

T4000 Web Can't Open

Equipment: T4000 Version: BBU V100R009C00SP060

1. Issue Description

Customer tried to open the web gui after connect to lan port, but failed. LAN IP is reachable. But the page is always refreshing as below:



Troubleshooting 2.

a. Print ps -ef to confirm the web process is runing. Web process is running normally.

 4000 root
 0.00 gtpuControl -nameServerIP 127.0.0.1 -syslog false -backhaullpAddress 127.0.0.1 -pdcpCorelpAddress 127.0.0.1 -callplpAddress 127.0.0.1 -l2lpAddress 127.0.0.1 -l2lpAddress 127.0.0.1 -gdcpCtrlMsgDstPort 4381 -filter 7

 4000 root
 0.01 enbconctrl -nameServerIP 127.0.0.1 -syslog false -number_cell_callp_processes 3 -resource_mapping_cell_num 3 -backhaullpAddress 127.0.0.1

 1 -callplpAddress 127.0.0.1 -l2lpAddress 127.0.0.1 -l2lpAddress 127.0.0.1 -l2lpAddress 127.0.0.1 -l2lpAddress 127.0.0.1

 1 -callplpAddress 127.0.0.1 -l2lpAddress 127.0.0.1 -l2lpAddress 127.0.0.1 -l2lpAddress 127.0.0.1

/.U.U.1 -localExtEnbS1UpAddr 127.0.0.1 -localIntEnbX2CpipAddr 127.0.0.1 -local /opt/var/log/enbcontrl.log 4045 root 0:00 monProcess -log name /opt/var/log/monProcess.log -filter 7 4134 root 0:00 /sbin/getty 115200 ttyS0 7.0.0.1 -localExtEnbS1UpAddr 127.0.0.1 -localIntEnbX2CpIpAddr 127.0.0.1 -localExtEnbX2CpIpAddr 127.0.0.1 -localExtEnbX2UpIpAddr 127.0.0.1 -filter 7 -log_name

4134 root 0:00 ./web 4157 root 0:00 /sbin/getty 115200 ttyS0 4166 root 0:00 ./ighttpd -f../config/lighttpd.conf -m ../ib/ 4224 root 0:00 l2app -nameServerIP 127.0.0.1 -mdfName LteL2App1 -syslog true -proc_prio 20 -proc_sched 1 -tti_prio 96 -tti_sched 1 -tti_ints_prio 80 -t ti_ints_sched 1 -l2_log_level 1 -l2_init_timeout 0 -callplpAddress 127.0.0.1 -backhaullpAddress 127.0.0.1 -pdcpCorelpAddress 127.0.0.1 -l2appbhDlpacketPort 21 52 -pdcpCtrlMsgDstPort 4381 -l2lpAddress1 127.0.0.1 -l2Cpulnstance 1 -filter 7 -log_name /opt/var/log/L2App1.log -cell_instance 1 -resource_mapping_mac_id 1 oamproxyInstId 1

4225 root 0:00 l2app -nameServerIP 127.0.0.1 -mdfName LteL2App2 -syslog true -proc_prio 20 -proc_sched 1 -tti_prio 96 -tti_sched 1 -tti_ints_prio 80 -t ti_ints_sched 1 -l2_log_level 1 -l2_init_timeout 0 -callplpAddress 127.0.0.1 -backhaullpAddress 127.0.0.1 -pdcpCorelpAddress 127.0.0.1 -l2appbhDlpacketPort 21 52 -pdcpCtrIMsgDstPort 4381 -l2lpAddress2 127.0.0.1 -l2CpuInstance 2 -filter 7 -log_name /opt/var/log/L2App2.log -cell_instance 2 -resource_mapping_mac_id 2 oamproxyInstId 2

4226 rot 0:00 l2app -nameServerIP 127.0.0.1 -mdfName LteL2App3 -syslog true -proc_prio 20 -proc_sched 1 -tti_prio 96 -tti_sched 1 -tti_ints_prio 80 -t ti_ints_sched 1 -l2_log_level 1 -l2_init_timeout 0 -callplpAddress 127.0.0.1 -backhaullpAddress 127.0.0.1 -pdcpCorelpAddress 127.0.0.1 -l2apphDlpacketPort 21 52 -pdcpCtrlMsgDstPort 4381 -l2IpAddress3 127.0.0.1 -l2CpuInstance 3 -filter 7 -log_name /opt/var/log/L2App3.log -cell_instance 3 -resource_mapping_mac_id 3 oamproxyInstId 3 4329 root 0:0 0:00 cbrsProcess -log_name /opt/var/log/cbrsProcess.log -filter 7

b. Collect the gatherlog to check

Run environment parameter to make it possible to execute mdf command.

export LD LIBRARY PATH=LD LIBRARY PATH:/opt/bts/lib:/opt/usr/local/lib export PATH=\$PATH:/opt/bts/bin

Run gatherlog collect commands:

mdf -n oamprocess gatherlog

Query current version and old version:

ls /appfs/package/now/

ls /appfs/package/old/

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From the log, we see the flow "web foreground<----->web background (lighttpd)<----->web (websocket)<----> OamProcess is ok, and heartbeat is normal.

c. Open another tab and put <u>https://192.168.0.120:20000</u>, click "Advanced" and accept the risk. Then can open <u>https://192.168.0.120</u>.

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Summary:

Enter 192.168.0.120 with port 443, if the certificate is incorrect and it will prompt. But with port 20000 will not prompt. Therefore, input clearly https://192.168.0.120:20000 to make the browser prompts. This problem will not occur if the certificate is correct

3. Solution

Temproray solution:

Open another tab and put https://192.168.0.120:20000 , click "Advanced" and accept the risk. Then can open https://192.168.0.120

Permanent solution: Apply permanent certificate after the eNB IP is on air and fixed.