

# 排除不列出进程或服务的统一的联系中心企业 (UCCE) 诊断的框架故障

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## Introduction

此条款描述如何调整不列出进程或服务的UCCE诊断的框架故障的一个问题。

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## Prerequisites

## Requirements

Cisco 建议您了解以下主题：

- UCCE
- 诊断的框架故障

This document is not restricted to specific software and hardware versions.

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. 如果您的网络实际，请保证您了解所有命令的潜在影响。

## 问题

当您打开诊断的框架故障时您不能列出服务或进程。

当您设法列出服务时您获得：

```
ListServicesReply (Error)
```

```
No ICM service found.
```

当您设法列出进程时什么都不是列出的。

从系统CLI **show process**命令发出一个警告：

admin:show processes

Warning: org.apache.xerces.jaxp.SAXParserImpl\$JAXPSAXParser: Property 'http://www.oracle.com/xml/jaxp/properties/entityExpansionLimit' is not recognized.

Warning: org.apache.xerces.parsers.SAXParser: Feature ' <http://javax.xml.XMLConstants/feature/secure-processing>' is not recognized. Warning: org.apache.xerces.parsers.SAXParser: Property ' <http://www.oracle.com/xml/jaxp/properties/entityExpansionLimit>' is not recognized.

如果访问URL <https://localhost:7890/icm-dp/rest/DiagnosticPortal/>不工作：

admin:show processes

Warning: org.apache.xerces.jaxp.SAXParserImpl\$JAXPSAXParser: Property 'http://www.oracle.com/xml/jaxp/properties/entityExpansionLimit' is not recognized.

Warning: org.apache.xerces.parsers.SAXParser: Feature ' <http://javax.xml.XMLConstants/feature/secure-processing>' is not recognized. Warning: org.apache.xerces.parsers.SAXParser: Property ' <http://www.oracle.com/xml/jaxp/properties/entityExpansionLimit>' is not recognized.

## 解决方案

这发生由于Windows管理设备(WMI)故障。

从诊断的框架记录您能看到从WMI服务的例外，当检索服务状态时：

admin:show processes

Warning: org.apache.xerces.jaxp.SAXParserImpl\$JAXPSAXParser: Property 'http://www.oracle.com/xml/jaxp/properties/entityExpansionLimit' is not recognized.

Warning: org.apache.xerces.parsers.SAXParser: Feature ' <http://javax.xml.XMLConstants/feature/secure-processing>' is not recognized. Warning: org.apache.xerces.parsers.SAXParser: Property ' <http://www.oracle.com/xml/jaxp/properties/entityExpansionLimit>' is not recognized.

在从Microsoft网站的步骤后要修正它请再创WMI贮藏库：

<https://blogs.technet.microsoft.com/askperf/2009/04/13/wmi-rebuilding-the-wmi-repository/>