## Kan geen CVP CallServer in de CVP OAMP Server toevoegen

## Inhoud

Inleiding Voorwaarden Vereisten Gebruikte componenten Fout wordt gemeld wanneer CVP Call Server wordt toegevoegd aan CVP OAMP Oplossing

## Inleiding

Dit document beschrijft een probleem dat wordt gevonden wanneer een Cisco Customer Voice Portal (CVP) Call Server via CVP Cisco Operations Console (OAMP) wordt toegevoegd en biedt ook een haalbare oplossing voor deze server.

## Voorwaarden

#### Vereisten

Cisco raadt kennis van de volgende onderwerpen aan:

- CVP-gespreksserver
- CVP OAMP

#### Gebruikte componenten

De informatie in dit document is gebaseerd op CVP versie 10.0.

De informatie in dit document is gebaseerd op de apparaten in een specifieke laboratoriumomgeving. Alle apparaten die in dit document worden beschreven, hadden een opgeschoonde (standaard)configuratie. Als uw netwerk levend is, zorg er dan voor dat u de mogelijke impact van om het even welke opdracht begrijpt.

# Fout wordt gemeld wanneer CVP Call Server wordt toegevoegd aan CVP OAMP

Wanneer de CVP Call Server aan de CVP OAMP wordt toegevoegd, wordt een fout gemeld. Deze fout wordt weergegeven wanneer u op **Opslaan en implementeren** klikt.

Stap 1. Om de CVP Call Server in de CVP OAMP toe te voegen, dient u in te schrijven op CVP OAMP en te navigeren naar **Apparaatbeheer > Unified CVP Call Server** zoals in deze afbeelding.

No.201.198.12 - R	lemote Desktop Conne	ction					
Organize 👻 🥘 Open	<ul> <li>New ft O Services</li> </ul>						
	File Action	View Help					
TextPad 🌈 Cisco U	Inified Customer Voice Por	tal - Add New Unified CVP Call Server - W	/indows Internet Explorer		- 🗆 🗙		
File Edit	v Distriction	/oamp/callServerConfigurationActions.do	💌 😵 Certificate Error 🔛	😽 🗙 🔽 Bing	P -		
E C C Favorit	🗧 🖩 💠 Favorites 弦 😰 CVP Callback Diagnostic CVP 😰 Suggested Sites 🔹 😰 Web Sice Gallery 🔹						
Document Sel	Inified Customer Voice Portal -	Add New Unified		🦄 🔹 🖾 😴 🚍 🖛 🔹 Page 🔹 Safety -	- Tools - 😡 -		
Cisco	<b>Unified</b> Customer	Voice Portal Signed	in as: Administrator My Accoun	it   Sign out   About   Documentat	tion Search		
System -	✓ Device Management ▼	User Management 👻 Bulk Administration 👻	SNMP - Tools - Help -				
Unifie	d CVD Call Server Con	iouration					
	a CVP Call Server Coll						
Sa Sa	Save & Deploy 💙 Help						
General	ICM SIP IVR Devi	ce Pool Infrastructure					
Gene	ral		Turn on Services				
IP Add	dress: *	10.201.198.12	ICM:				
Hostn	ame: *	CVP90POD2	IVR:				
Descr	iption:	CVP Server	SIP:				
Enable	e secure communication	-	H.323: Chan	зе Туре			
with t	he Ops console: <sup>1</sup>						
* Req	uired.						
<sup>1</sup> Cha	nge in value requires mac	hine reboot.					
				Save Save	/e & Deploy		
Explo		ih					
Search Result		Copyright	C 2013 Cisco Systems, Inc.	local intranet   Protected Mode: Off	▼ (100% ▼		
Done			1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		100 10 11		

Stap 2. Klik op **Opslaan en implementeren**. U krijgt een fout die aangeeft dat de CVP Call Server niet kan worden gemaakt omdat deze al bestaat in een andere CVP Operations Console (OPSConsole) zoals in deze afbeelding wordt gezien.

Cisco Unified Customer Voice Portal - Unknown Error - W	Vindows Internet Explorer					_ 🗆 ×
COO - A https://localhost-9443/camp/SIPComprehensive	NewConfigurationActions.do		<u>·</u>	😵 Certificat	e Error 🗟 😽 🗙 🔽 Bing	۹ •
👷 Favorites 🛛 🙀 🙋 CVP Callback Diagnostic CVP 🖉 Sugg	ested Sites 🔹 🙋 Web Slice Galle	iery •				
Gisco Unified Customer Voice Portal - Unknown Error					🏠 • 🗟 · 🖻 👼 •	Page 🔹 Safety 👻 Tools 👻 😧 👻
Cisco Unified Customer Voice Portal			Signed in as: Admini	istrator	My Account   Sign out   About	Documentation Search
System - Device Management - User Management - Br	ulk Administration 👻 SNMP 👻	Tools 👻 Help 👻				
Unexpected Error	File Transfer					
Ounified CVP Call Server device with IP Address:	10.201.198.12 and Hostn	name: CVP90POD2S cannot l	e created. The device is a	already ma	anaged by another OPSConsole.	
						Dest
						Dack
		Copyright © 2013 Cise	co Systems, Inc.			
						100
Done					🐻 👊 Local intranet   Protected Mode: Off	f 🖗 • 🗮 100% • //

