

通過HCM-F在PLM中新增新的UC應用產品例項時排除故障

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簡介

本文檔介紹通過HCM-F將新的統一應用程式產品例項新增到PLM時，託管許可證管理器(HLM)和Prime許可證管理器(PLM)的一般故障排除步驟。此外，請在建立TAC案例之前執行核對表。

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)
- Cisco Prime License Manager(PLM)

採用元件

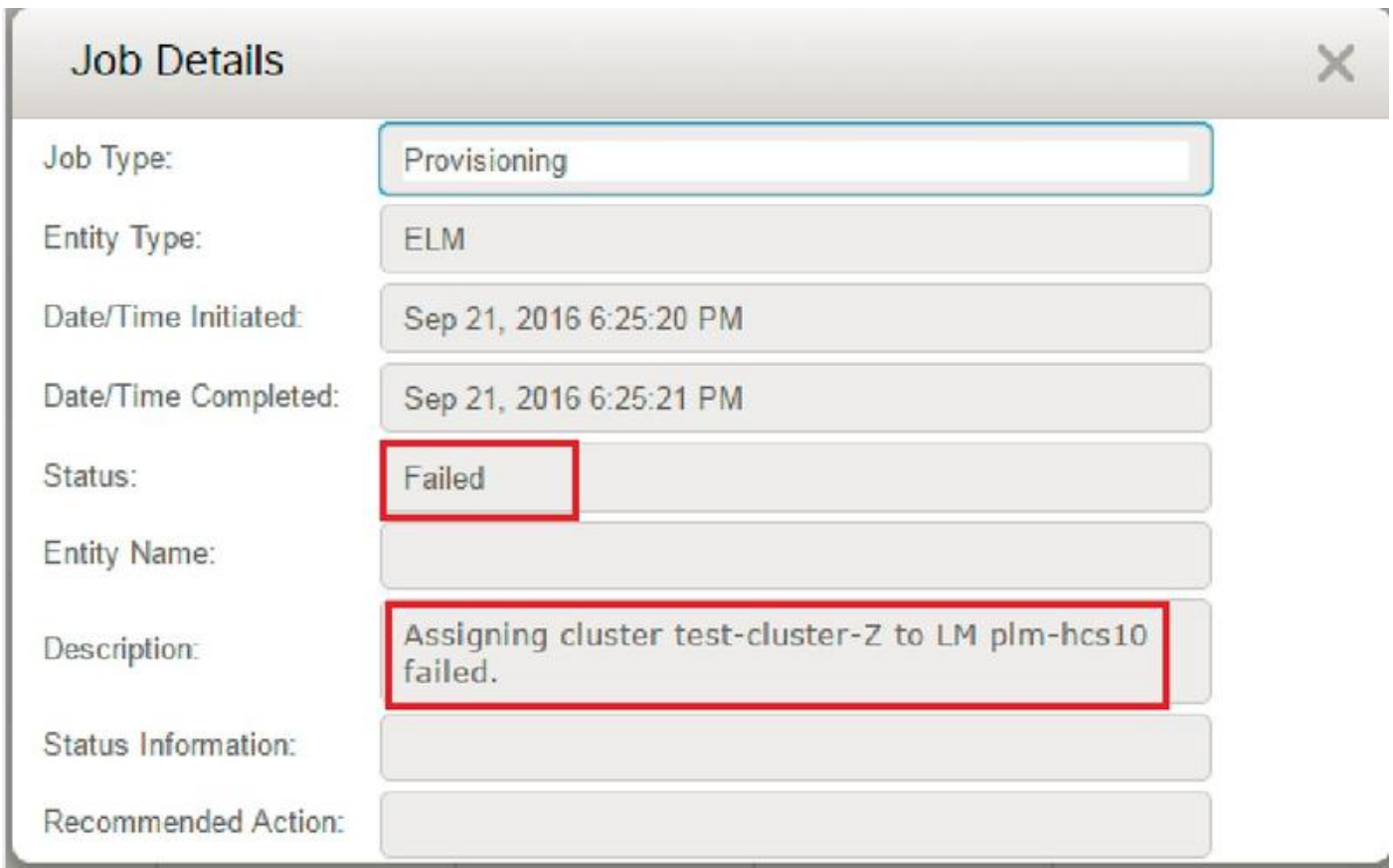
本文中的資訊係根據以下軟體和硬體版本：

- 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管理員無法將UC群集分配給PLM例項

HCM-F作業失敗，錯誤如下圖所示：



The screenshot shows a 'Job Details' dialog box with the following information:

