

在中止状态的HCM-F服务在工具升级以后

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Introduction

本文描述在升级主机的协作斡旋履行以后发生的一个问题(HCM-F)与故障排除流程一起。

问题的根本原因与一个过期的Tomcat认证有关。计划升级他们的HCM-F工具的许多用户(受益于新引入功能)将面对此问题，如果他们现有的HCM-F Tomcat认证到期了和未被重新生成。

Prerequisites

Requirements

Cisco 建议您了解以下主题：

- Cisco主机协作解决方案(HCS)
- Cisco主机协作斡旋履行(HCM-F)

Components Used

本文档中的信息基于以下软件和硬件版本：

- HCM-F 11.5.4

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

[问题](#)

在升级HCM-F (11.5.1到11.5.4)和交换版本以后，图形用户界面(GUI)页不再可及的，并且服务是在中止状态。

进行的排除故障

- 当检查服务状态时，注意到网页用户界面(UI)，并且Tomcat相关服务是在中止状态：

```
admin:utils service list
Requesting service status, please wait...
System SSH [STARTED]
Name Service Cache [STOPPED] Service Not Activated
Entropy Monitoring Daemon [STARTED]
Cisco SCSI Watchdog [STARTED]Service Manager [STARTED]
Service Manager is running
Getting list of all services
>>Return code = 0
Cisco AMC Service[STARTED]
Cisco Audit Event Service[STARTED]
Cisco CDM Database[STARTED]
Cisco CDP[STARTED]
Cisco CDP Agent[STARTED]
Cisco Certificate Expiry Monitor[STARTED]
Cisco Configuration Manager[STARTED]
Cisco DRF Local[STARTED]
Cisco DRF Master[STARTED]
Cisco HCS Admin UI[STOPPED] Component is not running
Cisco HCS CSF UI Service[STOPPED] Component is not running
Cisco HCS CUCDMSync Service[STARTED]
Cisco HCS ConfigMgr[STARTED]
Cisco HCS DMA-SA Service[STARTED]
Cisco HCS Data Access Manager Service[STARTED]
Cisco HCS Fulfillment Service[STARTED]
Cisco HCS IPA Service[STARTED]
Cisco HCS Intelligent Loader Service[STOPPED] Component is not running
Cisco HCS License Manager Service[STARTED]
Cisco HCS NBI REST FF Web Service[STOPPED] Component is not running
Cisco HCS NBI REST SDR Web Service[STOPPED] Component is not running
Cisco HCS NBI REST UCMon Web Service[STOPPED] Component is not running
Cisco HCS North Bound Interface Web Service[STOPPED] Component is not running
Cisco HCS Provisioning Adapter Service[STARTED]
Cisco HCS SDR Change Notification Service[STARTED]
Cisco HCS SDR UI[STOPPED] Component is not running
Cisco HCS SI UI[STOPPED] Component is not running
Cisco HCS SSO SP Service[STOPPED] Component is not running
Cisco HCS Service Inventory[STOPPED] Component is not running
Cisco HCS UCPA Service[STARTED]
Cisco HCS UCSMSync Service[STARTED]
Cisco HCS VCenterSync Service[STARTED]
Cisco JMS Broker[STARTED]
Cisco Log Partition Monitoring Tool[STARTED]
Cisco Platform Manager Service[STOPPED] Component is not running
Cisco RIS Data Collector[STARTED]
Cisco RTMT Web Service[STOPPED] Component is not running
Cisco Syslog Agent[STARTED]
Cisco Tomcat[STARTED]
Cisco Tomcat Stats Servlet[STOPPED] Component is not running
Cisco Trace Collection Service[STARTED]
Cisco Trace Collection Servlet[STOPPED] Component is not running
Host Resources Agent[STARTED]
MIB2 Agent[STARTED]
Platform Administrative Web Service[STOPPED] Component is not running
SNMP Master Agent[STARTED]System Application Agent[STARTED]
Cisco HCS UC Monitor Service[STOPPED] Service Not ActivatedPrimary Node =true
```

- 在CiscoSyslog我们为另外Web相关的服务看到超文本传输协议(HTTP) 404错误：

```
admin:file view activelog /syslog/CiscoSyslog
```

