

知 U-Center2.0 CMDB同步网络设备序列号为空

CMDB U-Center 2.0 PLAT zhiliao_osgV69 2023-06-29 发表

组网及说明

不涉及

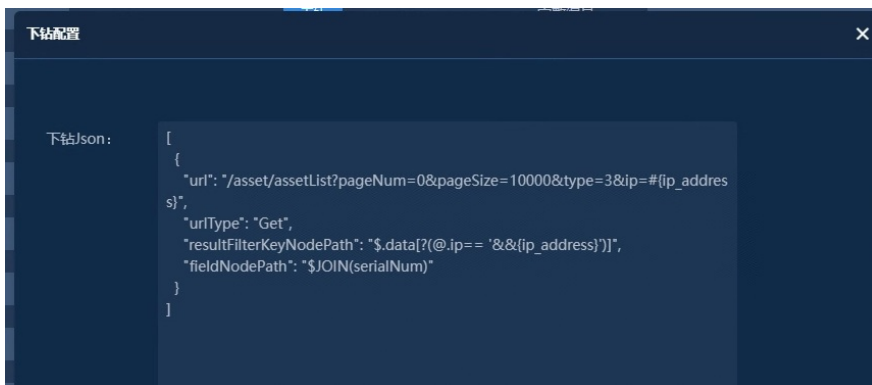
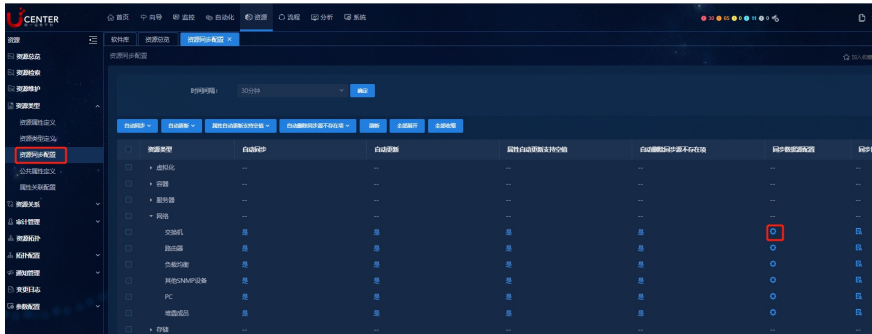
问题描述

某局点发现CMDB中部分我司交换机设备，序列号值为空

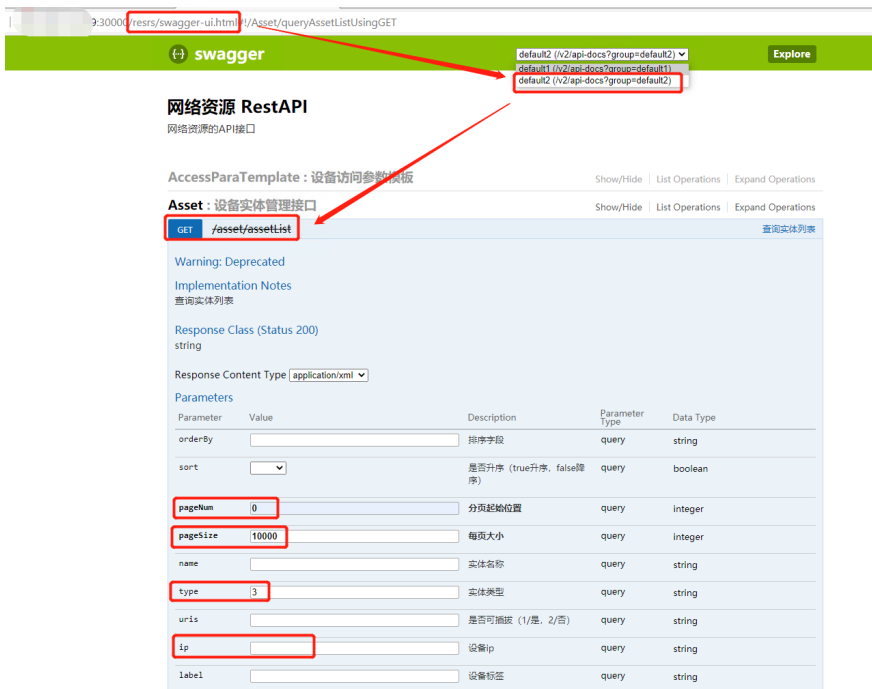
<input type="checkbox"/>	名称	描述	序列号	IP地址	型号	主机...	机房名称
<input type="checkbox"/>	CH	Copyright (c) 2004... H3C Comware Plattf... H3C S5130S-52S-P... Copyright (c) 2004...	219801A12V9229Q...		H3C S5130S-52S-PWR-HI		CN-SH-CHJ18-OA
<input type="checkbox"/>	CHJ	H3C Comware Plattf... H3C S5130S-52S-P... Copyright (c) 2004...	219801A12V9229Q...	10.1	H3C S5130S-52S-PWR-HI		CN-SH-CHJ18-OA
<input type="checkbox"/>	CHJ	H3C Comware Plattf... H3C S5130S-52S-P... Copyright (c) 2004...		10.	H3C S5130S-52S-PWR-HI		CN-SH-CHJ18-OA
<input type="checkbox"/>	CH	H3C Comware Plattf... H3C S5130S-52S-P... Copyright (c) 2004...	219801A12V9229Q...	10.	H3C S5130S-52S-PWR-HI		CN-SH-CHJ18-OA
<input type="checkbox"/>	CH	H3C Comware Plattf... H3C S5130S-52S-P... Copyright (c) 2004...		10	H3C S5130S-52S-PWR-HI		CN-SH-CHJ18-OA
<input type="checkbox"/>	CH	H3C Comware Plattf... H3C S5130S-52S-P... Copyright (c) 2004...	219801A12V9229Q...	10.1	H3C S5130S-52S-PWR-HI		CN-SH-CHJ18-OA