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:	

為了對此問題進行故障排除，需要HLM詳細日誌，因為多個條件可能會導致相同的GUI錯誤。

登入到HCM-F，CLI啟用日誌級別並收集日誌。

執行命令：

set trace tracelevel

輸入tracelevel（使用CLI「show tracelevels」查詢允許的tracelevels）：
細

詳

輸入servicename ::Cisco HCS授權管理器服務

重現問題並收集日誌。

檔案get activelog /hcs/HLM/*

解決方案1

在群集應用程式發佈器中新增服務提供程式IP地址。HCM-F無法連線到UC應用程式，因為缺少IP服務提供程式。

```
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] hlmSDRUtil.updateJob

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

驗證

若要進行驗證，請導航到**Application Management > Cluster Application**

The screenshot displays the Cisco Unified Communications Manager Administration interface. The top navigation bar includes 'Service Inventory', 'Infrastructure Manager', 'Platform Manager', and 'Node Manager'. The left sidebar shows a tree view with 'Cluster Application' highlighted. The main content area is titled 'Edit Cluster Application - CUCM-D'. It contains several configuration fields: 'Description' (empty), '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). Below these fields are 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. At the bottom of the page are 'Save', 'Add New', and 'Delete' buttons.

解決方案2

在埠8443上啟用HCM-F和UC應用程式之間的IP連線。

HCM-F配置正常，但HLM模組無法開啟指向UC應用程式的tcp連線。請參閱驗證部分，如何進一步解決此問題

```

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)<
```

驗證

- 驗證UC應用是否已啟動並正在運行。
- 驗證UC應用與HCM-F之間的連線。

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

- 驗證埠8443未被防火牆阻止。收集資料包捕獲並驗證TCP握手是否已成功建立。

```
admin:utils network capture eth0 file filename 10000 size all port 8443 host ip xxx.yyy.www.zzz
```

其中xxx.yyy.www.zzz是UC應用服務提供空間

- 驗證以下連結是否可訪問。

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

解決方案3

- 由於HLM無法傳送消息，因此重新鍵入平台UC應用密碼以與UC應用密碼匹配。
- 在UC應用程式中啟動Platform Administrator Web服務

```
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]

```

驗證

- 驗證平台管理Web服務是否正在統一通訊應用程式上運行

導航到Cisco Unified Serviceability > Platform Service > Platform Administrative Web Service

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

- 驗證平台管理Web服務在訪問wsdl檔案時的回覆

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

解決方案4

聯絡cisco TAC將PLM部署模式重新更改為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] hlmSDRUtil.updateJob

```
2016-10-07 11:54:12,412 DEBUG [238120] hlmsDRUtil.beginTransaction
2016-10-07 11:54:12,415 DEBUG [238120] hlmsDRUtilcommitTransaction
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
```

驗證

通過瀏覽以下URL驗證PLM部署模式。需要PLM平台使用者ID和密碼

https://PLM_IP_Address /elm-resources/

解決方案5

在埠8443上啟用HCM-F和PLM之間的IP連線。從日誌HLM無法連線到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
```

驗證

檢驗PLM和HCM-F之間的連線

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

問題：HCM-F管理員無法將UC群集分配給PLM例項

作業失敗，錯誤如下圖所示

;

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:	

解決方案

在HCM-F或CUCDM中新增平台憑據

```
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
```

驗證

驗證平台憑證是否配置到HCM-F中

導航到**Application Management > Cluster Application > Credential > Platform**

或

導航到**Administration > Default Credential > UC application type(CUCM/CUCXN)Platform**