Fehlerbehebung bei automatischem Update von Jabber für Windows über MRA

Inhalt

Einführung

In diesem Dokument wird beschrieben, wie Fehler bei der automatischen Aktualisierung von Jabber Windows über MRA von 11.7(x) auf 11.8 behoben werden.

Problem: Upgrade-Problem über MRA von 11.7.0 auf 11.8.x

Sie versuchen, den Jabber-Client automatisch über MRA von 11.7.0 auf 11.8.x zu aktualisieren. Es schlägt jedoch fehl, obwohl ein Aktualisierungsfenster angezeigt wird. Während die automatische Aktualisierung von 11,6 auf 11,8 funktioniert.

Fehlerbehebung

Protokollanalyse aus dem nicht funktionierenden Szenario:

- URL der **Datei autoupdate.xml** transformiert:

```
DEBUG [0x00001f14] [tutils\adapters\EdgeUtilsAdapter.cpp(39)] [csf.netutils.adapters]
[csf::netutils::adapters::EdgeUtilsAdapter::transformRequest] - About to transformRequest with
Url [http://10.106.108.146:6970/Autoupdate.xml]
DEBUG [0x00001f14] [ls\src\edge\GlobalEdgeStateImpl.cpp(780)] [csf.edge]
[csf::edge::GlobalEdgeStateImpl::checkPrecondition] - Acquired scoped lock (visibilityMutex_)
```

- Aktualisierte umgewandelte URL:

```
DEBUG [0x00001f14] [tutils\adapters\EdgeUtilsAdapter.cpp(63)] [csf.netutils.adapters]
[csf::netutils::adapters::EdgeUtilsAdapter::transformRequest] - Transformed Urls:https://vcse-
test.ucis.co.in:8443/aHBjbC5jby5pbi9odHRwLzEwLjE1LjAuMzMvNjk3MA/Autoupdate.xml https://vcse-
mum.hpcl.co.in:8443/aHBjbC5jby5pbi9odHRwLzEwLjE1LjAuMzMvNjk3MA/Autoupdate.xml
```

```
DEBUG [0x000014e8] [ntrol\FeatureSetEventManagerImpl.cpp(87)] [IMPServices-
PresenceAdapter.FeatureSetEventManager] [CSFUnified::FeatureSetEventManagerImpl::flushQueue] -
Adding 0 deferred events to the service dispatcher
INFO  [0x0000162c] [onstabs\generaltab\src/AutoStart.cpp(34)] [AutoStart]
```

```
[AutoStart::DetermineExecutablePath] - The executable path for the client is C:\Program
Files\Cisco Systems\Cisco Jabber\CiscoJabber.exe
```

- Upgrade-Informationen mit dem Download-Link:

```
DEBUG [0x0000162c] [erupgradeplugin\UpgradesListener.cpp(80)] [JabberUpgradePlugin]
[UpgradesListener::OnUpdateChecked] - Received update information. Version number: 11.8.2 Build
number: 50390 Download link: http://10.106.108.146:6970/CiscoJabberSetup.msi Upgrade rule:
UpgradeAvailable: 1 UpgradeMandatory: 0
INFO  [0x00000b20] [\cpve\src\main\connectionfactory.cpp(46)] [cpve]
[CSF::media::rtp::ConnectionFactoryImpl::ConnectionFactoryImpl] - Created a new
ConnectionFactory 0x099f7ef8.
```

- Dialogfeld "Aktualisierung":

```
DEBUG [0x0000162c] [gradeplugin\JabberUpgradeDialog.cpp(591)] [JabberUpgradePlugin]
[JabberUpgradeDialog::OnUpdateInformationReceived] - Received update information. Version
number: 11.8.2 Build number: 50390 Download link:
http://10.106.108.146:6970/CiscoJabberSetup.msi Upgrade rule:  UpgradeMandatory: 0
AllowUpdatesOverEdge: 0
```

```
DEBUG [0x0000162c] [gradeplugin\JabberUpgradeDialog.cpp(314)] [JabberUpgradePlugin]
[JabberUpgradeDialog::DownloadInstaller] - Temporary filename is:
C:\Users\SACHIN~1\AppData\Local\Temp\CiscoJabberSetup.msi.temp
```

- Jabber transformiert den Download-Link für das msi-Installationsprogramm nicht:

```
DEBUG [0x00001b64] [ls\src\http\BasicHttpClientImpl.cpp(136)] [csf.httpclient]
[csf::http::BasicHttpClientImpl::AsyncTask::execute] - Edge policy enforced successfully with
transformed Url:http://10.106.108.146:6970/CiscoJabberSetup.msi for request #28

DEBUG [0x00001b64] [etutils\src\http\HttpRequestData.cpp(73)] [csf.httpclient]
[csf::http::HttpRequestData::consumeEasyCURLConnection] - Acquired lock
(_easyCurlConnectionMutex)

DEBUG [0x0000162c] [facade\IJabberToolbarEventsImpl.cpp(285)] [PluginRuntime]
[IJabberToolbarEventsImpl::onToolbarContextChanged] - Enqueuing event - CallerPluginID=105

DEBUG [0x00001b64] [etutils\src\http\HttpRequestData.cpp(82)] [csf.httpclient]
[csf::http::HttpRequestData::consumeEasyCURLConnection] - Releasing lock
(_easyCurlConnectionMutex)
```

- Das direkte Senden der MSI-Installations-URL an den TFTP-Server schlägt fehl.

