

Network Topology

null

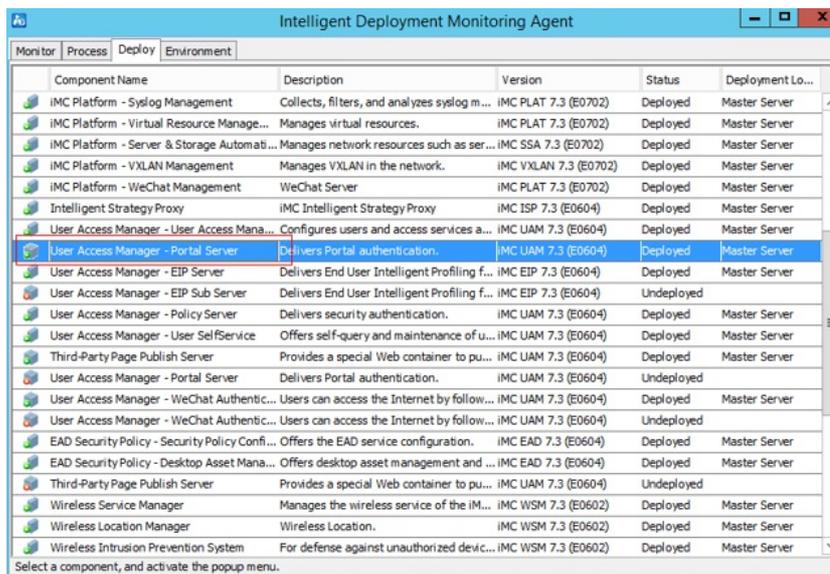
Problem Description

Portal process can not be started in Intelligent Deployment Monitoring Agent.The EIA version is 7.3.E0604

Process analysis

1. Open the deployment monitoring agent, check the deployment tab in the deployment monitoring agent, and check whether the components of "User Access Management" are deployed.

The components that need attention are related to user management, and their status should be "deployed".



Component Name	Description	Version	Status	Deployment Lo...
IMC Platform - Syslog Management	Collects, filters, and analyzes syslog m...	IMC PLAT 7.3 (E0702)	Deployed	Master Server
IMC Platform - Virtual Resource Manage...	Manages virtual resources.	IMC PLAT 7.3 (E0702)	Deployed	Master Server
IMC Platform - Server & Storage Automati...	Manages network resources such as ser...	IMC SSA 7.3 (E0702)	Deployed	Master Server
IMC Platform - VXLAN Management	Manages VXLAN in the network.	IMC VXLAN 7.3 (E0702)	Deployed	Master Server
IMC Platform - WeChat Management	WeChat Server	IMC PLAT 7.3 (E0702)	Deployed	Master Server
Intelligent Strategy Proxy	IMC Intelligent Strategy Proxy	IMC ISP 7.3 (E0604)	Deployed	Master Server
User Access Manager - User Access Mana...	Configures users and access services a...	IMC UAM 7.3 (E0604)	Deployed	Master Server
User Access Manager - Portal Server	Delivers Portal authentication.	IMC UAM 7.3 (E0604)	Deployed	Master Server
User Access Manager - EIP Server	Delivers End User Intelligent Profiling f...	IMC EIP 7.3 (E0604)	Deployed	Master Server
User Access Manager - EIP Sub Server	Delivers End User Intelligent Profiling f...	IMC EIP 7.3 (E0604)	Undeployed	
User Access Manager - Policy Server	Delivers security authentication.	IMC UAM 7.3 (E0604)	Deployed	Master Server
User Access Manager - User SelfService	Offers self-query and maintenance of u...	IMC UAM 7.3 (E0604)	Deployed	Master Server
Third-Party Page Publish Server	Provides a special Web container to pu...	IMC UAM 7.3 (E0604)	Deployed	Master Server
User Access Manager - Portal Server	Delivers Portal authentication.	IMC UAM 7.3 (E0604)	Undeployed	
User Access Manager - WeChat Authentic...	Users can access the Internet by follow...	IMC UAM 7.3 (E0604)	Deployed	Master Server
User Access Manager - WeChat Authentic...	Users can access the Internet by follow...	IMC UAM 7.3 (E0604)	Undeployed	
EAD SecurityPolicy - SecurityPolicy Conf...	Offers the EAD service configuration.	IMC EAD 7.3 (E0604)	Deployed	Master Server
EAD SecurityPolicy - Desktop Asset Mana...	Offers desktop asset management and ...	IMC EAD 7.3 (E0604)	Deployed	Master Server
Third-Party Page Publish Server	Provides a special Web container to pu...	IMC UAM 7.3 (E0604)	Undeployed	
Wireless Service Manager	Manages the wireless service of the IM...	IMC WSM 7.3 (E0602)	Deployed	Master Server
Wireless Location Manager	Wireless Location.	IMC WSM 7.3 (E0602)	Deployed	Master Server
Wireless Intrusion Prevention System	For defense against unauthorized devic...	IMC WSM 7.3 (E0602)	Deployed	Master Server

2. Check the version adaptation relationship in deployment

Note: The EIA component in iMC has a dependency relationship with the platform, and its version has a certain adaptation relationship with the platform version. For this issue, there are clear adaptation requirements in the corresponding EIA version release notes.