过程分析

首先查看该资源的同步源配置，找到现场值为空的属性同步源配置，可以看到序列号的是使用/asset/assetList这个接口，入参是pageNum=0&pageSize=10000&type=3&ip=



登陆到对应的swagger接口查看未同步的ip是否有值返回，发现并没有值返回，所以导致CMDB的序列号无数据



Response Messages			
HTTP Status Code	Reason	Response Model	Headers
401	Unauthorized		
404	Not Found		

升级NSM版本到E0713P01版本解决这个问题

9.1 U-Center 2.0 NSM (E0713P01) 版本解决问题列表

1. 202304070322

- 问题现象：当设备资产数据太大时，无法获取资产数据。
- 问题产生条件：设备资产数据超过 1M。

```

{
  "Accept": "application/json"
}

```

Response Body

```

{"data": [], "rowCount": 0}

```

Response Code

200

能正常获取到的数据的接口返回如下

Request URL

```

https://.../resrs/asset/assetList?pageNum=0&pageSize=15&type=3&devIds=609060722311990

```

Request Headers

```

{
  "Accept": "application/json"
}

```

Response Body

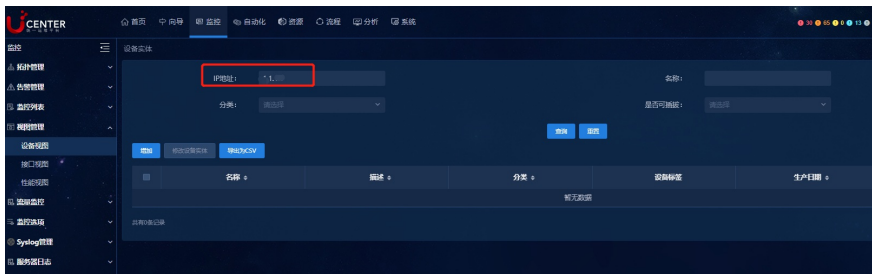
```

{"data": [{"index": "2", "descr": "H3C S5130S-52S-PWR-HI Software Version 7.1.070", "oid": "1.3.6.1.4.1.25506.1.1574", "containedIn": "..."}]}

```

Response Code

资产接口无数据返回，需要去设备实体处看，网管是否获取到了设备实体信息，搜索该ip发现，无数据返回，看设备实体方法：[U-Center2.0 如何查看设备实体（类似IMC的网络资产） - 知了社区 \(h3c.com\)](#)



