

2021年1月診斷的CUCM TFTP服務故障

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簡介

本文檔介紹Cisco Unified Communications Manager(CUCM)版本11.5.1 SU7和11.5.1 SU8中TFTP服務核心的已知問題，這些版本需要解決方法才能解決問題。

必要條件

需求

本文件沒有特定需求。

採用元件

本檔案中的資訊是根據思科整合通訊管理員(CUCM)。

問題

CUCM TFTP服務在伺服器計時時間00:00 2021時核心化

症狀

您將在RTMT中收到TFTP服務關閉的警報，以下是一些識別問題的步驟。

```
Jan 1 00:03:19 ucm-pub local7 6 : 898: ucm-pub.ciscolab.com: Jan 01 2021 07:03:19.321 UTC : %UC_GENERIC-6-ServiceStopped: %[ServiceName=Cisco Tftp][AppID=Cisco Service Manager][ClusterID=][NodeID=cap-86-pub.bladr-caplab.com]: Service stopped. Jan 1 00:03:21 ucm-pub local7 6 : 899: ucm-pub.ciscolab.com: Jan 01 2021 07:03:21.346 UTC : %UC_GENERIC-6-ServiceStarted: %[ServiceName=Cisco Tftp][ProcessID=6803][AppID=Cisco Se
```

在伺服器CLI上：

1. 登入到CUCM(TFTP)伺服器並運行命令utils core active list。輸出將顯示多個CTFTP核心。
2. 運行命令「utils core active analyze <core name>」

3. 核心的輸出 (回溯) 應與以下內容匹配。

```
#0 0x07adc3e8 in fputs () from /lib/libc.so.6 #1 0x0876cd38 in SdlSystemLog::writeToFile  
(this=0xf4a02930,_traceLinePnt=0xf4a05ba0) at SdlSystemLog.cpp:1971 #2 0x0876ce54 in  
SdlSystemLog::writer (this=0xf4a02930) at SdlSystemLog.cpp:1919 #3 0x0078dbc9 in start_thread ()  
from /lib/libpthread.so.0 #4 0x07b5e07e in clone () from /lib/libc.so.6
```

Cisco CUCM系統日誌

```
Jan 1 00:03:19 ucm-pub local7 6 Cisco: Tftp: DBL SDI Initialization successful Jan 1 00:03:19  
ucm-pub local7 6 Cisco: Tftp: SysLevel [127] UserMask [1] Enable [TRUE] File  
[/var/log/active/cm/trace/dbl/sdi/dbl.log] Jan 1 00:03:20 ucm-pub local7 4 Cisco: Tftp:  
SDIDBConfigData::Read failed to retrieve SDI folder location, will use location in DB.  
ServiceID=1, NodeName=ucm-pub.blldr-caplab.com Jan 1 00:03:24 ucm-pub local7 6 Cisco: Tftp:  
DBNotify SDI Initialization successful
```

CUCM Cisco TFTP SDL日誌

```
SDL001_600_000103.txt:00913050.000 |00:03:17.708 |AppInfo | TID[f660e740]  
CServiceModule::waitForSignals() TID[f660e740] Signal[15] Received to QUIT, quitting.
```

