

# 知 某局点使用iMC-APM监控3PAR提示应用不可用问题排查

APM Ucenter 罗孝晨 2021-10-14 发表

## 组网及说明

OS:Windows Server 2012

DB:SQL Server 2012

U-Center: 7.3E0510P08

## 问题描述

某局点使用U-Center监控3PAR时提示应用不可用，告警如下：

|      |  |
|------|--|
| 名称   | 应用管理可用性告警  |
| 级别   |  紧急       |
| OID  | 1.3.6.1.4.1.25506.4.2.13.2.4   |
| 告警时间 | 2021-10-12 19:18:20  |
| 告警来源 | [Redacted]   |
| 类型   |  U-Center |
| 告警分类 | [Redacted] 应用管理告警  |
| 恢复状态 |  未恢复      |
| 确认状态 |  未确认      |
| 详细信息 | 应用监视 ([Redacted]) 可用性异常 (可用性为：不可用)，应用类型 (HPE 3PAR)。  |
| 告警原因 | 应用监视可用性异常。可能原因：1、应用不可用；2、服务器无法访问。  |
| 修复建议 | 1、应用不可用，请检查该服务是否正常运行、配置信息是否正确；2、服务器无法访问，请检查服务器参数是否正确、服务器是否连接。                              |
| 挂牌信息 |  |
| 维护经验 |  |
| 备注   | <a href="#">[修改]</a>   |
| 考核部门 | <a href="#">[修改]</a>   |

| 参数名称            | 参数值 |
|-----------------|-----|
| *APM Monitor ID | 41  |

## 过程分析

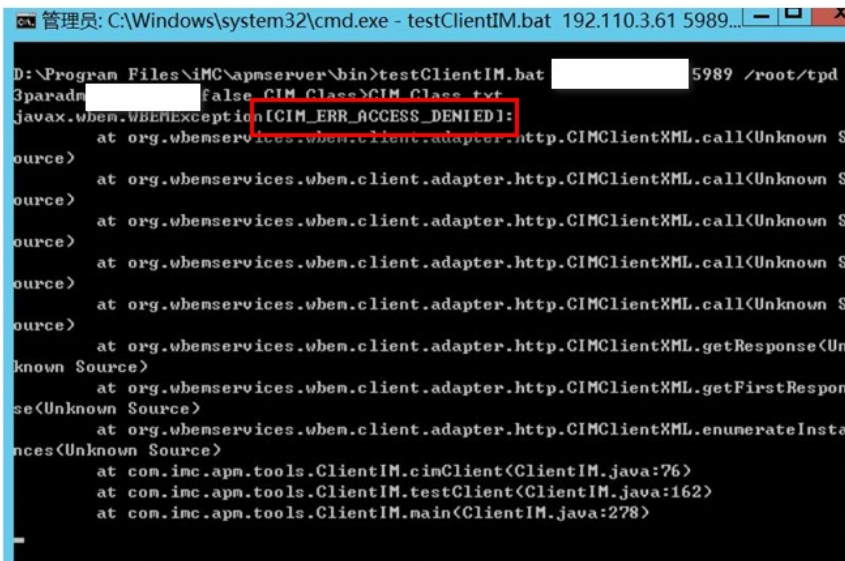
一、收集ApmServer和imcapmedm日志进行分析，日志中提示如下信息：

其中CIM\_ERR\_ACCESS\_DENIED表明APM连接3PAR时被存储侧拒绝导致连接失败

```
2021-10-12 19:48:02.801 [pool-2-thread-54] ERROR com.imc.apm.application.storage.NewStorageSMISCollectionMgr.lookForApplicationItem()
javax.wbem.WBEMException[CIM_ERR_ACCESS_DENIED]:
  at org.wbemservices.wbem.client.adapter.http.CIMClientXML.call(Unknown Source)
  at org.wbemservices.wbem.client.adapter.http.CIMClientXML.call(Unknown Source)
  at org.wbemservices.wbem.client.adapter.http.CIMClientXML.call(Unknown Source)
  at org.wbemservices.wbem.client.adapter.http.CIMClientXML.call(Unknown Source)
  at org.wbemservices.wbem.client.adapter.http.CIMClientXML.getResponse(Unknown Source)
  at org.wbemservices.wbem.client.adapter.http.CIMClientXML.getFirstResponse(Unknown Source)
  at org.wbemservices.wbem.client.adapter.http.CIMClientXML.enumerateInstances(Unknown Source)
  at com.imc.apm.application.storage.NewStorageSMISCollectionMgr.collectTableValue(NewStorageSMISCollectionMgr.java:601)
  at com.imc.apm.application.storage.NewStorageSMISCollectionMgr.lookForApplicationItem(NewStorageSMISCollectionMgr.java:735)
  at com.imc.apm.message.AppMessageHandlerMgrImpl.handleRequestReceiver(AppMessageHandlerMgrImpl.java:1141)
  at com.imc.apm.message.AppMessageHandlerMgrImpl.preHandleMessage(AppMessageHandlerMgrImpl.java:595)
  at com.imc.apm.message.AppMessageHandlerMgrImpl.run(AppMessageHandlerMgrImpl.java:1301)
  at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1128)
  at java.base/java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:628)
  at java.base/java.lang.Thread.run(Thread.java:834)
```

二、为进一步了解是否为APM本身软件问题，使用测试工具进行连接测试，如下所示：

使用testClient工具连接3PAR时提示仍然为CIM\_ERR\_ACCESS\_DENIED，表明确实是存储侧拒绝了连接



```
管理员: C:\Windows\system32\cmd.exe - testClientIM.bat 192.110.3.61 5989...
D:\Program Files\iMC\apmserver\bin>testClientIM.bat [redacted] 5989 /root/tpd
3paradm [redacted] false CIM_Class>CIM_Class.txt
javax.wbem.WBEMException[CIM_ERR_ACCESS_DENIED]:
  at org.wbemservices.wbem.client.adapter.http.CIMClientXML.call(Unknown Source)
  at org.wbemservices.wbem.client.adapter.http.CIMClientXML.call(Unknown Source)
  at org.wbemservices.wbem.client.adapter.http.CIMClientXML.call(Unknown Source)
  at org.wbemservices.wbem.client.adapter.http.CIMClientXML.call(Unknown Source)
  at org.wbemservices.wbem.client.adapter.http.CIMClientXML.call(Unknown Source)
  at org.wbemservices.wbem.client.adapter.http.CIMClientXML.call(Unknown Source)
  at org.wbemservices.wbem.client.adapter.http.CIMClientXML.getResponse(Unknown Source)
  at org.wbemservices.wbem.client.adapter.http.CIMClientXML.getFirstResponse(Unknown Source)
  at org.wbemservices.wbem.client.adapter.http.CIMClientXML.enumerateInstances(Unknown Source)
  at com.imc.apm.tools.ClientIM.cimClient(ClientIM.java:76)
  at com.imc.apm.tools.ClientIM.testClient(ClientIM.java:162)
  at com.imc.apm.tools.ClientIM.main(ClientIM.java:278)
```

## 解决方法

- (1) 排查3PAR存储侧SMI-S功能是否正常开启，重新调整3PAR侧配置后连接恢复成功

