

验证PLM和HCM-F之间的连接

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

问题：HCM-F管理员不是能分配UC集群对PLM实例

工作失效与在镜像显示的错误

;

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:	

解决方案

添加平台凭证在HCM-F或到CUCDM里

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
```

验证

验证平台凭证配置到HCM-F

导航到**应用管理>团星应用程序>凭证>平台**

或

导航到**Administration >默认凭证> UC应用类型(CUCM/CUCXN)平台**