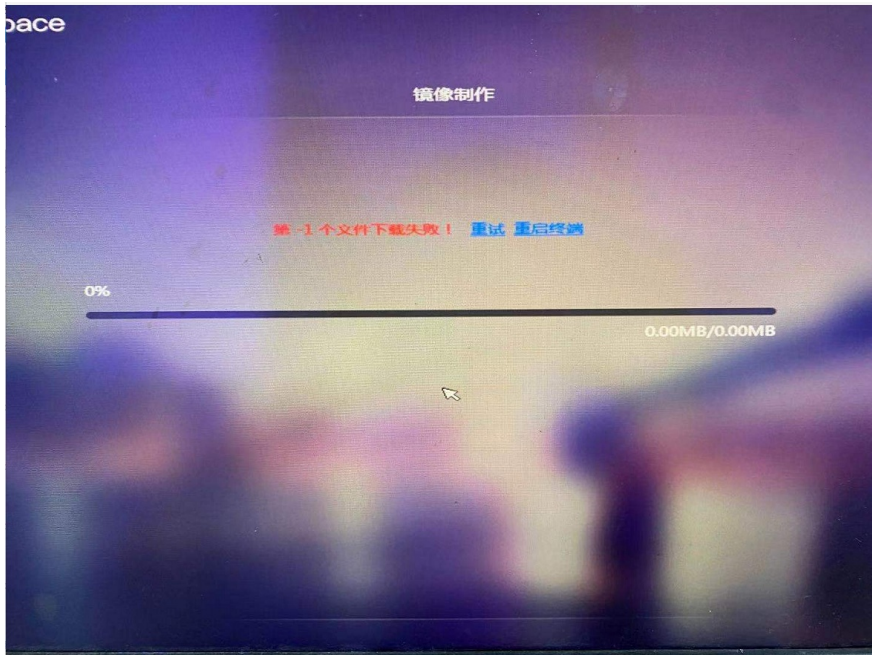


Workspace云桌面VOI镜像下载失败

H3C VDI H3Cloud Desktop 杨海航 2021-08-27 发表

问题描述

C108V PRO下载镜像时，提示下载失败，失败如下图所示



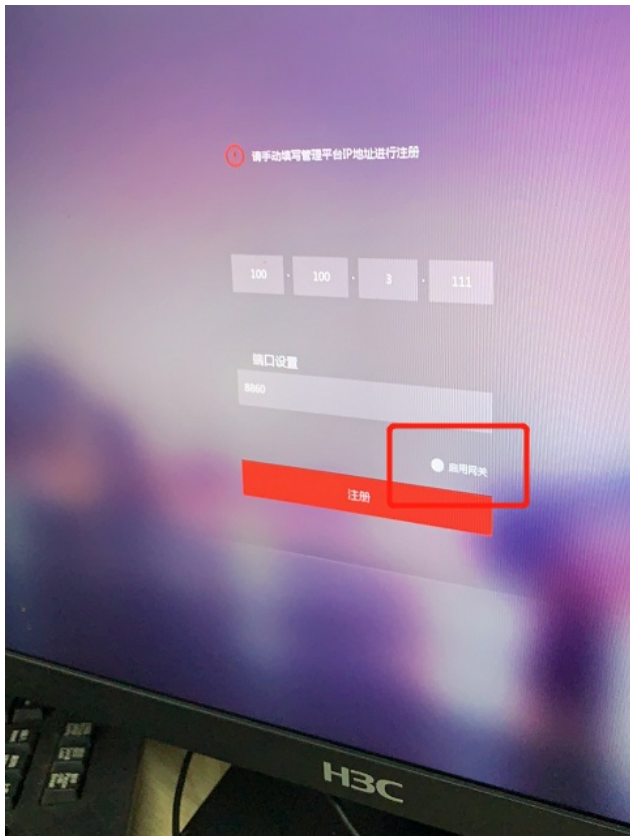
云桌面版本为E1010

解决方法

1、SSH到VOI终端底层，查看客户端/voisys/var/log/voiclient/* 日志有如下报错

```
[14041329131776] [2021-08-26 16:18:50:365] [Info] [connect2cms.cpp:122] remove information of creating_img from settings.ini!
[14041329131776] [2021-08-26 16:18:50:365] [Info] [connect2cms.cpp:161] 基于qcow2文件制作镜像: "
[14041329131776] [2021-08-26 16:18:50:365] [Info] [terminalinformation.cpp:588] {sha512code: +type system| qrep: {Product Name: |unig|
ndows 10(64-bit); name: ; sha1: 52fbc6275d262e8f49a35735ae7b3ce1| localFileName: ; fileName: ; uuid: 2; fullPath: ; size: 0; storageSize: 122880}
[14041329131776] [2021-08-26 16:18:50:374] [Info] [voisetting.cpp:244] current mode: "creating"
[14041329131776] [2021-08-26 16:18:50:374] [Info] [voisetting.cpp:245] last Mode: "normal"
[14041329131776] [2021-08-26 16:18:50:390] [Info] [voisetting.cpp:254] 删除差分镜像: "-diff.qcow2"
[14041329131776] [2021-08-26 16:18:50:390] [Info] [voisetting.cpp:739] userdata cfg info is: "pooltype_offlineDate_recoverMode_snapshotExist_false.la
ysid_52fbc6275d262e8f49a35735ae7b3ce1_islearnspace_0_terminalPassword_personalUserInfo_ "
[14041329131776] [2021-08-26 16:18:50:417] [Info] [voisetting.cpp:171] setLastSysId "52fbc6275d262e8f49a35735ae7b3ce1"
[14041329131776] [2021-08-26 16:18:50:434] [Info] [connect2cms.cpp:140] imageUuid is imageUuidId, no_image: "52fbc6275d262e8f49a35735ae7b3ce1"
[14041329131776] [2021-08-26 16:18:50:443] [Info] [voisetting.cpp:739] userdata cfg info is: "pooltype_offlineDate_recoverMode_snapshotExist_false.la
ysid_52fbc6275d262e8f49a35735ae7b3ce1_islearnspace_0_terminalPassword_personalUserInfo_ "
[14041329131776] [2021-08-26 16:18:50:471] [Info] [voisetting.cpp:438] clear local image!
[14041329131776] [2021-08-26 16:18:50:471] [Info] [connect2cms.cpp:822] *需要下载镜像*
[14041329131776] [2021-08-26 16:18:50:471] [Info] [Loader/loaderctrl.cpp:122] download from bt server!
[14041329131776] [2021-08-26 16:18:50:471] [Info] [Loader/loaderctrl.cpp:536] bt: http://172.16.30.1/data/image/win10_x64_vo153851b87-5e15-4177-b6e0-05b58
d48ae1vhd.torrent
