# 排除CM电话子系统和应用管理器服务部分服务问 题

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## 简介

本文档介绍如何对CM电话子系统和应用服务部分服务问题进行故障排除。

## 先决条件

## 要求

Cisco 建议您了解以下主题:

- •思科统一联系中心快捷版(UCCX)
- 思科统一通信管理器 (CUCM)
- 实时监控工具
- 实时报告工具

### 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。如果您的网络处于活动状态,请确保您了解所有命令的潜在影响。

## 背景信息

UCCX引擎是两种管理器服务的一部分:

#### 1.子系统管理器

Unified CM电话子系统是子系统管理器下的子组件。

应用程序管理器服务是管理器下的子组件。

## CM电话子系统

CM电话子系统是一个JTAPI客户端,您可以在其中提供Unified CM电话提供商信息、计算机电话接口(CTI)端口组信息、Unified CM电话触发信息以及重新同步Unified CM电话信息。

UCCX和CUCM之间的任何通信都驻留在JTAPI上。CUCM上的CTI管理器响应来自UCCX的 JTAPI请求。

JTAPI提供程序在UCCX上创建,并在CUCM上复制。

快速检查:

登录到CCX Administration页面。导航到**System > CM Configuration。**它列出有关axl、jtapi和 rmcm提供程序的信息。在此页面上创建的JTAPI用户名和密码在CUCM上的应用用户下复制,如图 所示。

cisco For Cisco	Unified CCX Adu	ministration				Navigation Cisco Unified CCX Administration V Go cisco About Logou
System Applications	Subsystems Wizards Ti	ools Help				
Cisco Unified CM	Configuration					
ing opdate in the ca	car					
AXL Service Provider	Configuration.[Cisco Unifie	d CM Version is : 11.5.1.149	00(11)]			· · · · · · · · · · · · · · · · · · ·
Selected AXL Service Pr	oviders			Available AXL Service Providers		
*	10.127.252.213 10.127.252.216	~ ~		4	< v	
Cluster Wide Parameters						
User Name*			cisco			
Password*			•••••			
Unified CM Telephony Selected CTI Managers	Subsystem - Unified CM Tr 10.127.252.213 10.127.252.216	elephony Provider Configur	ation	Available CTI Managers	^	
Ţ		~		•	~	
Cluster Wide Parameters						
User Prefix*			Japi			
Password*			•••••			
Confirm Password*			•••••			
RmCm Subsystem - Rm	nCm Provider Configuratio	n				
Selected CTI Managers				Available CTI Managers		
	10.127.252.213 10.127.252.216	~			^	

**注意:**始终建议将本地CUCM节点指向列表顶部,然后指向远程CUCM节点。每当代理创建CTI端口或路由点时,都会在CUCM上的相应JTAPI用户下分配该端口。

快速检查:

登录到CUCM Admin Page > User Management > Application User,以验证在UCCX中创建的 JTAPI和rmcm提供程序是否反映在CUCM上。

Cisco Unified	ed CM Administration Communications Solutions		Navigation Cisco Unified CM Administration 🛩 Go
System 🔟 Call Routing 🛫 Media Resources 🛫	Advanced Features 🖝 Device 🖝 Application 🖝 User Management 🖝 Bulk Administration 🖝 H	telo 👻	
Find and List Application Users			
Add New E Select Al Clear	Al 🙀 Deen Selected		
Find Application User where User ID 🗸 begins	with V Find Clear Filter		
	User ID	Сору	User Rank
	CCMORTSecureSviller	ß	1
	CCM08E5voluer	ß	1
	COMSystem	ß	1
	<u>CUCService</u>	ß	1
	IPMASecureSvatiser	ß	1
	1PMASystumer	ß	1
	TabSyncSystem	ß	1
	WDSecureSveUser	lb.	1
	WDSvaluer	D.	1
	adminavi	line in the second seco	1
	aduar	ß	1
	5100 C	ß	1
	130.1	D.	1
	200.2	D	1
	presenceviewersdmin	ľ.	1
	mman	D D	1

