

iMC分布式部署EPS组件后epsserver进程无法启动的经验案例

iMC EPS 刘伟 2019-06-25 发表

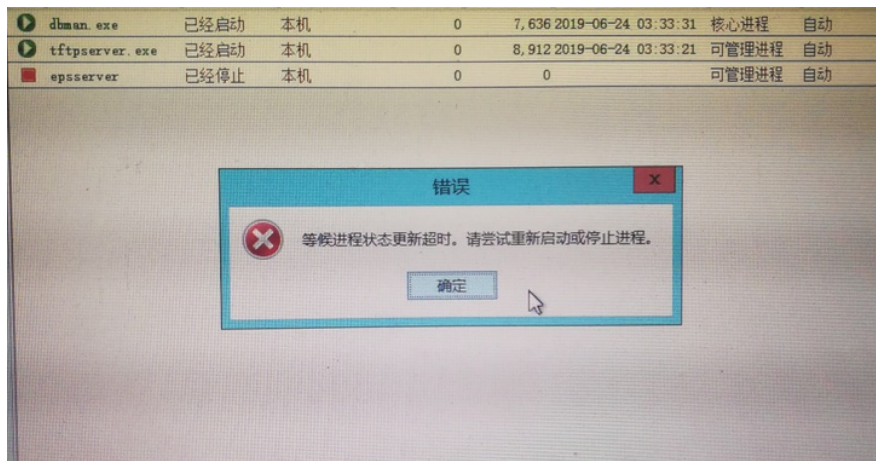
组网及说明

略

问题描述

分布式部署iMC组件后epsserver进程无法打开，其余进程均正常，手动启用epsserver提示“等待进程状态更新超时，请尝试重新启动或停止进程。”

EPS版本：7.3 E0602

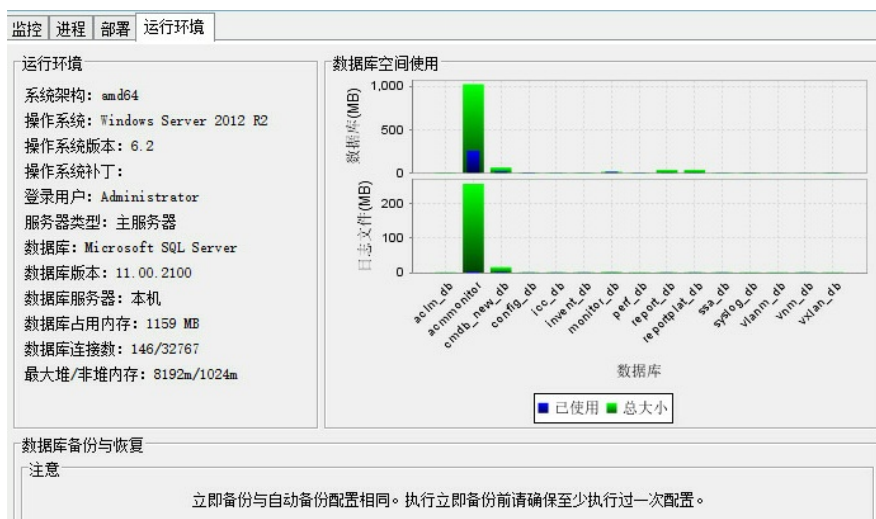


过程分析

1、CMD命令行查看下端口占用情况（EPS常用端口6060/12000；通信端口:61616/61626）：

```
>netstat -aon | findstr 61616
>netstat -aon | findstr 61626
>netstat -aon | findstr 6060
>netstat -aon | findstr 12000
```

2、查看数据库状态：



3、检查防火墙、连通性问题：

主从之间的防火墙是否开启，ping测试主从之间能否连通

4、收集iMC/common/conf的配置文件：

主服务器：

```
<component address="127.0.0.1" id="iMC-EPS">
  <db-config address="127.0.0.1" dbname="acmmonitor" password="-105-61-35-5-31-37-1-253-229-209-196-206-190" type="SQLServer" username="acmmonitor"/>
  <custom-addr name="ACMONITOR_SERVER_IP_ADDRESS" value="172.16.0.253"/>
  <custom-addr name="PLAT_DATABASE_ADDRESS" value="127.0.0.1"/>
</component>
<component address="172.16.0.252" id="iMC-EPS-eps">
  <custom-addr name="EPS_SERVER_IP_ADDRESS" value="172.16.0.253"/>
  <custom-addr name="EPS_SERVER_ID" value="2018080400000008"/>
</component>
```

从服务器:

```
<component address="172.16.0.253" id="iMC-EPS">
  <db-config address="172.16.0.253" dbname="acmonitor" password="-105-61-35-5-31-37-1-253-229-209-196-206-190" type="SQLServer" username="acmonitor"/>
  <custom-addr name="ACMONITOR_SERVER_IP_ADDRESS" value="172.16.0.253"/>
  <custom-addr name="PLAT_DATABASE_ADDRESS" value="127.0.0.1"/>
</component>
<component address="172.16.0.252" id="iMC-EPS-SERVER">
  <custom-addr name="EPS_SERVER_IP" value="172.16.0.252"/>
  <custom-addr name="EPS_SERVER_ID" value="20190624032658388"/>
</component>
```

解决方法

查看地址配置文件,发现主从两个server-addr.xml的文件中EPS_SERVER_IP不一致,均改为172.16.0.252,如下图

主服务器:

```
\db-config address="127.0.0.1" dbname="acmonitor" password="-105-61-35-5-31-37-1-253-229-209-196-206-190" type="SQLServer" username="acmonitor"/>
<custom-addr name="ACMONITOR_SERVER_IP_ADDRESS" value="172.16.0.253"/>
<custom-addr name="PLAT_DATABASE_ADDRESS" value="127.0.0.1"/>
</component>
<component address="172.16.0.252" id="iMC-EPS-SERVER">
  <custom-addr name="EPS_SERVER_IP" value="172.16.0.252"/>
  <custom-addr name="EPS_SERVER_ID" value="20190624032658388"/>
</component>
<component address="127.0.0.1" id="iMC-EUPLAT">
  <db-config address="127.0.0.1" dbname="config_db" password="-105-61-35-7-31-242-248-6-250-196-1" type="SQLServer" username="ime_config"/>
</component>
</component>
```

从服务器:

```
<custom-addr name="PLAT_DATABASE_ADDRESS" value="127.0.0.1"/>
</component>
<component address="172.16.0.252" id="iMC-EPS-SERVER">
  <custom-addr name="EPS_SERVER_IP" value="172.16.0.252"/>
  <custom-addr name="EPS_SERVER_ID" value="20190624032658388"/>
</component>
<component address="172.16.0.253" id="iMC-EUPLAT">
  <db-config address="172.16.0.253" dbname="config_db" password="-105-61-35-7-31-242-248-6-250-196-1" type="SQLServer" username="ime_config"/>
</component>
```

上述方法修改前请先备份原本的目录文件,若上述步骤均未能解决,建议收集以下信息:

- 1、组件版本和报错截图
- 2、主从服务器地址以及iMC\common\conf下server-addr.xml
- 3、iMC\deploy\log文件夹
- 4、iMC\epsserver\log下的eps日志。如果没有的话,请通过cmd进入iMC\epsserver\bin目录下,在cmd中执行startup.bat > log24.txt (下图),过段时间后收集bin目录下的log24.txt

例如:

```
D:\Program Files\iMC\epsserver\bin>startup.bat > log24.txt
```