3. Check network card status and ip address information

Some iMC processes need to be bound with network card information. Portal server is one of them. Therefore, before starting the portal server process, you must ensure that the network card starts normally and the obtained ip address is consistent with the network card information when installing iMC(It is recommended to use static ip address).

You can use the ipconfig command to view the address information of the network card through the cmd command line. In this example, the IPV4 address is used as an example. The result is shown in the following figure:

```

Administrator: Command Prompt
Microsoft Windows [Version 6.3.9600]
(c) 2013 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>ipconfig

Windows IP Configuration

Ethernet adapter Npcap Loopback Adapter:

    Connection-specific DNS Suffix  . : 
    Link-local IPv6 Address . . . . . : fe80:d583:737b:1d4:57c8z14
    Autoconfiguration IPv4 Address. . . : 169.254.87.200
    Subnet Mask . . . . . : 255.255.0.0
    Default Gateway . . . . . : 

Ethernet adapter Ethernet:

    Connection-specific DNS Suffix  . : 
    Link-local IPv6 Address . . . . . : fe80::483b:7f:365e:811dz12
    IPv4 Address. . . . . : 192.168.127.115
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.127.1

Tunnel adapter isatap.{5DD331B7-EF4C-47E8-8132-56D2D8A24DA4}:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . : 

Tunnel adapter isatap.{498A03BB-2A3D-4225-8CC4-BD2B96879D70}:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . : 

C:\Users\Administrator>_

```

The installed environment needs to check the address information bound in the installation environment. You need to check the address information of the corresponding component in the server-addr.xml file under the directory "iMC\common\conf" in the iMC installation directory. As shown below:

```

server-addr.xml - Notepad
File Edit Format View Help
<component address="127.0.0.1" id="iMC-NTAM-SERVER"/>
<component address="127.0.0.1" id="iMC-PLAT">
  <db-config address="127.0.0.1" dbname="config_db" password="-105-61-35-7-31-9-12-247-244-231-161-170-119-152-84-142-126" type="SQLServer" username="imc_config"/>
</component>
<component address="127.0.0.1" id="iMC-PORTAL-KERNEL">
  <custom-addr name="PORTAL_IP" value="192.168.127.115"/>
  <custom-addr name="PORTALSERVER_IPv6_ADDR" value=""/>
  <custom-addr name="PORTAL_SERVER_ID" value="20190711235756534"/>
</component>
<component address="127.0.0.1" id="iMC-REPORT">
  <db-config address="127.0.0.1" dbname="reportplat_db" password="-105-61-35-5-31-27-236-247-176-210-215-152-138-154-139-142-126" type="SQLServer" username="reportplat"/>
  <db-config address="127.0.0.1" dbname="report_db" password="-105-61-35-38-247-15-18-245-240-223-210-196-159-153-141-115-95-83-79-61-62-46" type="SQLServer" username="report"/>
</component>
<component address="127.0.0.1" id="iMC-SCC"/>
<component address="127.0.0.1" id="iMC-SEPLAT"/>
<component address="127.0.0.1" id="iMC-SSA">
  <db-config address="127.0.0.1" dbname="ssa_db" password="-105-61-35-7-31-224-16-194-230-162-169-202-148-131-

```

If the address information in the unified address file is inconsistent with the current network card information, you need to modify the two to be consistent and restart the iMC monitoring agent. (Note: If you modify the IP of the server where the iMC is installed, you need to restart the server after the modification, otherwise the iMC-related page access exception will occur or the process may not start normally because the modified IP does not take effect globally in the operating system.)

4. Check port occupancy

The iMC process needs to be bound to both the IP and the port in start. Therefore, after checking the IP binding, you need to check whether the port required by the portal is preempted by other processes.

In the Windows OS, you can use the command "netstat -ano | findstr port-number" to view the PID value corresponding to the process occupying the port. Taking port 50100 monitored by the portal server as an example, in a Windows OS, use "netstat -ano | findstr" 50100 to view the PID of the process which is occupying the port, as shown in the following figure:

```

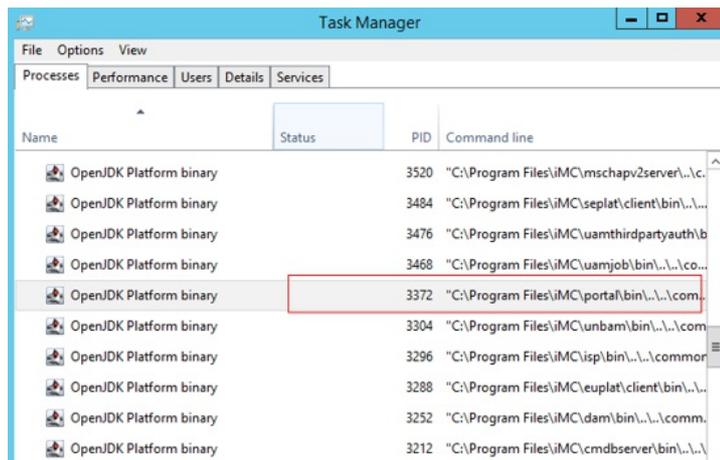
Administrator: Command Prompt
C:\Users\Administrator>
C:\Users\Administrator>
C:\Users\Administrator>netstat -ano | findstr 50100
UDP        192.168.127.115:50100    *:*                3372

C:\Users\Administrator>_

