Services HCM-F à l'état STOPPED après la mise à niveau de l'appliance

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Introduction

Ce document décrit un problème qui s'est produit après la mise à niveau de HCM-F (Hosted Collaboration Mediation Fulfillment) et la procédure de dépannage.

La cause première du problème est liée à un certificat Tomcat expiré. De nombreux clients qui prévoient de mettre à niveau leur appliance HCM-F (pour bénéficier des nouvelles fonctionnalités) seront confrontés à ce problème si leur certificat HCM-F Tomcat existant a expiré et n'a pas été régénéré.

Conditions préalables

Conditions requises

Cisco vous recommande de prendre connaissance des rubriques suivantes :

- Solution de collaboration hébergée Cisco (HCS)
- Cisco Hosted Collaboration Mediation Fulfillment (HCM-F)

Components Used

Les informations contenues dans ce document sont basées sur les versions de matériel et de logiciel suivantes :

- 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.

Problème

Après la mise à niveau de HCM-F (11.5.1 à 11.5.4) et de la version du commutateur, la page Interface utilisateur graphique (GUI) n'est plus accessible et les services sont en état d'arrêt.

Dépannage effectué

- Lors de la vérification de l'état des services, il est observé que l'interface utilisateur Web et les services associés à Tomcat sont à l'état STOPPED :

```
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
```

- Dans CiscoSyslog, nous voyons l'erreur HTTP (Hypertext Transfer Protocol) 404 pour différents services liés au Web :

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

Jun 17 16:14:19 hcs862-hcm-f local7 2 : 6: hcs862-hcm-f.XXXXXXXX.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.XXXXXXXXtest.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.XXXXXXXXtest.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.XXXXXXXXtest.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.XXXXXXXXtest.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.XXXXXXXXtest.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.XXXXXXXXtest.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.XXXXXXXXtest.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.XXXXXXXXtest.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.XXXXXXXXtest.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.XXXXXXXXtest.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.XXXXXXXXtest.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.XXXXXXXXtest.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.XXXXXXXXtest.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.
```

- Tomcat dans Catalina.out signale le problème de contexte CCMTrustCerts :

```
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
```

- L'exécution de “ utils diagnose ” de test à partir de l'interface de ligne de commande (CLI) affiche une erreur dans le module tomcat_connectors, indiquant que les connexions internes à Tomcat ne fonctionnent pas :

```
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/*
```

- Le certificat Tomcat a expiré le 26 mars. Malgré cela, des problèmes n'ont pas été observés pendant (ou avant) la mise à niveau de HCM-F :

```
Jun 19 12:00:00 hcs862-hcm-f local99 0 : 42: hcs862-hcm-f.XXXXXXXXtest.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 local99 0 : 43: hcs862-hcm-f.XXXXXXXXtest.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
```

Solution

1. Régénérer le certificat Tomcat :

```
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. Redémarrer le serveur HCM-F :

```
admin:utils system restart
 Do you really want to restart ?Enter (yes/no)? yes
```

Vérification

- Vérifier l'état du service :

```
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

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Cisco a traduit ce document en traduction automatisée vérifiée par une personne dans le cadre d'un service mondial permettant à nos utilisateurs d'obtenir le contenu d'assistance dans leur propre langue.

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