## 最常见原因

- 某些CTI端口或触发器似乎未注册
- 如果CCX上的触发器配置错误
- 应用程序上的触发器没有呼叫控制组
- 与触发器存在相同的转换模式
- CTI路由点,根据网络配置包含/不包含分区和设备池
- 触发器已从CUCM中删除

提示:当您倾向于删除某些触发器或cti端口时,请完全遵循这些建议。

从UCCX删除触发器 — 此过程会自动删除CUCM上相应的CTI路由点 从UCCX删除控制组(CTI端口) — 这会自动从CUCM删除相应的电话设备(CTI端口)

### 故障排除

方法 1:

借助RTMT工具,您可以轻松验证触发器/CTI端口注册状态和摘要。使用管理员凭据登录到RTMT。 选择RTMT页面左下方的**Cisco Unified CCX**。 Cisco Unified Real Time Monitoring Tool (Currently Logged into: uccx-sr.cisco.local)

<u>F</u> ile <u>System A</u> nalysisManager I	M and Presence	<u>E</u> dit <u>W</u> indo	w Appl <u>i</u> cation	Help
Real Time Monitoring To	ol			
System	🗲 🗂 System Sun	ımary		
System Summary		Virtual M	emory Usage	
🗌 – 🏠 System Summary	-			
Server	90%-			
– 🖳 CPU and Memory	72%-			
– 🖳 Process	54%-			
— 🛃 Disk Usage	284			
Critical Services				
Performance	18%-			
– 🗰 Performance	0%-08:38:0	0 08:39:00	08:40:00 0	8:41:00
Performance Log Viewer				
Tools				
Alert Central	J			
Trace & Log Central	Alert History		Nede	
🗕 – 赶 Job Status	lime St	amp	Node	
🗕 🚽 SysLog Viewer				
- 🔊 VLT				
AuditLog Viewer				
Cisco Unified CCX				
IM and Presence	successfully pulled	data from ser	ver side	
System Summary				

选择CUCM Telephony Data。列出了几个选项,例如触发器、呼叫控制组、CTI端口和摘要。

Cisco Unified Real Time Monitoring Tool (Currently Logged into: uccx-sr.cisco.local)

<u>File</u> <u>System</u> <u>A</u> nalysisManager	IM and Presence Edit Window Application Help
Real Time Monitoring T	ool
	CUCM Telephony Data
System	CUCM Telephony Data
Cisco Unified CCX	Triggers
CUCM Telephony Data	Call Control Groups
CUCM Telephony Data	CTI Ports
	CUCM Telephony Data
IM and Presence	
System Summary CUCM T	elephony Data

选择其中一个选项以验证其状态。例如,触发器。将会弹出一个对话框,可以选择服务器(对于 HA,同时列出pub和sub)。 选择服务器名称,然后单击**完成**,如图所示。

System       CUCM Telephony Data         Cisco Unified CCX       Triggers         Cull Control Groups       Call Control Groups         CUCM Telephony Data       CTI Ports         Summary       Summary         Wand Presence       CUCM Telephony Data	File System AnalysisManager	IM and Presence Edit Window Application Help
System       CUCM Telephony Data         CLICM Telephony Data       CuCM Telephony Data         CUCM Telephony Data       CII Contol Groups         CUCM Telephony Data       CII Contol Groups         CUCM Telephony Data       CII Contol Groups         CUCM Telephony Data       Triggers         CUCM Telephony Data       Triggers         CUCM Telephony Data       Triggers         CUCM Telephony Data       Triggers         CUCM Telephony Data       Cucmanay         Image: Cucmana and the second and the secon	Real Time Monitoring 1	ΤοοΙ
Cisco Unified CCX CUCM Telephony Data Call Control Groups CUCM Telephony Data Cult Tel	System	CUCM Telephony Data
CUCM Telephony Data	Cisco Unified CCX	CUCM Telephony Data
Image: Select a Server         CUCM Telephony Data	CUCM Telephony Data	Call Control Groups
Mand Presence             Image: Current parameters             Image: Current parameters             Image: Current parameters		Triggers ×
M and Presence		Triggers
M and Presence		Select a Server
M and Presence		<back cancel<="" td="" uccx-sr.cisco.local=""></back>
	IM and Dranonce	CUCM Telephony Data
System Summary CUCM Telephony Data	System Summary	Telephony Data

