

排除將新PLM新增到HCM-F的故障

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簡介

本文描述如何在新增新的PLM時對Hosted License Manager(HLM)和Prime License Manager(PLM)進行故障排除。在建立TAC案例之前請執行此核對清單。

必要條件

需求

思科建議您瞭解以下主題：

- 思科託管合作解決方案(HCS)
- 思科託管合作調解功能(HCM-F)
- ELM/PLM中的許可證安裝

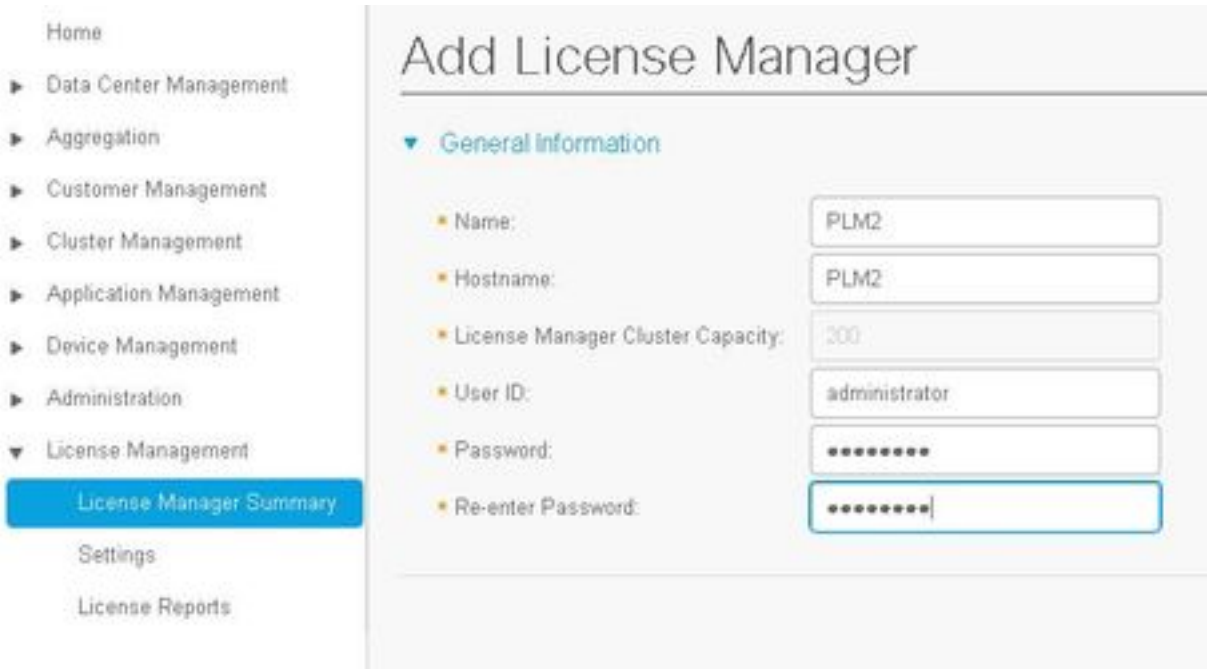
採用元件

本文中的資訊係根據以下軟體和硬體版本：

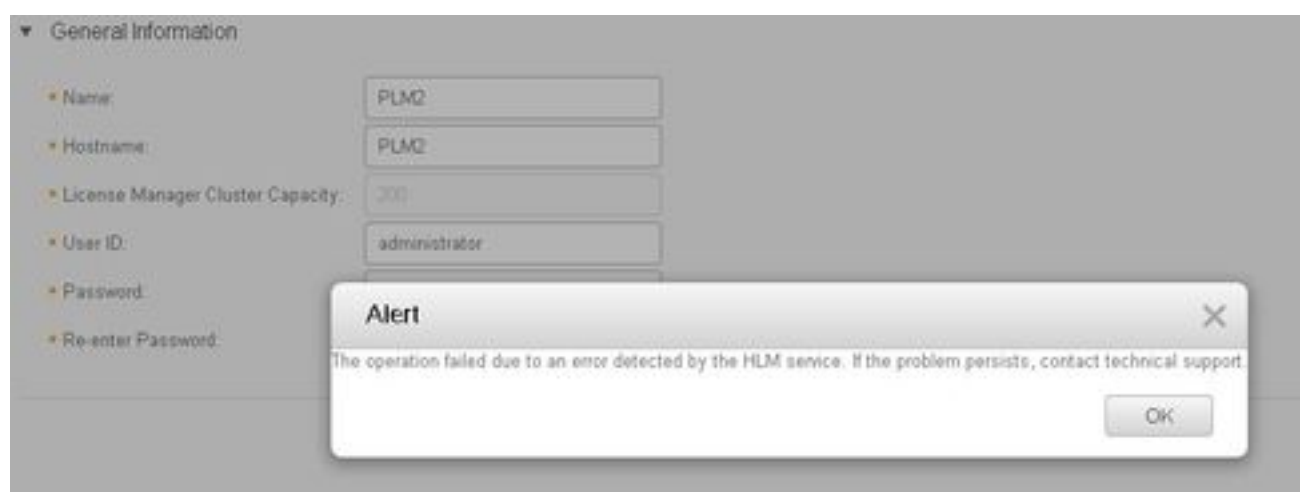
- HCM-F 10.6.2
- PLM 10.5.2

