通過HCM-F在PLM中新增新的UC應用產品例項時排除故障

目錄

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)
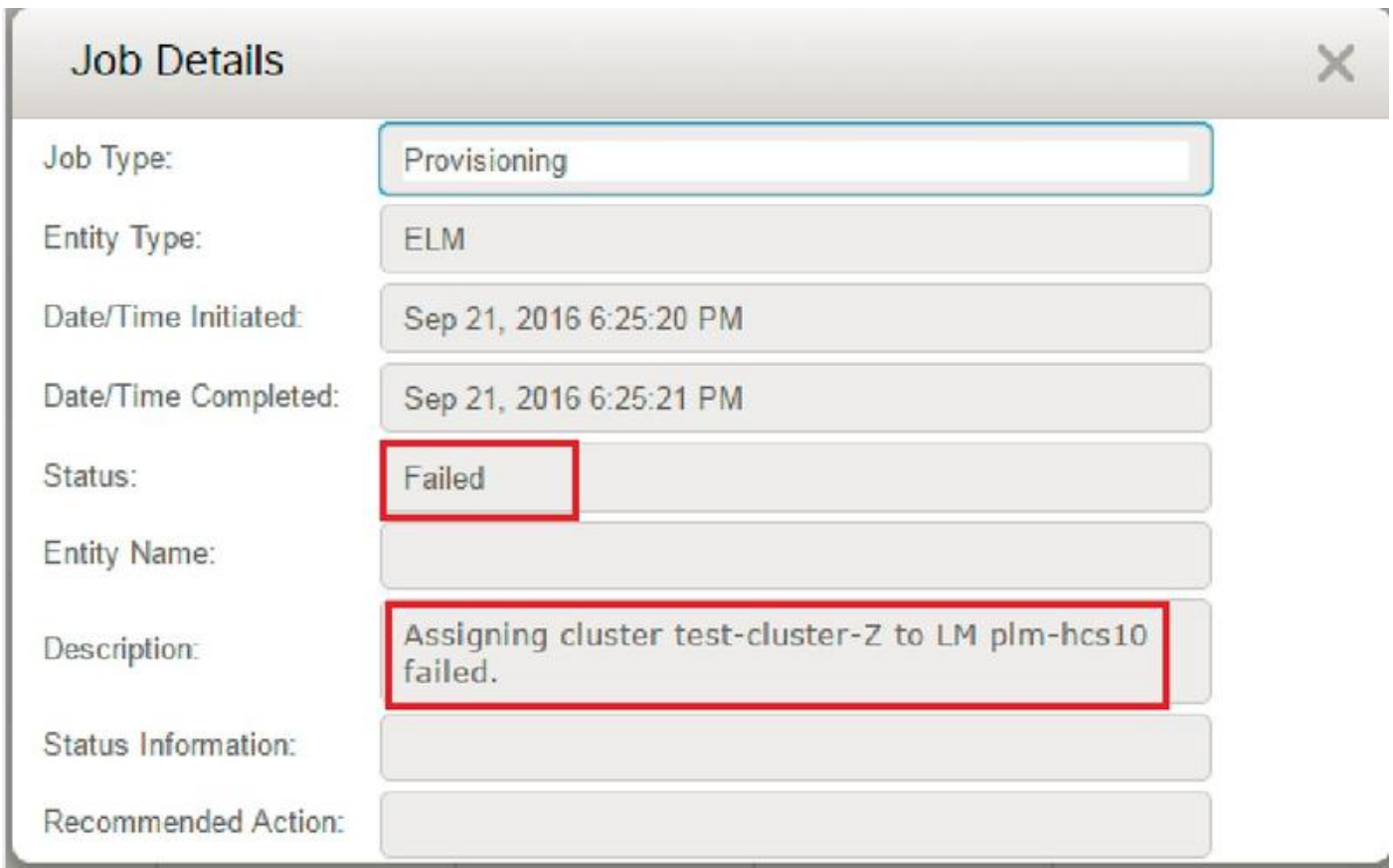- Cisco Prime License Manager(PLM)

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：

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）：　　　　　　**詳細**

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

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_ADDRRESS: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

- 驗證平台管理Web服務在訪問wsdl檔案時的回覆

https://UC_APP_IP_ADDRRESS: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 sdrcnf

2016-10-18 12:17:47,905 DEBUG [43] noChange -- sdrcnf 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 sdrcnf

2016-10-18 12:17:47,906 DEBUG [71] noChange -- sdrcnf 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

;

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