

知 EPS、扫描器升级后，扫描器显示状态未知

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组网及说明

IMC PLAT E0705P12

IMC-EPS E0608P04 扫描器版本 E0608P04

EPS、扫描器版本升级后，扫描器状态未知

告警信息

无

问题描述

故障现象：



过程分析

查看扫描器的日志 发现有如下报错

```
[root@localhost EScan]# cd log
[root@localhost log]# ls
EScan20220406.log  WatchDog20220406.log
EScanUI20220406.log  WatchDog20220407.log
[root@localhost log]# cat EScan20220406.log
[2022-04-06 22:26:48] [ERROR] [140450200893568] CConfParser::LoadConfFile  strDetectParam = 80
[2022-04-06 22:26:48] [ERROR] [140450200893568] CConfParser::LoadConfFile  need report device types:0
[2022-04-06 22:28:31] [ERROR] [139896027015296] CConfParser::LoadConfFile  strDetectParam = 80
[2022-04-06 22:28:31] [ERROR] [139896027015296] CConfParser::LoadConfFile  need report device types:0
[2022-04-06 22:30:51] [ERROR] [140257624672384] CConfParser::LoadConfFile  strDetectParam = 80
[2022-04-06 22:30:51] [ERROR] [140257624672384] CConfParser::LoadConfFile  need report device types:0
[2022-04-06 22:36:50] [ERROR] [139865141700736] CConfParser::LoadConfFile  strDetectParam = 80
[2022-04-06 22:36:50] [ERROR] [139865141700736] CConfParser::LoadConfFile  need report device types:0
[2022-04-06 22:40:19] [ERROR] [140358964435072] CConfParser::LoadConfFile  strDetectParam = 80
[2022-04-06 22:40:19] [ERROR] [140358964435072] CConfParser::LoadConfFile  need report device types:0
[2022-04-06 22:43:44] [ERROR] [139803617962112] CConfParser::LoadConfFile  strDetectParam = 80
```

ps -ef | grep EScan 查看 扫描器进程

```
[root@localhost conf]# ps -ef|grep EScan
root      5391      1  0 Apr06  ?        00:00:06 /opt/E0608P04/EScan/WatchDog
root      27882 18417  0 01:13 pts/2    00:00:00 grep --color=auto EScan
[root@localhost conf]# ls -al
total 580
drwxrwxrwx.  2 root root   4096 Apr  6 23:58 .
drwxr-xr-x. 13 root root   4096 Apr  6 22:26 ..
-rwxrwxrwx.  1 root root     12 Apr  6 22:25 configVersion
```

缺少 /opt/E0608P04/EScan/EScan 进程

```
[root@localhost conf]# cd ..
[root@localhost EScan]# lllllllllllllllls -al
bash: lllllllllllllllls: command not found...
[root@localhost EScan]# ls -al
total 77784
drwxr-xr-x. 13 root root   4096 Apr  6 22:26 .
drwxr-xr-x.  3 root root     19 Apr  6 22:25 ..
-rw-r--r--.  1 root root    604 Apr  6 22:25 collectScanRetLog.sh
drwxrwxrwx.  2 root root   4096 Apr  6 23:58 conf
-rw-r--r--.  1 root root 53063240 Apr  6 22:25 EScan
drwxr-xr-x.  2 root root     6 Apr  6 22:25 Scanner
-rwxrwxrwx.  1 root root 8525000 Apr  6 22:25 EScanUI
drwxr-xr-x.  2 root root    223 Apr  6 22:25 lib64
drwxr-xr-x.  2 root root    114 Apr  7 00:00 log
drwxr-xr-x.  3 root root    15 Apr  6 22:25 Netconf
-rw-r--r--.  1 root root    664 Apr  6 22:25 pingFunction.sh
drwxr-xr-x.  2 root root    24 Apr  6 22:25 platforms
drwxr-xr-x.  2 root root   4096 Apr  6 22:25 pscan
-rw-r--r--.  1 root root    284 Apr  6 22:25 releaseMemory.sh
drwxr-xr-x.  2 root root    22 Apr  6 22:25 res
-rw-r--r--.  1 root root    23 Apr  6 22:25 scanconfiawnd en.am
```

到EScan目录下, ls -al 发现EScan文件缺少执行权限 (x)

解决方法

为EScan添加X权限, 重启EScanservice 进程

```
drwxr-xr-x. 2 root root      6 Apr  6 22:25 WeakPswds
[root@localhost EScan]# chmod +x EScan
[root@localhost EScan]# service EScanService stop
Stopping EScan: main::EScan Path: /opt/E0608P04/EScan
OK
[root@localhost EScan]# service EScanService start
Starting EScan: OK
main::EScan Path: /opt/E0608P04/EScan
ginp20220406164954]# pppsssss -ef|grep          EScan
bash: pppsssss: command not found...
[root@localhost EScan]# ps -ef|grep
```

ps -ef | grep EScan查看进程 可以看到相应的进程起来了

```
[root@localhost EScan]# ps -ef|grep  EScan
root    28072    1  0 01:14 ?        00:00:00 /opt/E0608P04/EScan/WatchDog
root    28073 28072 58  01:14 ?        00:00:08 /opt/E0608P04/EScan/EScan
root    28127 18417  0  01:14 pts/2    00:00:00 grep --color=auto EScan
[root@localhost EScan]#
```

平台上可以看到扫描器正常在线