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路正在作用，請確保您已瞭解任何指令可能造成的影響。

問題：HCM-F管理員無法新增新的PLM2例項



這是顯示的錯誤消息。



為了解決此問題，需要使用HLM詳細日誌，因為多個條件可能會導致相同的GUI錯誤。

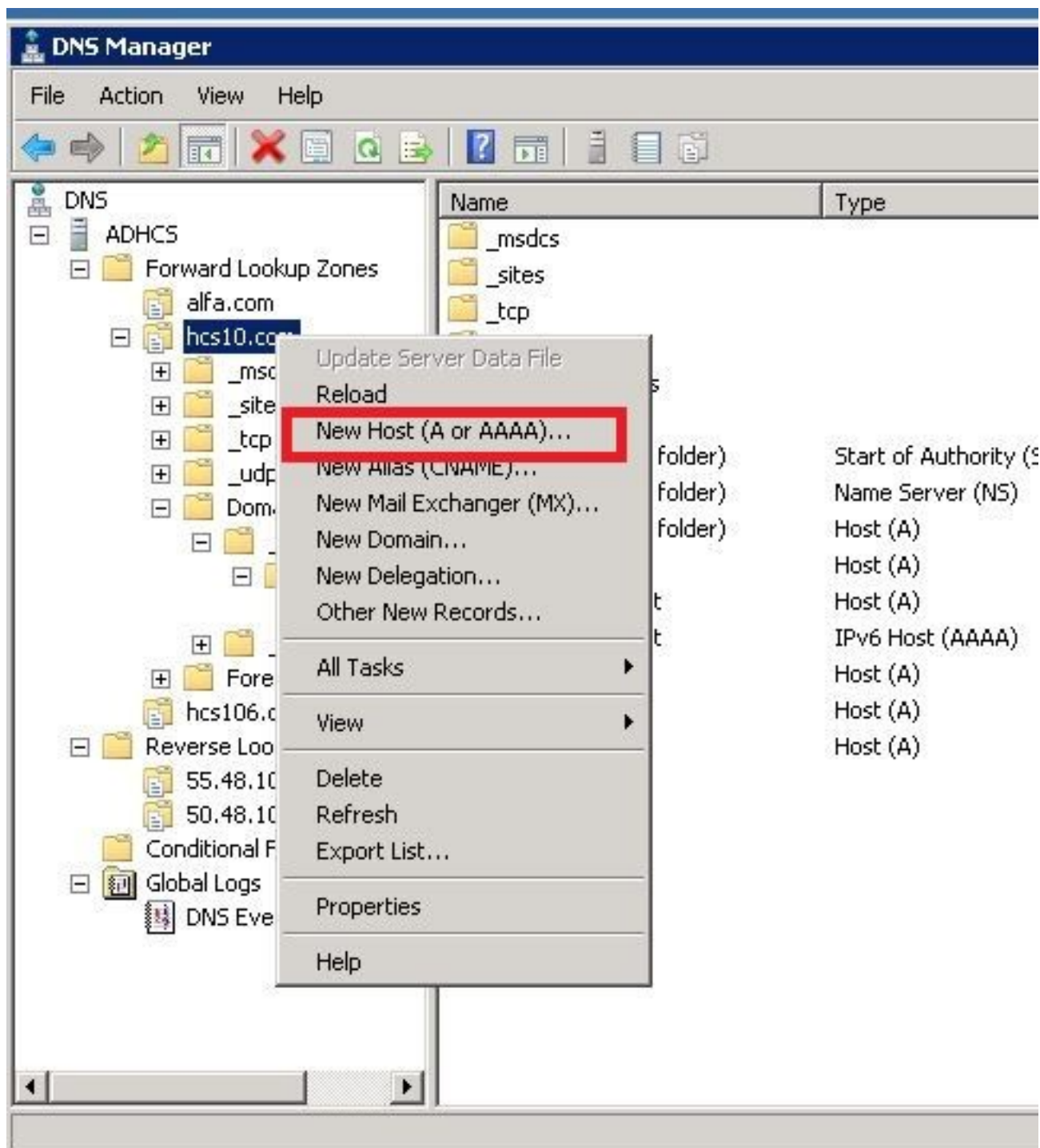
1. 登入HCM-F。CLI啟用日誌級別並收集日誌。
2. 運行 `set trace tracelevel` 命令。
3. 輸入 `tracelevel` (使用CLI `show tracelevels` 查詢允許的 `tracelevels`)。
4. 輸入 `servicename: Cisco HCS License Manager Service`。
5. 使用此命令檔案 `get activelog /hcs/HLM/*` 重現問題並收集日誌。

