

Serviços HCM-F no estado PARADO após atualização do dispositivo

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Introduction

Este documento descreve um problema que ocorreu após a atualização do HCM-F (Hosted Collaboration Mediation Fulfillment) juntamente com o processo de solução de problemas.

A causa raiz do problema está relacionada a um Certificado Tomcat expirado. Muitos clientes que planejam atualizar seu dispositivo HCM-F (para se beneficiarem dos recursos recém-introduzidos) enfrentarão esse problema se seu certificado HCM-F Tomcat existente tiver expirado e não tiver sido regenerado.

Prerequisites

Requirements

A Cisco recomenda que você tenha conhecimento destes tópicos:

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

Componentes Utilizados

As informações neste documento são baseadas nestas versões de software e hardware:

- 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.

Problema

Após atualizar o HCM-F (11.5.1 para 11.5.4) e a versão do switch, a página Interface Gráfica do Usuário (GUI) não pode mais ser acessada e os serviços estão em estado parado.

Solução de problemas executada

- Ao verificar o status dos serviços, observa-se que a Interface de Usuário da Web (UI) e os serviços relacionados ao Tomcat estão no estado PARADO:

```
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

- No CiscoSyslog, vemos o Hypertext Transfer Protocol (HTTP) 404 Error para diferentes serviços relacionados à Web:

admin:file view activelog /syslog/CiscoSyslog

```
Jun 17 16:14:19 hcs862-hcm-f local7 2 : 6: hcs862-hcm-f.XXXXXXXXXX.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.XXXXXXXXXXtest.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.XXXXXXXXXXtest.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.XXXXXXXXXXtest.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.XXXXXXXXXXtest.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.XXXXXXXXXXtest.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.XXXXXXXXXXtest.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.XXXXXXXXXXtest.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.XXXXXXXXXXtest.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.XXXXXXXXXXtest.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.XXXXXXXXXXtest.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.XXXXXXXXXXtest.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.XXXXXXXXXXtest.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.XXXXXXXXXtest.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 em Catalina.out relata a questão do contexto 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

- A execução do "teste de diagnóstico de utilitários" da CLI (Command-Line Interface) exibe um erro no módulo tomcat_connectors, indicando que as conexões internas ao Tomcat não estão funcionando:

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/*

- O certificado Tomcat expirou em 26 de março. Apesar disso, não foram observados problemas durante (ou antes) a atualização do HCM-F:

Jun 19 12:00:00 hcs862-hcm-f local199 0 : 42: hcs862-hcm-f.XXXXXXXXXtest.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.XXXXXXXXXtest.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
```

Solução

1. Regenerar certificado 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. Reiniciar servidor HCM-F:

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

Verificação

• Verificar o status do serviço:

```
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