## 在本例中,已选择triggers选项,因此显示了触发器及其各自的状态以及建议。

Server : uccx-sr.cisco.Jocal										
Trigger DN	Trigger State	Application Na	Ready For Call	CallControl Gro	Media Group ID	Last State Cha	Recommended.			
1111	Config Error	agent1_app	UNKNOWN	UNKNOWN	UNKNOWN	UNKNOWN	Trigger has config			
111111	In Service	agent3	true	2	0	10/10/2021 22:28:				
11122	Config Error	agent_app	UNKNOWN	UNKNOWN	UNKNOWN	UNKNOWN	Trigger has config			
5555	In Service	ctiapp_user	true	5	0	10/10/2021 22:28:				
7777	In Service	ctiuser1_app	true	6	0	10/10/2021 22:27:				

## 选择摘要选项时的摘要状态。

🖳 Cisco Unified Real Time Monitorin	ng T	ool (	(Currently Logged into:	: ucox-sr.cisco.local)							-		$\times$
File System AnalysisManager	IM a	and P	Presence <u>E</u> dit <u>W</u> in	dow Application	Help								
Real Time Monitoring Tool													
System	1	- C	UCM Telephony Data										$\sim$ $\times$
1		CI	CUCM Telephony Dat	Server : uccx-sr.cisco.local									
Cisco Unified CCX		- []	Triggers	Trigger DN	Trigger State	Application Na	Ready For Call	CallControl Gro	Media Group ID	Last State Cha	Rec	ommen	ided
CUCM Telephony Data	8	- 🗋	Call Control Groups	20211	Out of Service	Idapuserapp	true	9	0	11/09/2021 23:18:	Check	trigger o	conf
CUCM Telephony Data	8	- 🗅	CTI Ports	7777	Config Error	ctiuser1_app	UNKNOWN	UNKNOWN	UNKNOWN	UNKNOWN	Trigger	r has co	nfig
686	8	- 🗅	Summary	9999	In Service	agent_app	true	7	0	11/09/2021 23:18:			
1	8	_											
	8												
1													
	2												

🗲 🚍 CUCM Telephony Data					X
CUCM Telephony Data			Server : uccx125.cisco.local		
- 🗋 Triggers	CallControl Group ID	Group State	Total Ports	InService Ports	OOS Ports
🚽 🗋 Call Control Groups	2	In Service	5	5	0
- 🗋 CTI Ports	3	Partial Service	2	1	1
🖵 🗋 Summary					

## CTI端口状态。

0	ol					
K	🔲 🖂 CUCM Telephony Data					X
	🗖 CUCM Telephony Data			Server : uccx125.cisco.local		
18	— 🗋 Triggers	CTI Port DN	CallControl Group ID	Port State	Call ID	Last State Change Time
18	🛛 — 🗋 Call Control Groups	100	2	In Service		11/13/2021 16:36:45 IST
8	CTI Ports	101	2	In Service		11/13/2021 16:36:45 IST
8	Summary	102	2	In Service		11/13/2021 16:36:45 IST
8		103	2	In Service		11/13/2021 16:36:45 IST
8		104	2	In Service		11/13/2021 16:36:45 IST
8		76762	3	In Service		11/13/2021 17:05:19 IST
8		76763	3	Out of Service		11/13/2021 17:06:12 IST
100						
1						
3						

### 如图所示,可以从CCX管理页面>子系统>触发器验证触发器状态。

System Applica	ations Subsystems	Wizards	Tools	Help					
Cisco Unified	d CM Telephony 1	Trigger (	Config	juration					
Add New									
L.y									
- Status									
(i) 4 records fo	bund								
-									
Triggers List									
inggere ziet	Route Point &			Application 4	Sessions A	Enabled	Сору	Delete	Refresh
	1111			ctiuser1_app	2	true	B	Û	8
•	9999			agent_app	2	true	D.	Û	S
•	20211			Idapuserapp	5	true	c9	Û	S
C C	5995			ctiapp_user	2	true	ß	Û	8
	•								