De beoogde CVP Call Server heeft een OAMP-id in zijn configuratie en zal daarom de tweede OAMP niet laten inzetten zoals in deze afbeelding wordt gezien.

NORM	🔒 or M									
G	Computer • Local Disk (C:) • Cisco • CVP • logs • ORM	- C23 Search (								
	TextPad - C:\Cisco\CVP\logs\ORM\CVP.2015-05-06.00.log									
Organ	Orgar : File Edit Search View Tools Macros Configure Window Help									
*	★         ↑         ★									
1) A A A A A A A A A A A A A A A A A A A	Vocument ledecking       V **       Eror.2015/05/05/00.log         TS_RT_UVM_AVAIL_MEM=12598352, STATS_RT_UVM_TOTAL_MEM=16318464, STATS_RT_UVM         Fmr.2015/05/05/00.log         Fmr.2015/05/05/00.log         TS_RT_UVM_AVAIL_MEM=12598352, STATS_RT_UVM_TOTAL_MEM=16318464, STATS_RT_UVM         Stats_obj_id=UVMStats][stats_obj_UVPe=interval]: stats object statistics         [stats_obj_id=UVMStats][stats_obj_UVPe=interval]: stats object statistics         [stats_obj_id=UVMStats][stats_obj_UVPe=aggregate]: stats object statistics         [stats_obj_id=UVMStats][stats_obj_UVPe=aggregate]: stats object statistics         [stats_obj_id=UVMStats][stats_obj_UVPe=interval]: stats obj	PEAK MEM_USAGE=36544984, STATS_RT_UVM_CURRENT_MEM_USAGE=3720112, i ia:9019] [Id:9019] [PEAK_MEM_USAGE=36544984, STATS_RT_UVM_CURRENT_MEM_USAGE=4363616, i [Id:9019] [Id:9019] 573564411893919841, MBean=com.oisco.cvp.oamp.ocom.mbean.pc.Subsy: c8-adf1-d21c7c622166-1518897576 =00bbckdc6=0873573564411893919841) to local OAMP ID (138312b9-247 e873573564411893919841, Expected=138312b9-2464-42c8-adf1-d21c7e; Id:9019] 573564411893919841, Expected=138312b9-2464-42c8-adf1-d21c7e; [Id:9019] [Id:9019] 573564411893919841, Expected=138312b9-2464-42c8-adf1-d21c7e; Id:9019] [Id:9019] 573564411893919841, MBean=com.cisco.cvp.oamp.ocom.mbean.pc.Subsy: c8-adf1-d21c7e622166-151887576 =00bbc8dc6-e873573564411893919841) to local OAMP ID (138312b9-2fc c8-adf1-d21c7e622166-151887576 =00bbc8dc6-e873573564411893919841) to local OAMP ID (138312b9-2fc c8-adf1-d21c7e622166-151887576 =00bbc8dc6-e873573564411893919841, Expected=138312b9-2fd6-42c8-adf1-d21c7e e873573564411893919841, Expected=138312b9-2fd6-42c8-adf1-d21c7e =00bbc8dc6-e873573564411893919841, Expected=138312b9-2fd6-42c8-adf1-d21c7e 431 187 Read Over Book Sync Fe								
	1 FLOW 2015 04 07 00 km 07/2015 11/55 0W 100 56k 2	91/0								

Stap 3. Open het bestand C:\Cisco\CVP\conf\orm.properties. U kunt de OAMP-id controleren zoals in deze afbeelding wordt weergegeven.