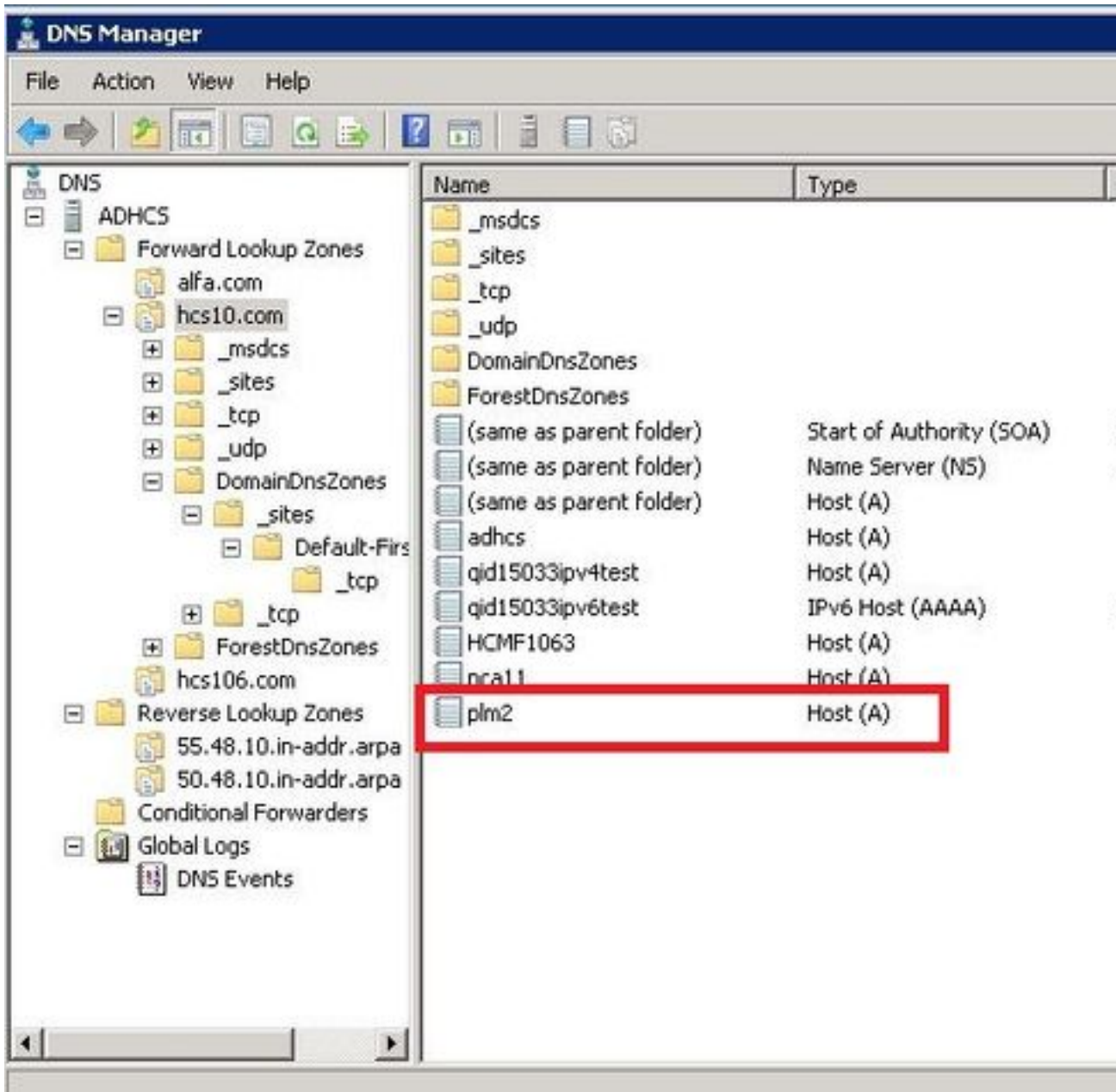
解決方案1.

HLM日誌顯示，由於連線超時，HLM無法建立到PLM的代表性狀態傳輸(REST)連線。

```
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-v 90-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)
```

在域名伺服器(DNS)的HCS管理中新增直接查詢和反向查詢並驗證任何連線問題，如下圖所示。





驗證

運行命令。

```
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 Mbits/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
```

解決方案2.

HLM日誌顯示，HLM能夠與PLM例項建立REST連線，但PLM回覆錯誤消息為「404 Not Found」。

```
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:null0_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)</t
race>

    <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]
```

驗證

從PLM CLI運行命令。

```
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]
```

解決方案3.