查看相itom-netasset-collect pod日志，有如下报错：The message is 1088286 bytes when serialized which is larger than 1048576.这个是由于设备资产数据超过规定的最大值，从而导致无法获取资产数据。

```

2023-06-27 15:54:49 [Thread-271840] [INFO] [com.h3c.inc.collector.collectorRS.func.collectorSNMPHandlerImpl.dowalk] [Thread-271840: 730] row collected.
2023-06-27 15:54:49 [Thread-271840] [ERROR] [org.springframework.core.log.LogAccessor$Error] Exception thrown when sending a message with key='null' and payload='{"id": "609060722311990", "entPhysicalTable": [{"index": "2", "descr": "H3C S5130S-52S-PWR-HI Software Version 7.1.070", "oid": "1.3.6.1.4.1.25506.1.1574", "containedIn": "..."}]}', to topic collect success: org.apache.kafka.common.errors.RecordTooLargeException: The message is 1088286 bytes when serialized which is larger than 1048576, which is the value of the max.request.size configuration.
org.springframework.kafka.core.KafkaTemplate.doSend(KafkaTemplate.java:574)
at org.springframework.kafka.core.KafkaTemplate.send(KafkaTemplate.java:363)
at com.h3c.inc.collector.collectorRS.dao.SNMPelasticsearchDaoImpl.syncData(SNMPelasticsearchDaoImpl.java:35)
at org.springframework.cglib.proxy.MethodProxy.invoke(MethodProxy.java:218)
at org.springframework.aop.framework.CglibAopProxy$CglibMethodInvocation.invokeJoinpoint(CglibAopProxy.java:779)
at org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:163)
at org.springframework.aop.framework.CglibAopProxy$CglibMethodInvocation.proceed(CglibAopProxy.java:750)
at org.springframework.dao.support.PersistenceExceptionTranslationInterceptor.invoke(PersistenceExceptionTranslationInterceptor.java:137)
at org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:186)
at org.springframework.aop.framework.CglibAopProxy$CglibMethodInvocation.proceed(CglibAopProxy.java:750)
at org.springframework.aop.framework.CglibAopProxy$DynamicAdvisedInterceptor.intercept(CglibAopProxy.java:692)
at com.h3c.inc.collector.collectorRS.dao.SNMPelasticsearchDaoImpl$SNMPElasticsearchDaoImpl$FastClassBySpringCGLIB$$66a97a4.syncData(-generated-)
at com.h3c.inc.collector.collectorRS.func.collectorSNMPHandlerImpl.dowalk(collectorSNMPHandlerImpl.java:230)
at com.h3c.inc.collector.collectorRS.func.collectorSNMPHandlerImpl.collectForSNMPsync(collectorSNMPHandlerImpl.java:184)
at com.h3c.inc.collector.collectorRS.controller.collectorController.lambda$initPermissionForTenants$0(collectorController.java:91)
at java.base/java.lang.Thread.run(Thread.java:834)
Caused by: org.apache.kafka.common.errors.RecordTooLargeException: The message is 1088286 bytes when serialized which is larger than 1048576, which is the value of the max.request.size configuration.
2023-06-27 15:54:49 [Thread-271840] [ERROR] [com.h3c.inc.collector.collectorRS.dao.SNMPelasticsearchDaoImpl.syncData] elasticsearchTemplate save data error: deviceid=609060722311990 error message: Send failed; nested exception is org.apache.kafka.common.errors.RecordTooLargeException: The message is 1088286 bytes when serialized which is larger than 1048576, which is the value of the max.request.size configuration.
2023-06-27 15:54:49 [Thread-271840] [INFO] [com.h3c.inc.collector.collectorRS.dao.SNMPelasticsearchDaoImpl.syncData] save data success!609060722311990 entPhysicalTable: [{"index": "2", "descr": "H3C S5130S-52S-PWR-HI Software Version 7.1.070", "oid": "1.3.6.1.4.1.25506.1.1574", "containedIn": "..."}]}
2023-06-27 15:54:49 [Thread-271840] [INFO] [com.h3c.inc.collector.collectorRS.func.collectorSNMPHandlerImpl.collectForSNMPsync] Thread-271840: snmp end cost: 34698ms

```

