

知 U-Center 纳管戴尔的服务器报错“报错获取厂商信息失败，请确认IP、用户名、密码、厂商、协议与配置文件是否正确”

Ucenter 刘子溪 2020-03-25 发表

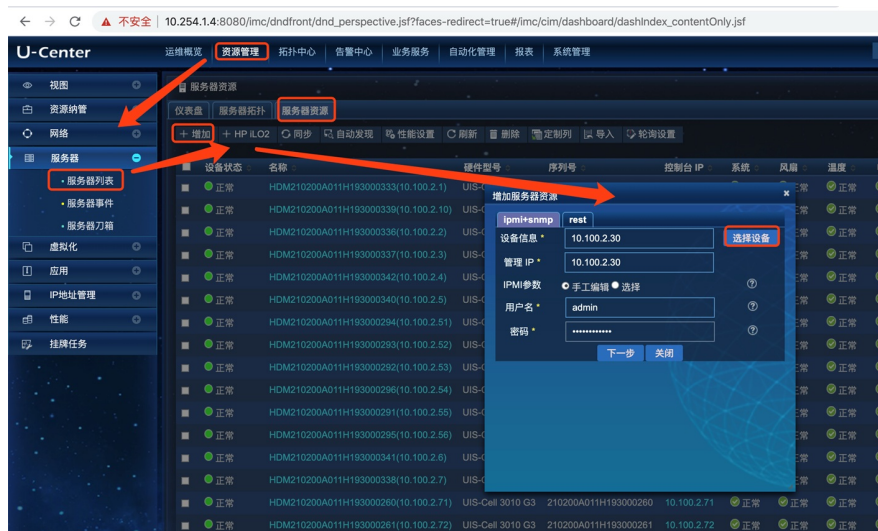
组网及说明

U-Center : 0510H01

Dell r740

问题描述

配置方法如下：



报错截图如下：



过程分析

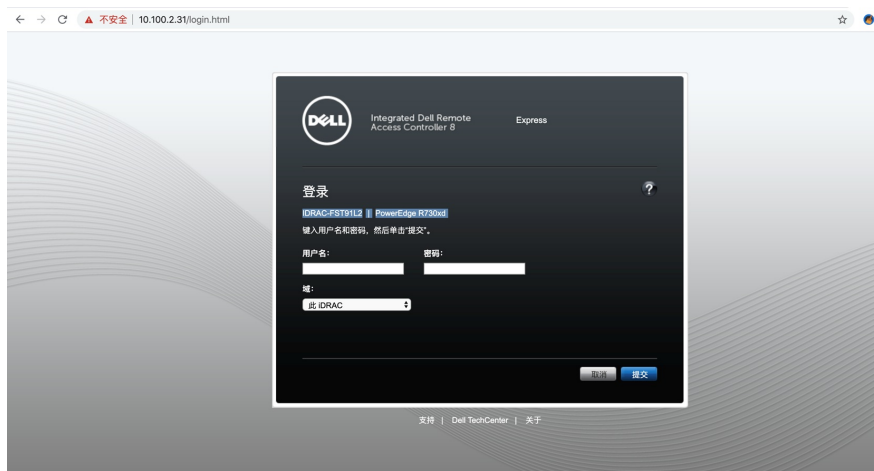
1、先查询是否可以纳管该设备

2、检查配置

注意：

加前请先将该服务器通过增加设备的方式增加至U-Center中，此时U-Center将该服务器识别为PC，再通过增加服务器的方式将其识别为服务器。

输入ilo的ip，用户名和密码也是这个ilo页面的



3、收一下imccimdm、jservice的debug日志

检查服务器623、161 端口是否放通

发现：

Imccimdm

2020-03-16 12:22:46.636 [INFO (0)] [THREAD(9820)] [CIPMIConnMgr::createSession] begin to connect host 10.100.2.30

2020-03-16 12:22:46.636 [INFO (0)] [THREAD(9820)] [CIPMIConnMgr::connect] begin to connect, host: 10.100.2.30, usr: *****, pwd: *****

2020-03-16 12:23:00.667 [ERROR (0)] [THREAD(9820)] [CIPMIConnMgr::connect] cConn== NULL, err : error -1

2020-03-16 12:23:00.667 [ERROR (0)] [THREAD(9820)] [CIPMIConnMgr::createSession] connect to LAN failed, host: 10.100.2.30

jservice:

2020-03-16 12:15:20 [DEBUG] [http-nio-8080-exec-733] [com.imc.res.device.dao.DeviceDaoImpl::insert] Add device [ip =10.100.2.30]

2020-03-16 12:15:41 [DEBUG] [http-nio-8080-exec-733] [com.imc.res.device.dao.DeviceDaoImpl::insert] Add device [ip =10.100.2.30] fail

2020-03-16 12:15:41 [INFO] [http-nio-8080-exec-733]

[com.imc.plat.operlog.func.OperationLogMgrImpl::insertLog] moduleId: 1, description: 增加设备"10.100.2.30(10.100.2.30)".

2020-03-16 12:15:41 [INFO] [http-nio-8080-exec-733]

[com.imc.plat.operlog.func.OperationLogMgrImpl::insertLog] [OperationLog] Operator:admin,IP Address:10.100.25.21,Module Name:设备资源,Operation:增加设备"10.100.2.30(10.100.2.30)".

,Result:FAILURE

2020-03-16 12:16:42 [DEBUG] [http-nio-8080-exec-767] [com.imc.res.device.func.FindResMgrImpl::convQueryCond] queryCond key is [dev_ip] relation is [15] value is [10.100.2.30]

2020-03-16 12:16:42 [DEBUG] [http-nio-8080-exec-767]

[com.imc.res.device.dao.FindResDaoImpl::setNamedParamValue] queryList(): queryParamName = ip_address_842774, queryParamValue = %10.100.2.30%

2020-03-16 12:16:42 [DEBUG] [http-nio-8080-exec-767]

[com.imc.res.device.dao.FindResDaoImpl::setNamedParamValue] queryList(): queryParamName = dev_ip_842775, queryParamValue = %10.100.2.30%

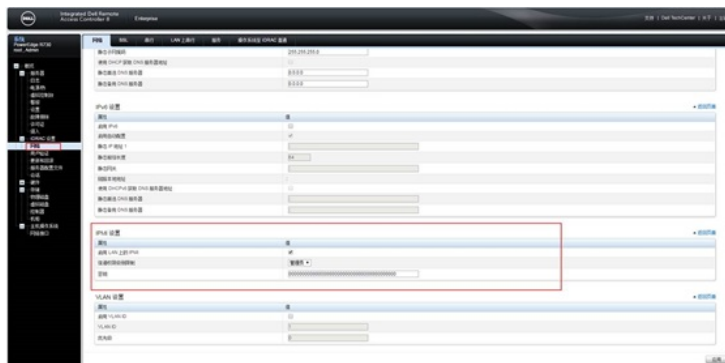
2020-03-16 12:17:34 [DEBUG] [http-nio-8080-exec-755]

[com.imc.cim.ipmi.func.IpmiMgrImpl::getSession] get session with ip 10.100.2.30

2020-03-16 12:17:34 [WARN] [http-nio-8080-exec-755] [com.imc.cim.serverres.AddServerInfoBean::onAddServerInfoUCenter] Failed to get product info. ipmi IP Address:10.100.2.30

发现没有连成功，怀疑是服务器的ipmi没有开启

4、在服务器的管理界面上，网络，设置ipmi，选择开启



解决方法

开启ipmi后, 问题解决