注意:DST更新後，TFTP服務將重新啟動，並且未觀察到設計中的核心。

因應措施

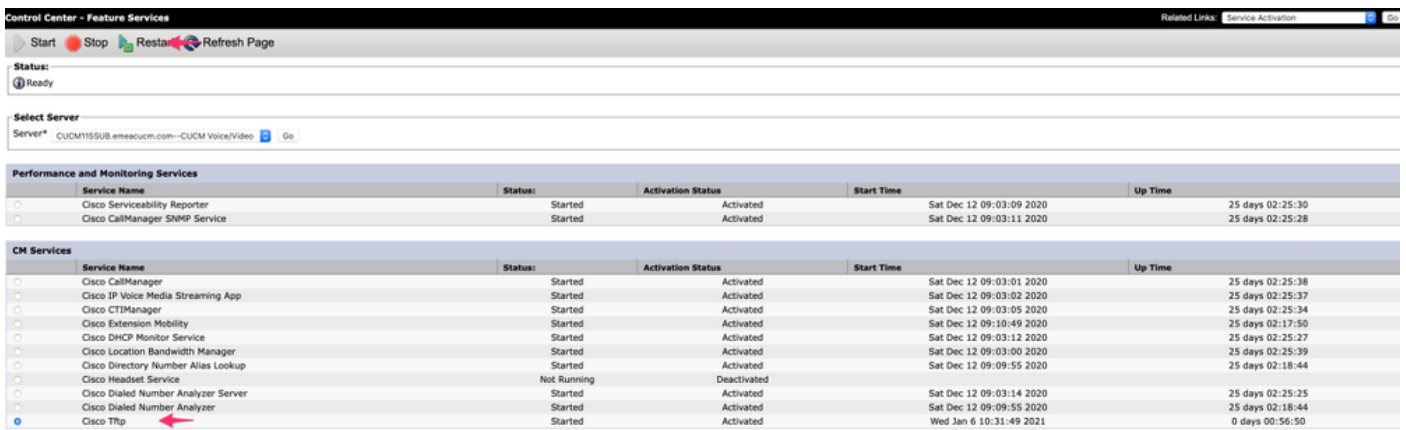
當核心嘗試在trace檔案中寫入內容時，就會發生核心錯誤。這也會導致TFTP服務無法啟動。

以下是步驟。

步驟1. 通過在跟蹤設定開啟或關閉的情況下運行「utils os secure permissive」將作業系統設定為允許模式。

```
admin:utils os secure permissive  
OS security mode changed to Permissive  
admin: █
```

步驟2. 從可維護性重新啟動/啟動TFTP服務。



The screenshot shows the 'Control Center - Feature Services' interface. At the top, there are buttons for 'Start', 'Stop', 'Restart', and 'Refresh Page'. Below that, the status is 'Ready'. The 'Select Server' section shows 'Server* CUCM115SUB.emeacucm.com--CUCM Voice/Video'. The main table is titled 'Performance and Monitoring Services' and lists various services with their status and activation status. A red arrow points to the 'Cisco Tftp' service, which is 'Started' and 'Activated'.

Service Name	Status	Activation Status	Start Time	Up Time
Cisco Serviceability Reporter	Started	Activated	Sat Dec 12 09:03:09 2020	25 days 02:25:30
Cisco CallManager SNMP Service	Started	Activated	Sat Dec 12 09:03:11 2020	25 days 02:25:28
CM Services				
Cisco CallManager	Started	Activated	Sat Dec 12 09:03:01 2020	25 days 02:25:38
Cisco IP Voice Media Streaming App	Started	Activated	Sat Dec 12 09:03:02 2020	25 days 02:25:37
Cisco CTIManager	Started	Activated	Sat Dec 12 09:03:05 2020	25 days 02:25:34
Cisco Extension Mobility	Started	Activated	Sat Dec 12 09:10:49 2020	25 days 02:17:50
Cisco DHCP Monitor Service	Started	Activated	Sat Dec 12 09:03:12 2020	25 days 02:25:27
Cisco Location Bandwidth Manager	Started	Activated	Sat Dec 12 09:03:00 2020	25 days 02:25:39
Cisco Directory Number Alias Lookup	Started	Activated	Sat Dec 12 09:09:55 2020	25 days 02:18:44
Cisco Headset Service	Not Running	Deactivated		
Cisco Dialed Number Analyzer Server	Started	Activated	Sat Dec 12 09:03:14 2020	25 days 02:25:25
Cisco Dialed Number Analyzer	Started	Activated	Sat Dec 12 09:09:55 2020	25 days 02:18:44
Cisco Tftp	Started	Activated	Wed Jan 6 10:31:49 2021	0 days 00:56:50

步驟3.使用「utils os secure enforce」將群集移回實施。

```
admin:utils os secure enforce
OS security mode changed to Enforcing
admin:█
```

此問題已記錄在Cisco錯誤ID [CSCvw94324](#)

注意：因應措施是臨時的，因為此問題正由思科工程團隊調查。