Workspace E1011P11 文件分发上传文件失败

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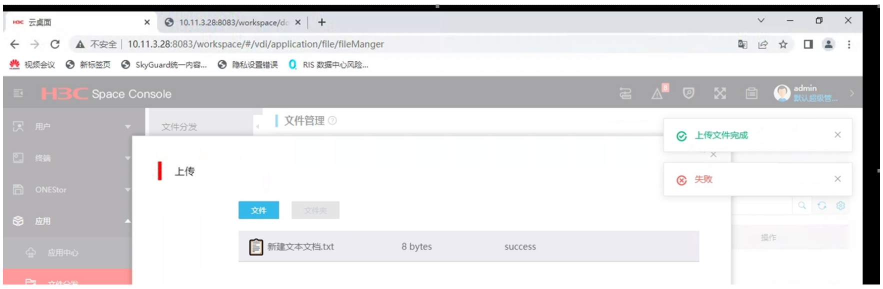
问题描述

Workspace VDI办公场景，使用文件分发功能，上传文件提示上传成功，但会立即提示失败。如下图：



10.11.3.28:8083/workspace/#/vdi/application/file/fileManger

上传文件完成

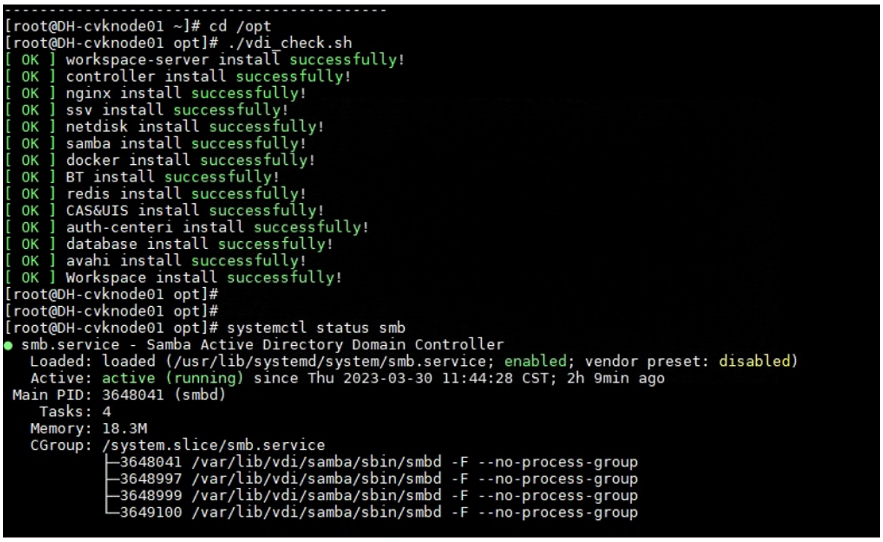
失败

新建文本文档.txt 8 bytes success

云桌面
不安全
视频会议
新标签页
SkyGuard统一内容...
隐私设置错误
RIS 数据中心风险...
H3C Space Console
admin
默认超级管...
用户
终端
ONEStor
应用
应用中心
文件分发
文件管理
上传
文件
文件夹
操作