Add New

## 方法 2:

在CCX Admin页面,您可以执行数据检查和数据重新同步。登录到**CCX管理页面> Cisco Unified** CM电话>数据同步,如图所示。

cisco For Ci	sco U	Jnified nified Comm	CCX A		ni	str	ation	
System Applications	S	ubsystems	Wizards	Tools		Help		
		Cisco Unif	ied CM Tele	phony	Þ		Provider	
		RmCm			۲		Call Control Group	
Cisco Unifie	d	Chat and	Email		۲		Triggers	
System version: 12.5.1	.1	Outbound	I		۲		Data Synchronization	
S Error: This Product Inst		Database			۲		Cisco JTAPI Resync	tional licenses w
		HTTP					Advanced Settings	Dealars Davies
A warning: No backup de	VI	ablait				1		Backup Device

选择**Triggers**、Call Control Groups、CM Telephony Users,然后选择**Data Check**,这将花费相当 多的时间,具体取决于触发器、CCG和服务器上配置的用户的数量。

cisco	Cisco Uni For Cisco Unified	d Communications So	Iministratio	on		
System App	plications Subsy	stems Wizards	Tools Help			
Cisco Unif	ied CM Tele	phony Data Sy	nchronizatio	n		
Data C	Check 🏠 Dat	a Resync				
Status						
(i) Rea	ady					
Please selec	t at least one com	oonent.				
Call Control	Group(s) 🗸	Trigger(s)	CM Telephony U	ser(s) 🗸	SRTP	
Data Check	Data Resync					

"数据"检查选项显示选定组件的状态。一旦对错误执行了正确的操作,您可以执行数据重新同步 ,建议在呼叫量较少的期间运行数据重新同步。

方法 3:

以防任何组件发生错误。检查UCCX的CM配置页面以获取提供程序列表,并在所有这些CUCM提供 程序上重新启动CTI服务,然后在UCCX节点上重新启动CCX引擎。

方法 4:

登录到RTMT > Trace and Configuration > Collect Logs。

UCCX :

- Cisco Unified CCX引擎(MIVR)
- JTAPI日志

CUCM:

- CallManager
- CTI Manager

RTMT常见错误:

问题1:

触发器7777在**触发器状态**上有配置错误,**呼叫控制组**未知。

🖷 Cisco Unified Real Time Monitorin	ng T	ool (	(Currently Logged into	: uccx-sr.cisco.local)							-		×
File System AnalysisManager	IM a	and F	Presence <u>E</u> dit <u>W</u> in	ndow Application	Help								
Real Time Monitoring T	Real Time Monitoring Tool												
System	1		UCM Telephony Data										
01 11-11- 1 COV		<b>1</b> Cl	UCM Telephony Data				Server : uccx-	sr.cisco.local					
Cisco Unified CCX		-C	Triggers	Trigger DN	Trigger State	Application Na	Ready For Call	CallControl Gro	Media Group ID	Last State Cha	Reco	ommen	ded
CUCM Telephony Data	8	- C	Call Control Groups	20211	In Service	Idapuserapp	true	9	0	11/09/2021 23:18:			
- 🙀 CUCM Telephony Data	8	- C	CTI Ports	7777	Config Error	ctiuser1_app	UNKNOWN	UNKNOWN	UNKNOWN	UNKNOWN	Trigger	has cor	nfig
0-20	8	- C	Summary	9999	In Service	agent_app	true	7	0	11/09/2021 23:18:			
	8												
	8												
	8												
	8												
	8												
	8												

在CCX Admin页面上验证触发器状态。导航至**子系统> Cisco Unified CM电话>触发器**。

选择触发器后,屏幕上会弹出一个对话框。

O 🔓 https://uccx-sr.cisco	o.local/appadmin/JTAPITrigger?request_type= 🗉 🏠 🔳				
Cisco Unified CM Telephony Trigger Configuration					
Save 👕 Delete 🎦 Clear 🛞 Cancel					
Status					
Status : Ready					
Directory Information					
Directory Numt	local				
Trigger Informa The selected Call Please update.	Control Group for this trigger has been deleted.				
Application Nar Device Name*	ок				
Description*	causerneev				
Call Control Group*	None				
Save Delete Clear Cancel Show More					
Transferring data from uccx-sr.cisco.local					