TextPad - C:\Cisco\CVP\conf\orm.properties	
File Edit Search View Tools Macros Configure W	Indow Help
	🗒 🗁 🐒 🚳 ザ 🎭 🖗 🖗 🏀 🖕 🖕 📮 Find incrementally 🔒 🖞 🗌 Match case _
Dy unitproperties x	
# TRACE ORM INFRA	= 0x00010000
TRACE ORM FI	
# TRACE ORM ICS	= 0x00080000
# TRACE ORM PC MSGBUS = 0x	0010000
# TRACE ORM PC MSGBUS HEARTBEAT	= 0x00200000
# TRACE ORM PC CONTROLCENTER STATS	= 0x00400000
<b>#</b>	
# TRACE_ALL	= -1
orm.traceMask = 0x00190000	
# OAMP Values	1 411 77 501155 1519807575
orm.oamp.id = 13831269-2106-4268-adi	1-021C/6032100-121200/2/0
fIOS values	
orm.ios.pingtimeout = 5000	
orm.ios.transtimeout = 45000	
# REST API Thread pool configuration	
throttling.threadpool.generic.theads	= 10
throttling.threadpool.vxmlapp.queues	ize = 100
throttling.threadpool.generic.queues	ize = 100
they been aligned	
orm org apache loglevel = FRROR	
httpclient.logLevel = ERROR	
orm.controller.adapterName =	
18	
Lateral Control of Con	
Search Results	
Search Results Tool Output	

## Oplossing

Stap 1. Stop de Cisco CVP Resource Manager Service in de CVP Call Server.

Stap 2. Opmerking: de regel orm.oamp.id in C:\Cisco\CVP\conf\orm.properties zoals in deze afbeelding.

📕 orm.properties - Kotepad		
File Edit Format View Help		
##ORM specific properties		
<pre># Possible values: EMERGENCY, ALERT, C # WARN, NOTICE, INFO, orm.logLevel = DEBUG</pre>	RITICAL, ERROR (default), DEBUG	
<pre># Possible (or the combination) values # TRACE_NONE # TRACE_CALL # TRACE_CALL # TRACE_DARAM # TRACE_LOW_LEVEL # TRACE_LAARTBEAT # TRACE_HAARTBEAT # TRACE_ORM_INFRA # TRACE_ORM_INFRA # TRACE_ORM_IOS # TRACE_ORM_PC # TRACE_ORM_PC_MSGBUS = 0x00 # TRACE_ORM_PC_MSGBUS_HAARTBEAT # TRACE_ORM_PC_MSGBUS_HAARTBEAT # TRACE_ORM_PC_MSGBUS_HAARTBEAT # TRACE_ORM_PC_MSGBUS_HAARTBEAT # TRACE_ORM_PC_MSGBUS_HAARTBEAT # TRACE_ALL 0rm.traceMask = 0x00190000</pre>	for TraceMask = 0 = 0x00000001 = 0x00000002 = 0x00000008 = 0x00000000 = 0x00000000 = 0x00000000 = 0x00010000 = 0x00020000 = 0x00020000 = 0x00200000 = 0x00200000 = 0x00200000 = 0x00400000 = -1	
# OAMP Values # This was added by another OMAP: # orm.oamp.id = 138312b9-2fd6-42c8-adf	1-d21c7e692166-1518887576	
#IOS values orm.ios.pingtimeout = 5000 orm.ios.transtimeout = 45000		
<pre># REST API Thread pool configuration throttling.threadpool.generic.theads = throttling.threadpool.yxmlapp.queuesiz throttling.threadpool.generic.queuesiz</pre>	10 e = 100 e = 100	
<pre>#For http client orm.org.apache.logLevel = ERROR httpclient.logLevel = ERROR orm.controller.adapterName =</pre>		

Stap 3. Start de Cisco CVP Resource Manager Service in de CVP Call Server.

Stap 4. Klik op Opslaan en implementeren zoals in deze afbeelding.

C Gisco Unified Customer Voice Portal - Action Confirmation - Windows Internet Explorer			
🚱 🕞 💌 😰 https://localhost:9443/oamp/SiPComprehensiveEdtConfigurationActions.do	🗾 😵 Certifica	ate Error 🗟 😽 🗙 💽 Bing	P
👷 Favorites 🛛 🚔 🔊 CVP Caliback Diagnostic CVP 🔊 Suggested Sites 🔹 🗿 Web Slice Gallery 🔹			
Cisco Unified Customer Voice Portal - Action Confirmat		🙆 • 🖾 · 🖾 🖷	• Page • Safety • Tools • 👔
Cisco Unified Customer Voice Portal	Signed in as: Administrator	My Account   Sign out   About	Documentation Search
System + Device Management + User Management + Bulk Administration + SNMP + Tools + Help +			
Confirmation			
Unified CVP Call Server device with IP Address: 10.201.198.12 and Hostname: CVP90POD2S successfu Device(s)/Component(s): 10.201.198.12 (Unified CVP Call Server) need to be restarted. Following device restart, use the system menu to deploy system-level configurations to this Unified CV	lly updated. P Call Server.		
			Back
Copyright © 2013 Cisc	o Systems, Inc.		13
Done		🌾 🙀 Local intranet   Protected Mode: C	Off 🛛 🖓 🔹 100% 🔹