

如何删除重复的TMS服务和清楚TMS请服务不运行票

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简介

本文描述如何解决一开放网真管理套件(TMS)服务不追捕票移植TMS应用程序从一个服务器到另一个。

[先决条件](#)

使用的组件

本文档不限于特定的软件和硬件版本。

本文档中的信息根据思科网真管理套件。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始(默认)配置。如果您使用的是真实网络,请确保您已经了解所有命令的潜在影响。

背景信息

也许有客户转移TMS应用程序从TMS设备到虚拟机或从一个VM到另一个VM的案件。哪些案件,TMS可能生成报告的票TMS服务以上一个服务器名不再运行。

[问题](#)

在TMS应用程序从一个服务器移植到另一个服务器后,TMS报告打开阐明的票,其中每一TMS服务以上一个服务器名不再运行(类似于这些镜像)。

List of open TMS Tickets

There are currently 8 open or acknowledged TMS tickets. Any issues reported here may cause TMS to not work properly.

	TMS Service Not Running. Ticket # : 63674 Status : Open Description : The service TMSchedulerService is not running on server [redacted] How to fix this problem : Log on to the server and open Control Panel, Administrative Tools, Services and start service. First Reported : 11/19/2013 10:05:49 PM Last Reported : 11/20/2013 5:15:22 PM User Comments :	Acknowledge Delete
	TMS Service Not Running. Ticket # : 63675 Status : Open Description : The service TMSPLCDirectoryService is not running on server [redacted] How to fix this problem : Log on to the server and open Control Panel, Administrative Tools, Services and start service. First Reported : 11/19/2013 10:05:49 PM Last Reported : 11/20/2013 5:15:22 PM User Comments :	Acknowledge Delete
	TMS Service Not Running. Ticket # : 63673 Status : Open Description : The service TMSLiveService is not running on server [redacted] How to fix this problem : Log on to the server and open Control Panel, Administrative Tools, Services and start service. First Reported : 11/19/2013 10:05:49 PM Last Reported : 11/20/2013 5:15:22 PM User Comments :	Acknowledge Delete
	TMS Service Not Running. Ticket # : 63678 Status : Open Description : The service TMSServerDiagnostics is not running on server [redacted] How to fix this problem : Log on to the server and open Control Panel, Administrative Tools, Services and start service. First Reported : 11/19/2013 10:05:49 PM	Acknowledge Delete

您也看到在**管理Tools>TMS服务器Maintenance>TMS服务状态**的相同的**服务**。

Service	Machine Name	Service Start Time	Last Notification	Status
TMSLiveService	TMS2	3/20/2014 12:14:27 AM	3/20/2014 1:29:38 PM	Service Running
TMSLiveService	TMS	3/19/2014 4:34:37 PM	3/19/2014 9:22:46 PM	Service Stopped
TMSchedulerService	TMS2	3/20/2014 12:14:28 AM	3/20/2014 1:29:39 PM	Service Idle
TMSSchedulerService	TMS	3/19/2014 4:34:38 PM	3/19/2014 9:22:56 PM	Service Stopped
TMSPLCDirectoryService	TMS2	3/20/2014 12:14:27 AM	3/20/2014 1:29:39 PM	Service Running
TMSPLCDirectoryService	TMS	3/19/2014 4:34:37 PM	3/19/2014 9:22:51 PM	Service Stopped
TMSTempService	TMS2	3/20/2014 12:14:30 AM	3/20/2014 1:29:32 PM	Service Idle
TMSTempService	TMS	3/19/2014 4:34:39 PM	3/19/2014 9:23:05 PM	Service Stopped
TMSDatabaseScannerService	TMS2	3/20/2014 12:14:27 AM	3/20/2014 1:29:39 PM	Service Idle
TMSDatabaseScannerService	TMS	3/19/2014 4:34:38 PM	3/19/2014 9:22:42 PM	Service Stopped
TMSServerDiagnostics	TMS	3/19/2014 4:34:38 PM	3/19/2014 9:22:59 PM	Service Stopped
TMSServerDiagnostics	TMS2	3/20/2014 12:14:28 AM	3/20/2014 1:29:30 PM	Service Idle
TMSAgentService	TMS	3/19/2014 8:38:25 PM	3/19/2014 9:22:38 PM	Service Stopped
TMSAgentService	TMS2	3/20/2014 12:16:26 AM	3/20/2014 1:29:28 PM	Service Idle

[Clear List](#)

解决方案

1. 去**管理Tools>TMS服务器维护**。
2. 点击**TMS服务状态**标语。这将扩展服务部分。您将看到与**被终止**的上一个服务器名和**服务状况**的相同的**服务**。
3. 点击**清楚列表**按钮。这将清除整个列表服务。
4. 等待1-2分钟和点击**刷新**。

服务迟缓地重新填充与服务器的仅当前服务。从上一个服务器的重复项被终止的服务不再出现。完成此也删除开放TMS票。

注意：步骤2不会影响任何TMS功能。仍然，当他们将影响最少量的用户，是良好的做法做变动。