单击OK,注意此处未添加呼叫控制组。

Cisco Unified CM Telephony	Cisco Unified CM Telephony Trigger Configuration				
🔚 Save 👕 Delete 🏻 🍟 Clea	ar 🔞 Cancel				
Status					
i Status : Ready					
- Directory Information					
Directory Number*	7777				
- Trigger Information					
Language*	English (United States) [en_US] v	Edit			
Application Name*	ctiuser1_app				
Device Name*	ctiuser1dev				
Description*	ctiuser1dev				
Call Control Group*	None v				

#### 解决方案:

从下拉列表中选择更新呼叫控制组。验证触发器状态。如果问题仍然存在,请重新启动CUCM上的 CTI管理器服务和UCCX上的CCX引擎

#### 问题 2:

Trigger as out of service出现在2个方案中。在CUCM上删除的CTI路由点或CTI路由点上的目录号码 不存在。

2	🖷 Cisco Unified Real Time Monitori	I (Currently Logged into: uccr-sr.cisco.local) – – ×	C			
I	Ele System AnalysisManager	J Presence Edit Window Application Help				
	Real Time Monitoring Tool					
I	System	CUCM Telephony Data	3			
ų	Cisco Unified CCV	CUCM Telephony Data Server : uccx-sr.cisco.local	Ļ			
2	CISCO ONING CCX	Trigger DN Trigger State Application Na Ready For Call CallControl Gro Media Group ID Last State Cha Recommended	К.			
1	CUCM Telephony Data	Call Control Groups 20211 Out of Service Idapuserapp true 9 0 11/09/2021 23:18. Check trigger cont	-			

情形1:

原因:在CUCM上,CTI路由点被删除。

登录到CM Admin page > Device > CTI Route Point,然后检查路由点是否存在。在这种情况下 ,rtmt上列出的路由点不存在,如图所示。

Cisco Unified CM Administration     Navgation     Cisco Unified CM Administration     Cisco Unified CM Administr				
Byslem 🗰 Cell Rouchig 🗰 Nedla Rossuras 🗰 Advanced Fasturas 🗰 Device 🗰 Application 🗰 User Management 🗰 Balk Administration 🗰 Help 🗰				
Find and List CTI Route Puints				
4 At New				
Plates Oncode found				
CTI Route Point	Rows per Page 50 v			
Fod CTI Raves Point where Directory Number v begins with v 20211 (Fod ) Char Filter) w				
Na atria bury, Reast Interna Juny Personal Anna Anna Anna Anna Anna Anna Anna A				
Add Nex				

#### 但是,触发器存在于CCX上。

在Cisco Unified CM Telephony Data synchronization页面上执行数据检查,并观察错误为"无法在 Cisco Unified CM上创建"。

可能的原因是路由点已删除,但CUCM上仍存在目录编号。

CTI Route Point	x	Could not create on Cisco Unified CM.
Data Check Data Resync		

登录到CM Admin页面,选择Call Routing > Route Plan Report,然后使用目录编号进行搜索 — >单击delete

返回到CCX管理页面Subsystems > Cisco Unified CM Telephony > Data Synchronization > Data Resync,或者,如果需要特定路由点/触发器,请使用相同的设备名称在CUCM上重新创建CTI路由 点。

如果问题仍然存在,请重新启动CUCM上的CTI管理器服务和UCCX上的CCX引擎。

方案2:

原因:在CUCM上删除目录编号20211,或者设备从目录编号解离。

在这种情况下,CTI路由点显示在device > CTI route point下。但是,您可以注意到扩展名不存在。 在UCCX上执行数据检查显示与上一个场景"Does not exist on Cisco Unified CM"相同的错误,但显 示的是控制器号。

