

Solución de problemas de actualización automática de Jabber para Windows sobre MRA

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Introducción

Este documento describe cómo resolver problemas de actualización automática de Jabber Windows sobre MRA de 11.7(x) a 11.8.

Problema: Problema de actualización sobre MRA de 11.7.0 a 11.8.x

Intenta actualizar el cliente Jabber automáticamente a través de MRA de 11.7.0 a 11.8.x. Sin embargo, falla aunque aparece una ventana de actualización. Mientras que la actualización automática de 11.6 a 11.8 funciona bien.

Troubleshoot

Análisis de registro desde el escenario de no trabajo:

- Transformó la URL del archivo `autoupdate.xml`:

```
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_)
```

- URL transformada actualizada:

```
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
```

- Actualice la información con el enlace de descarga:

```
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.
```

- Cuadro de diálogo Actualizar:

```
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 no está transformando el enlace de descarga para el instalador msi:

```
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] - Enqueueing event - CallerPluginID=105
```

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

- Enviando la URL del instalador MSI directamente al servidor TFTP y falla.

```
INFORMACIÓN [0x00001b64] [etutils\src\http\CurlHttpUtils.cpp(1088)] [csf.httpclient]
[csf::http::CurlHttpUtils::configureEasyRequest] - *—* Configuración de la solicitud #28 GET
http://10.106.108.146:6970/CiscoJabberSetup.msi
```

- El cliente Jabber obtiene la respuesta HTTP 0 para la solicitud y el error de host inalcanzable:

```
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
```

Escenario de trabajo:

- Descarga de la configuración de Jabber:

```
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
```

- Enviando la solicitud para el instalador MSI.

```
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
```

Solución

Este parámetro se debe agregar en el archivo de actualización de Jabberupdate explícitamente desde la versión 11.7 de Jabber para una actualización automática correcta sobre MRA. Hasta la versión 11.6 de Jabber, se habilita de forma predeterminada:

```
<AllowUpdatesViaExpressway>true</AllowUpdatesViaExpressway>
```

Este defecto del documento también se abre aquí:

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