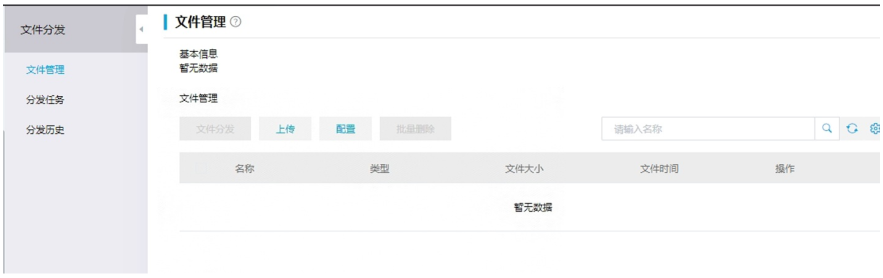
过程分析

1、先检查后台服务是否正常运行，在cvm节点上执行systemctl status smb.service和执行opt目录下的vdi_check.sh脚本，发现无问题，如下：



```
-----------------------------------------
[root@DH-cvknode01 ~]# cd /opt
[root@DH-cvknode01 opt]# ./vdi_check.sh
[ OK ] workspace-server install successfully!
[ OK ] controller install successfully!
[ OK ] nginx install successfully!
[ OK ] ssv install successfully!
[ OK ] netdisk install successfully!
[ OK ] samba install successfully!
[ OK ] docker install successfully!
[ OK ] BT install successfully!
[ OK ] redis install successfully!
[ OK ] CAS&UIS install successfully!
[ OK ] auth-centeri install successfully!
[ OK ] database install successfully!
[ OK ] avahi install successfully!
[ OK ] Workspace install successfully!
[root@DH-cvknode01 opt]#
[root@DH-cvknode01 opt]#
[root@DH-cvknode01 opt]# systemctl status smb
● smb.service - Samba Active Directory Domain Controller
   Loaded: loaded (/usr/lib/systemd/system/smb.service; enabled; vendor preset: disabled)
   Active: active (running) since Thu 2023-03-30 11:44:28 CST; 2h 9min ago
 Main PID: 3648041 (smbd)
    Tasks: 4
   Memory: 18.3M
   CGroup: /system.slice/smb.service
           ├─3648041 /var/lib/vdi/samba/sbin/smbd -F --no-process-group
           ├─3648997 /var/lib/vdi/samba/sbin/smbd -F --no-process-group
           ├─3648999 /var/lib/vdi/samba/sbin/smbd -F --no-process-group
           └─3649100 /var/lib/vdi/samba/sbin/smbd -F --no-process-group
```

2、在前台界面查看文件分发时，发现文件分发无法获取到文件管理的基本信息：



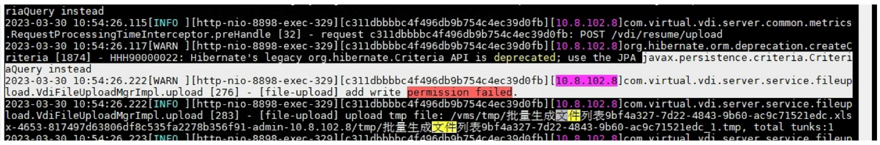
基本信息
暂无数据

文件管理

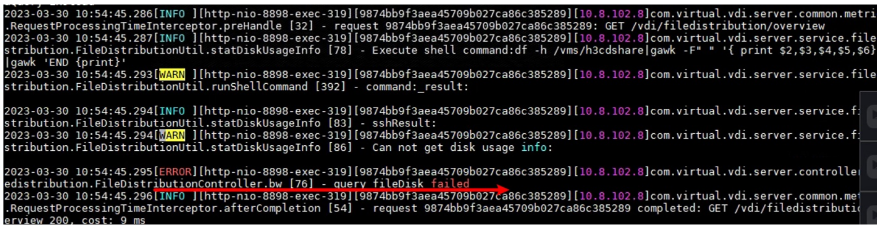
名称	类型	文件大小	文件时间	操作
暂无数据				

3、检查双机状态以及分区占用情况，均正常；

4、后台查看/var/log/vdi/workspace-server/workspace.log提示有如下报错：



```
riaQuery instead
2023-03-30 10:54:26.115[INFO ][http-nio-8898-exec-329][c311dbbbbc4f496db9b754c4ec39d0fb][10.8.102.8]com.virtual.vdi.server.common.metrics
.RequestProcessingTimeInterceptor.preHandle [32] - request c311dbbbbc4f496db9b754c4ec39d0fb: POST /vdi/resume/upload
2023-03-30 10:54:26.117[WARN ][http-nio-8898-exec-329][c311dbbbbc4f496db9b754c4ec39d0fb][10.8.102.8]org.hibernate.orm.deprecation.createC
riteria [1874] - HHH90000022: Hibernate's legacy org.hibernate.Criteria API is deprecated; use the JPA javax.persistence.criteria.Criteri
aQuery instead
2023-03-30 10:54:26.222[WARN ][http-nio-8898-exec-329][c311dbbbbc4f496db9b754c4ec39d0fb][10.8.102.8]com.virtual.vdi.server.service.fileup
load.VdiFileUploadMgrImpl.upload [276] - [file-upload] add write permission failed.
2023-03-30 10:54:26.222[INFO ][http-nio-8898-exec-329][c311dbbbbc4f496db9b754c4ec39d0fb][10.8.102.8]com.virtual.vdi.server.service.fileup
load.VdiFileUploadMgrImpl.upload [283] - [file-upload] upload tmp file: /vms/tmp/批量生成文件列表9bf4a327-7d22-4843-9b60-ac9c71521edc.xls
x-4653-817497d63806df8c535fa2278b356f91-admin-10.8.102.8/tmp/批量生成文件列表9bf4a327-7d22-4843-9b60-ac9c71521edc_1.tmp, total tunks:1
2023-03-30 10:54:26.223[INFO ][http-nio-8898-exec-329][c311dbbbbc4f496db9b754c4ec39d0fb][10.8.102.8]com.virtual.vdi.server.service.fileup
```