```

It can be seen that the PID of the process occupying port 50100 in this example is 3372. As shown in the figure below, check the process corresponding to the PID value in the task manager as java, which is a normal environment. If other processes occupy the port, you need to k

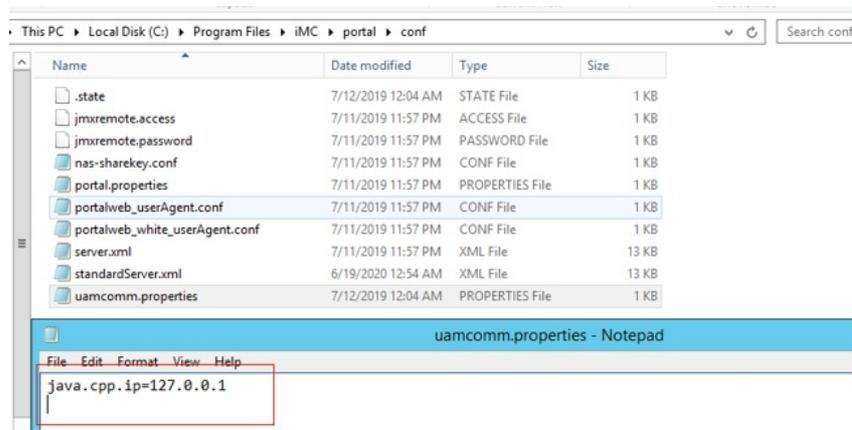
kill the process and restart the portal server process to solve it. You can customize the task manager to show command line to know the process directory. If the process directory is in portal, it is normal.



Similarly, we need to check in sequence whether ports 50100, 50200, 50300, 50500, 50600, 50700, 50800, and 50900 are also normally occupied by java processes.

5. Check the portal server configuration file

Portal process startup requires complete and normal configuration files. Usually, abnormal server power failure and other conditions may cause some configuration files to be lost. Therefore, when the portal server process fails to start after the server is abnormally powered off, you need to check the following configuration files: In iMC installation directory, under the "portal/conf" directory, the uamcomm.properties file or the msgcomm.properties file (the name may be different for different versions, open them to see the content). After opening, you can see a content similar to `java.cpp.ip = 127.0.0.1`. In this example, take iMC version 7.3 as an example. In the `C:\Program Files\iMC\portal\conf` directory on the server, you can see the `uamcomm.properties` file. Use Notepad to edit this file. Usually, an abnormal power failure will cause the loss of the file as follows Figure:



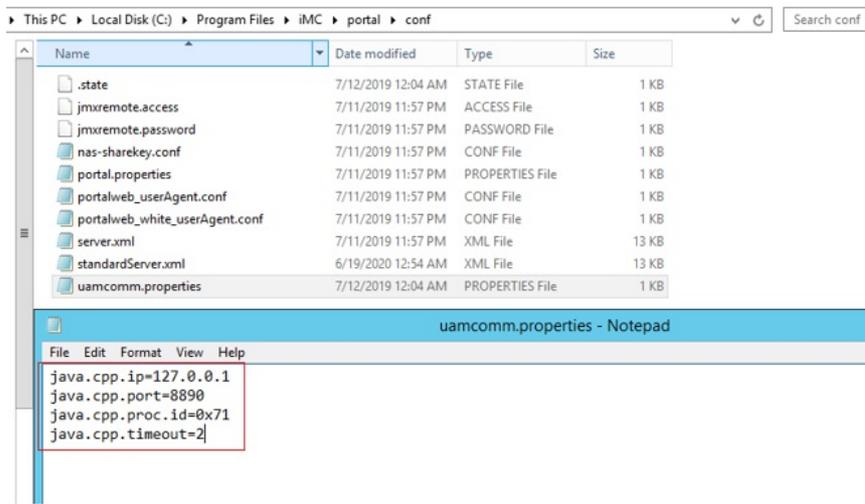
The complete contents of the configuration file should be:

```

java.cpp.ip=127.0.0.1
java.cpp.port=8890
java.cpp.proc.id=0x71
java.cpp.timeout=2

```

Abnormal power failure and other abnormal conditions may make the file only have the first line. At this time, you need to manually complete the configuration file and save it and restart the portal server process. The final result is shown below:



Solution

Use notepad to edit the file uamcomm.properties in the C:\Program Files\iMC\portal\conf directory on the server. Correct it as below. And restart portal process in Intelligent Deployment Monitoring Agent.

```
java.cpp.ip=127.0.0.1
java.cpp.port=8890
java.cpp.proc.id=0x71
java.cpp.timeout=2
```