

诊断的框架门廓手工安装和日志文件

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Introduction

本文描述使用的程序为了恢复Cisco Unified Contact Center Enterprise (UCCE)诊断的框架门廓的失败的安装。

Prerequisites

Requirements

Cisco 建议您了解以下主题：

- Cisco UCCE
- 诊断的框架门廓
- 微软视窗服务、注册和CLI

Components Used

本文的信息根据Cisco UCCE版本8.5和9.0。

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

问题

在新安装或刷新升级，诊断的框架门廓页也许不装载后。另外，Cisco智能联络管理(ICM)诊断的框架服务也许没出现于services.msc。

排除故障

从门廓运行为了到达门廓诊断页的当地服务器访问这些URL。保证您为您的环境相应地更新<UCCE-server-IP>和<instance name>占位符。

- <https://localhost:7890/icm-dp/rest/DiagnosticPortal/GetMenu>
- [https:// <UCCE-server-IP>:7890/icm-dp/rest/DiagnosticPortal/GetMenu](https://<UCCE-server-IP>:7890/icm-dp/rest/DiagnosticPortal/GetMenu)
- [https:// <UCCE-server-IP>:7890/icm-dp/rest/AnalysisManager/GetMenu?InstanceName=<Instance-Name>](https://<UCCE-server-IP>:7890/icm-dp/rest/AnalysisManager/GetMenu?InstanceName=<Instance-Name>)

如果上述URL不工作，请参见这些日志文件其他信息：

- C:\icm\serviceability\diagnostics\logs
- C:\Temp\icminstall.log

如果这些日志之一参考安装程序错误，您能检查InstallUtil日志。为了执行此，请连接对C :> Windows > Microsoft.NET > 框架> v2.0.50727 > InstallUtil和开放InstallUtil.INSTALLLOGFILE。

