

知 A case of dr2000 license error 50933

Network Management(H3C Intelligent Management Center 唐勋 2020-11-25 Published

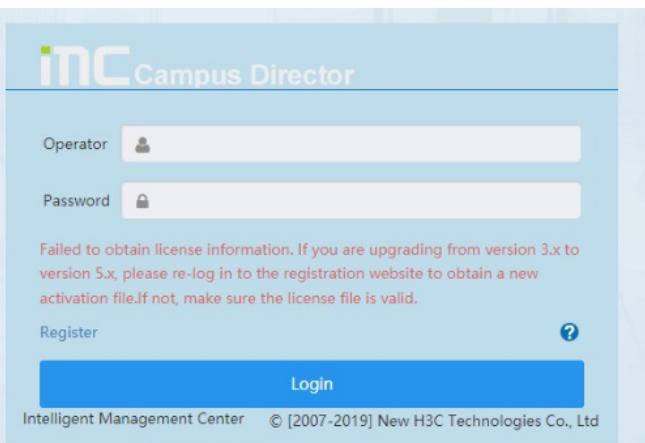
Network Topology

adcampus version is E0508P07

Problem Description

The client installed a adcampus environment. It works normally until he registered the license.

After he registered the license. There is an error in the login page.



Process Analysis

1.collect the logs in dr2000 installation path, the directory is iMC/client/log.

There are details about the license error description.

2020-11-24 14:52:22 [ERROR] [main]

```
[com.imc.bootstrap.ApplicationContextLocator::loadAllSvcContext] com.imc.license.LicenseError[509  
33]
```

Incorrect license expiration date of the trial version. The trial period cannot exceed 45 days. at com.imc.license.tools.EncryptedFileConvertor.readFileToLicenseEntity(EncryptedFileConvertor.java:143)
at com.imc.license.entity.LicenseBean.getLicenseBean(LicenseBean.java:291)
at com.imc.license.control.LicenseAccess.getLicenseAccess(LicenseAccess.java:401)
at
com.imc.bootstrap.ApplicationContextLocator.loadAllSvcContext(ApplicationContextLocator.java:245)
at com.imc.bootstrap.ApplicationContextLocator.<init>(ApplicationContextLocator.java:229)
at com.imc.bootstrap.ApplicationContextLocator.getInstance(ApplicationContextLocator.java:194) at
com.imc.bootstrap.ApplicationContextLocator.getSvInstance(ApplicationContextLocator.java:123)
at com.imc.bootstrap.IMCServer.load(IMCServer.java:80)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:57)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:606) at
com.imc.bootstrap.ServerStartup.load(ServerStartup.java:677)
at com.imc.bootstrap.ServerStartup.start(ServerStartup.java:511)
at com.imc.bootstrap.ServerStartup.process(ServerStartup.java:384) at
com.imc.bootstrap.Bootstrap.process(Bootstrap.java:139)
at com.imc.bootstrap.Bootstrap.main(Bootstrap.java:249)

2.check the license file content. Open the license file with notepad++, the content is normal.

Solution

After check the installation, we find the selected country in the installatio process is United States. But when export hostid file, the coutry is China. The trial time for dr2000 is 60days out of China(including Hongkong). The trial time for dr2000 is 45 days in China (including Hongkong). So if you export the hostid with China country region which is not consistent with the installation country.