CTI Route Point	<ul> <li>✓</li> </ul>	In Sync
Directory Number	x	Doesn't exist on Cisco Unified CM.
Device Association	×	In Sync

解决方案:

导航到相应的CTI路由点,并在CUCM上添加目录编号或在UCCX上执行数据重新同步。

如果问题仍然存在,请重新启动CUCM上的CTI管理器服务和UCCX上的CCX引擎。

问题 3:

CTI端口状态显示为停止服务:

00	bl					
	📋 CUCM Telephony Data					X
0000	🗂 CUCM Telephony Data			Server : uccx125.cisco.local		
3	— 🗋 Triggers	CTI Port DN	CallControl Group ID	Port State	Call ID	Last State Change Time
8	– 🗋 Call Control Groups	100	2	In Service		11/13/2021 16:36:45 IST
8	CTI Ports	101	2	In Service		11/13/2021 16:36:45 IST
8	- Summary	102	2	In Service		11/13/2021 16:36:45 IST
8		103	2	In Service		11/13/2021 16:36:45 IST
88		104	2	In Service		11/13/2021 16:36:45 IST
8		76762	3	In Service		11/13/2021 17:05:19 IST
8		76763	3	Out of Service		11/13/2021 17:06:12 IST
8						
2002						

#### 与各CTI端口关联的呼叫控制组显示部分服务。

٢	~					
	📋 CUCM Telephony Data					X
Ī	🗂 CUCM Telephony Data			Server : uccx125.cisco.local		
I	<ul> <li>Triggers</li> </ul>	CallControl Group ID	Group State	Total Ports	InService Ports	OOS Ports
I	<ul> <li>Call Control Groups</li> </ul>	2	In Service	5	5	0
I	- 🗋 CTI Ports	5	Partial Service	2	1	1
I	Summary					

### 同样,摘要页面包含CTI端口77661呼叫控制组id=5的错误。

22						
	Server : uccx125.cisco.local					
0	VERALL TELEPHONY SUBSYSTEM STATE : Partial Service					
	Call Control Groups In	Call Control Groups O	Call Control Groups In	Enabled Triggers	Disabled Triggers	Triggers With Config E
1		0	1	3	0	0
	Some group con only be initialized partially. Call Control Croupfid-S state-IN, SERVICED-Date(77661)					
	some group can only be i	ome group can only be initialized partially - Call Control Group[id=5,state=IN_SERVICE]?Ports[7/001]				

原因:CTI端口已从设备取消关联或在CUCM上删除。

解决方案:

