

排除故障Cisco代理桌面(CAD)座席登录问题

目录

[简介](#)

[问题](#)

[解决方案](#)

简介

本文描述如何排除故障Cisco代理桌面(CAD)座席登录问题。

问题

思科CAD代理程序是收到错误消息，当登录到服务器。

为了排除故障问题请收集CAD代理程序和CAD服务器日志。参考日志集的此指南。

[UCCE Trace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箴言报日志。
```

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箴言报(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箴言报不能起始您需要恢复目录服务数据库。

参考的[思科CAD故障排除指南文档](#)，页45。

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箴言报服务。

2. 运行Windows CMD应用程序并且导航

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

Note:实际CAD服务器目录可以不同的。

3. 键入此命令并且按回车。

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

4. 键入退出并且按回车关上DOS窗口。

5. 重新启动LDAP箴言报服务。

如果此步骤不工作，请继续对从同一个指南的方法2。