[14041329131776] [2021-08-26 16:18:50:471] [Info] [Loader/loaderctrl.cpp:537] url: https://172.16.30.1:8860/wdi/vmTemplate/imagefile/2/download
[14041329131776] [2021-08-26 16:18:50:471] [Info] [Loader/loaderctrl.cpp:190] startLoad,real url: "https://172.16.30.1:8860/wdi/vmTemplate/imagefile/2/down
load"
[14041329131776] [2021-08-26 16:18:50:471] [Info] [Loader/loaderctrl.cpp:191] startLoad,token: ""
[140413257504768] [2021-08-26 16:18:50:475] [Info] [Loader/httploader.cpp:63] Start to download: 0/1/1/"https://172.16.30.1:8860/wdi/vmTemplate/imagefile/2/d
ownload"
[140413257504768] [2021-08-26 16:18:50:475] [Info] [Loader/httploader.cpp:243] SSL Error: "The host name did not match any of the valid hosts for this certifi
cate"
[140413257504768] [2021-08-26 16:18:50:476] [Info] [qrc/qml/vm/downloadfile.qml:145] 文件下载失败, 错误码: 2
[140413257504768] [2021-08-26 16:18:50:476] [Warning] [Loader/loaderctrl.cpp:400] filename: "win10_x64_vo153851b87-5e15-4177-b6e0-05b58d48ae1vhd"; errMsg:
"Connection closed"
[140413257504768] [2021-08-26 16:18:50:478] [Info] [Loader/loaderctrl.cpp:238] onDownloadFinished: filename: "win10_x64_vo153851b87-5e15-4177-b6e0-05b58d
48ae1vhd"; localFile: "/vms/ldw/image/win10_x64_vo153851b87-5e15-4177-b6e0-05b58d48ae1vhd"
[140413257504768] [2021-08-26 16:18:50:478] [Info] [qrc/qml/vm/downloadfile.qml:145] 文件下载失败, 错误码: -1
[140413257504768] [2021-08-26 16:18:50:478] [Warning] [Loader/loaderctrl.cpp:400] filename: "win10_x64_vo153851b87-5e15-4177-b6e0-05b58d48ae1vhd"; errMsg:
"Connection closed"
[140413257504768] [2021-08-26 16:18:50:478] [Warning] [Loader/httploader.cpp:227] "m_strDestFileName win10_x64_vo153851b87-5e15-4177-b6e0-05b58d48ae1vhd C
onnection closed"
[140413257504768] [2021-08-26 16:19:18:080] [Info] [qrc/qml/AdvancedSettings.qml:28] AdvanceSettings page: enter
[140413257504768] [2021-08-26 16:19:22:060] [Info] [qrc/qml/AdvancedSettings.qml:28] AdvanceSettings page: destruct
[140413257504768] [2021-08-26 16:19:28:010] [Info] [qrc/qml/AdvancedSettings.qml:28] AdvanceSettings page: enter
[140413257504768] [2021-08-26 16:19:52:672] [Info] [qrc/qml/AdvancedSettings.qml:28] AdvanceSettings page: destruct
```

2、通过以上看出客户端与平台建立SSL失败，客户端与平台建立SSL只有VOI终端采用网关接入场景才涉及，询问现场环境，环境是内网没有安装网关，但VOI却勾选了网关接入导致客户端无法连接平台，从而无法下载镜像。如下图所示，去掉启用网关即可。



2、1010版本后VOI加入了外网网关接入的功能，如无外网网关场景，务必不要启用网关。

