

排除Cisco代理桌面(CAD)座席登录问题故障

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Introduction

本文描述如何排除Cisco代理桌面(CAD)座席登录问题故障。

问题

Cisco CAD代理程序是收到错误信息，当登录到服务器。

为了排除问题故障请收集CAD代理程序和CAD服务器日志。请参见日志集此指南。

[UCCE跟踪设置和日志集](#)

分析CAD代理程序日志。

```
2017-10-24 03:36:42:887 INFO LC0012 Failed to bind to Calabrio LDAP service on <10.229.172.16>:
<-1> <Can't contact LDAP server>
2017-10-24 03:36:42:887 WARN LC0001 Error occurred while performing an LDAP operation.
2017-10-24 03:36:43:924 INFO LC0012 Failed to bind to Calabrio LDAP service on <10.229.172.46>:
<-1> <Can't contact LDAP server>
2017-10-24 03:36:43:924 WARN LC0001 Error occurred while performing an LDAP operation.
2017-10-24 03:36:43:925 ERROR STD2001 Client <Calabrio LDAP> failed to connect to any service.
```

错误“不能联系LDAP服务器”导致LRM和LDAP监控程序日志。

从LRM日志的一个片断。

```
2017-10-24 03:36:42:117 INFO LC0012 Failed to bind to Calabrio LDAP service on <10.229.172.16>:
<-1> <Can't contact LDAP server>
2017-10-24 03:36:42:117 WARN LC0001 Error occurred while performing an LDAP operation.
2017-10-24 03:36:43:134 INFO LC0012 Failed to bind to Calabrio LDAP service on <10.229.172.46>:
<-1> <Can't contact LDAP server>
2017-10-24 03:36:43:134 WARN LC0001 Error occurred while performing an LDAP operation.
```

从LDAP监控程序(ldapmonsvr.log)进程日志的一个片断。

```
2017-10-24 03:37:06:036 INFO LMS0000 Successfully started process <slapd.exe>.
2017-10-24 03:37:06:565 WARN LMS3001 The process has unexpectedly stopped running <slapd.exe>.
2017-10-24 03:37:16:084 INFO LMS0000 Successfully started process <slapd.exe>.
2017-10-24 03:37:16:600 WARN LMS3001 The process has unexpectedly stopped running <slapd.exe>.
2017-10-24 03:37:26:134 INFO LMS0000 Successfully started process <slapd.exe>.
```

2017-10-24 03:37:26:618 WARN LMS3001 The process has unexpectedly stopped running <slapd.exe>.

每10秒CAD Slapd process restart。

解决方案

当LDAP监控程序不能起始您需要恢复目录服务数据库。

参考[Cisco CAD故障排除指南文件](#)，第45页。

恢复目录服务数据库(方法1)：

1. 在主机数据库的PC上，请终止LDAP监控程序服务。
2. 运行Windows CMD应用程序并且连接

```
cd C:\Program Files x86\Cisco\Desktop\bin
```

Note:实际CAD服务器目录可以是不同的。

3. 键入此命令并且按Enter。

```
db_recover -h ../database -v
```

4. 键入退出并且按Enter关上DOS窗口。
5. 重新启动LDAP监控程序服务。

如果此程序不工作，请进行对从同一个指南的方法2。