

某局点使用iMC-EIA点击“系统配置手工生效”后提示“通知策略服务器失败”问题排查

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组网及说明

IMC-PLAT7.2E0403P10
IMC-EIA7.2E0411H08

问题描述

- 1、用户在修改接入用户的“在线数量限制”之后点击“确定”按钮，页面提示“通知策略服务器失败”。
- 2、手工点击“系统配置手工生效”按钮后同样提示“通知策略服务器失败”

过程分析

一、首先根据问题报错怀疑策略服务器启动异常，检查部署监控代理，发现policyserver进程启动正常。

名称	状态	本地主机	CPU	内存	启动时间	启动日期	启动时间	启动日期	启动时间	启动日期	启动时间	启动日期
tftpsrvr.exe	Started	Local Host	0	14,600	2020-02-04 13:44:00	Manageable P...	Auto					
um.exe	Started	Local Host	0	14,568	2020-02-04 13:44:21	Manageable P...	Auto					
umimg.exe	Started	Local Host	0	7,296	2020-02-04 13:44:16	Core Process	Auto					
spmsrvr	Started	Local Host	0	673,316	2020-02-04 13:43:59	Manageable P...	Auto					
binsrvr	Started	Local Host	0	782,408	2020-02-04 13:43:59	Manageable P...	Auto					
cmdsrvr	Started	Local Host	0	669,796	2020-02-04 13:43:59	Manageable P...	Auto					
euplat	Started	Local Host	0	1,312,768	2020-02-04 13:43:59	Manageable P...	Auto					
portalsrvr	Started	Local Host	0	874,556	2020-02-04 13:43:59	Manageable P...	Auto					
ispsrvr	Started	Local Host	0	618,904	2020-02-04 13:43:59	Manageable P...	Auto					
unbasrvr	Started	Local Host	0	495,284	2020-02-04 13:43:59	Manageable P...	Auto					
jsrvr	Started	Local Host	0.25	2,960,924	2020-02-04 13:43:59	Manageable P...	Auto					
seplat	Started	Local Host	0	1,156,480	2020-02-04 13:43:59	Manageable P...	Auto					
umjob	Started	Local Host	0	567,188	2020-02-08 03:31:37	Manageable P...	Auto					
umThirdAuth	Started	Local Host	0	682,392	2020-02-04 13:43:59	Manageable P...	Auto					
mschap2srvr	Started	Local Host	0	869,620	2020-02-04 13:43:59	Manageable P...	Auto					
sisrvr	Started	Local Host	0	638,036	2020-02-04 13:43:59	Manageable P...	Auto					
policyserver	Started	Local Host	0	653,308	2020-02-04 13:43:59	Manageable P...	Auto					
difsrvr	Started	Local Host	0	769,528	2020-02-04 13:43:59	Manageable P...	Auto					
stmsrvr	Started	Local Host	0	630,560	2020-02-04 13:43:59	Manageable P...	Auto					
scweb	Started	Local Host	0	870,352	2020-02-04 13:43:59	Manageable P...	Auto					

二、查看策略服务器端口监听是否正常，检查9013及9019端口。现场检查后发现端口也正常监听。同时根据PID号查找任务管理器对应的进程也正常启动。

```
C:\Users\Administrator>netstat -aon | findstr 9013
UDP 0.0.0.0:9013 *:* 7312
UDP [::]:9013 *:* 7312

C:\Users\Administrator>netstat -aon | findstr 9019
UDP 127.0.0.1:9019 *:* 8492

C:\Users\Administrator>
```

名称	PID	状态	用户名	CPU	内存(专用...	描述
conhost.exe	5900	正在运行	MSSQLFD...	00	612 K	控制台窗口主进程
javaw.exe	6368	正在运行	SYSTEM	00	421,824 K	Java(TM) Platform SE binary
java.exe	6380	正在运行	SYSTEM	00	163,296 K	Java(TM) Platform SE binary
msdtc.exe	6424	正在运行	NETWOR...	00	1,908 K	Microsoft 分布式事务处理协调器服务
conhost.exe	6712	正在运行	SYSTEM	00	532 K	控制台窗口主进程
conhost.exe	6744	正在运行	SYSTEM	00	524 K	控制台窗口主进程
cmd.exe	6760	正在运行	SYSTEM	00	516 K	Windows 命令处理程序
cmd.exe	6916	正在运行	SYSTEM	00	508 K	Windows 命令处理程序
conhost.exe	6920	正在运行	SYSTEM	00	524 K	控制台窗口主进程
conhost.exe	6936	正在运行	SYSTEM	00	516 K	控制台窗口主进程
cmd.exe	6940	正在运行	SYSTEM	00	532 K	Windows 命令处理程序
java.exe	7312	正在运行	SYSTEM	00	178,504 K	Java(TM) Platform SE binary
java.exe	7324	正在运行	SYSTEM	00	117,200 K	Java(TM) Platform SE binary
java.exe	7332	正在运行	SYSTEM	00	229,080 K	Java(TM) Platform SE binary
conhost.exe	7640	正在运行	SYSTEM	00	536 K	控制台窗口主进程
dwm.exe	7660	正在运行	DWM-3	00	8,176 K	桌面窗口管理器
imcsysdm.exe	7688	正在运行	SYSTEM	00	5,480 K	imcsysdm.exe
conhost.exe	7704	正在运行	SYSTEM	00	524 K	控制台窗口主进程

