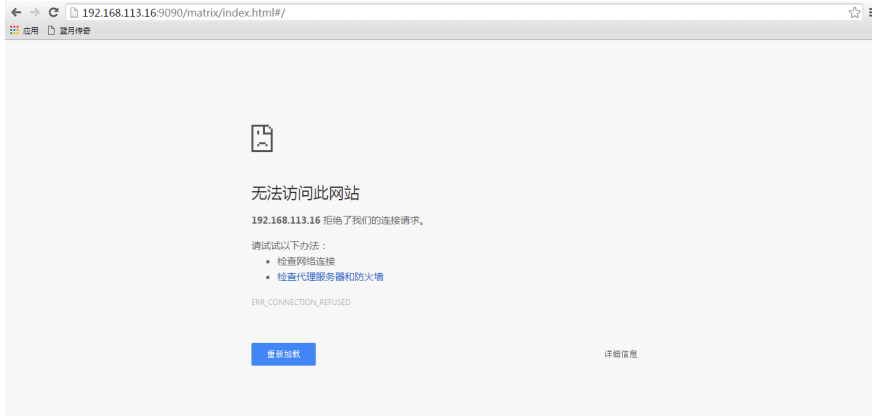


知 H3Cloud OS配置页面访问异常问题处理经验案例

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问题现象，H3Cloud OS安装完成后，进行配置，使用chrome浏览器打开配置页面（此处url为<http://192.168.113.16:9090>）出现无法访问，查看http报文头，http返回代码为200。具体如下图所示：



出现该问题现象时，使用ssh或者xshell等工具登陆到大云服务器，无需进入docker容器，以root用户直接运行“systemctl status deploy-manager.service”查看deploy-manager.service服务状态，该服务为大云配置页面进程。出现配置页面访问异常，一般是该服务状态异常，如下所示：

```
[root@cloudos5 ~]# systemctl status deploy-manager.service
?.deploy-manager.service - Deploy Manager
   Loaded: loaded (/usr/lib/systemd/system/deploy-manager.service; enabled; vendor preset: disabled)
   Active: failed (Result: exit-code) since Thu 2016-09-01 12:46:49 CST; 8s ago
   Main PID: 3516 (code=exited, status=143)
Sep 01 12:46:49 cloudos5 matrix[3516]: 2016-09-01 12:46:49,030 [debug] c.z.h.p.PoolUtilities - C...r
=SA
Sep 01 12:46:49 cloudos5 matrix[3516]: 2016-09-01 12:46:49,030 [debug] c.z.h.p.PoolUtilities - C...r
=SA
Sep 01 12:46:49 cloudos5 matrix[3516]: 2016-09-01 12:46:49,030 [debug] c.z.h.p.PoolUtilities - C...r
=SA
Sep 01 12:46:49 cloudos5 matrix[3516]: 2016-09-01 12:46:49,033 [debug] c.z.h.p.HikariPool -
Afte...g=0)
Sep 01 12:46:49 cloudos5 matrix[3516]: 2016-09-01 12:46:49,309 [info] p.a.l.c.ActorSystemProvide...
tion
Sep 01 12:46:49 cloudos5 matrix[3516]: 2016-09-01 12:46:49,380 [debug] a.e.EventStream -
shuttin...rted
Sep 01 12:46:49 cloudos5 systemd[1]: deploy-manager.service: main process exited, code=exited, s...
../n/a
Sep 01 12:46:49 cloudos5 systemd[1]: Stopped Deploy Manager.
Sep 01 12:46:49 cloudos5 systemd[1]: Unit deploy-manager.service entered failed state.
Sep 01 12:46:49 cloudos5 systemd[1]: deploy-manager.service failed.
Hint: Some lines were ellipsized, use -l to show in full.
```

该问题解决方法，以root用户权限，运行“systemctl start deploy-manager.service”命令，启动页面进程即可解决问题，如下图所示：

```
[root@cloudos5 ~]#  
[root@cloudos5 ~]# systemctl start deploy-manager.service  
[root@cloudos5 ~]#  
[root@cloudos5 ~]#  
[root@cloudos5 ~]#  
[root@cloudos5 ~]#  
[root@cloudos5 ~]# systemctl status deploy-manager.service  
?.. deploy-manager.service - Deploy Manager  
Loaded: loaded (/usr/lib/systemd/system/deploy-manager.service; enabled; vendor preset: disabled)  
Active: active (running) since Thu 2016-09-01 13:41:01 CST; 4s ago  
Process: 18795 ExecStartPre=/usr/bin/rm -rf /opt/matrix/RUNNING_PID (code=exited, status=0/SUCCESS)  
Main PID: 18797 (java)  
Memory: 155.2M  
CGroup: /system.slice/deploy-manager.service  
?.. 18797 /usr/local/java/bin/java -Duser.dir=/opt/matrix -Dplay.evolutions.db.default.auto...
```

如果用命令“systemctl start deploy-manager.service”或者“systemctl restart deploy-manager.service”启动或重启配置页面时对应服务异常，报错或者运行该命令后，再运行“systemctl status deploy-manager.service”命令，服务状态依旧异常，请及时联系对应专家处理。