Jun 17 16:14:19 hcs862-hcm-f local7 2 : 6: hcs862-hcm-f.XXXXXXXXXX.net:
Jun 17 2019 14:14:19.781 UTC : %UC_SERVICEMANAGER-2-ServiceStartFailed: %[ServiceName=Cisco RTMT Web Service][Reason=HTTP 404 Error][AppID=Cisco Service Manager][ClusterID=][NodeID=hcs862-hcm-f]: **Failed to start service.**
Jun 17 16:14:19 hcs862-hcm-f local7 2 : 7: hcs862-hcm-f.XXXXXXXXXXtest.net:
Jun 17 2019 14:14:19.781 UTC : %UC_SERVICEMANAGER-2-ServiceFailed: %[ServiceName=Cisco RTMT Web Service][Reason=Service stopped abruptly][AppID=Cisco Service Manager][ClusterID=][NodeID=hcs862-hcm-f]: **Service terminated.**
Jun 17 16:14:20 hcs862-hcm-f local7 2 : 8: hcs862-hcm-f.XXXXXXXXXXtest.net:
Jun 17 2019 14:14:20.791 UTC : %UC_SERVICEMANAGER-2-ServiceStartFailed: %[ServiceName=Cisco Trace Collection Servlet][Reason=HTTP 404 Error][AppID=Cisco Service Manager][ClusterID=][NodeID=hcs862-hcm-f]: **Failed to start service.**
Jun 17 16:14:20 hcs862-hcm-f local7 2 : 9: hcs862-hcm-f.XXXXXXXXXXtest.net: Jun 17 2019 14:14:20.791 UTC : %UC_SERVICEMANAGER-2-ServiceFailed: %[ServiceName=Cisco Trace Collection Servlet][Reason=Service stopped abruptly][AppID=Cisco Service Manager][ClusterID=][NodeID=hcs862-hcm-f]: **Service terminated.**
Jun 17 16:14:21 hcs862-hcm-f local7 2 : 10: hcs862-hcm-f.XXXXXXXXXXtest.net: Jun 17 2019 14:14:21.796 UTC : %UC_SERVICEMANAGER-2-ServiceStartFailed: %[ServiceName=Cisco Tomcat Stats Servlet][Reason=HTTP 404 Error][AppID=Cisco Service Manager][ClusterID=][NodeID=hcs862-hcm-f]: **Failed to start service.**
Jun 17 16:14:21 hcs862-hcm-f local7 2 : 11: hcs862-hcm-f.XXXXXXXXXXtest.net: Jun 17 2019 14:14:21.796 UTC : %UC_SERVICEMANAGER-2-ServiceFailed: %[ServiceName=Cisco Tomcat Stats Servlet][Reason=Service stopped abruptly][AppID=Cisco Service Manager][ClusterID=][NodeID=hcs862-hcm-f]: **Service terminated.**
Jun 17 16:14:22 hcs862-hcm-f local7 6 : 12: hcs862-hcm-f.XXXXXXXXXXtest.net: Jun 17 2019 14:14:22.800 UTC : %UC_GENERIC-6-ServiceStarted: %[ServiceName=Cisco CDP][ProcessID=8426][AppID=Cisco Service Manager][ClusterID=][NodeID=hcs862-hcm-f]: Service started.
Jun 17 16:14:23 hcs862-hcm-f local7 2 : 13: hcs862-hcm-f.XXXXXXXXXXtest.net:
Jun 17 2019 14:14:23.804 UTC : %UC_SERVICEMANAGER-2-ServiceStartFailed: %[ServiceName=Cisco HCS Admin UI][Reason=HTTP 404 Error][AppID=Cisco Service Manager][ClusterID=][NodeID=hcs862-hcm-f]: **Failed to start service.**
Jun 17 16:14:23 hcs862-hcm-f local7 2 : 14: hcs862-hcm-f.XXXXXXXXXXtest.net:
Jun 17 2019 14:14:23.804 UTC : %UC_SERVICEMANAGER-2-ServiceFailed: %[ServiceName=Cisco HCS Admin UI][Reason=Service stopped abruptly][AppID=Cisco Service Manager][ClusterID=][NodeID=hcs862-hcm-f]: **Service terminated.**
Jun 17 16:14:24 hcs862-hcm-f local7 2 : 15: hcs862-hcm-f.XXXXXXXXXXtest.net:
Jun 17 2019 14:14:24.808 UTC : %UC_SERVICEMANAGER-2-ServiceStartFailed: %[ServiceName=Cisco HCS SDR UI][Reason=HTTP 404 Error][AppID=Cisco Service Manager][ClusterID=][NodeID=hcs862-hcm-f]: **Failed to start service.**
Jun 17 16:14:24 hcs862-hcm-f local7 2 : 16: hcs862-hcm-f.XXXXXXXXXXtest.net: Jun 17 2019 14:14:24.808 UTC : %UC_SERVICEMANAGER-2-ServiceFailed: %[ServiceName=Cisco HCS SDR UI][Reason=Service stopped abruptly][AppID=Cisco Service Manager][ClusterID=][NodeID=hcs862-hcm-f]: **Service terminated.**
Jun 17 16:14:25 hcs862-hcm-f local7 6 : 17: hcs862-hcm-f.XXXXXXXXXXtest.net: Jun 17 2019 14:14:25.812 UTC : %UC_GENERIC-6-ServiceStarted: %[ServiceName=Cisco Certificate Expiry Monitor][ProcessID=8774][AppID=Cisco Service Manager][ClusterID=][NodeID=hcs862-hcm-f]: Service started.
Jun 17 16:14:25 hcs862-hcm-f local7 2 : 18: hcs862-hcm-f.XXXXXXXXXXtest.net:
Jun 17 2019 14:14:25.813 UTC : %UC_SERVICEMANAGER-2-ServiceStartFailed: %[ServiceName=Cisco HCS NBI REST SDR Web Service][Reason=HTTP 404 Error][AppID=Cisco Service Manager][ClusterID=][NodeID=hcs862-hcm-f]: **Failed to start service.**
Jun 17 16:14:25 hcs862-hcm-f local7 2 : 19: hcs862-hcm-f.XXXXXXXXXXtest.net:
Jun 17 2019 14:14:25.813 UTC : %UC_SERVICEMANAGER-2-ServiceFailed: %[ServiceName=Cisco HCS NBI REST SDR Web Service][Reason=Service stopped abruptly][AppID=Cisco Service Manager][ClusterID=][NodeID=hcs862-hcm-f]: **Service terminated.**

