Analysis of Causes of 50931 Errors When Registering an iMC License

Network Topology

iMC is installed in a virtual machine system.

Problem Description

A engineer on site reported an error after applying for a license file to register on the iMC. Error code: 50931.

Process Analysis

1.Error reported during license registration: The virtual machine cannot provide comprehensive support for iMC, and cannot register for a formal license.

For the 50931 error, the virtualization that is generally used by users is not within our support scope. But after check with customer, The underlying virtualization system declares support in the iMC PLAT release notes, so we need check the iMC foreground log (iMC/client/log/imcforground.log file) to find the reason.There are also 50910 errors in the log, which are as follows:

2017-11-23 15:41:14 [INFO] [http-nio-8080-exec-5] [com.imc.license.client.view.ClientControlBean::register]

com.imc.license.LicenseError: org.xml.sax.SAXParseException; lineNumber: 1; columnNumber: 1; File ends early. [50910] XML file conversion error.

    at com.imc.license.tools.LicenseConvertor.convertXmlToLicenseEntity(LicenseConvertor.java:100)

    at com.imc.license.tools.EncryptedFileConvertor.readFileToLicenseEntity(EncryptedFileConvertor.java:124)

    at com.imc.license.Uc.parseLicenseEntity(Uc.java:561)

    at com.imc.license.client.view.ClientControlBean.register(ClientControlBean.java:974)

The log indicates that the XML file conversion error is generally the content format of the license file or license_t.txt file (including the missing content format). You can manually open these two files to check whether they are complete. After confirming that the license_t.txt file format is correct ,I suspect that there is a problem with the license file used on site, so I reissued the license file to the site. After registering with the new license file on the site, I still get an error with an error code of 50931.

2.At this time, it is suspected that the host is not bound at the scene, but according to the feedback from engineer on site, it has been bound and successfully bound, as shown in the following figure: H3CVM: 0 indicates that the binding was successful.

After analysis of the foreground log,we did not find any errors related to license registration. After careful analysis of the above figure, it is found that there is an error at the bottom of the cannot run program anti-vm.bat. It is suspected that the account performing the bind operation on the site does not have write permission to the iMC related files,So let the site collect the vmcfg file and open it as follows, this file records the relevant information of the host:

support=false

It is found that there is no host-related information in the file that records the host-related in
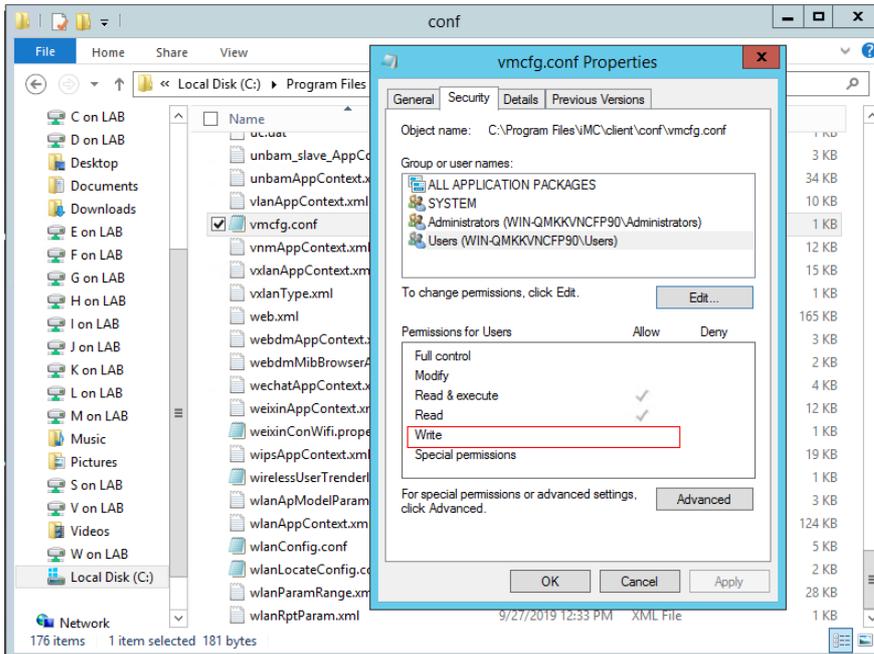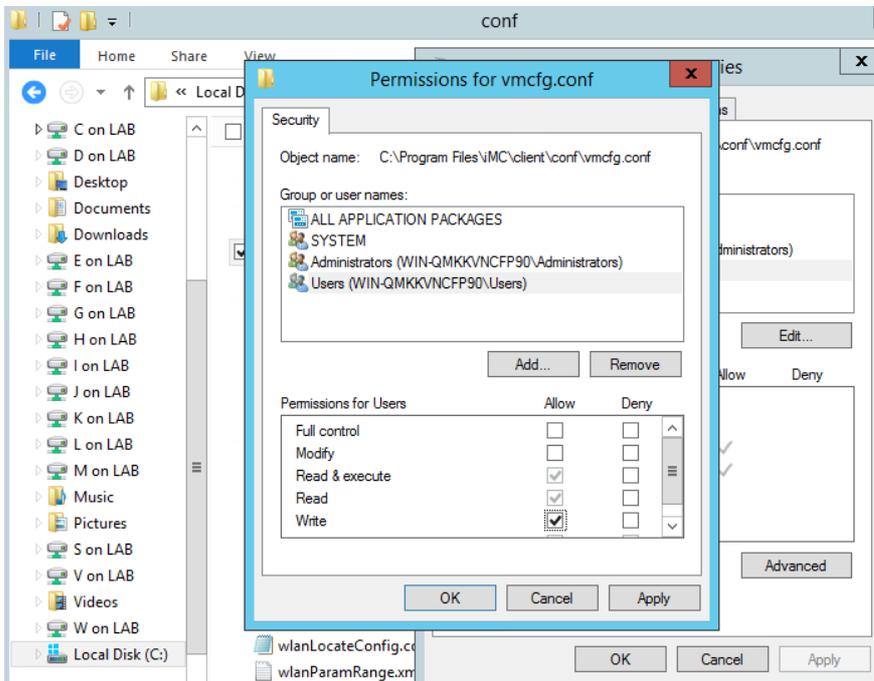
formation. If this file is empty, the iMC cannot access the host, and naturally the license cannot be successfully registered. For the case where the host binding is successful and the related configuration file is empty, it is usually a problem of account permissions.

After checking the account that logs in to the operating system and find that it belongs to the users group, and the users group does not have write permission to the vmcfg file (imc/client/conf directory), which eventually results in license registration failure.

Solution

1.Add write permission to the vmcfg file to the current login account.

2.Try to use the administrator account when performing the binding host operation.