如果CCX引擎未解决问题,请重新启动。重新创建受影响的呼叫控制组,然后重新启动CUCM上的 CTI管理器服务和UCCX上的CCX引擎。

## 应用管理器服务

在Application Management下,尤其可以添加、配置、复制、删除或刷新特定应用程序,关联触发器、脚本和其他参数。

该映像将应用管理器状态表示为部分服务。

aluda Cisco Unified CCX Serviceability			Navigation Cisco Unified CC	X Serviceabili	ty 🗸 Go
CISCO For Cisco Unified Communications Solutions				cisco At	out   Logou
Alarm Trace Tools Help					
Control Center - Network Services					
📄 Start 🛑 Stop 👆 Restart 🔇 Refresh					
O Cisco Unified CCX Engine	PARTIAL SERVICE	TUE APR 26 06:07:00 2022	00 Days 00:06:50		
Manager Manager	PARTIAL SERVICE	TUE APR 26 06:07:00 2022	00 Days 00:06:50		
Expression Manager	IN SERVICE	TUE APR 26 06:07:00 2022	00 Days 00:06:50		
Document Manager	IN SERVICE	TUE APR 26 06:07:00 2022	00 Days 00:06:50		
Bootstrap Manager	IN SERVICE	TUE APR 26 06:07:00 2022	00 Days 00:06:50		
File Manager	IN SERVICE	TUE APR 26 06:07:00 2022	00 Days 00:06:50		
Socket Manager	IN SERVICE	TUE APR 26 06:07:00 2022	00 Days 00:06:50		
Log Manager	IN SERVICE	TUE APR 26 06:07:00 2022	00 Days 00:06:50		
Config Manager	IN SERVICE	TUE APR 26 06:07:00 2022	00 Days 00:06:50		
Cluster Manager	IN SERVICE	TUE APR 26 06:07:00 2022	00 Days 00:06:50		
Session Manager	IN SERVICE	TUE APR 26 06:07:00 2022	00 Days 00:06:50		
User Manager	IN SERVICE	TUE APR 26 06:07:00 2022	00 Days 00:06:50		
Script Manager	IN SERVICE	TUE APR 26 06:07:00 2022	00 Days 00:06:50		
RTP Port Manager	IN SERVICE	TUE APR 26 06:07:00 2022	00 Days 00:06:50		
Prompt Manager	IN SERVICE	TUE APR 26 06:07:00 2022	00 Days 00:06:50		
Channel Manager	IN SERVICE	TUE APR 26 06:07:00 2022	00 Days 00:06:50		
Grammar Manager	IN SERVICE	TUE APR 26 06:07:00 2022	00 Days 00:06:50		
Application Manager	PARTIAL SERVICE	TUE APR 26 06:07:00 2022	00 Days 00:06:50		
Contact Manager	IN SERVICE	TUE APR 26 06:07:00 2022	00 Days 00:06:50		
E Marca	IN SERVICE	THE APP 26 06:07:00 2022	00 Dave 00:06:50		

Application Manager服务部分服务的最常见原因是:

- •之前分配给应用程序的脚本管理中不存在该脚本
- 脚本无效
- 应用程序无法加载特定脚本

### 故障排除

方法1:

使用Real Time Reporting Tool,可以轻松识别受影响的应用程序。

实时报告工具(RTR)是一个Java应用程序,因此需要在客户端计算机上安装Java运行时环境(JRE)。 登录到CCX管理页面,然后导航到**工具> Real Time Reporting**,然后选择下**载**。

Cisco Unified CCX Ac	dministration	Navigation Cisco Unified CCX Administration V Go
System Applications Subsystems Wizards	Tools Help	une contra pocurremation radion copon
	Plug-ins	
	Real Time Reporting Tool	
	Real Time Snapshot Config	
Cisco Unified CCX Administra	Historical Reporting	
System version: 11.6.2.10000-31	User Management	
Warning: No backup device is configured. This is required to a	Password Management	v to Backup Device. Conflouration take.
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If you require further assistance please contact us by sending email to export@cisco.com.

注意:要运行Real Time Reporting客户端,请在Java控制面板的"安全"选项卡中,将Unified CCX服 务器的完全限定域名(FQDN)添加到例外站点列表。对于高可用性部署,请将两个Unified CCX服务 1.在系统上启动RTR应用,并使用Unified CCX管理员或主管凭证登录。

2.定位至"报表">"应用程序",然后选定最后一列**有效**。

#### 对于有问题的应用程序,"有效"标志显示为false

🔬 UCCX Real Time Reporting							-	
Report Tools Views Settings Help								
Applications								
	Name	ID	Туре	Description	Enabled	Max. Sessions	Valid	
app1		0	Cisco Script Application	app1	true	2	false	
app2		2	Cisco Script Application	app2	true	4	true	
test		5	Cisco Script Application	test	true	3	true	

### 方法 2:

#### 借助日志。跟踪级别设置

#### 导航到Cisco Unified CCX可维护性>跟踪>配置。选择Cisco Unified CCX Engine并设置跟踪:

APP\_MGR - Debug, Xdebug1 ENG - Debug, Xdebug1 ICD\_CTI - Debug, Xdebug1 SS\_TEL - Debug, Xdebug1 重新启动CCX引擎并从RTMT收集Cisco Unified CCX引擎日志。对日志文件应用"%MIVR-APP\_MGR"筛选器以查找根本原因。

#### 从CLI。

file search activelog /uccx/log/MIVR/\* "%MIVR-APP\_MGR" recurs ignorecase 使用这两种方法之一,您可以获得有问题的应用程序。

导航到UCCX管理页面上的应用管理,验证有问题的应用并进行必要的更改。重新启动CCX引擎并 验证状态。