Network Management(H3C Intelligent Management Center 唐勋 2020-03-25 Published

# Network Topology

iMC is installed in a virtual machine system.

# Problem Description

A engineer on site reported an error after applying for a license file to register on the iMC. Error code: 50931.

#### Process Analysis

1.Error reported during license registration: The virtual machine cannot provide comprehensive support for iMC, and cannot register for a formal license.

For the 50931 error, the virtualization that is generally used by users is not within our support scope. But after check with customer, The underlying virtualization system declares support in the iMC PLAT release notes, so we need check the iMC foreground log (iMC/client/log/imcforground.log file) to find t he reason.There are also 50910 errors in the log, which are as follows:

2017-11-23 15:41:14 [INFO ] [http-nio-8080-exec-5]

[com.imc.license.client.view.ClientControlBean::register]

com.imc.licenseLicenseError: org.xml.sax.SAXParseException; lineNumber: 1; columnNumber: 1;

File ends early. [50910] XML file conversion error.

at

com.imc.license.tools.LicenseConvertor.convertXmlToLicenseEntity(LicenseConvertor.java:100) at

com.imc.license.tools.EncryptedFileConvertor.readFileToLicenseEntity(EncryptedFileConvertor.java:12 4)

at com.imc.license.Uc.parseLicenseEntity(Uc.java:561)

at com.imc.license.client.view.ClientControlBean.register(ClientControlBean.java:974)

The log indicates that the XML file conversion error is generally the content format of the license file o r license\_t.txt file (including the missing content format). You can manually open these two files to che ck whether they are complete. After confirming that the license\_t.txt file format is correct, I suspect that there is a problem with the license file used on site, so I reissued the license file to the site. After registering with the new license file on the site, I still get an error with an error code of 50931. 2.At this time, it is suspected that the host is not bound at the scene, but according to the feedback fr om engineer on site, it has been bound and successfully bound, as shown in the following figure: H3 CVM: 0 indicates that the binding was successful.

```
C:\Windows\system32\cmd.exe - pwdmgr.bat -changeVmcfg P P K

cxxVFMAc:
UMHac:
U
```

After analysis of the foreground log,we did not find any errors related to license registration. After car eful analysis of the above figure, it is found that there is an error at the bottom of the cannot run progr am anti-vm.bat. It is suspected that the account performing the bind operation on the site does not ha ve write permission to the iMC related files,So let the site collect the vmcfg file and open it as follows, this file records the relevant information of the host:

## support=false

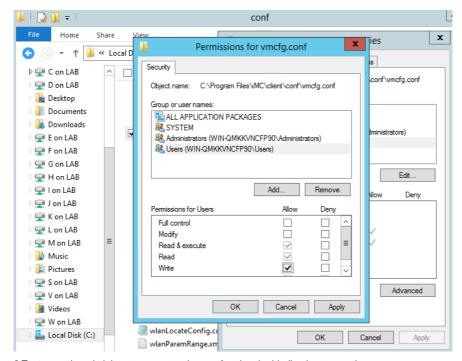
It is found that there is no host-related information in the file that records the host-related information. If this file is empty, the iMC cannot access the host, and naturally the license cannot be successfully r egistered. For the case where the host binding is successful and the related configuration file is empt y, it is usually a problem of account permissions.

After checking the account that logs in to the operating system and find that it belongs to the users gr oup, and the users group does not have write permission to the vmcfg file (imc/client/conf directory), which eventually results in license registration failure.

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File Home Share View	vmcfg.conf Properties			~ <b>?</b>
<ul> <li>← ◆ ↑</li> <li>← C on LAB</li> <li>← D on LAB</li> <li>← U on LAB</li>     &lt;</ul>	General         Security         Details         Previous Versions           Object name:         C:\Program Files\UNC\client\conf\wmcfg.conf           Group or user names:         Image: Confgram Files\UNC\client\conf\wmcfg.conf           Group or user names:         Image: Confgram Files\UNC\client\conf\wmcfg.conf           Group or user names:         Image: Confgram Files\UNC\client\conf\wmcfg.conf           Gather of the confgram files         Image: Confgram Files\UNC\client\confgram		3 KB 34 KB 10 KB 1 KB 12 KB 15 KB	
Image: Son LAB       vxlanType.xml         Image: Hon LAB       webxml         Image: Jon LAB       webdmAppContext.x         Image: Jon LAB       webdmMibBrowserA         Image: Lon LAB       webdmAppContext.x         Image: Lon LAB       webinAppContext.x         Image: Mon LAB       weixinAppContext.x         Image: Pictures       wipsAppContext.xm	To change pemissions, click Edit. Edit Pemissions for Users Allow Deny Full control Modify Read & execute  ✓ Read  ✓ Write Special pemissions		1 KB 165 KB 3 KB 2 KB 4 KB 12 KB 1 KB 19 KB	
Image: Son LAB       Image: WirelessUserTrenderl         Image: Von LAB       Image: WianApModelParam         Image: Von LAB       Image: WianAppContext.xm         Image: Von LAB       Image: WianAppContext.xm<	For special permissions or advanced settings. Advanced click Advanced.		1 KB 3 KB 124 KB 5 KB 2 KB 28 KB	=
Network wlanRptParam.xml     I76 items 1 item selected 181 bytes	9/27/2019 12:33 PM XML File		1 KB	

### Solution

1.Add write permission to the vmcfg file to the current login account.



2.Try to use the administrator account when performing the binding host operation.