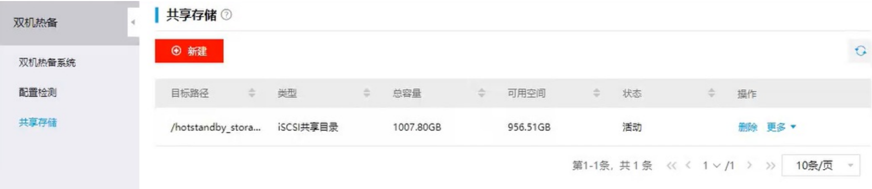


```
2023-03-30 10:54:45.286[INFO ][http-nio-8898-exec-319][9874bb9f3aea45709b027ca86c385289][10.8.102.8]com.virtual.vdi.server.common.metri
.RequestProcessingTimeInterceptor.preHandle [32] - request 9874bb9f3aea45709b027ca86c385289: GET /vdi/filedistribution/overview
2023-03-30 10:54:45.287[INFO ][http-nio-8898-exec-319][9874bb9f3aea45709b027ca86c385289][10.8.102.8]com.virtual.vdi.server.service.file
stribution.FileDistributionUtil.statDiskUsageInfo [78] - Execute shell command:df -h /vms/h3cdshare|gawk -F" " '{ print $2,$3,$4,$5,$6}
|gawk 'END {print}'
2023-03-30 10:54:45.293[WARN ][http-nio-8898-exec-319][9874bb9f3aea45709b027ca86c385289][10.8.102.8]com.virtual.vdi.server.service.file
stribution.FileDistributionUtil.runShellCommand [392] - command:_result:

2023-03-30 10:54:45.294[INFO ][http-nio-8898-exec-319][9874bb9f3aea45709b027ca86c385289][10.8.102.8]com.virtual.vdi.server.service.f
stribution.FileDistributionUtil.statDiskUsageInfo [83] - sshResult:
2023-03-30 10:54:45.294[WARN ][http-nio-8898-exec-319][9874bb9f3aea45709b027ca86c385289][10.8.102.8]com.virtual.vdi.server.service.f
stribution.FileDistributionUtil.statDiskUsageInfo [86] - Can not get disk usage info:

2023-03-30 10:54:45.295[ERROR][http-nio-8898-exec-319][9874bb9f3aea45709b027ca86c385289][10.8.102.8]com.virtual.vdi.server.controlle
edistribution.FileDistributionController.bw [76] - query fileDisk failed
2023-03-30 10:54:45.296[INFO ][http-nio-8898-exec-319][9874bb9f3aea45709b027ca86c385289][10.8.102.8]com.virtual.vdi.server.common.me
.RequestProcessingTimeInterceptor.afterCompletion [54] - request 9874bb9f3aea45709b027ca86c385289 completed: GET /vdi/filedistributi
erview 200, cost: 9 ms
```