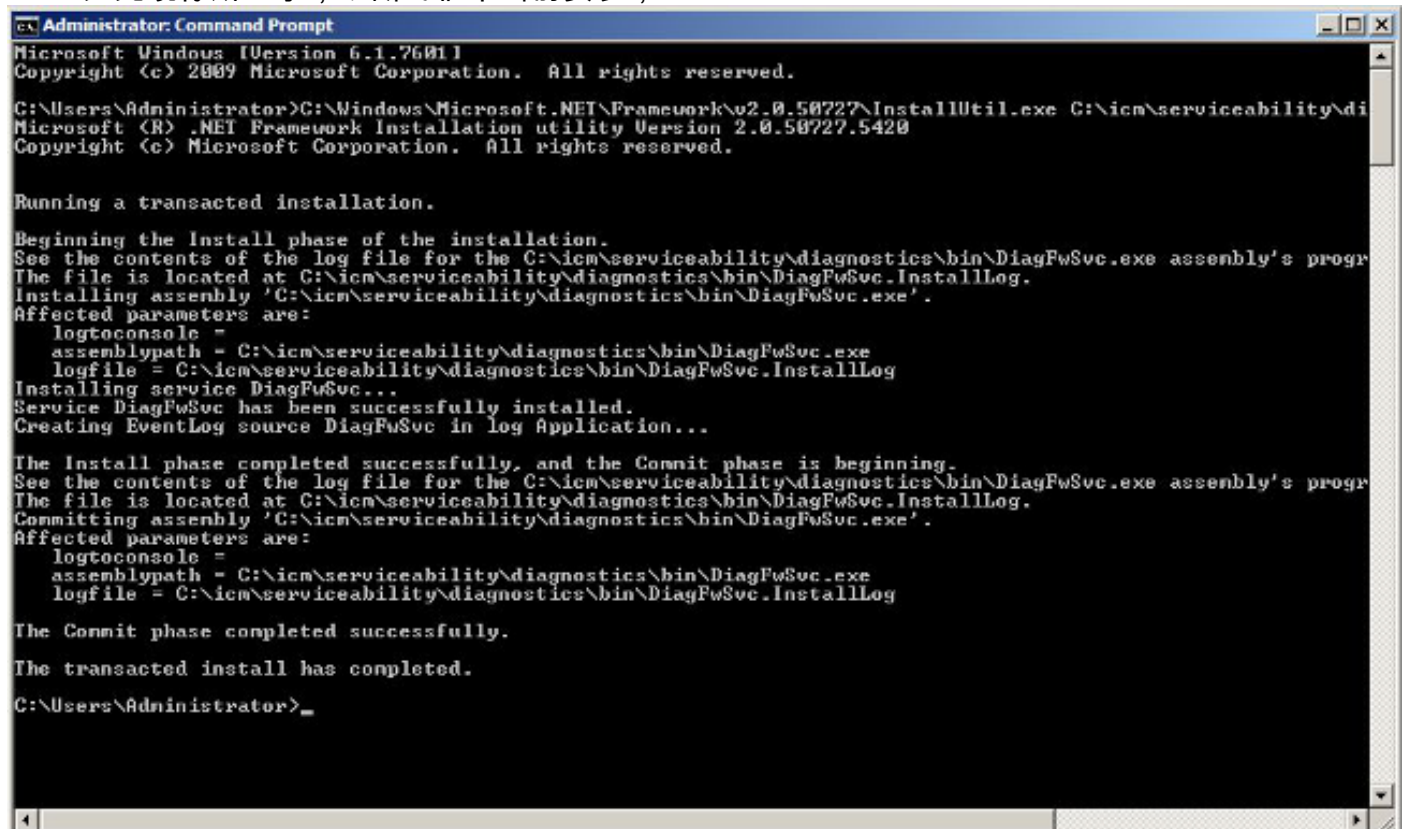
解决方案

完成这些步骤为了手工安装诊断的框架：

1. 打开prompt命令。
2. 输入这些命令：

```
C:\Windows\Microsoft.NET\Framework\v2.0.50727\InstallUtil.exe  
C:\icm\serviceability\diagnostics\bin\DiagFwSvc.exe
```

如此镜像所显示，诊断的框架当前安装，：



```
Administrator: Command Prompt  
Microsoft Windows [Version 6.1.7601]  
Copyright (c) 2009 Microsoft Corporation. All rights reserved.  
  
C:\Users\Administrator>C:\Windows\Microsoft.NET\Framework\v2.0.50727\InstallUtil.exe C:\icm\serviceability\diagnostics\bin\DiagFwSvc.exe  
Microsoft (R) .NET Framework Installation utility Version 2.0.50727.5420  
Copyright (c) Microsoft Corporation. All rights reserved.  
  
Running a transacted installation.  
  
Beginning the Install phase of the installation.  
See the contents of the log file for the C:\icm\serviceability\diagnostics\bin\DiagFwSvc.exe assembly's program file.  
The file is located at G:\icm\serviceability\diagnostics\bin\DiagFwSvc.InstallLog.  
Installing assembly 'C:\icm\serviceability\diagnostics\bin\DiagFwSvc.exe'.  
Affected parameters are:  
  logtoconsole =  
  assemblypath = C:\icm\serviceability\diagnostics\bin\DiagFwSvc.exe  
  logfile = C:\icm\serviceability\diagnostics\bin\DiagFwSvc.InstallLog  
Installing service DiagFwSvc...  
Service DiagFwSvc has been successfully installed.  
Creating EventLog source DiagFwSvc in log Application...  
  
The Install phase completed successfully, and the Commit phase is beginning.  
See the contents of the log file for the C:\icm\serviceability\diagnostics\bin\DiagFwSvc.exe assembly's program file.  
The file is located at G:\icm\serviceability\diagnostics\bin\DiagFwSvc.InstallLog.  
Committing assembly 'C:\icm\serviceability\diagnostics\bin\DiagFwSvc.exe'.  
Affected parameters are:  
  logtoconsole =  
  assemblypath = C:\icm\serviceability\diagnostics\bin\DiagFwSvc.exe  
  logfile = C:\icm\serviceability\diagnostics\bin\DiagFwSvc.InstallLog  
  
The Commit phase completed successfully.  
  
The transacted install has completed.  
  
C:\Users\Administrator>
```

