设备升级后HCM-F服务处于STOPPED状态

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简介

本文档介绍在升级托管协作调解实施(HCM-F)以及故障排除过程后出现的问题。

问题的根本原因与过期的Tomcat证书有关。许多计划升级其HCM-F设备（以从新引入的功能中受益）的客户如果其现有HCM-F Tomcat证书已过期且未重新生成，将面临此问题。

先决条件

要求

Cisco 建议您了解以下主题：

- 思科托管协作解决方案(HCS)
- 思科托管协作调解实施(HCM-F)

使用的组件

本文档中的信息基于以下软件和硬件版本：

- HCM-F 11.5.4

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您使用的是真实网络，请确保您已经了解所有命令的潜在影响。

问题

升级HCM-F（11.5.1到11.5.4）和交换机版本后，图形用户界面(GUI)页面不再可访问，服务处于停止状态。

执行故障排除

- 检查服务状态时，发现Web用户界面(UI)和Tomcat相关服务处于STOPPED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中，我们看到不同Web相关服务的超文本传输协议(HTTP)404错误：

admin:file view activelog /syslog/CiscoSyslog

Jun 17 16:14:19 hcs862-hcm-f local7 2 : 6: hcs862-hcm-f.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.**

- Catalina中的Tomcat.out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

- 从命令行界面(CLI)运行“utils diagnose test”时，tomcat_connectors模块中显示错误，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证书已于3月26日过期。尽管如此，在HCM-F升级期间（或之前）未发现问题：

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**

解决方案

1.重新生成Tomcat证书:

```
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
```

确认

- **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

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