Troubleshoot Cron Daemon Error in Cisco CloudCenter Environment

Contents

Introduction

This document describes how to solve Cronjob error autoupgrade in Cisco CloudCenter (CCC).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CCC
- Linux
- Virtual Machines (VM)

Components Used

The information in this document is based on these softwares:

- CCC version 4.3
- CCC version 4.6

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

Cron deamon executes every 20 minutes every hour inside every Virtual Machine (VM) deployed from CCC. This cron file fails because the variable used to fetch the update URL is missing from the time of the deployment. The variable **agentAutoUpgradeURL** was used in versions 4.2 and

before, but it's not used anymore from 4.5 and up. This is the reason why this variable is set to null on these deployments. Every 20 minutes the error output of this cron file is recorded into **/var/spool/mail/root.**

The same script also fills **/var/log/messages** with some constant logs if jetty agent is down. Such as:

```
Nov 15 12:58:01 cliqr-centos6-base-image OSMOSIX: Is user data ready + 000
Nov 15 12:58:06 cliqr-centos6-base-image OSMOSIX: Is user data ready + 000
Nov 15 12:58:11 cliqr-centos6-base-image OSMOSIX: Is user data ready + 000
```

Key Files

```
/etc/cron.d/agent-upgrade
```
Tells the system to run this file every 20 minutes:

```
/root/agent-auto-upgrade.sh
```
The output of this is recorded to this file every 20 minutes, quickly fills up:

```
/var/spool/mail/root
```
Which is the default directory of all mail messages of user root:

```
/usr/local/osmosix/etc/user-data
```
The file where this variable was declared on older versions, It is now set to **NULL**. Look for **agentAutoUpgradeURL**:null.

Error Message

```
% Total % Received % Xferd Average Speed Time Time Time Current Dload Upload Total Spent Left
Speed 0 0 0 0 0 0 0 0 -::- -::- -::- 0 100 421 100 421 0 0 74924 0 -::- -::- -::- 84200 % Total
% Received % Xferd Average Speed Time Time Time Current Dload Upload Total Spent Left Speed 0 0
0 0 0 0 0 -::- -::- -::- 0curl: (6) Could not resolve host: agentAutoUpgradeURL; Unknown error
```

WorkAround

Comment the schedule line from the file **/etc/cron.d/agent-upgrade**

```
vi /etc/cron.d/agent-upgrade

SHELL=/bin/bash
PATH=/sbin:/bin:/usr/sbin:/usr/bin
MAILTO=root
HOME=/root
#18,38,58 * * * * root source /root/agent-auto-upgrade.sh && upgrade
```

Solution

This is planned to be fixed on version 4.8.0