- 在Catalina.out的Tomcat报告CCMTrustCerts上下文问题：

SEVERE: Context [/CCMTrustCerts] startup failed due to previous errors

Jun 18, 2019 2:59:49 PM org.apache.catalina.startup.HostConfig deployDirectoryINFO: Deployment of web application directory /common/log/taos-log-a/tomcat/webapps/CCMTrustCerts has finished in

```
8,042 ms end of the file reachedoptions: q=quit, n=next, p=prev, b=begin, e=end (lines 1221 - 1223 of 1223) :INFO: Deploying web application directory /common/log/taos-log-a/tomcat/webapps/manager
Jun 18, 2019 2:59:33 PM org.apache.catalina.startup.SetContextPropertiesRule beginWARNING: [SetContextPropertiesRule]{Context} Setting property 'debug' to '0' did not find a matching property.
Jun 18, 2019 2:59:33 PM org.apache.tomcat.util.digester.SetPropertiesRule beginWARNING: [SetPropertiesRule]{Context/Realm} Setting property 'resourceName' to 'TomcatUsersDatabase' did not find a matching property.
Jun 18, 2019 2:59:41 PM org.apache.catalina.startup.TldConfig executeINFO: At least one JAR was scanned for TLDs yet contained no TLDs. Enable debug logging for this logger for a complete list of JARs that were scanned but no TLDs were found in them. Skipping unneeded JARs during scanning can improve startup time and JSP compilation time.
Jun 18, 2019 2:59:41 PM org.apache.catalina.core.StandardContext startInternalSEVERE: One or more Filters failed to start. Full details will be found in the appropriate container log file
Jun 18, 2019 2:59:41 PM org.apache.catalina.core.StandardContext startInternalSEVERE: Context [/manager] startup failed due to previous errors
Jun 18, 2019 2:59:41 PM org.apache.catalina.startup.HostConfig deployDirectoryINFO: Deployment of web application directory /common/log/taos-log-a/tomcat/webapps/manager has finished in 7,483 ms
Jun 18, 2019 2:59:41 PM org.apache.catalina.startup.HostConfig deployDirectoryINFO: Deploying web application directory /common/log/taos-log-a/tomcat/webapps/CCMTrustCerts
Jun 18, 2019 2:59:49 PM org.apache.catalina.startup.TldConfig executeINFO: At least one JAR was scanned for TLDs yet contained no TLDs. Enable debug logging for this logger for a complete list of JARs that were scanned but no TLDs were found in them. Skipping unneeded JARs during scanning can improve startup time and JSP compilation time.
Jun 18, 2019 2:59:49 PM org.apache.catalina.core.StandardContext startInternalSEVERE: One or more Filters failed to start. Full details will be found in the appropriate container log file
Jun 18, 2019 2:59:49 PM org.apache.catalina.core.StandardContext startInternal options: SEVERE: Context [/CCMTrustCerts] startup failed due to previous errors
Jun 18, 2019 2:59:49 PM org.apache.catalina.startup.HostConfig deployDirectoryINFO: Deployment of web application directory /common/log/taos-log-a/tomcat/webapps/CCMTrustCerts has finished in 8,042 ms
```

- 运行“utils请诊断测试”从命令行界面(CLI)显示在tomcat_connectors模块的一个错误，表明与Tomcat的内部连接不工作：

```
test - tomcat_connectors : Failed - The HTTP and HTTPS ports are not responding to local requests.
```

Please collect all of the Tomcat logs for root cause analysis: file get activelog tomcat/logs/*

