

MRAでのJabber for Windowsの自動更新のトラブルシューティング

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概要

このドキュメントでは、11.7(x)から11.8へのJabber Windows over MRAの自動更新障害をトラブルシューティングする方法について説明します。

問題：MRAを介した11.7.0から11.8.xへのアップグレードの問題

JabberクライアントをMRA経由で11.7.0から11.8.xに自動的にアップグレードしようとしています。ただし、アップデートウィンドウが表示されても失敗します。一方、11.6から11.8への自動アップグレードは正常に動作します。

トラブルシュート

非動作シナリオのログ分析：

- autoupdate.xmlファイルURLを変換しました：

```
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_)
```

- 変換されたURLを更新：

```
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

- ダウンロードリンクを使用したアップグレード情報 :

```
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.
```

- [Upgrade]ダイアログボックス :

```
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はmsiインストーラのダウンロードリンクを変換していません。

```
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)
```

- MSIインストーラURLをTFTPサーバに直接送信すると、失敗します。

```
INFO [0x00001b64] [etutils\src\http\CurlHttpUtils.cpp(1088)] [csf.httpclient]
[csf::http::CurlHttpUtils::configureEasyRequest] - *-*リクエスト#28 GET
http://10.106.108.146:6970/CiscoJabberSetup.msi
```

- Jabberクライアントが要求に対するHTTP応答0を取得し、ホストに到達不能なエラーを返します。

```
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
```

正常動作シナリオ:

- Jabberセットアップのダウンロード :

```
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
```

- MSIインストーラーの要求を送信しています。

```
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
```

解決方法

MRAを介した自動アップグレードを正常に行うには、このパラメータをjabberバージョン11.7のJabberupdateパラメータの下のjabberアップデートファイルに明示的に追加する必要があります。Jabberバージョン11.6までは、デフォルトで有効になっています。

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

このドキュメント不具合は、次の場所でも開きます。

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