HLM日誌顯示PLM在演示模式下運行。

```
11 | 2016-09-02 05:21:07.615 | [63406] | SdlSig | 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>

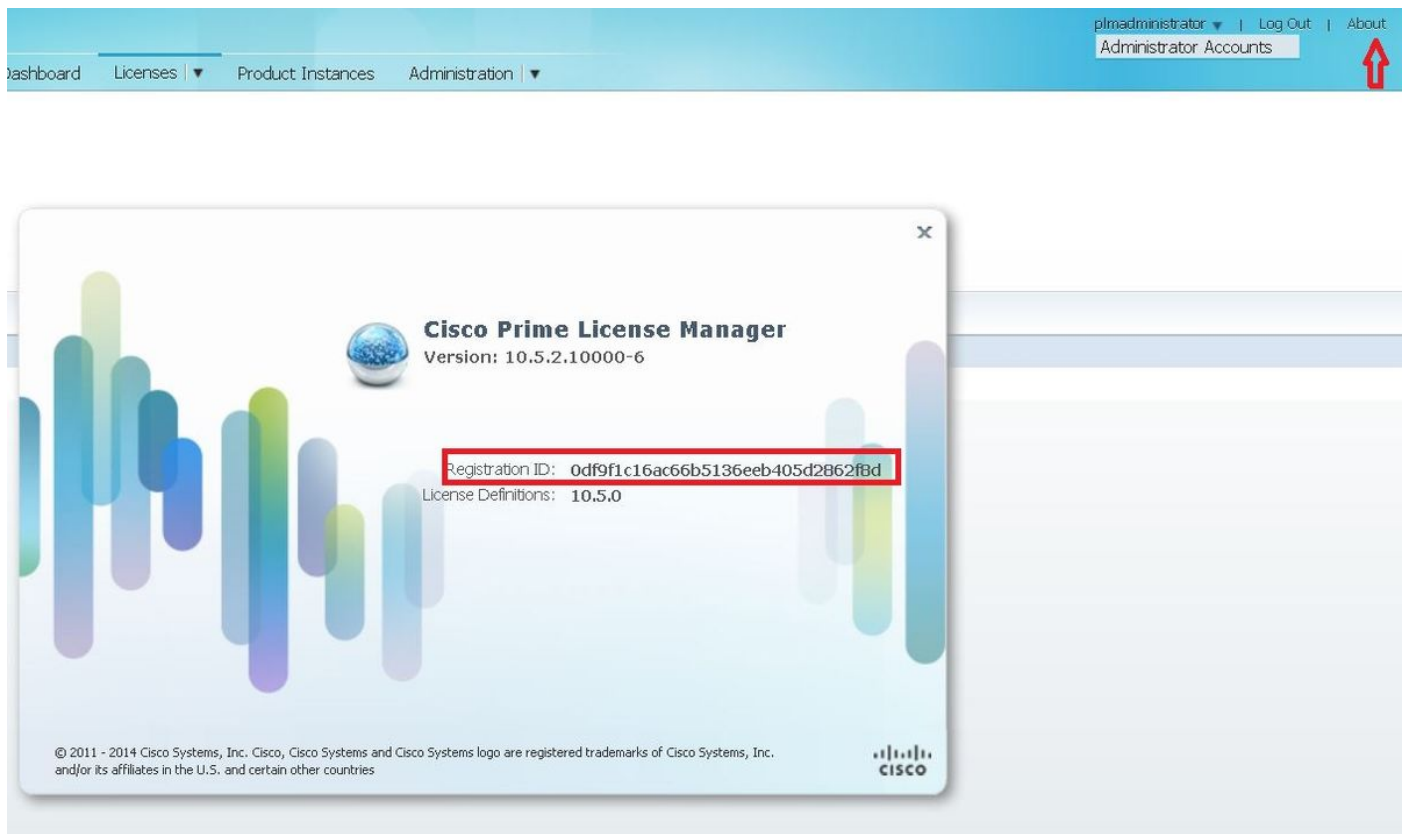
  <detailMessage>ELM is in demo license.</detailMessage>

  <stackTrace>
```

將HCS許可證新增到PLM並重新嘗試新增PLM。

驗證

登入到PLM使用者介面，然後按一下**關於**。新增HCS許可證後，PLM將顯示有效的註冊ID，如下圖所示：



解決方案4.

HLM能夠聯絡PLM，但PLM會使用401消息回覆。

```
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>
```

新增PLM OS管理員使用者ID和密碼。

解決方案5.

HLM能夠與PLM聯絡，但PLM會回覆不相容的版本。

```
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.
```

確保所新增的PLM版本由HCM-F支援，並參考HCS相容性矩陣。

相關資訊

- 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>
- [技術支援與文件 - Cisco Systems](#)