**INFO [0x0001b64] [etutils\src\http\CurlHttpUtils.cpp(1088)] [csf.httpclient]
[csf::http::CurlHttpUtils::configureEasyRequest] - *—* Configuring request #28 GET
http://10.106..108.146:6970/CiscoJabberSetup.msi**

- Der Jabber-Client erhält HTTP-Antwort 0 für die Anfrage und den nicht erreichbaren Host-Fehler:

```
INFO  [0x00001b64] [ls\src\http\BasicHttpClientImpl.cpp(452)] [csf.httpclient]
[csf::http::executeImpl] - *-----* HTTP response code 0 for request #28 to
http://10.106.108.146:6970/CiscoJabberSetup.msi
ERROR [0x00001b64] [ls\src\http\BasicHttpClientImpl.cpp(457)] [csf.httpclient]
[csf::http::executeImpl] - There was an issue performing the call to curl_easy_perform for
request #28: HOST_UNREACHABLE_ERROR
```

Arbeitsszenario:

- Jabber-Setup herunterladen:

DEBUG [0x0000253c] [erupgradeplugin\UpgradesListener.cpp(43)] [JabberUpgradePlugin]
[UpgradesListener::OnUpdateChecked] - Received update information. Version number: 11.8.2 Build
number: 50390 Download link: http://10.106.108.146:6970/CiscoJabberSetup.msi Upgrade rule:
UpgradeAvailable: 1 UpgradeMandatory: 0

DEBUG [0x0000253c] [gradeplugin\JabberUpgradeDialog.cpp(554)] [JabberUpgradePlugin]
[JabberUpgradeDialog::OnUpdateInformationReceived] - Received update information. Version
number: 11.8.2 Build number: 50390 Download link:
http://10.106.108.146:6970/CiscoJabberSetup.msi Upgrade rule: UpgradeMandatory: 0
INFO [0x0000253c] [win\src\ceb\src\trident/trident.cpp(218)] [ceb.trident]
[trident::CTrident::stopNavigation] - Attempting to call stop on the browser - checking if the
browser is navigating

DEBUG [0x0000253c] [gradeplugin\JabberUpgradeDialog.cpp(275)] [JabberUpgradePlugin]
[JabberUpgradeDialog::DownloadInstaller] - Starting download
2017-03-27 15:53:31,554 DEBUG [0x0000253c] [gradeplugin\JabberUpgradeDialog.cpp(289)]
[JabberUpgradePlugin] [JabberUpgradeDialog::DownloadInstaller] - Temporary filename is:
C:\Users\Abhishek\AppData\Local\Temp\CiscoJabberSetup.msi.temp

DEBUG [0x00002540] [tutils\adapters\EdgeUtilsAdapter.cpp(39)] [csf.netutils.adapters]
[csf::netutils::adapters::EdgeUtilsAdapter::transformRequest] - About to transformRequest with
Url [http://10.106.108.146:6970/CiscoJabberSetup.msi]
2017-03-27 15:53:31,555 DEBUG [0x00002540] [ls\src\edge\GlobalEdgeStateImpl.cpp(774)] [csf.edge]
[csf::edge::GlobalEdgeStateImpl::checkPrecondition] - Acquired scoped lock (visibilityMutex_

DEBUG [0x00002540] [tutils\adapters\EdgeUtilsAdapter.cpp(63)] [csf.netutils.adapters]
[csf::netutils::adapters::EdgeUtilsAdapter::transformRequest] - Transformed Urls:https://vcse-
test1.ucis.co.in:8443/aHBjbC5jby5pbi9odHRwLzEwLjE1LjAuMzMvNjk3MA/CiscoJabberSetup.msi
https://vcse-hyd.hpcl.co.in:8443/aHBjbC5jby5pbi9odHRwLzEwLjE1LjAuMzMvNjk3MA/CiscoJabberSetup.msi

DEBUG [0x00002540] [tutils\adapters\EdgeUtilsAdapter.cpp(63)] [csf.netutils.adapters]
[csf::netutils::adapters::EdgeUtilsAdapter::transformRequest] - Transformed Urls:https://vcse-
test1.ucis.co.in:8443/aHBjbC5jby5pbi9odHRwLzEwLjE1LjAuMzMvNjk3MA/CiscoJabberSetup.msi
https://vcse-hyd.hpcl.co.in:8443/aHBjbC5jby5pbi9odHRwLzEwLjE1LjAuMzMvNjk3MA/CiscoJabberSetup.msi
DEBUG [0x00002540] [\common\ScopedWinSockInitialiser.cpp(50)] [csf.netutils.common]
[csf::ip::ScopedWinSockInitialiser::ScopedWinSockInitialiser] - Winsock.dll details -
Description: WinSock 2.0, System Status: Running.

