

排除CUCM TFTP服务故障 (2021年1月)

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简介

本文档介绍Cisco Unified Communications Manager(CUCM)版本11.5.1 SU7和11.5.1 SU8中需要解决方法来解决TFTP服务核心的已知问题。

先决条件

要求

本文档没有任何特定的要求。

使用的组件

本文档中的信息基于Cisco Unified Communications Manager(CUCM)。

问题

CUCM TFTP服务以服务器时钟时间00:00 2021为核心

症状

您将在RTMT for TFTP服务中收到警报，该警报将关闭，下面是确定问题的一些步骤。

```
Jan 1 00:03:19 ucm-pub local7 6 : 898: ucm-pub.ciscolab.com: Jan 01 2021 07:03:19.321 UTC :  
%UC_GENERIC-6-ServiceStopped: %[ServiceName=Cisco Tftp][AppID=Cisco Service  
Manager][ClusterID=][NodeID=cap-86-pub.bladr-caplab.com]: Service stopped. Jan 1 00:03:21 ucm-pub  
local7 6 : 899: ucm-pub.ciscolab.com: Jan 01 2021 07:03:21.346 UTC : %UC_GENERIC-6-  
ServiceStarted: %[ServiceName=Cisco Tftp][ProcessID=6803][AppID=Cisco Se
```

从服务器CLI:

1. 登录CUCM(TFTP)服务器并运行命令utils core active list。输出将显示多个CTFTP核心。
2. 运行命令“utils core active analyze <core name>”

3. 核心的输出 (回溯) 应与下面匹配。

```
#0 0x07adc3e8 in fputs () from /lib/libc.so.6 #1 0x0876cd38 in SdlSystemLog::writeToFile (this=0xf4a02930, _traceLinePnt=0xf4a05ba0) at SdlSystemLog.cpp:1971 #2 0x0876ce54 in SdlSystemLog::writer (this=0xf4a02930) at SdlSystemLog.cpp:1919 #3 0x0078dbc9 in start_thread () from /lib/libpthread.so.0 #4 0x07b5e07e in clone () from /lib/libc.so.6
```

思科CUCM系统日志

```
Jan 1 00:03:19 ucm-pub local7 6 Cisco: Tftp: DBL SDI Initialization successful Jan 1 00:03:19 ucm-pub local7 6 Cisco: Tftp: SysLevel [127] UserMask [1] Enable [TRUE] File [/var/log/active/cm/trace/dbl/sdi/dbl.log] Jan 1 00:03:20 ucm-pub local7 4 Cisco: Tftp: SDIDBConfigData::Read failed to retrieve SDI folder location, will use location in DB. ServiceID=1, NodeName=ucm-pub.bladr-caplab.com Jan 1 00:03:24 ucm-pub local7 6 Cisco: Tftp: DBNotify SDI Initialization successful
```

CUCM Cisco TFTP SDL日志

```
SDL001_600_000103.txt:00913050.000 |00:03:17.708 |AppInfo | TID[f660e740] CServiceModule::waitForSignals() TID[f660e740] Signal[15] Received to QUIT, quitting.
```

注意：在DST更新后，TFTP服务将重新启动，并且不会观察到任何设计的核心。

解决方法

当核心尝试在跟踪文件中写入某些内容时，就会发生。这也可能导致TFTP服务能够启动。

以下是步骤。

步骤1: 通过运行“utils os secure permissive”（启用或关闭跟踪设置），将os设置为允许模式。

```
admin:utils os secure permissive
OS security mode changed to Permissive
admin:
```

步骤2.从可维护性重新启动/启动TFTP服务。

Service Name	Status	Activation Status	Start Time	Up Time
Cisco CallManager	Started	Activated	Sat Dec 12 09:03:01 2020	25 days 02:25:38
Cisco IP Voice Media Streaming App	Started	Activated	Sat Dec 12 09:03:02 2020	25 days 02:25:37
Cisco CTIManager	Started	Activated	Sat Dec 12 09:03:05 2020	25 days 02:25:34
Cisco Extension Mobility	Started	Activated	Sat Dec 12 09:10:49 2020	25 days 02:17:50
Cisco DHCP Monitor Service	Started	Activated	Sat Dec 12 09:03:12 2020	25 days 02:25:27
Cisco Location Bandwidth Manager	Started	Activated	Sat Dec 12 09:03:00 2020	25 days 02:25:39
Cisco Directory Number Alias Lookup	Started	Activated	Sat Dec 12 09:09:55 2020	25 days 02:18:44
Cisco Headset Service	Not Running	Deactivated	Sat Dec 12 09:09:55 2020	25 days 02:18:44
Cisco Dialed Number Analyzer Server	Started	Activated	Sat Dec 12 09:03:14 2020	25 days 02:25:25
Cisco Dialed Number Analyzer	Started	Activated	Sat Dec 12 09:09:55 2020	25 days 02:18:44
Cisco Tftp	Started	Activated	Wed Jan 6 10:31:49 2021	0 days 00:56:50

步骤3.使用“utils os secure enforce”将群集移回实施。

```
[admin:utils os secure enforce  
OS security mode changed to Enforcing  
admin:█
```

此问题由Cisco Bug ID CSCvw94324 (仅限注册用户) [记录](#)

注意：解决方法是临时的，因为思科工程团队正在调查此问题。