- Tomcat认证过期的3月26日。在(或在之前)升级HCM-F期间，尽管那，问题未被观察：

```
Jun 19 12:00:00 hcs862-hcm-f local199 0 : 42: hcs862-hcm-f.XXXXXXXXXXtest.net:
Jun 19 2019 10:00:00.19 UTC : %UC_CERT-0-CertExpired: %[Message=Certificate expiration Notification. Certificate name:tomcat.der Unit:tomcat Type:own-cert Expiration:Sun Mar 26 12:30:59:000 CES][AppID=Cisco Certificate Monitor][ClusterID=][NodeID=hcs862-hcm-f]: Certificate has Expired and needs to be changed at the earliest
Jun 19 12:00:00 hcs862-hcm-f local199 0 : 43: hcs862-hcm-f.XXXXXXXXXXtest.net:
Jun 19 2019 10:00:00.21 UTC : %UC_CERT-0-CertExpired: %[Message=Certificate expiration Notification. Certificate name:ipsec.der Unit:ipsec Type:own-cert Expiration:Sun Mar 26 12:30:57:000 CEST ][AppID=Cisco Certificate Monitor][ClusterID=][NodeID=hcs862-hcm-f]: Certificate has Expired and needs to be changed at the earliest
```

解决方案

1.再生Tomcat认证：

```
admin:set cert regen tomcat
```

WARNING: This operation will overwrite any CA signed certificate previously imported for tomcat
Proceed with regeneration (yes|no)? **yes**

Successfully Regenerated Certificate for tomcat.

You must restart services related to tomcat for the regenerated certificates to become active.

2.重新启动HCM-F服务器：

```
admin:utils system restart
```

```
Do you really want to restart ?Enter (yes/no)? yes
```

验证

• 验证服务状态：

```
admin:utils service list
```

```
Requesting service status, please wait...
```

```
System SSH [STARTED]
```

```
Name Service Cache [STOPPED] Service Not Activated
```

```
Entropy Monitoring Daemon [STARTED]
```

```
Cisco SCSI Watchdog [STARTED]
```

```
Service Manager [STARTED]Service Manager is running
```

```
Getting list of all services
```

```
>>Return code = 0
```

```
Cisco AMC Service[STARTED]
```

```
Cisco Audit Event Service[STARTED]
```

```
Cisco CDM Database[STARTED]
```

```
Cisco CDP[STARTED]
```

```
Cisco CDP Agent[STARTED]
```

```
Cisco Certificate Expiry Monitor[STARTED]
```

```
Cisco Configuration Manager[STARTED]
```

```
Cisco DRF Local[STARTED]
```

```
Cisco DRF Master[STARTED]
```

```
Cisco HCS Admin UI[STARTED]
```

```
Cisco HCS CSF UI Service[STARTED]
```

```
Cisco HCS CUCDMSync Service[STARTED]
```

```
Cisco HCS ConfigMgr[STARTED]
```

```
Cisco HCS DMA-SA Service[STARTED]
```

```
Cisco HCS Data Access Manager Service[STARTED]
```

```
Cisco HCS Fulfillment Service[STARTED]
```

```
Cisco HCS IPA Service[STARTED]
```

```
Cisco HCS Intelligent Loader Service[STARTED]
```

```
Cisco HCS License Manager Service[STARTED]
```

```
Cisco HCS NBI REST FF Web Service[STARTED]
```

```
Cisco HCS NBI REST SDR Web Service[STARTED]
```

```
Cisco HCS NBI REST UCMon Web Service[STARTED]
```

```
Cisco HCS North Bound Interface Web Service[STARTED]
```

```
Cisco HCS Provisioning Adapter Service[STARTED]
```

```
Cisco HCS SDR Change Notification Service[STARTED]
```

```
Cisco HCS SDR UI[STARTED]
```

```
Cisco HCS SI UI[STARTED]
```

```
Cisco HCS SSO SP Service[STARTED]
```

```
Cisco HCS Service Inventory[STARTED]
```

```
Cisco HCS UCPA Service[STARTED]
```

```
Cisco HCS UCSMSync Service[STARTED]
```

```
Cisco HCS VCenterSync Service[STARTED]
```

```
Cisco JMS Broker[STARTED]
```

```
Cisco Log Partition Monitoring Tool[STARTED]
```

```
Cisco Platform Manager Service[STARTED]
```

```
Cisco RIS Data Collector[STARTED]
```

```
Cisco RTMT Web Service[STARTED]
```

```
Cisco Syslog Agent[STARTED]
```

Cisco Tomcat[STARTED]
Cisco Tomcat Stats Servlet[STARTED]
Cisco Trace Collection Service[STARTED]
Cisco Trace Collection Servlet[STARTED]
Host Resources Agent[STARTED]MIB2 Agent[STARTED]
Platform Administrative Web Service[STARTED]
SNMP Master Agent[STARTED]
System Application Agent[STARTED]
Cisco HCS UC Monitor Service[STOPPED]
Service Not ActivatedPrimary Node =true