DEBUG [0x00002540] [ls\src\http\BasicHttpClientImpl.cpp(132)] [csf.httpclient]
[csf::http::BasicHttpClientImpl::AsyncTask::execute] - Edge policy enforced successfully with
transformed Url:https://vcse-
test1.ucis.co.in:8443/aHBjbC5jby5pbi9odHRwLzEwLjE1LjAuMzMvNjk3MA/CiscoJabberSetup.msi for
request #101

DEBUG [0x00002540] [etutils\src\http\HttpRequestData.cpp(73)] [csf.httpclient]
[csf::http::HttpRequestData::consumeEasyCURLConnection] - Acquired lock
(_easyCurlConnectionMutex)

DEBUG [0x00002540] [etutils\src\http\HttpRequestData.cpp(82)] [csf.httpclient]
[csf::http::HttpRequestData::consumeEasyCURLConnection] - Releasing lock
(_easyCurlConnectionMutex)
INFO [0x00002540] [etutils\src\http\CurlHttpUtils.cpp(1087)] [csf.httpclient]
[csf::http::CurlHttpUtils::configureEasyRequest] - *-----* Configuring request #101 GET
https://vcse-
test1.ucis.co.in:8443/aHBjbC5jby5pbi9odHRwLzEwLjE1LjAuMzMvNjk3MA/CiscoJabberSetup.msi

```
INFO  [0x00002540] [etutils\src\http\CurlHttpUtils.cpp(1732)] [csf.httpclient]
[csf::http::CurlHeaders::CurlHeaders] - Number of Request Headers : 1
2017-03-27 15:53:31,556 DEBUG [0x00002540] [etutils\src\http\CurlHttpUtils.cpp(1143)]
[csf.httpclient] [csf::http::CurlHttpUtils::configureEasyRequest] - Successfully test-opened
file with write option C:\Users\Abhishek\AppData\Local\Temp\CiscoJabberSetup.msi.temp

DEBUG [0x00002540] [tutils\src\http\HttpRequestData.cpp(111)] [csf.httpclient]
[csf::http::HttpRequestData::switchToNextUrl] - switching to next url: https://vcse-
test.ucis.co.in:8443/aHBjbC5jby5pbi9odHRwLzEwLjE1LjAuMzMvNjk3MA/CiscoJabberSetup.msi
```

- Senden der Anforderung für das MSI-Installationsprogramm.

```
INFO  [0x00002540] [etutils\src\http\CurlHttpUtils.cpp(1087)] [csf.httpclient]
[csf::http::CurlHttpUtils::configureEasyRequest] - *-----* Configuring request #101 GET
https://vcse-
test.ucis.co.in:8443/aHBjbC5jby5pbi9odHRwLzEwLjE1LjAuMzMvNjk3MA/CiscoJabberSetup.msi

INFO  [0x00002540] [etutils\src\http\CurlHttpUtils.cpp(1732)] [csf.httpclient]
[csf::http::CurlHeaders::CurlHeaders] - Number of Request Headers : 1
DEBUG [0x00002540] [etutils\src\http\CurlHttpUtils.cpp(1143)] [csf.httpclient]
[csf::http::CurlHttpUtils::configureEasyRequest] - Successfully test-opened file with write
option C:\Users\Abhishek\AppData\Local\Temp\CiscoJabberSetup.msi.temp
DEBUG [0x00002540] [netutils\src\http\CurlHttpUtils.cpp(986)] [csf.httpclient]
[csf::http::CurlHttpUtils::closeFile] - Closing file
```

Lösung

Dieser Parameter sollte in der Jabber-Aktualisierungsdatei unter dem Jabberupdate-Parameter
explizit aus Jabber 11.7 hinzugefügt werden, um ein erfolgreiches Auto-Upgrade über MRA zu
ermöglichen. Bis Jabber 11.6 ist die Funktion standardmäßig aktiviert:

 <AllowUpdatesViaExpressway>true</AllowUpdatesViaExpressway>

Dieser Dokumentfehler ist auch hier geöffnet:

http://cdets.cisco.com/apps/dumpcr?content=summary&format=html&identifier=CSCvd85090