5、查看双机热备处的共享存储，状态和可用空间均正常：



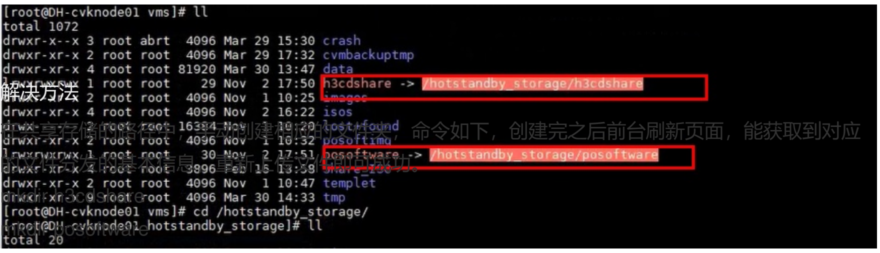
目标路径	类型	总容量	可用空间	状态	操作
/hotstandby_stora...	iSCSI共享目录	1007.80GB	956.51GB	活动	删除 更多

6、在主CVM后台进入到vms目录下，可以看到有对应的目录的软连接，图中红框部分，在挂载的共享存储路径，发现少了相应文件夹，则导致文件分发无法上传文件，如图：

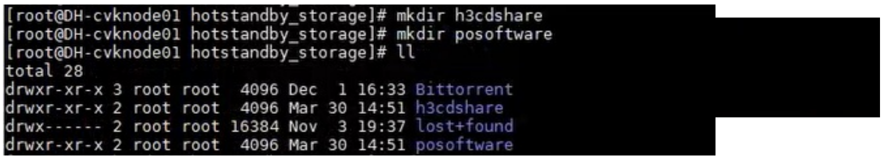
解决方法

在共享存储的路径中，手动创建相应的文件夹，命令如下，创建完之后前台刷新页面，能获取到对应的文件分发的基本信息，重新上传文件即可成功。

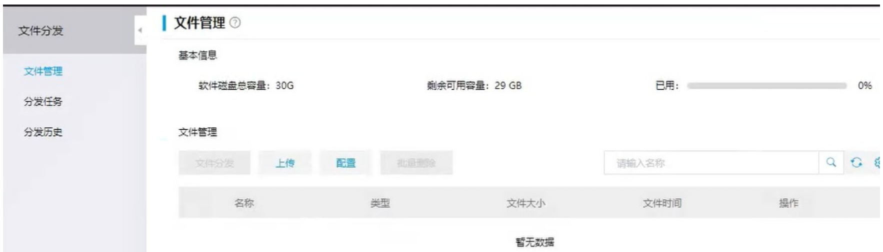
```
mkdir h3cdshare
mkdir posoftware
```



```
[root@DH-cvknode01 vms]# ll
total 1072
drwxr-x--x 3 root abrt  4096 Mar 29 15:30 crash
drwxr-xr-x 2 root root  4096 Mar 29 17:32 cvmbackuptmp
drwxr-xr-x 4 root root 81920 Mar 30 13:47 data
lrwxrwxrwx 1 root root    29 Nov  2 17:50 h3cdshare -> /hotstandby_storage/h3cdshare
drwxr-xr-x 2 root root  4096 Nov  1 10:25 images
drwxr-xr-x 4 root root  4096 Nov  2 16:22 isos
drwx------ 2 root root 16384 Nov  1 10:20 lost+found
drwxr-xr-x 2 root root  4096 Nov  1 10:32 posoftimg
lrwxrwxrwx 1 root root    30 Nov  2 17:51 posoftware -> /hotstandby_storage/posoftware
drwxr-xr-x 4 root root  3896 Feb 16 13:58 share_iso
drwxr-xr-x 2 root root  4096 Nov  1 10:47 templet
drwxr-xr-x 9 root root  4096 Mar 30 14:33 tmp
[root@DH-cvknode01 vms]# cd /hotstandby_storage/
[root@DH-cvknode01 hotstandby_storage]# ll
total 20
```



```
[root@DH-cvknode01 hotstandby_storage]# mkdir h3cdshare
[root@DH-cvknode01 hotstandby_storage]# mkdir posoftware
[root@DH-cvknode01 hotstandby_storage]# ll
total 28
drwxr-xr-x 3 root root  4096 Dec  1 16:33 Bittorrent
drwxr-xr-x 2 root root  4096 Mar 30 14:51 h3cdshare
drwx------ 2 root root 16384 Nov  3 19:37 lost+found
drwxr-xr-x 2 root root  4096 Mar 30 14:51 posoftware
```



软件磁盘总容量：30G
剩余可用容量：29 GB
已用： 0%

名称	类型	文件大小	文件时间	操作

暂无数据