三、检查统一地址文件是否正确，\$imc/common/conf/server_addr.xml，通过检查统一地址文件确保正确。

```

\CustomAddr name= UAM_IPV6_IP value= //
</component>
<component address="127.0.0.1" id="iMC-ISP">
  <custom-addr name="EAD_PROXY_IP" value="127.0.0.1"/>
  <custom-addr name="EADPROXY_IPV6" value=""/>
  <custom-addr name="EAD_PROXY_SERVER_IP" value="127.0.0.1"/>
</component>
<component address="127.0.0.1" id="iMC-LOCATE">
  <db-config address="127.0.0.1" dbname="wsm_loc_db" password="-105-61-35-5-:"
username="iMC_locate"/>
</component>
<component address="127.0.0.1" id="iMC-LOCATE-ENGIN"/>

```

四、现场通过重启iMC服务器后也无法恢复，分析uamimg日志。日志存放在uam/conf/log下，通过分析img日志，发现日志中有下图提示，该提示表明img初始化成功。

```

2020-01-18 14:01:56.700 ::main iMG init successfully.
2020-01-19 12:56:53.056 ::main iMG init successfully.
2020-01-20 12:00:17.776 ::main iMG init successfully.
2020-01-20 12:13:35.813 ::main iMG init successfully.
2020-01-28 11:33:44.797 ::main iMG init successfully.
2020-02-02 15:04:09.681 ::main iMG init successfully.
2020-02-03 09:20:59.062 ::main iMG init successfully.
2020-02-03 11:49:14.247 ::main iMG init successfully.
2020-02-05 11:47:00.532 ::main iMG init successfully.
2020-02-08 12:01:33.916 ::main iMG init successfully.
2020-02-10 10:58:10.057 ::main iMG init successfully.
2020-02-10 16:27:49.999 ::main iMG init successfully.

```

但是在正常的环境中，img初始化成功后，会有其他进程注册的日志，如下图所示，但是现场img初始化成功后没有其他进程的注册信息。

```

020-02-04 13:44:16.445 ::main iMG init successfully.
020-02-04 13:44:21.492 CImProcess::open Proc register successfull ProcID: 1285 ProcHandle: 0
020-02-04 13:44:22.789 CImProcess::open Proc register successfull ProcID: 1286 ProcHandle: 1
020-02-04 13:44:22.789 MSGTYPE: SUBSCR, SPID = 1286 SPHdl = 1 SMailID = 0 SSMailID = 2 RPID = 0 RPHdl = 0 RM
020-02-04 13:44:22.789 MSGTYPE: SUBSCR, SPID = 1286 SPHdl = 1 SMailID = 0 SSMailID = 3 RPID = 0 RPHdl = 0 RM
020-02-04 13:44:23.711 CImProcess::open Proc register successfull ProcID: 76 ProcHandle: 1

```

进一步检查uam/conf/log/imf日志，发现日志中提示进程连接iMG失败，同时在进行重连时提示打开8890端口失败。怀疑8890端口被异常占用。

```

2020-02-10 10:58:39.080 CImfConnection::connect Unknown type of response message for register process!
2020-02-10 10:58:14.889 CImfAppMgr::initAppMgr connect to iMG failed!
2020-02-10 10:58:14.893 CImfAppMgr::initAppMgr CImfAppMgr init success.

```

```

2020-02-10 10:58:14.878 CImfConnection::connect begin to connect. OppAddr: 127.0.0.1, OppPort: 8890, PipeType: 0
2020-02-10 10:58:14.883 CImfConnection::connect Unknown type of response message for register process.
2020-02-10 10:58:14.883 CImfTaskMgr::addStaticTask taskMgr 0 add static task 1

```

检查后发现现场安装了驱动精灵，该软件将8890端口异常占用导致进程无法正常与iMG进行通信。

解决方法

关闭驱动精灵等相关软件后重启iMC部署监控代理，故障解决。