Troubleshoot PCCE Unable To Connect To SideA Or SideB Vmware ESXi Host

Contents

Introduction

This document describes procedure to troubleshoot when Packaged Contact Center Enterprise PCCE fails to connect to Vmware ESXi host(s).

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Requirements

Cisco recommends that you have knowledge of these topics:

- PCCE
- Vmware ESXi

Components Used

The information in this document is based on these software and hardware versions:
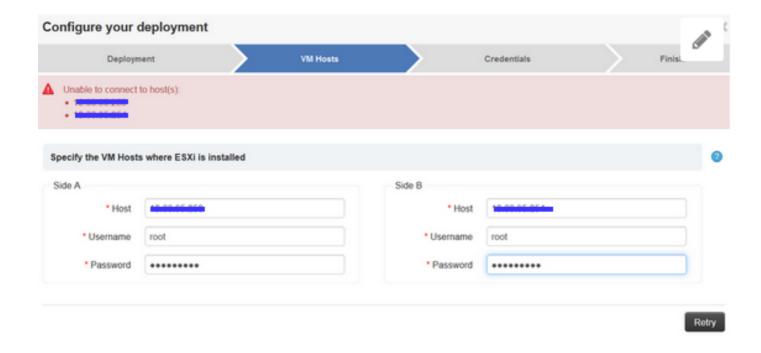
- PCCE 11.6

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

During the deployment initialization phase, PCCE needs Vmware ESXi username and password to query ESXi and compare the configuration against current hardware configuration. If the hardware configuration is valid, the pcceinventory, MachineHost, MachineAddress and Machine Service tables are updated with local machine information.

Problem

PCCE while in section "Configure your deployment" is unable to connect to sideA or SideB ESXi host(s) as shown in the image.

Solution

Step 1.

CCBU logs in PCCE show

```
0000302041: 10.66.95.203: Nov 26 2018 12:25:04.980 +1100: %CCBU_http-bio-127.0.0.1-8080-exec-4-
3-REST_API_EXCEPTION: %[exception=com.cisco.ccbu.api.jaxb.error.ApiException: deploymentType:
Unable to connect to host(s): [[Id: sideA Host: x.x.x.x], [Id: sideB Host: y.y.y.y]]
[hosts=[[Id: sideA Host: x.x.x.x], [Id: sideB Host: y.y.y.y]]]][message_string=uncaught
exception thrown by the api]: The REST API has caught an exception
```

Step 2.

- Ensure that port 443 is open. From the Primary Administration and Database Server (ADS) machine:

```
telnet <IP address of ESXi host(s)> 443
```

- If port is not open, check for firewall between ADS server and ESXi host(s).
- Ensure that ESXi version is same on both the ESXi host(s).

```
SSH to ESXi host then type: vmware -lv
```

- Collect and review ESXi host logs : Collecting diagnostic information for ESX/ESXi hosts
- Restart sfcbd service on ESXi host - /etc/init.d/sfcbd-watchdog restart

  Note: The restart of sfcbd service requires due deligence and Vmware team's review.Please engage Vmware expert for additional details .