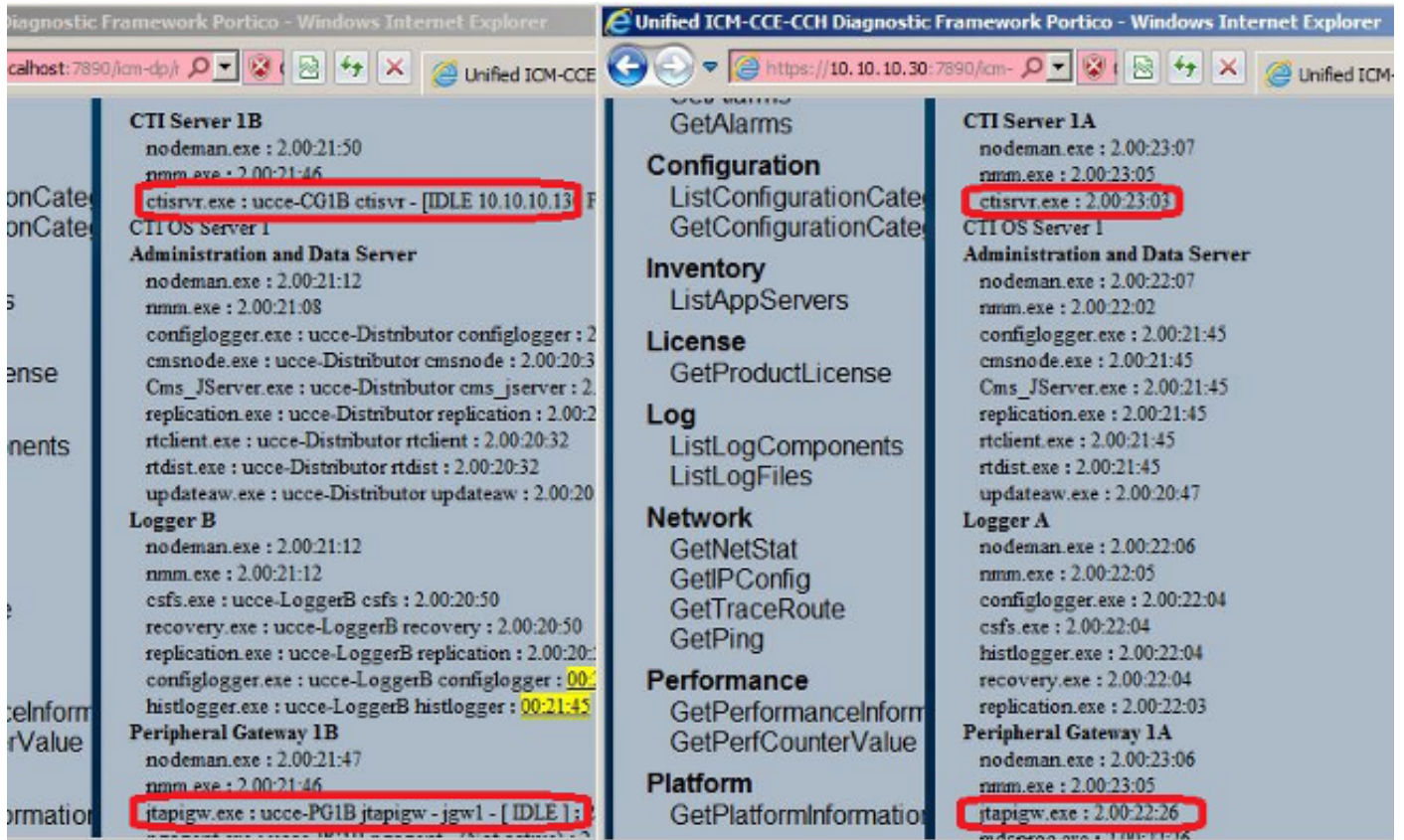
如果服务在您的机器已经存在，您收到此消息：

C:\Windows\Microsoft.NET\Framework\v2.0.50727\InstallUtil.exe

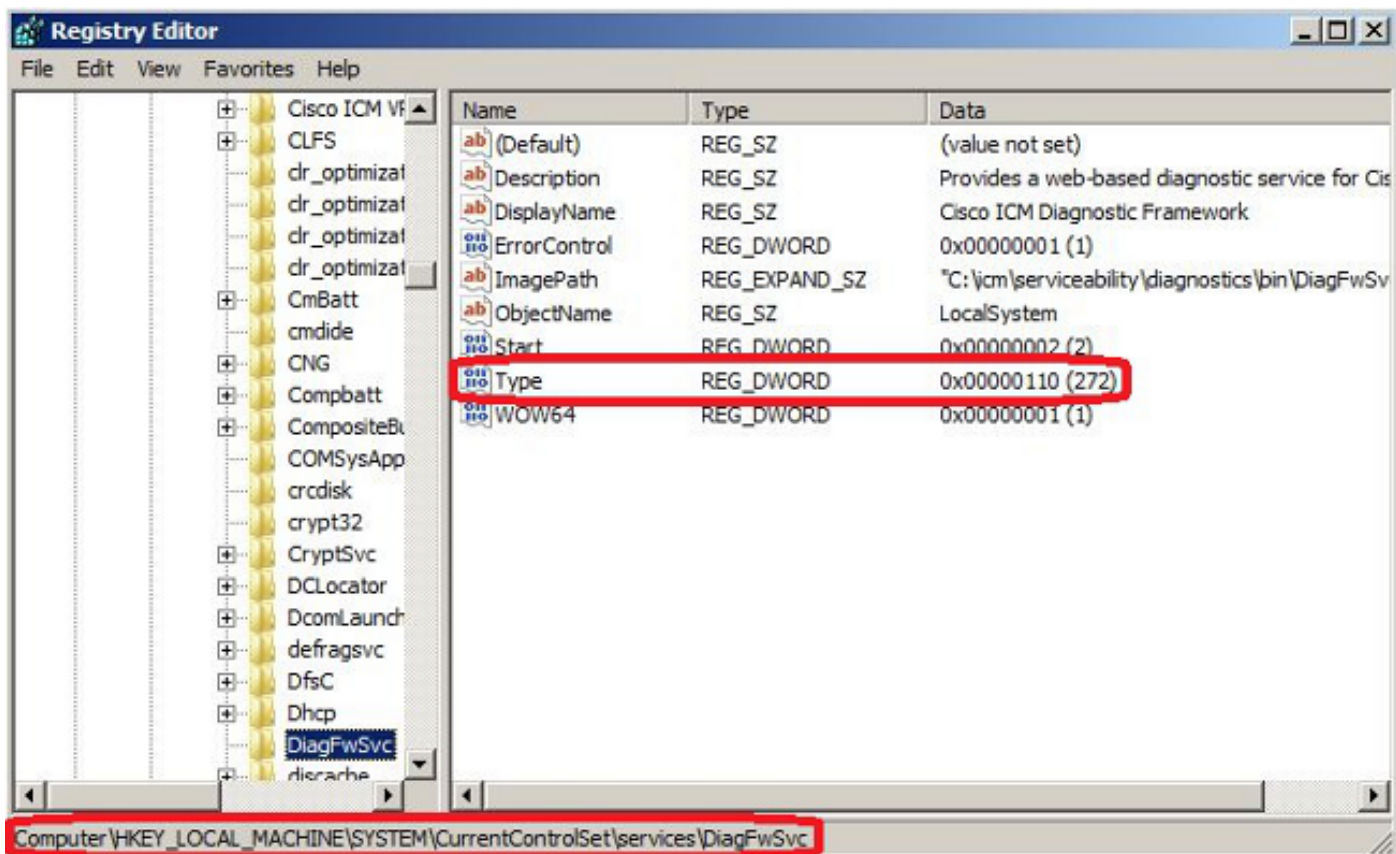
C:\icm\serviceability\diagnostics\bin\DiagFwSvc.exe

安装在一个transactioned方式被执行;如果其中一个集合不能安装，其他集合的安装被延期。
uninstall没有transactioned。

Note:在诊断的框架门廓的手工安装以后，进程(在下张屏幕画面的右下)也许不能显示状态。如果在屏幕画面的左下上安装正确地，信息应该显示。



如果ICM诊断的门廓ListProcesses和统一的CLI show processes命令不显示ICM进程的状况，在手工安装完成后，请连接对HKEY_LOCAL_MACHINE >SYSTEM > CurrentControlSet > Services > DiagFwSvc并且验证类型设置为0x0000110 (272)。



如果需要注册表更改，请重新启动服务器为了确认更改。在重新启动以后，UCCE进程的状况应该适当地显示。